



Council Offices, Almada Street
Hamilton, ML3 0AA

Tuesday, 05 September 2023

Dear Councillor

Executive Committee

The Members listed below are requested to attend a meeting of the above Committee to be held as follows:-

Date: Wednesday, 13 September 2023
Time: 10:00
Venue: Hybrid - Committee Room 1, Council Offices, Almada Street, Hamilton, ML3 0AA

The business to be considered at the meeting is listed overleaf.

Yours sincerely

Cleland Sneddon
Chief Executive

Members

Joe Fagan (Chair/ex officio), Gerry Convery (Depute Chair), Alex Allison, John Anderson, Robert Brown, Andy Carmichael, Maureen Chalmers, Ross Clark, Margaret Cooper, Andrea Cowan, Maureen Devlin, Gladys Ferguson-Miller, Lynsey Hamilton, Mark Horsham, Eileen Logan, Katy Loudon, Hugh Macdonald, Ian McAllan, Catherine McClymont, Kenny McCreary, Lesley McDonald, Mark McGeever, Davie McLachlan, Richard Nelson, Mo Razzaq, Kirsten Robb, John Ross, David Shearer, Margaret B Walker

Substitutes

John Bradley, Walter Brogan, Poppy Corbett, Margaret Cowie, Elise Frame, Graeme Horne, Martin Hose, Susan Kerr, Ross Lambie, Elaine McDougall, Norman Rae, Graham Scott, David Watson

BUSINESS

1 Declaration of Interests

- 2 **Minutes of Previous Meeting** 3 - 10
The minutes of the meeting of the Executive Committee held on 16 August 2023 submitted for approval as a correct record. (Copy attached)

Monitoring Item(s)

- 3 **Revenue Budget Monitoring for Period 1 April to 11 August 2023** 11 - 16
Report dated 23 August 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 4 **Capital Budget 2023/2024 and Monitoring for Period 5 - 1 April to 11 August 2023** 17 - 24
Report dated 23 August 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 5 **Additional Funding from Scottish Government and Other External Sources** 25 - 28
Report dated 23 August 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)

Item(s) for Decision

- 6 **East Kilbride Town Centre Masterplan**
Report by the Executive Director (Community and Enterprise Resources). (Copy to follow)
- 7 **Parking – Penalty Charge Notices (PCNs)** 29 - 32
Report dated 24 August 2023 by the Executive Director (Community and Enterprise Resources). (Copy attached)

Item(s) for Noting

- 8 **Council Complaints Report: SPSO Annual Overview 2022/2023** 33 - 46
Report dated 18 August 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)

Urgent Business

- 9 **Urgent Business**
Any other items of business which the Chair decides are urgent.

For further information, please contact:-

Clerk Name:	Pauline MacRae
Clerk Telephone:	07385 370044
Clerk Email:	pauline.macrae@southlanarkshire.gov.uk

EXECUTIVE COMMITTEE

2

Minutes of meeting held via Confero and in the Council Chamber, Council Offices, Almada Street, Hamilton on 16 August 2023

Chair:

Councillor Gerry Convery (Depute)

Councillors Present:

Councillor Alex Allison, Councillor John Anderson, Councillor Robert Brown, Councillor Andy Carmichael, Councillor Maureen Chalmers, Councillor Ross Clark, Councillor Margaret Cooper, Councillor Andrea Cowan, Councillor Margaret Cowie (*substitute for Councillor Lesley McDonald*), Councillor Maureen Devlin, Councillor Gladys Ferguson-Miller, Councillor Lynsey Hamilton, Councillor Mark Horsham, Councillor Susan Kerr (*substitute for Councillor Joe Fagan*), Councillor Ross Lambie (*substitute for Councillor Kenny McCreary*), Councillor Eileen Logan, Councillor Katy Loudon, Councillor Hugh Macdonald, Councillor Ian McAllan, Councillor Catherine McClymont, Councillor Mark McGeever, Councillor Davie McLachlan, Councillor Richard Nelson, Councillor Mo Razzaq, Councillor Kirsten Robb, Councillor John Ross, Councillor David Shearer, Councillor Margaret B Walker

Councillors' Apologies:

Councillor Joe Fagan (Chair, ex officio), Councillor Kenny McCreary, Councillor Lesley McDonald

Attending:

Chief Executive's Service

C Sneddon, Chief Executive

Community and Enterprise Resources

D Booth, Executive Director

Education Resources

C McKenzie, Executive Director

Finance and Corporate Resources

P Manning, Executive Director; C Fergusson, Head of Finance (Transactions); T Little, Head of Communications and Strategy; G McCann, Head of Administration and Legal Services; P MacRae, Administration Adviser; K McLeod, Administration Assistant; M Milne, Head of Personnel Services

Housing and Technical Resources

S Gibson, Executive Director

Health and Social Care/Social Work Resources

S Sengupta, Director, Health and Social Care

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Executive Committee held on 21 June 2023 were submitted for approval as a correct record.

The Committee decided: that the minutes be approved as a correct record.

Councillor Allison requested an update on the position regarding actions in respect of the South Lanarkshire Leisure and Culture (SLLC) commissioned external legal review. The Chair responded, advising of actions proposed to progress this matter.

3 Revenue Budget Monitoring for Period 1 April 2023 to 14 July 2023

A report dated 26 July 2023 by the Executive Director (Finance and Corporate Resources) was submitted on the overall financial position of the Council's General Fund Revenue Account and Housing Revenue Account for the period 1 April to 14 July 2023.

At 14 July 2023, the position on the General Fund Revenue Account was breakeven. Details were given on:-

- ◆ budget pressures within Children and Families Services
- ◆ the position following the outcome of the Job Evaluation exercise for Home Carers

The Housing Revenue Account showed a breakeven position at 14 July 2023.

The Committee decided:

- (1) that the breakeven position on the General Fund Revenue Account at 14 July 2023, as detailed in section 4 and Appendix 1 of the report, be noted; and
- (2) that the breakeven position on the Housing Revenue Account at 14 July 2023, as detailed in section 5 and Appendix 2 of the report, be noted.

[Reference: Minutes of 21 June 2023 (Paragraph 4)]

4 Capital Budget 2023/2024 and Monitoring for Period 4 - 1 April 2023 to 14 July 2023

A report dated 26 July 2023 by the Executive Director (Finance and Corporate Resources) was submitted on progress of the General Fund Capital Programme and the Housing Capital Programme for the period 1 April to 14 July 2023.

At its meeting on 21 June 2023, the Committee had approved a General Fund Capital Programme for 2023/2024 totalling £81.990 million. A revised programme of £83.322 million was now anticipated which included proposed adjustments to the programme totalling a net increase of £1.332 million. The proposed adjustments were detailed in Appendix 1 to the report. The increase reflected additional funding from external bodies which required to be spent on specific programmes of work.

At 14 July 2023, £9.865 million had been spent on the General Fund Capital Programme, a slight underspend of £0.142 million, and actual funding received to 14 July 2023 totalled £41.715 million. The programme spend and funding for the General Fund for the period was detailed in appendices 2 and 3 to the report.

The Housing Capital Programme 2023/2024, approved by the Executive Committee at its meeting on 21 June 2023, totalled £63.916 million. Details of the position of the programme at 14 July 2023 were provided in Appendix 4 to the report. Adjustments to the Housing Programme, as detailed in the report, had resulted in a proposed revised programme of £69.596 million. Programmed funding for the year also amounted to £69.596 million.

At 14 July 2023, the budget for the Housing Capital Programme amounted to £13.250 million. Expenditure for the period totalled £12.469 million and actual funding received to 14 July 2023 also amounted to £12.469 million.

The Committee decided:

- (1) that the period 4 position, at 14 July 2023, of the General Fund Capital Programme, detailed in appendices 2 and 3 of the report, and the Housing Capital Programme, detailed at Appendix 4 of the report, be noted;
- (2) that the adjustments to the General Fund programme, as detailed in Appendix 1 of the report, and the Housing programme, as detailed in Sections 5.1 and 5.2 of the report, be approved; and
- (3) that the revised programmes be monitored by the Financial Resources Scrutiny Forum.

[Reference: Minutes of 21 June 2023 (Paragraph 6)]

5 Additional Funding from Scottish Government and Other External Sources

A report dated 27 July 2023 by the Executive Director (Finance and Corporate Resources) was submitted on additional funding, totalling £1.478 million, which had been made available to the Council by the Scottish Government and other external sources.

The funding had been allocated as follows:-

Revenue Funding

Resource	2023/2024 (£m)
Education	0.458
Total	0.458

Capital Funding

Resource	2023/2024 (£m)
Community and Enterprise	1.020
Total	1.020

Overall Total **1.478**

The Committee decided: that the report be noted.

[Reference: Minutes of 21 June 2023 (Paragraph 7)]

6 Cost of Living – Support

A report dated 4 July 2023 by the Executive Director (Finance and Corporate Resources) was submitted on the support provided to households in South Lanarkshire which had been significantly impacted by the cost of living crisis.

An update was provided on the cost of living supports approved by the Executive Committee at its meeting held on 21 September 2022 including:-

- ♦ the Financial Wellbeing Support Fund which had, from the launch of the fund to the end of the financial year, supported 5,137 households, distributing £1.2 million in funding to households

- ◆ energy support through the delivery of an energy voucher scheme for households on prepaid meters and the Capped Meter Fund which supported social rented tenants who were struggling to pay their utility costs and had had their pre-payment meter capped
- ◆ the Digital Inclusion Fund which had been established to help residents, particularly in high Scottish Index of Multiple Deprivation areas, access services digitally

Given the success of the Financial Wellbeing Support Fund in distributing cash to households, coupled with advice and support, it was proposed to redirect funding earmarked for the provision of energy vouchers in 2023/2024 for a further round of wellbeing payments.

The energy voucher scheme had resulted in 8,000 vouchers being issued to households by the end of May 2023. The activity would continue to the end of August 2023, following which it was proposed that any underspend be ringfenced for further support activity through the Financial Wellbeing Support Fund.

Details were also given on existing Council support for households including:-

- ◆ support from the Money Matters Advice Service
- ◆ provision of grants through the Scottish Welfare Fund
- ◆ support for tenants with rent arrears
- ◆ provision of benefits
- ◆ write-off of school meal debt

At its meeting on 30 November 2022, the Executive Committee approved additional supports for those affected by the cost of living crisis including:-

- ◆ further payment to South Lanarkshire Leisure and Culture (SLLC). Providing extra funds had enabled SLLC to keep all facilities, which were operating at that time, open throughout the winter and available for the community to access. People across the communities in South Lanarkshire were also able to access warm space within SLLC run facilities throughout winter 2022/2023 as part of the Warm Welcome Initiative. SLLC's response to the Warm Welcome Initiative included:-
 - ◆ provision of space within libraries
 - ◆ Stay and Play sessions for families
 - ◆ Bookbug Sessions
 - ◆ free lets to community groups
 - ◆ free swims for under 16 residents
- ◆ support for foodbanks
- ◆ extension of school meal payouts to weekends
- ◆ support for looked after children

The significant pressure on household finances as a result of the cost of living crisis was expected to continue throughout 2023/2024. The Council would continue to provide support from the range of services and budgets available, however, the financial challenges faced by councils was a limiting factor in the level of support that could be provided to households in South Lanarkshire.

There followed a full discussion during which officers responded to members' questions on various aspects of the report.

The Committee decided:

- (1) that the range of support being provided by the Council to households in response to the impact of the cost-of-living crisis be noted;

- (2) that the redirection of 2023/2024 funding for energy support to the Financial Wellbeing Support Fund, as detailed in section 4.1 of the report, be approved; and
- (3) that the redirection of any underspend from the provision of energy support to the Financial Wellbeing Support Fund, as detailed in section 4.2 of the report, be approved.

[Reference: Minutes of 21 September 2022 (Paragraph 12) and 30 November 2022 (Paragraph 11)]

7 Job Evaluation – Back Pay

A report dated 26 June 2023 by the Executive Director (Finance and Corporate Resources) was submitted on a proposed funding package to meet the cost of paying the backdated element of the recently agreed Home Carers' Job Evaluation.

The cost of backdating the Job Evaluation outcome for Home Carers to October 2020 had been estimated at £18 million. Those costs required to be included in the financial position for 2022/2023. As the costs were in relation to Home Care, which was a delegated service, the costs would fall under the Integration Joint Board (IJB) and would require to form part of its financial accounts.

It was proposed that the costs be met as follows, details of which were provided in Table 1 of the report:-

- ◆ £5.6 million – IJB underspend
- ◆ £7.2 million – IJB reserves
- ◆ £0.3 million - additional IJB underspend
- ◆ £2.7 million - Council reserves set aside for use in future budget strategies
- ◆ £2.2 million - uncommitted service concession funds

Total £18 million

The £7.2 million IJB reserves were intended to be used to balance the IJB budget in 2023/2024 and, without those reserves, the IJB would be unable to balance its budget in the current financial year. As a result, it was proposed that the Council provide a one-off contribution to the IJB of £7.2 million.

It was proposed that this contribution be made up as follows, details of which were provided in Table 2 of the report:-

- ◆ £4.7 million - use of reserves with no current date for spend
- ◆ £0.8 million – uncommitted underspend from 2022/2023
- ◆ £1.2 million – uncommitted service concessions
- ◆ £0.5 million – unallocated COVID funds

Total £7.2 million

The funding solution detailed in the report left the solutions previously identified to support the 2024/2025 and 2025/2026 budget strategy intact.

The Committee decided:

- (1) that the estimated costs of back pay for Home Carers of £18 million, which would be accounted for in 2022/2023, be noted;
- (2) that the funding solution detailed in Table 1 of the report be noted;

- (3) that the one-off payment in 2022/2023 to the IJB from uncommitted service concessions towards the funding solution (£2.2 million), as detailed in Table 1 (line 5) of the report, be approved; and
- (4) that the one-off payment, totalling £7.2 million, to the IJB to reimburse IJB reserves in 2023/2024, as detailed at section 5 and Table 2 of the report, including reserves, unallocated underspends, uncommitted service concession funds and COVID funds, be approved.

[Reference: Minutes of 21 June 2023 (Paragraph 3)]

8 Land and Property Transfers and Disposals

A report dated 20 July 2023 by the Executive Director (Housing and Technical Resources) was submitted on proposed actions in respect of land and property transactions.

The recommendations had been made in terms of agreed procedures for dealing with surplus land and property.

The Committee decided:

- (1) that the land and property, as detailed in Appendix A of the report, be transferred between Resources; and
- (2) that the land detailed in Appendix B of the report be declared surplus to Council requirements.

9 South Lanarkshire Council Response to Pre-budget Scrutiny Call for Evidence on Sustainability of Scotland's Finances

A report dated 1 August 2023 by the Executive Director (Finance and Corporate Resources) was submitted on the Council's proposed response to the call for evidence on the sustainability of Scotland's finances, issued by the Finance and Public Administration Committee of the Scottish Parliament, as part of the pre-budget scrutiny process.

The focus of the Finance and Public Administration Committee's enquiry was the sustainability of Scotland's finances in both the short and longer term and details of the challenges faced within both time frames were provided in the report. Details were also given of the questions on which the Committee had asked for views.

The Council's response to the call for views was attached as Appendix 1 to the report and emphasised the unprecedented financial pressures faced by local government. It made the point that any further reductions in budgets would have severe implications for councils' ability to deliver services which would, in turn, hinder the ability of councils to support Scottish Government priorities and the achievement of national outcomes.

The proposed response included the following key points:-

- ◆ local authorities had a pivotal role in delivering national outcomes and medium and long term strategies for funding the public sector should recognise this key role
- ◆ reductions in budget and significant increases in costs over a sustained period had significantly reduced the capacity of councils to offer a range of core services and respond to national issues such as the cost of living crisis and carbon reduction

- ◆ current funding arrangements limited the ability of councils to plan and invest in dealing with long term systemic challenges and single year budgets for local government restricted longer term planning, fostering short term interventions
- ◆ government required to take current unprecedented pressures into account when making spending decisions, especially where they affected frontline council services

The Parliamentary Committee had issued its call for views as part of the normal pre-budget scrutiny process. The Committee would hear oral evidence in September/October 2023 and consider the draft report in early November, with a view to publication shortly thereafter. If approved, the response detailed in Appendix 1 would be submitted to the Scottish Parliament by the deadline of 16 August 2023.

The Committee decided:

- (1) that the Council's response to the call for evidence, attached at Appendix 1 to the report, be approved; and
- (2) that the response be submitted to the Scottish Parliament by the deadline of 16 August 2023.

10 Glasgow City Region City Deal – A72 Lanark Road M74 Junction 7 Signalisation – Revised Full Business Case

A report dated 27 July 2023 by the Executive Director (Community and Enterprise Resources) was submitted on action taken, in terms of Standing Order No 37(c), because of the timescales involved, by the Chief Executive, in consultation with the Chair and an ex officio member, to approve the revised Full Business Case (FBC) for the A72 Lanark Road/M74 Junction 7 Signalisation element of the Larkhall Community Growth Area City Deal Project.

Following the withdrawal of the successful contractor for the A72 Lanark Road/M74 Junction 7 Signalisation element of the Larkhall Community Growth Area City Deal Project, a revised FBC had been produced covering the next most favourable submission tendered for the project.

The Executive Summary of the revised FBC was attached as Appendix 1 to the report.

The Committee decided:

that the following action taken, in terms of Standing Order No 37(c), by the Chief Executive, in consultation with the Chair and an ex officio member, be noted:-

- ◆ approval of the revised A72 Lanark Road/M74 Junction 7 Signalisation Full Business Case
- ◆ approval to seek grant funding in accordance with the City Deal Grant Distribution Process outlined in the Assurance Framework in relation to the delivery of the project, with the precise arrangements to be agreed by the City Deal Chief Executive's Group (CEG) and City Deal Cabinet

[Reference: Minutes of 17 May 2023 (Paragraph 4)]

11 Urgent Business

There were no items of urgent business.

Report

3

Report to:	Executive Committee
Date of Meeting:	13 September 2023
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Revenue Budget Monitoring for Period 1 April 2023 to 11 August 2023
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1. Purpose of Report

1.1. The purpose of the report is to:

- ◆ advise the Committee of the overall financial position of the Council's General Fund Revenue Account and Housing Revenue Account for the period 1 April 2023 to 11 August 2023

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the break-even position on the General Fund Revenue Account at 11 August 2023, (section 4 and Appendix 1), be noted; and
- (2) that the break-even position on the Housing Revenue Account at 11 August 2023 (section 5 and Appendix 2 of the report), be noted.

3. Background

3.1. This overview report will summarise the actual expenditure and income to 11 August 2023 compared with the budget for the same period for both the Council's General Fund (section 4) and for the Housing Revenue Account (section 5).

4. 2023/2024 General Services

4.1. General Services Current Position as at 11 August 2023

As at 11 August 2023, the position on the General Services budget is break-even. The position across Resources is detailed in Appendix 1.

4.2. **Children and Families:** As detailed in the previous report, budget pressures within Children and Families are continuing into 2023/2024 in relation to residential placements, fostering and kinship care, some of which is a legacy from the pandemic.

4.3. As previously advised to Social Work Committee (28 June 2023), there is one-off funding identified totalling £9.2 million, and this is available this financial year to contribute towards these residual Children and Families' pressures.

4.4. The Social Work Resources position as at 11 August 2023 assumes funding will be available and will be drawn down later in the financial year, as required. The Resource is working towards managing the overall budget pressure in Children and Families by 2024/2025.

- 4.5 Finance Services are working with Housing and Technical Resources and Social Work Resources to create housing and support options for young people eligible for continuing care. The full year impact is estimated to be £2.4 million for current placements identified for housing (the estimated impact in 2023/2024 is £0.9 million). These estimates include a contribution from Education.
- 4.6. **Adults and Older People:** A previously advised, within Adults and Older People, the outcome of the Job Evaluation exercise for Home Carers will result in recurring costs of approximately £7 million from 2023/2024. These costs are not included in the Integration Joint Board (IJB) budget set for 2023/2024. As at 11 August, costs of £2.4 million have been incurred in relation to the cost of the grade changes. These costs are incurred through the IJB budget. As a consequence of the reporting requirements for these integrated authorities, these costs also appear within the figures included in Appendix 1. This does not show as an overspend in Appendix 1 as there is sufficient budget available at this stage in the financial year to cover the additional costs incurred to date.
- 4.7. Officers within the IJB are looking to identify recurring funding solutions. These solutions and an overall recovery plan will be reported to the IJB on 19 September 2023 and, subject to their approval, budgets will be realigned.
- 4.8. **Teacher Numbers:** The Cabinet Secretary has held back £45.5 million of funding nationally for the maintenance of Teacher Numbers, until after the 2023 Census details are received by the Government, and until councils provide assurance that they have maintained teacher numbers and pupil support numbers at the 2022 level. For the Council, this amounts to £2.934 million.
- 4.9. Senior officers from the Council have been liaising with the Government since the start of the financial year to explain the Council's position, as a reduction in numbers compared to the 2022 Census position is anticipated. The reason is that the Census 2022 reflected an inflated level of teachers/support staff who were in place because of funding invested by the Council, and not because of Government funding initiatives. The extra staff in place were facilitated by investment monies and temporary Covid funding supporting learning recovery for the 2022/2023 school session only, and were never intended to be assumed as the core level of staffing against which the Council should be measured.
- 4.10. The Government has advised that no decision on releasing the funding will be taken until after the Census 2023 has been finalised and, therefore, there is a risk to the £2.934 million funding currently being held back.
- 5. Housing Revenue Account Position as at 11 August 2023**
- 5.1. As at 11 August 2023, Appendix 2 shows a break-even position against the phased budget on the Housing Revenue Account.
- 6. Employee Implications**
- 6.1. None.
- 7. Financial Implications**
- 7.1. As detailed in sections 4 to 5 of the report.
- 8. Climate Change, Sustainability and Environmental Implications**
- 8.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

9. Other Implications

- 9.1. The main risk associated with the Council's Revenue Budget is that there is an overspend. The risk has been assessed as low given the detailed budget management applied across the Resources. The risk is managed through four weekly Budget Monitoring Meetings at which any variance is analysed. In addition, the probable outturn exercise ensures early warning for corrective action to be taken where appropriate.

2. Equality Impact Assessment and Consultation Arrangements

- 2.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.
- 2.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

23 August 2023

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ None

List of Background Papers

- ◆ Financial Ledger and budget monitoring results to 11 August 2023.

Contact for Further Information

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

Lorraine O'Hagan, Finance Manager (Strategy)

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E-mail: lorraine.o'hagan@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Period Ended 11 August 2023 (No.5)

Resource / Committee

Departments:

	Annual Budget	Annual Forecast	Annual Forecast Variance	Budget Proportion to 11/08/23	Actual to 11/08/23	Variance to 11/08/23	
	£m	£m	£m	£m	£m	£m	
Community and Enterprise Resources	129.342	129.342	0.000	40.979	40.979	0.000	
Facilities, Waste and Grounds	77.569	77.569	0.000	24.350	24.220	0.130	under
Leisure and Culture	23.227	23.227	0.000	5.355	5.356	(0.001)	over
Planning and Regulatory	4.966	4.966	0.000	1.716	1.548	0.168	under
Environmental and Sustainable Development	4.698	4.698	0.000	(0.341)	(0.406)	0.065	under
Roads, Transportation and Fleet	18.882	18.882	0.000	9.899	10.261	(0.362)	over
Education Resources	417.789	417.789	0.000	152.845	152.845	0.000	
Education	417.789	417.789	0.000	152.845	152.845	0.000	
Finance and Corporate Resources	41.558	41.558	0.000	21.381	21.381	0.000	
Finance Services - Strategy	2.118	2.118	0.000	1.163	1.124	0.039	under
Finance Services - Transactions	18.448	18.448	0.000	7.056	6.844	0.212	under
Audit and Compliance Services	0.374	0.374	0.000	0.178	0.189	(0.011)	over
Information Technology Services	5.226	5.226	0.000	6.177	6.124	0.053	under
Communications and Strategy Services	2.805	2.805	0.000	1.292	1.300	(0.008)	over
Administration and Licensing Services	4.279	4.279	0.000	1.862	1.971	(0.109)	over
Personnel Services	8.308	8.308	0.000	3.653	3.829	(0.176)	over
Housing and Technical Resources	14.176	14.176	0.000	14.297	14.297	0.000	
Housing Services	8.464	8.464	0.000	2.722	2.722	0.000	
Property Services	5.712	5.712	0.000	11.575	11.575	0.000	
Social Work Resources	214.719	214.719	0.000	87.041	87.041	0.000	
Performance and Support Services	6.358	6.358	0.000	1.968	1.879	0.089	under
Children and Families	37.215	37.215	0.000	14.872	15.012	(0.140)	over
Adults and Older People	170.058	170.058	0.000	69.121	69.121	0.000	
Justice and Substance Misuse	1.088	1.088	0.000	1.080	1.029	0.051	under
Joint Boards	2.053	2.053	0.000	0.790	0.790	0.000	
	819.637	819.637	0.000	317.333	317.333	0.000	

Summary

	Annual Budget	Annual Forecast	Annual Forecast Variance	Budget Proportion to 11/08/23	Actual to 11/08/23	Variance to 11/08/23	
	£m	£m	£m	£m	£m	£m	
Service Departments Total	819.977	819.977	0.000	317.333	317.333	0.000	
CFCR	0.352	0.352	0.000	0.000	0.000	0.000	
Loan Charges	23.669	23.669	0.000	0.000	0.000	0.000	
Corporate Items	2.074	2.074	0.000	0.051	0.051	0.000	
Corporate Items (Strategy)	15.211	15.211	0.000	0.000	0.000	0.000	
2023/24 Investments – Transfers to Reserves	3.276	3.276	0.000	0.000	0.000	0.000	
Total Expenditure	864.219	864.219	0.000	317.384	317.384	0.000	
Council Tax	178.602	178.602	0.000	68.693	68.693	0.000	
Less: Council Tax Reduction Scheme	(23.278)	(23.278)	0.000	(8.953)	(8.953)	0.000	
Net Council Tax	155.324	155.324	0.000	59.740	59.740	0.000	
General Revenue Grant	319.941	319.941	0.000	123.054	123.054	0.000	
Non-Domestic Rates	341.536	341.536	0.000	131.360	131.360	0.000	
Transfer from Reserves	47.418	47.418	0.000	47.418	47.418	0.000	
Total Income	864.219	864.219	0.000	361.572	361.572	0.000	
Net Expenditure / (Income)	0.000	0.000	0.000	(44.188)	(44.188)	0.000	

SOUTH LANARKSHIRE COUNCIL
Revenue Budget Monitoring Report
Period Ended 11 August 2023 (No.5)

Budget Category**Service Departments:****Expenditure**

	Annual Budget £m	Annual Forecast £m	Annual Forecast Variance £m	Budget Proportion to 11/08/23 £m	Actual to 11/08/23 £m	Variance to 11/08/23 £m	
Employee Cost	613.816	613.816	0.000	212.682	212.667	0.015	under
Property Costs	61.907	61.907	0.000	14.833	15.105	(0.272)	over
Supplies and Services	61.196	61.196	0.000	18.529	18.847	(0.318)	over
Transport Costs	45.396	45.396	0.000	15.634	16.450	(0.816)	over
Administration Costs	15.468	15.468	0.000	3.812	3.878	(0.066)	over
Payments to Other Bodies	78.683	78.683	0.000	32.764	32.810	(0.046)	over
Payments to Contractors	245.559	245.559	0.000	77.239	75.616	1.623	under
Transfer Payments	6.251	6.251	0.000	3.784	3.815	(0.031)	over
Housing Benefits	65.650	65.650	0.000	20.950	20.950	0.000	
Financing Charges (controllable)	2.345	2.345	0.000	0.442	0.448	(0.006)	over
Total	1,196.271	1,196.271	0.000	400.669	400.586	0.083	under
Service Departments Total	1,196.611	1,196.611	0.000	400.669	400.586	0.083	under
CFCR	0.352	0.352	0.000	0.000	0.000	0.000	
Loan Charges	23.669	23.669	0.000	0.000	0.000	0.000	
Corporate Items	2.074	2.074	0.000	0.041	0.041	0.000	
Corporate Items (Strategy)	15.211	15.211	0.000	0.000	0.000	0.000	
2023/24 Investments – Transfers to Reserves	3.276	3.276	0.000	0.000	0.000	0.000	
Total Expenditure	1,240.853	1,240.853	0.000	400.720	400.637	0.083	under
Income							
Housing Benefit Subsidy	60.258	60.258	0.000	18.681	18.681	0.000	
Other Income	316.376	316.376	0.000	64.655	64.572	(0.083)	under rec.
Council Tax (Net of Council Tax Reduction Scheme)	155.324	155.324	0.000	59.740	59.740	0.000	
General Revenue Grant	319.941	319.941	0.000	123.054	123.054	0.000	
Non-Domestic Rates	341.536	341.536	0.000	131.360	131.360	0.000	
Transfer from Reserves	47.418	47.418	0.000	47.418	47.418	0.000	
Total Income	1,240.853	1,240.853	0.000	444.908	444.825	(0.083)	under rec.
Net Expenditure / (Income)	0.000	0.000	0.000	(44.188)	(44.188)	0.000	

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Period Ended 11 August 2023 (No.5)

Housing Revenue Account

	Annual Budget £m	Forecast for Year £m	Annual Forecast Variance £m	Budget Proportion to 11/08/23 £m	Actual to 11/08/23 £m	Variance to 11/08/23 £m		%	Note
Employee Costs	14.253	14.253	0.000	4.879	4.917	(0.038)	over	(0.8%)	
Property Costs	50.929	50.929	0.000	14.597	15.127	(0.530)	over	(3.6%)	1
Supplies & Services	0.433	0.433	0.000	0.087	0.098	(0.011)	over	(12.6%)	
Transport & Plant	0.196	0.196	0.000	0.061	0.054	0.007	under	11.5%	
Administration Costs	5.570	5.570	0.000	0.183	0.172	0.011	under	6.0%	
Payments to Other Bodies	2.974	2.974	0.000	0.785	0.813	(0.028)	over	(3.6%)	
Payments to Contractors	0.100	0.100	0.000	0.031	0.031	0.000	-	0.0%	
Transfer Payments	0.000	0.000	0.000	0.000	0.000	0.000	-	0.0%	
Financing Charges	27.162	27.162	0.000	8.385	8.404	(0.019)	over	(0.2%)	
Total Controllable Expenditure	101.617	101.617	0.000	29.008	29.616	(0.608)	over	(1.9%)	
Total Controllable Income	(115.940)	(115.940)	0.000	(38.141)	(38.283)	0.142	over recovered	0.3%	2
Transfer to/(from) Balance Sheet	(4.907)	(4.907)	0.000	(1.510)	(1.976)	0.466	over recovered	84.9%	3
Net Controllable Expenditure	(19.230)	(19.230)	0.000	(10.643)	(10.643)	0.000	-	0.0%	
Add: Non Controllable Budgets									
Financing Charges	19.230	19.230	0.000	0.000	0.000	0.000	-	0.0%	
Total Budget	0.000	0.000	0.000	(10.643)	(10.643)	0.000	-	0.0%	

Variance Explanations

1. The net overspend reflects the volume and cost of repairs and maintenance, including additional costs for the internal contractor. There is also an overspend in relation to cleaning charges.
2. The additional income is due to the favourable timing of new build and purchased council housing units being available to rent.
3. The timing impact of the net overspend requires a higher than budgeted transfer from reserves at this time.

Virements

None.

Report

4

Report to: **Executive Committee**
 Date of Meeting: **13 September 2023**
 Report by: **Executive Director (Finance and Corporate Resources)**

Subject: **Capital Budget 2023/2024 and Monitoring for Period 5 -
1 April 2023 to 11 August 2023**

1. Purpose of Report

1.1. The purpose of the report is to:

- ◆ update the Executive Committee of progress on the General Fund Capital Programme and the Housing Capital Programme for the period 1 April 2023 to 11 August 2023

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the adjustments to the General Fund programme, listed at Appendix 1, be approved;
- (2) that the period 5 position (ended 11 August 2023) of the General Fund Capital Programme detailed in Appendices 2 to 3 and the Housing Capital Programme at Appendix 4, be noted; and
- (3) that the revised programmes be monitored by the Financial Resources Scrutiny Forum.

3. Background

3.1. The attached statements to this report provide a summarised monitoring position as at 11 August 2023. Spending has been split into two separate sections:

- ◆ General Fund Capital Programme including Education, Social Work, Roads and Transportation and General Services (Section 4)
- ◆ Housing Capital Programme (Section 5)

4. General Fund Capital Programme

4.1. **2023/2024 Budget:** The budget agreed at Executive Committee on 16 August 2023 was £83.322 million. A revised programme of £80.262 million is now anticipated, which includes adjustments to the programme totalling a net decrease of £3.060 million, which are proposed in Appendix 1.

4.2. The main reason for this reduction is profiling adjustments proposed by Community and Enterprise Resources, and they include the output from the review of the anticipated timing of spend on the Glasgow City Region City Deal project at Stewartfield Way, East Kilbride (£3 million).

- 4.3. In addition, delays in Scottish Government approval for the overall project at Hairmyres Station have had an impact on the timescales for the Park and Ride project. As a result, funding from Strathclyde Passenger Transport (£0.800 million) cannot be fully utilised this financial year. Furthermore, a timescale of works has now been agreed with the contractor for the Glasgow City Region City Deal signalisation project at Lanark Road, Larkhall, which will now commence on site January 2024. This has resulted in some expenditure falling into next financial year (£0.800 million).
- 4.4. These reductions to the 2023/2024 programme (sections 4.2 and 4.3) are offset by additional project funding awarded primarily from the Scottish Government's Regeneration Capital Grant Fund (£0.989 million) and Shared Prosperity Fund (£0.340 million).
- 4.5. **General Fund – Period 5 Position:** As noted in 4.1, the total capital spending programme for the year is £80.262 million. The detailed programme and spend for the General Fund are shown in Appendices 2 and 3.
- 4.6. Appendix 3 also shows budget for the period of £15.161 million and spend to the 11 August 2023 of £14.654 million. The spend is, therefore, behind programme by £0.507 million. This mainly relates to the new Wooddean Early Learning Centre, Bothwell (formerly Clyde Terrace) within Education Resources, which is still scheduled to handover in November 2023, as previously advised.
- 4.7. Actual funding received to 11 August 2023 is £42.661 million. Relevant officers will closely monitor the generation of all income including receipts.
- 5. Housing Capital Programme**
- 5.1. **2023/2024 Budget:** Appendix 4 summarises the position on the Housing programme as at 11 August 2023. The revised capital programme for the year was £69.596 million, as approved by the Executive Committee on 16 August 2023.
- 5.2. Programmed funding for the year also totals £69.596 million. The funding sources are also detailed in Appendix 4.
- 5.3. **Period 5 Position:** Budget for the period is £16.115 million and spend to 11 August 2023 amounts to £15.580 million. This results in the Housing Programme being £0.535 million behind programme. This is a timing issue only at this stage.
- 5.4. As at 11 August 2023, £15.580 million of funding had been received.
- 6. Employee Implications**
- 6.1. There are no employee implications as a result of this report.
- 7. Financial Implications**
- 7.1. The General Services and Housing Programme Programmes and their spend position to 11 August 2023 are detailed in sections 4 and 5 respectively.
- 7.2. Regular monitoring of both the General Fund Programme and the Housing Programme will be carried out in detail by the Financial Resources Scrutiny Forum and reported on a regular basis to this Committee.
- 8. Other Implications**
- 8.1. The main risk associated with the Council's Capital Programme is an overspend. The risk has been assessed as low given the detailed project management plans prepared

and monitored for each project. The risk of overspend is managed through four weekly Investment management meetings.

9. Climate Change, Sustainability and Environmental Implications

- 9.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and, therefore, no impact assessment is required.
- 10.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

23 August 2023

Link(s) to Council Vision/Priorities/Values

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Executive Committee, 16 August 2023

List of Background Papers

- ◆ Capital Ledger prints to 11 August 2023

Contact for Further Information

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

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Proposed Adjustments**Community and Enterprise Resources****Carnwath Community and Business Enterprise HUB**

The Council has been awarded funding of £0.275 million from the Scottish Government's Regeneration Capital Grant Fund (RCG) towards the Carnwath Community and Business Enterprise HUB project. This will support the construction of a community business and enterprise hub on the site already purchased in the village. This RCG funding will augment funding already provided from the Council's Capital Programme, namely Place Based Investment Programme (£0.025m) for the site purchase and Vacant and Derelict Land Fund (£0.100m) for the construction.

Approval is sought to increase the 2023/2024 Capital Programme by £0.275 million to reflect this grant award. £0.275m

Carluke High Mill Community Facility – Phase 1

Similarly, the Scottish Government has awarded South Lanarkshire £1.199 million from the Regeneration Capital Grant Fund (RCGF) towards the new High Mill Community Facility, Carluke. This project will be led by a local Community Group and will allow the refurbishment and repurpose of Carluke High Mill into a multi-purpose community facility. The Group have also been awarded Heritage Lottery and Historic Environment Scotland funding for this project.

Given the timescales for this project, anticipated spend in 2023/2024 is expected to be £0.714 million, with the balance of £0.485 million required in financial year 2024/2025. Therefore, approval is sought to increase the 2023/2024 Capital programme by £0.714 million with the remainder (£0.485 million) being added to the budget in 2024/2025 when appropriate. £0.714m

Leisure and Culture Transformation Fund - TACT Hall

The TACT Hall, Blantyre is currently closed. Essential works are required to the heating / ventilation systems and the water tank to bring the hall back into operation. Approval is sought to add £0.187 million to the 2023/2024 Capital Programme to undertake the necessary improvement works at the TACT Hall. This will be funded from the Leisure and Culture Transformation Fund. £0.187m

Strathclyde Passenger Transport – Hairmyres Park and Ride

Funding of £1 million for financial year 2023/2024 was secured from Strathclyde Passenger Transport to contribute to the expansion of Hairmyres Station Park and Ride. However, Scottish Government approval for the overall project at Hairmyres Station is still awaited.

As a result, the Transport Scotland / Network Rail timeline for the delivery of the overall project at Hairmyres Station has changed since the time of the Council's original funding bid. Given these ongoing issues, approval is sought to reduce the 2023/2024 capital programme by £0.800 million. The remaining funding allocated for this financial year will allow for the conclusion of the planning application process as well as the development of tender and contract documents. (£0.800m)

A bid for funding in future financial years will be submitted to Strathclyde Passenger Transport to allow this project to progress.

Glasgow City Region City Deal - Stewartfield Way

Delivery timescales and financial matters remain under review in light of pressures being experienced across this and other construction projects and currently available design and contractor resources. A phased delivery programme is being considered with work now underway in relation to traffic modelling, revised junction layouts, early action elements (electric vehicle / active travel). Work continues in relation to refining, rescoping and progressing the project to Outline Business Case and this is expected over the next 9 to 12 months.

As this work is ongoing, approval is sought to slip £3 million into the 2024/2025 Capital Programme to better reflect the more likely timing of spend. (£3.000m)

Glasgow City Region City Deal – Lanark Road Signalisation

The 2023/2024 Capital Programme includes an allocation of £1.350 million to progress a signalisation project at the M74 junction 7, Lanark Road, Larkhall. Due to the initially successful contractor withdrawing from the tender process the second-place contractor was appointed. However, the resulting delay means it has been necessary to restate the programme with works now commencing in January 2024 through to June 2024. As a result, approval is sought to slip £0.800 million into the 2024/2025 Capital Programme to better reflect the anticipated timing of spend. (£0.800m)

Education Resources

Crawforddyke Primary School – ASN Adaptations

Approval is sought to increase the 2023/24 Capital Programme to reflect £0.022m of developer contributions already received from the development at the former Roadmeetings Hospital, Carluke. This funding will be utilised to alter the former nursery toilets to facilitate use by primary school pupils at Crawforddyke Primary School, Carluke. £0.022m

Housing and Technical Resources

Public Space CCTV

As reported to the Community and Enterprise Committee (29 August 2023), to facilitate the upgrade of the public space CCTV system, an allocation of £0.500 million has been made available from the Council's Shared Prosperity Fund allocation. Part of these essential works were required to commence during 2022/2023, with the main improvement works scheduled to start in 2023/2024.

Approval is sought to increase the 2023/2024 Capital Programme by £0.340 million, with the remaining £0.160 million being added to the budget in 2024/2025 when appropriate. £0.340m

Minor Adjustments £0.002m

TOTAL ADJUSTMENTS (£3.060m)

SOUTH LANARKSHIRE COUNCIL
CAPITAL EXPENDITURE 2023/24
GENERAL FUND PROGRAMME
FOR PERIOD 1 APRIL 2023 TO 11 AUGUST 2023

£m

Total Base Budget (including carry forward from 2022/2023) **83.322**

Proposed Adjustments – Period 5 (3.060)

Total Revised Budget **80.262**

	<u>2023/24</u> <u>Budget</u>	<u>Period 5</u> <u>Proposed</u> <u>Adjustments</u>	<u>Revised</u> <u>2023/24</u> <u>Budget</u>
<u>Resource</u>	<u>£m</u>	<u>£m</u>	<u>£m</u>
Community & Enterprise	42.925	(3.417)	39.508
Education	19.311	0.022	19.333
Finance & Corporate	5.333	-	5.333
Housing & Technical	11.923	0.335	12.258
Social Work	2.030	-	2.030
Other Match Funding	1.800	-	1.800
TOTAL CAPITAL PROGRAMME	83.322	(3.060)	80.262

Appendix 3

SOUTH LANARKSHIRE COUNCIL
CAPITAL EXPENDITURE 2023/24
GENERAL FUND PROGRAMME
FOR PERIOD 1 APRIL 2023 TO 11 AUGUST 2023

	<u>2023/24</u> <u>Original</u> <u>Estimate inc</u> <u>C/F</u>	<u>2023/24</u> <u>Revised</u> <u>Budget</u>	<u>2023/24</u> <u>Budget to</u> <u>11/08/23</u>	<u>2023/24</u> <u>Actual to</u> <u>11/08/23</u>
Expenditure	£m	£m	£m	£m
General Fund Programme	77.849	80.262	15.161	14.654
Income	<u>2023/24</u> <u>Budget</u>	<u>2023/24</u> <u>Revised</u> <u>Budget</u>		<u>2023/24</u> <u>Actual</u> <u>To</u> <u>11/08/23</u>
	£m	£m		£m
Prudential Borrowing	24.959	21.351		21.351
Developers Contributions	7.658	8.080		4.225
Partners (Including SPT, Clyde Windfarm and Transport Scotland)	2.157	3.299		0.549
Scottish Government:				
- Capital Grant	33.985	34.527		10.184
- Cycling, Walking and Safer Routes	1.632	2.284		0.000
- Road Safety Improvement	0.000	0.475		0.000
- Vacant and Derelict Land	2.019	2.019		1.334
- Regeneration Capital Grant	0.737	1.726		0.745
- Place Based Investment	1.510	2.723		2.723
Programme				
-Inspiring School Age Childcare	0.000	0.234		0.000
Spaces Programme				
Glasgow City Region City Deal	0.000	0.000		0.000
Capital Receipts	2.000	2.000		0.006
Specific Reserves	1.192	1.192		1.192
Revenue Contribution	0.000	0.352		0.352
TOTAL FUNDING	77.849	80.262		42.661

SOUTH LANARKSHIRE COUNCIL
CAPITAL EXPENDITURE 2023/24
HOUSING PROGRAMME
FOR PERIOD 1 APRIL 2023 TO 11 AUGUST 2023

	<u>2023/24</u> <u>Original</u> <u>Budget</u> £m	<u>2023/24</u> <u>Revised</u> <u>Budget</u> £m	<u>2023/24</u> <u>Budget to</u> <u>11/08/23</u> £m	<u>2023/24</u> <u>Actual to</u> <u>11/08/23</u> £m
Expenditure				
2023/24 Budget	63.916	69.596	16.115	15.580

	<u>2023/24</u> <u>Original</u> <u>Budget</u> £m	<u>2023/24</u> <u>Revised</u> <u>Budget</u> £m	<u>2023/24</u> <u>Actual to</u> <u>11/08/23</u> £m
Income			
Capital Receipts	0.000	1.683	1.683
Capital Receipts – Land Sales	0.000	0.000	0.005
Capital Funded from Current Revenue	27.162	27.162	8.401
Prudential Borrowing	17.302	23.331	0.000
Scottish Government Specific Grant:			
- New Build	16.632	12.036	5.360
- Open Market Purchase Scheme	2.700	5.264	0.000
- Mortgage to Rent	<u>0.120</u>	<u>0.120</u>	<u>0.131</u>
	<u>63.916</u>	<u>69.596</u>	<u>15.580</u>

Report

5

Report to:	Executive Committee
Date of Meeting:	13 September 2023
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Additional Funding from Scottish Government and Other External Sources
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1. Purpose of Report

1.1. The purpose of the report is to:

- ◆ advise Members of additional funding that has been made available to the Council by the Scottish Government and other external sources since the last report to this Committee (16 August 2023)

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):

- (1) that the additional funding totalling £6.331 million, detailed in Appendices 1 and 2, be noted.

3. Background

- 3.1. The Council is periodically advised of additional funding which is made available from the Scottish Government and other sources to enable various initiatives to be undertaken.
- 3.2. Additional funding may either be paid through the General Revenue Grant mechanism or by the completion of appropriate grant claims.
- 3.3. Details of the additional funding are attached in Appendices 1 and 2 of the report, Revenue and Capital respectively. The report details additional funding that has been reported by Resources as part of the additional resources notification process, as well as any additional funding that has increased the Council's budget by more than £0.100 million.

4. Employee Implications

4.1. None.

5. Financial Implications

- 5.1. Additional Revenue funding of £4.857 million has been identified for 2023/2024. This is detailed in Appendix 1.
- 5.2. Additional Capital funding of £0.989 million has been identified for 2023/2024, with a further £0.485 million in 2024/2025. This is detailed in Appendix 2.

- 5.3. The total additional funding is, therefore, £6.331 million and Resource budgets will be updated to reflect this additional funding as required, Where appropriate, details of spending plans will be presented to Resource Committees for approval.
- 6. Climate Change, Sustainability and Environmental Implications**
- 6.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.
- 7. Other Implications**
- 7.1. There are no other implications in terms of the information contained in this report.
- 8. Equality Impact Assessment and Consultation Arrangements**
- 8.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and, therefore, no impact assessment is required.
- 7.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning
Executive Director (Finance and Corporate Resources)

23 August 2023

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Executive Committee, 16 August 2023

List of Background Papers

- ◆ Additional Funding Reports 27 July 2023 to 23 August 2023

Contact for Further Information

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

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Additional Revenue Funding

Resource	Description	2023/2024 £m	2024/2025 £m	Total £m	Method
Finance and Corporate Resources	No-one Left Behind – General Revenue Grant	0.641	-	0.641	Scottish Government
Finance and Corporate Resources	No-one Left Behind – Retrospective Grant Claim	3.972	-	3.972	Scottish Government
Community and Enterprise Resources	Local Air Quality Management Action Planning Fund / Local Air Quality Management Grant Fund – Grant Award	0.244	-	0.244	Scottish Government
	TOTAL REVENUE FUNDING	4.857	-	4.857	

Additional Capital Funding

Resource	Description	2023/2024 £m	2024/2025 £m	Total £m	Method
Community and Enterprise Resources	Regeneration Capital Grant Fund - Carnwath Community and Business Enterprise HUB	0.275	-	0.275	Scottish Government
Community and Enterprise Resources	Regeneration Capital Grant Fund - Carluke High Mill Community Facility – Phase 1	0.714	0.485	1.199	Scottish Government
	TOTAL CAPITAL FUNDING	0.989	0.485	1.474	

Report

7

Report to:	Executive Committee
Date of	13 September 2023
Meeting: Report	Executive Director (Community and Enterprise Resources)

Subject	Parking – Penalty Charge Notices (PCNs)
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1. Purpose of Report

1.1. The purpose of the report is to: -

- ◆ provide an update on the revised range of maximum amounts payable by a motorist issued with a Penalty Charge Notice (PCN) and to seek approval to adopt the higher levels.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s): -

- (1) that the contents of this report be noted and the revised amounts payable are approved and introduced as soon as practicably possible.

3. Background

- 3.1. In 1997, South Lanarkshire Council produced a Parking Charter. Consequently, on-street waiting and loading restrictions were reviewed and amended to meet the needs of the people working, living, and visiting the Council's urban areas.
- 3.2. Following extensive investigations and discussions, it was concluded that South Lanarkshire Council operate a Decriminalised Parking Enforcement (DPE) regime. A business plan was developed, and the Council gave its approval to proceed with the introduction of DPE commencing in 2005, taking over the responsibility of enforcement of waiting and loading restrictions from the Police.
- 3.3. Demand management measures (e.g. waiting/loading restrictions and parking charges) are a recognised tool to keep our transportation network and town centres operating safely. They ensure junctions are free from parked cars, loading bays, that businesses can continue to operate effectively, and deliveries can reach their destination. Importantly, though, they also assist in encouraging greater use of active/sustainable travel in place of the private car.
- 3.4. Car parking management within town centres is a balance between the supply of parking facilities, both on and off street, and managing demand for parking to ensure that accessibility is maintained for all road users to facilitate economic growth and employment opportunities.

- 3.5. The Council has the power under civil law to issue a Penalty Charge Notice (PCN) to a vehicle which contravenes any of the restrictions in place. The process for the handling of PCNs is statutory in accordance with the Road Traffic Act 1991, as amended.
- 3.6. Currently a penalty charge of £60.00 is issued, however, if payment is made within 14 days from the date of issue, it is reduced by 50% to £30.
- 3.7. Should someone wish to appeal the charge formally they must await the Notice to Owner which will be sent 28 days after the PCN is issued. This will advise the recipient to make payment of £60.00 or appeal by completing and returning the document or by using the online appeals portal. If neither is received, the PCN rises to £90, and a charge certificate is issued. If no payment is received, the case will be passed to the Sheriff Officer, which incurs further charges.

4. Penalty Charge Notice (PCN) Amounts

- 4.1. Local Authority Circular 1/95 “Guidance on Decriminalised Parking Enforcement outside London” set out the procedures local authorities outside London in England and Wales must follow when applying for decriminalised parking enforcement powers. Scottish local authorities have used this guidance when creating decriminalised parking regimes within their local authority areas.
- 4.2. This Circular set out the guidance on the level of charges for Penalty Charges which were linked with the level of fixed penalty notices for non endorsable parking offences. The Scottish Government undertook a public consultation which considered the levels of fines associated with Penalty Charge Notices (PCNs) and published the analysis of the responses in September 2022.
- 4.3. At that time, Scottish Ministers did not feel that it was appropriate to raise the levels due to the cost of living crisis but committed to keeping that decision under review in the coming year. Since that decision was made, there have been increased calls from local authorities and other interested parties asking Scottish Ministers to review that decision and asking for local authorities be given further fiscal powers to decide if they wish to increase the levels of PCN, or not, given that rates have not increased for 22 years.
- 4.4. Earlier this year, Scottish Ministers issued revised guidance to local authorities in Scotland with a decriminalised parking regime notifying them of revised levels of the maximums that can be charged for penalty charges notices.
- 4.5. From the 1 April 2023, the lower and higher maximum amounts payable by a motorist issued with a Penalty Charge Notice (PCN) are shown below shaded grey:-

Level of PCN	Paid within 14 days	Paid between 15 days and Notice to Owner	Paid between Notice to Owner and Charge Certificate	Paid After Service of Charge Certificate
Current	£30.00	£60.00	£60.00	£90.00
Lower	£40.00	£80.00	£80.00	£120.00
Higher	£50.00	£100.00	£100.00	£150.00

- 4.6. Given the current financial climate, the Scottish Government urged local authorities to be aware of the implications this increase may have on members of the public and advised that local authorities be mindful to use the lower limit where appropriate.
- 4.7. However, as town centres seek to recover, post covid, we must ensure that restrictions are enforced appropriately and effectively and that any deterrents (e.g. PCNs) are sufficient to ensure continued operation of the enforcement regime and in line with emerging guidance and legislation.
- 4.8. Subsequently, it proposed to set PCN levels at the higher limit as shown in the table above, meaning a revised discount PCN charge of £50.00 if payment reaches the Council within 14 days of issue or full payment of £100.00 if made after the 14 days and within 28 days from the date the PCN was issued.
- 4.9. As before, should someone wish to appeal the charge formally, they must await the Notice to Owner which will be sent 28 days after the PCN issue. This will advise the recipient to make payment of £100.00 or appeal by completing and returning the document or by using the online appeals portal. If neither is received, the PCN rises to £150 with follow up sheriff officer action necessary.
- 4.10. Other councils across Scotland with a DPE regime have already, or are planning to, implement the same level of revised charges. This includes Edinburgh City, East Renfrewshire, Argyll and Bute, Angus, Dundee City, Perth and Kinross and Highland Council.

5. Employee Implications

- 5.1. There are no current employee implications associated with this report.

6. Financial Implications

- 6.1. The total budgeted income for 2023/24 associated with PCN income for the current year is approximately £2,460,000. This is formed of income associated with Penalty Charge Notices, Parking Charges (both on and off street), season tickets and management of private parking areas. The most recent forecasted shortfall is approximately £0.800 million. This shortfall, due to several reasons including reduced demand across our town centres, is being monitored and managed with support from central budgets associated with covid recovery.
- 6.2. The adoption of the higher maximum PCN amounts payable by a motorist is expected to assist in managing the shortfall as well as acting as a more significant deterrent for those motorists contravening those restrictions. It is difficult to definitively predict what such an increase in PCN amount is likely to achieve, but a figure in the range of £0.100 to £0.200 million is not unrealistic across a full financial year.
- 6.3. We are also continuing to assess parking demands across our town centres, post covid, and consideration is being given to the level of parking tariffs currently in place and this is expected to be reported to a future committee.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. While there are no defined environmental implications or implications for sustainability in terms of the information contained within this report, failure to have effective demand management measures in place across our towns could see the use of the private car begin to increase at the expense of more active/sustainable modes.

8. Other Implications

- 8.1. There are no other implications or risks in relation to the information contained within this report.

9. Equality Impact Arrangements and Consultation Arrangements

- 9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function, or strategy and, therefore, no impact assessment is required.

David Booth

Executive Director (Community and Enterprise Resources)

24 August 2023

Link(s) to Council Values/Priorities/Outcomes

Values

- ◆ Focused on people and their needs
- ◆ Accountable, effective, efficient, and transparent
- ◆ Ambitious, self-aware, and improving
- ◆ Fair, open, and sustainable

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

- ◆ 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

Previous References

- ◆ None

List of Background Papers

- ◆ None

Contact for Further Information

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

Colin Park, Head of Roads, Transportation and Fleet Services

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Report

8

Report to:	Executive Committee
Date of Meeting:	13 September 2023
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Council Complaints Report: SPSO Annual Overview 2022/2023
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide a report on the performance of the Council's handling of complaints received during the period 1 April 2022 to 31 March 2023 against the Scottish Public Services Ombudsman (SPSO) national indicators.
- ♦ identify improvement activity as a result of the analysis of complaints (see Appendix 1)
- ♦ provide customer feedback on complaint handling (see Appendix 2)

2. Recommendation(s)

2.1. The Executive Committee is asked to approve the following recommendation(s):-

- (1) that complaints performance and areas highlighted for improvement be noted.

3. Background

3.1. The Council is required to monitor and assess complaints handling performance to provide assurance in relation to how we have performed; to facilitate continuous improvement; and to assist in benchmarking performance between local authorities. The performance indicators for the local authority model complaints handling procedure are the minimum requirements for a local authority to self-assess and report on performance and to undertake benchmarking activities.

3.2. Compliance with the procedure is monitored by the SPSO.

4. Overview

4.1. The Corporate Management Team receive regular quarterly reports on Council complaints and an annual report is shared with elected members. We continue to work to improve our performance and learn from complaints to improve our services.

4.2. The SPSO introduced a suite of performance indicators which the Council is required to report against following the introduction of the new Complaints Handling Procedure. These are:-

- Indicator 1 - Complaints received per 1000 of population.
- Indicator 2 - % of closed complaints at each stage.
- Indicator 3 - Average time in working days to respond to complaints at each Stage.
- Indicator 4 - % of complaints upheld, not upheld, and resolved.

5. Indicator performance

- 5.1. As per the 2011 census, South Lanarkshire currently has a population of just over 322,630 people. These are the latest available census figures. The results of the 2022 census are expected towards the end of 2023. In the period April 2022 to March 2023, a total of 1069 complaints were received. This means there were 3.3 complaints received for every 1000 head of population compared to 2021/22 where complaints were 3.2 per 1000 head of population. The Complaints received in this period are detailed in Table 1 (SPSO indicator 1).
- 5.2. To allow a more realistic comparison, there were 2.9 complaints received for every 1000 head of population in 2019/20 which was before the pandemic.

Table 1

Total* number of complaints received – Four-year comparison				
Year 2019/20	Year 2020/21	Year 2021/22	Year 2022/23	% Change in last year
910	914	1046	1069	2.2%

*Figures for the total number of complaints received do not include complaints that were categorised as withdrawn or created in error. For 2022/23, 11 complaints were withdrawn or had been created in error.

- 5.3. The Complaints closed in this period (SPSO indicator 2), are detailed by Resource in Table 2 of Appendix 1. The figures are shown as a percentage of all complaints recorded in the CRM, EDRMS, Flare, Confirm and Objective systems. Overall, they show that:
- ◆ 84% of complaints received are closed at Stage 1, i.e. within 5 working days
 - ◆ 5% are closed at Stage 2 i.e. within 20 working days
 - ◆ 11% have been escalated from Stage 1 to Stage 2 and closed
- 5.4. The Complaints Handling Procedure states that Stage 1 complaints are responded to within 5 working days, and Stage 2 within 20 working days.

The average time in working days to respond to complaints (SPSO indicator 3), is detailed by Resource in table 3 of Appendix 1. For the period 2022-2023 in South Lanarkshire, the average number of days to respond at Stage 1 is 4.47 working days and for Stage 2 is 10.67 working days.

Response times are within the recommended timescales of the Complaints Handling Procedures.

These working day statistics show a slight decline in performance from the 2021/22 results where the average working days to respond to Stage 1 was 4.11 and Stage 2 was 10.5.

- 5.5. The tables in Appendix 1 show that Housing and Technical Resources on average dealt with Stage 1 complaints within 6.50 working days and Community and Enterprise within 6.25 working days.

Potential factors in failing to meet the 5 working day timescale may be due to issues where more detailed investigation is required. Complaints of a complex nature would

be likely to take longer. Confidence in managers to recognise the need for more complex investigations and escalate complaints directly to Stage 2 should be encouraged at an early stage to allow the necessary time to investigate and respond.

It is recommended that these results are cascaded to Resource Heads and to Resource Complaints Champions. This will allow an action plan to make improvements to the timescales, and to maintain employee awareness of the options available in the procedure for escalating complaints.

The figures presented in Appendix 1 show specific areas for improvement at Resource level. It should be noted that, where most complaints are processed at Stage 2, performance is well within the timescales.

The lack of a single recording system across Resources continues to create an element of delay and is an area for improvement. Development of Objective is continuing and as part of the next planned upgrade, a change will be included. This will produce reports that show performance against the SPSO indicators and dispense with the current manual exercise.

- 5.6. Resources can move complaints directly to Stage 2 if it is appropriate rather than escalating from Stage 1 to Stage 2. 116 complaints were escalated this year compared to 101 in 2021/22, an increase of 14.9%. Managers should ensure that employees are encouraged to progress more complex complaints directly to Stage 2 to allow adequate time to investigate thoroughly and respond.

The purpose of the 2-stage procedure is to handle complaints effectively first time and not need multiple attempts at resolving complaints. Where a complaint is escalated to the SPSO, they are interested in whether the correct procedure has been followed.

- 5.7. The Complaints upheld/not upheld at each stage as a percentage of complaints closed in full at each stage in this period (SPSO indicator 4), are detailed by Resource in tables 4 of Appendix 1.

Of the complaints processed:

At Stage 1, 32% of complaints are upheld, with 46% of complaints not upheld.

At Stage 2, 23% of complaints are upheld, with 77% of complaints not upheld.

Of the complaints that were escalated from Stage 1 to Stage 2, 24% of complaints are upheld, with 76% of complaints not upheld.

In terms of upheld complaints across the Resources, most Stage 1 complaints are upheld in Community and Enterprise Resources, 47% of all Stage 1 complaints, and fewest were upheld in Education Resources, 19% of all Stage 1 complaints.

Of the 1047 complaints closed in 2022/23, 191 were resolved at Stage 1. The Resource with the most resolved complaints at Stage 1 is Social Work Resources with 70.

6. Good Practice Examples

- 6.1. Good practice examples from across Resources are highlighted on a quarterly basis and published on the Complaints Performance pages of the Council website. These are detailed in Appendix 1.

7. Customer Satisfaction

- 7.1. We ask for feedback from customers who have used our complaints procedure.

This gives us insight into how the customer feels about how we have handled their complaint and helps to inform service improvements. As in previous years, the survey has been conducted by email with all customers who agree to participate sent a link to the survey. This is in line with the complaints handling procedure.

Appendix 2 provides details of the respondents' feedback for the period from 1 April 2022 to 31 March 2023.

- 7.2. The key points to note from the customer survey results are as follows:

- ◆ 100% of respondents knew that the Council had a complaints process and 33% found it easy to make their complaint. 67% said that they would be willing to use the process again.
- ◆ 100% of the respondents felt that the explanation given on how the Council reached their decision was not full and clear. 0% were satisfied with the outcome of their complaint.
- ◆ 100% of the surveys related to Housing and Technical Resources.
- ◆ Customers scored the Council on how well employees had dealt with their complaint in terms of their knowledge as 0%, their friendliness 0% and their understanding of the complaint 0%.

8. SPSO Update

8.1. Child Friendly Complaints

The SPSO is currently working on a new approach to handling complaints that involve children. They are doing this by working with children and young people from a range of backgrounds, and from across Scotland, to co-design this new approach and ensure it is a system fit for purpose. They have also enlisted the help of a wide range of parents, advocates and professionals that work with children in the public sector, to test and refine the approach and ensure it will work in a practical setting.

The SPSO have a first draft of a guide for use by all public bodies under their remit. This sets out how existing complaints processes can be adapted when a child or young person is involved. It aims to ensure that rights under the UNCRC are met throughout the complaints process. It also sets out how concerns of children and young people are handled in a way that they have indicated meets their needs.

Focus is on key services provided to children and young people, such as schools, social work services and children's health services. The aim of this work will be to test the new approach in practical settings, both to ensure it results in the right outcomes for children, and that it is efficient, practical and workable for the public sector bodies managing the process.

The SPSO will hold a full public consultation before publication of the final guidance. This will take place after the pilots are complete and any changes made. They are still in the process of refining the pilot and will provide further updates on the timeline and launch when they have definite dates.

8.2. Annual Statistics 2021-22

SPSO publish their annual statistics on their website. These detail the enquiries and complaints they have received and determined in the past year. The full statistics are available on the SPSO website at [Statistics | SPSO](#)

9. Employee Implications

- 9.1. Employees are key to effective service delivery and in trying to resolve complaints. Training is available to all employees through a range of methods including full handbooks, quick guides, e-learning, and good practice.

10. Financial Implications

- 10.1. There are no additional financial implications.

11. Climate Change, Sustainability and Environmental Implications

- 11.1. There are no climate change, sustainability or environmental implications associated with this report.

12. Other Implications

- 12.1. There is a risk of damage to the Council's reputation. If complaints are not handled effectively, there can be an adverse effect on the public perception of the Council which can lead to a lack of trust in the services provided.

13. Equality Impact Assessment and Consultation Arrangements

- 13.1. Council Resources have been consulted on the data required for this report. Customers are consulted on the process every quarter and the result of the consultation is shared through this report.
- 13.2. There is no requirement to carry out an equality impact assessment in relation to the proposals within this report. However, the learning from complaints is used to ensure Council services are accessible to all members of the community and, wherever possible, to prevent discrimination, harassment, or victimisation from occurring.

Paul Manning

Executive Director (Finance and Corporate Resources)

18 August 2023

Link(s) to Council Values/Priorities/Outcomes

- ◆ Accountable, effective, efficient, and transparent
- ◆ Fair, open, and sustainable
- ◆ Ambitious, self-aware, and improving

Previous References

- ◆ None

List of Background Papers

- ◆ Monitoring information provided by each Resource
- ◆ Complaints handling customer feedback report

List of Appendices

- ◆ Appendix 1 – Scottish Public Services Ombudsman's Performance indicators from 1 April 2022 to 31 March 2023
- ◆ Appendix 2 - Overview of responses for the complaints handling customer feedback survey from 1 April 2022 to 31 March 2023

Contact for Further Information

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

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SPSO performance indicators (KPI's) from 1 April 2022 to 31 March 2023

Complaints closed at stage one and stage two as a percentage of all complaints closed (SPSO indicator 2). Actual numerical figure shown in brackets.

The term “closed” refers to a complaint that has had a response sent to the customer and at the time no further action is required (regardless at which stage it is processed and whether any further escalation takes place).

Table 2

Resource (total no. closed)	% closed at Stage 1	% closed at Stage 2	% closed at Stage 2 - escalated from Stage 1
Community and Enterprise (289)	87% (251)	5% (15)	8% (23)
Education (288)	86% (247)	5% (14)	9% (27)
Finance and Corporate (90)	72% (65)	3% (3)	24% (22)
Housing and Technical (162)	83% (135)	2% (3)	15% (24)
Social Work (218)	83% (180)	8% (18)	9% (20)
Total (1047)	84% (878)	5% (53)	11% (116)

Average time in working days for a full response to complaints at each stage (working days) (SPSO indicator 3)

Table 3

Resource	Average time in working days to respond to complaints at stage one (5-day resolution target)	Average time in working days to respond to complaints at stage two (20-day resolution target)	Average time in working days to respond to complaints after escalation (20-day resolution target)
Community and Enterprise	6.25	15	13
Education	4.75	17.25	16.25
Finance and Corporate	1	1	8
Housing and Technical	6.5	1	14.75
Social Work	4.25	19	19.75
Total Average Times	4.47	10.67	14.40

Four-year comparison Average time in working days for a full response to complaints at each stage.			
Average times	Stage 1	Stage 2	Escalated
Total - 2022/23	4.47	10.67	14.40
Total - 2021/22	4.11	10.50	12.43
Total - 2020/21	5.37	10.72	12.76
Total - 2019/20	4.66	11.57	11.91

Complaints upheld/not upheld at each stage as a percentage of complaints closed in full at each stage, (SPSO indicator 4). Actual numerical figure shown in brackets. (See table 2 for complaints closed figures).

Upheld complaints – where the Council is at fault.

Not upheld complaints – where the Council is not at fault.

Table 4

Resource	% upheld at Stage 1	% not upheld at Stage 1	% upheld at Stage 2	% not upheld at Stage 2
Community and Enterprise	47% (117)	46% (116)	20% (3)	80% (12)
Education	19% (46)	57% (141)	29% (4)	71% (10)
Finance and Corporate	37% (24)	55% (36)	0% (0)	100% (3)
Housing and Technical	29% (39)	43% (58)	0% (0)	100% (3)
Social Work	31% (56)	30% (54)	28% (5)	72% (13)
Total	32% (282)	46% (405)	23% (12)	77% (41)

Resource	% of escalated complaints upheld	% of escalated complaints not upheld
Community and Enterprise	26% (6)	74% (17)
Education	26% (7)	74% (20)
Finance and Corporate	18% (4)	82% (18)
Housing and Technical	4% (1)	96% (23)
Social Work	45% (9)	55% (11)
Total	24% (27)	76% (89)

Resolved complaints – when both the Council and the Customer agree what action (if any) will be taken to provide full and final resolution for the customer.

Resource	Number of complaints resolved at stage one as % of all complaints closed at stage one (5 days)
Community and Enterprise	7% (18)
Education	24% (60)
Finance and Corporate	8% (5)
Housing and Technical	28% (38)
Social Work	39% (70)
Total	22% (191)

Statement outlining changes or improvements to services or procedures as a result of the consideration of complaints.

Learning outcomes from complaints
Complaints Performance - <u>you said we did</u> information

The following information is provided by Resource complaints contacts each quarter for inclusion in Quarterly and Annual complaints monitoring reports.

Community and Enterprise.

Customer booked a slot at the local civic amenity site when they arrived it was closed.

The Service apologised and advised that it was a public holiday and that was why the site was closed. The booking parameters on the system have been updated to take account of public holidays.

Now that public holidays have been entered into the booking parameters for booking a slot at the civic amenity site will not happen again, improving the service.

Complaint received regarding the waste bin collection service, in particular the burgundy garden/food waste bin, not being provided for resident's street.

We apologised for the inconvenience caused and advised that we have had a reduced fleet due to difficulties we have been experiencing with delays in parts being shipped from Europe nevertheless we have managed to maintain our collection programmes schedule.

The complainants' case has been discussed with the supervisor for the area and will be monitored in the coming weeks to ensure that the bins are collected as programmed.

Customer not happy as the information on the council website was misleading in relation to disposal arrangements for real Christmas trees. The website said the council would collect real Christmas trees placed beside the burgundy food and garden waste bin. The bin was emptied but the tree was not collected. Customer checked the website again and noted that

it had been updated to say that trees should be cut down to 5-foot sections and tied together.

We apologised and advised that we had realised that the information about cutting the tree to 5-foot sections was missing from the information on the web page, this was added as soon as the error was identified.

We will make sure that the information uploaded on the council website is accurate.

Education.

Parent stated that daughter was given water to drink after sustaining an injury in the playground.

Parent was unhappy as daughter had to go to hospital and if she had required surgery, she would not have been able to get it due to drinking fluids. Parent asking that staff are reminded of general first aid and reminded no fluids are given until seen by a first aider.

Staff have been reminded of first aid procedures to ensure this does not happen again.

Various school transport buses did not turn up at beginning of term to pick pupils up to take them to school.

Apology given to parents along with explanation that due to issues with contractor and driver availability across west and central Scotland, Strathclyde Partnership were unable to secure some contracts to take pupils to and from school or the contracts were allocated last minute and had capacity issues.

A long-term strategy has been put in place with our partners.

Nursery child who has a food allergy was given food that they have an allergy to.

A full investigation was carried out and as a result the establishment revised their policy and put measures in place to minimise an incident of this kind happening again.

Establishment to follow new measures put in place.

No staff on premises on a certain date between 9am and 10am with appropriate NHS training on relation to insulin pump and glucose monitoring.

The head of the centre has contacted the diabetic nurse to request training for the remainder of staff team.

The establishment will ensure rotas allow for an appropriately trained staff to be always on duty.

Finance – Transactions.

A customer made contact to advise response not received to their enquiry in the timescales given by a member of staff. They had been advised they would be contacted by telephone within 48 hours. Upon further contact the customer was informed that they had been given incorrect response timescale.

Apologised to customer and team provided with reminder on timescales for enquiry types.

Customer raised complaint following issues they had making a payment for a service using a Mastercard payment card. Customer had tried several times over a period of 3 weeks.

Raised issue with merchant and worked with them to resolve the issues regarding Mastercard payments being made to SLC. Apologised to customer, explained the situation, and arranged for a call-back on a secure line for payment to be taken manually by telephone.

Customers can now again use Mastercard to make a payment now that issue with merchant has been resolved.

Customer was not happy with how Council Tax arrears situation had been dealt with.

Spoke to customer in detail and explained process, identified an earlier opportunity where customer could have been contacted before sending to Stirling Park for ending liability date cases.

Identify earlier the opportunity to contact customer prior to sending to Stirling Park.

Customer contacted council by phone to make enquiry about lead pipes. Selected interactive voice response (IVR) option for problems with water and was advised to contact Scottish Water and call ended. Phoned back and selected different option to speak with advisor. Not happy about the phone set up, lack of information on website about lead pipes and available grants.

Telephoned customer to explain IVR and reason we have it. Explained why we re-direct customers Scottish Water and spoke to Digital to ask if information on lead pipes and available grants can be made available on website.

Finance

A complaint was received in relation to marriage notices which were sent to the civil ceremonies mailbox and an auto reply acknowledgement was issued. When the customer contacted the office in relation to the upcoming ceremony the member of staff dealing with the matter advised that the documents had not been received, as these could not be found in the mailbox or in our file and thought that there was possibly an IT issue. When further checks were conducted by a Team Leader the documents were located.

Head of Service contacted the customer and apologised for the misunderstanding as emails had been located.

Procedures reviewed. Staff reminded on how to conduct a search for emails on Outlook and to speak to Team Leader if any issues.

Housing and Property Services.

Customer unhappy with the way her housing application is getting dealt with.

Staff to be briefed on checking previous records surrounding an applicant's circumstances to assess the most appropriate type of appointment.

Senior Management Team continue to review complaints received and Reflective Learning sessions carried out.

Customer unhappy at call back not received. Customer was advised that officer would call him back, officer failed to do so.

Staff reminded of customer care standards on returning calls.

Complaints continue to be monitored and performance review by Management.

Customer dissatisfied that he had no response to a request for compensation for additional cost incurred because of being decanted from his property for repairs to be carried out.

Firstly, we apologised to the Customer for the lack of response regarding his request, and compensation has been given. The service provided falls below the standards expected and because of these immediate changes have been implemented.

Monthly stats are provided to Senior Management Team and actions monitored.

Customer unhappy on how medical appeal has been processed.

Firstly, we apologised to the customer and Staff reminded of timescales and customer service standards.

Monthly reports provided to Service Management Teams and continue to remind staff of timescales and customer service standards.

Social Work.

Customer unhappy with care at home as they were not advised when there was a change to the visit times and the level of support given.

Customer was contacted and an apology was given. The customers concerns have now been resolved and a review of the service was carried out.

A new scheduling system has been introduced and staff can now update any changes. All care at home staff have been trained on how to use the system and arrangements are in place to notify service users of any changes to carers or visit times.

Complainant unhappy with level of communication and delay processing request.

Contact was made immediately with the complainant and an apology was given. Arrangements were made for a worker to be allocated to take forward the request and to be the point of contact. Contact routes and details were provided to ensure the complainant was able to speak with someone when required. The delays have been investigated to

understand why there was a delay. Good/appropriate levels of communication were discussed with the team to ensure everyone was aware of the expected standards.

Good communication is important within the Resource and the corporate standards employee guidance has been re-issued to staff to highlight the importance of effective communication. It is expected that staff will adhere to the guidance, therefore, communication will improve.

Customer unhappy with the allocation of the carers budget following a review. The family are feeling frustrated with process and delays this is causing.

An apology was given, and the allocated worker continued to work with the family to complete an Adult Carer Support Plan to ensure these needs are met.

To keep the customer updated with any delays or outcomes while carrying out the review process.

Customer was unhappy with the length of time and delays in carrying out an assessment.

An apology was given to the customer and the service agreed to set up a home visit to progress. The purpose of the visit was to review the support plan and to identify support or services as required for the customer.

The importance of communication was highlighted to staff. Also, a reminder to keep customers informed of any updates / delays. It was also highlighted to workers the importance to ensure assessments are completed within the appropriate timescales to avoid any delays / distress to service users and their families.

Complaints handling customer feedback survey.

Overview of responses from 1 April 2022 to 31 March 2023

Note: data based on 3 respondents

Question	Responses
Aware that the Council had a complaints process	100%
Satisfied with the ease of making their complaint	33%
Satisfied with the information and advice provided by employees	0%
Satisfied with how well they were kept informed about the progress of their complaint	0%
Satisfied with the speed with which their complaint was dealt with	0%
Satisfied with the response/explanation received	0%
Satisfied with how the complaint was handled overall	0%
The explanation given of how the decision was reached in the response was full and clear	0%
Satisfied with the outcome of the complaint	0%
Reason for dissatisfaction with Council's decision: <ul style="list-style-type: none"> How the complaint was handled How the outcome of the complaint was communicated Other reason (shown below) :	33% 0% 67%
Felt treated fairly and sensitively.	0%
Customers were asked to rate the following in terms of how employees dealt with their complaint. The % is the number of customers who rated excellent or good: <ul style="list-style-type: none"> Knowledge of Council employees Friendliness of Council employees How well Council employees understood the complaint 	0% 0% 0%
Complaints process easy to use	33%
How willing would you be to make another complaint in the future if the need arises?	67%