

PERFORMANCE AND REVIEW SCRUTINY FORUM

Minutes of meeting held via Confero and in Committee Room 1, Council Offices, Almada Street, Hamilton on 8 August 2023

Chair:

Councillor Gerry Convery (Depute)

Councillors Present:

Councillor John Anderson, Councillor Maureen Chalmers, Councillor Maureen Devlin, Councillor Richard Lockhart, Councillor Katy Loudon, Councillor Davie McLachlan, Councillor John Ross, Councillor Margaret B Walker (*substitute for Councillor Joe Fagan*)

Councillors' Apologies:

Councillor Joe Fagan (Chair), Councillor Kirsten Robb

Attending:

Chief Executive's Service

C Sneddon, Chief Executive

Community and Enterprise Resources

F Carlin, Head of Planning and Regulatory Services; K Carr, Head of Facilities, Waste and Grounds Services; K Lean, Programme Manager; C Park, Head of Roads, Transportation and Fleet Services; G Simpson, Development Adviser; M Wilkie, Performance and Policy Development Manager

Education Resources

D Dickson, Education Operations Manager

Finance and Corporate Resources

P Manning, Executive Director; M Gordon, Administration Assistant; T Little, Head of Communications and Strategy; S McLeod, Administration Officer; L Marshall, Finance Adviser; N Reid, Improvement and Community Planning Manager

Health and Social Care/Social Work Resources

L Purdie, Head of Children and Justice Services

Housing and Technical Resources

L Hayes, Performance and Support Adviser

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Performance and Review Scrutiny Forum held on 21 March 2023 were submitted for approval as a correct record.

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

Councillor Ross joined the meeting during this item of business

3 Council Plan Connect 2022 to 2027 – Quarter 4 Progress Report 2022/2023

A report dated 27 July 2023 by the Executive Director (Finance and Corporate Resources) was submitted on the progress of 'Connect', the Council Plan 2022 to 2027, at the Quarter 4 Stage of 2022/2023.

'Connect' detailed the Council's vision, values, priorities and outcomes to be delivered in the 5-year period of the Plan. Of the 66 key strategic measures nominated for reporting against the Plan:-

- ◆ 8 projects had been completed
- ◆ 45 had met their timescale or target as per expectations
- ◆ 8 had minor slippage against timescale or minor shortfall against target
- ◆ 2 had major slippage against timescale or major shortfall against target
- ◆ 3 were contextual or would be reported on at a later stage

A summary of the key achievements against each of the 6 'Connect' Outcomes was contained in the report and the 'Connect' Performance Report for Quarter 4, 2022/2023, covering the period to the end of March 2023, was attached as Appendix 1 to the report.

To aid scrutiny, a further analysis had been introduced, with any measures that had changed status between Quarters 2 and 4 being highlighted and an explanation provided for the change of status. On analysis of the measures, 6 had shown a decline in performance and a list of those measures was attached as Appendix 2 to the report. The remaining measures had shown an improvement in status between Quarters 2 and 4 and required no further action.

As agreed by the Forum at its meeting held on 21 March 2023, the report now included Local Government Benchmarking Framework (LGBF) results, attached at Appendix 3, which focused on a subset of LGBF indicators aligned to the outcomes in 'Connect'. This provided an opportunity to review strategically important benchmarking indicators and also provided insight into the Council's performance, over a 3-year period, as well as comparison with the national average.

LGBF indicators would continue to be reported annually to the Forum and included in the Council's public performance reporting arrangements, as published on the Council's website.

Officers responded to members' questions on various aspects of the report.

On points raised regarding the restart of non-urgent housing repairs, officers undertook to provide the information requested to the members.

The Forum decided:

- (1) that the Connect Quarter 4 Progress Report 2022/2023, summarised in the report and attached as Appendix 1 to the report, be noted;
- (2) that the summary of the Council's key achievements against the 6 'Connect' Outcomes, for the period 1 April 2022 to 31 March 2023, be noted;
- (3) that the additional scrutiny of changes in measure status between Quarter 2 and Quarter 4, summarised in the report and attached as Appendix 2 to the report, be noted; and
- (4) that the strategic subset of Local Government Benchmarking Framework results, attached as Appendix 3 to the report, be noted.

[Reference: Minutes of 16 August 2022 (Paragraph 2) and 21 March 2023 (Paragraph 4)]

4 Annual Performance Spotlights 2022/2023

A report dated 20 July 2023 by the Executive Director (Finance and Corporate Resources) was submitted on the Annual Performance Spotlights for 2022/2023.

At its meeting on 4 September 2018, the Forum had considered a report which set out plans to review the Annual Performance Report (APR) element of the Council's public performance reporting (PPR) approach. Consequently, a new approach had been developed which replaced the APR document with Annual Performance Spotlights (APS). The APS provided "bite sized" web content performance information for each of the 6 Outcomes contained in 'Connect', the Council Plan 2022 to 2027. Each APS consisted of:-

- ◆ a case study
- ◆ a selection of infographics
- ◆ links to other related material

The infographics contained in the 2022/2023 APS were attached as Appendix 1 to the report. In response to points raised by the Accounts Commission in the Council's Best Value Assurance Report (BVAR) 2019, the 2022/2023 APS had been improved by:-

- ◆ including, for each infographic, trend information with a clear indication as to whether performance had improved and if the target had been met
- ◆ providing a link, directly below the infographic on the website, to supporting data, further reports or more detailed information

The performance presented in the APS should be viewed in the context of the unprecedented challenges faced by councils in the aftermath of the Covid-19 pandemic and forecasts of reduced funding in real terms, as acknowledged by Audit Scotland, in its latest Local Government Overview Report, and the Local Government Improvement Service (LGIS) in its latest report on the Local Government Benchmarking Framework (LGBF) results.

As such, the results contained in the 2022/2023 APS should be interpreted in the context of these unprecedented challenges faced by councils during Covid-19 and the continued recovery. Further explanatory narrative for those measures where targets had not been met or where performance had not improved in 2022/2023 was attached as Appendix 2 to the report.

A suite of public performance reports, focusing on key areas of Council business, would continue to be prepared to complement the APS. The format of the APS would be reviewed on an ongoing basis to ensure the documents kept pace with public expectations, Audit Scotland's requirements in respect of public performance reporting, continuous improvement and Best Value. The APS for 2022/2023 would become live on the Council's website in September 2023, significantly in advance of the statutory deadline of 31 March 2024.

The Forum decided: that the report and the content of the Annual Performance Spotlights 2022/2023 be noted.

[Reference: Minutes of 16 August 2022 (Paragraph 5)]

5 Urgent Business

There were no items of urgent business.