



Council Offices, Almada Street
Hamilton, ML3 0AA

Monday, 27 November 2023

Dear Councillor

Performance and Review Scrutiny Forum

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

Date: Tuesday, 05 December 2023
Time: 14:00
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), Gerry Convery (Depute Chair), John Anderson, Maureen Chalmers, Maureen Devlin, Richard Lockhart, Katy Loudon, Davie McLachlan, Kirsten Robb, John Ross

Substitutes

Andrea Cowan, Gladys Ferguson-Miller, Martin Hose, Eileen Logan, Margaret B Walker

BUSINESS

1 Declaration of Interests

- 2 Minutes of Previous Meeting** 3 - 6
Minutes of meeting of the Performance and Review Scrutiny Forum held on 3 October 2023 submitted for approval as a correct record. (Copy attached)

Item(s) for Consideration

- 3 Council Plan Connect 2022/2027 - Quarter 2 Progress Report 2023/2024** 7 - 38
Report dated 9 November 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 4 Resource Plans - Red and Amber Results at Quarter 2, 2023/2024** 39 - 56
Report dated 9 October 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)

Urgent Business

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

For further information, please contact:-

Clerk Name:	Stuart McLeod
Clerk Telephone:	07385 370 117
Clerk Email:	stuart.mcleod@southlanarkshire.gov.uk

PERFORMANCE AND REVIEW SCRUTINY FORUM

2

Minutes of meeting held via Confero and in Committee Room 1, Council Offices, Almada Street, Hamilton on 3 October 2023

Chair:

Councillor Joe Fagan

Councillors Present:

Councillor John Anderson, Councillor Gerry Convery (Depute), Councillor Maureen Devlin, Councillor Richard Lockhart, Councillor John Ross

Councillors' Apologies:

Councillor Maureen Chalmers, Councillor Katy Loudon, Councillor Davie McLachlan, Councillor Kirsten Robb

Attending:

Chief Executive's Service

C Sneddon, Chief Executive

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

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 8 August 2023 were submitted for approval as a correct record.

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

3 Audit Scotland Report – Local Government in Scotland Overview 2023

A report dated 15 September 2023 by the Executive Director (Finance and Corporate Resources) was submitted providing a summary of the information contained within the Audit Scotland Report entitled 'Local Government in Scotland: Overview 2023' which had been published in May 2023.

Audit Scotland published an annual overview report on behalf of the Accounts Commission, covering key areas of current and future activity relative to local government and providing an opinion on how those were, or should be, managed.

The Overview 2023 report was the third and final in a series of reports which reflected on the impact of the COVID-19 pandemic. The 2021 and 2022 reports considered the initial response phase of the pandemic and the second year of the pandemic respectively. The 2023 report built on the previous reports and examined the following:-

- ◆ how had the pandemic affected councils and their performance
- ◆ what were the current and future challenges facing local government
- ◆ how well placed were councils to deal with the current and future challenges

The Overview 2023 report, which could be accessed on the Audit Scotland website, had been structured around the following 3 main topics:-

- ◆ the impact of the pandemic on councils' performance
- ◆ what were the current challenges facing local government
- ◆ how were councils responding

A number of key messages were detailed in the Overview 2023 report and summarised in the report to the Forum. The Overview 2023 report also contained a number of recommendations and South Lanarkshire Council's position and proposed actions, where required, were summarised in the report to the Forum.

The Accounts Commission had prepared a checklist of questions for elected members' consideration to accompany the Overview 2023 report and the checklist, including narrative responses from a South Lanarkshire Council perspective, was attached as Appendix 1 to the report.

The Forum decided: that the key messages and recommendations contained in the Audit Scotland Report entitled 'Local Government in Scotland: Overview 2023' be noted.

[Reference: Minutes of 29 November 2022 (Paragraph 5)]

4 Accounts Commission – Early Learning and Childcare – Progress on Delivery of the 1140 Hours Expansion

A report dated 26 September 2023 by the Executive Director (Education Resources) was submitted on the findings of the report published by the Accounts Commission on 1 June 2023 on the progress of delivery of the 1140 hours expansion of early learning and childcare (ELC).

The focus of the Accounts Commission's assessment was based on:-

- ◆ progress which the Scottish Government and councils had made in addressing the main risks to expanding funded ELC
- ◆ progress which the Scottish Government had made with planning how to assess the effectiveness of the expansion

The Accounts Commission had identified gaps in the data available on funded ELC and their potential impact as an area for action. It had published a recommendation for the Scottish Government and councils and a number of recommendations for the Scottish Government alone around:-

- ◆ review and collection of data
- ◆ development of long-term workforce plans for the sector
- ◆ urgent implementation of a process for monitoring progress with providers paying the living wage to staff delivering funded ELC
- ◆ capturing and considering children's views as part of future evaluation of the policy
- ◆ improvement of planning for and implementation of future policies by working with stakeholders to make plans to gather the necessary data for managing and planning services at an early stage

There were no immediate specific action points for the Council given its investment to expand both early and childcare infrastructure and workforce to meet, wherever possible, the needs of parents/carers and families across South Lanarkshire.

The Chair commended Education Resources on the outcomes of the Early Years' inspections published during 2022/2023.

The Forum decided: that the Accounts Commission report of 1 June 2023 on the progress made on the delivery of 1140 hours expansion of early learning and childcare be noted.

[Reference: Minutes of Education Resources Committee of 26 September 2023 (Paragraph 10)]

5 Urgent Business

There were no items of urgent business.

Report

3

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	5 December 2023
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Council Plan Connect 2022/2027: Quarter 2 Progress Report 2023/2024
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Council Plan Connect Quarter 2 Progress Report 2023/2024, for the period 1 April to 30 September 2023

2. Recommendations

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

- (1) that the Connect Quarter 2 Progress Report 2023/2024 summarised at paragraph 4.5 and attached as Appendix 1 of this report, be noted;
- (2) that the key achievements, as detailed at paragraph 4.6 of this report, be noted; and
- (3) that the additional scrutiny of reporting the updated status of those measures identified as 'report later' at Quarter 4 2022/2023, as summarised in paragraph 4.7 and detailed at Appendix 2 of this report, be noted.

3. Background

- 3.1. The Council Plan Connect covering the period 2022 to 2027 was approved by South Lanarkshire Council at its meeting on 15 June 2022. The Plan sets out the Council's vision, values, priorities and outcomes for the five-year period.
- 3.2. As part of the performance reporting arrangements introduced in 2007, it was agreed that progress reports on the Council Plan would be provided at the mid-year point (Quarter 2) and at the end of the financial year (Quarter 4).
- 3.3. As the Forum is aware, from March 2020 onwards, at times, the Council was forced to suspend or reduce a number of services that could not be continued in full due to the Covid-19 pandemic. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. Despite the return of services through the Council's Recovery Plan, there is a Covid-19 legacy in terms of a residual impact on some services and a significant build-up of demand, as a result of which there remains an inevitable impact on performance in some areas.

4. Quarter 2 Progress 2023/2024

- 4.1. The Council Plan offers flexibility, both at the Resource level and from one year to the next, in the choice of actions and measures required to deliver the Council's outcomes. Alongside this flexibility, however, comes the requirement to ensure that the golden thread from Council Plan to Resource Plan remains unbroken.

- 4.2. The reporting framework for the Council Plan identifies key measures within Resource Plans which are taken and combined in a Connect report to provide a balanced picture of Council performance against Connect outcomes.
- 4.3. A total of 272 measures have been identified from the 2023/2024 Resource Plans. Of those, 68 (25%) have been nominated as key strategic measures for reporting progress against Connect.
- 4.4. Progress to date against these measures is contained in the Connect Quarter 2 Performance Report 2023/2024, attached as Appendix 1. This report has been produced from the Council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:-

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

- 4.5. To ensure adequate scrutiny of performance across all Resources, individual Resource committees receive details of all 'red' measures relating to that Resource including management actions, where applicable. In addition, the Forum may consider those measures across all Resource Plans reporting a 'red' and/or 'amber' status.

The overall summary of Connect progress to date is as follows and performance should be considered in the context of the continuing impact of Covid-19:-

Status	Measures			
	Statistical	Project	Total	%
Blue	N/A	3	3	4 %
Green	21	23	44	65 %
Amber	6	2	8	12 %
Red	1	0	1	1 %
Report later/Contextual	9	3	12	18 %
Totals	37	31	68	100 %

Data correct as at 16 October 2023

- 4.6. Key achievements to date against each of the 6 Connect Outcomes and the related achievements have been summarised in the following tables:-

4.6.1.

Connect Outcome	Communities and Environment					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	11	5	0	2	18
Achievements	The percentage of properties with Full Fibre Connection has exceeded the 2023/2024 target by 1.5%. Investment in Full Fibre connection to households continues within urban areas with 34.5% of properties now connected.					

	Consultation on the draft Carers Strategy has included a number of focus groups with service users and carers which assisted with the strategic priorities for carers.
	Works are complete for the Office for Zero Emissions Vehicles (OZEV) Project that consists of the installation of 13 dual on-street electric chargers in various residential streets.
	A new allotment site at Chatelherault Country Park is now fully operational and all plots are now let.
	Various cycling and walking projects are progressing including the East Kilbride Cycle Network which is 90% complete and it is anticipated that works will be completed in November. The works involve development of a segregated cycle network of enhanced pedestrian facilities in East Kilbride, linking West Mains Road to Cornwall Street and towards the trunk road network on the A726.
	The Community Wish List allows local communities to make specific requests for support from council suppliers or contractors that will benefit their local community, their projects and causes. The first Wish was received on 27 February 2023 and by 27 October 2023 a total of 83 had come in. 12 wishes have been answered so far including a light installed by Block Architects to illuminate a defibrillator available at Blantyre Old Parish Church. Other wishes are being progressed.

4.6.2.

Connect Outcome	Education and Learning					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	1	3	0	0	8	12
Achievements	The combined attainment in literacy for session 2021/2022 was 71.3%, an improvement of 1% on session 2020/2021.					
	The combined attainment in numeracy for session 2021/2022 is 79%, an improvement of 1% on session 2020/2021.					
	13 South Lanarkshire Council (SLC) establishments were inspected with 100% receiving grades of good or above which is above the rate for comparator authorities. Feedback provided to schools as part of the process was very positive.					
	At the national Scottish Education Awards held on 7 June 2023, South Lanarkshire Education Resources had five finalists with Fiona Mullen, Head Teacher of St Andrew's and St Bride's High School, winning the highly prestigious 'Head Teacher of the Year Award'.					
	389 young people achieved Duke of Edinburgh Award accreditation; 3 Gold, 20 Silver and 243 Bronze awards with 123 receiving Certificates of Achievement.					

4.6.3.

Connect Outcome	Health and Wellbeing					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	1	6	0	1	0	8
Achievements	Of the 58 new homes completed to date, all have been built to 'Housing for Varying Needs' standards and are easily adaptable to accommodate tenant's changing needs over time. Located in Larkhall and Strathaven, the new homes comprise a mix of terraced, semi-detached and flatted properties alongside larger family homes. 24% of the new homes are also suitable for those who use wheelchairs or with mobility difficulties, with fully accessible wet rooms and step free access. The homes are located close to existing services, amenities and transport links allowing tenants to easily connect with the existing community.					

	The Council's affordable housing supply programme continues to increase the supply of council homes across South Lanarkshire, with a focus on ensuring that the new homes provide for changing in peoples need over the course of time.
	Over 50% of children and young people that access counselling are from the Scottish Index of Multiple Deprivation (SIMD) 1-4, and 7% are care experienced. Evidence is showing that there are positive outcomes for those that have completed counselling.
	All schools and educational settings, are now providing free and easy to collect period products as and when required.
	South Lanarkshire Health and Social Care Partnership and the Adult Protection Committee (APC) have collaborated with the national Right Decision Service provided by the Digital Health and Care Innovation Centre to deliver an Adult Support and Protection (ASP) Decision Support Web and Mobile App. The App, launched in February 2023, empowers partners across all sectors to quickly access and apply ASP guidance consistently and in a person-centred way. This is the first Public Protection App to be developed in Scotland and has received high praise and a lot of interest from partners across the country.
	As at 30 September 2023, there were a total of 723 Looked After Children, 75 (10%) of which were looked after in a residential setting including local authority houses, secure accommodation and residential schools. This position has been consistent since 1 April 2021 and reflects South Lanarkshire's commitment to shift the way care is delivered to Looked After Children, with continued support to children and young people within the community.
	Family Support Hubs are now open in Hamilton, East Kilbride, Lanark and Cambuslang. South Lanarkshire was chosen by the Scottish Government as a case study area and researchers met with staff and families in June 2023 to gather feedback on their experience of the new family support hubs.
	Justice Social Work Services was successful in its bid to secure Scottish Government drugs mission funding from The Corra Foundation in May 2023. This funding will be used to develop the Recovery Orientated Justice Social Work Team and deliver Structured Deferred Sentences to Hamilton Sheriff Court's Alcohol and Drug Problem Solving Court over a 2-year period.

4.6.4.

Connect Outcome	Children and Young People					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	5	0	0	1	6
Achievements	100% of young care leavers provided with housing options discussion progressing to an individual housing plan.					
	Over 7,500 children and their families are benefitting from the Council's investment in early learning and childcare.					
	300 young people received a South Lanarkshire Achievement Award on 31 May 2023.					
	South Lanarkshire has had no under 18s in Polmont Young Offenders Institution since September 2021 and this reflects the success of the proactive Whole System Approach and use of secure care (where necessary) and robust multi agency community risk management plans.					

4.6.5.

Connect Outcome	Housing and Land					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	1	8	2	0	1	12
Achievements	We continue to increase the supply of affordable housing with the delivery of 105 additional new houses provided to date. This includes 58 new build properties and 47 properties have been acquired through the market purchase scheme.					
	93% of tenancies were sustained for more than a year.					
	99% of reactive repairs were completed right first time.					
	Temporary accommodation was provided to all homelessness households where it was required.					

4.6.6.

Connect Outcome	Our Economy					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	8	1	0	0	9
Achievements	380 jobs were created or sustained as a direct result of Economic Development intervention during the first 6 months of 2023/2024.					
	Economic development direct intervention increased the value of sales generated by businesses by £4.589m, well on the way to meeting the £5m target.					
	The Council champions the social enterprise sector and invests in start-up and growth of our local enterprise. A new Social Enterprise Strategy was developed and approved by the Council's Executive Committee in June 2023.					

4.6.7 In addition to working towards the 6 Connect Outcomes, the Council will continually aim to improve and ensure effective and efficient use of resources and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource outcomes have also been identified, under the heading Delivering the Plan and achieving Best Value. Related achievements to date are summarised in the following table:-

Delivering the Plan and Achieving Best Value						
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	3	0	0	0	3
Achievements	During the period 1 July to 30 September 2023, SLC employees completed 43,505 eLearning modules. In the same period, 2,224 employees attended 290 classroom-based events and 490 employees attended 59 virtual online events.					

4.7. **Report Later**

Measures in the quarterly progress reports which are not blue, red, amber or green can be assigned a status of 'report later' or 'contextual'. A further analysis introduced to aid scrutiny of performance, is to follow up the measures in these categories from the previous year's Quarter 4 report. Of the 3 such measures identified in these categories at Quarter 4 2022/2023, 1 was a contextual measure for which figures and narrative were provided in the Q4 report. The updated status and explanatory narrative relating to the remaining 2 'report later' measures are detailed in Appendix 2.

5. Employee Implications

- 5.1. The outcomes noted within the Council Plan will inform the Resource Plans and in turn the Performance Appraisal process for individual employees.

6. Financial Implications

- 6.1. Provision for meeting the Council Plan's Outcomes is reflected in both the Revenue and Capital budgets and longer term, within the framework of the Council's approved Financial Strategy.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no climate change, sustainability or environmental implications arising from this report.
- 7.2. The Council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy. All Resource Plans have recognised sustainable development and climate change as a key area of focus for 2023/2024.

8. Other Implications

- 8.1. A significant element of the delivery of the outcomes in the Community Plan 2022 to 2032 will come through the achievement of the actions contained within Connect.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. Equality Impact Assessments will be undertaken in line with the various actions within Connect as appropriate.
- 9.2. Many of the priorities, outcomes and actions detailed within the Plan reflect ongoing work programmes implemented to address local and national priorities. Extensive consultation, therefore, has already taken place in relation to a significant proportion of the outcomes and actions outlined in the plan.

Paul Manning

Executive Director (Finance and Corporate Resources)

9 November 2023

Link(s) to Council Values/Priorities/Outcomes

- ♦ The Council Plan 2022-27 reflects the overarching vision of South Lanarkshire Council and details its values, priorities and outcomes, including links to the Community Planning Partnership.

Previous References

- ♦ Connect Quarter 4 Progress Report 2022/2023

List of Background Papers

- ♦ Council Plan Connect 2022-27: approved by South Lanarkshire Council on 15 June 2022

Contact for Further Information

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

Tom Little, Head of Communications and Strategy

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Performance: www.southlanarkshire.gov.uk/performance

South Lanarkshire Council

improve

Connect

Performance Report 2023-24

Quarter 2 : April 2023 - September 2023

(This represents the cumulative position to September 2023)

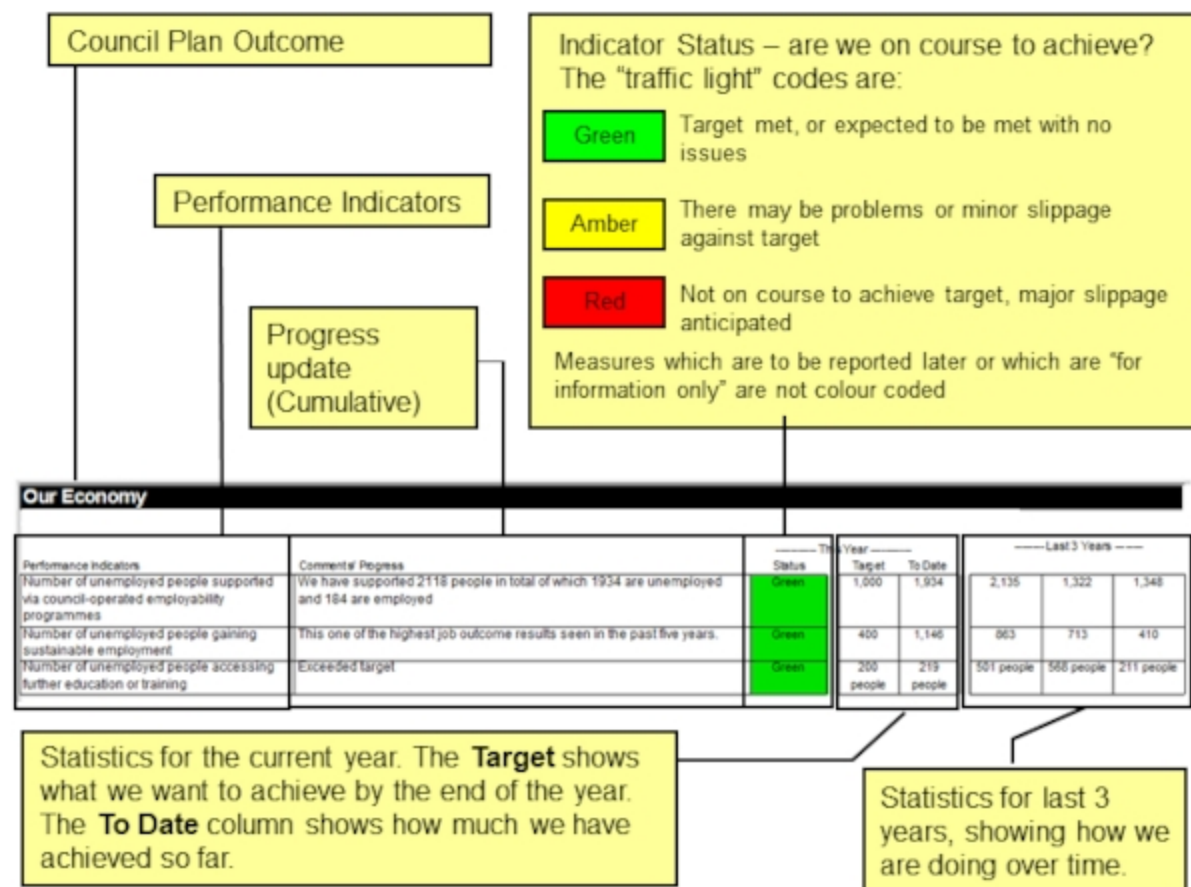


Summary - number of measures green, amber and red under each Council Plan Outcome / Theme

Council Outcome / Theme	Green	Amber	Red	Report later / Contextual	Total
Communities and Environment	2	4		1	7
Education and Learning				8	8
Health and Wellbeing	6		1		7
Children and Young People	1				1
Housing and Land	3	1			4
Our Economy	6	1			7
Delivering the plan and achieving best value	3				3
Total	21	6	1	9	37

How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.



Communities and Environment

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of household waste sent to landfill in 2023	<p>This measure is reported per calendar year and the latest figures relate to the period from April to June 2023. The year to date figure reflects performance from January to June 2023 (1.45%). This remains well below the target to stay under 10%.</p> <p>Performance in April to June 2023 (1.52%) is slightly more than the same quarter in 2022 (1.48%).</p>	Green	10.00%	1.45%	9.71%	8.66%	1.84%
Make an annual saving from using recycled items as opposed to new through the joint store	<p>Total number of recycled items = 271 Cost of items = £41,788 Value of items = £90,009 Savings over new = £48,221</p> <p>To date, there has been a saving for the Council of £91,748, to meet the annual saving target of £200,000. Presently at 96% of Q2 target at reporting, however, it is important to note, these figures do not include data related to periods 5 and 6 for equipment as not yet available, therefore this position is subject to change ahead of the final RP report being prepared.</p> <p>The service implemented a change across SLHSCP services in how all equipment and adaptation needs are prioritised following assessments using the Prioritised Recommendation and Needs Assessment (PRANA) form to identify those who have critical and substantial needs for direct provision.</p>	Amber	200,000	91,748	-----	267,296	296,990
Percentage of properties with Superfast Broadband >30Mbps	<p>Progress towards target is slowing with 0.05% increase in quarter two. Progress is dependent on BT Openreach investment. Alternative solutions such as Starlink satellite availability may affect this target. It should be noted that coverage increases in Full Fibre continue at reasonable levels however investment is dependent on market conditions.</p>	Amber	99.0%	97.5%	96.6%	97.0%	97.3%

Council Plan Performance Indicators

Communities and Environment

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Land Audit Management System grounds maintenance score	The Land Audit Management System (LAMS) score at quarter two was 72.5%, which is above the target of 72%.	Green	72.0	72.5	72.0	71.3	72.0
Percentage of our road network that should be considered for maintenance treatment	<p>This figure is derived from the Society of Chief Officers of Transportation in Scotland (SCOTS) Road Condition Index (RCI) survey which is undertaken each year.</p> <p>The target figure of 30.8% is based on the results for the period 2021-23, noting that recent condition figures indicates regression compared to last year.</p>	Report Later	30.8%	-----	30.6%	29.7%	30.8%
Number of road casualties in South Lanarkshire during 2023	<p>Provisional casualty figures are available for the first eight months of 2023, when there were 215 casualties. Of these, there were 4 fatal casualties, 71 serious casualties and 140 slight casualties. There were 0 child fatal casualties, 12 children seriously injured and 14 children slightly injured.</p> <p>Compared with the same period in 2022, there were 166 casualties. Of these, there were 6 fatalities, 50 serious casualties and 110 slight casualties. For children in 2022, there were 0 child fatal casualties, 2 children seriously injured and 9 children slightly injured.</p> <p>These are provisional 2023 figures.</p>	Amber	279	215	317	254	279
Percentage of total household waste that is recycled in 2023	<p>This measure is reported per calendar year and the latest figures relate to the period from April to June 2023 (48%). The year to date figure reflects performance from January to June 2023 (44.24%). This remains below the target of 50%.</p> <p>Performance in April to June 2023 (48%) is an improvement on the same quarter in 2022 (45.08%).</p> <p>The new bulky waste contract continues to increase the quantities of bulky waste being recycled. Performance will continue to be closely monitored.</p>	Amber	50.00%	44.24%	40.50%	41.50%	41.20%

Council Plan Performance Indicators

Education and Learning

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of P1, P4 and P7 pupils attaining the appropriate Curriculum for Excellence level for their stage or better in Literacy	Report to be provided at Quarter 4.	Report Later	71.7%	-----	-----	70.2%	71.7%
Percentage of P1, P4 and P7 pupils attaining the appropriate Curriculum for Excellence level for their stage or better in Numeracy	Report to be provided at Quarter 4.	Report Later	79.2%	-----	-----	77.9%	79.1%
Percentage of pupils gaining 1 or more awards at SCQF Level 5 or better	Report to be provided at Quarter 4.	Report Later	67.0%	-----	88.9%	91.2%	90.0%
Percentage of pupils gaining 1 or more awards at SCQF Level 6 or better	Report to be provided at Quarter 4.	Report Later	66.5%	-----	69.9%	72.3%	68.9%
Improve the attendance of children and young people at primary school	Report to be provided at Quarter 4.	Report Later	91.8%	-----	94.3%	94.6%	91.8%
Improve the attendance of children and young people at secondary school	Report to be provided at Quarter 4.	Report Later	87.5%	-----	91.0%	90.5%	87.5%
Percentage of pupils entering positive destinations (initial destinations)	Report to be provided at Quarter 4.	Report Later	96.0%	-----	94.8%	96.2%	96.2%
Percentage gap between pupils from the least and most deprived areas entering positive destinations	Report to be provided at Quarter 4.	Report Later	-5.8%	-----	4.3%	6.4%	6.1%

Council Plan Performance Indicators

Health and Wellbeing

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2020/21	2021/22	2022/23
% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Green	100.00%	100.00%	100.00%	100.00%	100.00%
% of new build that are wheelchair accessible	<p>Of the 58 new homes completed to date within 2023/24, all have been built to 'Housing for Varying Needs' standards and are easily adaptable to accommodate tenant's changing needs over time. Located in Larkhall and Strathaven, the new homes comprise a mix of terraced, semi-detached and flatted properties alongside larger family homes. 24% of the new homes are also suitable for those who use wheelchairs or with mobility difficulties, with fully accessible wet rooms and step free access. The homes are located close to existing services, amenities and transport links allowing tenants to easily connect with the existing community.</p> <p>The council's affordable housing supply programme continues to increase the supply of council homes across South Lanarkshire, with focus on ensuring that new homes provide for peoples changing needs over the course of time.</p>	Green	10.0%	24.1%	-----	-----	-----

Council Plan Performance Indicators

Health and Wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of Justice Social Work reports submitted to Court by the due date	<p>In quarter 2, 97% (442 out of 454) of Justice Social Work Reports were submitted to the court by the due date. This measure is on target.</p> <p>To date, 98% of Justice Social Work Reports have been submitted within timescale.</p>	Green	95.0%	98.0%	97.0%	99.0%	98.0%
Percentage of reports submitted to the Children's Reporter within agreed timescales	<p>In quarter 2, 37 out of 53 (70%) of reports submitted to SCRA were submitted within timescales. To date, 63% (88 out of 139). The target has not been met, however, there has been an improvement in performance since Q1 where performance was sitting at 51%.</p> <p>Due to staff vacancies of just over 30% within local teams, some reports have been submitted beyond the deadline. Service managers are working closely with operational teams to prioritise workloads and ensure that children and their families are not adversely affected by any delays. A more flexible approach to recruitment is being taken with social worker students on placement with South Lanarkshire guaranteed a job interview and practice educator support with the interview process. This has resulted in an increase in the recruitment of newly qualified workers in the first year.</p> <p>Note; this data has been extracted on 13/10/2023 and is therefore subject to change ahead of the final RP being prepared.</p>	Red	75.0%	63.0%	88.0%	82.0%	77.0%

Council Plan Performance Indicators

Health and Wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	<p>In quarter 2, there was a total of 68 local authority welfare guardianship visits due with 91% (62) being completed on time. Although target has been achieved, a slight decrease can be seen from the quarter 1 2023-2024 position of 95%.</p> <p>To date, there was a total of 133 local authority guardianship visits due with 92% (123) being completed on time.</p> <p>Additional supports are now in place for the locality teams whereby reports are issued regularly providing teams with current performance levels against the target level.</p>	Green	90%	92%	93%	94%	93%
Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	<p>In quarter 2, there was a total of 640 private welfare guardianship visits due with 93% (596) being completed on time. The increase in this quarter is noted when compared from the quarter 1 2023-2024 position of 87%, target has been achieved.</p> <p>To date, there was a total of 1,253 private guardianship visits due with 91% (1141) being completed on time.</p> <p>Additional supports are now in place for the locality teams whereby reports are issued regularly providing teams with current performance levels against the target level.</p>	Green	90%	91%	94%	95%	93%
No of households currently waiting for adaptations to their home	Target achieved.	Green	0	0	0	0	0

Council Plan Performance Indicators

Children and Young People

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of our looked after children and young people accommodated in residential placements	As at 30 September 2023, there were a total of 723 Looked After Children, 75 (10%) were looked after in a residential setting including local authority houses, secure accommodation and residential schools. This position has been consistent since 1 April 2021, this reflects South Lanarkshire's commitment to shift the way care is delivered to Looked After Children, with continued support to children and young people within the community.	Green	10.0%	10.0%	-----	10.0%	10.0%

Housing and Land

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of lets to Urgent housing (UH) need households	Target achieved.	Green	55.0%	67.4%	61.1%	53.5%	58.1%
% of new tenancies sustained for more than a year for all lets (SSHC)	Tenancy sustainment has remained strong in the second quarter of the year, significantly above target.	Green	88.00%	93.10%	91.90%	93.40%	92.00%
% of Housing Options interventions where Homelessness prevented	Performance currently below target year to date. Ongoing monitoring of actions and outcomes.	Amber	70.0%	64.5%	-----	73.5%	65.9%
% of response repairs completed on time	Target achieved.	Green	90.0%	96.6%	97.7%	99.1%	95.3%

Our Economy

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Number of unemployed people supported via council-operated employability programmes	This quarter has seen an increase in referrals to the Gateway and Connect 2 renewables programmes.	Green	1,350	544	1,348	1,934	1,687

Council Plan Performance Indicators

Our Economy

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Number of unemployed people accessing further education or training	Routes to Work South have developed a range of sector based training opportunities during quarter 2	Green	225	80	211	219	536
Number of new South Lanarkshire business starts supported by Business Gateway	This figure includes performance up to August only. Half way target of 250 has not been achieved and the number of starts ups has been behind each month of 2023 and this is largely due to changes in staffing at the contractor where staff have retired and left to take up new positions. Whilst new staff have been recruited it takes time for them to get up to speed. The contractor is very clear that the target will be achieved over the year and there is an improvement plan in place which reflects this.	Amber	500	123	-----	-----	520
Number of business support interventions per annum by Economic Development (grants, loans or advice)	Slightly behind the halfway point of 600 on the annual target as the UKSPF programmes have not been opened for the full 6 months period. However, there is a strong pipeline and we should be able to achieve the full annual target.	Green	1,200	376	3,075	2,679	1,615
Number of jobs created or sustained per annum as a direct result of Economic Development intervention	Exceeded half way target of 250 in the first 6 months. On target to achieve for full year.	Green	500	380	-----	1,095	1,256
Increased value of sales generated by businesses as a direct result of Economic Development intervention	Exceeded half way target of £2.5M in the first 6 months. On target to achieve for full year.	Green	£5.000m	£4.589m	-----	£22.107m	£13.113m
Number of unemployed people gaining sustainable employment	The Transformational Review of employability has included the development of a new employer engagement team working across the council's employability programmes to support increased progression to employment.	Green	675	142	410	1,146	584

Delivering the plan and achieving best value

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Customer Service Centre - % of calls answered	Target exceeded YTD 93% of all calls answered against a target of 90%.	Green	90.00%	93.00%	92.00%	93.00%	94.00%

Council Plan Performance Indicators

Delivering the plan and achieving best value

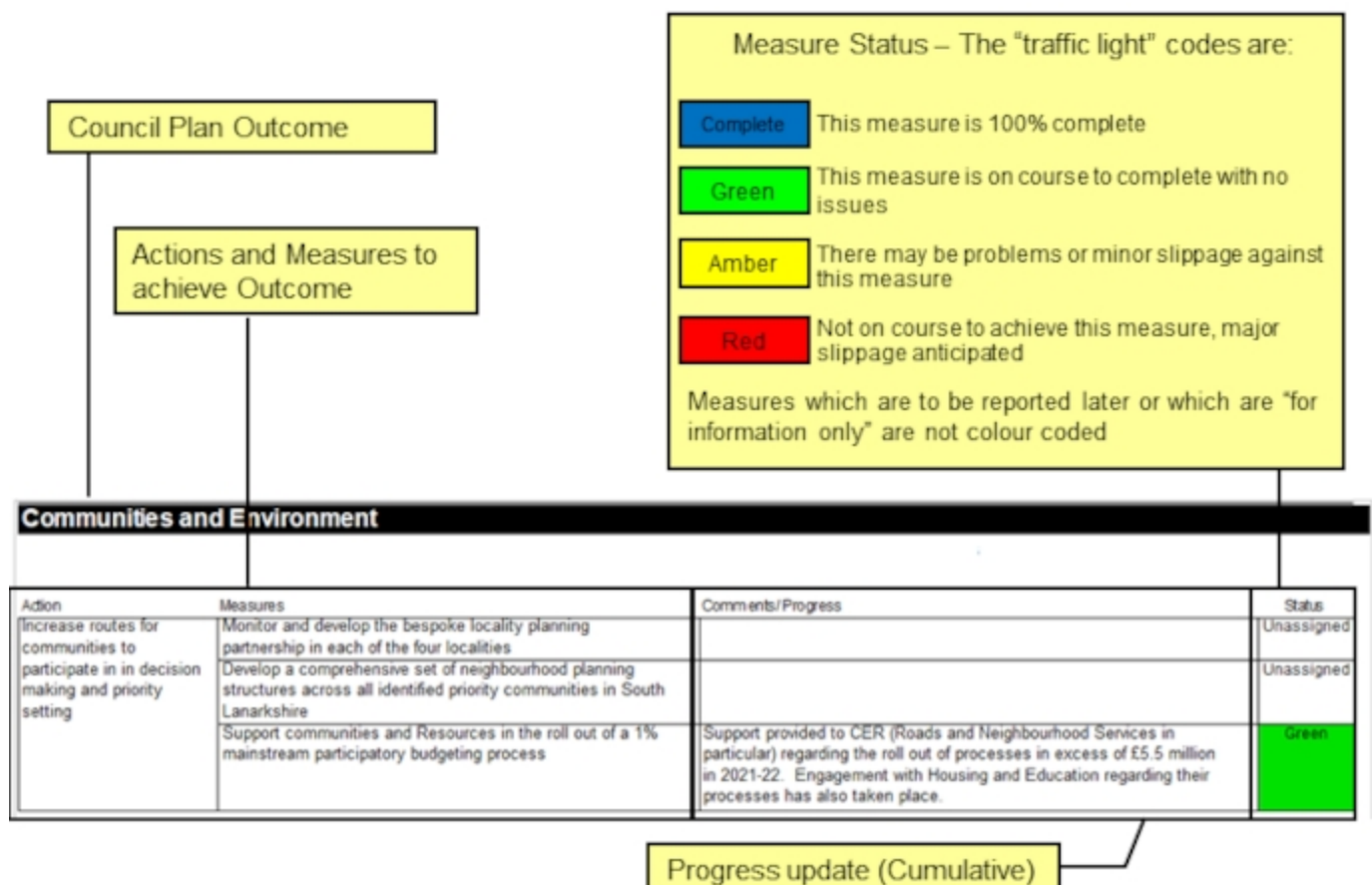
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Customer Service Centre – average queue time (in seconds)	YTD exceeded at 156 seconds against a target of 300 seconds	Green	300	156	93	158	134
Percentage of income due from Council Tax received by the end of the year - in year (incl water)	The annual Council Tax collection target for 2023/2024 has been set at 95.2%. Council Tax collection is currently 60.11%, ahead of target by 0.12%.	Green	95.20%	60.11%	94.89%	95.54%	96.77%

Summary - number of measures complete, green, amber and red under each Council Plan Outcome / Theme

Council Outcome / Theme	Complete	Green	Amber	Red	Report later	Total
Communities and Environment		9	1		1	11
Education and Learning	1	3				4
Health and Wellbeing	1					1
Children and Young People		4			1	5
Housing and Land	1	5	1		1	8
Our Economy		2				2
<i>Delivering the plan and achieving best value</i>						
Total	3	23	2	0	3	31

Guide to the Performance Measures report

Each of the performance measures is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented .



Communities and Environment

Action	Measures	Comments/ Progress	Status
Community Safety priorities are achieved	Implement the recommended next steps of the review of the Safer South Lanarkshire Board and associated structure, ensuring that reporting requirements around police and fire scrutiny, anti-social behaviour and community justice are appropriate	The SSLB review completed in March 2023, confirming that the Board would focus on its statutory scrutiny functions in June 2023 scrutiny training needs were scoped and approved with training delivery scheduled for later in the year.	Green
Protect, enhance and respect South Lanarkshire's natural environment	Develop a new Biodiversity Strategy (2024-2030) and Biodiversity Implementation Plan for (2024-2026) for approval by Climate Change and Sustainability Committee by February 2024	Both documents are currently being drafted.	Green
Increase routes for communities to participate in decision making and priority setting	Increase the number of communities with their own community-led neighbourhood plans	Stakeholder groups established during Q2 in Hamilton and East Kilbride to take forward two new neighbourhood plans. The East Kilbride group have agreed their question set and are now beginning to knock on doors in the area to engage with the local community.	Green
	Implement new approaches to community involvement in decision making such as a community Wishlist approach to community benefits and the delivery of the Shaping Places for Wellbeing project	The Community Wishlist continues to grow and is rapidly becoming a successful and popular tool. 21 wishes approved and live on the website from July to end of September after launching. Eight Wishes have been 'matched' and are either in process or have now been completed. Tables, guitars, convection heaters and a defibrillator have been gifted to local communities through the Wishlist this quarter. Total value of good and materials into local communities through the project is currently estimated to valued as worth £3,400.	Green

Communities and Environment

Action	Measures	Comments/ Progress	Status
Take forward IT strategic developments	Complete procurement exercise to identify partner to meet SLC Digital Connectivity requirements, including improved availability and affordability of broadband and 4G/5G mobile services across the council area	Work has restarted, focusing on reviewing options/benefits of different digital connectivity options.	Green
Lead by example and influence area-wide climate change and sustainability action	Implement the Sustainable Development and Climate change Strategy (2022-2027) Action Plan, and report progress at quarter two and quarter four to Climate Change and Sustainability Committee	<p>Quarter four progress was reported to the Climate Change and Sustainability Committee on 20 September 2023.</p> <p>The Action Plan for 2023-2024 has been agreed with services and been created on IMPROVe. The first update is due in October for Quarter two. Emails asking for updates going out on 9 October 2023. Quarter two progress will be reported to the Climate Change and Sustainability Committee in February 2024.</p>	Green
Prepare an Open Space Strategy in partnership with Glasgow and Clyde Valley Green Network Partnership and other council services. Strategy will contain standards on access to and quality of open spaces	Draft Open Space strategy to be presented to the Planning Committee by March 2024	Consultants appointed and initial data gathering commenced.	Green

Communities and Environment

Action	Measures	Comments/ Progress	Status
Produce a new Local Transport Strategy for South Lanarkshire to support the National and Regional Transport Strategy as well as the provisions, where appropriate, of the Transport Scotland Act	Draft Local Transport Strategy to be presented to Committee by Spring 2024	A consultant to undertake the development of the next Local Transport Strategy has been appointed. An extensive consultation exercise was undertaken in July/August with numerous groups, organisations, elected members and the public invited to contribute views. We are currently reviewing the feedback to enable relevant policies and actions to be developed. It is anticipated that a draft document will be presented to committee in Spring 2024.	Green
Provide road and infrastructure improvements to support new developments including those undertaken as part of the City Deal	An Outline Business Case will be prepared for the Stewartfield Way Sustainable Transport Capacity Enhancement Project in Autumn 2023	Work on the outline business case is progressing. Additional modelling work is being carried out at the James Hamilton Loch roundabout at the A726 / GSO roundabout. Discussions are on-going with Transport Scotland and the retail park at Kingsgate. Project continues to be refined and a review of timelines is underway.	Amber

Communities and Environment

Action	Measures	Comments/ Progress	Status
Promote citizenship and the democratic participation of children and young people to effect change in climate and sustainability matters	Empower the involvement of children and young people in schools, and through the Young People's Forum, to help shape and influence Council outcomes in the climate strategy	<p>The SLC Youth Forum on Climate Change and Sustainability continues to expand its presence across all our secondary schools. Young individuals within this forum are afforded the chance to empower their fellow peers and school staff by participating in "Teach the Teacher" training and delivery. This programme enables them to present on subjects related to climate change, sustainability, and global citizenship to their own educators.</p> <p>In the academic year 2023-2024, they have an exciting opportunity to partake in a waste pilot project and a climate app pilot, both of which involve six secondary schools. Additionally, these young individuals are actively working toward organising a Conference of Schools event for secondary students, following the success of a similar event for primary students in October 2022. The forum holds monthly meetings to keep everyone updated and to develop action plans for the future.</p>	Green
Develop Climate Change and Sustainability Plan to support educational settings	Organise a pupil led COS2 conference involving primary, secondary and ASN schools to empower the voice of young people and build on pledges to improve climate change and sustainability	On-going further update at quarter 4.	Report Later

Education and Learning

Action	Measures	Comments/ Progress	Status
Close the equity gap and improve learner outcomes	Develop and implement the Equity Strategy including Strategic Equity Funding and use this to support schools to close the poverty-related attainment gap as measured in the authority's Stretch Aims	<p>The most recent National figure available (2021) indicates that 'just under 11,000 children in South Lanarkshire (19.6%) live in relative poverty once housing costs have been taken into account'. In South Lanarkshire Council Schools:-</p> <ul style="list-style-type: none"> •20.9% of learners live in SIMD1 or SIMD 2 areas (2021/22) •21.9% are Free School Meal entitled (based on P6-7 pupils only - Healthy Living Survey 2021/22) <p>A new feature of the National strategy is the requirement for Local Authorities to set yearly targets for both excellence and equity, referred to as "stretch aims." During 2022/2023, the National guidelines ask us to adopt a "Core Plus" model.</p> <p>For session 2022/2023, our Core measures (set Nationally) are as follows:-</p> <ul style="list-style-type: none"> •ACEL Primary – literacy – P1, P4 and P7 combined •ACEL Primary – numeracy – P1, P4 and P7 combined •SCQF level 5 (SQA A-C passes only) or above – 1 or more on leaving school •SCQF level 6 (SQA A-C passes only) or above – 1 or more on leaving school •Leavers Positive Destinations (Participation measure) •HWB measure (attendance) <p>In addition, our Core Plus measures (set locally) are:-</p> <ul style="list-style-type: none"> •SCQF level 5 or above – 1 or more on leaving school •SCQF level 6 or above – 1 or more on leaving school •Leavers Positive Destinations (Initial Positive Destinations) •Reduction in number of S4 leavers •Cost of school day measure <p>Education Resources is firmly committed to supporting young people to overcome any disadvantage which arises as a result of being born into poverty, not just in attainment, but in their everyday lives.</p>	Green

Education and Learning

Action	Measures	Comments/ Progress	Status
		A progress report on Equity was presented to the Education Resources Committee on 15 November 2022. A report on the ACEL measures will be presented to the next Education Resources Committee.	
Update the Council Framework for Inclusion guidance taking account of The Morgan Review, the Additional Support for Learning Action Plan, The Promise and Getting it Right for Every Child update	Audit and update all sections of the inclusion framework to ensure all education establishments can meet the expected principles and practice associated with inclusion and equality	The Inclusion Framework has been revised and updated. It is at the final draft and consultation stage with the trade unions and professional associations.	Green
Ensure effective delivery of tackling poverty policy and raise awareness of the priorities contained in the Local Child Poverty Action Report (LCPAR) across all partner organisations	Produce and publish a Child Poverty Strategy for 2023-26 and supporting Local Child Poverty Action Report by June 2023 to outline the key support offered to families to address child poverty challenges	A Child Poverty Commitment rather than a strategy has been produced and approved by CMT(July 2023) and NHS Lanarkshire scrutiny channels (September 2023) along with the child poverty report for 2023/23. This was completed at the end of September as NHS Lanarkshire preferred to bring North and South Lanarkshire documents at the same time.	Complete

Education and Learning

Action	Measures	Comments/ Progress	Status
Provide opportunities for young people to participate in work-based learning opportunities in the senior phase	Deliver a Foundation Apprenticeship programme in partnership with colleges to provide young people with increased opportunities to access FA frameworks locally	Our Youth Employability Service have designed and planned a Foundations Apprenticeship programme this year in partnership with South Lanarkshire College and New College Lanarkshire under the South Lanarkshire FA Consortium banner. We have increased the number of frameworks on offer to schools and provided access to College based delivery to ensure all FA pupils get the College experience. There is now only limited access to Glasgow colleges to undertake an FA due to the changes to the funding from SDS for transport.	Green

Health and Wellbeing

Action	Measures	Comments/ Progress	Status
Raise awareness of the priorities within the Children's Services Plan across all partner organisations	Publish a revised Children's Services Plan (2023-26) by June 2023 that sets out the agreed priorities for the Children's Services Partnership for the next three years	A new children's services plan for the 2023-26 planning cycle has been produced and approved by CMT and NHSL and submitted to the Scottish Government. 16 priorities are explicit within the document and a performance framework has been developed to support the monitoring and reporting of progress.	Complete

Children and Young People

Action	Measures	Comments/ Progress	Status
Enhance the school estate with targeted	Open the new Jackton Primary School in August 2023	Jackton Primary School and Jackton Early Learning Centre opened on 17 August 2023.	Green

Children and Young People

Action	Measures	Comments/ Progress	Status
investment to increase capacity	Commence the major refurbishment and expansion of Our Lady of Lourdes Primary School	The school has been decanted and works have commenced.	Green
	Complete the expansion of Castlefield Primary School and First Step Early Learning and Childcare Centre CC Centre	The classroom extension at Castlefield Primary School has been completed and handed over. Works are underway at First Step Early Learning Centre targeting May 2024 completion.	Green
Expand the Council's ELCC provision to make early learning and childcare more flexible	Open the new Early Learning and Childcare Centre at Clyde Terrace, Bothwell	Work continues on the construction of Wooddean Early Learning Centre, Clyde Terrace.	Green
Implement the new Scottish Government guidance, linking in with the Department of Work & Pensions to increase the uptake of eligible 2-3 places	Improve early years uptake for vulnerable for 2–3-year-olds who meet the eligibility criteria for 1140 hours of early learning and childcare	Progress update to be provided at quarter 4.	Report Later

Housing and Land

Action	Measures	Comments/ Progress	Status
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Complete quality assurance checks to monitor and ensure compliance with care inspectorate standards. Each of the 34 sheltered housing complexes will be checked during 2023/24 with findings of completed checks reported on a quarterly basis	Ongoing quality assurance and self assessment continuing to demonstrate high levels of compliance.	Green
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Continue to deliver co-produced Site Masterplans at both sites, reflecting council and resident priorities	Masterplans on both sites continue to be delivered with latest projects under development and progressing through design and procurement phases. Resident engagement remains strong at both sites.	Green
Physical regeneration work in priority areas	Work with partners to bring 15 Long Term empty homes into use by March 2024	Work ongoing with owners of empty homes to deliver milestone. 13 brought back into use YTD 2023/24.	Green
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP and reported to Housing and Technical Resources Committee	105 additional new houses provided YTD 2023/24. Includes 58 new build properties and 47 properties have been acquired through the Market Purchase Scheme.	Green

Housing and Land

Action	Measures	Comments/ Progress	Status
Ensure effective involvement with tenants and other customer groups	Customer Engagement Programme agreed with tenant representatives by August 2023	<p>The annual programme for customer engagement was agreed with the Tenant Participation Coordination Group on 17 August 2023 and includes:</p> <p>the provision of regular information on the Strategic Housing Investment Plan, Local Housing Strategy, and Scottish Social Housing Charter.</p> <p>involvement in the revised Customer Involvement Strategy and revised Anti-Social Behaviour Strategy.</p> <p>This is the fourteenth consecutive year that an annual programme has been agreed with customers.</p>	Complete
Consult with community organisations and develop a Rural Action Plan maximising existing and future funding through Community Led Local Development and Renewable Energy Fund	Finalise the Rural Action Plan and report to Rural Task Force in November 2023	A seminar proposing new priorities and changes to the REF was given to the Rural Task Force on 2nd October 2023. These will be developed into a full paper for the November meeting of the Task Force and will then move on to committee for approval.	Green
Improve access to settled accommodation for homeless households	Continue to implement Rapid Rehousing Transition Plan	<p>The continuing surge in demand for homelessness services which is occurring nationally and locally is acting against achievement of the key strategic target of reducing homelessness.</p> <p>Good performance despite challenging circumstances and pressures that continue to effect homelessness services.</p>	Amber

Housing and Land

Action	Measures	Comments/ Progress	Status
Improve energy efficiency stock to help address fuel poverty	Deliver Housing Investment Programmes to ensure as many socially rented properties as practically possible achieve the Energy Efficiency Standard for Social Housing (EESH2) by 2032	To be reported at year end.	Report Later

Our Economy

Action	Measures	Comments/ Progress	Status
Complete the south Lanarkshire wide town centre visioning strategy which will give a strategic overview on the engagement and interventions with town centres over the next 10 years, and a series of town specific strategies and action plans will sit below this, giving a template for placemaking within our communities.	Complete draft town centre visioning study by end June 2023 for consultation, and present final visioning strategy to Community and Enterprise Resources Committee in November 2023	Draft study complete and decision on next steps and reporting being discussed.	Green
Deliver effective Employability Services to support Individuals and Business	Monitor and adjust the delivery plan agreed via the LEP and Community Planning Partners	Good progress has been made to continue to deliver the LEP plan. Contract extensions have been agreed with South Lanarkshire College and VASLAN. LEP subgroups have been established including an Operational group, Tackling Child Poverty Group and Health subgroup to focus on planning for the devolution of previous Fairstart funds from April 2024.	Green

Connect: Quarter 4 2022/2023 Progress - 'Report later' measures – update of ³ status/comments

Measure	Comments at Quarter 4 2022/2023	Updated status	Updated comments
Reduction in the Council's carbon emissions achieved by March 2023 (buildings, waste, street lighting, transport) CER	The results for financial year 2022/2023 will be available in Summer 2023 and will be included in the Quarter 2 update for 2023/2024. For 2021/2022, it was reported that the Council's carbon emissions reduced by 17% compared with baseline year 2019/2020.	Green	For 2022/2023, the Council's carbon emissions reduced by 20% compared with baseline year 2019/2020. The significant reduction is due to the national carbon conversions factors for electricity and waste which are lower than the 2019/2020 factors. Results have also continued to be impacted by changes to service delivery following the Covid-19 pandemic.
% of new build that meets needs of older people	Contextual: Of the 176 new build units delivered by the Council within 2022/2023, 27% of these are designed to meet the needs of older people.	N/A	Updated at Q4 – no further action required
% of Council dwellings that are Energy Efficiency Standard for Social Housing 2 (ESSH2)	The 2025 and 2032 ESSH Milestones have been suspended as the Scottish Government are reviewing the ESSH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2040.	Report later	The 2025 and 2032 ESSH Milestones have been suspended as the Scottish Government are reviewing the ESSH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2045.

('Report Later' measures per the Q4 IMPROVe report dated 20 July 2023, presented to PRSF)

Report

4

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	5 December 2023
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Resource Plans - Red and Amber Results at Quarter 2, 2023/2024
----------	---

1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Performance and Review Scrutiny Forum with summary information on performance measures where Resource Plans results at Quarter 2, 2023/2024 were recorded as either red or amber

2. Recommendation(s)

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

- (1) that the detail relating to red and amber results be noted; and
- (2) that remedial action or mitigation be noted.

3. Background

3.1. In May 2011, the Forum noted proposals to report summary performance information where Quarter 2 Resource Plans results were recorded as being either red or amber. This approach enables a more targeted response to performance reporting than providing reports on all Connect and Resource Plan measures. The definition relating to red and amber status is as follows:-

Status	Definition
Red	There has been major slippage against timescale or major shortfall against target
Amber	There has been minor slippage against timescale or minor shortfall against target

3.2. The information included within this report and Appendix 1, is a summary of the red and amber results from the Quarter 2 Resource Plan progress reports which will be reported to individual Resource Committees. The information in respect of red and amber measures is presented to the Forum to enable more detailed consideration and scrutiny as appropriate.

3.3. In addition to working towards the 6 Connect Outcomes, the Council will continually aim to improve and ensure effective and efficient use of resources and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource Outcomes have also been identified, under the theme Delivering the Plan and achieving Best Value.

- 3.4. As the Forum is aware, from March 2020 onwards, at times, the Council was forced to suspend or reduce a number of services that could not be continued in full due to the Covid-19 pandemic. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. Despite the return of services through the Council's Recovery Plan, there is a Covid-19 legacy in terms of a residual impact on some services and a significant build-up of demand, as a result of which there remains an inevitable impact on performance in some areas.

4. Quarter 2 2023/2024 Red and Amber Results

- 4.1. In 2023/2024, there are 272 measures across all Resources under the 6 Connect Outcomes and the theme Delivering the Plan and achieving Best Value. The majority of these (243 or 89%) were reported as blue/green/report later at Quarter 2, with the remaining 29 measures reported as red or amber.
- 4.2. Table 1 below provides a summary of the red and amber results by Resource over the last 3 years.

Table 1 – Red and Amber Performance Results by Resource

Resource	Red			Amber			Total		
	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24
Community and Enterprise	-	1	-	3	7	13	3	8	13
Education	-	-	-	2	2	0	2	2	0
Finance and Corporate	-	1	-	3	2	3	3	3	3
Housing and Technical	-	2	-	2	1	8	2	3	8
Social Work	-	-	1	2	2	4	2	2	5
Total	0	4	1	12	14	28	12	18	29

- 4.3. There has been an increase in the number of red/amber status measures reported in comparison to the previous year. This is due in part to a continuing, comprehensive review of measures and targets which has resulted in greater clarity in the measures, which facilitates assigning the most appropriate status.
- 4.4. Table 2 below shows the red and amber results by Outcome/theme.

Table 2 – Analysis per Outcome/theme: 2023/2024

Connect Outcome/theme	Red	Amber	Total
Communities and environment	-	8	8
Education and learning	-	0	0
Health and wellbeing	1	4	5
Children and young people	-	1	1
Housing and land	-	3	3
Our economy	-	5	5
Delivering the plan and achieving Best Value	-	7	7
Total	1	28	29

- 4.5. A detailed explanation on progress to date is included in Appendix 1: statistical/quantitative measures are listed first, followed by project measures, all grouped per Connect Outcome/theme. These explanations provide details surrounding the circumstances which have given rise to the red or amber status including unforeseen changes in timescales or circumstances, or work being underway but not yet complete. Progress updates provide revised timescales for completion and management action, where relevant.
- 5. Next Steps**
- 5.1. The Forum is asked to note the detail included within Appendix 1.
- 6. Employee Implications**
- 6.1. The Outcomes noted in the Council Plan will inform the Resource Plans and in turn the Performance Appraisal process for individual employees.
- 7. Financial Implications**
- 7.1. Provision for meeting the Council Plan's Outcomes is reflected in both the Revenue and Capital budgets and longer term, within the framework of the council's approved Financial Strategy.
- 8. Climate Change, Sustainability and Environmental Implications**
- 8.1. Any climate change, sustainability and environmental implications relating to this report have been considered as part of the Resource Planning process.
- 9. Other Implications**
- 9.1. In respect of risk, the detail of this report will provide the Corporate Management Team with targeted performance information on a timely basis to allow it to adequately perform its scrutiny role.
- 10. Equality Impact Assessment and Consultation Arrangements**
- 10.1. Equality Impact Assessments will be undertaken in line with the various actions in Connect as appropriate. 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.
- 10.2. Many of the Outcomes and actions detailed within Connect and the Resource Plans reflect ongoing work programmes implemented to address local and national priorities. Extensive consultation, therefore, has already taken place in relation to a significant proportion of the outcomes and actions outlined in the Plan.

Paul Manning
Executive Director (Finance and Corporate Resources)

9 October 2023

Link(s) to Council Values/Priorities/Outcomes

- ◆ Ambitious, self-aware and improving

Previous References

- ◆ Report to Performance and Review Scrutiny Forum 31 May 2011: Performance and Review Scrutiny Forum - Performance Reporting Arrangements

List of Background Papers

- ◆ None

Contact for Further Information

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

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South Lanarkshire Council

improve

All Resource Plan - Red and Amber Measures Report

Performance Report 2023-24
Quarter 2 : April 2023 - September 2023

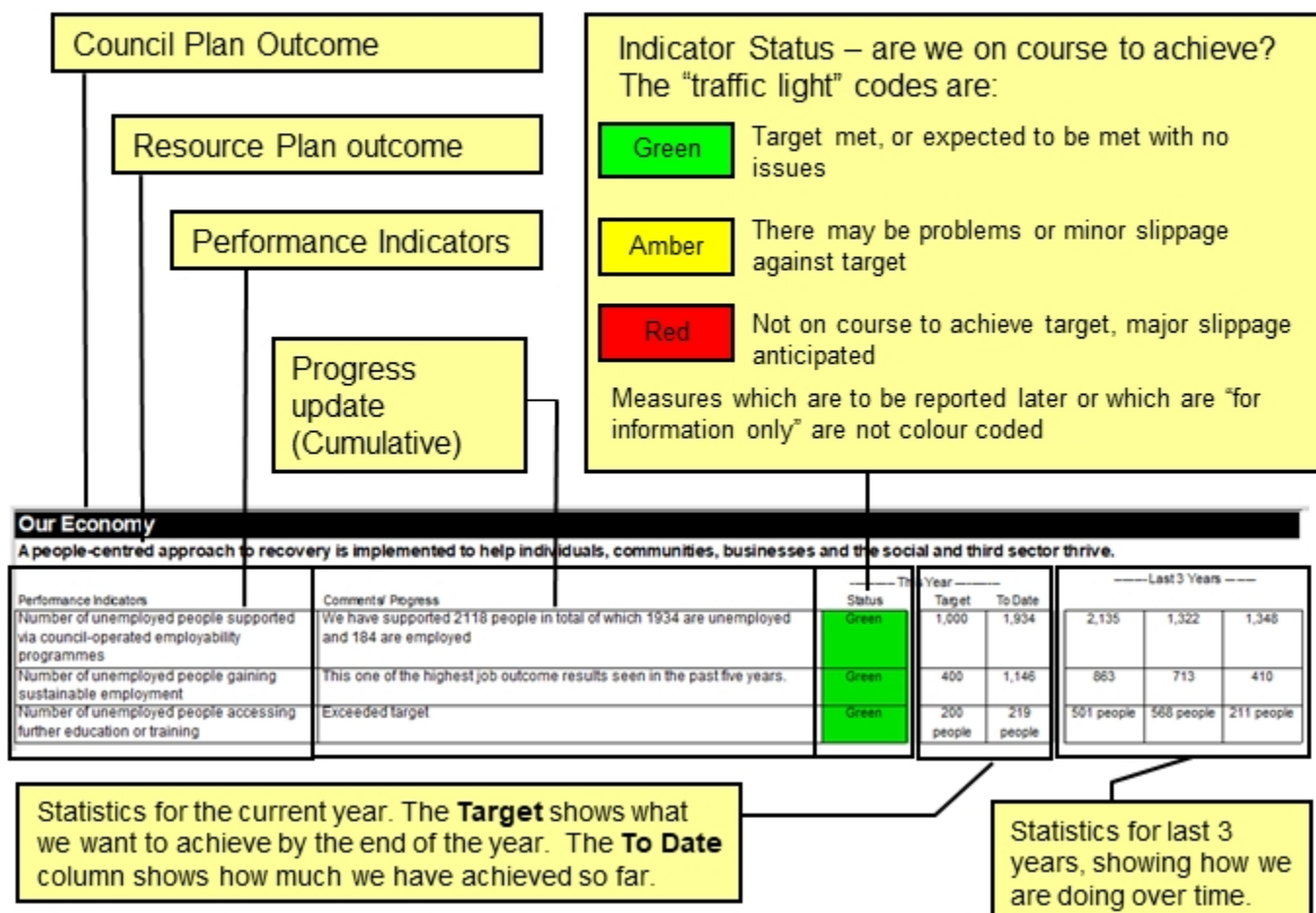
(This represents the cumulative position to September 2023)

Summary - number of measures green, amber and red under each Council Plan Outcome / Theme

Council Outcome/ Theme	Green	Amber	Red	Report later / Contextual	Total
Communities and Environment	3	5		3	11
Education and Learning	2			14	16
Health and Wellbeing	15	2	1	1	19
Children and Young People	3			2	5
Housing and Land	9	1		9	19
Our Economy	6	2		2	10
Delivering the plan and achieving best value	17	5		3	25
Total	55	15	1	34	105

How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.



Communities and Environment

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Number of road casualties in South Lanarkshire during 2023	<p>Provisional casualty figures are available for the first eight months of 2023, when there were 215 casualties. Of these, there were 4 fatal casualties, 71 serious casualties and 140 slight casualties. There were 0 child fatal casualties, 12 children seriously injured and 14 children slightly injured.</p> <p>Compared with the same period in 2022, there were 166 casualties. Of these, there were 6 fatalities, 50 serious casualties and 110 slight casualties. For children in 2022, there were 0 child fatal casualties, 2 children seriously injured and 9 children slightly injured.</p> <p>These are provisional 2023 figures.</p>	Amber	279	215	317	254	279

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of total household waste that is recycled in 2023	<p>This measure is reported per calendar year and the latest figures relate to the period from April to June 2023 (48%). The year to date figure reflects performance from January to June 2023 (44.24%). This remains below the target of 50%.</p> <p>Performance in April to June 2023 (48%) is an improvement on the same quarter in 2022 (45.08%).</p> <p>The new bulky waste contract continues to increase the quantities of bulky waste being recycled. Performance will continue to be closely monitored.</p>	Amber	50.00%	44.24%	40.50%	41.50%	41.20%

Communities and Environment

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of properties with Superfast Broadband >30Mbps	Progress towards target is slowing with 0.05% increase in quarter two. Progress is dependent on BT Openreach investment. Alternative solutions such as Starlink satellite availability may affect this target. It should be noted that coverage increases in Full Fibre continue at reasonable levels however investment is dependent on market conditions.	Amber	99.0%	97.5%	96.6%	97.0%	97.3%

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Make an annual saving from using recycled items as opposed to new through the joint store	<p>Total number of recycled items = 271 Cost of items = £41,788 Value of items = £90,009 Savings over new = £48,221</p> <p>To date, there has been a saving for the Council of £91,748, to meet the annual saving target of £200,000. Presently at 96% of Q2 target at reporting, however, it is important to note, these figures do not include data related to periods 5 and 6 for equipment as not yet available, therefore this position is subject to change ahead of the final RP report being prepared.</p> <p>The service implemented a change across SLHSCP services in how all equipment and adaptation needs are prioritised following assessments using the Prioritised Recommendation and Needs Assessment (PRANA) form to identify those who have critical and substantial needs for direct provision.</p>	Amber	200,000	91,748	-----	267,296	296,990

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of Anti-Social Behaviour cases resolved in the year (SSHC)	Performance currently slightly below target but is anticipated to improve as the year progresses.	Amber	90.00%	86.50%	95.21%	94.30%	96.80%

Health and Wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of reports submitted to the Children's Reporter within agreed timescales	<p>In quarter 2, 37 out of 53 (70%) of reports submitted to SCRA were submitted within timescales. To date, 63% (88 out of 139). The target has not been met, however, there has been an improvement in performance since Q1 where performance was sitting at 51%.</p> <p>Due to staff vacancies of just over 30% within local teams, some reports have been submitted beyond the deadline. Service managers are working closely with operational teams to prioritise workloads and ensure that children and their families are not adversely affected by any delays. A more flexible approach to recruitment is being taken with social worker students on placement with South Lanarkshire guaranteed a job interview and practice educator support with the interview process. This has resulted in an increase in the recruitment of newly qualified workers in the first year.</p> <p>Note; this data has been extracted on 13/10/2023 and is therefore subject to change ahead of the final RP being prepared.</p>	Red	75.0%	63.0%	88.0%	82.0%	77.0%

Health and Wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of people on CPO unpaid work requirement seen within five working days by their case manager	<p>In quarter 2, 72% (116 out of 162) of Community Payback Orders were inducted within 5 working days. Performance has decreased this quarter compared to 77% in quarter 1. This measure is under target for quarter 2 due to service users failing to attend their appointments and notification delays from the court.</p> <p>To date 74% of placements (261 out of 351) have been inducted within timescale.</p> <p>The unpaid work service is still being impacted by legacy of non-attendance by service users following the pandemic. Justice Social Work are implementing a text reminder service for all unpaid work service users as of 18th October 2023 to encourage attendance at unpaid work. This will be supported by 4 weekly reviews for all non-attenders as standard, regardless of circumstances, to ensure robust management of the order(s).</p>	Amber	75.0%	74.0%	57.0%	68.0%	69.0%
Percentage of people starting their placement within seven days of a CPO unpaid work	<p>In quarter 2, 71% (115 out of 162) of unpaid work placements commenced within 7 days. Performance has decreased this quarter compared to 75% in quarter 1. Challenges remain in place with service users not attending placement on the designated day.</p> <p>To date 73% (257 out of 351) of placements commenced within 7 days.</p> <p>The unpaid work service is still being impacted by legacy of non-attendance by service users following the pandemic. Justice Social Work are implementing a text reminder service for all unpaid work service users as of 18th October 2023 to encourage attendance at unpaid work. This will be supported by 4 weekly reviews for all non-attenders as standard, regardless of circumstances, to ensure robust management of the order(s).</p>	Amber	75.0%	73.0%	47.0%	65.0%	67.0%

Housing and Land

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of Housing Options interventions where Homelessness prevented	Performance currently below target year to date. Ongoing monitoring of actions and outcomes.	Amber	70.0%	64.5%	-----	73.5%	65.9%

Our Economy

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Percentage of all planning applications approved	A higher percentage of Applications have been refused this year as a number of “legacy” proposals which had been on the planning register of extant applications for a number of years were processed.	Amber	95.0%	91.2%	96.2%	97.1%	97.6%

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Number of new South Lanarkshire business starts supported by Business Gateway	This figure includes performance up to August only. Half way target of 250 has not been achieved and the number of starts ups has been behind each month of 2023 and this is largely due to changes in staffing at the contractor where staff have retired and left to take up new positions. Whilst new staff have been recruited it takes time for them to get up to speed. The contractor is very clear that the target will be achieved over the year and there is an improvement plan in place which reflects this.	Amber	500	123	-----	-----	520

Delivering the plan and achieving best value

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Scottish Welfare Fund – average processing times for Community Care grants	Processing times for Community Care Grants are currently over target by 7 working days. Processing times are behind target due to continuing high demand, however annual target of 15 days expected to be achieved. Community Care Grant processing times in September were 4 days less than the previous month, this being achieved through streamlining processes and re-aligning resources. This trend is expected to continue to bring us back into line with target.	Amber	15 days	22 days	12 days	16 days	13 days

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Although slightly above target, it is anticipated target will be achieved by year end. Performance continues to be routinely monitored with a number of improvement actions identified.	Amber	0.62%	0.63%	0.42%	0.60%	0.62%
% of total void rent loss (SSHC)	Rent lost is currently above target. Performance continues to be routinely monitored with a number of improvement actions identified.	Amber	1.42%	1.78%	1.22%	1.53%	1.41%
Rent collected as a % of rent due in the year (SSHC)	Performance is currently below target and based on the current position, it is anticipated that the year-end target will be achieved.	Amber	99.3%	98.9%	97.4%	98.3%	99.1%

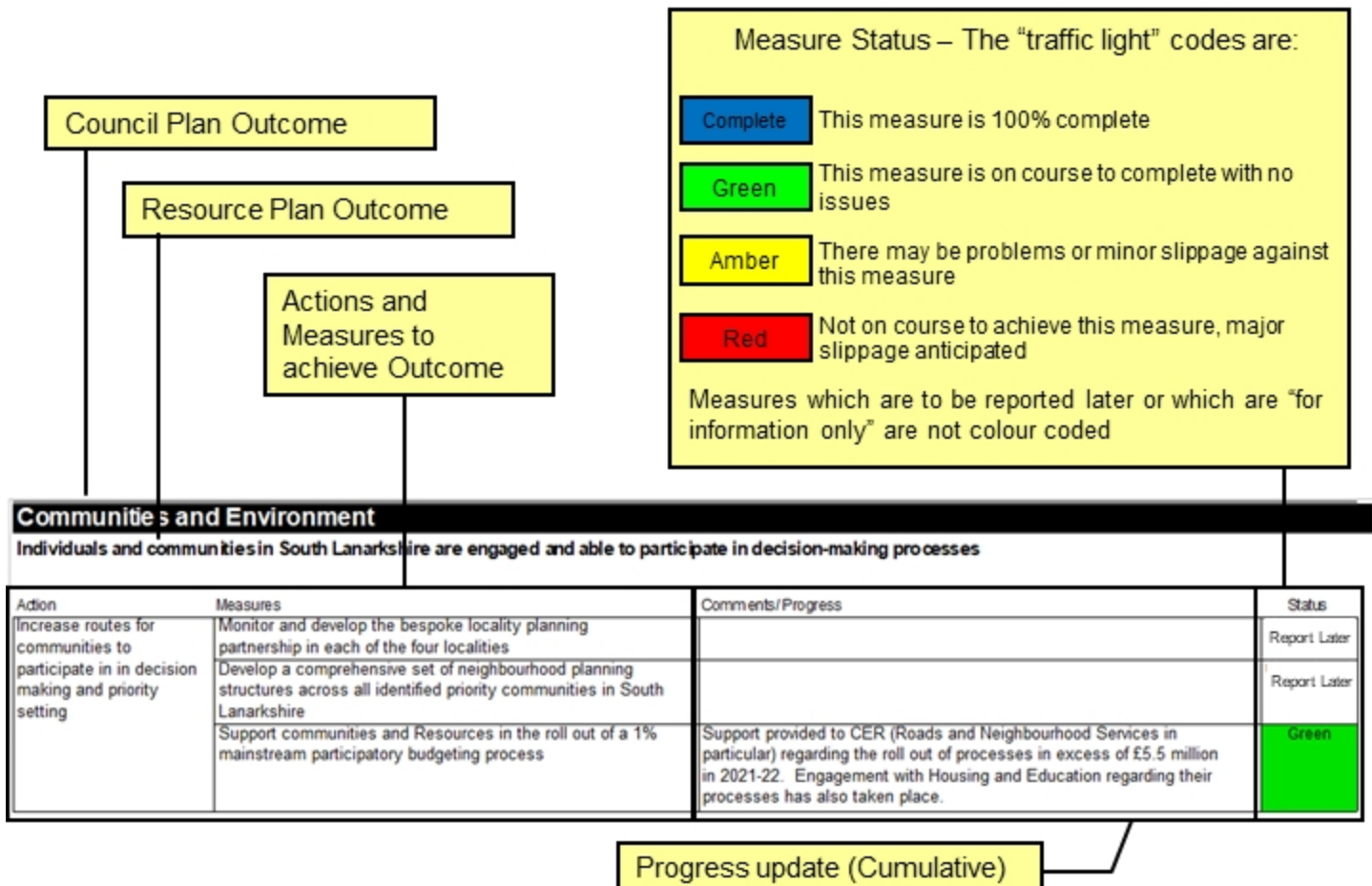
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2020/21	2021/22	2022/23
Liquor licensing processing target - 97% within service targets	PI not met - business prioritised depending on nature of business. The slippage occurred due to a delay in processing minor variation applications, major variation applications being advertised and neighbour notifications sent and issuing occasional and extended hour licences. We prioritise the workload depending on the nature of the business. We always work to allocate tasks depending on the nature of the business within performance targets where possible.	Amber	97.0%	96.0%	100.0%	92.0%	96.0%

Summary - number of measures complete, green, amber and red under each Council Plan Outcome / Theme

Council Outcome/ Theme	Complete	Green	Amber	Red	Report later	Total
Communities and Environment	1	25	3			29
Education and Learning		25			7	32
Health and Wellbeing	1	12	2		7	22
Children and Young People	4	10	1		2	17
Housing and Land	2	27	2		10	41
Our Economy		12	3			15
Delivering the plan and achieving best value	1	5	2		3	11
Total	9	116	13	0	29	167

Guide to the Performance Measures report

Each of the performance measures is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented .



Communities and Environment

Road and transportation infrastructure supports new development, enables use of public transport and encourages active travel

Action	Measures	Comments/ Progress	Status
Provide road and infrastructure improvements to support new developments including those undertaken as part of the City Deal	An Outline Business Case will be prepared for the Stewartfield Way Sustainable Transport Capacity Enhancement Project in Autumn 2023	Work on the outline business case is progressing. Additional modelling work is being carried out at the James Hamilton Loch roundabout at the A726 / GSO roundabout. Discussions are on-going with Transport Scotland and the retail park at Kingsgate. Project continues to be refined and a review of timelines is underway.	Amber

The council addresses climate change by reducing carbon emissions, protecting our natural environment, adapting to the impacts of climate change, and acting sustainably

Action	Measures	Comments/ Progress	Status
Ensure national planning policy set out in National Planning Framework 4 in relation to climate change, biodiversity and sustainable travel is embedded in decision making process for planning applications and the preparation of the South Lanarkshire Local Development Plan 3	Awareness sessions to be developed for elected members, planning officers and developers/agents by September 2023.	A planned event with developers in quarter two has been postponed until 2024 to ensure anticipated guidance from the Scottish Government can be included; similarly with awareness sessions for officers. A report on recent changes to the planning system and the focus on climate change and sustainability was presented to the Climate Change and Sustainability Committee in August 2023.	Amber
	Prepare Supporting Planning Guidance on climate change & sustainability and green issues as an interim measure pending preparation of LDP3	A draft version has been completed but is awaiting finalisation to take account of updated guidance from the Scottish Government.	Amber

Health and Wellbeing

All school and nursery children have access to nutritious school meals

Action	Measures	Comments/ Progress	Status
Complete the roll out of free school meals to all primary children	All P6s and P7s to receive free school meals in line with Scottish Government timescales	The implementation date has now been pushed back to August 2024. Work is ongoing to prepare for the roll out.	Amber

Health inequalities are addressed through collaboration with local communities and partners

Action	Measures	Comments/ Progress	Status
Complete the Shaping Places for Wellbeing project in Rutherglen	Use the data analysis conducted during 2022-23 to develop actions to address health inequalities, taking account of the existing infrastructure available in the form of codesigned solutions, by October 2023	This work is ongoing in partnership with the Programme Lead and other partners including NHSL and Clyde Gateway.	Amber

Children and Young People

Work with property owners and landlords to make sure our private housing is suitable for the needs of our residents

Action	Measures	Comments/ Progress	Status
Provide support and assistance to owner occupiers and landlords helping them to meet their responsibilities of maintain and repair to their homes	Conduct review of Scheme of Assistance Policy during 2023/24	Working group meets quarterly to ensure SoA statement is regularly reviewed and updated. Impact of HSCP budget changes will have to be considered and changes reflected within SoA. Awaiting consultation on All Tenure Housing Condition from Scottish Government before full review carried out.	Amber

Housing and Land

Improve outcomes for households experiencing homelessness, including access to settled accommodation

Action	Measures	Comments/ Progress	Status
Improve access to settled accommodation for homeless households	Continue to implement Rapid Rehousing Transition Plan	<p>The continuing surge in demand for homelessness services which is occurring nationally and locally is acting against achievement of the key strategic target of reducing homelessness.</p> <p>Good performance despite challenging circumstances and pressures that continue to effect homelessness services.</p>	Amber

Support people to access and sustain housing which meets their needs through our Integrated Housing Option Service

Action	Measures	Comments/ Progress	Status
Understand the financial security of our customers	Consult with tenants regarding proposed rent levels by December 2023	Detailed proposals have been developed for the consultation on the 2024/25 rent levels. The proposed arrangements have been discussed and agreed with the Budget Scrutiny Group and will be progressed between the end of October and December 2023.	Amber

Our Economy

Economic development and growth in South Lanarkshire is fair, inclusive, sustainable and low carbon

Action	Measures	Comments/ Progress	Status
Income generating projects will be scoped across all council resources to identify viable projects with a focus on green initiatives including exploring options for delivery and funding	Liaise with all council resources, third parties and funders to identify new opportunities for generating income and consider a risk analysis of each opportunity	This area of activity is ongoing and will be reported shortly.	Amber

Physical development and land use in the area is enabled, guided and controlled to help facilitate economic growth

Action	Measures	Comments/ Progress	Status
Preparation of revised Residential Design Guide	Develop interim framework for consultation with stakeholders, with final framework prepared by end of June 2023	Engagement strategy will be finalised in quarter three with a view to rolling out at the start of 2024.	Amber
	Present finalised document to Planning Committee for approval by December 2023	Timescales have slipped, now anticipated to be 2024.	Amber

Delivering the plan and achieving best value

Digital and ICT services meet the needs of the council and its customers

Action	Measures	Comments/ Progress	Status
Deliver the implementation programme to replace the existing Social Work IT system within timescale	Implement the new Social Work IT system by January 2024	<p>The project is on track to meet the revised timescales of June 2024. Liquidlogic have recently adopted the lead role in data migration and the first round of testing commences on 9 October 2023.</p> <p>Now that Liquidlogic have adopted the lead role in data migration, early indication shows that timescales for system configuration and integrations are progressing well.</p>	Amber
Take forward IT strategic developments	Develop and deliver training plan to upskill IT staff in new technologies	Current challenges have significantly reduced training opportunities in the current year however alternative avenues, including through project budgets and cost-free options, are being explored to deliver by the end of March 2024.	Amber