

**Improve later life****Improve services for older people**

Action	(non statistical measures shaded grey)	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
	Measures				
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP)	All actions completed, await current year inspection	Report Later	Homeless service unannounced inspection by Care Inspectorate complete and no recommendations or requirements.  Await inspection of Sheltered Housing Services, preparations being maintained meantime.	Green

**Improve the availability, quality and access of housing****Improve the quality, access and availability of housing**

Action	(non statistical measures shaded grey)	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
	Measures				
Ensure all homeless applicants receive a fast, efficient, responsive service that meets their needs	Average length of time in temporary accommodation (SG) (RP)		Report Later	Performance improved from an average of 108 days to an average of 102 days during 2019/20 and was only slightly above target for the year.	Amber
	% of temporary accommodation offers refused (SG) (RP)		Amber	Target achieved	Green
Continue to let houses efficiently, effectively and fairly	Average time taken to relet (SSHC) (RP)	Slippage against 2019/20 target. A range of measures are now in place to improve performance.	Amber	Target achieved	Green
	% of rent due in the year that was lost due to voids (Operational void rent loss) (SSHC)	Slippage against 2019/20 target. A range of measures are now in place to improve performance.	Amber	Target achieved	Green
Continue to deliver an effective housing repairs and maintenance service	No of times we did not, meet our obligation to complete the annual gas safety check by annual anniversary date	Target achieved.	Green	All gas safety checks had been carried out through to the reduction of the programme due to COVID-19. Following reasonable attempts to have all services carried out, by contacting tenants both by letter and telephone, we were unable to carry out 7 services within the required time. We have revised our approach to take account of tenants refusing access due to COVID-19. The revised approach takes account of the COVID 19 specific guidance issued by the HSE and the Gas Safety Register.	Amber

## Work with communities and partners to promote high quality, thriving and sustainable communities

### Collaborate with partners to promote safe and thriving communities

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Maximise the energy efficiency of all operational properties in support of the Carbon Management Plan.	% reduction in energy consumption across the energy portfolio	To be reported at year end.	Report Later	12.31% reduction relative to 2013/14 base year. Continue to improve year on year.	Green
	% of operational buildings that are suitable for current use	To be reported at year end.	Report Later	96.72% continue implementation of the Council's asset management strategy and plans has resulted in a clear focus in optimising Council buildings to ensure they are suitable.	Green
	% of internal floor area of operational buildings in satisfactory conditions	To be reported at year end.	Report Later	87.40% sustaining performance from the previous year.	Green

## Support our communities by tackling disadvantage and deprivation and supporting aspiration

### Tackle disadvantage and deprivation

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Continue to improve energy efficiency of housing stock to help address fuel poverty.	% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	To be reported at year end.	Report Later	The year end figure of 93.22% exceeds the expected compliance rate.	Green
	% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)	To be reported at year end.	Report Later	The year end figure of 93.39% exceeds the expected compliance rate.	Green
	Assist/support households to access schemes available to help address fuel poverty issues	To be reported at year end.	Report Later	HEEPS funding and South Lanarkshire Statement of Intent provided to Scottish Government at year end.	Green

## Ensure schools and other places of learning are inspirational

### Ensure schools and other places of learning are inspirational

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Project Management of Schools Projects and General Services Projects	General Services Programme - Target spend achieved	Spend to Q2 £21,878,479.40. Annual target £80,569,630.00, on target to achieve.	Green	Spend to Quarter 4 £61,533,000. Annual target £76,804,000. Works were halted due to Covid 19 on 23 March.	Amber

## Delivering the plan and achieving best value

### Delivering the plan and achieving best value

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Develop management and publication of valid Corporate Land and Property information	Continue to prioritise the development and publication of data in line with Scottish Government guidance on INSPIRED	To be reported at year end.	Report Later	Complete with 3 new datasets published within the year, Food Growing Sites, Litter Zones and Smoke Control Zones.	Green
Maintain current high levels of income collection and generation	Factoring collection rate	Factoring collection rate as at quarter 2 is 51.9% (1.1% up on the same date last year).	Green	The collection rate was slightly below target due to a decline in collection during the final quarter of the financial year.	Amber
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	100% coverage of Personal Appraisals (PAs) of employees in scope (ADM)	Managers currently updating people connect as Performance Appraisals take place and returns are still being processed.	Amber	Managers currently updating People Connect as Performance Appraisals take place and returns are still being processed.	Red