

Report

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	16 August 2022
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Council Plan Connect 2017 to 2022: Quarter 4 Progress Report 2021/2022
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Council Plan Connect Quarter 4 Progress Report 2021/2022, for the period 1 April 2021 to 31 March 2022

2. Recommendations

2.1. The Forum is asked to approve the following recommendations:-

- (1) that the Connect Quarter 4 Progress Report 2021/2022 summarised at paragraph 4.5. and attached as Appendix 1 of this report, be noted;
- (2) that the key achievements, as detailed in paragraph 4.6. and 4.7. of this report, be noted; and
- (3) that the additional scrutiny of changes in measure status between Quarter 2 and Quarter 4, as summarised at paragraph 4.8. of this report, be noted.

3. Background

- 3.1. The Council Plan Connect covering the period 2017 to 2022 was approved by the Executive Committee on 8 November 2017 and by the full council on 8 December 2017. The plan sets out the Council's vision, values, ambitions and priorities for the 5 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. Despite the easing of social distancing and other restrictions, the Council continues to face financial and other impacts resulting from Covid. At times during the pandemic, a number of services had to be suspended or reduced due to government advice and the Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There was an inevitable impact on performance in some areas, with some effects ongoing.
- ## 4. Quarter 4 Progress 2021/2022
- 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 priorities. 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 priorities.
- 4.3. A total of 264 measures have been identified from the 2021/2022 Resource Plans. Of those, 108 (41%) have been nominated as key strategic measures for reporting progress against Connect.
- 4.4. Progress to date against all measures is contained in the Connect Quarter 4 Performance Report 2021/2022, 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 Council's Performance and Review Scrutiny Forum may consider those measures reporting a 'red' and/or 'amber' status across all Resources.

The overall summary of Connect progress for 2021/2022 is as follows and performance should be considered in the context of the impact of responding to Covid 19:-

Status	Measures			
	Statistical	Project	Total	%
Blue	N/A	16	16	15%
Green	33	40	73	68%
Amber	5	6	11	10%
Red	1	1	2	2%
Report later/Contextual	6	0	6	5%
Totals	45	63	108	100 %

(Data correct as 1 August 2022)

- 4.6. Progress for 2021/2022 on each of the 4 Connect Priorities and the related achievements have been summarised in the following tables:-

4.6.1.

Connect Priority	Ensure communities are safe, strong and sustainable					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	4	23	5	2	2	36
Achievements	<p>The Larkhall Town Centre Strategy and Action Plan was approved at Community and Enterprise Resources Committee in May 2021. The five year strategy is aimed at developing and coordinating public, private and community-led work in the town centre to ensure it stays lively and community focused.</p> <p>The action plan considers potential activity shaped at revitalising the town centre in six distinct areas of concern:</p> <ul style="list-style-type: none"> • Business support • Parking review • Streetscape review • Town centre maintenance, signage review • An organised voice • Safe events (where and when possible) 					
	<p>A litter strategy consultation was launched in August 2021 to capture the views, ideas and issues experienced by communities across South Lanarkshire.</p> <p>The consultation document also lays out the aim to develop a range of plans, policies and initiatives, all designed to drive our commitment to preventing wide ranging litter issues including:</p> <ul style="list-style-type: none"> • Litter Prevention • Dog Fouling • Fly Tipping • Graffiti <p>The results will directly influence the council's proposed Litter Strategy 2022-27, as agreed by the Climate Change and Sustainability committee in February 2021.</p>					
	<p>16 additional local nature reserves (LNRs) were approved by the Planning Committee in October 2021, adding to the existing one at Langlands Moss. By declaring these sites as LNRs, not only do we protect the natural heritage, but it means people can learn about and enjoy nature close to their homes.</p>					
	<p>The Climate Emergency Community Grants scheme, funded by the Climate Challenge Fund, was launched in January 2022. The scheme is offering grants of up to £2,500 to help community groups turn their ideas into community projects. This is a 2-year programme with just under £95,000 to be allocated to groups each year. Progress and impact of the funding will be monitored and reported via the Sustainable Development and Climate Change Committee.</p>					
	<p>800 fruit trees have been planted at 13 locations across South Lanarkshire, in memory of local people who lost their lives in the Covid-19 pandemic. (This was the estimated number of deaths at the time the decision was made to plant the trees.) Funding for the project came through the council's Food Strategy Support Fund. The tree planting improves biodiversity, the amount of tree canopy in the area, and carbon removal. Local community groups and schools at each of the 13 locations were invited to help with planting arrangements and will make use of fruit crops in the future.</p>					
	<p>The Community Growth Area (CGA) sites in Newton, Ferniegair, Hamilton and Larkhall have had significant completions during 2021-22, and the main part of East Kilbride has also now commenced. On average, each CGA is building faster than anticipated which shows that there is a demand for new build private housing across South Lanarkshire. In addition, the 'affordable' elements associated with the CGAs continue to add to the social rented stock helping the council meet its affordable housing need targets.</p>					

	<p>Social Work Resources provided access to timely support and interventions with 100% of clients seen within 2 days of their Drug Testing and Treatment Orders commencing. Performance continues to exceed the 95% target.</p> <p>In addition, 96% of drug and/or alcohol clients who were referred for treatments and/or psychosocial intervention started treatments within 3 weeks of being referred. Performance continues to exceed the 90% target.</p>
	98.1% of response repairs on council dwellings were completed on time.
	The council's website was updated to comply with Web Accessibility legislation that became law on 23 September 2020, enhancing the customer experience and ensuring no action against the council by the Equalities Commissioner.
	The council undertook its general services budget consultation process between December 2021 and January 2022 to allow feedback for Members prior to approving the Council's budget.
	The first Community Partnership in South Lanarkshire has been established in the Cambuslang and Rutherglen areas.

4.6.2.

Connect Priority	Promote sustainable and inclusive economic growth and tackle disadvantage					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	19	3	0	1	25
Achievements	Following on from approval of a Community Wealth Building (CWB) Strategy in March 2021, a CWB Commission was established to drive forward CWB in South Lanarkshire. The first meeting of the Commission – which has representation from across the political spectrum and involves our CPP Partners – took place on 31 August 2021.					
	The new park and ride facility opened in Cambuslang, offering 256 parking spaces, including new electric vehicle charging infrastructure. This will make it easier than ever to switch from car to train and help to make electric vehicles a viable option for more road users. Previously a derelict site, it is now an asset to the area improving parking in the centre of Cambuslang, supporting sustainable travel and adding to environmental improvements.					
	During quarter two, <i>Lanarkshire Women in Business</i> (LWIB) was launched, following a successful year-long pilot initiative that ran during 2019-20. The first event was held digitally on Wednesday, 8 September 2021 and paves the way for a planned new programme of female focused business support, that will kick-start during spring 2022.					
	1,316 businesses have been supported by Economic Development (via grants, loans or advice), including 1,063 businesses which have been helped through the new Business Gateway contract.					
	<p>Since March 2021, the new Business Gateway contractor, 'Elevator', has worked with 1,477 companies – 1,000 new starts and 477 existing businesses - providing free support and impartial advice to help improve growth and performance through increased turnover, jobs created or safeguarded, more efficient operational activities and improved productivity. In the first year of the contract, the service has:</p> <ul style="list-style-type: none"> run 175 on-line workshops covering a wide range of topics delivered a Flagship Accelerator course helping early-stage business owners to fast track their business offering, growth, and investment potential delivered an Academic Accelerator course in partnership with UWS supporting current and recent graduates to develop their business ideas provided tailored support to key sectors of the economy, including tourism, food and drink, and construction 					
	There has been a reduction in the number of road casualties in South Lanarkshire. In 2021, there were 252 road casualties, according to the					

	provisional road casualty figures, which is a significant reduction from 317 casualties in 2020, and 431 in 2019. These annual figures are an essential indicator to help us spot any areas of concern.
	We are working with a range of external employers and are seeking innovative approaches to filling council vacancies through a new employability delivery model that fast tracks a potential pool of suitable unemployed clients participating on employability programmes into council job opportunities. We have successfully secured 8 jobs in Council Homecare positions through this new model and seeking to roll this out to Classroom Assistants, Admin Clerical posts in Social Work, Track and Trace jobs, Facilities, Driving (HGV) etc. This year we intend to develop and operate a bank staff system that will fully connect employability programmes with council job vacancies.
	The percentage of pupils entering positive destinations in South Lanarkshire increased from 94.8% the previous year to 96.2% and is above the national level of 95.5%.
	The roll out of the 'care experienced employability pilot' continued to support care experienced young people aged 16-24 to develop their skills and experiences to achieve sustained positive destinations with 5 young people supported to take up Modern Apprenticeship posts with the Council.
	The Foundation Apprenticeship (FA) and GradU8 programmes have continued to be delivered throughout academic year 2021-22. All learning was delivered in person in college or FA hubs. The majority of young people completed as planned despite the additional challenges presented by the Covid-19 pandemic.

4.6.3.

Connect Priority	Get it right for children and young people					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	5	5	2	0	2	14
Achievements	The implementation of Phase 5 of the rollout of additional hours for Early Learning and Childcare 1140 hours, allocated to eligible children, was completed with over 7800 children and families accessing provision.					
	The percentage of young people leaving school with 5 or more Scottish Credit and Qualification Framework awards at level 6 (Higher) or better increased from 40.6% the previous year to 44.0% and is above the national level of 42.1%.					
	A refreshed Local Child Poverty Action Report and summary was published to ensure effective delivery of tackling poverty policy and raise awareness of the priorities across all partner organisations.					
	82% of all reports submitted to the Children's Reporter were sent within agreed 20 day timescale – maintaining good performance by exceeding the 75% target.					
	Social Work Resource continues to ensure that all looked after children and young people are cared for in the most appropriate setting, with 90% of our looked after children being cared for in a community setting – exceeding the target of 88%					
	Virtual adoption and fostering panels have been successful and we have continued to approve new foster carers and run virtual preparatory groups. Whilst visits to carers have been restricted, we have maintained links via virtual meetings, regular newsletters and social media posts. We are exceptionally grateful for our carers' strength, resilience and energy during this difficult time. Adoption enquiries have shown a significant increase during the pandemic. This trend is reflected nationally, and it is evident that this may be related to the restrictions in access to fertility treatment.					
	We continue to provide appropriate accommodation for homeless households with children.					

4.6.4.

Connect Priority	Improve health, care and wellbeing					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	24	1	0	1	28
Achievements	<p>Although the new Springhall Community Centre was handed over in March 2020, the facility only opened to the public at the end of June 2021, in line with Covid-19 restrictions. Local people were heavily involved in the planning and development of the £1m project, and the transformed centre now offers a new inviting entrance area with reception desk, a community hall, meeting and training facilities, IT suite and a new library.</p> <p>The Tom Craig Centre in Law re-opened following major renovation works. South Lanarkshire Council and South Lanarkshire Leisure and Culture worked in partnership to plan and deliver the project, and the reopening was a welcome boost to local recovery in the wake of Covid-19. With a main hall, lesser hall, multipurpose room and kitchen, the hall plays a central role in community life for the village and surrounding area.</p> <p>The Adults with Incapacity (Scotland) Act 2000 places responsibility on local authorities to visit adults on welfare guardianship orders. 94% of supervising officer visits for local authority and 95% of private welfare guardianship orders were completed within timescales and exceeded the target of 90%.</p> <p>Processes and procedures have been developed to support the allocation of the Technology Enabled Properties in line with the Joint Working Agreement (JWA). The first bungalows were allocated to service users late January/early February and feedback has been very positive.</p> <p>993 adaptations completed in Council Homes.</p> <p>Strategic Housing Investment Plan (SHIP) 2022-28 has been completed and was approved at Housing and Technical Resources Committee in September 2021.</p>					

- 4.7. In addition to working towards the 4 Connect Priorities, 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 Objectives have also been identified, under the heading Delivering the Plan and achieving Best Value. Progress on this and the related achievements have been summarised in the following table:-

Delivering the Plan and achieving Best Value						
Number of measures	Blue	Green	Amber	Red	Report later	Total
	3	2	0	0	0	5
Achievements	<p>The 2022-23 financial strategy was approved in June 2021. This paves the way for finalising a budget for members to approve before March 2022, following receipt of the local government settlement later this year. The 2020-21 financial accounts were finalised in line with the normal timetable, and the audit of the accounts is progressing well. A clean audit certificate was signed off on 17 November 2021. Support and advice continues to be provided by finance teams in relation to managing the ongoing impact and recovery from the pandemic during 2021-22.</p> <p>The Chief Social Work Officer is obliged to provide an annual report on key challenges, developments and improvements across Social Work as well as reporting on service quality and performance including delivery of statutory functions. This was submitted to the Scottish Government in September 2021.</p>					

	A system of bulk communications was developed using a database of personal email addresses so that SLC and SLLC employees who do not have a council/SLLC email address are included in important Covid and other mass communications.
	Personnel services teams have adapted processes and arrangements in response to Covid restrictions to enable HR service delivery to be maintained and respond effectively to additional requests.
	<ul style="list-style-type: none"> • The council achieved PSN cyber security certification • A major milestone was achieved in the Caird datacentre exit project - all Almada Street computer systems were successfully migrated to external provider • IT installations were completed for four Education new builds

4.8. Scrutiny of change in measure status

A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed status from Quarter 2 to Quarter 4. A list of all the measures falling into this category of further scrutiny is included at Appendix 2. On analysis of these, only 9 measures show a decline in performance, mainly due to the Covid pandemic. The remaining measures have shown an improvement in performance (18 measures).

5. Employee Implications

- 5.1. The priorities noted within the Council Plan 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 priorities 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

8. Other Implications

- 8.1. The Community Plan 2017 to 22 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan 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, objectives 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 priorities, objectives and actions outlined in the plan.

Paul Manning
Executive Director (Finance and Corporate Resources)

1 August 2022

Link(s) to Council Values//Priorities

The Council Plan 2017to 2022 reflects the overarching vision of South Lanarkshire Council and details its values, priorities and objectives, including links to the Community Planning Partnership.

Previous References

Executive Committee 8 November 2017: approval of Council Plan Connect 2017-22 and
Executive Committee 24 June 2020: endorsement of mid-term review of Connect.

List of Background Papers

Council Plan Connect 2017to 2022

Contact for Further Information

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

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