

Report

Report to:	Community and Enterprise Resources Committee
Date of Meeting:	22 January 2019
Report by:	Executive Director (Community and Enterprise Resources)

Subject:	Community and Enterprise Resource Plan 2018/2019 - Quarter 2 Progress Report
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1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Resource Plan Quarter 2 Progress Report 2018/2019, for the period 1 April 2018 to 30 September 2018

2. Recommendations

2.1. The Committee is asked to note the following recommendations:-

- (1) that the Quarter 2 Progress Report 2018/2019, attached as Appendix 2, be noted; and
- (2) that the achievements made by the Resource to date, as detailed in paragraph 5.3. of this report, be noted.

3. Background

- 3.1. The Community and Enterprise Resource Plan 2018/2019 sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2018/2019.
- 3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the Council's performance management arrangements. It provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the objectives set out in the Council Plan Connect 2017 to 2022.
- 3.3. Performance management is a keystone of Best Value, and ensures that the Council can demonstrate sound governance arrangements. The Resource Plan is one part of the Council's framework for planning and budgeting, and demonstrates how this leads to effective front line service delivery.
- 3.4. As part of this framework, the Resource Plan reflects the aspirations of the Council Plan, the Community Plan and the Neighbourhood Plans, as well as being complemented by the details of individual Service, Business and other Plans. Ultimately, these details are included in the key work objectives of individual officers. This demonstrates the 'Golden Thread' of performance management which ensures a clear understanding of the Council's vision, values, ambitions and objectives at all levels.

- 3.5. The current format for performance reporting has been established for several years and is used for Executive Directors' reports to the Chief Executive, Resource Management Teams and Resource Committees. The focus has been on reporting progress on Council objectives, statutory performance indicators, other key performance measures and high level Resource priorities.
- 3.6. In preparing the Plan, account has also been taken of the need to ensure a robust response to Risk Management and Control. Risks associated with delivery of the actions in this Resource Plan have been identified and evaluated and are listed in the Resource Risk Register. Where necessary, controls or further actions to mitigate these risks have been agreed. Such actions are tracked through the Resource Risk Control Plan which is kept under review by the Risk Sponsor for the Resource.

4. Resource Objectives 2018/2019

- 4.1. The Resource has established a number of objectives to support the delivery of the Connect objectives in 2018/2019. These are detailed in Appendix 1.

5. Quarter 2 Progress Report 2018/2019

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2018/2019, attached as Appendix 2. 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
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. These will be reported when available
Contextual	Included for 'information only', to set performance information in context

- 5.2. Measures with a 'red' status are considered in detail at section 5.4. of this report. To ensure adequate scrutiny of performance across all Resources, the Council's Performance and Review Scrutiny Forum may consider 'red' and 'amber' measures at a future meeting.

The overall summary of progress to date is as follows:

Status	Measures	
	Number	%
Green	100	67.6 %
Amber	16	10.8 %
Red	1	0.7 %
Report later/Contextual	31	20.9 %
Totals	148	100 %

5.3. Key achievements for quarter two, 2018/2019 are noted below:

5.3.1.

Connect Objective: Improve the road network, influence improvements in public transport and encourage active travel	
Resource Objective	Achievement
Implement the Roads Investment Programme	Continued to implement the Roads Investment Programme, with 99 carriageway schemes and 13 footway schemes undertaken to date, resulting in 2.6% of the road network being resurfaced.
	Continued our programme of street lighting improvements, with 151 lighting columns and 1,802 LEDs installed. Over the three year programme to October 2018, 7,253 lighting columns and 59,000 LEDs will have been installed.
Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport	Completed design of a roundabout project at Newton Community Growth Area and junctions at Hamilton Community Growth Area - works due to start in spring 2019 and summer 2019 respectively.
	Completed the draft Park and Ride Strategy consultation, with more than 320 responses received. Final draft strategy being presented to the Community and Enterprise Resources Committee in October 2018.

Connect Objective: Work with communities and partners to promote high quality, thriving and sustainable communities	
Resource Objective	Achievement
Provide Planning and Building Standards services which guide and control physical development and land use in the area	Processed major planning applications within an average timescale of 41.8 weeks and householder planning applications within an average timescale of 7.5 weeks (better than the 60 week and 8 weeks targets respectively); 98.5% of planning applications were granted approval, indicating that planning officers are ensuring proposed developments comply with Council policy.
Safeguard health through an effective environmental services regulation and enforcement service	Our Environmental Health team: <ul style="list-style-type: none"> – helped ensure 87% of local food businesses were broadly compliant with food safety standards (against the annual target of 85%); – attended to domestic noise complaints within 32.4 minutes, better than the service target of two hours; and – responded to 97.7% of dog fouling complaints within two working days, exceeding the annual target of 90%.
Provide consumer protection through the work of our Consumer Advice and Trading Standards Service	Our Consumer Advice and Trading Standards service dealt with 83% of consumer complaints within 14 days (against an annual target of 80%), resulting in £160,000 civil redress being returned to consumers and the local economy.

Connect Objective: Work with communities and partners to promote high quality, thriving and sustainable communities	
Resource Objective	Achievement
Provide services which help local communities to become more sustainable	Introduced red tagging of paper/cardboard bins to address contamination in recycling bins – an important step in improving recycling rates.
Improve the council's environmental performance and reduce its greenhouse gas emissions	Council wide vehicle emissions reduced by 17.5% in the first six months of 2018/2019, compared to the same period in 2014/2015, and Resource wide emissions reduced by 17.8%.

Connect Objective: Support the local economy by providing the right conditions for inclusive growth	
Resource Objective	Achievement
Support local businesses through the development and delivery of business support programmes	SLC, along with the seven other local authorities in the City Region, have participated in the development of the City Region Tourism Strategy and Action Plan, and this has now been launched. This strategy and action plan will ensure better connections across the City Region and more opportunities to enhance visitor expenditure in Lanarkshire. The new University of West of Scotland (UWS) campus opened on schedule, in September 2018. South Lanarkshire Council, recognising the importance of UWS in South Lanarkshire in terms of its educational, economic and social contributions, supported the university in its relocation, assisting with the negotiations with the owners of the Hamilton International Technology Park.

Connect Objective: Support our communities by tackling disadvantage and deprivation and supporting aspiration	
Resource Objective	Achievement
Lead partnership approaches to tackling the causes and effects of poverty and inequality	In spring/early summer 2018, 640 residents of all ages took part in Participatory Budgeting events in Hillhouse/Udston/Burnbank; Strutherhill; and Whitlawburn/Springhall. The aim was to determine how local Participatory Budgeting budgets of between £40,000 and £60,000 would be used to kickstart action in the areas. Working groups are being established to progress local projects, including improvements to play and recreational facilities; community clean ups; and other activity.

Connect Objective: Encourage participation in physical and cultural activities	
Resource Objective	Achievement
Provide quality leisure facilities and develop integrated community facilities within new primary schools	<p>Project to develop joint school and community facility to replace St Patrick's Primary School, Ballgreen Hall and Library complete, with doors opened to the public in May 2018.</p> <p>Various grass pitches have been upgraded during the summer months e.g. Kirktonholme, Tileworks and Raploch.</p> <p>On site starts: a new school in Elsrickle with adaptations for community facilities commenced Summer 2018, upgrading of pitches at Ballerup and Lanark commenced in August and September 2018 respectively.</p>
Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area	<p>Within SLLC, 1.481 million attendances were recorded at facilities managed by the Sport and Physical Activity Section and 1.574 million attendances were recorded at facilities managed by Cultural Services and the Libraries and Museums Service.</p> <p>SLLC recorded 408,518 reduced rate attendances by under 16s at South Lanarkshire Leisure and Cultural facilities; and 243,400 attendances by residents over 60 using South Lanarkshire leisure facilities (on track to achieve annual targets of 870,000 and 470,000 respectively).</p>

- 5.3.2. Resources have established their own Resource objectives to support the delivery of Connect objectives. In addition to working towards these objectives, we recognise that 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.

Delivering the plan and achieving best value	
Resource Objective	Achievement
Provide sound financial stewardship for the council	Our Funding and Development Team assisted internal and external partners to apply for £0.734 million in external funding.

5.4. Areas for improvement

Measures that have been classified as “red” (major slippage against timescale or shortfall against target) are noted below, together with the reason why, and the management action now being taken, where required.

Support the local economy by providing the right conditions for inclusive growth		
Resource Objective: Support local businesses through the delivery of business support programmes		
Measure	Comments/Progress	Action by Manager
Chooselanarkshire.com website maintained and marketing strategy implemented	Future 'Choose Lanarkshire' actions and partnership approach to inward investment has been reviewed - partnership with North Lanarkshire Council (NLC) will cease, as NLC wish to solely promote North Lanarkshire.	South Lanarkshire inward investment promotion will continue through the development of a refreshed SLC website which is being developed with Corporate PR and IT teams. The 'Invest in South Lanarkshire' website will be live before the end of the financial year.

5.5. Report later

Measures included in the Resource Plan 2017/2018 Quarter 4 Progress Report can be assigned the 'report later' status. In order to catch up on the reporting of these measures and ensure a consistent application of status for all Resource Plan actions and measures, this information is now included at Appendix 3. Of the 25 measures identified as 'report later' as at Quarter 4 2017/2018, 21 of these are Local Government Benchmarking Framework indicators, for which results for 2017-2018 will not be published until January 2019. The status of the other 4 'report later' measures is now reported as: green for 2 measures, amber for 1 measure, report later for 1 measure.

6. Employee Implications

- 6.1. The objectives noted within the Resource Plan will inform the Service Action Plans, where applicable, and in turn the Performance Appraisal process for individual employees in 2018/2019.

7. Financial Implications

- 7.1. The objectives within the Resource Plan are reflected in the respective Resource Revenue and Capital budgets for 2018/2019 and, longer term, within the framework of the council's approved Financial Strategy.

8. Other Implications

- 8.1. The Community Plan 2017 to 2027 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.
- 8.2. Resource Plan actions are assessed as part of the Resource's risk management arrangements and relevant issues have been added to the Resource Risk Register.

8.3. The Resource Plan takes into account Resource responsibilities in relation to sustainable development and climate change.

9. Equality Impact Assessment and Consultation Arrangements

9.1. Many of the actions detailed within the Resource Plan reflect ongoing strategies and policies which will be or have been the subject of consultation and equality impact assessment.

Michael McGlynn

Executive Director (Community and Enterprise Resources)

5 November 2018

Link(s) to Council Values/Ambitions/Objectives

- ◆ The Resource Plan has been structured upon the Vision, Values, Ambitions and Objectives in the Council Plan Connect 2017 to 2022

Previous References

- ◆ Community and Enterprise Resources Quarter 4 Progress Report 2017/2018 – 21 August 2018

List of Background Papers

- ◆ Council Plan Connect 2017-2022 – endorsed by the Executive Committee on 8 November 2017 and approved by the full council on 6 December 2017
- ◆ Community and Enterprise Resources Plan 2018/2019 – approved by Community and Enterprise Resources Committee on 21 August 2018

Contact for Further Information

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

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Community and Enterprise Resource Objectives 2018/2019

Connect Objective: Deliver better health and social care outcomes for all

Resource Objective:

- Provide opportunities for all school children to access nutritious school meals

Connect Objective: Improve the availability, quality, and access of housing

Resource Objective:

- Ensure an adequate supply of housing, industry and business land and green space is maintained

Connect Objective: Improve the road network, influence improvements in public transport and encourage active travel

Resource Objectives:

- Implement the Roads Investment Programme
- Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport
- Encourage active travel and recreational access to the outdoors

Connect Objective: Work with communities and partners to promote high quality, thriving and sustainable communities

Resource Objectives:

- Provide Planning and Building Standards services which guide and control physical development and land use in the area
- Sustain the quality of our town and neighbourhood centres
- Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal project
- Reduce the number of road casualties through road safety improvements and initiatives
- Provide consumer protection through the work of our Consumer Advice and Trading Standards Service
- Improve the quality of streets, parks and other public areas
- Create high quality cemeteries and provide sustainable options for burial
- Provide services which help local communities to become more sustainable
- Improve the council's environmental performance and reduce its greenhouse gas emissions
- Safeguard health through an effective environmental services regulation and enforcement service
- Regenerate and bring back into use vacant and derelict and contaminated land
- Protect biodiversity and enhance green space in South Lanarkshire

Connect Objective: Support the local economy by providing the right conditions for inclusive growth

Resource Objectives:

- Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal
- Support local businesses through the delivery of business support programmes
- Implement the Lanarkshire Rural Development Strategy
- Support key voluntary organisations and help to develop the social economy

Connect Objective: Support our communities by tackling disadvantage and deprivation and supporting aspiration

Resource Objective:

- Lead partnership approaches to tackling the causes and effects of poverty and inequality

Connect Objective: Encourage participation in physical and cultural activities

Resource Objectives:

- Provide quality leisure facilities and develop integrated community facilities within new primary schools
- Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area

Delivering the Plan and achieving Best Value

Resource Objectives:

- Provide sound financial stewardship for the council
- Deliver and communicate the Council Plan and ensure high standards of governance
- Develop improvement activity and promote scrutiny
- Promote equality and the wellbeing of staff
- Improve the skills, flexibility and capacity of the workforce
- Other actions in support of delivering the Plan and achieving Best Value