

Report

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Report to:	Executive Committee
Date of Meeting:	16 November 2011
Report by:	Chief Executive

Subject:	Connect - Council Plan 2007-2012 - 2010/2011 Progress
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ report on progress of Connect, the Council Plan, 2007 to 2012

2. Recommendation(s)

2.1. The Corporate Management Team is asked to approve the following recommendation(s):-

- (1) that progress of Connect at the end of Q2 2011/2012 be noted.

3. Background

3.1. As part of the revised performance reporting arrangements, it was agreed that progress reports on "Connect" would be provided at the mid-year point (Quarter 2) and the end of the financial year (Quarter 4). This report provides a summary of progress on 'Connect' as at the end of September 2011, with Quarter 2 Resource Plan reports being submitted to the respective Resource Committees in the November/December meetings cycle.

3.2. The Council Plan 'Connect' was established as covering the period from 2007 until 2011. However, in order to ensure it remains current, and reflects the Council's commitment to addressing changes which may arise at local and national levels, a mid-term review was conducted. At the same time, the term of the Plan was extended by 1 year to reflect the new date for the local government elections in 2012.

3.3. A refreshed version of 'Connect' was approved by the Executive Committee in June 2009. It includes a Corporate Improvement Plan which reflects improvement actions arising from the Audit of Best Value and Community Planning.

4. Connect, the Council Plan 2007 to 2012 – Progress to Date

4.1. The Council Plan clearly sets out specific actions to be undertaken to achieve our objectives and in support of our Improvement Themes. Each action has one or more defined measures which have been allocated to the Executive Directors. The measures constitute the reporting mechanism through which the members of the Council, employees and the wider public are informed at twice yearly intervals on progress against the Council's stated aims.

4.2. Detailed progress against all Council Plan measures is contained in the appendix to this report. The appendix has been produced through the Council’s performance management reporting system IMPROVe, and involves a traffic light format using the following definitions to give a status report on each measure:

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
To be reported later	For some measures, the statistics are not yet available to allow us to say whether the target has been reached or not. These will be reported when available
Contextual	A small number of measures are included for “information only”, to set performance information in an appropriate context

Measures which are classified as “red” are considered in detail in the appropriate Q4 Resource Plan reports to individual Resource Committees.

The overall summary of progress to date is as follows:

◆ Total number of measures	290
◆ Green	191 (66%)
◆ Amber	20 (7%)
◆ Red	2 (1%)
◆ Reportable at later stage / contextual	77 (26%)

In the previous report (Q4 2010-11) a number of measures were given the status “to be reported later”. Where the data is now available for these measures, it appears as the figure for 2010-11 in this Q2 report.

A small number of longer-term measures will be updated at the end of the Connect period

4.3. Progress to date on each of the Council Plan Objectives and Improvement Themes has been summarised in the following paragraphs. Major achievements to date under each Council Plan Objective and Improvement Theme have also been listed under ‘Highlights’.

Corporate Improvement Theme: Vision and Strategic Direction (Including Council Priority – Sustainable Development)

Number of measures	Green	Amber	Red	To be reported later
42	33	2	1	6

Highlight(s):

- ◆ Annual Resource Plans for 2011/2012 were completed on time using approved template for all 7 Resources of the Council.
- ◆ Work has begun on the new draft Council Plan Connect 2012. This has involved Executive Committee approval of process for preparation of the Plan, an officer workshop and consultation exercises with a variety of stakeholders. A

draft Plan will be finalised for consideration by the Executive Committee in February 2012.

- ◆ Completed 99% of requests for special uplifts within five days, surpassing the annual target of 95% completed within 5 days.
- ◆ On target to achieve the annual waste collection target of fewer than 108 missed collections (per 100,000 collections), with only 99 collections missed by the end of Q2.
- ◆ A finalised Residential Development Guide has been completed and approved by Committee in August 2011.
- ◆ Flood protection works at Armour Court and Larch Grove, Hamilton have been completed.

Red measures

There is 1 red measure for this improvement theme. This is:

- ◆ Develop a Local Climate Impacts Profile for South Lanarkshire by December 2009.

Corporate Improvement Theme: Governance and Accountability

Number of measures	Green	Amber	Red	To be reported later
14	11	1	0	2

Highlight(s):

- ◆ The Performance and Review Scrutiny Forum will for the first time this year receive a tailored report on red and amber measures. These will reflect Connect and Resources priorities and will be reported for Quarter 2.
- ◆ The Council's Annual Governance statement was developed and signed off by the External Auditors as part of the Annual Accounts.

Red measures

There are no red measures for this improvement theme.

Corporate Improvement Theme: Partnership Working, Community Leadership and Engagement (Council Priority)

Number of measures	Green	Amber	Red	To be reported later
10	9	0	0	1

Highlight(s):

- ◆ The 2010/2011 Single Outcome Agreement Annual Report was approved by the Partnership Board on 7 September and issued to Scottish Government by due date.

Red measures

There are no red measures for this improvement theme.

**Corporate Improvement Theme: Performance Management and Improvement
(Council Priority)**

Number of measures	Green	Amber	Red	To be reported later
23	16	2	0	5

Highlight(s):

- ◆ All Resources within the Council are now using the IMPROVe system to monitor some or all Service Plans as well as Resource Plans and Connect.
- ◆ An IMPROVe website has been launched to provide easy public access to a wide range of performance information and statistics about South Lanarkshire.
- ◆ The Council's programme of self assessment (Empower) remains on target. The opportunity is being taken to learn from assessments and improve the approach, assisting participants and providing managers with effective improvement actions based on sound evidence.
- ◆ The Council's intranet has been reconfigured and re-launched using a new content management system.

Red measures

There are no red measures for this improvement theme.

**Corporate Improvement Theme: Efficient and Effective Use of Resources
(Council Priority)**

Number of measures	Green	Amber	Red	To be reported later
33	26	0	0	7

Highlight(s):

- ◆ Capital receipts five year programme reported to and approved by Corporate Management Team.
- ◆ External funding support of £1.41m has been attracted to support corporate objectives.
- ◆ The Procurement Strategy was completed on schedule and was approved by Finance and IT Committee on 13 September 2011.
- ◆ Achieved external funding of £100,000, which was awarded from Sport Scotland towards the pitch upgrade at Hamilton Palace Sports Grounds.

Red measures

There are no red measures for this improvement theme.

Objective: Raise educational attainment for all (Schools modernisation is a Council priority)

Number of measures	Green	Amber	Red	To be reported later
21	13	0	0	8

Highlight(s):

- ◆ The performance of pupils across South Lanarkshire Schools in the 2011 SQA examination; at the pre-appeal stage the results for South Lanarkshire equalled or improved from 2010 in 9 out of 10 nationally recognised performance measures. Performance in 2011 is (or is equal to) the highest level recorded in the last 5 sessions in 8 out of the 10 measures.
- ◆ Calderglen High School, as part of their continued engagement with the Microsoft Pathfinders in Learning Programme, have been asked to act as a mentor school for this prestigious programme: one of only thirty school worldwide.
- ◆ In the 14 published HMIE reports published April till September 2011, all (100%) of the quality indicators were evaluated as satisfactory or above.
- ◆ Action Planning Groups have now been formed to take forward the key recommendations of the jointly published HMIE/South Lanarkshire Validated Self Evaluation report.
- ◆ 92% of primary pupils interviewed as part of the HMIE inspection process expressed satisfaction with school. In addition, over 94% of pupils interviewed agreed or strongly agreed that school was helping them to become more confident.
- ◆ A further six new primary schools were opened: Dalsersf, St Mary's, Hamilton, St Charles, Newfield, High Mill, Victoria Park and Netherburn bringing the total new primary schools to 59.

Red measures

There are no red measures for this objective.

Objective: Increase involvement in lifelong learning

Number of measures	Green	Amber	Red	To be reported later
6	3	1	0	2

Highlight(s):

- ◆ The revised Adult Literacy Strategy received formal approval from Education Resources Committee at the meeting held on 13 September 2011.
- ◆ Over 2,678 adults were supported by Community Learning and Development to engage in a range of literacy and numeracy programmes.
- ◆ Increasing numbers of young people have engaged in a range of literacy and numeracy activities through the work of Youth Learning Services.
- ◆ The Community Learning and Home School Partnership Service continues to provide a wide range of opportunities for young people and adults to engage in cultural activities.
- ◆ An additional 77 young people have taken part in environmental volunteering including Eco Arts and Environmental Science projects. These include: Whitehill Clean up, community garden projects and "Grow it, Cook it" programmes.

Red measures

There are no red measures for this objective.

Objective: Improve health and increase physical activity

Number of measures	Green	Amber	Red	To be reported later
22	20	2	0	0

Highlight(s):

- ◆ Contributed towards a successful pan-Lanarkshire delivery of the 2011 International Children's Games event in August 2011.
- ◆ Published the Children's Games Legacy Plan in May 2011.
- ◆ On track to reduce notified food borne infection, with 57 notifications received by the end of Q2, compared to the annual target of fewer than 170 notifications.
- ◆ South Lanarkshire leisure facilities received over 2 million attendances by the end of Q2 (on track to meet annual target of 3.612 million attendances), with a customer satisfaction rate meeting the target of 98%.
- ◆ On track to increase the number of swimming pool attendances per 1,000 population (with 2,524 attendances per 1,000 population by the end of Q2, compared to the annual target of 3,988 attendances).
- ◆ Completed construction of a new synthetic pitch at Whitemoss, East Kilbride by August 2011.
- ◆ On track to achieve annual targets for overall uptake of primary school meals (achieved 53.3% at end of Q2, against annual target of 52%) and secondary school meals (achieved 48.3% at end of Q2, against annual target of 46%).

Red measures

There are no red measures for this objective.

Objective: Improve the quality of the physical environment

Number of measures	Green	Amber	Red	To be reported later
12	7	2	0	3

Highlight(s):

- ◆ A range of town centre activities and projects are being progressed with town group organisations and the private sector including promotion of Hamilton Business Improvement District (BID).
- ◆ The vacant and derelict/contaminated land programme for 2011/12 has been approved at Enterprise Committee and implementation commenced.
- ◆ Supplementary Planning Guidance on Affordable Housing has been finalised and approved by Committee.
- ◆ Met target scores for street cleanliness in August 2011.
- ◆ On track to meet targets for response to noise complaints. Domestic noise complaints were responded to within an average of 36 minutes, compared to the annual target of 2 hours.

Red measures

There are no red measures for this objective.

Objective: Improve road network and public transport (Improve the road network is a Council priority)

Number of measures	Green	Amber	Red	To be reported later
11	6	0	0	5

Highlight(s):

- ◆ 141 carriageway schemes and 21 footway schemes have been completed, resurfacing 5% of the road network.
- ◆ Experiences and lessons learned during the winter of 2010/11 were reported to Committee in June 2011 and the Council website has been updated with extensive information on how the Council prepares for and deals with the challenges presented by severe weather.
- ◆ Off site works to 10 existing and 4 new junctions on the approach corridors to the extension to the M74 were completed prior to the opening on 18 June 2011.
- ◆ Development of Hamilton bus station is proceeding. The tender process is now completed, the contractor has been appointed and the work programme agreed, due to commence on site in November 2011.

Red measures

There are no red measures for this objective.

Objective: Improve Community Safety

Number of measures	Green	Amber	Red	To be reported later
14	7	3	0	4

Highlight(s):

- ◆ Route Action Plan works on the A70 Carnwath to Council boundary and A71 Canderside to Cornsilloch are complete and works at a further three sites programmed.
- ◆ Single site accident investigation and prevention schemes have been developed and programmed for implementation at the junctions of A72/M74 and at Westwood Road/Winnard Road in East Kilbride
- ◆ Traffic regulation orders are being progressed in relation to 20mph speed limit zones at 17 locations.
- ◆ Crucial Crew was delivered from 19th August – 22nd September 2011, with 95.8% of primary seven pupils participating (surpassing the target of 95% participation).
- ◆ Completed 72% of consumer complaints within 14 days, surpassing annual target of more than 65% completed within 14 days.

Red measures

There are no red measures for this objective.

Objective: Support the local economy by providing the right conditions for growth, improving skills and employability (Council Priority)

Number of measures	Green	Amber	Red	To be reported later
31	7	0	0	24

Highlight(s):

- ◆ 456 businesses were supported with grants, loans or property advice generating £10.3m in sales. Although there has been a drop in the number of enquiries received for Lanarkshire Property Advice Service the value of sales generated by businesses has achieved target.
- ◆ Completed 96% of business advice requests within 14 days, compared to annual target of more than 95% completed within 14 days.
- ◆ Implementation of the refreshed More Choices, More Chances (MCMC) action plan continues including embedding the former Youthstart client group into Activity Agreements.
- ◆ 16+ Learning Choices were delivered to all school leavers S4 to S6 across all mainstream and ASN schools and units as well as to all young people in specialist provision.
- ◆ 1,068 workless individuals were engaged in employability programmes and of those, 590 have gone into employment, education or training.
- ◆ Poverty Partnership Improvement Plan reviewed and update presented to Community Regeneration Partnership.
- ◆ The Leader programme has been extended to 2013 and match funding provided by the Council through the Rural Capital Investment Programme, Renewable Energy Fund and through private sector contribution from UK Steel.
- ◆ Grant agreement with Voluntary Action South Lanarkshire (VASLAN) completed June 2011.
- ◆ Voluntary Sector Networks that are a key part of the Compact development process agreed by Community Planning Partnership in September 2011. Networks will be launched with VASLAN in October 2011.

Red measures

There are no red measures for this objective.

Objective: Develop Services for older people (Council priority)

Number measures	Green	Amber	Red	To be reported later
12	10	0	0	2

Highlight(s):

- ◆ We have exceeded the target number of 60+ residents registered with South Lanarkshire Leisure 'Activage' (achieved 22,816 registered residents at the end of Q2, against annual target 22,500 residents).
- ◆ On track to achieve the target number of 60+ residents using South Lanarkshire Leisure facilities (with 167,173 attendances at the end of Q2, compared to an annual target of 290,000 attendances).

Red measures

There are no red measures for this objective.

Objective: Increase participation in arts and culture

Number of measures	Green	Amber	Red	To be reported later
9	4	3	1	1

Highlight(s):

- ◆ 1.165m attendances were recorded at cultural venues, museums and country parks in Q2, with a customer satisfaction rate of 98% (against an annual target of 90%).
- ◆ Handed over new integrated community facility at Stonehouse on 10th October 2011 and progressing the facility for Fernhill and the major refurbishment of Lanark Memorial Hall.
- ◆ Continuing development of facilities for the local community, with Blackwood Primary School site work progressing well.

Red measures

There is 1 red measure for this objective.

- ◆ Create a framework to support culture working with the Community Planning Board by March 2010.

Objective: Improve lives of vulnerable children, young people and adults

Number of measures	Green	Amber	Red	To be reported later
17	11	2	0	4

Highlight(s):

- ◆ Good progress continues to be made with the piloting and development of the Early Years Framework of Assessment and Intervention for Attachment and Resilience (FAIAR).
- ◆ Over 60 young people took place in Heading to Other Opportunities (H2O) and Carrying On to Other Opportunities (CO3) Programmes between April and September 2011.
- ◆ Good progress is being made in implementing an electronic (SEEMIS Group) single agency and multi agency chronology. An updated progress report was provided to all heads of establishment at the Getting it Right for Every Child Conference held in September 2011.

Red measures

There are no red measures for this objective.

Objective: Improve the quality, access and availability of housing (Council priority):

Number of measures	Green	Amber	Red	To be reported later
13	8	2	0	3

Highlight(s):

- ◆ As part of the Housing Investment Programme, 863 kitchens and bathrooms have been replaced this year, with 87.4% of tenants expressing satisfaction with the finished works (target for satisfaction level is >85%).
- ◆ 74.2% of properties have been re-let within 4 weeks against a target of 70%.
- ◆ The average days to re-let a property is 25 days against a target of 28 days.

Red measures

There are no red measures for this objective.

5. Employee Implications

- 5.1. The objectives and priorities noted within the Plan will inform the Resource Plans and in turn the Performance Development and Review process for individual employees.

6. Financial Implications

- 6.1. Provision for meeting the Council Plan's objectives and priorities are reflected in both the Revenue and Capital budgets for 2007-2011, and longer term, within the framework of the Council's approved Financial Strategy.

7. Other Implications

- 7.1. The Single Outcome Agreement (SOA) with the Scottish Government was signed in June 2008 and a Community Planning SOA for 2009/10 was approved by the Partnership Board and the full council in May 2009. A significant element of the delivery of the local outcomes in the SOA will come through the achievement of the actions contained within 'Connect'.
- 7.2. The performance reported at this stage of Connect represents good progress towards our objectives and our vision for South Lanarkshire. There can be little doubt, however, that there will be significant challenges ahead in maintaining these levels of performance in the face of the reductions in local government funding expected over the next few years.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. The Community Planning Partnership has been briefed on the contents of the Council Plan and the fact that the Plan reflects the themes of the Community Plan.
- 8.2. 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.
- 8.3. Equality Impact Assessments will be undertaken in line with the various actions within Connect as appropriate.

Archibald Strang
Chief Executive

03 November 2011

Link(s) to Council Objectives/Values

The Council Plan 2007 to 2012 reflects the overarching vision of South Lanarkshire Council and details its Values, Objectives and Priorities, including links to the Community Planning Partnership

Previous References

Executive Committee – 10 June 2009

List of Background Papers

“Connect”, Council Plan 2007 to 2011 - Report to the Executive Committee 10 June 2009.

Contact for Further Information

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

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