

# Report

Report to:	<b>Risk and Audit Scrutiny Forum</b>
Date of Meeting:	<b>1 November 2017</b>
Report by:	<b>Executive Director (Finance and Corporate Resources)</b>

Subject:	<b>Shared Risk Assessment – Local Scrutiny Plan 2017/2018</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Forum with a copy of the Local Scrutiny Plan for 2017/2018. This is the outcome of the annual Shared Risk Assessment process carried out by Audit Scotland and other inspection agencies through the Local Area Network.

## 2. Recommendation(s)

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

- (1) that the detail of the Local Scrutiny Plan (LSP) is noted; and
- (2) to note that, as in previous years, Resources will consider the content of the report and ensure that adequate progress is made both to maintain the existing risk assessment status and to mitigate, where possible, against future risks or issues in advance of next year's Local Scrutiny Plan.

## 3. Background

3.1. The Local Scrutiny Plan (LSP) sets out the planned scrutiny activity for South Lanarkshire Council during 2017/2018. The plan is based on a shared risk assessment (SRA) undertaken by a local area network (LAN), comprising representatives of all the scrutiny bodies who engage with the council. The purpose of the shared risk assessment process is to determine what scrutiny activity might be appropriate, based on an examination of a wide range of evidence about the Council and its services.

3.2. The plan does not identify or address all risks in the Council. It covers only those risk areas that the LAN has identified as requiring scrutiny, or where scrutiny is planned as part of a national programme.

3.3. The Council's LSP 2017/2018 is available on the Accounts Commission website, along with those of all other councils and the National Scrutiny Plan for 2017/2018. The main points within South Lanarkshire's LSP are summarised below.

## 4. Shared Risk Assessment and Local Scrutiny Plan

4.1. The SRA undertaken by the LAN this year has identified that there will be no risk based scrutiny activity for 2017/2018, the fourth successive year that no risk-based scrutiny has been considered necessary.

4.2. Key findings within the South Lanarkshire's LSP 2017/2018 are summarised below:

- ◆ The Council has a sound approach to **financial management**, which includes longer-term financial planning. The Council faces a funding gap of £18.8 million in the coming year and has developed a savings package to address this shortfall. The Council has an established programme examining service operation and assessing whether improvements and efficiencies can be made
- ◆ In April 2016, the **health and social care partnership** between South Lanarkshire Council and NHS Lanarkshire became operational. South Lanarkshire Integration Joint Board (SLIJB) now has delegated responsibility for delivering all adult health and social care and children's health services within South Lanarkshire. The integration of health and social care services is a significant transition for the Council and its partners and the LAN will continue to monitor the impact on service delivery and users
- ◆ During 2016, the Care Inspectorate and Health Improvement Scotland carried out a joint inspection of **services for older people** in South Lanarkshire. The findings from this review were published in June 2016 and highlighted areas of good performance but also made recommendations where improvements could be made. Across nine quality indicators, three were found by inspectors to be 'good' and six 'adequate' and actions have been identified to address those areas where improvement is required. Bi-monthly meetings are being held with the partnership group to monitor progress against these areas
- ◆ The Scottish Housing Regulator (SHR) has reviewed and compared the 2015/2016 performance of all Scottish **social landlords** and found that South Lanarkshire Council had room for improvement in relation to: factored owners satisfied with the factoring service; Scottish Housing Quality Standard (SHQS); time to complete non-emergency repairs and some aspects of its homelessness service, including the overall length of stay in temporary accommodation and lets to homeless households. SHR will monitor the Council's progress in addressing the housing and homelessness service weaknesses identified in this plan. It will review the Council's half yearly performance management reports and meet Council officials as necessary

4.3. Whilst the LSP confirms that there is no risk based scrutiny planned in South Lanarkshire during 2017/2018, the Council will be subject to some scrutiny activity as part of wider national inspection programmes across Scotland. These are shown below.

Scrutiny Body	Scrutiny Activity	Date
Audit Scotland	Audit Scotland plans to undertake performance audit work on Arms Length External Organisations (ALEOs), city deals, early learning and childcare, and health and social care integration.	Dates to be determined
Education Scotland	Education Scotland reviewed the quality of Careers Information, Advice and Guidance (CIAG) services delivered by Skills Development Scotland across South Lanarkshire Council	Report published 31 March 2017

Scottish Housing Regulator (SHR)	SHR will engage with South Lanarkshire Council to monitor its progress in addressing the weaknesses identified in relation to factored owners' satisfaction; SHQS; time to complete non-emergency repairs and some aspects of its homelessness service. The Council will submit half yearly progress reports in relation to its proposed improvement actions and outcomes. SHR will meet with Council officials as necessary.	Half-yearly
Scottish Housing Regulator (SHR)	SHR will publish the findings of its thematic inquiry work into gas safety and repairs completed during 2016/2017. It may carry out further thematic inquiries during 2017/2018. SHR will also review the Scottish Social Housing Charter data submitted by landlords and carry out data accuracy visits during the second quarter of 2017/2018. Where councils are to be involved in a thematic inquiry or a data accuracy visit, the SHR will confirm this directly with the Council and the LAN lead.	Timing to be confirmed

- 4.4. As noted at 4.2 above, the LSP identifies that South Lanarkshire Council has room for improvement in relation to: factored owners satisfied with the factoring service; Scottish Housing Quality Standard (SHQS); time to complete non-emergency repairs and some aspects of its homelessness service, including the overall length of stay in temporary accommodation and lets to homeless households.
- 4.5. Factored owners satisfied with the factoring service. The factored owner survey is conducted on a 3 yearly basis with a new survey due to be carried out within 2017/2018. A range of work continues in this area to support and improve service delivery.
- 4.6. Scottish Housing Quality Standard (SHQS). South Lanarkshire Council in 2015/2016 (the year from which the Local Scrutiny plan is based) had 0.5% of properties failing the SHQS, this was 0.2% below the Scottish Average, however, 0.3% above the local authority average. The Council has a plan in place to address this, with the properties which currently fail the standard included in the 2017/2018 housing investment programme.
- 4.7. Time to complete non-emergency repairs. The non-emergency repairs indicator, which measures the average time taken to complete, was 6.2 days longer than the Scottish average for this type of work. However, this does not reflect the wider performance and satisfaction levels of the overall service being delivered. For all repairs in 2015/2016, (the year from which the Local Scrutiny plan is based) including non-emergency repairs, the Council delivered 99% within its target timescales which were agreed with tenants. It carried out over 36,000 of repairs by appointment (45% of all non-emergency repairs) and carried out 98% of these within the appointment time agreed with tenants, which is higher than the Scottish average of 94.4%. It delivered 94% of repairs right first time, also higher than the Scottish average of 91%, has improved the overall efficiency and effectiveness of the service and satisfaction of the repairs service remains high at 90.5% with the Scottish average currently at 89.9%.

- 4.8. Length of stay in temporary accommodation and lets to homeless households. South Lanarkshire Council continues to place a focus upon providing suitable temporary accommodation that meets the needs of homeless households and is working to reduce the time homeless households spend in temporary accommodation, where possible.
- 4.9. The Council continues to afford priority for permanent settled accommodation to homeless households. This is not an area where the Council considers performance to be poor, indeed, 47% of all lets were to homeless applicants in 2015/2016, (the year from which the Local Scrutiny plan is based). This is 16.4% above the Scottish average and 11% above the local authority average.

## **5. Next Steps**

- 5.1. The LSP does not indicate any risk based scrutiny activity for 2017/2018. Therefore, the Forum is asked to note the detail of the report and the detail relating to the other scrutiny activity. Executive Directors have been asked to ensure that adequate progress is made both to maintain the existing risk assessment status and to mitigate where possible against future risks or issues in advance of next year's LSP.
- 5.2. The LSP is a public document and all councils are expected to consider the LSP at an appropriate Committee. At its meeting on 27 September 2017, the Executive Committee noted the report and agreed that it be submitted to the Risk and Audit Scrutiny Forum and the South Lanarkshire Partnership Board for noting.
- 5.3. All 32 Local Scrutiny Plans are available from the Accounts Commission website together with the National Scrutiny Plan.

## **6. Employee Implications**

- 6.1. There are no employee implications directly associated with the report.

## **7. Financial Implications**

- 7.1. There are no financial implications directly associated with this report.

## **8. Other Implications**

- 8.1. The LSP does not identify any areas of significant scrutiny risk for the Council. There are no sustainability issues associated with the content of this report.

## **9. Equality Impact Assessment and Consultation Arrangements**

- 9.1. 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.
- 9.2. Resources were consulted on the submission paper prepared for the LAN and the Council was consulted by the LAN as part of the preparation of the LSP.

**Paul Manning**

**Executive Director (Finance and Corporate Resources)**

13 October 2017

**Link(s) to Council Objectives/Values**

Promote performance management and improvement

**Previous References**

Executive Committee 14 May 2014 – Shared Risk Assessment – Assurance and Improvement Plan 2014-2017

Executive Committee 27 September 2017 – Shared Risk Assessment – Local Scrutiny Plan 2017/2018

**List of Background Papers**

Local Scrutiny Plan 2017/2018

**Contact for Further Information**

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

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