

Report

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Report to:	Community Services Committee
Date of Meeting:	17 January 2017
Report by:	Executive Director (Community and Enterprise Resources)

Subject:	Community and Enterprise Resources' Resource Plan - Quarter 2 Progress Report 2016/2017 – 1 April to 30 September 2016
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Quarter 2 progress report 2016/2017 against the Resource Plan 2016/2017, relating to the remit of Community Services and the Resource directorate

2. Recommendation(s)

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

- (1) that the Quarter 2 progress report 2016/2017, relating to the remit of Community Services and the Resource directorate, attached as Appendices 2 and 3, be noted;
- (2) that the achievements made by Community Services and the Resource directorate during Quarter 2, as detailed in paragraph 6 of this report, be noted; and
- (3) that the areas for improvement and the action being taken be noted.

3. Background

- 3.1. The [Community and Enterprise Resources' Resource Plan 2016/2017](#) which was endorsed by Committee on 12 July 2016 and approved by the Executive Committee on 7 September 2016 sets out objectives and priorities to be managed and delivered by the Resource for the financial year 2016/2017.
- 3.2. The Resource Plan follows an 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.
- 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, Single Outcome Agreement and Partnership Improvement Plan, 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, objectives and priorities 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 to Resource Committees. The focus has been on reporting progress on Council Plan actions, 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 2016/2017

- 4.1. The Resource has established a number of objectives to support the delivery of Connect objectives in 2016/2017. These are detailed in Appendix 1.

5. Quarter 2 Progress Report 2016/2017

- 5.1. Progress against all 2016/2017 Resource Plan measures relating to the remit of Community Services and the Resource directorate is contained in the Quarter 2 Progress Reports 2016/2017 attached as Appendices 2 and 3. These reports have been produced from the Council’s performance management reporting system IMPROVe, and use a traffic light format with the following definitions to give a status report on each measure:

Green	Timescale or target has been met as per expectations
Amber	Minor slippage against timescale or minor shortfall against target
Red	Major slippage against timescale or major shortfall against target
To be reported 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	These are included for “information only”, to set performance information in an appropriate context

- 5.2. Measures which are classified as ‘red’ are considered in detail at paragraph 7 below. To ensure adequate scrutiny of performance across all Resources, the Council’s Performance and Review Scrutiny Forum may consider ‘red’ or ‘amber’ measures (where they relate to Resource or Connect priorities) at a future meeting. The summary of progress to date in relation to the Community Services measures (including Facilities, Waste and Grounds Services and Fleet and Environmental Services) and the Resource directorate measures is as follows:

	Community Services Measures	Resource directorate Measures	Community Services and Resource directorate Measures	
Status				
Green	43	20	63	68.5%
Amber	4	2	6	6.5%
Red	0	0	0	0%
Reportable at later stage / contextual	17	6	23	25%
Totals	64	28	92	100%

6. Achievements to date

6.1. Resource achievements for the first six months of the year include:

Partnership Ambition: Make communities safer and stronger	
Connect Objective: Improve the quality of the physical environment	
Resource Objective	Achievement
Improve the cleanliness of streets, parks and other public areas and take preventative and enforcement action against environmental crimes and incivilities	Achieved high independently assessed scores for grounds maintenance (74, against our annual target score of 70) and for street cleanliness (97.8% of our streets achieved a Keep Scotland Beautiful standard A or B i.e. 'acceptably' clean, against our target of 94%).
	Green Flag status was retained at both Strathaven Park (fourth year running) and Cambuslang Park (third year running) and awarded to Castlebank Park, Lanark for the first time. The latter was awarded Green Flag status by Beautiful Scotland judges at a ceremony in late July 2016.
	Our Environmental Health team responded to 99.7% of fly tipping complaints and 98.2% of dog fouling complaints within two working days, exceeding the annual target of 90% for both measures.
	Our Environmental Health team attended to domestic noise complaints within an average response time of 30 minutes (exceeding the annual service target of two hours).

Partnership Ambition: Make communities safer and stronger	
Connect Objective: Improve community safety	
Resource Objective	Achievement
Undertake action to promote community safety and protect vulnerable groups from the consequences of unsafe goods and services	Our Consumer and Trading Standards team dealt with 88.7% of consumer complaints within 14 days (the annual target is 65%).
Partnership Ambition: Make communities safer and stronger	
Connect Objective: Promote participation in cultural activities and provide quality facilities to support communities	
Resource Objective	Achievement
Improve facilities for arts and cultural activities and provide quality facilities to support communities	Recorded 0.28 million attendances at South Lanarkshire Leisure and Culture cultural venues (on track to meet annual target of 0.55 million attendances).
Partnership Ambition: Promote recovery and sustainable economic growth	
Connect Objective: Develop a sustainable Council and communities (priority)	
Resource Objective	Achievement
Provide services and infrastructure which help local communities to become more sustainable	Rolled out the new waste collection service (involving food and garden waste collection) to households in Rutherglen, Cambuslang, and Clydesdale. Householders throughout South Lanarkshire have been supported to improve recycling activity in line with these significant changes to the Council's waste and recycling collection service – this has been done through attendance by staff at community group meetings and via door to door visits. Over the period April – June 2016, 55.5% of total household waste was recycled – an increase from the previous year (49.7%).
Improve the Council's environmental performance and reduce its greenhouse gas emissions	Implemented fuel efficiency measures to achieve an 8.2% reduction in the Council's vehicle emissions against the same period in the baseline year 2014/15.

Partnership Ambition: Improve health, care and wellbeing	
Connect Objective: Improve and maintain health and increase physical activity (priority)	
Resource Objective	Achievement
Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle	Recorded 1.524 million attendances at facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture (on track to meet annual target of 3.100 million attendances).
	Recorded 212,283 attendances at South Lanarkshire Leisure and Culture leisure facilities by residents aged 60+ (3% higher than the same period last year). 386,725 reduced rate attendances were recorded at South Lanarkshire Leisure and Culture facilities by under 16 groups.
Safeguard health through an effective environmental services regulation and enforcement service	Responded to 97.1% of public health incidents within two working days (against a target of 90%).
	Continued to implement the Air Quality Action Plan, with the completion of this year's vehicle emission testing campaign involving 812 vehicles being tested and eight fixed penalty notices served.
Partnership Ambition: Achieve results through leadership, good governance and organisational effectiveness	
Connect Objective: Strengthen partnership working, community leadership and engagement	
Resource Objective	Achievement
Strengthen partnership working, community leadership and engagement	Achieved high satisfaction results in customer surveys for the Environmental Service (100%), Consumer Advice and Trading Standards Service (100%), the Cleaning and Catering Service (100%), and the Bereavement Service (95%).
Partnership Ambition: Achieve results through leadership, good governance and organisational effectiveness	
Connect Objective: Promote performance management and improvement	
Resource Objective	Achievement
Promote performance management and improvement	The Bereavement Service retained its Customer Service Excellence award in May 2016.

7. Areas for improvement

- 7.1. No measures have been classified as "red" for Community Services and the Resource directorate (major slippage against timescale or shortfall against target).

8. Employee Implications

- 8.1. The objectives and priorities noted within the Resource Plan will inform Service Action Plans and in turn the Performance Development and Review process for individual employees in 2016/2017.

9. Financial Implications

- 9.1. The objectives and priorities within the Resource Plan are reflected in the respective Resource Revenue and Capital budgets for 2016/2017 and, longer term, within the framework of the council's approved Financial Strategy.

10. Other Implications

- 10.1. 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.
- 10.2. The Resource Plan takes into account Resource responsibilities in relation to sustainable development.

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. 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)

9 December 2016

Link(s) to Council Objectives/Values

- ◆ The Resource Plan has been structured on the priorities, objectives, and vision of the Council Plan, Connect 2012 to 2017.

Previous References

- ◆ Resource Plan Q4 Progress Report 2015/2016 and Resource Plan 2016/2017 – 12 July 2016

List of Background Papers

[Community and Enterprise Resources' Resource Plan 2016/2017](#)

Contact for Further Information

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

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Appendix 1

Resource Objectives 2016/2017

Partnership Ambition	Connect Objective	Community and Enterprise - Resource Objectives
Make communities safer and stronger	Improve the quality of the physical environment	<ul style="list-style-type: none"> • Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks • Assess and determine development proposals in line with Planning & Building Standards legislation and the Council's Local Development Plans • Improve the cleanliness of streets, parks and other public areas and take preventative and enforcement action against environmental crimes and incivilities • Protect biodiversity and enhance greenspace in South Lanarkshire
	Improve community safety	<ul style="list-style-type: none"> • Undertake action to promote community safety and protect vulnerable groups from the consequences of unsafe goods and services • Reduce the number of road casualties through road safety and other infrastructure improvements and initiatives
	Promote participation in cultural activities and provide quality facilities to support communities	<ul style="list-style-type: none"> • Improve facilities for arts and cultural activities and provide quality facilities to support communities
Promote recovery and sustainable economic growth	Improve road network and influence improvements in public transport (priority)	<ul style="list-style-type: none"> • Implement the Roads Investment Programme for road and footway improvements • Provide road infrastructure improvements to support new developments

Partnership Ambition	Connect Objective	Community and Enterprise - Resource Objectives
	<p>Support the local economy by providing the right conditions for growth, improving skills and employability (priority)</p>	<ul style="list-style-type: none"> • Support the Clyde Gateway Regeneration initiative • Support local businesses through development and delivery of business support programmes • Support the Glasgow and Clyde Valley City Deal in the delivery of infrastructure, employability and business competitiveness projects • Deliver support to unemployed, particularly young people, to improve skills, employability and access to jobs • Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness • Develop the area's tourism potential • Update and implement the Rural Strategy and action plan • Support and develop the South Lanarkshire community and voluntary sector • Establish opportunities for sustainable economic growth through the preparation, adoption and implementation of Development Plans
	<p>Develop a sustainable council and communities (priority)</p>	<ul style="list-style-type: none"> • Improve the council's environmental performance and reduce its greenhouse gas emissions • Provide services and infrastructure which help local communities to become more sustainable
<p>Improve health, care and wellbeing</p>	<p>Improve and maintain health and increase physical activity</p>	<ul style="list-style-type: none"> • Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle • Safeguard health through an effective environmental services regulation and enforcement service

Partnership Ambition	Connect Objective	Community and Enterprise - Resource Objectives
Tackle poverty, disadvantage and deprivation	Tackle disadvantage and deprivation (priority)	<ul style="list-style-type: none"> • Oversee and monitor the implementation of the Tackling Poverty Programme
Achieve results through leadership, good governance and organisational effectiveness	Strengthen partnership working, community leadership and engagement (priority)	<p>Community and Enterprise Resources will continue to progress key actions and measures related to these Connect Objectives.</p> <p>Specific actions and measures in support of the delivery of the objectives are illustrated within section five of the Resource Plan - The Action Plan</p>
	Provide vision and strategic direction	
	Promote performance management and improvement	
	Embed governance and accountability	
	Achieve efficient and effective use of resources	