# South Lanarkshire Council

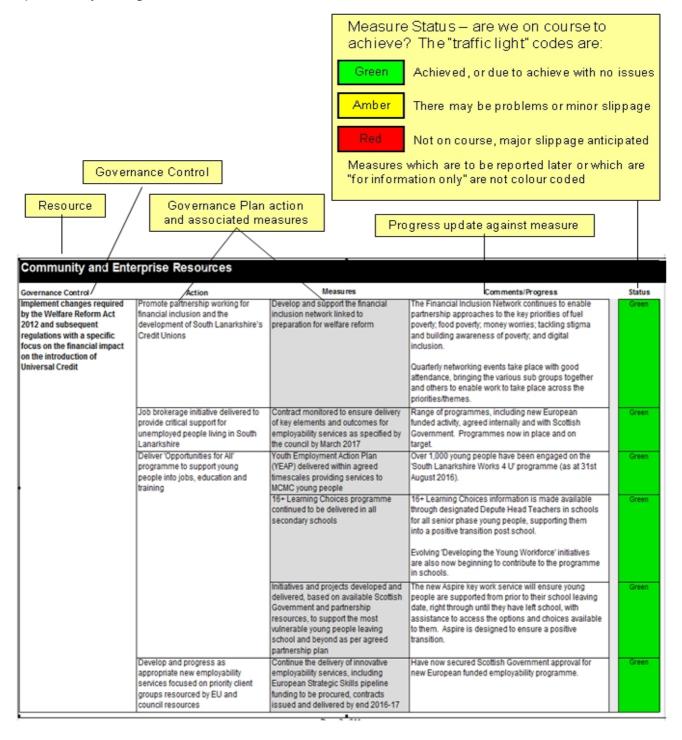## Good Governance Action Plan

# improve

## Progress Report

## Quarter 4 : 2017/18 - April to March

# How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.

Measure Status – are we on course to achieve? The "traffic light" codes are:

| | |
|---|---|
| **Green** | Achieved, or due to achieve with no issues |
| **Amber** | There may be problems or minor slippage |
| **Red** | Not on course, major slippage anticipated |

Measures which are to be reported later or which are "for information only" are not colour coded

**Governance Control**

**Resource**

**Governance Plan action and associated measures**

**Progress update against measure**

## Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| Implement changes required by the Welfare Reform Act 2012 and subsequent regulations with a specific focus on the financial impact on the introduction of Universal Credit | Promote partnership working for financial inclusion and the development of South Lanarkshire's Credit Unions | Develop and support the financial inclusion network linked to preparation for welfare reform | The Financial Inclusion Network continues to enable partnership approaches to the key priorities of fuel poverty; food poverty; money worries; tackling stigma and building awareness of poverty; and digital inclusion.<br><br>Quarterly networking events take place with good attendance, bringing the various sub groups together and others to enable work to take place across the priorities/themes. | Green |
| | Job brokerage initiative delivered to provide critical support for unemployed people living in South Lanarkshire | Contract monitored to ensure delivery of key elements and outcomes for employability services as specified by the council by March 2017 | Range of programmes, including new European funded activity, agreed internally and with Scottish Government. Programmes now in place and on target. | Green |
| | Deliver 'Opportunities for All' programme to support young people into jobs, education and training | Youth Employment Action Plan (YEAP) delivered within agreed timescales providing services to MCMC young people | Over 1,000 young people have been engaged on the 'South Lanarkshire Works 4 U' programme (as at 31st August 2016). | Green |
| | | 16+ Learning Choices programme continued to be delivered in all secondary schools | 16+ Learning Choices information is made available through designated Depute Head Teachers in schools for all senior phase young people, supporting them into a positive transition post school.<br><br>Evolving 'Developing the Young Workforce' initiatives are also now beginning to contribute to the programme in schools. | Green |
| | | Initiatives and projects developed and delivered, based on available Scottish Government and partnership resources, to support the most vulnerable young people leaving school and beyond as per agreed partnership plan | The new Aspire key work service will ensure young people are supported from prior to their school leaving date, right through until they have left school, with assistance to access the options and choices available to them. Aspire is designed to ensure a positive transition. | Green |
| | Develop and progress as appropriate new employability services focused on priority client groups resourced by EU and council resources | Continue the delivery of innovative employability services, including European Strategic Skills pipeline funding to be procured, contracts issued and delivered by end 2016-17 | Have now secured Scottish Government approval for new European funded employability programme. | Green |

Summary - number of measures green, amber and red under each Resource

| Resource | Green | Amber | Red | To be reported later | Total |
|---|---|---|---|---|---|
| Community and Enterprise Resources | 24 | 0 | 0 | 0 | 24 |
| Education Resources | 21 | 0 | 0 | 0 | 21 |
| Finance and Corporate Resources | 41 | 0 | 0 | 0 | 41 |
| Housing and Technical Resources | 27 | 0 | 0 | 3 | 30 |
| Social Work Resources | 26 | 0 | 0 | 0 | 26 |
| **Total** | **139** | **0** | **0** | **3** | **142** |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Consider the potential impact on assets owned/managed by South Lanarkshire Council and South Lanarkshire Leisure in relation to Part 5 : Asset Transfer of the Community Empowerment (Scotland) Act 2015** | Consider the potential impact of the Community Empowerment (Scotland) Act 2015 in relation to assets owned / managed by SLLC and Facilities, Waste and Grounds Services on a case by case basis | Community Empowerment (Scotland) legislation taken into account, on a case by case basis, when an organisation puts forward a proposal for the public asset transfer of an asset | Planning and Economic Development Services are actively working with 10 organisations that are considering Community Asset Transfer.<br><br>Two of the organisations that have been engaged with over the last year have submitted outline business plans for their proposals and these are being considered by the Community Asset Transfer Working Group.<br><br>The draft Community Benefit Assessment Framework has also been considered by the above working group and should be finalised by June 2018.  This will be used to assess the community benefits of an organisation's Community Asset Transfer Application.<br><br>Proposals are being developed to put the Community Asset Transfer process online – anticipated that this will go live by June 2018. | Green |
| **Ensure that the council has a Strategy and Action Plan that promotes sustainable development within service delivery and compliance with public sector climate change duties** | Ensure that the council has a strategy and action plan that promotes sustainable development within service delivery and compliance with public sector climate change duties | Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (Resource) | Actions within the Climate Change Duties Compliance Improvement Plan are either complete or progressing well.  Any ongoing actions will be incorporated into the new Sustainable Development and Climate Change Strategy Action Plan, resulting in one action plan for climate change actions from 2018-19 onwards. | Green |
| | | Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (council wide) | Actions within the Climate Change Duties Compliance Improvement Plan are either complete or progressing well.  Any ongoing actions will be incorporated into the new Sustainable Development and Climate Change Strategy Action Plan, resulting in one action plan for climate change actions from 2018-19 onwards. | Green |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | | Council's performance in complying with public sector climate change duties evaluated and annual statutory Climate Change Duties Report published by 30 November 2017 | The annual evaluation of the Council's performance in complying with public sector climate change duties was carried out in October 2017. Identified improvements will be included in the Sustainable Development and Climate Change Action Plan.<br><br>The annual statutory Climate Change Duties Report was approved by the Executive Committee on 8 November 2017 and subsequently submitted to the Scottish Government by 30 November 2017 deadline. A copy of the annual report can be found on the council's website. | Green |
| | | Participate in 'Climate Ready Clyde' partnership during 2017-18 | The Corporate Management Team have agreed to continue participation in the Climate Ready Clyde partnership for the following two years. | Green |
| | | Sustainable Development and Climate Change Strategy 2017-2022 (and accompanying communications plan) approved by Executive Committee by December 2017 | The Sustainable Development and Climate Change Strategy was approved by the Executive Committee in December 2017.<br><br>The Strategy is now available on the council's website and discussions are underway to agree the action plan for 2018-19. | Green |
| **Introduce new waste management initiatives to reduce waste and increase recycling** | Introduce new waste management initiatives to reduce waste and increase recycling | Ongoing education and awareness undertaken and waste service procedures reviewed to promote waste minimisation, reuse and recycling within local communities | Continuing to liaise with local primary schools to promote visits and activities with children. The council's Waste Education Team is currently working with two secondary schools to assist with project work associated with Science Technology Engineering and Maths (STEM). | Green |
| | | Performance of waste and recycling contracts monitored and internal monthly updates developed on performance within each contract | Regular monthly/bimonthly meetings take place with contractors, and issues relating to performance are monitored. Corrective action is taken on matters raised within monthly reports where necessary. | Green |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Glasgow City Region City Deal - Deliver Community Growth Areas City Deal project, development programmes and maximise opportunities to access funding via City Deal Developer Contributions for education, community facilities, roads, infrastructure and housing** | Deliver road and transportation infrastructure improvements to support new development, including those undertaken as part of the City Deal | Subject to completion of the relevant assurance processes, progress and deliver two major transport infrastructure projects (i.e. Greenhills Road and Stewartfield Way) in line with agreed programme / profiling | Cathkin Relief Road - Presently managing the situation following Land Engineering going into administration. Immediate outstanding defect works have been completed and discussions ongoing in relation to longer term maintenance. Positive discussions held with Administrator and way forward been agreed.<br><br>Greenhills Road/Strathaven Road – The procurement process is complete, with the exception of the notifications and award. Six bidders returned Instruction to Tenderers submissions. Land negotiations are complete for the voluntary purchased land. Planning application has been granted and Scottish Ministers have confirmed the Compulsory Purchase Order (CPO). CPO land is expected to be confirmed in our ownership by the end of May 2018. Works are expected to start on site July 2018, subject to a successful approval of the full business case.<br><br>Stewartfield Way - The East Kilbride traffic modelling exercise has been largely completed and a report is being finalised to confirm the way forward. A revised programme has been developed which will see the main infrastructure works commence in summer 2023 (previously summer 2022) continuing through to the end of spring 2025 (previously 2024). | Green |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | Deliver Community Growth Areas City Deal project | Community Growth Area sites progressed in accordance with criteria and programme specified in South Lanarkshire Local Development Plan and City Deal | The planning permission in principle application for the Hamilton Community Growth Area (CGA) was issued on 11th May 2017.<br><br>Larkhall CGA Phase 1 now has consent and Persimmon have begun on site.<br><br>Good progress is being made at Newton and Ferniegair, with limited progress at Carluke.<br><br>Since 2015, 700 houses have been built across these Community Growth area sites (8% of the projected 9,000 units anticipated by around 2030). These figures represent the position as at March 2017. Up to date position as at March 2018 will be available once the Housing Land Audit is complete.<br><br>The Planning Service has been instrumental in this process in terms of master planning and project implementation. | Green |
| | Support the Glasgow City Region City Deal development programmes | Provide corporate oversight of City Deal infrastructure, business innovation, and skills and employment programmes, with specific responsibility for progressing business case approvals for Roads and Community Growth Area projects and measurement of economic impact and outcomes | Attendance at the City Deal Lead Officer Group is ongoing, with support provided to the Chief Executives Group and Cabinet as necessary.<br><br>Business case development ongoing: full business case for Westburn Roundabout and Woodhead Primary School extension being prepared for submission.<br><br>Augmentation of previously approved Outline Business Cases in progress. | Green |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Promote high standards of Information Governance including preparation for the introduction of the General Data Protection Regulations (GDPR)** | Promote high standards of Information Governance | Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented | The Information Governance Self Assessment Audit Checklist for 2017 was completed and submitted to the Information Governance Board within the required timescale. Of the 13 actions identified in the Resource Information Governance Action Plan, 7 were completed, and the remainder are ongoing and have been carried forward to the action plan for 2018.<br><br>In addition various exercises and actions were undertaken by Services in preparation for changes in data protection legislation (the General Data Protection Regulation Action Plan). These were completed within the required timescales. | Green |
| **Implement changes required by the Welfare Reform Act 2012 and subsequent regulations with a specific focus on the financial and social impact on the introduction of Universal Credit in October 2017** | Oversee implementation of Tackling Poverty Programme | Financial inclusion network linked to preparation for welfare reform developed and supported | The Financial Inclusion Network and associated sub groups continue to engage a wide range of partners across key issues, such as: fuel poverty; digital inclusion; and tackling stigma, as well as providing forums and other forms of information exchange and problem solving linked to the roll out of Universal Credit. | Green |
| **Implement the South Lanarkshire Economic Strategy and Tackling Poverty Programme in conjunction with the Community Planning Partnership and other Partners** | Implement the South Lanarkshire Economic Strategy in conjunction with Community Planning Partnership and other partners | Promote the South Lanarkshire Economic Strategy, implement associated actions in the Sustainable Economic Growth Partnership Improvement Plan, and report to the Sustainable Economic Growth Board | South Lanarkshire Economic Strategy economic improvement actions are now incorporated into the Community Plan and are being implemented. Progress reports have continued to be presented to the Sustainable Economic Growth Board. | Green |
| | Oversee implementation of Tackling Poverty Programme | Tackling Poverty Programme 2017-18 presented to Sustainable Economic Growth Board for approval by September 2017, and implemented thereafter | £3.15m Tackling Poverty Programme 2017-18 has been implemented over the year. Progress report was presented to Sustainable Economic Growth Board in September 2017. | Green |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | | Report on impact of Tackling Poverty Programme 2016-17 presented to Sustainable Economic Growth Board by September 2017 | A full annual report on the impact of the Tackling Poverty Programme 2016-17 was produced and presented to the Board in September 2017. This included a number of case studies providing valuable insight into the impacts of the programme on individuals, families and communities. 87% of targets were achieved or exceeded, 9% were within 70% of being achieved, and only 4% were less than 70% of being achieved. | Green |
| **Promote resilience/emergency preparedness throughout the council** | Promote resilience/emergency preparedness for the council | Increase awareness of resilience/emergency preparedness initiatives/practices within and external to the Council by March 2018 | Progress is being made as a result of Council Emergency Management Team meetings, wider engagement with SLC employees, and SLC representation at (and facilitation of) multi agency resilience meetings and events at local, regional and national level. Notable events include: meetings of Lanarkshire Local Resilience Partnership, West of Scotland Regional Resilience Partnership (Strategic and Tactical), Regional Additional Deaths (Management) Workshop, National Mass Fatalities (Management) Exercise, responses to severe weather (snow) events involving internal and multi agency engagement at Local and Regional Resilience Partnership, internal and multi agency Counter Terrorism Strategy (CONTEST) Group meetings, paper to CMT regarding Safety Advisory Group and Ministry of Defence workshop. | Green |
| **Strengthen awareness of good governance across the council; promote key governance policies; and ensure all employees have completed mandatory training** | Ensure high standards of governance are being exercised | Complete Resource Governance self assessment by due date and develop actions to address non-compliant areas | Resource Governance self assessment for 2017-18 complete. Progress against resulting governance actions being monitored on a six monthly basis, with Quarter 4 progress report completed in April 2018. | Green |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery** | Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery | Engage in self evaluation activity and take forward any improvement actions | In 2017-18, Community and Enterprise Resources completed self assessments of the Waste Management Service, the Fleet Service, and the Renewable Energy Fund Scheme.<br><br>Meetings were held with Heads of Service on the employee survey results, with Heads taking forward actions for their own Services.<br><br>We continue to meet with service managers on a quarterly basis to identify improvements to the service as a result of complaints. The SMT have received complaints reports covering Quarters 1, 2, and 3. | Green |
|  |  | Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery | 2016-17 figures have now been published by the Improvement Service, and the council's LGBF web report, which provides analysis of the results, is now available to view on the Council website.<br><br>Meanwhile, the Resource continues to send delegates to the LGBF Benchmarking Group meetings to discuss and share best practice. | Green |
| **Promote the council's values and the new Council Plan to all employees, customers and stakeholders after approval by Committee** | Deliver the objectives of the Council Plan Connect | Deliver annual Resource Plan and review suite of measures for coverage and relevance | The Resource Plan 2017-18 was peer reviewed on 19 April 2017 for coverage and relevance of measures and was approved by the Community and Enterprise Resources Committee on 12 December 2017. The plan was implemented over 2017-18. The end of year progress report will be presented to the Community and Enterprise Resource Committee on 21 August 2018.<br><br>The development of the Resource Plan 2018-19 is now well underway. | Green |
| **Analyse the results and develop an Improvement Plan from the 2016 Employee Survey** | Analyse the results and develop an improvement plan from the 2016 Employee Survey | Improvement plan developed as an outcome from the 2016 Employee Survey | Action Plans were developed by Service Management Teams and the majority of actions are complete with some ongoing and some programmed in. | Green |

# Community and Enterprise Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Manage flooding priorities and deliver prioritised flood protection schemes** | Manage flooding priorities and deliver prioritised flood protection schemes | Prioritised flood protection projects / studies delivered by March 2018 in line with available capital / revenue funding. | Borgie Glen, Cambuslang - Inlet trash screen replacement and access improvement works are now complete.<br><br>Station Gate, Netherburn - Flood relief channel through the adjacent forest has been completed. Two flood embankments have been constructed, however topsoiling works have been delayed due to poor weather.<br><br>Purchase of temporary flood barriers to be used as required during storm events.  Products have been purchased and delivered to Canderside Roads Depot.<br><br>The Coulter Project has been deferred to allow a better understanding of the issues.<br><br>The project at Jerviswood Drive, Cleghorn has also been deferred as the contractor failed to provide quotation and we are reviewing the potential solution.<br><br>Finally, the Hallside Burn, Halfway project has been postponed due to landownership issues. | Green |
| **Prepare for the implementation of the replacement corporate Electronic Document and Records Management System (EDRMS) and workflow software** | Prepare Resource for the implementation of the replacement corporate electronic document and records management system (EDRMS) and workflow software | System familiarisation, document and data mapping and migration, fileplan set up, correspondence workflow specification developed and tested, procedures revised, and training delivered (all by December 2017) | EDRMS – High level design specifications for core system and data migration signed off.  Workflow and scanning specifications  clarifications ongoing with sign off anticipated April 2018.  Hardware in place and test PCs provided in key locations for initial familiarisation by the project team.  Training Plan being developed in conjunction with Corporate Training and Development Team.  Next stage analysis and design phase due to be completed by May 2018. Project on schedule for delivery end of August 2018. | Green |

# Education Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Ensure that the council has a Strategy and Action Plan that promotes sustainable development within service delivery and compliance with public sector climate change duties** | Continue to engage young people, pupils and the wider community in environmental education through Eco schools and similar programmes | Further embed climate change awareness and sustainability through Curriculum for Excellence | Increasingly, schools will incorporate sustainability content into their curriculum, using programmes and initiatives to support their work. The SLC Glow site has been updated to include access to Learning for Sustainability resources.<br><br>This will be supported by the Curriculum and Quality Improvement Service throughout school session 2017-18. | Green |
| | | Continue to increase climate change awareness and sustainability in education establishments | Schools will incorporate climate change awareness content into their curriculum, using programmes and initiatives to support their work. Links and resources will be added to the SLC Glow site and the SLC Education twitter site.<br><br>This will be supported by the Curriculum and Quality Improvement Service throughout school session 2017-18. | Green |
| | | Continue to support involvement in programmes and initiatives that help reduce climate change including Eco-schools programme; Earth Hour and Globally Aware Schools | Schools continue to support involvement in programmes and initiatives that help reduce climate change. This will continue to be supported by the Curriculum and Quality Improvement Service throughout session 2017-18. | Green |
| | Implement the Climate Change Duties Compliance Improvement Action Plan | Implement actions within the Climate Change Duties Compliance Improvement Action Plan within the agreed timescales | All actions within the Climate Change Duties Compliance Improvement Action Plan progressed within agreed timescales. | Green |
| **Glasgow City Region City Deal - Deliver Community Growth Areas City Deal project, development programmes and maximise opportunities to access funding via City Deal** | Monitor the efficient use of the secondary school estate to meet developing needs | Maximise funding streams through City Deal / Developer Contributions to meet increasing pupil population in the secondary school estate as a result of Community Growth Areas | Requirements for Hamilton Community Growth Area (CGA)are being developed. Discussions are ongoing regarding the accommodation requirements for Larkhall CGA dependent on the scale of the development. Consultation completed on catchment realignment of secondary accommodation for East Kilbride CGA. | Green |

# Education Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Developer Contributions for education, community facilities, roads, infrastructure and housing** | Monitor the efficient use of the primary school estate to meet developing needs and provide accommodation solutions where required to meet growth and capacity pressures | Develop effective solutions, funded via City Deal / Developer Contributions, for early years and primary school estate to meet the increasing pupil population as a result of Community Growth Areas | Discussions over educational accommodation requirements as a result of the Hamilton Community Growth Areas (CGA) are ongoing. Larkhall CGA requirements are dependent on scale of the development. A consultation has been completed on the realignment of secondary school catchment areas in East Kilbride CGA. | Green |
| | Maximise Developer Contributions to mitigate the impacts of housing developments on education accommodation (Early Years, Primary and Secondary estate) | Work collaboratively with Planning Services to negotiate the maximum external funding contributions via developers using Education Resources' agreed methodology | Liaison with Planning Services to ensure appropriate contributions are requested from developers to meet the emerging need for educational facilities as a result of additional house building. | Green |
| **Promote high standards of Information Governance including preparation for the introduction of the General Data Protection Regulations (GDPR)** | Promote high standards of Information Governance | Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented | The Information Governance Self Assessment Audit checklist was completed in April 2018 and submitted to the Information Governance Board within the required timescale and in line with legislation. Good governance practices were reviewed and monitored throughout the year and improvements implemented. | Green |
| **Monitor the impact of the Pupil Equity Fund to ensure schools deliver activities and interventions aimed at raising attainment for children affected by poverty through school improvement plans** | Continue to achieve equity by 'closing the attainment gap' and meeting the aspirations of the Pupil Equity Fund | Provide support to schools in effective use of Pupil Equity Funding to help close the poverty attainment gap | Advice and guidance was issued to all establishments to support the management of the Pupil Equity Fund (PEF). Establishments were asked to outline their plans for the spend in their School Improvement Plans. Curriculum and Quality Improvement Service Link Officers have been using this information to support schools.<br><br>In addition to the initial advice given schools have been given further guidance about the on going monitoring of their spend and have been asked for updates as the session progressed.<br><br>Schools that have opted into the newly established South Lanarkshire Council Tracking and Monitoring approach have also been able to access support in measuring the impact of PEF spend. | Green |

# Education Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | Promote development of the right range of skills, qualifications and achievements to enable all learners to succeed | Deliver an inclusive learning offer through Pupil Equity Funding to young people in S2/S3 | A range of offers have been presented to schools in support of the addressing the attainment gap.<br><br>The offers include the Duke of Edinburgh Awards Scheme, Pathway to Alternative Curricular Education (PACE), Positive Learning with Universal Support (PLUS), Equate, Soccerworx and Danceworx, and various accredited learning offers such as HSK Mandarin, Youth Achievement Awards, Dynamic Youth Awards and Award Scheme Development and Accreditation Network (ASDAN) awards.<br><br>The inclusive learning offers seek to engage young people through different learning styles that complement their abilities and styles of learning, supporting them to choose a path of learning that leads them to further learning opportunities, engagement with the curriculum and raised aspirations. | Green |
| | Ensure the implementation of Pupil Equity Funding to target the most deprived children and promote equity | Issue advice and guidance to establishments to support their management of Pupil Equity Funding | Advice and guidance was issued to all establishments to support the management of the Pupil Equity Fund (PEF). Establishments were asked to outline their plans for the spend in their School Improvement Plans. Link Officers have been using this information to support schools.<br><br>In addition to the initial advice given schools have been given further guidance about the ongoing monitoring of their spend and have been asked for updates as the session progressed.<br><br>Schools who have opted into the newly established South Lanarkshire Council Tracking and Monitoring approach have also been able to access support measuring the impact of PEF spend. | Green |

## Education Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | | Monitor the impact of Pupil Equity Funding through our revised Standards and Quality reporting framework | The revised Standards and Quality reporting framework is designed to incorporate a section for establishments to review the impact of the Pupil Equity Fund (PEF). Establishments are aware of this requirement and how it links to the plans set out in their School Improvement Plans.<br><br>Advice provided to schools about the ongoing monitoring of PEF and schools will provide updates by June 2018. | Green |
| **Early Learning and Childcare – take forward proposals to increase early learning and childcare for 3 and 4 year olds and vulnerable two year olds (1140 hours) by 2020** | Progress the Scottish Government's commitment to increase nursery hours for three and four year olds and eligible two year olds by August 2020 | Continue to engage with children and families to get their views on the roll-out of additional hours for Early Learning and Childcare | Consultation events held with parents, staff and children completed in January 2018. | Green |
| | | Ensure partner contracts for 600 hours Early Learning and Childcare is revised with a new contract established for one year 600 hours and 1140 hours future delivery | Partner contract reviewed and available for implementation from May 2018. | Green |
| | | Develop and implement a strategy and action plan to support the provision of Early Learning and Childcare accommodation/facilities for young children and to support families in allowing parents to work, train or study | With the £1.743m design funding approved by the Scottish Government, detailed design has been carried out on 5 projects.  Awaiting final funding settlement which is expected May 2018. | Green |
| **Implement the South Lanarkshire Economic Strategy and Tackling Poverty Programme in conjunction with the Community Planning Partnership and other Partners** | Continue to work with partners to provide intensive support to vulnerable families | Continue to progress a coherent and consistent approach to support vulnerable children and young people on mental health related matters | The Education Resources Mental Health Improvement Network has been established to progress a coherent and consistent approach to support vulnerable children and young people in health related matters. Terms of Reference for this group have been drawn up and approved by the Education Management Team  (EMT). The group will continue to meet over the course of 2018-19 and an update will be provided to the EMT in 2019 with regard to the effectiveness of the group. | Green |

# Education Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | Continue to further develop strategies to support and include young people, tackling local and national disadvantage and deprivation | Provide supportive opportunities to young people regarding issues such as housing, financial literacy, homelessness, life skills, mental health and accessing services | To date, 1,518 young people have been supported to tackle issues affecting their life chances and life choices.<br><br>Young people on the H2O+ programme have benefited from supportive opportunities relating to financial literacy and life skills. The Money for Life (MFL) Group continues to work in partnership with Lanarkshire Credit Union (LCU).<br><br>Activities provided enable staff to engage positively with young people offering support, guidance and sign posting to those in need.<br><br>Key interventions and crisis supports have included individual young people who are experiencing homelessness receiving crisis support; young people completing the 'Managing own Money' unit as part of the Personal and Social Development (PSD) award; young people involved in one-to-one support regarding mental health, homelessness, anti-social behaviour, alcohol and substance misuse, gambling, and employment and training.<br><br>An emerging issue has been young people and addictive behaviour (gambling which is negatively affecting families) resulting in a new programme to support young people to understand the risks and associated impacts.<br><br>In addition, young people and their respective families who are affected by food poverty have received support and food parcels through a partnership agreement with Greggs. | Green |

# Education Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Strengthen awareness of good governance across the council; promote key governance policies; and ensure all employees have completed mandatory training** | Ensure high standards of governance are being exercised | Complete Resource Governance self assessment by due date and develop actions to address non-compliant areas | The Resource Governance Self Assessment was completed in April 2018.<br><br>Advice and guidance was provided to strengthen awareness of information governance and training on the General Data Protection Regulation (GDPR). | Green |
| **Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery** | Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery | Engage in self evaluation activity and take forward any improvement actions | The Curriculum and Quality Improvement Service (CQIS) conducts an annual audit which is then used for self evaluation activity and to inform improvement actions. Using the audit, the team produces an improvement plan with key priorities identified for each work stream. These are made available for establishments to access and are subject to regular review. An interim review of the plans was carried out in January 2018. An end of session review of 2017-18 plans and creation of 2018-19 plans will take place by July 2018.<br><br>In addition to the plans produced, CQIS Lead Officers have also contributed to the South Lanarkshire Council National Improvement Framework Improvement Plan for Scottish Education submitted to the Scottish Government in September 2017. As a follow up to this, they will contribute to the South Lanarkshire Standards and Quality Report to be produced in Summer 2018. | Green |
| | | Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery | Results from benchmarking activity are used by staff teams to inform and improve service delivery. | Green |
| **Promote the council's values and the new Council Plan to all employees, customers and stakeholders after approval by Committee** | Deliver the objectives of the Council Plan Connect | Deliver annual Resource Plan and review suite of measures for coverage and relevance | The Education Resource Plan and suite of measures were approved by the Education Resources Committee on 6 February 2018. The plan set out the priorities and actions to be taken to support the delivery of the Council Plan Connect. | Green |

# Finance and Corporate Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement a Local Outcomes Improvement Plan as required by Part 2 : Community Planning of the Community Empowerment (Scotland) Act 2015** | Implement the provisions of the Community Empowerment Act | Progress work in relation to the council's response to the Community Empowerment (Scotland) Act 2015 | The council is fully compliant with those aspects of the Community Empowerment Act which have been enacted. | Green |
| **Ensure that the council has a Strategy and Action Plan that promotes sustainable development within service delivery and compliance with public sector climate change duties** | Implement the Climate Change Duties Compliance Improvement Action Plan | Implement actions within the Climate Change Duties Compliance Improvement Action Plan within the agreed timescales | Increasing staff awareness of Climate Change Duties Compliance through briefings. | Green |
| | Support the council's Sustainable Development Strategy | Promote sustainable travel by employees through the efficient use of fleet vehicles, greater use of public transport, car sharing, walking and cycling | Cycle to Work Scheme ran from May to July 2017 with new scheme scheduled to be launched in June 2018. South Lanarkshire Council registered with Workplace Journey Challenge. This was communicated to all staff. | Green |
| **Promote high standards of Information Governance including preparation for the introduction of the General Data Protection Regulations (GDPR)** | Promote high standards of Information Governance | Take forward a programme of improvement actions in support of the Information Strategy, Records Management Plan and Internal Audit Plan | The draft Information Strategy (and action plan) is being presented to the CMT for consideration on 26 April 2018. | Green |
| | | Continue to develop South Lanarkshire Council's Records Management Plan following the Keeper's Assessment | The Keeper of the Records at the NRS will invite the council to submit a Progress Update Report (PUR) on the Records Management Plan on the 1st anniversary of the approval date (2 June 2018). The PUR will be expected 2 months after that invitation. Preparations are in place in order to gather and collate the necessary information to complete the report. | Green |
| | | Continue to strengthen the good information governance culture in the council through the continued programme of communication to promote the themes of the Information Strategy, Information Security and Records Management Plan | An Employee Communication was circulated on 22 February 2018 regarding the revised arrangements for information security incident notification. | Green |
| | | Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented (Resource) | All Finance and Corporate Resources Heads of Services were requested to compile returns for the annual checklist for 26 March 2018. The composite return is being collated. | Green |

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | | Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented (council-wide) | All Resources are finalising their 2017-18 Annual Checklist returns. | Green |
| | Compliance with statutory response timescales for information in terms of FOISA, EI(S)Rs and for subject access requests under the DPA | Assist the council in relation to preparations for the implementation of the General Data Protection Regulation on 25 May 2018. Including the provision of legal advice and supporting guidance on behalf of the Information Governance Board (IGB). Provide general support to the IGB in its administration. Monitor progress and provide quarterly updates to the Corporate Management Team | The Information Governance Board has continued to put in place advice and recommended actions for Resources to ensure compliance with the GDPR and Part 3 of the Data Protection Bill (not yet in force). Policies and procedures are being reviewed to ensure that they are updated to reflect the forthcoming changes | Green |
| **Monitor the impact of the Pupil Equity Fund to ensure schools deliver activities and interventions aimed at raising attainment for children affected by poverty through school improvement plans** | Lead on the financial management implication of Pupil Equity Funding 2017-18 | Issue financial guidance to support financial management arrangements and control and governance requirements of Pupil Equity Funding | PEF funding received and PEF guidance issued by Education Resources with additional supporting financial management procedures also issued to schools. | Green |
| **Early Learning and Childcare – take forward proposals to increase early learning and childcare for 3 and 4 year olds and vulnerable two year olds (1140 hours) by 2020** | Support the delivery of Early Years 1,140 hours national priority implementation August 2020 | Contribute to the Early Years 1,140 hours strategic review group in Education and support Education Resources on the financial implications of the new Government's priority | 1140hrs capital and revenue submission made in line with Scottish Government (SG) timescales. Full review and evaluation continues in line with SG requirements and funding award. Ongoing participation in 1140hrs Strategic Review Group and national working groups to ensure all financial aspects of implementation considered and support in place. | Green |
| **Implement changes required by the Welfare Reform Act 2012 and subsequent regulations with a specific focus on the financial and social impact on the introduction of Universal Credit in October 2017** | Prepare and implement appropriate financial strategies taking account of economic conditions and local government settlements | Manage the implementation of Welfare Reform throughout the council, including leading the council's Welfare Reform Monitoring Group | The council's Welfare Reform Monitoring Group continue to manage the implementation and impact of Welfare Reform across the council. Full Service Universal Credit rollout in South Lanarkshire commenced in October 2017 for new claimants. | Green |

# Finance and Corporate Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement the South Lanarkshire Economic Strategy and Tackling Poverty Programme in conjunction with the Community Planning Partnership and other Partners** | Provide an effective research and intelligence service to support council decision-making by the council and its partners | Provide briefings, reports and analysis as required on social, economic and demographic circumstances, issues and trends – and on policy issues - that may impact on the council, its communities and services | Regular briefings are continuing to be made to the Chief Executive and CMT with the recent focus being on child poverty and background information on community planning activity across Scotland. | Green |
| **Review the council's approach to Public Performance Reporting to meet the requirements of the new Accounts Commission Direction** | Review the council's approach to performance management on an ongoing basis | Continue to appraise the council's approach to Public Performance Reporting (PPR) taking account of Audit Scotland's Direction | Our Annual Performance Report 2016-17 was approved by Executive Committee in December 2017 and is available on the council's website.  The supplementary Public Performance Reports were updated and uploaded onto the website by the statutory deadline of 31 March 2018. | Green |
| **Implement and monitor new Corporate Risk Workplan** | Ensure high standards of governance are being exercised | Review of the council's top risks to be completed | Review of the council's top risks completed, and the outcome was reported to CMT on 26 October 2017, Executive Committee on 8 November 2017 and the Risk and Audit Scrutiny Forum on 24 January 2018. | Green |
| | | Develop and deliver the annual council Governance Statement by due date (council-wide) | The Annual Review of Governance Arrangements is progressing and is on target to meet the prescribed timescales.  All resources have completed their Self-Assessment and are preparing their Director's Statement of Assurance.  The "Arms-Length External Organisations" (ALEO's)/Shared Service providers Self-Assessments are also ongoing. | Green |
| | | Complete Resource Governance self assessment by due date and develop actions to address non-compliant areas (Resource) | The Annual Self-Assessment of Governance Arrangements for Finance and Corporate Resources is complete.  The Director's Statement of Assurance is currently being finalised and a list of draft improvement actions has been developed. | Green |
| | Promote high standards of Information Governance | Support the continued learning and development of our employees in the area of information governance | The Learn on Line (LOL) Course on Information Governance topics has been updated in terms of GDPR changes. A review has been undertaken of the Information Security LOL course and Email and Online Risk LOL course.  A new user interface on the Information Governance LOL course has been developed by Learning and Development to aid Managers and Employees  decide on how to focus their training. | Green |

# Finance and Corporate Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery** | Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery | Lead, facilitate and contribute to best practice, self evaluation and improvement activity across the council and with other agencies | Officers have progressed the 2017-18 programme and an update report is scheduled to be presented to CMT in June 2018. | Green |
| | | Engage in self evaluation activity and take forward any improvement actions (Resource) | Officers have progressed the 2017-18 programme and Services continue to take forward improvement actions.<br><br>The practice of presenting completed assessments to the Finance and Corporate Resources Senior Management Team will continue. | Green |
| | | Engage in self evaluation activity and take forward any improvement actions (council wide) | Officers have progressed the 2017-18 programme and a progress report will be presented to CMT in June 2018. In addition, work to prepare a self-assessment programme for 2018-19 will commence soon. | Green |
| | | Ensure that the planned scrutiny activity arising from the Local Scrutiny Plan based on the shared risk assessment process is addressed | The Local Scrutiny Plan (LSP) for 2017-18 did not identify any risk-based scrutiny for the council therefore no specific actions were required as a result.<br><br>The LSP has been reported to Corporate Management Team (14 September 2017) and the Performance and Review Scrutiny Forum (31 October 2017). | Green |
| | | Use the results of benchmarking activity (including Local Government Benchmarking Framework) to inform and improve service delivery (Resource) | The latest LGBF (2016-17) final results will be published by the Improvement Service the week beginning 9 April 2018. Further analysis on these final results including improvement actions will be presented to CMT early in the new financial year. | Green |
| | | Use the results of benchmarking activity (including Local Government Benchmarking Framework) to inform and improve service delivery (council-wide) | The latest LGBF (2016-17) final results will be published by the Improvement Service the week beginning 9 April 2018. Further analysis on these final results including improvement actions will be presented to CMT early in the new financial year. | Green |
| | | Lead the council's approach to benchmarking based on Local Government Benchmarking Framework Family Group activity, case studies and other benchmarking activity | Annual learning events covering most indicators were attended during 2017-18. Any emerging areas of good practice will be shared and discussed within the council, for potential adoption. | Green |

# Finance and Corporate Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Identify, implement and maximise council wide efficiency reviews** | The Corporate Management Team (CMT) will identify, recommend, monitor and report on the delivery of efficiency reviews | Conclude and report on Efficiency reviews through CMT and onwards in savings packages before setting of budget by March 2018 | A savings package was approved by the Executive Committee on 28 February 2018 which allowed the budget to be set for 2018/19. | Green |
| | Prepare and set Revenue Budget and declare Council Tax by statutory date. Ensure link with budget and service planning | Declare Council Tax and obtain council approval of budget by February | The level of Council Tax and the 2018-19 Budget was approved on 28 February 2018. | Green |
| | Implement Efficient Government Policy and Action Plan | Prepare an annual Efficient Government Statement by due date showing levels of efficiencies achieved | The Annual Efficiency Statement is complete and was submitted to COSLA in line with timescales set.  It was presented to Executive Committee on 30 August 2017. | Green |
| **Develop and implement the council's financial situation in the context of local government economic and budgetary control, including preventative and collaborative spend and raise awareness of overall potential impact** | Prepare and implement appropriate financial strategies taking account of economic conditions and local government settlements | Complete the update of 2018-19 financial strategy by summer 2017 | The update of the 2018-19 Financial Strategy was presented to Executive Committee on 26 June 2017. | Green |
| | | Ensure ongoing effective communication and consultation on financial issues with elected members and Executive Directors | Members approved a budget for 2018/19 in February 2018.  An updated Financial Strategy will be taken to members by Summer 2018. | Green |
| **Continue the review of the council's online forms to ensure compliance with recommended best practice guidance** | Ensure that the council's website facilitates effective communications between customers and the council | As more residents access the website through mobiles and tablets, review structure and edit content to meet users' needs and priorities, including regular user experience testing, surveys and focus groups with employees and members of the public | Progress continues as part of the daily business of the Communications and Strategy Team in line with the aspirations of Resources in this area of work.

Online form work completed in this quarter is ongoing customer contact work, including 8 new online forms, and myaccount went live. The online form Design Principles were approved and are now being implemented.

Work has also started on another 7 forms for the website and 2 for myWorks.

Work has also started on a new autism section of the website. | Green |

# Finance and Corporate Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Provide elected members with the necessary training and support on an ongoing basis to ensure they are clear about their own roles and responsibilities and how those roles differ from the roles and responsibilities of officers** | Provide support to elected members | Deliver an ongoing learning and development programme for elected members throughout the year | A number of induction/awareness sessions have been held as part of the Members' Learning and Development Programme.  Members have also been offered the opportunity to attend Improvement Service masterclasses and conferences, approved through the Conference Allocation process.  All members have access to Learn on Line so that they can undertake training at a time/place suitable to them. | Green |
| | | Provide ongoing IT support to elected members, particularly in relation to the roll out of the tablet devices | There were 86 faults logged and dealt with on behalf of elected members from 20 December 2017 to 13 April 2018.  These faults included issues with Dell Venue 11 Pro Tablets, no WI-FI connection, emails not being received via Smartphone and requests for the roaming facility to be activated if an elected member is going abroad. | Green |
| | Raise awareness of equality obligations throughout the council | Equalities training will be provided to employees and elected members via a combination of e-learning and one to one training | Modern apprentices have received equality and diversity awareness sessions as part of their induction process. An awareness session was also delivered to participants of the employability programme.<br><br>Awareness sessions continue to be delivered to new taxi drivers. | Green |
| **Council's Code of Conduct to be re-issued to all staff with a revised process in relation to conflicts of interest** | Council's Code of Conduct to be reviewed | To be circulated to all staff by the end of the financial year | The council's Code of Conduct has been amended to reflect the conflict of interest changes and issued via a Management Bulletin and Personnel Circular in March 2018. | Green |
| **Promote the council's values and the new Council Plan to all employees, customers and stakeholders after approval by Committee** | Deliver the objectives of the Council Plan Connect | Deliver annual Resource Plan and review suite of measures for coverage and relevance (Resource) | The Finance and Corporate Resource Plan 2017-18 was approved on 7 February 2018 and is available on the council's website.<br><br>Work is well underway on the 2018-19 Plan which is scheduled for approval at committee after the summer recess. | Green |

# Finance and Corporate Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | | Deliver annual Resource Plan and review suite of measures for coverage and relevance (council-wide) | All Resource Plans for 2017-18 were produced on a consistent basis, in line with the corporate guidance. Following committee approval, all are available on the council's website.<br><br>Work is well underway on the 2018-19 Plans which are scheduled for committee approval after the summer recess. | Green |
| | Communicate our vision, values and policies | Continue to promote key strategic plans and strategies | A review of the Council Plan, Connect, was concluded in 2017, with the draft document being presented to the Executive Committee on 8 March 2017.<br><br>Consultation continued over the summer and the final plan was approved by the council on 6 December 2017.<br><br>The new Plan will continue to be promoted widely internally and with the public and other stakeholders. | Green |
| **Review the content and application of local induction checklist for new staff** | Local induction checklist for new staff to be reviewed | To be completed by the end of the financial year | The induction checklist has been amended and will be added onto the intranet and included in the May 2018 version of Connecting with Managers Newsletter. Hiring managers will also receive a link to the checklist and reminder to complete for their new starts. | Green |
| **Analyse the results and develop an Improvement Plan from the 2016 Employee Survey** | Develop and implement Employee Survey Improvement Plans | Develop and implement improvement plans for all resources by March 2018 | Action Plans have been devised and are at a stage of being progressed by all Resources.<br><br>Almost all actions are either completed, will progress on an ongoing basis, or they have been programmed. | Green |
| **A review of the processes in place for the procurement of goods and services to be undertaken by all Resources to ensure that they continue to apply best practice** | Implement the Procurement Strategy Action Plan | Complete actions in action plan within the agreed timescales | All actions within the Procurement Strategy Action Plan undertaken within agreed timescales (revised timescales set where appropriate).<br><br>The process of review is well underway with activities commenced in all Resources. | Green |

# Housing and Technical Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement a Local Outcomes Improvement Plan as required by Part 2 : Community Planning of the Community Empowerment (Scotland) Act 2015** | Monitor and report on implementation and ongoing development of Community Safety Strategic Framework | Develop and implement Community Safety theme of the LOIP | Community Safety chapter of LOIP including measures being finalised - to be passed to Corporate Resources by end of April 2018.  The finalised chapter will be presented to the SSLB for approval in June 2018, following which the LOIP will be presented to CMT and then to the CPPB in August 2018. | Green |
| | | Partnership to demonstrate progress against priorities | Majority of actions, indicators, baseline positions and targets have been identified and agreed by partners.  Awaiting confirmation of statistical information and finalised indicators for Domestic Abuse priority.  First reporting on progress to take place in May 2018. | Green |
| **Consider the potential impact on assets owned/managed by South Lanarkshire Council and South Lanarkshire Leisure in relation to Part 5 : Asset Transfer of the Community Empowerment (Scotland) Act 2015** | Develop, management and publication of valid Corporate Land and Property Information | Publication of Asset Data | The asset storybook has been published on the council's website in August 2017 and is complete. | Green |
| **Ensure that the council has a Strategy and Action Plan that promotes sustainable development within service delivery and compliance with public sector climate change duties** | Maximise the energy efficiency of all operational properties in support of the Carbon Management Plan | % reduction in energy consumption across the energy portfolio | Figures will not be available until mid June. | Report Later |
| | | Agree 2017/18 CEEF Programme with CMT | Report to CMT was submitted on 13 April 2017.  Complete. | Green |
| | Implement the Climate Change Duties Compliance Improvement Action Plan | Implement actions within the Climate Change Duties Compliance Improvement Action Plan within the agreed timescales | H&TR to implement actions arising from the Improvement Plan being developed by Community and Enterprise Resources. | Green |
| **Promote high standards of Information Governance including preparation for the introduction of the General Data Protection Regulations (GDPR)** | Promote high standards of Information Governance | Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented | Draft Annual Governance Self Assessment completed and Statement of Assurance to be signed off by Executive Director in April 2018. | Green |
| **Deliver the Strategic Commissioning Plan and Directions required by the Integration Joint Board on Health and Social Care Integration** | Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan | Monitor and report on progress of Housing Contribution Statement to help achieve priority outcomes for health and social care (RP) | Ongoing monitoring and progress will be reported routinely during the year and reported in the annual Local Housing Strategy Review. | Green |

# Housing and Technical Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement changes required by the Welfare Reform Act 2012 and subsequent regulations with a specific focus on the financial and social impact on the introduction of Universal Credit in October 2017** | Continue to revise systems procedures and approach to reflect full implementation of Universal Credit | Implement action plan on welfare reform | Welfare Reform Action Plan under monthly review and actions being progressed to reflect service requirements. | Green |
| | | Report on progress to Committee throughout 2017/18 | Last report to H&TR Committee 6 March 2018. Next update 23 May 2018. | Green |
| **Undertake a review of the Housing Services Customer Engagement Strategy** | Ensure effective engagement with tenants and other customer groups | Develop and implement new Customer/Tenant Engagement Strategy | Draft Customer Involvement Strategy developed in partnership with tenants. Draft Strategy issued for 3 month consultation on 23 January 2018. Following end of consultation, draft Strategy will be revised and presented to H&TR Committee for approval on 23 May 2018. | Green |
| | | Develop and implement new Tenant Scrutiny Framework | Customer Scrutiny Group (CSG) presented their findings and recommendations from the letting standard scrutiny activity to Resource Management Team on 18 January 2018. CSG met on 27 February to consider the recommendations and to develop an action plan.

Programme of scrutiny activity for 2018/19 currently being developed. CSG currently considering the options for their next scrutiny activity which will be completed during the summer. | Green |
| **Implement the South Lanarkshire Economic Strategy and Tackling Poverty Programme in conjunction with the Community Planning Partnership and other Partners** | Continue to improve energy efficiency of housing stock to help address fuel poverty | Assist/support households to access schemes available to help address fuel poverty issues | Home Energy Efficiency Programme (HEEPS) funding provided to help address fuel poverty issues. | Green |
| | Continue with physical regeneration work in priority areas | Commence implementation of the Masterplan for regeneration in East Whitlawburn | Officer Steering Group established to oversee procurement process for developer partner. | Green |
| | | Continue to develop and implement Sustainable Housing Plans in identified rural areas | Preparations underway for 4th quarter and final review of 2017/18 rural housing plans, findings will be reported to local communities via a 2nd edition newsletter during April/May and to the Local Housing Forum in April 2018. Next steps are development of 2018/19 plans with communities building on 1st years plans. | Green |

# Housing and Technical Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Strengthen awareness of good governance across the council; promote key governance policies; and ensure all employees have completed mandatory training** | Ensure high standards of governance are being exercised | Complete Resource Governance Self Assessment by due date and develop actions to address non-compliant areas (ADM) | 2017/18 Self Assessment is complete. The Directors Statement of Assurance to be signed off by Director and Chair of Resource by 13 April 2018. | Green |
| **Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery** | Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery | 2017/2018 Quality Assurance Programme developed and approved | The Quality Assurance programme continues on target. The results of all checks are reported to the appropriate Manager on an ongoing basis and to Service Management Teams quarterly. This includes a mixture of agreed recurring checks and identified one off checks. | Green |
| | | Overall review of performance management framework including the development of an Executive Dashboard | The Executive Dashboard is now live. Further development and refinement will continue to establish area reports on a similar basis. | Green |
| | | Engage in self evaluation activity and take forward any improvement actions | Self evaluation activity is progressing as part of the Service and Resource Planning process. | Green |
| | | Use the results of benchmarking activity (including LGBF) to inform and improve service delivery | Improvement actions from 2015-16 results continue to be monitored. The draft 2016-17 results are currently awaited. | Green |
| **Identify, implement and maximise council wide efficiency reviews** | Commence/complete Efficiency/Service reviews within the Resource | Implement agreed actions following service reviews and report on outcomes to RMT - Factoring | Review underway and report being prepared for Resource Management Team. | Green |
| | | Implement agreed actions following service reviews and report on outcomes to RMT – Building Services and design | Agreed actions have been implemented. | Green |
| | | Implement agreed actions following service reviews and report on outcomes to RMT – Estates Services | Agreed actions have been implemented. | Green |
| | | Lead Corporate efficiency review on Property and report to CMT | Actions from CMT report 6 July 2017 have been incorporated into the overall Property Services Review led by Head of Service. | Green |
| **Develop and implement the council's financial situation in the context of local government economic and** | Ensure effective management of all Resource budgets and Business Plans | Financial reports to RMT and HTR committee on Resource financial position are produced within the agreed timescales and formats | All reports completed in accordance with agreed timetable. | Green |

## Housing and Technical Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **budgetary control, including preventative and collaborative spend and raise awareness of overall potential impact** | | Overall budgetary targets achieved by March 2018 | Final financial and accounting entries have not yet been processed. It is expected that overall Resource budgetary targets will be achieved. | Report Later |
| | | Delivery of targeted agreed efficiency savings | Final financial and accounting entries have not yet been processed. It is expected that overall Resource budgetary efficiency savings targets will be achieved. | Report Later |
| **Promote the council's values and the new Council Plan to all employees, customers and stakeholders after approval by Committee** | Deliver the objectives of the Council Plan Connect | Deliver annual Resource Plan and review suite of measures for coverage and relevance | The Housing and Technical Resource's Resource Plan was approved at committee in December 2017.  The Resource Plan was published on the council's website in January 2018. | Green |
| **Raise staff awareness in relation to Construction Industry Training Board – Community Benefits in Construction and ensure cohesive corporate reporting in relation to sustainable procurement** | Ensure effective awareness briefing sessions are rolled out | Monitor all relevant staff have been briefed | Awareness Session has now been carried out in relation to Construction Industry Training Board (CITB) to all relevant staff within Property Services. | Green |
| | Briefing sessions to staff on revised Procurement duties | Brief staff involved in Procurement process | Staff briefing session has now been carried out to all relevant Property Services staff in relation to procurement process. | Green |

# Social Work Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement a Local Outcomes Improvement Plan as required by Part 2 : Community Planning of the Community Empowerment (Scotland) Act 2015** | Work with partners to implement the Locality Outcomes Improvement Plan (LOIP) | Annual report is prepared in line with the LOIP timescales | The Health and Social Care Partnership will provide input to the Community Planning Partnership through to the completion of updates against the Health and Care measures within the Community Plan. | Green |
| **Ensure that the council has a Strategy and Action Plan that promotes sustainable development within service delivery and compliance with public sector climate change duties** | Contribute to the Council's sustainability work | Develop and report on local initiatives involving service users which contribute to the Council's sustainability agenda | The Resource continues to contribute to the Climate Change Compliance Improvement Plan in relation to our resource use of energy, fuel consumption, and waste management arrangements. Use of the home care mobile application solution has reduced the use of paper.

Continued use of EDRMS has reduced the use of paper and printing requirements.
Reducing our use of plastics continues to be rolled out across the resource. | Green |
| | Implement the Climate Change Duties Compliance Improvement Plan | Implement actions within the Climate Change Duties Compliance Improvement Action Plan within the agreed timescales | The resource continues to contribute to the Climate Change Compliance Improvement Plan in relation to our resource use of energy, fuel consumption, and waste management arrangements. | Green |
| **Continue to implement the requirements of the Children and Young People (Scotland) Act 2014 in relation to kinship care, continuing care and aftercare** | In light of the Children and Young People (Scotland) Act 2014 to review the current approach to aftercare and continuing care as per part 10 and 11 of the Act | Report six monthly to the Children and Justice Services Management Team on the status of the review | A report and an options analysis on Parts 10 and 11 of the Children and Young People (Scotland) Act 2014 has been prepared and taken to the GIRFSLC Strategy Group. | Green |
| **Prepare for the implementation of the Carers (Scotland) Act 2016** | Work in partnership to resource carers appropriately in their caring role | Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers | Monthly meetings of the Carer Act Implementation Board have been driving forward the agenda for carers/young carers. A report was presented to Social Work Committee in February 2018, and the South Lanarkshire Integration Joint Board in April 2018. | Green |
| | Work in partnership to support carers to continue in their caring role | Quarterly progress on the impact of the implementation of the Carers Strategy for South Lanarkshire 2012-17 | The Carers' Strategy Group has temporarily been postponed and a Carers Act Programme Board has been developed to take forward (through sub-groups) the duties in the new Act. Work continues to progress well and the new Carers' Strategy is in draft format; being an iterative process as the new Act is implemented. | Green |

# Social Work Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | Work in partnership to take forward the Carers (Scotland) Act 2016 within South Lanarkshire | Develop an action plan through The Carers' Strategy Group to take forward the duties contained within the Act | An action plan will be developed alongside the new Carers' Strategy for South Lanarkshire. This is at the initial stages as the new duties in the Carers (Scotland) Act are implemented. | Green |
| | | Establish a Programme Board for the Implementation of the Carers (Scotland) Act | The Programme Board meets every four weeks to oversee the implementation of the Carers (Scotland) Act 2016. There is wide representation from operational staff (Children and Families, Adults and Older People's) and carers' organisations. Several sub-groups are also now established to take forward areas of work; these report back into the Programme Board. | Green |
| **Promote high standards of Information Governance including preparation for the introduction of the General Data Protection Regulations (GDPR)** | Promote high standards of Information Governance | Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented | Information Governance self assessment completed on revised reporting template. Preparation for GDPR through Information Governance Board. Social Work progressing action plan for GDPR within timescale. | Green |
| **Implement the South Lanarkshire Community Justice Outcome Improvement Plan with a focus on preventing and reducing further offending** | Embed the new model for Community Justice in Scotland in South Lanarkshire Justice Services | Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board | The March Community Justice Partnership quarterly meeting reflected on a refresh of the Terms of Reference of the Group aligning them to the revised Community Planning Partnership structure.<br>The draft Community Justice Plan for 18/19 is with partners for their comment and contribution. Once updated it will be presented to the Safer South Lanarkshire Partnership Board. | Green |
| | Ensure high standards of compliance are maintained for Community Payback Orders | Increase the programme of activities and personal placements available within the Community Payback Order and feedback to Community Justice Partnership meetings | The range and diversity of personal placements has been increased, and new opportunities continue to present themselves. | Green |

# Social Work Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Deliver the Strategic Commissioning Plan and Directions required by the Integration Joint Board on Health and Social Care Integration** | In partnership with NHS Lanarkshire, support the development and implementation of integration arrangements for adult health and social care services | Six monthly partnership performance reports are prepared and submitted to the Performance and Audit Sub Committee/Integrated Joint Board | There are a number of areas of development which are being led by the Partnership with regards to reporting performance management to the Integrated Joint Board and the Performance and Audit Sub Committee (PASC) in a Health and Social Care context.<br><br>A workshop on performance was held in March 2018 which included members of the Performance and Audit Sub Committee and also locality Integrated Health and Social Care Managers to agree a suite of data that should be reported to the relevant committees, the format and frequency of this data was also considered.  Once agreed a similar exercise will be undertaken with localities to refine the performance arrangements at locality level. | Green |
| | | Support the development and implementation of the locality planning model | Locality operational structures have been agreed and Locality Managers appointed, with each of the localities now having a lead GP in place.  The Locality Management Groups continue to meet on a regular quarterly basis and are looking at other models of integration moving forward.   Locality core groups are meeting fortnightly to develop resources (mapping existing resources within communities and identifying gaps) within localities.  This work is forging ahead and sub groups have been developed to look at specific areas of work. | Green |
| | | Develop and implement locality profiles for each of the four localities to assist with the locality planning process | Each of the four localities now have a locality profile, this allows us to see how the data differs from one locality to another.   The second edition of "The Story So Far," is currently being developed, this will be an update to the first edition which was created in 2016. This will provide locality level health and social care data which will help inform discussion in localities, and will be used in conjunction with local knowledge to influence future analysis and ultimately the delivery of services in the localities. | Green |

# Social Work Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | Implement the actions detailed within the Health and Social Care Delivery Plan | Develop trajectories for the 6 areas identified in the Health and Social Care Delivery Plan: Emergency Admissions; Unscheduled Care Bed Bays; Accident and Emergency Attendances; Delayed Discharge Bed Days; End of Life Care; Balance of Care | Trajectories have been prepared for the big 6 integration measures and presented to both the NHS Board and also Integration Joint Board. The service redesign required to support the achievement of the trajectories is part of an evolving and developing process. A full driver diagram outlining the contribution of each input/service redesign to the reduction of 48,000 unscheduled bed days has been prepared and has been provisionally agreed, subject to further detailed work with regards to each initiative. This has now been presented and approved by both the Audit and Performance Sub Committee and Integration Joint Board. | Green |

# Social Work Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | Support the implementation of the 6 additional Integrated Joint Board (IJB) Directions for 2017/18 | Provide progress reports to the IJB in relation to the six directions as follows: Home Care; Care Pathways; Locality Planning; Demand within Emergency Care Planning; Primary Care Transformation; Local Outcome Improvement Plans (LOIPS) | There has been significant progress against the 6 additional Integrated Joint Board directions as follows:<br>1) There is a full project plan with associated milestones to implement all aspects of Primary Care Transformation, including a new General Medical Practitioner (GMS) contract;<br>2) The modernisation of care at home services is progressing well, with a number of areas successfully implemented including mobile working and a new contract with the external sector;<br>3) Trajectories with associated improvement actions have now been developed and approved by the IJB for unscheduled care;<br>4) The locality planning model continues to be developed, with all four localities now established and Integrated Health and Social Care Locality Managers appointed.   Work continues with the development of care pathways and shifting the balance of care. The locality model will continue to be developed as a key priority for the Partnership. This is reflected in the Directions being issued in 2018/19 in the refreshed Strategic Commissioning Plan;<br>5) Work continues to develop new models of care for bed based resources as part of the ambition to shift the balance of care from acute/residential settings to community based alternatives; and<br>6) The Health and Social Care Partnership has been central to the development of the Community Plan, particularly the Health and Social Care Partnership Improvement Plan.  This has an agreed overarching objective to tackle deprivation, poverty and inequality and is reflected in our Neighbourhood Plans. | Green |

# Social Work Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| **Implement the Self Directed Support Strategy and actions arising from the 2013 Act through the development and finalisation of the support plan and appropriate resource allocation system** | Implement the requirements of the Self Directed Support Act | Carers module is developed and tested in line with the duties stipulated in the Carers (Scotland) Act 2016 working to the Scottish Government's implementation date of April 2018 | The initial review of the Carers Enablement Plan specification (Adult Carer Support Plan) has been completed by IT colleagues. The statutory guidance on the Carers (Scotland) Act 2016 came out in December 2017 and this will be used to ensure compliance in relation to the Carers Module (assessment) on SWIS. Work remains on-going at present through the new SDS Lead. | Green |
| | | Support Planning Module is further refined and tested before full implementation in 2018 | User Acceptance Testing has continued alongside the revisions made to the L15 (support plan). Staff training continues into 2018. | Green |
| | | Develop a reporting system to capture a range of Self-directed Support activity | A revised method to capture health and social care data is to be implemented nationally from 1 April 2018. This will include self-directed support as well as other key deliverables to support national outcomes. | Green |
| **Implement the South Lanarkshire Economic Strategy and Tackling Poverty Programme in conjunction with the Community Planning Partnership and other Partners** | Contribute to the tackling poverty agenda | Provide update reports to the Tackling Poverty Programme Board | The end of year report to the Tackling Poverty Team is now complete. The annual statistical return and case study from the PACT team contribute to our vulnerable families support. | Green |
| **Strengthen awareness of good governance across the council; promote key governance policies; and ensure all employees have completed mandatory training** | Ensure high standards of governance are being exercised | Complete Resource Governance self-assessment by due date and develop actions to address non-compliant areas | The Annual Statement for has been prepared and will be submitted within Corporate timescales | Green |
| **Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery** | Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery | Engage in self-evaluation activity and take forward any improvement actions | The Resource was engaged in self-evaluation activity in relation to self-directed support.<br><br>The Resource has compiled an annual progress update with key outcomes/benefits as a result of Self-Assessment Activity in relation to Care inspection activity and Customer Service Excellence. | Green |

# Social Work Resources

| Governance Control | Action | Measures | Comments/Progress | Status |
|---|---|---|---|---|
| | | Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery | Local Government Benchmarking activity and other benchmarking, for example the Health and Social Care benchmarking network are used to contribute to the analysis of performance and trend analysis by the Resource. The Resource also learns from other Partnerships and where applicable applies this learning within a service delivery context. Public Performance Reporting is updated using LGBF information. | Green |
| | | Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability (Esay); Homecare and Respite | All Scottish Government returns for the year 2016/17 have been submitted. | Green |
| **Promote the council's values and the new Council Plan to all employees, customers and stakeholders after approval by Committee** | Deliver the objectives of the Council Plan Connect | Deliver annual Resource Plan and review suite of measures for coverage and relevance | The Social Work Resource Plan 2017-18 is complete. Social Work Committee approved the plan on 7 February 2018. | Green |
| **Implement the new framework for Care at Home and Housing Support Services for Older People, Adults and Children and Families** | Ensure monitoring, compliance and control of externally purchased services | Deficiency in care issues reported to management team and action plans in place to resolve | The resource purchase a range of external care service from a number of providers. From the services of: supported living (learning disability, substance misuse, sensory impairment) home care, day care (adults and older people) care homes (adults and older people, children) only one service has had a poor rating from the care inspectorate. This care home service is under close monitoring. Four care homes have changed ownership and no current care inspectorate history is available, and one new care home has opened in the Hamilton locality and its inspection report is awaited. | Green |