



Council Offices, Almada Street
Hamilton, ML3 0AA

Tuesday, 14 September 2021

Dear Councillor

Executive Committee

The Members listed below are requested to attend a meeting of the above Committee to be held as follows:-

Date: Wednesday, 22 September 2021
Time: 10:00
Venue: By Microsoft Teams,

The business to be considered at the meeting is listed overleaf.

Yours sincerely

Cleland Sneddon
Chief Executive

Members

John Ross (Chair/ex officio), Maureen Chalmers (Depute Chair), Alex Allison, John Anderson, John Bradley, Robert Brown, Gerry Convery, Margaret Cooper, Poppy Corbett, Peter Craig, Maureen Devlin, Isobel Dorman, Joe Fagan, Allan Falconer, Lynsey Hamilton, Mark Horsham, Eileen Logan, Katy Loudon, Joe Lowe, Monique McAdams, Kenny McCreary, Jim McGuigan, Gladys Miller, Lynne Nailon, Richard Nelson, David Shearer, Jim Wardhaugh, Josh Wilson

Substitutes

Stephanie Callaghan, Andy Carmichael, George Greenshields, Ian Harrow, Graeme Horne, Martin Grant Hose, Ann Le Blond, Richard Lockhart, Hugh Macdonald, Catherine McClymont, Mark McGeever, Graham Scott, Collette Stevenson, Margaret B Walker, David Watson

BUSINESS

1 Declaration of Interests

- 2 **Minutes of Previous Meeting** 5 - 10
Minutes of the meeting of the Executive Committee held on 25 August 2021 submitted for approval as a correct record. (Copy attached)

Monitoring Item(s)

- 3 **Revenue Budget Monitoring for Period 5: 1 April 2021 to 13 August 2021** 11 - 22
Report dated 25 August 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 4 **Capital Programme 2021-2022 Update and Monitoring for Period 5: 1 April 2021 to 13 August 2021** 23 - 32
Report dated 25 August 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 5 **Additional Funding from Scottish Government and Other External Sources** 33 - 36
Report dated 25 August 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)

Item(s) for Decision

- 6 **Recommendations Referred by Finance and Corporate Resources Committee-Treasury Management Activity Report 2020/2021, Prudential Code Indicators and Annual Investment Report** 37 - 40
Report dated 7 September 2021 by the Chief Executive. (Copy attached)
- 7 **Proposal to Conduct a Consultation to Realign the Catchment Areas of Newton Farm and Hallside Primary Schools and to Alter the Secondary School Those Pupils in the Rezoned Area would Attend from Uddingston Grammar to Cathkin High School** 41 - 48
Report dated 1 September 2021 by the Executive Director (Education Resources). (Copy attached)
- 8 **Queen's Platinum Jubilee 2022** 49 - 50
Report dated 30 August 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 9 **Standing Orders on Contracts - Amendments in Relation to Use of Quick Quote** 51 - 56
Report dated 1 September 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)

Item(s) for Noting

- 10 **Council Complaints Report SPSO Annual Overview 2020/2021** 57 - 68
Report dated 20 August 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 11 **Retirement of Executive Director (Community and Enterprise Resources)** 69 - 70
Report dated 1 September 2021 by the Chief Executive. (Copy attached)

Urgent Business

12 Urgent Business

Any other items of business which the Chair decides are urgent.

For further information, please contact:-

Clerk Name: Pauline MacRae/Lynn Paterson

Clerk Telephone: 01698 45 4108/4669

Clerk Email: pauline.macrae@southlanarkshire.gov.uk

EXECUTIVE COMMITTEE

2

Minutes of meeting held via Microsoft Teams on 25 August 2021

Chair:

Councillor John Ross (ex officio)

Councillors Present:

Councillor Alex Allison, Councillor John Anderson, Councillor Robert Brown, Councillor Maureen Chalmers (Depute), Councillor Margaret Cooper, Councillor Peter Craig, Councillor Maureen Devlin, Councillor Isobel Dorman, Councillor Joe Fagan, Councillor Allan Falconer, Councillor Lynsey Hamilton, Councillor Mark Horsham, Councillor Ann Le Blond (*substitute for Councillor Richard Nelson*), Councillor Eileen Logan, Councillor Katy Loudon, Councillor Monique McAdams, Councillor Catherine McClymont (*substitute for Councillor Gerry Convery*), Councillor Kenny McCreary, Councillor Gladys Miller, Councillor Lynne Nailon, Councillor David Shearer, Councillor Jim Wardhaugh, Councillor Josh Wilson

Councillors' Apologies:

Councillor John Bradley, Councillor Gerry Convery, Councillor Poppy Corbett, Councillor Joe Lowe, Councillor Jim McGuigan, Councillor Richard Nelson

Attending:

Chief Executive's Service

C Sneddon, Chief Executive

Community and Enterprise Resources

M McGlynn, Executive Director

Education Resources

T McDaid, Executive Director; K Mullarkey, Children's Services Planning Partnership Manager

Finance and Corporate Resources

P Manning, Executive Director; R Leith, Community Participation and Development Manager; T Little, Head of Communications and Strategy; P MacRae, Administration Adviser; G McCann, Head of Administration and Legal Services; K McLeod, Administration Assistant; S Somerville, Administration Manager

Housing and Technical Resources

D Lowe, Executive Director

Health and Social Care/Social Work Resources

I Beattie, Head of Health and Social Care

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Executive Committee held on 23 June 2021 were submitted for approval as a correct record.

The Committee decided: that the minutes be approved as a correct record.

3 Revenue Budget Monitoring for Period 4 - 1 April 2021 to 16 July 2021

A report dated 3 August 2021 by the Executive Director (Finance and Corporate Resources) was submitted on the overall financial position of the Council's General Fund Revenue Account and Housing Revenue Account for the period 1 April 2021 to 16 July 2021.

The total COVID-19 funding available in 2021/2022, including £31.490 million carried forward from reserves in 2020/2021, amounted to £57.075 million, details of which were provided in Table 1 of the report. £25.186 million of that sum constituted specific funding for the purposes detailed in the report and it was anticipated that this funding would be spent in the year. The remaining funding of £31.889 million would be used to meet potential costs detailed in Section 5 of the Executive Director's report as well as ongoing costs into 2022/2023. The estimated costs of COVID-19 in 2021/2022, totalling £18.199 million, were detailed in Appendix 1 to the report.

The total COVID net expenditure, before funding, at 16 July 2021 amounted to £6.759 million. This was an increase of £5.465 million on the previously reported figure. Those costs were partially offset by specific funding of £4.512 million, leaving costs of £2.247 million to be met from the non-specific funding. A full breakdown of the position to 16 July 2021 was provided in Appendix 3 to the report

At 16 July 2021, the position on the General Fund Revenue Account was an overspend of £0.364 million, as detailed in Appendix 2 to the report. This included a breakeven position on COVID spend and income.

The Housing Revenue Account showed a breakeven position at 16 July 2021, as detailed in Appendix 4 to the report.

Following discussion, the Executive Director (Finance and Corporate Resources) undertook to respond to issues raised by members in relation to charges to Social Work and Day Care clients for services which might not have been provided.

The Committee decided:

- (1) that the 2021/2022 COVID-19 position, as detailed in section 4.5 and Appendix 1 to the report, be noted;
- (2) that the total net expenditure of £2.247 million, after specific funding in relation to COVID-19, offset by Government Grant included in the Council's position as at 16 July 2021 and detailed in section 4.8 of the report, be noted;
- (3) that the net overspend of £0.364 million on the General Fund Revenue Account at 16 July 2021, after COVID-19 spend and funding, as detailed in section 5.1 and Appendix 2 to the report, be noted; and
- (4) that the breakeven position on the Housing Revenue Account at 16 July 2021, as detailed in section 6 and Appendix 4 to the report, be noted.

4 Capital Programme 2021/2022 Update and Monitoring for Period 4 – 1 April 2021 to 16 July 2021

A report dated 4 August 2021 by the Executive Director (Finance and Corporate Resources) was submitted on progress of the General Fund Capital Programme and the Housing Capital Programme for the period 1 April 2021 to 16 July 2021.

At its meeting on 23 June 2021, the Committee had approved a General Fund Capital Programme for 2021/2022 totalling £85.066 million. A revised programme of £85.415 million was now anticipated which included adjustments to the programme totalling £0.349 million. Those were detailed in Appendix 1 to the report.

At 16 July 2021, £10.547 million had been spent on the General Fund Capital Programme, a slight overspend of £0.138 million, and actual funding received to 16 July 2021 totalled £56.289 million. The programme spend and funding for the General Fund for the period was detailed in Appendices 2 and 3 to the report.

The Housing Capital Programme 2021/2022, approved by the Executive Committee at its meeting on 23 June 2021, totalled £94.360 million. Details of the position of the programme at 16 July 2021 were provided in Appendix 4 to the report. At 16 July 2021, £20.360 million had been spent on the Housing Capital Programme, in line with the respective budgets for the period. Timescales for the new build Housing Programme were currently being considered and a report detailing a revised position would be submitted to a future meeting of the Committee.

COVID-19 had led to shortages in materials, longer lead times and steep price increases and it was anticipated that this would continue to impact the supply chain for the foreseeable future. This would continue to be monitored and further updates would be provided to members.

Officers responded to members' questions on various aspects of the report.

The Committee decided:

- (1) that the Period 4 position, at 16 July 2021, of the General Fund Capital Programme, detailed in Appendices 1 to 3 of the report, and the Housing Capital Programme, detailed at Appendix 4, be noted;
- (2) that the adjustments to the General Fund Programme, listed at Appendix 1, be approved; and
- (3) that the revised programmes be monitored by the Financial Resources Scrutiny Forum.

[Reference: Minutes of 23 June 2021 (Paragraph 3)]

5 Additional Funding from Scottish Government and Other External Sources

A report dated 26 July 2021 by the Executive Director (Finance and Corporate Resources) was submitted on additional revenue funding, totalling £27.557 million, which had been made available to the Council by the Scottish Government and other external sources.

The funding had been allocated as follows:-

Revenue Funding

| Resource | 2021/2022 (£m) |
|---------------------------------|---------------------------|
| Community and Enterprise | 15.768 |
| Education | 2.223 |
| Finance and Corporate | 6.126 |
| Housing and Technical | 2.828 |
| Social Work | 0.612 |
| Total | 27.557 |

In response to a member's question, the Executive Director (Finance and Corporate Resources) undertook to provide further information on the purpose of the Pupil Equity Fund Premium.

The Committee decided: that the report be noted.

[Reference: Minutes of 23 June 2021 (Paragraph 7)]

6 Land and Property Transfers and Disposals

A report dated 28 July 2021 by the Executive Director (Housing and Technical Resources) was submitted on proposed actions in respect of land and property transactions.

The recommendations had been made in terms of agreed procedures for dealing with surplus land and property.

The Committee decided

- (1) that the land and property, as detailed in Appendix A to the report, be transferred from the Housing and Technical Resources' account to the Education Resources' account; and
- (2) that the areas of land, as detailed in Appendix B to the report, be declared surplus to Council requirements.

7 Local Child Poverty Action Report 2021

A report dated 28 July 2021 by the Executive Director (Finance and Corporate Resources) was submitted on the Local Child Poverty Action Report 2021, attached as Appendix 1 to the report.

The Child Poverty (Scotland) Act 2017 introduced a new requirement for local authorities and each relevant Health Board to prepare Local Child Poverty Action Reports (LCPAR) as soon as reasonably practicable after the end of each reporting year.

The report required to contain any measures taken in the local authority area during the reporting year and planned measures for the year ahead. Those would contribute to the 4 national income based child poverty reduction targets to be achieved by 2030 as follows:-

- ◆ less than 10% of children in relative poverty
- ◆ less than 5% of children in absolute poverty
- ◆ less than 5% of children in combined low income and material deprivation
- ◆ less than 5% of children in persistent poverty

The Poverty and Inequality Commission had been tasked by the Scottish Government to provide feedback on all the local action reports. Feedback on the South Lanarkshire LCPAR had been positive. In addition, the South Lanarkshire LCPAR had been used as an example of good practice for other local authorities and health boards.

Details were given on the:-

- ◆ scope of the LCPAR
- ◆ impact of COVID-19 on the publication of the LCPAR together with the increased challenges faced in reducing child poverty as a result of the pandemic

Actions against the following key improvement areas were presented within the LCPAR:-

- ◆ increased income from benefits and entitlements
- ◆ reducing the costs of living
- ◆ increasing income from employment

Actions for the year would be to:-

- ◆ continue to monitor the impact of the pandemic and any further challenges to mitigate an increase in child poverty

- ◆ work with the Improvement Service to develop activity to address areas for improvement, step change activity and additionality to further mitigate the impact of poverty on families

Following a full discussion, and officers having responded to members' questions on various aspects of the report, officers undertook to submit reports to a future meeting of the Committee:-

- ◆ providing an update on initiatives in connection with the Local Child Poverty Action Plan
- ◆ detailing duties of and services provided by Money Matters and other advice services

The Committee decided:

- (1) that the progress in developing the third Local Child Poverty Action Report be noted;
- (2) that the "step change" approach taken by the Child Poverty Working Group be noted; and
- (3) that the draft Local Child Poverty Report, attached as Appendix 1 to the report, be approved for publication.

8 End of Current Council and Preparations for the New Council

A report dated 1 August 2021 by the Executive Director (Finance and Corporate Resources) was submitted on arrangements for the end of the current Council term and preparations for the new Council term following the local government elections on 5 May 2022.

Details were given on:-

- ◆ the proposed final cycle of meetings in the current Council term
- ◆ the proposal, in line with normal practice, to delegate authority to the Chief Executive to deal with issues which would normally have been dealt with by Committee in the period between the last meeting of the Council and the first meeting of the new Council
- ◆ arrangements for the review of the Council's procedural documentation in advance of the new Council term and an end of term survey for elected members
- ◆ proposals for a member induction and training programme
- ◆ members' ICT provision

The Committee decided:

- (1) that the final cycle of meetings in the current Council term, as detailed in the appendix to the report, covering the period up to the final meeting of the Council on 2 March 2022, be noted;
- (2) that, in line with normal practice, the Chief Executive be authorised to deal with any issues during the period from 2 March 2022 until the establishment of the new Council, with a report on the issues dealt with being submitted to the first meeting of the new Council for noting; and
- (3) that preparations for the new Council, as detailed in sections 5 to 9 of the report, be noted.

9 Risk and Audit Scrutiny Committee - Appointment of Chair

A report dated 10 August 2021 by the Executive Director (Finance and Corporate Resources) was submitted on nominations to the vacant position of Chair of the Risk and Audit Scrutiny Committee.

Councillor Allison nominated Councillor Holford to the position of Chair of the Risk and Audit Scrutiny Committee and there were no further nominations. Councillor Allison also proposed that Councillor Holford replace Councillor Wark as a member of the Risk and Audit Scrutiny Committee, with Councillor Wark filling the resultant vacancy as a substitute member of the Committee.

The Committee decided:

- (1) that Councillor Holford be appointed Chair of the Risk and Audit Scrutiny Committee; and
- (2) that Councillor Holford replace Councillor Wark as a member of the Risk and Audit Scrutiny Committee, with Councillor Wark filling the resultant vacancy as a substitute member of the Committee.

10 School Clothing Grants

A report dated 22 July 2021 by the Executive Director (Finance and Corporate Resources) was submitted on the action taken, in terms of Standing Order No 36(c), due to the timescales involved, by the Executive Director (Finance and Corporate Resources), in consultation with the Chair and an ex officio member, to increase the level of the school clothing grant award to £150 for secondary school pupils, in line with the new minimum level set by the Scottish Government, to maintain the award for primary school pupils at the current level of £130 and to make payment to eligible households prior to the new academic year.

The Committee decided:

that the action taken, in terms of Standing Order No 36(c) by the Executive Director (Finance and Corporate Resources), in consultation with the Chair and an ex officio member, to increase the level of school clothing grant award for secondary school pupils to £150, to maintain the primary school pupil award at £130 from August 2021 and to make payment to eligible households prior to the new academic year, be noted.

11 Urgent Business

There were no items of urgent business.

Chair's Closing Remarks – Delivery of Services

The Chair advised that, at the request of the Group Leaders, a report would be submitted to the next meeting of the full Council on the position with regard to the delivery of Council Services.

At the Chair's invitation, the Chief Executive:-

- ♦ confirmed that the report would be submitted to the meeting of the Council to be held on 22 September 2021
- ♦ advised that Service spreadsheets would be updated and circulated to members
- ♦ highlighted the high number of COVID-19 cases currently being experienced in South Lanarkshire and the impact which this had had on delivery of Council Services
- ♦ asked members for their support in leading an understanding among residents of South Lanarkshire that Services were currently under unprecedented pressure

Report

3

| | |
|------------------|---|
| Report to: | Executive Committee |
| Date of Meeting: | 22 September 2021 |
| Report by: | Executive Director (Finance and Corporate Resources) |

| | |
|----------|---|
| Subject: | Revenue Budget Monitoring for Period 5: 1 April 2021 to 13 August 2021 |
|----------|---|

1. Purpose of Report

1.1. The purpose of the report is to:

- ♦ advise the Committee on the overall financial position of the Council's General Fund Revenue Account and Housing Revenue Account for the period 1 April 2021 to 13 August 2021.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):

- (1) that the updated COVID position for 2021/2022 (section 4.2), be noted;
- (2) that the total net expenditure of £3.033 million, after specific funding in relation to COVID-19, offset by Government Grant included in the Council's position as at 13 August 2021 (section 4.3) be noted;
- (3) that the net overspend of £0.454 million on the General Fund Revenue Account at 13 August 2021, after COVID-19 spend and funding (section 5.1 and Appendix 2), be noted; and
- (4) that the breakeven position on the Housing Revenue Account at 13 August 2021 (section 6 and Appendix 4 of the report), be noted.

3. Background

3.1. General Fund Position

The report will summarise the actual expenditure and income to 13 August 2021 compared with the budget for the same period. This includes spend to date due to the ongoing COVID-19 pandemic.

3.2. The 2021/2022 in-year costs of the pandemic to 13 August 2021 are detailed in section 4 while the Council's General Fund position is detailed in section 5. The Housing Revenue Account position to 13 August 2021 is summarised in section 6.

4. 2021/2022 COVID-19 Position

4.1. **Cost of Recovery 2021/22:** The report to the Executive Committee (25 August 2021) provided an updated position on the anticipated COVID position for 2021/2022. The report detailed that there is £57.075 million of COVID funding available consisting of reserves carried forward and new funding received in 2021/2022. Of this, £15.846 million is specific funding to be spent on specific areas of expenditure (mainly

Education), leaving £31.889 million to meet other COVID cost pressures. The cost update exercise identified £18.199 million of spend to be met from this funding in 2021/2022. A breakdown is shown in Appendix 1. It is considered highly likely that recurring costs will be faced in 2022/2023 with a low likelihood of additional COVID related funding being provided.

- 4.2. Since the last report, the Council has been allocated further funding for Business Support Grants Administration 2021/2022 (£0.150 million) and Self Isolation Grant Administration funding (£0.051 million), taking the total funding (excluding specific funding) to meet other COVID cost pressures to £32.090 million. The Cost of Recovery funding (Appendix 1) has been updated to include these.
- 4.3. **COVID-19 Current Position as at 13 August 2021:** The total COVID net expenditure before funding as at 13 August 2021 is £7.976 million. **This is an increase of £1.217 million on the period 4 figure.** These costs are partially offset by specific funding of £4.943 million, leaving costs of £3.033 million to be met from the non-specific funding. As lockdown restrictions ease, it is anticipated that there will be an impact on the level of spend moving forward. This position will continue to be monitored and reported throughout the year.
- 4.4. A summary of the current position is included in Table 1 with a full breakdown included in Appendix 3.

Table 1: Analysis of COVID-19 expenditure at 13 August 2021 (Period 5)

| | As at 13 August 2021 £m | Movement from period 4 £m |
|--|--|--|
| Additional Resource Spend | 6.979 | 1.000 |
| Lost Income | 1.078 | 0.217 |
| Less: Unspent Budget | (0.081) | - |
| Total Net Expenditure inc. in Resources | 7.976 | 1.217 |
| Specific Funding Utilised | (4.943) | (0.431) |
| Net COVID Expenditure | 3.033 | 0.786 |
| Non-Specific Funding Utilised | (3.033) | (0.786) |
| Net COVID Expenditure | - | - |

- 4.5. The COVID costs above exclude the costs of the Social Work Mobilisation Plan. The assumption is that this will continue to be fully funded. The spend to period 5 in relation to the Social Work Mobilisation Plan is £6.075 million.
- 4.6. **Social Care:** As part of the charges being made to the mobilisation plan, an amount for Care at Home is included. It has been observed that as part of re-mobilisation of services, hospitals are seeing presentation of service users with a much higher requirement for packages of Care at Home on discharge. There are also pressures around supported living, direct payments and unachieved savings. The total full year estimated pressure at period 5 is currently estimated at up to £3.700 million with the mobilisation plan providing funding to cover these COVID-19 related costs.
- 4.7. In addition, as reported previously, Adults and Older People Services are reporting a significant concern around unmet need in Care at Home and increasing delays in hospital and recruitment for Care at Home staffing has been authorised to be funded by the mobilisation plan this year at a cost of up to £1.900 million. Also, the full year costs of additional Care Home placements that have now resulted from interim care

home placement made to manage delayed discharges are resulting in an in-year pressure of £1.500 million. Again, this will be charged to the mobilisation plan. Planning for future year budgets is ongoing with the Service and the Chief Financial Officer of the Integration Joint Board.

- 4.8. Whilst these costs are being charged to the Mobilisation plan for 2021/2022, there is a risk that if these packages are prolonged, this will be an additional pressure moving into 2022/2023 where no additional funding for Mobilisation will be available.

5. 2021/2022 General Services Position (excluding COVID)

5.1. General Services Current Position as at 13 August 2021

As at 13 August 2021, the position on the General Services budget is an overspend of £0.454 million (Appendix 2). This includes a break-even position on COVID spend and income referred to in section 4.3.

- 5.2. The majority of the overspend of £0.454 million relates to Social Work Resources. The Resource has identified pressures within Children and Families Services due to the number of residential school/external placements and fostering and adoption placements in the early part of the current year. The estimate of the potential full year pressure is approximately £1.000 million over the £1.400 million already identified as COVID-19 related spend. The position to date (as at 13 August 2021) is an overspend of £0.553 million. The additional costs will be reviewed by the end of September, to assess the extent that these costs are as a result of the pandemic.

- 5.3. **2021/2022 Loan Charges:** As approved at the Executive Committee (23 June 2021), the budget in relation to the £1.650 million underspend has been transferred to the Corporate Items - 2022/2023 Strategy budget line and will be transferred to reserves at the end of the year, along with the £11.900 million from the Loans Fund Review, for utilisation in the 2022/2023 Revenue Budget Strategy.

- 5.4. We are continuing to monitor the capital programme for this year, including how the delivery of programmes may be affected by the issues raised in recent capital reports, including refused tenders, and higher tender prices, the impact of supply shortages, and increasing prices. Roads and Housing and Technical Resources are considering whether work should continue in the short term. This may impact on when we will spend money, in turn when we are likely to have to borrow and as a consequence, our loan charges spend. We will come back in future budget papers to provide an update.

- 5.5. **2021/2022 Investments:** As intended, the spend profile of the £10.054 million of investment monies included in the 2021/2022 budget will cover multiple years. The Quarter 1 update shows an anticipated spend of £5.474 million in 2021/2022, with the remaining £4.580 million being spent in the next two years (£2.690 million and £1.890 million in 2022/2023 and 2023/2024 respectively). The balance of funds required for future years will be carried forward through reserves at year end.

5.6. Additional Funding

The Council has been notified of number of funding allocations from the Scottish Government for 2021/2022.

- 5.7. Community and Enterprise Resources have been notified by the Scottish Government of funding for Smarter Choices Smarter Places 2021/2022 (£0.289 million). In addition, Education Resources have been notified by the Scottish Government of 3 streams of funding under the 100 day commitment: Additional Teachers / Pupil Support Assistants (£3.196 million), Ending Music Tuition Charges in Schools (£0.214 million) and Ending Core Curriculum Charges (£0.257 million).

5.8. These amounts are included in the budgets in Appendix 2.

6. Housing Revenue Account Position

6.1. As at 13 August 2021, Appendix 4 of the report shows a breakeven position against the phased budget on the Housing Revenue Account.

7. Employee Implications

7.1. None.

8. Financial Implications

8.1. As detailed within this report.

9. Climate Change, Sustainability and Environmental Implications

9.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

10. Other Implications

10.1. The main risk associated with the Council's Revenue Budget is that there is an overspend. The risk has been assessed as low given the detailed budget management applied across the Resources. The risk is managed through four weekly Budget Monitoring Meetings at which any variance is analysed. In addition, the probable outturn exercise ensures early warning for corrective action to be taken where appropriate.

11. Equality Impact Assessment and Consultation Arrangements

11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

11.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

25 August 2021

Link(s) to Council Values/Ambitions/Objectives

♦ Accountable, Effective, Efficient and Transparent

Previous References

♦ None

List of Background Papers

♦ Financial ledger and budget monitoring results to 13 August 2021

Contact for Further Information

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

Lorraine O'Hagan, Finance Manager (Strategy)

Ext: 2601 (Tel: 01698 452601)

E-mail: lorraine.o'hagan@southlanarkshire.gov.uk

| COVID-19 Costs 2021/2022 | Community and Enterprise | Education | Finance and Corporate | Housing and Technical | Social Work | Total £m |
|---|--------------------------|--------------|-----------------------|-----------------------|--------------|----------------|
| Projected Costs | 4.297 | 2.063 | 0.652 | 0.331 | 1.400 | 8.743 |
| Lost Income | 2.577 | 0.139 | 0.020 | 0.500 | - | 3.236 |
| Total Costs | 6.874 | 2.202 | 0.672 | 0.831 | 1.400 | 11.979 |
| Less: Spend Not Made | (0.380) | - | - | - | - | (0.380) |
| Net Cost to the Council in 2021/2022 | 6.494 | 2.202 | 0.672 | 0.831 | 1.400 | 11.599 |
| Add: Savings Not Achievable | - | - | - | - | - | 0.000 |
| Add: SLLC (early estimate) | | | | | - | 5.400 |
| Add: Property Services for capital | - | - | - | - | - | 1.200 |
| Balance | 6.494 | 2.202 | 0.672 | 0.831 | 1.400 | 18.199 |

| Funding available | | | | | | £m |
|---|--|--|--|--|--|---------------|
| Reserves – carried forward (non-specific) | | | | | | 15.955 |
| Revised New Funding as at P5 | | | | | | 16.135 |
| Total funding available | | | | | | 32.090 |

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Period Ended 13 August 2021 (No.5)

| <u>Committee</u> | Annual Budget | Annual Forecast Transfers | Annual Forecast Variance Transfers | Budget Proportion To 13/08/21 | Actual to Period 5 13/08/21 | Variance to 13/08/21 | |
|---|----------------|---------------------------|------------------------------------|-------------------------------|-----------------------------|----------------------|-------------|
| Departments: | £m | £m | £m | £m | £m | £m | |
| Community and Enterprise Resources | 115.721 | 115.721 | 0.000 | 36.073 | 38.012 | (1.939) | over |
| Facilities, Waste and Grounds | 70.871 | 70.871 | 0.000 | 19.236 | 19.384 | (0.148) | over |
| Fleet, Environmental and Projects | (0.678) | (0.678) | 0.000 | 0.233 | 0.477 | (0.244) | over |
| Leisure and Culture Services | 19.470 | 19.470 | 0.000 | 9.678 | 9.658 | 0.020 | under |
| Planning and Economic Development | 5.870 | 5.870 | 0.000 | 0.501 | 0.427 | 0.074 | under |
| Roads | 20.188 | 20.188 | 0.000 | 6.425 | 7.033 | (0.608) | over |
| COVID-19 | 0.000 | 0.000 | 0.000 | 0.000 | 1.033 | (1.033) | over |
| Education Resources | 369.518 | 369.518 | 0.000 | 98.367 | 98.603 | (0.236) | over |
| Education | 358.157 | 358.157 | 0.000 | 94.962 | 95.081 | (0.119) | over |
| COVID-19 | 11.361 | 11.361 | 0.000 | 3.405 | 3.522 | (0.117) | over |
| Finance and Corporate Resources | 36.771 | 36.771 | 0.000 | 17.174 | 18.933 | (1.759) | over |
| Finance Services - Strategy | 1.877 | 1.877 | 0.000 | 1.175 | 1.196 | (0.021) | over |
| Finance Services - Transactions | 12.246 | 12.246 | 0.000 | 5.415 | 5.435 | (0.020) | over |
| Audit and Compliance Services | 0.324 | 0.324 | 0.000 | 0.198 | 0.197 | 0.001 | under |
| Information Technology Services | 5.326 | 5.326 | 0.000 | 4.409 | 4.431 | (0.022) | over |
| Communications and Strategy Services | 1.609 | 1.609 | 0.000 | 0.859 | 0.860 | (0.001) | over |
| Administration and Licensing Services | 4.107 | 4.107 | 0.000 | 2.073 | 2.148 | (0.075) | over |
| Personnel Services | 11.282 | 11.282 | 0.000 | 3.045 | 2.890 | 0.155 | under |
| COVID-19 | 0.000 | 0.000 | 0.000 | 0.000 | 1.776 | (1.776) | over |
| Housing and Technical Resources | 16.352 | 16.352 | 0.000 | 5.618 | 5.749 | (0.131) | over |
| Housing Services | 8.234 | 8.234 | 0.000 | 3.798 | 3.798 | 0.000 | - |
| Property Services | 8.118 | 8.118 | 0.000 | 1.820 | 1.820 | 0.000 | - |
| COVID-19 | 0.000 | 0.000 | 0.000 | 0.000 | 0.131 | (0.131) | over |
| Social Work Resources | 175.803 | 175.803 | 0.000 | 61.530 | 62.490 | (0.960) | over |
| Performance and Support Services | 7.898 | 7.898 | 0.000 | 2.643 | 2.553 | 0.090 | under |
| Children and Families | 34.380 | 34.380 | 0.000 | 11.536 | 12.069 | (0.533) | over |
| Adults and Older People | 131.940 | 131.940 | 0.000 | 46.519 | 46.519 | 0.000 | - |
| Justice and Substance Misuse | 1.585 | 1.585 | 0.000 | 0.832 | 0.832 | 0.000 | - |
| COVID-19 | 0.000 | 0.000 | 0.000 | 0.000 | 0.517 | (0.517) | over |
| Joint Boards | 2.155 | 2.155 | 0.000 | 0.877 | 0.877 | 0.000 | - |
| | 716.320 | 716.320 | 0.000 | 219.639 | 224.664 | (5.025) | over |

| <u>Committee</u> | Annual Budget | Annual Forecast Transfers | Annual Forecast Variance Transfers | Budget Proportion to 13/08/21 | Actual to Period 5 13/08/21 | Variance to 13/08/21 | |
|--------------------------------------|----------------|---------------------------|------------------------------------|-------------------------------|-----------------------------|----------------------|-------------|
| | £m | £m | £m | £m | £m | £m | |
| Service Departments Total | 716.320 | 716.320 | 0.000 | 219.639 | 224.664 | (5.025) | over |
| CFCR | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | - |
| Loan Charges | 36.942 | 36.942 | 0.000 | 13.783 | 13.783 | 0.000 | - |
| Corporate Items | 11.153 | 11.153 | 0.000 | 0.039 | 0.039 | 0.000 | - |
| Corporate Items - COVID-19 | 30.287 | 30.287 | 0.000 | 4.571 | 0.000 | 4.571 | under |
| Corporate Items - 2022/2023 Strategy | 13.550 | 13.550 | 0.000 | 0.000 | 0.000 | 0.000 | - |
| Total Expenditure | 808.252 | 808.252 | 0.000 | 238.032 | 238.486 | (0.454) | over |
| Council Tax | 161.171 | 161.171 | 0.000 | 57.561 | 57.561 | 0.000 | - |
| Less: Council Tax Reduction Scheme | (21.444) | (21.444) | 0.000 | (7.659) | (7.659) | 0.000 | - |
| Net Council Tax | 139.727 | 139.727 | 0.000 | 49.902 | 49.902 | 0.000 | - |
| General Revenue Grant | 273.209 | 273.209 | 0.000 | 97.575 | 97.575 | 0.000 | - |
| General Revenue Grant – COVID19 | 25.736 | 25.736 | 0.000 | 0.000 | 0.000 | 0.000 | - |
| Non-Domestic Rates | 319.312 | 319.312 | 0.000 | 114.040 | 114.040 | 0.000 | - |
| Transfer from Reserves | 50.268 | 50.268 | 0.000 | 50.268 | 50.268 | 0.000 | - |
| Total Income | 808.252 | 808.252 | 0.000 | 311.785 | 311.785 | 0.000 | - |
| Net Expenditure / (Income) | 0.000 | 0.000 | 0.000 | (73.753) | (73.299) | (0.454) | over |

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Period Ended 13 August 2021 (No.5)

| <u>Budget Category</u> | Annual Budget | Annual Forecast Transfers | Annual Forecast Variance Transfers | Budget Proportion to 13/08/21 | Actual to Period 5 13/08/21 | Variance to 13/08/21 | |
|---|------------------|---------------------------|------------------------------------|-------------------------------|-----------------------------|----------------------|-----------------|
| | £m | £m | £m | £m | £m | £m | |
| Service Departments: | | | | | | | |
| Expenditure | | | | | | | |
| Employee Cost | 549.759 | 549.759 | 0.000 | 186.714 | 189.044 | (2.330) | over |
| Property Costs | 55.943 | 55.943 | 0.000 | 13.442 | 13.822 | (0.380) | over |
| Supplies and Services | 61.879 | 61.879 | 0.000 | 18.589 | 18.534 | 0.055 | under |
| Transport Costs | 41.451 | 41.451 | 0.000 | 12.958 | 13.559 | (0.601) | over |
| Administration Costs | 15.603 | 15.603 | 0.000 | 6.285 | 6.187 | 0.098 | under |
| Payments to Other Bodies | 109.754 | 109.754 | 0.000 | 47.819 | 48.791 | (0.972) | over |
| Payments to Contractors | 199.235 | 199.235 | 0.000 | 64.532 | 66.297 | (1.765) | over |
| Transfer Payments | 5.984 | 5.984 | 0.000 | 3.214 | 3.454 | (0.240) | over |
| Housing Benefits | 68.542 | 68.542 | 0.000 | 23.066 | 21.950 | 1.116 | under |
| Financing Charges (controllable) | 1.635 | 1.635 | 0.000 | 0.426 | 0.663 | (0.237) | over |
| Total | 1,109.785 | 1,109.785 | 0.000 | 377.045 | 382.301 | (5.256) | over |
| Service Departments Total | 1,109.785 | 1,109.785 | 0.000 | 377.045 | 382.301 | (5.256) | over |
| CFCR | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | - |
| Loan Charges | 36.942 | 36.942 | 0.000 | 13.783 | 13.783 | 0.000 | - |
| Corporate Items | 11.153 | 11.153 | 0.000 | 0.049 | 0.049 | 0.000 | - |
| Corporate Items - COVID-19 | 30.287 | 30.287 | 0.000 | 4.571 | 0.000 | 4.571 | under |
| Corporate Items - 22/23 Strategy | 13.550 | 13.550 | 0.000 | 0.000 | 0.000 | 0.000 | - |
| Total Expenditure | 1,201.717 | 1,201.717 | 0.000 | 395.448 | 396.133 | (0.685) | over |
| Income | | | | | | | |
| Housing Benefit Subsidy | 64.158 | 64.158 | 0.000 | 21.368 | 20.402 | (0.966) | under rec |
| Other Income | 329.307 | 329.307 | 0.000 | 136.038 | 137.235 | 1.197 | over rec |
| Council Tax (Net of Council Tax Reduction Scheme) | 139.727 | 139.727 | 0.000 | 49.902 | 49.902 | 0.000 | - |
| General Revenue Grant | 273.209 | 273.209 | 0.000 | 97.575 | 97.575 | 0.000 | - |
| General Revenue Grant - COVID-19 | 25.736 | 25.736 | 0.000 | 0.000 | 0.000 | 0.000 | - |
| Non Domestic Rates | 319.312 | 319.312 | 0.000 | 114.040 | 114.040 | 0.000 | - |
| Transfer from Reserves | 50.268 | 50.268 | 0.000 | 50.268 | 50.268 | 0.000 | - |
| Total Income | 1,201.717 | 1,201.717 | 0.000 | 469.191 | 469.422 | 0.231 | over rec |
| Net Expenditure / (Income) | 0.000 | 0.000 | 0.000 | (73.743) | (73.289) | (0.454) | over |

COVID Expenditure**Summary**

| Cost of COVID 2021/2022 (to 13 August 2021) | Costs Incurred | Lost Income | Less: Spend Not Made | Total Costs | Movement from P4 |
|--|---------------------------|------------------------|---|------------------------|-----------------------------|
| | £m | £m | £m | £m | |
| Community and Enterprise | 1.033 | 0.939 | (0.081) | 1.891 | 0.499 |
| Education | 3.522 | 0.119 | - | 3.641 | 0.449 |
| Finance and Corporate | 1.776 | 0.020 | - | 1.796 | 0.117 |
| Housing and Technical | 0.131 | - | - | 0.131 | 0.030 |
| Social Work | 0.517 | - | - | 0.517 | 0.122 |
| Net Resource Expenditure in 2021/2022 | 6.979 | 1.078 | (0.081) | 7.976 | 1.217 |
| Specific Funding | | | | | |
| Education | | | | (3.405) | (0.387) |
| Corporate Items | | | | (1.538) | (0.044) |
| Total Specific Funding Utilised | | | | (4.943) | (0.431) |
| Net Cost to be funded from Non-Specific Funding | | | | 3.033 | 0.786 |

Detail**Additional Costs:**

| Service | Description of Cost | Value £m | Movem't from P4 |
|---|--|---------------------|----------------------------|
| Community and Enterprise Resources | | | |
| FWG/Fleet & Environmental | Staffing costs supporting COVID response | 0.219 | 0.045 |
| FWG/Fleet & Environmental/Roads | Cleaning, janitorial and utilities costs | 0.070 | 0.039 |
| FWG | Carlisle Civic Amenity Site - Compactor Installation | 0.006 | 0.006 |
| FWG/Fleet & Environmental/Roads | Materials and PPE | 0.030 | 0.005 |
| FWG/Roads | Fleet costs including fuel supporting COVID19 response | 0.194 | 0.128 |
| All Services | Telephones / Stationery | 0.002 | - |
| FWG | Increase in domestic waste tonnage | 0.502 | 0.083 |
| FWG | Webcast system and live webcasts | 0.010 | 0.003 |
| Education Resources | | | |
| Schools | Additional Staffing (General) | 0.009 | 0.003 |
| Schools | Additional Teachers | 1.538 | 0.321 |
| Support Services | Additional Support Assistants | 0.107 | 0.027 |
| Support Services | Additional Support Assistants – Lateral Flow Testing | 0.108 | 0.027 |
| Schools | Pathfinder Initiative | 0.150 | - |
| Schools / ELC | Additional Cleaning | 1.338 | - |
| Schools / ELC | Facilities Orders (Hand sanitisers / soap dispensers / bins / wipes / hand towels) | 0.139 | 0.009 |
| | Utilities – Additional Ventilation | 0.108 | 0.039 |
| Schools | Central Orders and Social Work Recharges (gloves / wipes / aprons / visors / masks / face coverings) | 0.025 | 0.003 |
| Finance and Corporate Resources | | | |
| Personnel Services | Foodbank expenditure | 0.055 | 0.011 |

| Service | Description of Cost | Value £m | Movem't from P4 |
|--|---|--------------|--------------------|
| Finance (Transactions) | Self Isolation Payments | 0.018 | - |
| Finance (Transactions) | £100 Spring Hardship Payments | 0.056 | - |
| Finance (Transactions) | Free School Meals – Easter / Holidays | 0.032 | 0.003 |
| Finance (Transactions) | Family Pandemic Payments | 0.985 | 0.004 |
| Finance (Transactions) / IT | Staff Supporting COVID | 0.200 | 0.083 |
| Finance (Transactions) | Telephones / Paypoint / SMS Messages | 0.011 | 0.009 |
| Finance (Transactions) | Benefits in relation to temporary accommodation | 0.059 | - |
| Personnel Services | Support to Third Sector Organisations | 0.360 | - |
| Housing and Technical Resources | | | |
| Housing and Property Services | Homelessness accommodation and property related costs | 0.131 | 0.030 |
| Social Work Resources | | | |
| Children and Families | External and residential placements within Children and Family services. | 0.498 | 0.103 |
| Children and Families | Payments to support service users experiencing hardship and to prevent children going into care | 0.019 | 0.019 |
| Total Additional Costs as at Period 5 | | 6.979 | 1.000 |

Lost Income:

| Service | Description of Lost Income | Value £m | Movem't from P4 |
|---|---|--------------|--------------------|
| Community and Enterprise Resources | | | |
| Facilities, Waste and Grounds | Reduced school meals and coffee shop income | 0.305 | 0.007 |
| Facilities, Waste and Grounds | Care of Gardens | 0.056 | 0.001 |
| Fleet, Environmental and Projects | Reduced income from taxi inspections. | 0.032 | - |
| Roads | Reduced Parking income | 0.546 | 0.182 |
| Education Resources | | | |
| Instrumental Music Services | Reduced income from Music Tuition fees | 0.059 | - |
| Support Services | Privileged Transport / Playgroups | 0.020 | 0.010 |
| Early Years | Milk | 0.040 | 0.010 |
| Finance and Corporate Resources | | | |
| Licensing and Registration | Birth and death registration | 0.020 | 0.007 |
| Total Lost Income as at Period 5 | | 1.078 | 0.217 |

Unspent Budget

| Service | Description of Lost Income | Value £m | Movem't from P4 |
|---|---------------------------------------|----------------|--------------------|
| Community and Enterprise Resources | | | |
| Facilities, Waste and Grounds | Reduced expenditure on food purchases | (0.061) | - |
| Leisure | Firework Event | (0.020) | - |
| Unspent Budget as at Period 5 | | (0.081) | - |

| | | | |
|--|--|--------------|--------------|
| Net Cost of COVID-19 as at Period 5 | | 7.976 | 1.217 |
|--|--|--------------|--------------|

Specific Funding

| Service | | Value £m | Movem't from P4 |
|---|--|----------------|--------------------|
| Education Resources | | | |
| Education (t/f from reserves) | Education Recovery Teachers / Support | (1.645) | (0.348) |
| Education (t/f from reserves) | Loss of Learning Support | (0.150) | - |
| Education (t/f from reserves) | Logistics | (1.610) | (0.039) |
| Corporate Items - COVID | | | |
| Corporate Items (new) | Pandemic Payments | (0.985) | (0.004) |
| Corporate Items (T/f from reserves) | Financial Insecurities and Flexible Fund | (0.534) | (0.021) |
| Specific Funding Utilised as at Period 5 | | (4.924) | (0.412) |

SOUTH LANARKSHIRE COUNCIL

Revenue Budget Monitoring Report

Period Ended 13 August 2021 (No.5)

Housing Revenue Account

| | Annual Budget | Forecast for Year | Annual Forecast Variance | Budget Proportion to 13/08/21 | Actual to Period 4 13/08/21 | Variance to 13/08/21 | | % | Note |
|----------------------------------|------------------|----------------------|--------------------------------|-------------------------------------|-----------------------------------|----------------------------|--------------------|---------|------|
| | £m | £m | £m | £m | £m | £m | | | |
| Employee Costs | 14.090 | 14.090 | 0.000 | 4.912 | 4.731 | 0.181 | under | 3.7% | 1 |
| Property Costs | 48.021 | 48.021 | 0.000 | 18.844 | 18.889 | (0.045) | over | (0.2%) | |
| Supplies & Services | 0.879 | 0.879 | 0.000 | 0.211 | 0.210 | 0.001 | under | 0.5% | |
| Transport & Plant | 0.195 | 0.195 | 0.000 | 0.040 | 0.029 | 0.011 | under | 27.5% | |
| Administration Costs | 5.645 | 5.645 | 0.000 | 0.188 | 0.189 | (0.001) | over | (0.5%) | |
| Payments to Other Bodies | 2.976 | 2.976 | 0.000 | 0.752 | 0.752 | 0.000 | - | 0.0% | |
| Payments to Contractors | 0.100 | 0.100 | 0.000 | 0.000 | 0.000 | 0.000 | - | n/a | |
| Transfer Payments | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | - | n/a | |
| Financing Charges | 19.637 | 19.637 | 0.000 | 19.637 | 19.640 | (0.003) | over | 0.0% | |
| Total Controllable Expenditure | 91.543 | 91.543 | 0.000 | 44.584 | 44.440 | 0.144 | under | 0.3% | |
| Total Controllable Income | (108.345) | (108.345) | 0.000 | (35.875) | (35.869) | (0.006) | under recovered | 0.0% | |
| Transfer to/(from) Balance Sheet | (0.839) | (0.839) | 0.000 | (0.323) | (0.185) | (0.138) | under recovered | (42.7%) | 2 |
| Net Controllable Expenditure | (17.641) | (17.641) | 0.000 | 8.386 | 8.386 | 0.000 | - | 0.0% | |
| Add: Non Controllable Budgets | | | | | | | | | |
| Financing Charges | 17.641 | 17.641 | 0.000 | 0.000 | 0.000 | 0.000 | - | 0.0% | |
| Total Budget | 0.000 | 0.000 | 0.000 | 8.386 | 8.386 | 0.000 | - | 0.0% | |

Variance Explanations

1. Employee Costs

This underspend reflects higher than anticipated staff turnover within the Service.

2. Transfer to / (from) Balance Sheet

The net underspend across expenditure has resulted in a lower transfer from reserves being required to date.

Report

4

| | |
|------------------|---|
| Report to: | Executive Committee |
| Date of Meeting: | 22 September 2021 |
| Report by: | Executive Director (Finance and Corporate Resources) |

| | |
|----------|--|
| Subject: | Capital Programme 2021/2022 Update and Monitoring for Period 5 – 1 April 2021 to 13 August 2021 |
|----------|--|

1. Purpose of Report

1.1. The purpose of the report is to:

- ♦ update the Executive Committee of progress on the General Fund Capital Programme and the Housing Capital Programme for the period 1 April 2021 to 13 August 2021.

2. Recommendation(s)

2.1. The Executive Committee is asked to approve the following recommendation(s):

- (1) that the Period 5 position (ended 13 August 2021) of the General Fund Capital Programme itemised at Appendices 1 – 3 and the Housing Capital Programme at Appendix 4, be noted;
- (2) that the adjustments to the General Fund programme listed at Appendix 1, and the Housing Programme at Section 5, be approved; and
- (3) that the revised programmes be monitored by the Financial Resources Scrutiny Forum.

3. Background

3.1. The attached statements to this report provide a summarised monitoring position as at 13 August 2021. Spending has been split into two separate sections:

- ♦ General Fund Capital Programme including Education, Social Work, Roads and Transportation and General Services (Section 4)
- ♦ Housing Capital Programme (Section 5)

4. General Fund Capital Programme

4.1. **2021/2022 Budget:** The budget agreed at Executive Committee on 25 August 2021 was £85.415 million. A revised programme of £83.304 million is now anticipated, which includes adjustments to the programme totalling a net decrease of £2.111 million, which are proposed in Appendix 1.

4.2. The adjustments include funding for the replacement for the Council's Human Resources / Finance system, which was approved by the Finance and Corporate Resources Committee on 1 September 2021.

- 4.3. **Period 5 Position:** The programme spend and funding for the General Fund is summarised in Appendices 2 and 3. As noted in 4.1, the total capital spending programme for the year is £83.304 million.
- 4.4. Budget for the period is £16.300 million and spend to the 13 August 2021 is £16.003 million, a slight underspend of £0.297 million.
- 4.5. Actual funding received to 13 August 2021 is £56.600 million.
- 4.6. Relevant officers will continue to closely monitor the generation of all income including receipts.

5. Housing Capital Programme

- 5.1. **2021/2022 Budget:** Appendix 4 summarises the position on the Housing programme as at 13 August 2021. The revised capital programme for the year was £94.360 million, as approved by the Executive Committee on 23 June 2021.
- 5.2. As advised previously, the New Build Housing Programme has now been reviewed and it is proposed that projects totalling £14.720 million move into financial year 2022/2023. This reflects revised timescales and estimated completion dates across a number of sites including: the former Craighbank Primary (£6m) which has experienced planning delays due to Nature Scotland objections; Kirk Street, Strathaven (£1m), East Kilbride Community Growth Area (£1m) and East Whitlawburn, Regeneration HUB South West (£3m) where negotiations and legal discussions have resulted in delays; and finally, the Bent Hall Farm, Shields Road site (£3m) where a fire affected 4 units on the site and caused delays to the construction programme.
- 5.3. Funding totalling £14.720 million for these projects will also move into 2022/2023 being borrowing (£12.478m) and government grant (£2.242m).
- 5.4. As a result, a revised programme of £79.640 million is presented for approval. Programmed funding for the year also totals £79.640 million. The funding sources are also detailed in Appendix 4.
- 5.5. Given the continued issues with shortages of some materials and price increases, the timescales for the Housing Investment Programme (HIP) will continue to be monitored and a revised position will be presented to a future meeting of this Committee for approval, if required.
- 5.6. **Period 5 Position:** Budget for the period is £26.079 million and spend to 13 August 2021 amounts to £26.065 million.
- 5.7. As at 13 August 2021, £26.065 million of funding had been received.
- 5.8. Regular monitoring of both the General Fund Programme and the Housing Programme will be carried out in detail by the Financial Resources Scrutiny Forum and reported on a regular basis to the Executive Committee.

6. Contract Prices

- 6.1. As reported last period, the construction materials supply chain has been subject to unprecedented disruption by the Coronavirus (COVID-19) Pandemic. Materials shortages, longer lead times and steep price increases will continue to impact the

supply chain with the risk this will have a significant impact on the delivery of the Council's capital and maintenance / repair programmes.

- 6.2. Various options are being employed by Property Services and Procurement, where appropriate, in order to mitigate these risks. Options include reducing the price validity period from the standard 180 days to 120 or 90 days in order to stimulate the market and secure more bids, as well as including material fluctuations in contract clauses to avoid contractors building in potential future price increases. This will also ensure that tenderers submit prices which can be evaluated on a like for like basis.
- 6.3. As noted at Section 5.5, Housing and Technical Resources are also reviewing whether work in certain areas should be delayed due to the current uncertainty in the market, as prices will be inflated and materials difficult to source.
- 6.4. Further updates will be provided in the coming months with any significant increases in contract values and project timescales being brought to members' attention.

7. Employee Implications

- 7.1. There are no employee implications as a result of this report.

8. Financial Implications

- 8.1. The financial implications are contained in sections 4 and 5 of the report for the General Services and Housing capital programmes respectively.

9. Climate Change, Sustainability and Environmental Implications

- 9.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

10. Other Implications

- 10.1. The main risk associated with the Council's Capital Programme is an overspend. The risk had been assessed as low given the detailed project management plans prepared and monitored for each project. The risk of overspend is managed through four weekly Investment management meetings.
- 10.2. As noted at Section 6, the Coronavirus (COVID-19) Pandemic has led to materials shortages, longer lead times and steep price increases and this will continue to impact the supply chain for the foreseeable future. The impact of this will be monitored through the four weekly investment management meetings. Further updates will be reported in the coming months with any significant increases in contract values being brought to members' attention.

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and therefore no impact assessment is required.
- 11.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

25 August 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, Effective, Efficient and Transparent

Previous References

- ◆ Executive Committee, 25 August 2021

List of Background Papers

Capital Ledger prints to 13 August 2021

Contact for Further Information

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

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E-mail: lorraine.o'hagan@southlanarkshire.gov.uk

SOUTH LANARKSHIRE COUNCIL
CAPITAL EXPENDITURE 2020/21
GENERAL SERVICES PROGRAMME
FOR PERIOD 1 APRIL 2021 TO 13 AUGUST 2021

Proposed Adjustments

Community and Enterprise Resources

Alexander Hamilton Memorial Park – Woodland Management

Approval is sought to increase the 2021/22 Capital Programme by £0.077m to support the delivery of a woodland management action plan within the Alexander Hamilton Memorial Park, Stonehouse. This will be funded from a previous revenue contribution transferred to reserves for this project and will augment the existing 2021/2022 capital programme allocation for this project (£0.019m) to give a total budget of £0.096m. Further external funding bids will be sought and, if successful, added to the programme. £0.077m

Renewal of Play Parks

The Scottish Government have allocated £60 million of capital funding to Local Authorities in line with their manifesto commitment to renew play parks across Scotland. The first £5 million has been allocated in 2021/2022 and South Lanarkshire' share of this is £0.298m, which will be distributed via the General Capital Grant. Distribution of the remaining £55 million funding in future years has still to be confirmed. £0.298m

Approval is sought to increase the 2021/2022 Capital Programme by £0.298 million, reflecting South Lanarkshire's in-year allocation. A report will be presented to the next Community and Enterprise Resources Committee on 28 September 2021 providing an update on how this funding could be allocated to projects.

Nature Restoration Fund

Scottish Government have confirmed Nature Restoration Fund (NRF) capital funding of £5 million to be spent in 2021-22 to support new, or to enhance existing, approaches to restoring biodiversity across Scotland. South Lanarkshire have been allocated £0.264 million in 2021/2022, which will be distributed via the General Capital Grant. £0.264m

Approval is sought to increase the 2021/2022 Capital Programme by £0.264 million. Officers are currently working on proposed projects which could be delivered in 2021/2022.

Education Resources

Early Years 1,140 Hours - Clyde Terrace, Bothwell

Approval is sought to slip £2.750m into the 2022/23 Capital programme to undertake the construction of the new nursery at Clyde Terrace, Bothwell. This reflects the profiling of spend following planning consent in June 2021. (£2.750m)

Finance and Corporate Resources

As detailed in a separate report to the Finance and Corporate Resources Committee (1 September 2021), the upgrade of Oracle Human Resources / Finance

systems to Oracle Fusion is the preferred option to progress transformation change within the Council.

The overall cost of replacing the existing system is estimated at around £8.240m which is made up of system purchase and development costs (£6.548m) as well as net licence and borrowing costs for the first 2 years of the project (£1.692m). This will be funded by existing capital budgets (£2.557m), which are included in the 2022/2023 Programme.

It is proposed the balance of funds are borrowed. This borrowing will likely be required in 2022/2023. As such, there is no change to the current year programme.

| | |
|---|--------------------|
| The new system will allow savings to be made that will cover the costs of running the new system, and the costs of borrowing for the project (£0.397m per annum). After meeting these costs there will be a further £1.2m of savings for the Council. | £5.683 (5.683m) |
|---|--------------------|

| | |
|-------------------|---------|
| Minor Adjustments | £0.000m |
|-------------------|---------|

| | |
|--------------------------|------------------|
| TOTAL ADJUSTMENTS | (£2.111m) |
|--------------------------|------------------|

APPENDIX 2

SOUTH LANARKSHIRE COUNCIL
CAPITAL EXPENDITURE 2021/22
GENERAL FUND PROGRAMME
FOR PERIOD 1 APRIL 2021 TO 13 AUGUST 2021

£m

| | |
|---------------------------------|---------------|
| Total Budget | 85.415 |
| Proposed Adjustments – Period 5 | (2.111) |
| Total Revised Budget | 83.304 |

| <u>Resource</u> | <u>2021/22 Budget</u> | <u>Period 5 Proposed Adjustments</u> | <u>Revised 2021/22 Budget</u> |
|--------------------------------|----------------------------------|---|--|
| | <u>£m</u> | <u>£m</u> | <u>£m</u> |
| Community & Enterprise | 46.925 | 0.639 | 47.564 |
| Education | 20.400 | (2.750) | 17.650 |
| Finance & Corporate | 2.776 | - | 2.776 |
| Housing & Technical | 8.546 | - | 8.546 |
| Social Work | 6.768 | - | 6.768 |
| TOTAL CAPITAL PROGRAMME | 85.415 | (2.111) | 83.304 |

APPENDIX 3

SOUTH LANARKSHIRE COUNCIL CAPITAL EXPENDITURE 2021/22 GENERAL FUND PROGRAMME FOR PERIOD 1 APRIL 2021 TO 13 AUGUST 2021

| | <u>2021/22</u> <u>Original</u> <u>Estimate inc</u> <u>C/F</u> | <u>2021/22</u> <u>Revised</u> <u>Budget</u> | <u>2021/22</u> <u>Budget to</u> <u>13/08/21</u> | <u>2021/22</u> <u>Actual to</u> <u>13/08/21</u> |
|---|--|---|---|---|
| Expenditure | £m | £m | £m | £m |
| General Fund Programme | 85.066 | 83.304 | 16.300 | 16.003 |
| Income | <u>2021/22</u> <u>Budget</u> | <u>2021/22</u> <u>Revised</u> <u>Budget</u> | | <u>2021/22</u> <u>Actual</u> <u>To</u> <u>13/08/21</u> |
| | £m | £m | | £m |
| Prudential Borrowing | 40.289 | 37.145 | | 37.145 |
| Developers Contributions | 4.474 | 4.474 | | 3.129 |
| Partners (Including SPT, Sustrans, Clyde Wind Farm and CARES) | 4.647 | 4.647 | | 0.978 |
| Scottish Government: | | | | |
| - Capital Grant | 21.362 | 21.924 | | 5.341 |
| - Cycling, Walking and Safer Routes | 1.912 | 1.912 | | 0.000 |
| - Vacant and Derelict Land | 0.831 | 0.831 | | 0.416 |
| - Early Years 1,140 Hours | 2.024 | 2.024 | | 2.024 |
| - Regeneration Capital Grant | 1.230 | 1.230 | | 1.230 |
| - Town Centre Regeneration Fund | 2.739 | 2.739 | | 2.739 |
| - Place Based Investment Programme | 2.003 | 2.003 | | 2.003 |
| - Gaelic Capital Fund | 0.038 | 0.038 | | 0.038 |
| - Gypsy Travellers | 0.107 | 0.107 | | 0.107 |
| Glasgow City Region City Deal | 2.386 | 2.780 | | 0.000 |
| Specific Reserves | 1.024 | 1.450 | | 1.450 |
| TOTAL FUNDING | 85.066 | 83.304 | | 56.600 |

SOUTH LANARKSHIRE COUNCIL
CAPITAL EXPENDITURE 2021/22
HOUSING PROGRAMME
FOR PERIOD 1 APRIL 2021 TO 13 AUGUST 2021

| | <u>2021/22</u> <u>Annual</u> <u>Budget</u> £m | <u>2021/22</u> <u>Budget to</u> <u>13/08/21</u> £m | <u>2021/22</u> <u>Actual to</u> <u>13/08/21</u> £m |
|---|--|---|---|
| Expenditure | | | |
| 2021/22 Budget Incl. adjustment from 2020/21 | 79.640 | 26.079 | 26.065 |

| | <u>2021/22</u> <u>Annual</u> <u>Budget</u> £m | <u>2021/22</u> <u>Actual to</u> <u>13/08/21</u> £m |
|-------------------------------------|--|---|
| INCOME | | |
| Capital Funded from Current Revenue | 19.637 | 19.637 |
| Prudential Borrowing | 50.532 | 5.622 |
| Scottish Government Specific Grant: | | |
| - New Build | 7.191 | 0.806 |
| - Open Market Purchase Scheme | 2.160 | 0.000 |
| - Mortgage to Rent | 0.120 | 0.000 |
| | <u>79.640</u> | <u>26.065</u> |

Report

5

| | |
|------------------|---|
| Report to: | Executive Committee |
| Date of Meeting: | 22 September 2021 |
| Report by: | Executive Director (Finance and Corporate Resources) |

| | |
|----------|---|
| Subject: | Additional Funding from Scottish Government and Other External Sources |
|----------|---|

1. Purpose of Report

1.1. The purpose of the report is to:

- ♦ advise Members of additional funding that has been made available to the Council by the Scottish Government and other external sources since the last report to this Committee (25 August 2021)

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):

- (1) that the additional funding totalling £5.023 million, as detailed at Appendix 1 of the report, be noted.

3. Background

3.1. The Council is periodically advised of additional funding which is made available from the Scottish Government and other sources to enable various initiatives to be undertaken.

3.2. Additional funding may either be paid through the General Revenue Grant mechanism or by the completion of appropriate grant claims.

3.3. Details of the additional funding are attached at Appendix 1 to the report. The report details additional funding that has been reported by Resources as part of the additional resources notification process, as well as any additional funding that has increased the Council's budget by more than £0.100 million.

4. Employee Implications

4.1. None.

5. Financial Implications

5.1. Additional revenue funding of £4.081 million has been identified for 2021/2022. In addition, capital funding of £0.942 million has been identified for 2021/2022. Total funding identified is £5.023 million.

5.2. Resource budgets will be updated to reflect this additional funding as required, and where appropriate, details of spending plans will be presented to Resource Committees for approval.

6. Climate Change, Sustainability and Environmental Implications

- 6.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

7. Other Implications

- 7.1. There are no other implications in terms of the information contained in this report.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and therefore no impact assessment is required.
- 7.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

25 August 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, Effective and Efficient

Previous References

- ◆ Executive Committee, 25 August 2021

List of Background Papers

- ◆ Additional Funding Reports:-
22 July 2021 to 1 September 2021

Contact for Further Information

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

Lorraine O'Hagan, Finance Manager (Strategy)

Ext: 2601 (Tel: 01698 452601)

E-mail: lorraine.o'hagan@southlanarkshire.gov.uk

Additional Revenue Funding

| Resource | Description | 2021/2022 £m | 2022/2023 £m | Total £m | Method |
|------------------------------------|--|-----------------|-----------------|--------------|---------------------------|
| Community and Enterprise Resources | Smarter Choices Smarter Places 2021/2022 | 0.289 | 0.000 | 0.289 | Scottish Government Grant |
| Community and Enterprise Resources | Levelling Up Fund – funding to support Local Authority capacity to bid for and secure Levelling Up Funding | 0.125 | 0.000 | 0.125 | UK Government |
| Education Resources | 100 days commitment: Additional Teachers / Pupil Support Assistants | 3.196 | 0.000 | 3.196 | Scottish Government Grant |
| Education Resources | 100 days commitment: Ending Music Tuition Charges in Schools | 0.214 | 0.000 | 0.214 | Scottish Government Grant |
| Education Resources | 100 days commitment: Ending Core Curriculum Charges | 0.257 | 0.000 | 0.257 | Scottish Government Grant |
| | TOTAL REVENUE FUNDING | 4.081 | 0.000 | 4.081 | |

Additional Capital Funding

| Resource | Description | 2021/2022 £m | 2022/2023 £m | Total £m | Method |
|------------------------------------|---|-------------------------|-------------------------|---------------------|---------------------------|
| Community and Enterprise Resources | Renewal of Playparks 2021/22 | 0.298 | 0.000 | 0.298 | Scottish Government Grant |
| Community and Enterprise Resources | Nature Restoration fund – Making Space for Nature | 0.264 | 0.000 | 0.264 | Scottish Government Grant |
| Community and Enterprise Resources | Low Carbon Vacant & Derelict Land Investment Programme – Clyde Cycle Park | 0.296 | 0.000 | 0.296 | Scottish Government Grant |
| Community and Enterprise Resources | Low Carbon Vacant & Derelict Land Investment Programme – ONECarluke Community Growing | 0.084 | 0.000 | 0.084 | Scottish Government Grant |
| | TOTAL CAPITAL FUNDING | 0.942 | 0.000 | 0.942 | |

Report

Report to: **Executive Committee**
 Date of Meeting: **22 September 2021**
 Report by: **Chief Executive**

Subject: **Recommendations Referred by Finance and Corporate Resources Committee - Treasury Management Activity Report 2020/2021, Prudential Code Indicators and Annual Investment Report 2020/2021**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ request approval of the following recommendations referred to this Committee by the Finance and Corporate Resources Committee of 1 September 2021-
 - ◆ that the Treasury Management Activity Report for 2020/2021 and the 2020/2021 Treasury Management and Prudential Code Indicators be noted
 - ◆ that the Council's Annual Investment Report for 2020/2021 be endorsed and referred to the Council for formal approval

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the recommendation of the Finance and Corporate Resources Committee of 1 September 2021 in relation to Treasury Management Activity Report for 2020/2021 and the 2020/2021 Treasury Management and Prudential Code Indicators be noted; and
- (2) that the recommendation of the Finance and Corporate Resources Committee of 1 September 2021 in relation to the Annual Investment Report for 2020/2021 be endorsed and referred to the Council for formal approval.

3. Recommendation Referred by Finance and Corporate Resources Committee of 1 September 2021 – Treasury Management Activity for 2020/2021 and 2020/2021 Treasury Management and Prudential Code Indicators and Annual Investment Report 2020/2021 – Extract of Minute

3.1. A report dated 26 July 2021 by the Executive Director (Finance and Corporate Resources) was submitted on:-

- ◆ Treasury Management activity and Prudential Code Indicators for 2020/2021
- ◆ the proposed Annual Investment Report for 2020/2021

The Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice for Treasury Management required the Council to prepare an annual report on its Treasury Management activities. The CIPFA Prudential Code required councils to prepare a series of financial indicators that demonstrated affordability, prudence and sustainability with regard to capital financing decisions.

The Council's Capital Programme included, within its funding package, planned borrowing. The Prudential Code provided a framework to assist the management of the financial implications and helped to demonstrate that borrowing was both affordable and prudent.

The Council's Treasury Management Activity Report for 2020/2021 and the Treasury Management and Prudential Code Indicators for 2020/2021 were attached as Appendices 1 and 2, respectively, to the report.

In terms of the Local Government Investments (Scotland) Regulations 2010, the Council was required to prepare an Annual Investment Strategy prior to the start of each financial year and an Annual Investment Report after the financial year end. Both documents required to be approved by the Council.

The Annual Investment Strategy for 2020/2021 had covered the following areas:-

- ◆ permitted investments
- ◆ risk management
- ◆ borrowing in advance

The Annual Investment Report, attached as Appendix 3 to the report, detailed the Council's activity in each of those 3 areas for 2020/2021 and Appendix 4 detailed the permitted investments that the Council had approved for the financial year 2020/2021.

No borrowing in advance was taken during 2020/2021.

The Committee decided:

- (1) that the Treasury Management Activity Report for 2020/2021 and the 2020/2021 Treasury Management and Prudential Code Indicators be noted and referred to the Executive Committee for noting; and
- (2) that the 2020/2021 Annual Investment Report be endorsed and referred to the Executive Committee prior to submission to the Council for formal approval in line with The Local Government Investments (Scotland) Regulations 2010.

4. Employee Implications

- 4.1. All employee implications were highlighted as part of the original reports to Resource Committee.

5. Financial Implications

- 5.1. All financial implications were highlighted as part of the original reports to Resource Committee.

6. Climate Change, Sustainability and Environmental Implications

- 6.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

7. Other Implications

- 7.1. Any risks or other implications were highlighted as part of the original reports to the Resource Committee.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. Equality impact assessment and consultation arrangements were highlighted as part of the original reports to the Resource Committees.
- 8.2. There is no requirement to carry out an Equality Impact Assessment or consultation in terms of the proposals contained in this report.

Cleland Sneddon
Chief Executive

7 September 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ Minutes of Finance and Corporate Resources of 1 September 2021 (Paragraph 11)

List of Background Papers

- ◆ Individual report to Resource Committee

Contact for Further Information

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

Pauline MacRae/Lynn Paterson

Ext: 4108/4669 (Tel: 01698 454108/454669)

E-mail: Pauline.macrae@southlanarkshire.gov.uk/lynn.paterson@southlanarkshire.gov.uk

Report

| | |
|------------------|---|
| Report to: | Executive Committee |
| Date of Meeting: | 22 September 2021 |
| Report by: | Executive Director (Education Resources) |

| | |
|----------|---|
| Subject: | Proposal to Conduct a Consultation to Realign the Catchment Areas of Newton Farm and Hallside Primary Schools and to Alter the Secondary School Those Pupils in the Rezoned Area would Attend from Uddingston Grammar to Cathkin High School |
|----------|---|

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide information on pupil projections for Newton Farm and Hallside Primary Schools and the current catchment area of the two schools
- ♦ to seek approval from Executive Committee to undertake a statutory consultation on the proposed catchment realignment of Newton Farm and Hallside Primary Schools, including altering the secondary school those pupils in the rezoned area would attend from Uddingston Grammar to Cathkin High School

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that a statutory consultation under the Schools (Consultation) (Scotland) Act 2010 is undertaken to propose a change to the catchment areas of Newton Farm Primary School and Hallside Primary School to balance pupil numbers more effectively within the two schools and to alter the secondary school those pupils in the rezoned area would attend from Uddingston Grammar to Cathkin High.

3. Background

- 3.1. The current catchment areas for Newton Farm Primary School and Hallside Primary School are shown on Appendix 1. Appendix 1 also shows the area of Westburn and the section of the CGA proposed to be realigned to Hallside Primary School.
- 3.2. Newton Farm Primary School was a new school built to accommodate the Newton Community Growth area. It opened in August 2017 and since then has shown growth in pupil numbers higher than the projected pupil generation of 30 pupils per year group per 1,000 houses.
- 3.3. The roll of Hallside Primary School has been decreasing over a number of years. The school is currently operating with spare accommodation and could, therefore, take

additional pupils thus helping reduce the roll of Newton Farm Primary School and more effectively balancing the pupil population in the area.

- 3.4. Below is information on current pupil data and the projected pupil numbers (including expected pupils from known housing developments).

3.5. Newton Farm Primary School

Newton Farm Primary School has 14 Classrooms and a 65 place Nursery (ages 2-5 years). With this accommodation (assuming an average of 30 pupils per class), the school could accommodate 420 pupils.

The roll at the time of the September 2020 census was 489. The current roll is 556 and this is being managed by the use of 4 mobile teaching units together with other spaces in the school pending completion of the 7-classroom extension next year.

3.6. Hallside Primary School

Hallside Primary School has 16 classrooms available, and (assuming an average of 30 pupils per class), the school could accommodate 480 pupils.

The roll at the time of the September 2020 census was 259. The current roll is 262.

3.7. Action Required

An options appraisal was carried out to assess the most appropriate area to realign, both geographically and with respect to the number of pupils that would be affected, to ensure that pupil numbers are well balanced as a result of any alteration to the catchment areas.

4. Proposal

Catchment Realignment of Newton Farm Primary School and Hallside Primary School.

- 4.1. The area of Westburn and the outlined development areas from the CGA adjoin the existing Hallside Primary School catchment and allow the best use of the accommodation in both schools with regards to the number of pupils the areas will generate. Appendix 2 outlines the proposed new catchment areas for Newton Farm Primary School and Hallside Primary School.

The addresses within the Westburn area that are affected by the proposal are:

Arrol Wynd, Dalziel Close, Dalziel Crescent, Dalziel Gait, Dalziel Grove, Dalziel Path, Dalziel Way, Dunlop Street, Findlay Terrace, Greenwood Avenue, Henderson Avenue, Lockhart Avenue, Lockhart Drive, McIver Street, Mitchell Avenue, Newton Avenue – numbers 2-82, Newton Court, Northbank Avenue, Redpath Drive, Westburn Avenue, Westburn Road - numbers 100-227, Westfarm Avenue, Westfarm Court, Westfarm Crescent, Westfarm Drive, Westfarm Gait, Westfarm Grove, Westfarm Lane, Westfarm Wynd

- 4.2. Given the capacity of both schools and the assumptions of expected pupil numbers coming from the new housing developments, it is anticipated that therealignment will allow for both Newton Farm Primary School and Hallside Primary School to accommodate the predicted numbers of pupils more equitably.

- 4.3. The construction of the 7-classroom extension to Newton Farm Primary School, approved by Executive Committee on 26 May 2021, is currently underway with a targeted occupation date of August 2022. This would increase the capacity of Newton Farm Primary School to 630 pupils (21 classrooms with an average of 30 pupils per classroom). This is considered the maximum number of classrooms which can be accommodated long term for the school site to allow the ancillary school accommodation to function effectively.

4.4. Table 1: Primary School Information

| | NEWTON FARM | HALLSIDE |
|--|-------------|----------|
| Classrooms – August 2022 | 21 | 16 |
| Capacity(assuming ave 30 pupils per class) | 630 | 480 |
| Estimate pupil roll 2025 | 666 | 342 |
| Estimate pupil roll 2028 | 601 | 484 |

- 4.5. It can be seen that, for a period of time, the numbers at Newton Farm Primary School will exceed the new capacity of 630. Therefore, classroom accommodation may, for a period of time, require to be supplemented by-
- Additional temporary accommodation
 - Additional classroom teachers
 - Use of other available accommodation in the school/area.

These measures will be required until the spike in pupil numbers reaches its highest level and then begins to reduce. The timescales for this are dependent on house building completions.

4.6. Impact on Secondary Pupil Rolls

- 4.7. Newton Farm Primary School is zoned to Uddingston Grammar School and Hallside Primary School to Cathkin High School. If the proposed rezoning took place, this would change the secondary catchment school from Uddingston Grammar School to Cathkin High School.
- 4.8. The realignment of part of the Newton Farm catchment area will assist in any potential accommodation pressures that could impact on Uddingston Grammar School.
- 4.9. Developers' contributions expected, should all known housing developments go ahead, can assist in any works necessary to accommodate the projected pupil roll in Uddingston Grammar. A feasibility study has begun to establish required works and indicative costs.
- 4.10. Similarly, Cathkin High School has developer contributions available to assist in effectively managing the projected increase in roll, as a result of any catchment change, and any future works required.

5. Employee Implications

- 5.1. Employee resources at each school would continue to be provided by means of existing staffing protocols and agreed management structures.

6. Financial Implications

- 6.1. The proposal demonstrates a Best Value approach to effectively managing the school estate and the council's property portfolio.
- 6.2. South Lanarkshire Council's policy on transport will still apply following any catchment change.
- 6.3. As stated above in paragraphs 4.10 and 4.11, work will progress in considering required works for the secondary schools, including the financial implications of these.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. Any proposals will meet all South Lanarkshire Council requirements in respect to Climate Change, Sustainability and Environmental factors.

8. Other Implications

- 8.1. If approved, the consultation period is proposed to commence late September 2021 with the implementation date of any catchment realignment for new P1 or S1 pupils to be from August 2022.
- 8.2. Families potentially affected will be advised of the ongoing consultation and that their child will have their place confirmed after the outcome of the proposal is considered at Executive Committee.
- 8.3. Families with children already attending either primary school, and with a further sibling enrolling in P1 in respect of school sessions August 2022 through to August 2027, will have the choice for their P1 child to be granted placement in that school regardless of any catchment change. This would similarly be the case for the associated secondary school from August 2022 through to August 2026.
- 8.4. As part of the statutory consultation process, there is a requirement for a public meeting to be held in order to fully engage with the local community on this proposal. Dependent on any changing national Covid-19 guidance, a final decision requires to be taken whether the live meeting will be physical or virtual. Other alternative means of engagement will require to be available if a respondent cannot participate in a virtual meeting.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. Under the Schools (Consultation) (Scotland) Act 2010, any proposals to vary any of the admission arrangements for a school, including its catchment area, would necessitate a statutory consultation.
- 9.2. There was no requirement to carry out an Equality Impact Assessment in terms of this report.

Tony McDaid
Executive Director (Education Resources)

1 September 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Raise educational achievement and attainment
- ◆ Achieve efficient and effective use of resources

Previous References

Bullet point list or None

List of Background Papers

None

Contact for Further Information

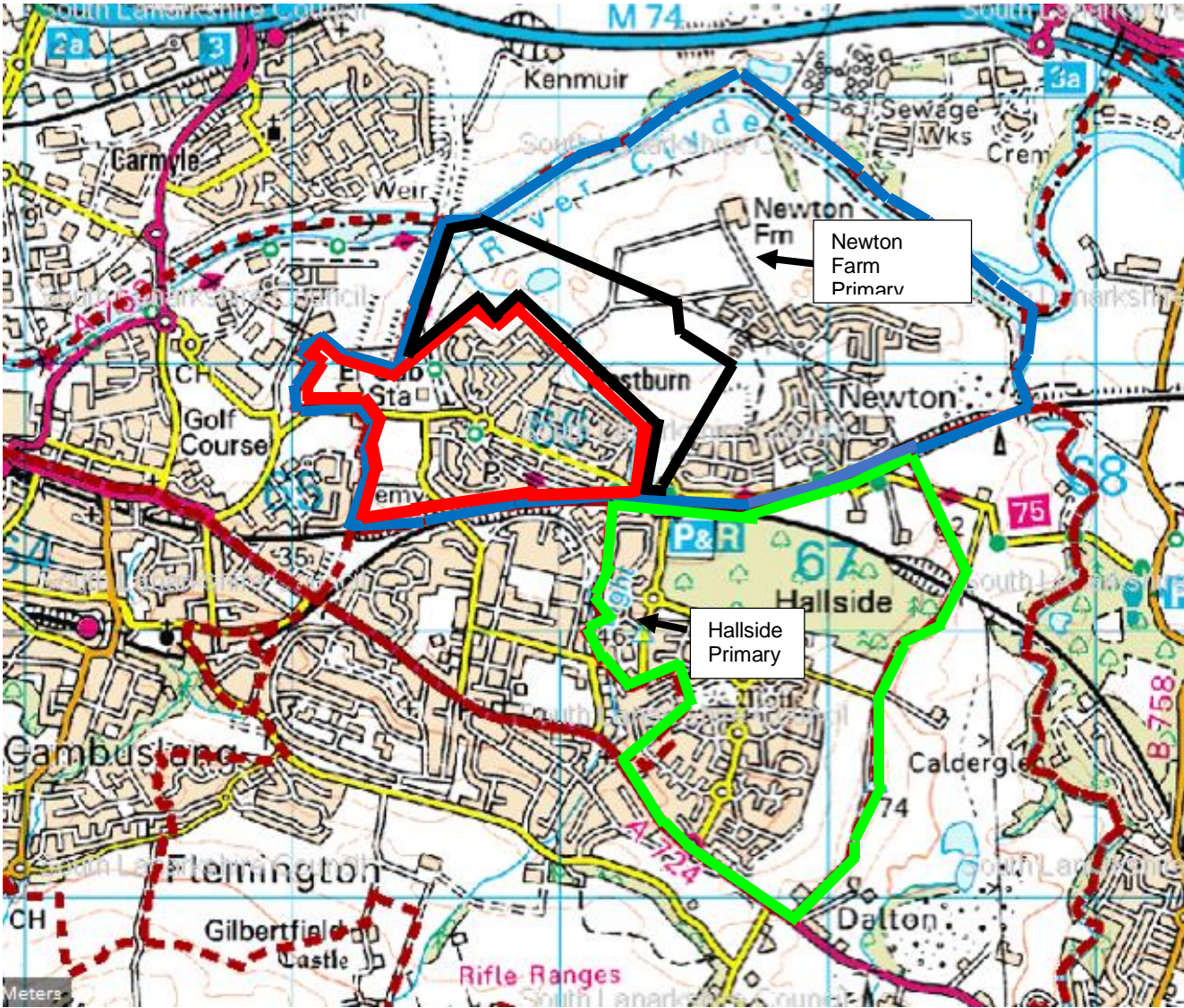
If you would like to inspect the background papers or want further information, please contact:-





Lynn Sherry, Head of Education (Support Services and School Estate)

Ext: 5620 (Tel: 01698 455620)

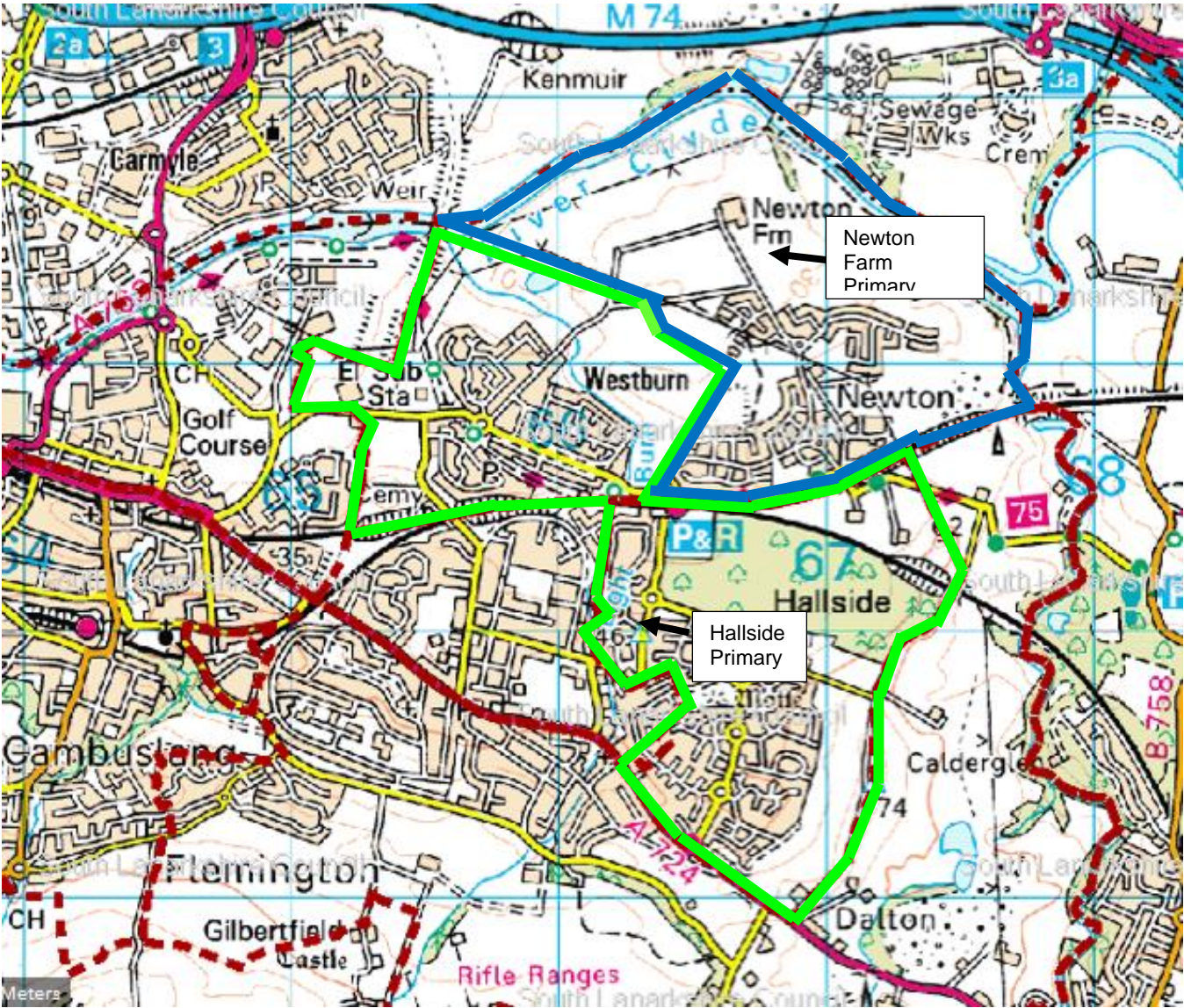
E-mail: lynn.sherry@southlanarkshire.gov.uk



Appendix 1 – Newton Farm Primary School and Hallside Primary School existing catchment areas, and Westburn area



| | |
|---|-------------------------------------|
|  | Newton Farm PS Catchment Area |
|  | Hallside PS Catchment Area |
|  | Westburn Area |
|  | Newton CGA developments 2J, K and L |

Appendix 2 – Proposed new catchment areas for Newton Farm Primary School and Hallside Primary School



| | |
|---|-------------------------------|
|  | Newton Farm PS Catchment Area |
|  | Hallside PS Catchment Area |

Report

8

| | |
|------------------|---|
| Report to: | Executive Committee |
| Date of Meeting: | 22 September 2021 |
| Report by: | Executive Director (Finance and Corporate Resources) |

| | |
|----------|--------------------------------------|
| Subject: | Queen's Platinum Jubilee 2022 |
|----------|--------------------------------------|

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Executive Committee of the arrangements made to enable employees to celebrate the Queen's Platinum Jubilee in 2022.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Council provide a reduced service on Friday 3 June 2022;
- (2) that the Council move the public holiday scheduled for Monday 30 May 2022 to Thursday 2 June 2022; and
- (3) that an additional fixed annual leave day for employees be granted on Friday 3 June 2022.

3. Background

- 3.1. The Queen's Platinum Jubilee takes place in 2022 which will be the first time any British monarch has reached this milestone. The national plans include a four-day holiday weekend of celebrations.
- 3.2. The First Minister has confirmed the movement of the late May Bank Holiday in 2022 and the introduction of an additional Bank Holiday to mark the celebration of Her Majesty's Platinum Jubilee.

4. Arrangements

- 4.1. To enable employees to celebrate the event the public holiday, which would normally take place on Monday 30 May 2022, needs to be moved to Thursday 2 June 2022. In addition, an extra fixed annual leave day on Friday 3 June 2022 needs to be granted. To accommodate celebration of the event, non-essential services will have to be reduced and Council offices closed where possible.
- 4.2. Employees required to work on the additional fixed annual leave day will receive a day to take at another time. This approach is consistent with the last royal event attracting additional leave which was the Royal Wedding in 2011.

5. Employee Implications

- 5.1. Not all employees will be able to take time off on the Jubilee weekend as some services will require a continuation of delivery. Employees unable to take the day off will have a compensatory day to take at another time.

6. Financial Implications

- 6.1. Any additional costs associated with the additional leave day will be accommodated within existing employee budgets.

7 Climate Change, Sustainability and Environmental Implications

- 7.1 There are no climate change or sustainability implications linked to this report.

8. Other Implications

- 8.1. There are no other implications arising from this report.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 9.2. Consultation regarding the Platinum Jubilee arrangements have taken place with the Trade Unions.

Paul Manning

Executive Director (Finance and Corporate Resources)

30 August 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Excellent employer
- ◆ People focussed

Previous References

- ◆ None

Contact for Further Information

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

Kay McVeigh, Head of Personnel Services

Ext: 4330 (Tel: 01698 454330)

E-mail: kay.mcveigh@southlanarkshire.gov.uk

Report

9

| | |
|------------------|---|
| Report to: | Executive Committee |
| Date of Meeting: | 22 September 2021 |
| Report by: | Executive Director (Finance and Corporate Resources) |

| | |
|----------|--|
| Subject: | Standing Orders on Contracts – Amendments in Relation to Use of Quick Quote |
|----------|--|

1. Purpose of Report

1.1. The purpose of the report is to: -

- ♦ seek approval of the proposed amendments to the Council's Standing Orders on Contracts in relation to the use of quick quote process

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s): -

- (1) that the following revisions to the Standing Orders on Contracts, as detailed in Appendix 1 of the report, be endorsed and referred to the Council for formal approval: -
- ♦ an increase in the current limit for procuring works contracts using the quick quote process from £50,000 to £2m to allow for quicker and more simplified procurement exercises and to give greater scope to award higher value contracts locally and
 - ♦ an increase in the requirement to seek quotes from local small and medium sized enterprises (SMEs) – 4 (previously 2) from 5, if such SMEs are available, to give greater scope to award more contracts locally

3. Background

- 3.1. The Council approved a Community Wealth Building Strategy in March 2020 with the central aim to build a more resilient local economy, with more local employment and a larger and more diverse business base. Five pillars support the delivery of the strategy including one focussed on how the Council and anchor institutions spend to develop dense local supply chains of businesses likely to support good employment and retain work locally.
- 3.2. The spend pillar is supported by an action plan detailing the measures that will be taken to increase the levels of local spend. This includes the review of the Council's procurement practices.
- 3.3. One specific area for review relates to how the Council procures and where more flexibility is afforded by the Scottish Government Procurement Regulations in how that can be done.

- 3.4. The Council's Standing Orders on Contracts set out the requirements for tendering and contract award covering areas such as advertising and reporting, authorisation and use of various procurement routes to market. The requirements can vary depending on the type of contract (i.e., service, supply or works) and the value. Changes to the Standing Orders on Contracts can be made within the boundaries set by the Procurement Regulations, subject to committee approval.
- 3.5. Procurement for goods, services or works where the estimated value exceeds £50,000 are subject to procurement routes which may include using an open tender procedure or awarding call offs from Framework Agreements.
- 3.6. Quick quote is a simpler process for requirements less than £50,000 which allows the Council to select and invite suppliers to quote for contracts without public advertising and targeted at local businesses and SMEs, where they exist. Prospective bidders can register their interest in receiving quotes and online quotes are requested by the Council, following selection of an appropriate group of suppliers. The process is quicker and simpler for both the Council and bidders and a suitable route to market to encourage local SMEs to engage with Council contract opportunities.
- 3.7. In 2020, the Scottish Government issued Construction Policy Note ("CPN") 9/2020 to encourage the use of the quotation process Quick Quote for tendering construction contracts for works where the value is less than £2million and services where the value is less than £50,000. This approach is being encouraged by Scottish Procurement on the basis that it will allow for quicker procurement, use a more simplified and consistent approach, and will provide compliance with general principles of openness, transparency and equal treatment.

4. Current Position

- 4.1. Currently, in terms of the Council's Standing Orders on Contracts, the Quick Quote process can be used for goods, services or works where the estimated value of the requirement is between £5,000 and £50,000 and requires at least 5 quotes to be obtained.
- 4.2. At least 2 quotes should come from SMEs having their place of business within South Lanarkshire, if such SMEs exist.

5. Proposed Changes

5.1. Limit for Using Quick Quote for Works Contracts

- 5.1.1 It is proposed to increase the current financial limit for procuring works contracts using quick quote from £50,000 to £2million, taking the value to the limit set out in CPN9. A summary of the proposed changes are provided in Appendix 1 to the report.
- 5.1.2 Other procurement routes will also continue to be used, as appropriate, including call offs from existing frameworks. The choice of procurement route will be guided by the availability of suitable suppliers and the timescales for delivering projects.

5.2 Quotes from local SMEs

- 5.2.1 It is also proposed that the minimum number of quotes to be obtained from local SMEs where quick quote is used is increased to 4 (from 2) for goods, services and works where such SMEs exist.

6. Benefits

- 6.1. The increased threshold for procuring work contracts should allow for a greater

number of works contracts to be put to the market in a shorter period with a quicker turnaround for subsequent evaluation and award. This approach will also allow more higher value tender opportunities to be available to South Lanarkshire businesses where they exist.

- 6.2. To give an indication on the potential volume of contracts that could fall within the increased quick quote limit, there were 10 construction contract awards during 2020/2021 that were within the range of £50,000 to £2million. A total of 38 contracts below £2million were awarded through existing frameworks.
- 6.3. The increase in the minimum number of quotes from local SMEs should allow local companies to bid for more contracts from the Council. To give an indication of the potential volume of contracts that could fall within the new requirement for 4 local quotes, in 2020/2021 there were 64 quick quotes.
- 6.4. Both changes will support one of the main aims of the Community Wealth Building Strategy in developing the local supply base and growing the local economy.

7. Employee Implications

- 7.1. Employees who engage in the procurement activity referenced in the report will receive awareness training on the new arrangements. Employee implications will be managed through existing resources.

8. Financial Implications

- 8.1. None anticipated. The current requirement to seek at least 5 competitive quotes should ensure sufficient competition is generated to deliver best value.

9. Climate Change, Sustainability and Environmental Implications

- 9.1. An increase in local procurement will support the Council's sustainability aims.

10. Other Implications

- 10.1. The main risk associated with the changes proposed in the report are insufficient quotes are obtained from local SMEs. Economic Development, supported by Supplier Development Programme, is working with the construction sector to assist with increasing the awareness of contract opportunities and capacity.
- 10.2. The number of contract awards are determined by the procurement requirements from Resources and vary from year to year.
- 10.3. The revised document will be made available on the Council's intra/internet and arrangements made to communicate the revisions to all Resources.
- 10.4. A comprehensive review of the full suite of political management arrangements supporting documentation, of which the Standing Orders on Contracts form part, is now being undertaken as part of the preparations for the new Council term following the Local Government election in May 2022.

11. Equalities Impact Assessment and Consultation Arrangements

- 11.1. There is no requirement to carry out an impact assessment in terms of the proposals within this report.
- 11.2. The Council's Procurement Network has been consulted on the changes proposed in the report.

Paul Manning
Executive Director (Finance and Corporate Resources)

1 September 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent
- ◆ Ambitious, self-aware and improving

Previous References

- ◆ None

List of Background Papers

- ◆ South Lanarkshire Council - Standing Orders on Contracts 13 February 2020
- ◆ Construction Policy Note (CPN) 9/2020

Contact for Further Information

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

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E-mail: craig.fergusson@southlanarkshire.gov.uk

Standing Orders on Contracts

Summary of proposed changes for procurement of works contracts

| Standing Order | Summary of Proposed Change |
|---|---|
| 3. Exempt and Partially Exempt Contracts | |
| 3.2 Estimated value between £5,000 and £50,000 for Provision of Supplies or Services and between £5,000 and £2million for execution of works | |
| 3.2(a) | <p>Amend to increase upper financial threshold at which quotation procedure (Quick Quote) may be used for works contracts from £50,000 to £2million.</p> <p>Amend to clarify:</p> <ul style="list-style-type: none"> • SO19 (selection of tenderers) applies to the award of works contracts where the estimated value exceeds £50,000; • SO20 (checking of pre-qualification responses/tenders and reporting) applies to the award of works contracts where the estimated value exceeds £50,000; and • SO21 (acceptance of tenders) applies to the award of works contracts where estimated value exceeds £200,000. |
| 3.2(b) | <p>Amend to increase a minimum of quotes/bids from SMEs having their place of business within local government area of South Lanarkshire from 2 to 4 (if such SMEs are available).</p> <p>Amend to clarify place of business for a SME does not require it to be their registered or principal office.</p> |
| 3.2 (d) | <p>New to ensure that the persons invited to submit quotations are selected on a fair, transparent and non-discriminatory basis, and in a manner at all times compliant with the EU Treaty Principles using a selection process approved by the Head of Administration and Legal Services.</p> |
| 4. Pre-Tender Requirements | |
| 4.3 Sourcing Strategy | <p>Amend to remove requirement for creation of Sourcing Strategy for procurement of works contract where value is less than £2million unless in the opinion of the appropriate Executive Director the contract is high risk and/or there are special circumstances.</p> <p>Amend to clarify sourcing strategy can be created for contract for goods or services where value is less than £50,000 for goods and services where in the opinion of</p> |

| | |
|--|---|
| | the appropriate Executive Director the contract is high risk and/or there are special circumstances |
| 4.14 Community Benefit Requirement | Amend to clarify that Council's community benefit requirements will not apply to contracts for execution of works where the value is below £2million and the award is being made on basis of lowest price |
| 5. Competition Requirement | |
| 5.1 Contracts over £50,000 for goods and services and £2million for works subject to competition | Amend to increase the financial threshold for works contracts to allow the procurement of works contracts where value is between £50,000 and £2million to be conducted using quick quote process |
| 5.2 Exceptions to the competition requirement | Delete the use of Constructionline as a route for selecting tenderers. |

Report

10

| | |
|------------------|---|
| Report to: | Executive Committee |
| Date of Meeting: | 22 September 2021 |
| Report by: | Executive Director (Finance and Corporate Resources) |

| | |
|----------|--|
| Subject: | Council Complaints Report: SPSO Annual Overview 2020 - 2021 |
|----------|--|

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide a report on the performance of the Council's handling of complaints received during the period 1 April 2020 to 31 March 2021 against the Scottish Public Services Ombudsman (SPSO) national indicators
- ◆ identify improvement activity as a result of the analysis of complaints (see 6.3 and Appendix 1 – indicator 8)
- ◆ provide customer feedback on complaint handling

2. Recommendation(s)

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

- (1) that complaints performance and areas highlighted for improvement be noted;

3. Background

3.1. The Council is required to monitor and assess complaints handling performance to provide assurance in relation to how we have performed; to facilitate continuous improvement; and to assist in benchmarking performance between local authorities. The performance indicators for the local authority model complaints handling procedure are the minimum requirements for a local authority to self-assess and report on performance, and to undertake benchmarking activities.

3.2. Compliance with the procedure is monitored by the SPSO.

4. Overview

4.1. The Council's Corporate Management Team (CMT) receive regular quarterly reports on Council complaints and an annual report is shared with CMT and Executive Committee. Work continues to improve our performance and learn from complaints to improve our services.

4.2. Following the introduction of the new Complaints Handling Procedure, the SPSO introduced a suite of performance indicators which the Council is required to report against. These are:

- Indicator 1 - Complaints received per 1,000 of population
- Indicator 2 - % of closed complaints at stages 1 and 2
- Indicator 3 - % of complaints upheld, partially upheld and not upheld
- Indicator 4 - Average time in days to respond to Stage 1 and 2 complaints

- Indicator 5 - % responded to within timescales stages 1 and 2
- Indicator 6 - % of complaints where an extension is authorised at Stage 1 and 2
- Indicator 7 - Learning from complaints
- Indicator 8 - Customer satisfaction

5. Indicator performance

5.1. As per the 2011 census, South Lanarkshire currently has a population of just over 314,000 people and, as such, in the period April 2020 to March 2021, a total of 696 complaints were dealt with. This means there were 2.22 complaints for every 1,000 head of population. Compared to 2019/2020 where complaints were 2.89 per 1,000 head of population, this indicator has, therefore, achieved a reduction of 0.67 complaints per 1,000 head of population.

5.2. The Complaints closed in this period are detailed by Resource at Appendix 1 and show that:-

- ◆ 77% of complaints received are closed at Stage 1, i.e. within 5 working days
- ◆ 13% are closed at Stage 2 i.e. within 20 working days
- ◆ 10% have been escalated from Stage 1 to Stage 2 and closed

5.3. Of the complaints received:

At Stage 1, 37% of complaints are upheld and 63% of complaints are not upheld. This represents a 6% decrease in upheld complaints at Stage 1 in comparison with complaints processed in 2019/2020.

At Stage 2, 22% of complaints are upheld and 78% of complaints are not upheld. This represents a 3% increase in upheld complaints at Stage 2 in comparison with complaints processed in 2019/2020.

Of the complaints that were escalated from Stage 1 to Stage 2, 21% of complaints are upheld and 79% of complaints are not upheld. This represents a 10% decrease in upheld escalated complaints in comparison with complaints processed in 2019/2020.

In terms of upheld complaints across the Resources, most Stage 1 complaints are upheld in Social Work Resources (43% of all Stage 1 complaints) and fewest were upheld in Education Resources (12% of all Stage 1 complaints).

5.4. Responding to complaints:

The Complaints Handling Procedure dictates that Stage 1 complaints are responded to within 5 working days, and Stage 2 within 20 working days. In South Lanarkshire, the average number of days taken to respond to complaints at a Council wide level for Stage 1 is 5.37 working days and for Stage 2 is 10.7 working days for the period 2020 - 2021.

These working day statistics show a slight decline in performance from the 2019/2020 results where the average working days to respond to Stage 1 was 4.66, but improved performance for Stage 2 which has shown a decrease in processing time from 11.6 days for Stage 2 in 2019/2020.

These average response time statistics represent a decline in the complaints handling performance at Stage 1 compared with 2019/2020, showing overall Stage 1 complaints response takes 0.37 days more than the SPSO recommended timescale of 5 working days. The increase in time taken can be attributed to delays in responding to complaints at the outset of the ongoing Covid-19 Pandemic in Quarters 1 and 2 of 2020/2021. Improvements were noted in Quarter 3 and 4 of 2020/2021 where response times for Stage 1 complaints averaged 4.3 days over this period and we would expect to see a continued improvement over the 2021/2022 reporting period. Stage 2 response times are well within the recommended 20 day timescale of the Complaints Handling Procedure, with these responses being provided within 10.7 days.

- 5.5. Overall, 74% of Stage 1 complaints are responded to within the 5 working day timescale. This represents maintenance of performance in comparison to complaints received in 2019/2020 where again 74% of complaints were dealt with within this timeframe.

For Stage 2 complaints 77% are dealt with within the 20-day timescale, and of the complaints escalated from Stage 1 to Stage 2, 84% are dealt within timescale.

Resources are using extensions at Stage 1 on a limited basis with 73 complaints (10.5% of all Stage 1 complaints) having an extension agreed.

With respect to Stage 2, 4 complaints (4.5% of all Stage 2 complaints) have had an extension agreed.

Of note in the tables in Appendix 1 are indicators that that Community and Enterprise Complaints are on average dealt with within 7.25 working days at Stage 1 and 14.75 working days at Stage 2. Community and Enterprise Complaints escalated from Stage 1 to Stage 2 are dealt with in an average of 13.5 working days.

Potential factors in failing to meet the 5 working day timescale may be attributed to issues where more detailed investigation of the complaint may be required. Some complaints can often be of a complex nature and due to this complexity would be likely to take longer than the 5-day timescale. Confidence in managers to recognise the likelihood of a need for more complex investigations and escalate complaints directly to Stage 2 should be encouraged at an early stage to allow the necessary time to investigate and respond to complaints.

It has been recommended that these results are cascaded to Resource Heads and to Resource Complaints Champions to formulate an action plan to continue to make improvements to the timescales involved in handling complaints, and to maintain employee awareness of the options available in the procedure for escalating complaints to the next stage where it is appropriate to do so.

The figures presented in the Appendix 1 of this report show specific areas for improvement at Resource level, however it should be noted that where the majority of complaints are processed at Stage 2, performance is well within the timescales set out within the Complaints Handling Procedure.

The lack of consistent and appropriate use of a single recording system by other Resources continues to create an element of delay and is an area for improvement whereby increasing the use of a single system would help reduce unnecessary

delays. The ongoing introduction of the Objective file plan system is expected to bring about a uniformity in terms of data recording and reporting as this rollout progresses.

- 5.6. It should be noted that Resources do have the opportunity to place more complaints directly to Stage 2 if it is appropriate rather than escalating from Stage 1 to Stage 2. There were 73 complaints this year that were escalated from Stage 1 to 2. In the 2019/2020 report this figure was 86. This represents a decrease of 15% in escalated complaints over the last year, and in turn may indicate that fewer complaints have been progressed directly to Stage 2. Managers should ensure that their employees are encouraged to progress more complex complaints directly to Stage 2 where the procedure gives adequate time to properly investigate and respond to these.

The purpose of the 2-stage procedure is to handle complaints effectively at the first time of asking and not to give multiple attempts at resolving complaints. Where a complaint is further escalated to the SPSO they are interested in whether first and foremost we have followed the procedure correctly and appropriately.

- 5.7. This is now the 9th year of operating this Complaints Handling Procedure. Previous years reports from 2013/14, 2014/15, and 2015/16 have indicated an average timescale of handling Stage 1 complaints of 5 working days, reducing to 4.9 working days in 2016/17 and to 4.8 working days in 2017/18. This further reduced in 2018/19 to an average of 4.23 working days. In 2019/20 the Stage 1 response average was 4.66 days. This year, 2020/21 has seen a decline in this performance with a Stage 1 response average of 5.37 days. This performance blip can be attributed to the pressures associated with the Covid-19 pandemic, particularly noted in Quarter 1 of 2020/21.
- 5.8. All public services are under pressure as they continue to respond to Covid-19 and ensure the delivery of essential services, and South Lanarkshire Council is no exception. The Covid-19 pandemic has had an impact on our ability to continue to deliver services to our normal standards, including complaints handling. We continue to have a legislative requirement (under the SPSO Act 2002 (as amended)) to comply with the SPSO Model Complaints Handling Procedure. Throughout the Covid-19 pandemic, we have ensured that customers have access to complaints procedures during this time.

The number of complaints received for this year is over 200 fewer than the number received in 2019/2020. This is most likely due to members of the public understanding the pressure organisations are under during this pandemic.

- 5.9. As per the requirements of indicator 8 regular good practice examples from across Resources are highlighted on a quarterly basis in the CMT reports and are published on the Complaints Performance pages of the Council website.

6. Customer Satisfaction

- 6.1. To meet the requirements of the SPSO performance indicator 8 – Customer Satisfaction we ask for feedback from customers who have used our complaints procedure.

This gives us insight into how the customer feels about how we have handled their complaint and helps to inform service improvements. As in previous years, the

survey has been conducted by email with all customers who agree to participate sent a link to the survey. This is in line with the complaints handling procedure.

Please refer to Appendix 2 for the respondent's feedback for the period from 1 April 2020 to 31 March 2021.

6.2. The key points of note from the customer survey results are as follows:

- ◆ Most of the respondents (90%) knew that the Council had a complaints process and 90% found it easy to make their complaint. 60% said that they would be willing to use the process again
- ◆ 60% of the respondents felt that the explanation given on how the Council reached their decision was not full and clear and only 20% were satisfied with the outcome of their complaint
- ◆ Customers scored the Council on how well employees had dealt with their complaint in terms of their knowledge as 30%, their friendliness 33% and their understanding of the complaint 50%

7. SPSO Model Complaints Handling Procedures

7.1. On 1 April 2021, the revised Model Complaints Handling Procedures (MCHPs) for all sectors (except the NHS) came into use.

Following extensive consultation, the MCHPs were updated to:-

- ◆ standardise the core text across all of Scotland's public services (to remove minor inconsistencies in how the MCHP operates within different sectors), while retaining individualised sector-specific content and examples in each version
- ◆ revise the MCHPs in line with:-
 - ◆ feedback from organisations under jurisdiction (via a consultation survey and individual feedback from contacts with SPSO)
 - ◆ issues identified in casework
 - ◆ recent research and good practice in relation to using alternative resolution approaches, promoting positive complaint behaviours and improving access to complaints for vulnerable groups

Revised employee guidance has been circulated through Personnel Services, recording systems have been updated, and Learn On Line platforms have been updated to take account of the revisions.

SPSO also have a variety of resources and best practice guidance to help with handling complaints and implementing the revised MCHPs.

Further information is available on the SPSO website: <https://www.spsso.org.uk/the-model-complaints-handling-procedures>.

8. Employee Implications

8.1. Employees are key to effective service delivery and in trying to resolve complaints. Training is available to all employees through a range of methods including full handbooks, quick guides, e-learning, and good practice.

9. Financial Implications

9.1. There are no additional financial implications

10. Climate Change, Sustainability and Environmental Implications

- 10.1 There are no climate change, sustainability or environmental implications associated with this report.

10. Other Implications

- 10.1. There is a risk of damage to the Council's reputation. If complaints are not handled effectively, there can be an adverse effect on the public perception of the Council which can lead to a lack of trust in the services provided.

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. Council Resources and the Corporate Management Team have been consulted on the data required for this report. Customers are consulted on the process every quarter and the result of this consultation is shared with Corporate Management Team through this report.
- 11.2. There is no requirement to carry out an equality impact assessment in relation to the proposals within this report. However, the learning from complaints is used to ensure Council services are accessible to all members of the community and, wherever possible, to prevent discrimination, harassment or victimisation from occurring.

Paul Manning

Executive Director (Finance and Corporate Resources)

20 August 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent
- ◆ Fair, open and sustainable
- ◆ Ambitious, self-aware and improving

Previous References

- ◆ None

List of Background Papers

- ◆ Monitoring information provided by each Resource
- ◆ Complaints handling customer feedback report

List of Appendices

- ◆ Appendix 1 – Scottish Public Services Ombudsman's Performance indicators from 1 April 2020 to 31 March 2021
- ◆ Appendix 2 - Overview of responses for the complaints handling customer feedback survey from 1 April 2020 to 31 March 2021

Contact for Further Information

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

Gill Bhatti, Employee Development and Diversity Manager

Ext: 5604 (Tel: 01698 455604)

Email: gill.bhatti@southlanarkshire.gov.uk

SPSO performance indicators (KPI's) from 1 April 2020 to 31 March 2021

Complaints closed at stage one and stage two as a percentage of all complaints closed (SPSO indicator 2). Actual numerical figure shown in brackets.

| Resource (total no. closed) | % closed at Stage 1 | % closed at Stage 2 | % closed at Stage 2 - escalated from Stage 1 |
|------------------------------------|----------------------------|----------------------------|---|
| Community and Enterprise (211) | 76% (160) | 19% (41) | 5% (10) |
| Education (58) | 45% (26) | 26% (15) | 29% (17) |
| Finance and Corporate (92) | 85% (78) | 5% (5) | 10% (9) |
| Housing and Technical (145) | 87% (126) | 4% (6) | 9% (13) |
| Social Work (190) | 76% (145) | 11% (21) | 13% (24) |
| Total (696) | 77% (535) | 13% (88) | 10% (73) |

Complaints upheld/not upheld at each stage as a percentage of complaints closed in full at each stage (SPSO indicator 3). Actual numerical figure shown in brackets.

| Resource | % upheld at Stage 1 | % not upheld at Stage 1 | % upheld at Stage 2 | % not upheld at Stage 2 |
|--------------------------|----------------------------|--------------------------------|----------------------------|--------------------------------|
| Community and Enterprise | 37% (60) | 63% (100) | 22% (9) | 78% (32) |
| Education | 12% (3) | 82% (23) | 13% (2) | 87% (13) |
| Finance and Corporate | 29% (22) | 71% (56) | 0% (0) | 100% (5) |
| Housing and Technical | 40% (51) | 60% (75) | 50% (3) | 50% (3) |
| Social Work | 43% (63) | 57% (82) | 24% (5) | 76% (16) |
| Total | 37% (199) | 63% (336) | 22% (19) | 78% (69) |

| Resource | % of escalated complaints upheld | % of escalated complaints not upheld |
|--------------------------|---|---|
| Community and Enterprise | 20% (2) | 80% (8) |
| Education | 24% (4) | 76% (13) |
| Finance and Corporate | 30% (3) | 70% (6) |
| Housing and Technical | 23% (3) | 77% (10) |
| Social Work | 17% (4) | 83% (20) |
| Total | 21% (16) | 79% (57) |

Average time in working days for a full response to complaints at each stage (working days) (SPSO indicator 4)

| Resource | Stage 1 | Stage 2 | Escalated |
|--------------------------|----------------|----------------|------------------|
| Community and Enterprise | 7.25 | 14.75 | 13.5 |
| Education | 7 | 12.5 | 14.75 |
| Finance and Corporate | 1.83 | 4.83 | 10.56 |
| Housing and Technical | 5.5 | 8 | 11 |
| Social Work | 5.25 | 13.5 | 14 |
| Total | 5.37 | 10.72 | 12.76 |

Percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days (SPSO indicator 5). Actual numerical figure shown in brackets.

| Resource | % (no.) Stage 1 within 5 | % (no.) Stage 2 within 20 | % (no.) Escalated within 20 |
|--------------------------|---------------------------------|----------------------------------|------------------------------------|
| Community and Enterprise | 56% (89) | 76% (31) | 50% (5) |
| Education | 77% (20) | 80% (12) | 100% (17) |
| Finance and Corporate | 92% (72) | 60% (3) | 78% (7) |
| Housing and Technical | 80% (101) | 100% (6) | 92% (12) |
| Social Work | 79% (115) | 76% (16) | 83% (20) |
| Total | 74% (397) | 77% (68) | 84% (61) |

Percentage of complaints at Stage 1 and 2 where an extension to the 5 or 20 working day timeline has been authorised (SPSO indicator 6). Actual numerical figure shown in brackets.

| Resource | %/No. at Stage 1 | %/No. at Stage 2 |
|--------------------------|-------------------------|-------------------------|
| Community and Enterprise | 100% (86) | 0 |
| Education | 0 | 0 |
| Finance and Corporate | 0 | 0 |
| Housing and Technical | 57% (4) | 43% (3) |
| Social Work | 33% (2) | 67% (4) |

Statement outlining changes or improvements to services or procedures as a result of the consideration of complaints (SPSO indicator 8)

| |
|--|
| Learning outcomes from complaints |
| Complaints Performance - <u>you said we did</u> information |

The following information is provided by Resource complaints contacts each quarter for inclusion in Quarterly and Annual complaints monitoring reports.

Community and Enterprise.

Customers are unhappy that there was a restriction on the number of waste streams accepted at the Household Waste and Recycling Centres (HWRCs) when they reopened. We explained that when we re-opened our HWRCs there were concerns from the police and local businesses about the potential for large queues to form on the approach roads to the sites. In line with best practice, and taking advice from our colleagues in Roads, we introduced a number of measures to reduce waiting times/increase turnaround times at the sites. These measures included enforcing a temporary ban on vans/ trailers, deploying additional staff to manage queues at the sites and restricting waste types to 'priority' waste streams i.e. black bag waste, cardboard and compostable garden waste. Since the sites opened on 1 June 2020, we have gradually increased the number of waste types that can now be disposed of at our sites and are now able to accept waste electrical items, wood and laminate. We will also be accepting bulky items such as soft furnishings, carpets and mattresses from Wednesday 1 July 2020 onwards. We also permit vans to access the sites on Tuesdays and Thursdays. We will continue to review the type of wastes accepted at the site until 'business as usual' has resumed.

Customer complained that they had been unable to have their bulk garden waste uplifted and asked when the service would be reinstated? There are many other council services now operational and they find it difficult to accept that this service cannot now be operational. We explained that with the availability of resources severely impacted because of COVID-19, Waste Services must focus on maintaining statutory kerbside waste and recycling bin collections. We regularly review the services that we are able to reinstate and considered restarting the 'on-request' free garden waste service' from October. However, given the volume of requests for this service significantly reduces and the growing season stops around that time, the Council has decided not to resume this service until spring 2021. The services focus on maintaining statutory kerbside waste and recycling bin collections while regularly reviewing the services that we are able to reinstate.

Our bins are out for collection on a very wet and windy morning which has led to recycling bins being blown over and rubbish strewn everywhere. We know we get bad weather and yet the bins are very light weight and not designed for the weather. There must be some way of redesigning the bins to cope with high winds. The customer was advised that the bins are intentionally lightweight however we can provide three bin clip locks to fix to the lid of the bin which will stop anything from falling out in the event that it falls over.

Customers have been requesting food bin liners for a couple of months and have phoned and used the online form to request the bin liners but deliveries have been delayed. We subsequently delivered food waste bin liners to customers with an apology for the delay. The Waste Service's ability to provide the liners was impacted by both a reduction in available resources as a consequence of the Covid-19 pandemic and a prolonged period of inclement weather. As soon as we were able, we arranged to have the food and garden

waste crews deliver liners and staff from other services helped us to catch up with deliveries. Food waste bin liners are now being delivered in line with our service standards.

Education.

A parent complaint regarding member of staff's attitude towards her on the telephone. Management discussed the complaint with the member of staff who was reminded of customer care standards towards customers on the telephone. Member of staff to participate in the appropriate refresher training.

Customer was unhappy her son was not receiving the 1140 hrs funding for nursery as he attends a cross boundary nursery. The Partnership Board was contacted and agreed to support the delivery of the 1140 hrs. In future we will ensure that our policy is maintained correctly to prevent future occurrences such as this.

Parents divorced and school was only informing mother of any incidents in school, father requesting to be informed also. School put arrangements in place that father shall now be informed of any incidents.

Parent unhappy with online learning for a specific subject. School rectified immediately once brought to their attention.

Finance and Corporate.

Finance Services (Transactions). Customer was unhappy that their Council Tax Single Persons Discount was cancelled in error. Additional checks were put in place between South Lanarkshire Council and Northgate to ensure Single Person Discount Reviews are checked thoroughly before they are actioned. With putting the additional checks in place regarding reviews, discounts will not be cancelled in error.

Finance Services (Transactions). Customer was unhappy that direct debit did not transfer to their new account following the liability change. We apologised to customer and explained the process. We advised that had a hold on all the recovery action not been in place, we would have picked up on this sooner. We provided customer with assurance that had she not been able to bring account up to date, we would have extended the timescales as this was our error. Through this complaint we have identified training needs around this process for new staff.

Licensing services. Customer was not informed at time of registration that a full certificate could be ordered and paid for. Had issues when applying for certificate online. Apologised for inconvenience and reminded staff to check if full certificate required at time of registration and to deal with phone enquiries rather than direct online depending on level of business. We will continue to support staff through pandemic ensuring that customers are provided with the correct information.

Finance Services (Transactions). Customer was unhappy with timescale to process refunds. We have recently reviewed our procedures for refunds as many of our customers are changing their working practises due to the Covid-19 pandemic. Previously, refunds were paid by cheque however we are in the process of setting up a new procedure that will allow customers to request refunds by BACS payment to a nominated bank account. The timescale for processing refunds will be reduced, therefore customer will receive refund quicker.

Finance Services (Transactions). Customer raised complaint as unhappy that Council Tax discount was not processed in time and applied to account which resulted in account going into arrears. Investigated and identified a training issue. Resolved issue to customer satisfaction. Training identified rolled out to team to prevent a similar issue in future.

Housing and Property Services.

A customer was unhappy as on several occasions they had contacted repairs team and had no return contact. Customer has been contacted and we have apologised that no one contacted him. Staff have been reminded of Customer Care Standards

Customer was unhappy as they had received no response to telephone call or e-mails. Staff reminded of customer care standards and the need to diary work tasks to ensure completion. We continue to monitor complaints through service/management reports and regular meetings of complaint groups.

Customer unhappy with communication issues with Housing Office. Staff reminded of customer care standards in relation to returning phone calls. We continue to monitor complaints through service and management reports and regular meetings of complaint groups.

Customer unhappy as he was not advised of the start date for Controlled Entry System update. All residents lettered to advise of Controlled Door Entry System Update. Residents will be lettered to advise of any works/updates being carried out.

Social Work.

A customer was unhappy with incorrect information provided regarding funding. We apologised for the incorrect information being provided. The correct process was provided and interim measures put in place. The correct process was highlighted to employees to ensure correct procedures are followed.

A customer was unhappy with a lack of communication with their allocated worker and the hospital discharge team. Family were not notified of change in care provider and times. We apologised and arranged a meeting to agree the way forward. Communication with family will improve as direct communication links have now been established and will help to avoid future occurrences of this type of situation.

Failure to deliver a service and breakdown of communication. An apology was given to the family, a new assessment was carried out and support is now in place. We have learned from the experience, and procedures have been updated and discussed at the team meeting.

Delay in getting assessment completed and level of communication received. Apology given to family and an assessment of need was arranged. The importance of communication was highlighted, and staff were reminded of appropriate timescales for assessments to be completed.

Complaints handling customer feedback survey (SPSO indicator 7)

Overview of responses from 1 April 2020 to 31 March 2021

Note: data based on 10 respondents

| Question | % response |
|---|-------------------------|
| Aware that the Council had a complaints process | 90% |
| Satisfied with the ease of making their complaint | 90% |
| Satisfied with the information and advice provided by employees | 50% |
| Satisfied with how well they were kept informed about the progress of their complaint | 40% |
| Satisfied with the speed with which their complaint was dealt with | 30% |
| Satisfied with the response/explanation received | 10% |
| Satisfied with how the complaint was handled overall | 20% |
| The explanation given of how the decision was reached in the response was full and clear | 30% |
| Satisfied with the outcome of the complaint | 20% |
| Reason for dissatisfaction with Council's decision: <ul style="list-style-type: none"> • Council Policy • How the complaint was handled • How the outcome of the complaint was communicated • Other reason (shown below) : <ul style="list-style-type: none"> • Although I was grateful to receive an apology I was dissatisfied because a significant contradiction was not addressed. • overkill with "procedure" no common sense involved • I am still waiting on a reply. • The issue I had should be never have occurred. Once it had occurred the only outcome of the complaint was an apology - we are so sorry this happened. You can't fix something that didn't happen, you can only apologise. But you can ensure it doesn't happen again. | 0% 38% 13% 50% |
| Felt treated fairly and sensitively | 33% |
| Customers were asked to rate the following in terms of how employees dealt with their complaint. The % is the number of customers who rated excellent or good: <ul style="list-style-type: none"> • Knowledge of Council employees • Friendliness of Council employees • How well Council employees understood the complaint | 30% 33% 50% |
| Complaints process easy to use | 78% |
| How willing would you be to make another complaint in the future if the need arises? | 60% |
| 4 of the complaints received related to Housing, 2 were for Roads and Transportation, 3 for Waste and Environment, and the remaining complaint was for Registration. | |

Report

11

Report to: **Executive Committee**
Date of Meeting: **22 September 2021**
Report by: **Chief Executive**

Subject: **Retirement of Executive Director (Community and Enterprise Resources)**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ advise of the forthcoming retirement from the Council of the Executive Director (Community and Enterprise Resources) and set out arrangements to fill the subsequent vacancy

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Executive Director (Community and Enterprise Resources) forthcoming retirement from the Council be noted; and
- (2) that the recruitment and selection process for the post of Executive Director (Community and Enterprise Resources) be noted.

3. Background

3.1. The Executive Director (Community and Enterprise Resources) has indicated his intention to retire on 21 December 2021.

4. Proposals

4.1. As a result of this forthcoming retirement, the post of Executive Director (Community and Enterprise Resources) will become vacant. Appropriate arrangements will be put in place, as soon as possible, to advertise the post including arrangements for a Recruitment Committee to be convened for shortleeting and recruitment.

5. Employee Implications

5.1. There are no other employee implications arising from the information presented in this report.

6. Financial Implications

6.1. All financial implications are accommodated within existing budgets.

7. Climate Change, Sustainability and Environmental Implications

7.1. There are no implications for climate change, sustainability or the environment in terms of the information contained within this report.

8. Other Implications

8.1. There are no risk implications in terms of the information contained within this report.

9. Equality Impact Assessment and Consultation Arrangements

9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

9.2 Appropriate officers have been consulted about the contents of this report.

Cleland Sneddon
Chief Executive

1 September 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ efficiency and effective use of resources
- ◆ performance management and improvement

Previous References

None

List of Background Papers

None

Contact for Further Information

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

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