

Report

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	17 August 2021
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Council Plan Connect 2017 to 2022 - Quarter 4 Progress Report 2020/2021
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1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Council Plan Connect Quarter 4 Progress Report 2020/2021, for the period 1 April 2020 to 31 March 2021

2. Recommendations

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

- (1) that the Connect Quarter 4 Progress Report 2020/2021 summarised in section 4 and attached as Appendix 1 of this report, be noted;
- (2) that the key achievements, as detailed in section 4 of this report be noted;
- (3) that the additional scrutiny of changes in RAG status between Quarter 2 and Quarter 4 as summarised at paragraph 4.7. and detailed at Appendix 2 of this report, be noted.

3. Background

- 3.1. The Council Plan Connect covering the period 2017 to 2022 was approved by the Executive Committee on 8 November 2017 and by South Lanarkshire Council on 8 December 2017. The Plan sets out the Council's vision, values, ambitions and objectives for the five year period.
- 3.2. As part of the performance reporting arrangements introduced in 2007, it was agreed that progress reports on the Council Plan would be provided at the mid-year point (Quarter 2) and at the end of the financial year (Quarter 4). This report provides a summary of progress on Connect as at the end of Quarter 4, 31 March 2021, inclusive of Local Government Benchmarking Framework and other external indicators, as appropriate, and key internal performance measures.
- 3.3. As the Forum is aware, due to the Covid 19 pandemic, the Council was forced to suspend or reduce a number of services that could not be continued in full due to government advice, including adhering to physical distancing requirements for residents and for staff. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There has been an inevitable impact on performance in some areas.

4. Quarter 4 Progress 2020/2021

- 4.1. The Council Plan offers flexibility, both at the Resource level and from one year to the next, in the choice of actions and measures required to deliver the Council's objectives. Alongside this flexibility, however, comes the requirement to ensure that the golden thread from Council Plan to Resource Plan remains unbroken.
- 4.2. The reporting framework for the Council Plan identifies key measures within Resource Plans which are taken and combined in a Connect report to provide a balanced picture of council performance against Connect objectives.
- 4.3. Progress to date against these measures is contained in the Connect Quarter 4 Performance Report 2020/2021, attached as Appendix 1. This report has been produced from the Council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:

Status	Definition
Blue	Project complete
Green	The timescale or target has been met as per expectations
Amber	There has been minor slippage against timescale or minor shortfall against target
Red	There has been major slippage against timescale or major shortfall against target
Report later	The information is not yet available to allow us to say whether the target has been reached or not. This will be reported when available
Contextual	Included for 'information only', to set performance information in context

- 4.4. To ensure adequate scrutiny of performance across all Resources, individual Resource Committees receive details of all 'red' measures relating to that Resource including management actions, where applicable.

The overall summary of Connect progress to date (as at 24 June 2021) is as follows:

Status	Measures			
	Statistical	Project	Total	%
Blue		5	5	5 %
Green	34	37	71	73 %
Amber	6	8	14	14 %
Red	1	0	1	1 %
Report later/Contextual	7	0	7	7 %
Totals	48	50	98	100 %

- 4.5. Progress for the period ending Quarter 4, 2020/2021 against each of the four Connect Priorities and the related achievements have been summarised in the following tables:

4.5.1.

Connect Priority	Ensure communities are safe, strong and sustainable					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	1	27	5	0	2	35
Achievements	The Respectful Funeral Service was launched in March 2021 in partnership with local funeral directors to support and help communities during times of bereavement. The Respectful Funeral Service package makes funerals respectful, affordable, and local.					
	<p>Following a review by an independent assessor in February 2021, the Planning Service and Building Standards Service have retained their Customer Service Excellence accreditation. In both cases the year-on-year improvement in the overall outcome since the awards were first achieved has been maintained.</p> <p>The assessor highlighted the way in which the service has responded and adapted to the difficult challenges we have faced over the last year, both in the way officers have continued to be approachable for customers and maintaining a business as usual approach which has allowed investment and economic activity in South Lanarkshire to continue.</p>					
	<p>The Keep Scotland Beautiful Green Flag Award recognises the best parks and green spaces across Scotland. It is awarded to parks and green spaces demonstrating excellent management and environmental standards. During 2020/2021 the following parks retained the award:</p> <ul style="list-style-type: none"> - Strathaven Park – 8th year - Cambuslang Park – 7th Year - Castlebank Park – 5th Year <p>Furthermore, Strathaven Park was successful in the People's Choice Award (Top 10 Parks in UK) for the 5th year in a row; the only Scottish park to achieve this.</p>					
	A 28% reduction in council vehicle emissions was achieved during 2020/2021. This significant reduction should however be taken in context as Covid-19 resulted in fewer vehicle journeys being made in the last year than would normally be the case. It is nevertheless a positive outcome and Fleet Services will continue to work with Resources to reduce vehicle use and emissions in 2021/2022.					
	<p>Homeless applicants continued to receive a fast, efficient, responsive service, as evidenced by performance across the year:</p> <ul style="list-style-type: none"> - Over 61% of Council properties were let to urgent housing (UH) need applications - On average, it took just under 21 days to re-let our properties. - 99.8% of homeless and potentially homeless decision notifications were issued within 28 days of date of initial presentation. <p>During 2020/2021, a total of 197 additional/affordable homes have been delivered. Construction of a further 365 units have commenced during this time.</p>					
	As part of Phase 1 of the East Whitlawburn Regeneration Masterplan, 48 units were completed. In addition, work has also commenced on Phases 2 and 3 of the development.					

	<p>Hamilton Grammar school received two awards for the work of young people in the Young Enterprise Scotland Awards, namely;</p> <ul style="list-style-type: none"> • People's Choice Award • Social Impact Award
	<p>A key strand of the equity agenda is the cost of the school day and the impact this can have on the wellbeing of children and young people and on reducing the financial implications for families, some of which may have unintended consequences, which limits or inhibits participation in supporting learning and their involvement in activities. Schools now have a position statement to help limit the negative impact on families.</p>
	<p>A standing Sustainability Working Group has been established with representation from Education Resources and other authority colleagues to explore initiatives and approaches to learning for sustainability. Proposals for a Young Person's Sustainability Parliament have been established and work is ongoing to support this programme through communication with Head Teachers, starting session 2021/2022.</p>
	<p>The unpaid work service has adapted group work programmes to ensure the service can continue in the face of the current social distancing restrictions in place. Services are being run virtually or in smaller groups where possible. In addition, 100% of Drug Treatment and Testing Order clients were seen with two days of their order commencing.</p>
	<p>In 2020/2021, 636 out of 654 (97%) of drug and/or alcohol clients who were referred for treatments and/or psychosocial intervention started treatments within 3 weeks of being referred.</p>
	<p>Taxi and private hire car drivers have been operating throughout the last year supporting key workers. However, they have experienced a significant drop in hires from other sources which was recognised by the Scottish Government. 3,500 SMS were issued to Taxi/Private Hire drivers to advise of financial support available and the application process. We processed 1,447 support grant applications for drivers with 1,360 payments made totalling £2,040,000.</p>
	<p>Approx 57,000 SMS issued to inform parents of</p> <ul style="list-style-type: none"> - the Free School Meals financial supports available - payments issued and timescale for receipt <p>In addition, improvements have been made to Customer Services online forms to remove process layers and reduce timescale for enquiry processing.</p>

4.5.2.

Connect Priority	Promote sustainable and inclusive economic growth and tackle disadvantage					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	14	7	0	0	21
Achievements	<p>Implemented a pan Lanarkshire local employability partnership to support the Lanarkshire Labour Market, particularly prevalent as the impact of COVID affects our local economy. Designed to support those at risk of losing their job and those made redundant seeking new opportunities.</p>					
	<p>Cycling network map is now online. Cyclists across South Lanarkshire can now access a mapping resource showing the cycle network across the area. <u>The map</u> also features associated cycle parking and storage shelters which will allow people to stay active and continue to build walking and cycling into their everyday journeys.</p>					

	<p>The commencement of our carriageway resurfacing programme for 2020/2021 was delayed until July 2020 as a result of restrictions associated with the ongoing Covid-19 pandemic. In addition, the service was required to complete outstanding work from the previous financial year which had been left unfinished as a result of lockdown restrictions. The target for 2020/2021 was reduced to 2% as a result of the delay and increases in construction costs associated with the Scottish Government restrictions.</p> <p>With appropriate measures put in place for works to continue and a concerted effort from all involved in the Service, 3.09% of the road network has been resurfaced.</p>
	<p>85 learners have been engaged in English for Speakers of Other Languages (ESOL) activity since April 2020, primarily through online classes, and 80 learners have improved their language skills, with tutors confirming significant improvement.</p> <p>Schools are signposting financial supports and looking at Cost of the School day, e.g. in schools' Twitter feeds and on websites. Financial supports have continued for families affected by poverty: Free School Meal (FSM) payments for those self-isolating and shielding; school holiday FSM payments; and £100 Spring payment. These were paid directly to families and have been communicated through school and South Lanarkshire Council (SLC) communication channels.</p> <p>The first SLC Winter Clothing Campaign concluded. 1,002 new or nearly new winter jackets were donated over the three-week donation period 21st December 2021 to 10th January 2021, along-with a range of miscellaneous items.</p>
	<p>The provision of free emergency sanitary products for access by young people continues across all schools.</p>
	<p>A Summer Programme was provided to assist in reducing food poverty amongst families in South Lanarkshire.</p>
	<p>The Social Work Participation and Involvement Strategy 2020 to 2023 is available to download by staff and service users. Throughout the Covid pandemic effort has continued to involve service users and identify their views individually and collectively. Where possible, staff have maintained contact with individuals and families by a range of electronic systems enabling continued involvement. Consultation has continued to take place, most recently in relation to Home Care, Adult Support and Protection and Advocacy.</p>
	<p>The Money Matters Advice Service have continued to deliver support to service users; 3,288 new cases have been awarded benefits, backdated benefits, and/or assisted with debt in 2020/2021.</p>
	<p>During 2020/2021, the Council recruited 61 new apprentices and gave 6 members of staff the opportunity to upskill in Digital Skills qualifications. Also, during 2020/2021, 75 apprentices achieved their qualification and were employed by the Council. All apprentices are paid the Council Living Wage and recruitment of apprentices is used to support workforce planning.</p>

4.5.3.

Connect Priority	Get it right for children and young people					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	9	1	0	1	13
Achievements	<p>Trinity High School achieved an MB Quality Mark Award for its work in Nurture. It is the first Secondary in Scotland and the UK to be re-accredited for this work and for the difference this is making to the lives of many young people.</p> <p>68.8% of school leavers achieved 5 or more awards at level 5 and 40.6% achieved 5 or more awards at level 6. Both of these are improvements on previous years and are higher than the national level.</p> <p>At the end of the 2019/2020 school session 3,174 young people left school with 94.8% entering a positive destination, this remains above the national level.</p> <p>Over 5,700 Chromebook devices were procured and distributed as part of a successful bid for funds from the Scottish Government. Over 570 mobile wifi (Mifi) devices were also distributed to families who had little, or no, internet access.</p> <p>A programme of training is available for teachers in the form of a range of Career Long Professional Learning opportunities including webinars and online training in the use of digital tools to improve the digital skills of young people and allow them to use the devices for learning at home.</p> <p>4 on-line engagement activity events for Parent Council representatives have taken place where the focus has been on the return of schools and then latterly the move to home-learning as well as the cancellation of exams and the move to assessment and moderation.</p> <p>579 participants engaged with the Youth, Family and Community Learning (YFCL) Awards Team and 197 have now completed either a Duke of Edinburgh (including sectional certificates) or John Muir Award, despite the restrictions of the pandemic.</p> <p>The South Lanarkshire Schools' Percussion Ensemble achieved a 'Gold Plus Award' at the virtual Scottish Concert Band Festival which live-streamed in December 2020. A tremendous accomplishment given the Covid restrictions.</p> <p>Woodhill Early Learning and Childcare in Kirkmuirhill opened its doors in September 2020. The nursery offers 63 places and is an important milestone in the expansion of early years capacity.</p>					

4.5.4.

Connect Priority	Improve health, care and wellbeing					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	16	0	1	4	21
Achievements	<p>All applications for adaptations to Council homes were approved (Housing and Technical Resources)</p> <p>The Educational Psychology Service has developed guidance to support the promotion of positive health and wellbeing across educational establishments during the period of post COVID recovery - Supporting Mental Health and Wellbeing through transition, reconnection and recovery: an attachment informed approach. A short film can be accessed via the link: https://youtu.be/bhsJHUiRV8k</p>					

	<p>Latest data (to end of 2020) shows improvement across the six areas identified in the Health and Social Care Delivery Plan from 2019/2020; Accident and Emergency attendances are down by 27%; emergency admissions down by 23%*; unscheduled acute bed days down by 25%; unscheduled care bed days acute/geriatric long stay/mental health down by 32%; delayed discharge non-code nine bed days down by 53%. *(NB emergency admissions and unscheduled care bed days will increase as episodes of care are completed.)</p> <p>The improved performance in delayed discharge has continued in South Lanarkshire Health and Social Care Partnership alongside the whole system roll out of Planned Date of Discharge multi-disciplinary approach.</p>
	In 2020/2021, 546 new carers were supported by dedicated Welfare Rights Officers via the Money Matters Advice Service.
	In 2020/2021, 93% of all local authority welfare guardianship order supervising officer visits for were undertaken within timescales, and 94% of all private welfare guardianship orders were undertaken on time.
	There are 40 registered Care Services across South Lanarkshire, Social Work Resources, 37 of these services were graded good or above in their most recent inspection results. All statutory returns to the Scottish Government were submitted within requested timescales.

- 4.6. In addition to working towards the four Connect Priorities, the Council will continually aim to improve and ensure effective and efficient use of resources, and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource Objectives have also been identified, under the heading Delivering the Plan and achieving Best Value. Progress on this and the related achievements have been summarised in the following table:

Delivering the Plan and achieving Best Value						
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	5	1	0	0	8
Achievements	<p>A financial strategy has been agreed for 2021/2022 and the financial accounts 2019/2020 were finalised in line with the normal timetable, despite the challenges of different working approaches brought about by the pandemic. Throughout this financial year, support and advice has been provided by finance teams managing the impact and recovery from the pandemic.</p> <p>A Skills Development Scotland Modern Apprenticeship (MA) contract has been awarded to SLC, for 2021/2022 – SLC aim to recruit 47 new apprentices during this financial year – this will be across various MA occupational groups – Craft Construction, Roads, Business Administration, Child Care and Social Care. The Vocational Development Team will work in partnership with Resources to recruit to these MA posts and will work in partnerships with schools, youth groups, equality forums, Digital to promote these opportunities across the authority area.</p>					
	During the period 1 April 2020 to 31 March 2021 demand for e-learning increased dramatically with employees completing a total of 253,909 e-learning modules. This compares to 83,418 completions for the year 1 April 2019 to 31 March 2020.					

- 4.7. Scrutiny of change in Red Amber Green (RAG) status
A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed RAG status from Quarter 2 to Quarter 4. Of the 98 measures reported in the Connect progress report, 29 (30%) showed a change in status between Quarter 2 and Quarter 4. A summary of the measures falling into this category of further scrutiny is included at Appendix 2. It should be noted that the measures with a 'report later' status (1 measure) will be followed up and reported in the 2021/2022 Quarter 2 progress report.
- 5. Employee Implications**
- 5.1. The objectives noted within the Council Plan will inform the Resource Plans and in turn the Performance Appraisal process for individual employees.
- 6. Financial Implications**
- 6.1. Provision for meeting the Council Plan's objectives is reflected in both the Revenue and Capital budgets, and longer term, within the framework of the Council's approved Financial Strategy.
- 7. Climate Change, Sustainability and Environmental Implications**
- 7.1. There are no climate change, sustainability or environmental implications arising from this report.
- 8. Other Implications**
- 8.1 The Community Plan 2017 to 2027 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.
- 9. Equality Impact Assessment and Consultation Arrangements**
- 9.1 Equality Impact Assessments will be undertaken in line with the various actions within Connect as appropriate.
- 9.2 Many of the ambitions, objectives and actions detailed within the Plan reflect ongoing work programmes implemented to address local and national priorities. Extensive consultation, therefore, has already taken place in relation to a significant proportion of the objectives and actions outlined in the Plan.

Paul Manning
Executive Director (Finance and Corporate Resources)

24 June 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ The Council Plan 2017 to 2022 reflects the overarching vision of South Lanarkshire Council and details its values, ambitions and objectives, including links to the Community Planning Partnership.

Previous References

- ◆ Executive Committee 8 November 2017: approval of Council Plan Connect 2017 to 2022
- ◆ South Lanarkshire Council 6 December 2017: recommendation referred by the Executive Committee – Council Plan, Connect, 2017 to 2022
- ◆ Executive Committee 24 June 2020: endorsement of mid-term review of Connect
- ◆ Performance and Review Scrutiny Forum 2 March 2021: IMPROVe Red and Amber Results at Quarter 2, 2020/2021

List of Background Papers

- ◆ Council Plan Connect 2017-22

Contact for Further Information

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

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