



Council Offices, Almada Street
Hamilton, ML3 0AA

Tuesday, 14 September 2021

Dear Councillor

South Lanarkshire Council

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

Date: Wednesday, 22 September 2021
Time: 11:30 (or immediately following the Executive Committee, whichever is the later)
Venue: By Microsoft Teams,

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

Yours sincerely

Cleland Sneddon
Chief Executive

Members

Alex Allison, John Anderson, John Bradley, Walter Brogan, Robert Brown, Archie Buchanan, Jackie Burns, Janine Calikes, Stephanie Callaghan, Graeme Campbell, Andy Carmichael, Maureen Chalmers, Gerry Convery, Margaret Cooper, Poppy Corbett, Margaret Cowie, Peter Craig, Maureen Devlin, Mary Donnelly, Isobel Dorman, Fiona Dryburgh, Joe Fagan, Allan Falconer, Grant Ferguson, Alistair Fulton, Geri Gray, George Greenshields, Lynsey Hamilton, Ian Harrow, Eric Holford, Graeme Horne, Mark Horsham, Martin Grant Hose, Ann Le Blond, Martin Lennon, Richard Lockhart, Eileen Logan, Katy Loudon, Joe Lowe, Hugh Macdonald, Julia Marrs, Monique McAdams, Ian McAllan, Catherine McClymont, Kenny McCreary, Colin McGavigan, Mark McGeever, Jim McGuigan, Davie McLachlan, Gladys Miller, Lynne Nailon, Richard Nelson, Carol Nugent, Mo Razzaq, John Ross, Graham Scott, David Shearer, Collette Stevenson, Bert Thomson, Margaret B Walker, Jim Wardhaugh, Jared Wark, David Watson, Josh Wilson

BUSINESS

- 1 Declaration of Interests**
- 2 Minutes of Previous Meeting** 5 - 12
Minutes of the meeting of South Lanarkshire Council held on 23 June 2021 submitted for approval as a correct record. (Copy attached)
- 3 Minutes of Risk and Audit Scrutiny Committee** 13 - 18
Minutes of the Risk and Audit Scrutiny Committee held on 3 March 2021 submitted for noting. (Copy attached)

Item(s) for Decision

- 4 Depute Provost Vacancy** 19 - 20
Report dated 10 August 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 5 Recommendations Referred by Executive Committee**
 - 5(a) Annual Investment Report 2020/2021**
Report dated 22 September 2021 by the Chief Executive. (Copy to be tabled)
 - 5(b) Standing Order on Contracts - Variation**
Report dated 22 September 2021 by the Chief Executive. (Copy to be tabled)
- 6 Equity Working Group Progress Report** 21 - 26
Report dated 7 September 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 7 Notice of Motion - Parking Permit Charges** 27 - 28
Motion received in terms of Standing Order No 19 on 27 August 2021, proposed by Councillor Convery and seconded by Councillor Fagan. (Copy attached)
- 8 Notice of Motion - 'Teach the Future Scotland' and the Place of the Climate Challenge in Education** 29 - 30
Motion received in terms of Standing Order No 19 on 3 September 2021, proposed by Councillor Brown and seconded by Councillor McGeever. (Copy attached)

Item(s) for Noting

- 9 COVID-19 Recovery Arrangements and Service Re-introduction** 31 - 88
Report dated 8 September 2021 by the Chief Executive. (Copy attached)
- 10 Questions - Breakfast Clubs**
Received in terms of Standing Order No 18(a) on 3 September 2021.
 - 10(a) Questions from Councillor Brown (Copy attached)** 89 - 90
 - 10(b) Response by Executive Director (Education Resources). (Copy attached)** 91 - 94

11 Questions - Play Parks

Received in terms of Standing Order No 18(a) on 7 September 2021.

- 11(a) Questions from Councillor Brown (Copy attached)** 95 - 96
- 11(b) Response by Executive Director (Community and Enterprise Resources). (Copy attached)** 97 - 100

Urgent Business

12 Urgent Business

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

For further information, please contact:-

Clerk Name: Susan Somerville

Clerk Telephone: 01698 454197

Clerk Email: susan.somerville@southlanarkshire.gov.uk

Minutes of meeting held via Microsoft Teams on 23 June 2021

Chair:

Provost Ian McAllan

Councillors Present:

Councillor Alex Allison, Councillor John Anderson, Councillor John Bradley, Councillor Walter Brogan, Councillor Robert Brown, Councillor Archie Buchanan, Councillor Janine Calikes, Councillor Stephanie Callaghan, Councillor Andy Carmichael, Councillor Maureen Chalmers, Councillor Gerry Convery, Councillor Margaret Cooper, Councillor Poppy Corbett, Councillor Margaret Cowie, Councillor Peter Craig, Councillor Maureen Devlin, Councillor Mary Donnelly, Councillor Isobel Dorman, Councillor Fiona Dryburgh, Councillor Joe Fagan, Councillor Allan Falconer, Councillor Grant Ferguson, Councillor Alistair Fulton, Councillor Geri Gray, Councillor George Greenshields, Councillor Lynsey Hamilton, Councillor Ian Harrow, Councillor Eric Holford, Councillor Graeme Horne, Councillor Mark Horsham, Councillor Martin Grant Hose, Councillor Ann Le Blond, Councillor Martin Lennon, Councillor Richard Lockhart, Councillor Eileen Logan, Councillor Katy Loudon, Councillor Joe Lowe, Councillor Hugh Macdonald, Councillor Julia Marrs, Councillor Monique McAdams, Councillor Catherine McClymont, Councillor Kenny McCreary, Councillor Colin McGavigan, Councillor Mark McGeever, Councillor Jim McGuigan, Councillor Davie McLachlan, Councillor Gladys Miller, Councillor Lynne Nailon, Councillor Richard Nelson, Councillor Carol Nugent, Councillor Mo Razzaq, Councillor John Ross, Councillor Graham Scott, Councillor David Shearer, Councillor Collette Stevenson (Depute), Councillor Bert Thomson, Councillor Margaret B Walker, Councillor Jim Wardhaugh, Councillor Jared Wark, Councillor David Watson, Councillor Josh Wilson

Councillors' Apologies:

Councillor Jackie Burns, Councillor Graeme Campbell

Attending:**Chief Executive's Service**

C Sneddon, Chief Executive

Community and Enterprise Resources

M McGlynn, Executive Director

Education Resources

C McKenzie, Head of Education (Broad General Education)

Finance and Corporate Resources

P Manning, Executive Director; N Docherty, Administration Assistant; T Little, Head of Communications and Strategy; G McCann, Head of Administration and Legal Services; S Somerville, Administration Manager

Housing and Technical Resources

D Lowe, Executive Director

Social Work Resources/Health and Social Care

M Hayward, Interim Chief Officer; L Purdie, Head of Children and Justice Services

Also Attending:**South Lanarkshire Leisure and Culture Limited**

G Booth, General Manager

Opening Remarks

The Provost referred to the horrific, targeted attack on Councillor Campbell's home and, on behalf of the Council, wished to extend a message of support and solidarity to Councillor Campbell and his family.

Councillor Allison wished to thank members for the support offered to Councillor Campbell and his family during this time. He also requested that, in more general terms, the Council consider the protection of both its members and officers to enable them to undertake their duties in a safe manner.

The Chief Executive stated that he was appalled by the nature of the attack on Councillor Campbell's home and advised that the Council would co-operate fully with Police Scotland to assist in their investigations to find those responsible. In terms of protection and safety, he confirmed that new materials were being made available through the Local Government Improvement Service and would be considered by COSLA in the near future. Once approved, consideration would be given on how those could be applied locally and what supports could be given to both members and officers.

Councillors Ross, Fagan, Brown and Cooper, in turn, expressed their Group's sympathies and support for Councillor Campbell and his family.

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the South Lanarkshire Council held on 10 March 2021 were submitted for approval as a correct record.

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

3 Minutes of Risk and Audit Scrutiny Committee

The minutes of the meeting of the Risk and Audit Scrutiny Committee held on 9 December 2020 were submitted for noting.

The Council decided: that the minutes be noted.

4 Climate Change and Sustainability Committee - Proposed Amendment to Terms of Reference

A report dated 27 May 2021 by the Executive Director (Finance and Corporate Resources) was submitted proposing an amendment to the Terms of Reference for the Climate Change and Sustainability Committee.

The current Terms of Reference for the Climate Change and Sustainability Committee did not permit the Committee to take decisions in terms of investment and resources, however, it could endorse and make recommendations to the Executive Committee. Following discussions at the Executive Committee on 26 May 2021, it was proposed that, in order to expedite the decision-making process, paragraph 1.12 of the existing Terms of Reference for the Climate Change and Sustainability Committee be amended to permit decisions to be taken on resources, but only to the extent of that within the financial package which had previously been agreed by either the Executive Committee or the Council and through prior consultation with the Executive Director (Finance and Corporate Resources). A revised Terms of Reference, highlighting the specific changes, was attached as Appendix 1 to the report.

Councillor Ross, seconded by Councillor Chalmers, moved the recommendations in the report. Councillor Fagan, seconded by Councillor Convery, moved as an amendment that the item be deferred for consideration by the new Council following the Local Government Elections in May 2022.

On a vote being taken by roll call, members voted as follows:-

Motion

Alex Allison, John Anderson, John Bradley, Robert Brown, Archie Buchanan, Janine Calikes, Stephanie Callaghan, Maureen Chalmers, Margaret Cooper, Poppy Corbett, Peter Craig, Mary Donnelly, Isobel Dorman, Grant Ferguson, Alistair Fulton, Geri Gray, George Greenshields, Ian Harrow, Eric Holford, Graeme Horne, Mark Horsham, Martin Grant Hose, Ann Le Blond, Richard Lockhart, Katy Loudon, Joe Lowe, Hugh Macdonald, Julia Marrs, Ian McAllan, Kenny McCreary, Colin McGavigan, Mark McGeever, Jim McGuigan, Gladys Miler, Lynne Nailon, Richard Nelson, Carol Nugent, John Ross, David Shearer, Collette Stevenson, Jim Wardhaugh, Jared Wark, David Watson, Josh Wilson

Amendment

Walter Brogan, Andy Carmichael, Gerry Convery, Margaret Cowie, Maureen Devlin, Joe Fagan, Allan Falconer, Lynsey Hamilton, Martin Lennon, Eileen Logan, Monique McAdams, Catherine McClymont, Davie McLachlan, Mo Razzaq, Graham Scott, Bert Thomson, Margaret B Walker

17 members voted for the amendment and 44 for the motion which was declared carried.

The Council decided: that the amendment to the Climate Change and Sustainability Committee's Terms of Reference, as detailed at Section 4 of the report, be approved.

[Reference: Minutes of the Executive Committee of 26 May 2021 (Paragraph 6)]

Councillor Dryburgh left the meeting during this item of business and prior to the vote

5 Recommendations Referred by Executive Committee - Cross-Party Working Group Review of South Lanarkshire Leisure and Culture (SLLC) - Outcomes

A report dated 23 June 2021 by the Chief Executive was tabled on recommendations referred to the Council by the Executive Committee of 23 June 2021. The recommendations were in relation to the outcomes from the cross-party working group review of South Lanarkshire Leisure and Culture (SLLC).

The Provost responded to Councillor Loudon's Point of Order in terms of conduct and confirmed that dialogue should be via him, as Chair.

The Executive Director (Community and Enterprise Resources) and General Manager, SLLC responded to members' questions on various aspects of the report.

The Council decided: that the following recommendations of the Executive Committee of 23 June 2021 in relation to the outcomes from the cross-party working group review of South Lanarkshire Leisure and Culture be approved:-

- ◆ the governance arrangements, as set out in section 4 of the report
- ◆ the pricing arrangements, as set out in section 5 of the report

- ♦ engagement by the Council, in further consultation with community groups, to promote community asset transfer, as set out in section 8 of the report

[Reference: Minutes of the Executive Committee of 23 June 2021 (Paragraph 11)]

Councillors Corbett, Greenshields and Brogan left the meeting during this item of business

6 Notice of Motion – Submission of Motions

In terms of Standing Order No 19, a motion proposed by Councillor Campbell, seconded by Councillor Hose, was submitted as follows:-

“Since the beginning of the current council in 2017, the number of motions being put to Council under Standing Order 19 have grown exponentially. In some cases, these motions have little or nothing to do with actual council business, functions or matters within the Council’s control. In far too many occasions, the desired outcome of these motions could have been easily achieved via the member(s) contacting the relevant Council Resource and working with officers to deliver their desired goal. If the matter could not be dealt with as business as usual or under delegated authority but required a decision by the Council or Committee this would allow Officers to bring a report to Council to allow elected members to make an informed decision and consequently be a more efficient and effective use of time and resources.

We would like this position to change and therefore, we are asking the council to approve this motion which seeks the following:-

- 1) To expand Standing Order 19 so that any motion brought to the full council, should relate to matters within the remit, functions, powers and therefore the authority of the council and:
- 2) If the above can be satisfied, the councillor bringing the motion to full council, should at least have attempted to resolve the matter through either the resource leadership or Chief Executive’s office first. This in effect means that motions are only brought to the full council for decision, where the councillor has failed to achieve their desired outcome through normal council channels first.”

In the absence of Councillor Campbell, Councillor Allison moved the motion. This was seconded by Councillor Hose.

Councillor McGeever intimated his opposition to the motion as he considered it was undemocratic and would lead to more time being spent in applying any rules.

Following a full discussion and confirmation by the Head of Administration and Legal Services that, as the motion sought to change Standing Orders, it would require two thirds of those present to agree, a vote was taken by roll call. Members voted as follows:-

For the Motion

Alex Allison, John Anderson, John Bradley, Archie Buchanan, Janine Calikes, Stephanie Callaghan, Maureen Chalmers, Margaret Cooper, Peter Craig, Mary Donnelly, Isobel Dorman, Grant Ferguson, Alistair Fulton, Geri Gray, Ian Harrow, Eric Holford, Graeme Horne, Mark Horsham, Martin Grant Hose, Ann Le Blond, Richard Lockhart, Katy Loudon, Ian McAllan, Kenny McCreary, Hugh Macdonald, Colin McGavigan, Jim McGuigan, Julia Marrs, Gladys Miller, Lynne Nailon, Richard Nelson, Carol Nugent, John Ross, David Shearer, Collette Stevenson, Jim Wardhaugh, Jared Wark

Against the Motion

Robert Brown, Andy Carmichael, Gerry Convery, Margaret Cowie, Maureen Devlin, Joe Fagan, Allan Falconer, Lynsey Hamilton, Martin Lennon, Eileen Logan, Joe Lowe, Monique McAdams, Catherine McClymont, Mark McGeever, Davie McLachlan, Mo Razzaq, Graham Scott, Bert Thomson, Margaret B Walker, David Watson

37 members voted for the motion and 20 against the motion. As the threshold was not met in terms of two thirds of those present agreeing to the change, the motion failed to be carried.

The Council decided: that the motion be not carried.

Councillor Wilson left the meeting during this item of business due to technical issues and was not present for the vote

In terms of Standing Order No 13, the Provost adjourned the meeting following this item of business at 1.42pm and reconvened at 1.50pm

7 Notice of Motion – Unpaid Carers Resolution

In terms of Standing Order No 19, a motion proposed by Councillor Walker, seconded by Councillor Fagan, was submitted as follows:-

“A recent research study carried out by the Charity Carers Scotland has highlighted that the majority of unpaid carers (87%) in Scotland had taken on more care since the start of the COVID19 pandemic in March 2020. The findings also indicated that the work of unpaid carers in caring for older, disabled or seriously ill relatives is worth £43billion a day during the COVID pandemic and that 77% of unpaid carers are suffering from depression, anxiety and are exhausted and worn out. These findings have been reflected in surveys carried out by the Social Care Institute for Excellence published by the Scottish Government Social Care online.

The closure of Day Centre provision exacerbated this situation and we call upon the Scottish Government to ensure robust support is in place to support unpaid carers as we move out of the pandemic.

The enormous contribution of unpaid carers must be recognised by the Scottish Government. Their health and wellbeing must be prioritised. Appropriate support including increased respite opportunities, greater financial support and robust community services should be made accessible and available to unpaid carers.

In the longer term greater investment in services for carers will lead to a healthier and happier population that is better able to balance important aspects of their lives, including personal relationships, work and family.”

In moving her motion, Councillor Walker highlighted key findings from the Carers Research Report and the significant impact that COVID-19 had on unpaid carers, particularly in terms of their physical and mental health and wellbeing as well as maintaining employment. Councillor Fagan seconded the motion.

The Council decided: that the terms of the motion be supported.

Councillor Wilson re-joined the meeting during this item of business. Councillor Chalmers left the meeting during this item of business. Councillor Callaghan left the meeting following this item of business

8 Amendments to Membership of Committees, Forums, Boards and Outside Bodies

A report dated 8 June 2021 by the Executive Director (Finance and Corporate Resources) was submitted advising:-

- ♦ of proposed amendments to the membership of committees, forums, boards and outside bodies
- ♦ on action taken, in terms of Standing Order No 36(c) because of the timescales involved, by the Executive Director (Finance and Corporate Resources), in consultation with the Chair and an ex officio member, for the reappointment of the Council's voting and substitute members on the South Lanarkshire Integration Joint Board

Councillor Holford congratulated Councillor Stevenson on being elected to the Scottish Parliament and referred to her pledge to donate her remuneration to charity. He considered, however, that taxpayers paid for the Depute Provost to undertake duties as a civic representative of South Lanarkshire Council and proposed an amendment that Councillor Stevenson should step down from her role as Depute Provost and the position be held vacant pending the election of a replacement in due course. Having heard that Councillor Stevenson intended this to be her last Council meeting in her capacity as Depute Provost, Councillor Holford withdrew his amendment.

Councillor Stevenson responded to a member's question in relation to her charity pledge and stated that it had been an honour and privilege to undertake the role of Depute Provost.

The Council decided:

(1) that the following membership changes be approved:-

- ♦ Councillor Craig to replace Councillor Stevenson as Depute Chair of Finance and Corporate Resources Committee
- ♦ Councillor Loudon to replace Councillor Stevenson as a member of the Finance and Corporate Resources Committee, with Councillor Stevenson filling the resultant place as substitute member
- ♦ Councillor Calikes to replace Councillor Callaghan as Depute Chair of Housing and Technical Resources Committee
- ♦ Councillor Donnelly and Councillor Horsham to replace Councillor Callaghan and Councillor Stevenson respectively on the Housing and Technical Resources Committee, with Councillors Callaghan and Stevenson filling the resultant places as substitute members
- ♦ Councillor Horsham to replace Councillor Callaghan as a member of both the Executive Committee and the Climate Change and Sustainability Committee, with Councillor Callaghan filling the resultant places as a substitute member
- ♦ Councillor Ferguson to replace Councillor Stevenson as a member of Community and Enterprise Resources Committee
- ♦ Councillor McAllan and Councillor Anderson to replace Councillor Stevenson and Councillor Callaghan respectively as members of the Planning Committee, with Councillor Stevenson and Councillor Callaghan filling the resultant places as substitute members
- ♦ Councillor Bradley to replace Councillor Callaghan as a member of the Licensing Committee, with Councillor Callaghan filling the resultant place as a substitute member
- ♦ Councillor Dorman to replace Councillor Callaghan as a member of the Education Resources Committee, with Councillor Callaghan filling the resultant place as a substitute member
- ♦ Councillor Chalmers to replace Councillor Callaghan as a member of the Petitions Committee, with Councillor Callaghan filling the resultant place as a substitute member
- ♦ Councillor Chalmers to replace Councillor Stevenson as a member of the Roads Safety Forum, with Councillor Stevenson filling the resultant place as a substitute member

- ◆ Councillor Calikes to replace Councillor Stevenson as a member of the Employee Issues Forum, with Councillor Stevenson filling the resultant place as a substitute member
- ◆ Councillor Macdonald to replace Councillor Callaghan as a member of the Joint Consultative Forum
- ◆ Councillor Macdonald to replace Councillor Stevenson as a member of the Safer South Lanarkshire Board
- ◆ Councillor Donnelly to replace Councillor Stevenson as a member of the Tackling Poverty Working Group
- ◆ Councillor Donnelly to replace Councillor Callaghan as a member of the Equity Working Group, with Councillor Callaghan filling the resultant place as a substitute member
- ◆ Councillor McGuigan to replace Councillor Callaghan as a member of the Education Appeals Committee
- ◆ Councillor Chalmers to replace Councillor Stevenson as a member of the Supplier Development Programme
- ◆ Councillor Wilson to replace Councillor Stevenson as a member of Scotland Excel Joint Board
- ◆ Councillor Ross to replace Councillor Stevenson as Chair of the Business Gateway Steering Group
- ◆ Councillor Ross to replace Councillor Stevenson as a member of COSLA's National Business Gateway
- ◆ Councillor McGuigan to replace Councillor Stevenson as a substitute member of the Strathclyde Partnership for Transport Board
- ◆ Councillor Horne to replace Councillor Stevenson as a member of the Strathclyde Pension Fund - Pension Board
- ◆ Councillor Craig to replace Councillor Stevenson as a member of the Scottish Council's Committee on Radioactive Substances (SCCORS)
- ◆ Councillor Buchanan to replace Councillor Stevenson as a member of East Kilbride Fairtrade Group
- ◆ Councillor Wilson to replace Councillor Stevenson as a member of APSE - Renewables and Energy Efficiency Group
- ◆ Councillor Gray to replace Councillor Callaghan as a substitute member of the West of Scotland Road Safety Forum

(2) that the following 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, be noted:-

- ◆ approval of the reappointment of Councillors Bradley and Lockhart as voting members on the South Lanarkshire Integration Joint Board
- ◆ approval of the reappointment of Councillor Nelson as a substitute member on the South Lanarkshire Integration Joint Board

9 Launch of Lanarkshire Firm Base Website

A report dated 11 June 2021 by the Executive Director (Finance and Corporate Resources) was submitted advising of the launch of Lanarkshire Firm Base website.

Firm Base was established by the Ministry of Defence to develop the delivery of policy and funding to support the military community and veterans in Scotland.

Both North and South Lanarkshire Councils had established an Armed Forces Covenant and developed Lanarkshire Firm Base. The organisation was the lead for delivering the key commitments contained in both councils' Armed Forces Community Covenants to ensure that those who currently served or previously served in the Armed Forces, as well as their families, were treated fairly.

As part of ongoing activity to promote the work of Lanarkshire Firm Base, a website had been created to signpost relevant information and contact details to support the military community and veterans. The website would be officially launched on Saturday 19 June 2021 to coincide with the Council's Armed Forces Day and in advance of National Armed Forces Week which would commence on Monday 21 June 2021.

Councillor Horsham, as Spokesperson on Veterans, wished to thank Carlyne Mitchell, Information Officer for her assistance in developing the website.

The Council decided: that the launch of Lanarkshire Firm Base website be noted.

Councillor Craig left the meeting following this item of business

10 Urgent Business

There were no items of urgent business.

Closing Remarks

Councillor Fagan intimated that he wished to raise a Point of Order and make 2 observations. Firstly, he referred to IT disruptions that had prevented some members from different Groups from not only participating, but also voting in the meeting. He considered that the Council had dealt with virtual meetings and the associated issues relatively well during the pandemic. However, he asked that, following the recess, as the position might change and potentially allow a return to meetings in person in some form, today's connectivity issues be borne in mind, with a view to minimise going forward. Secondly, he asked that procedures be established detailing circumstances in which muting councillors was permitted and that this be circulated to the Business Managers.

The Provost undertook to take forward and provide a response to the latter point.

Councillor Miller highlighted that the Council's network was accessible and secure and often the problems were from the user's home connectivity.

RISK AND AUDIT SCRUTINY COMMITTEE

Minutes of meeting held via Microsoft Teams on 3 March 2021

Chair:

Councillor Graeme Campbell

Councillors Present:

Councillor Mary Donnelly, Councillor Grant Ferguson, Councillor Julia Marrs, Councillor Davie McLachlan, Councillor Carol Nugent, Councillor Bert Thomson (*substitute for Councillor Walter Brogan*), Councillor Jared Wark

Councillors' Apologies:

Councillor Walter Brogan, Councillor Martin Lennon

Attending:

Finance and Corporate Resources

P Manning, Executive Director (Finance and Corporate Resources); Y Douglas, Audit and Compliance Manager; C Fergusson, Head of Finance (Transactions); T Little, Head of Communications and Strategy; P MacRae, Administration Adviser; G McCann, Head of Administration and Legal Services; E-A McGonigle, Administration Officer

Also Attending:

Audit Scotland

A Kerr, External Auditor

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Risk and Audit Scrutiny Committee held on 9 December 2020 were submitted for approval as a correct record.

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

3 2021/2022 Internal Audit Plan – 6 Months to 30 September 2021

A report dated 16 February 2021 by the Executive Director (Finance and Corporate Resources) was submitted on the proposed first phase of the Internal Audit Plan 2021/2022 for the 6 months to 30 September 2021.

A total of 555 audit days, inclusive of days which had been allocated to external clients, had been provided for in the first phase of the Plan. The proposed Internal Audit Plan, which included a brief outline scope for each proposed assignment, was attached as Appendix 2 to the report.

The content of the Audit Plan each year was determined by the requirement to deliver a programme of work that would inform the annual audit opinion on the overall adequacy and effectiveness of the organisation's framework of governance, risk management and control arrangements. To reflect the evolving risks and challenges that the Council continued to face, the Internal Audit Plan 2021/2022 would be presented to the Committee as 2 separate 6 month Plans to ensure they were current, relevant and deliverable. The Plans would include core elements of audit work, completion of key financial year end tasks and reflect the ongoing support that was being provided to Council services to disburse COVID-19 grants.

Overview of the risk coverage across both Plans would be included in the report to the Committee that set out a proposed Audit Plan from 1 October 2021 to 31 March 2022.

The 2021/2022 Audit Plan would be delivered within the context of the revised Internal Audit Charter, attached as Appendix 1 to the report, and in accordance with the Public Sector Internal Auditing Standards (PSIAS). A formal review of the internal audit function's compliance with PSIAS would be conducted in 2021/2022 in preparation for an external assessment that would be required in 2022/2023.

There followed a full discussion during which members raised issues regarding the risks around cyber security threats and the role of the Committee in the scrutiny of procurement.

Officers provided assurance that audit testing of cyber security risks was embedded within the Internal Audit Plan and that further information on planned work in this area would be circulated to members of the Committee. Members were invited to provide feedback following receipt of this further information. The scrutiny role of Finance and Corporate Resources Committee in relation to procurement was discussed and assistance was offered to Members to support their review of these reports.

The Audit and Compliance Manager advised that information would be circulated to Members regarding work planned in relation to cyber security in the 6 month period of the Plan. In addition, the key message pages of the Internal Audit Activity report had been revised to include more detailed information in relation to individual assignments. Members were invited to provide feedback following receipt of this further information.

The Committee decided: that the proposed first phase of the 2021/2022 Internal Audit Plan for the 6 months to 30 September 2021 be approved.

[Reference: Minutes of 21 September 2020 (Paragraph 3)]

Councillor Donnelly joined the meeting during consideration of this item of business

4 Internal Audit Activity as at 12 February 2021

A report dated 16 February 2021 by the Executive Director (Finance and Corporate Resources) was submitted on work completed by Internal Audit during the period 21 November 2020 to 12 February 2021.

Findings from internal audit assignments were reported to the Committee throughout the year and the last progress report was given at the December 2020 meeting. Only a small number of assignments had been concluded in the period covered by the current report. The 2020/2021 Audit Plan was, however, being progressed with the intention that the programme of work would be completed by the end of March 2021.

As at 12 February 2021, 88% of planned assignments in the 2020/2021 Audit Plan were in progress. Details of assignments completed in the period were given in Appendix 2. The other key performance indicators reflecting quality, on time and within budget for the period to 31 January 2021 were also summarised in Appendix 1.

The Internal Audit function continued to deliver some redeployed tasks as a result of the COVID-19 pandemic.

The Committee decided: that the report be noted.

[Reference: Minutes of 9 December 2020 (Paragraph 5)]

5 Annual Audit Plan 2020/2021

The Committee considered the South Lanarkshire Council Audit Plan for 2020/2021 submitted by Audit Scotland, the Council's External Auditor.

The Plan set out the audit work necessary to allow Audit Scotland to provide an independent auditor's report and meet the wider scope requirements of public sector audit which included assessing arrangements for:-

- ◆ financial sustainability
- ◆ financial management
- ◆ governance and transparency
- ◆ value for money
- ◆ best value

The Plan was structured around the following areas:-

- ◆ risks on planned work
- ◆ audit scope and timing

Details were given on key aspects of those areas.

As a result of the impact of COVID-19, the following risks had been included in the significant audit risks detailed at Exhibit 1 of the report:-

- ◆ COVID-19 funding and financial flexibilities, relating to the COVID-19 grants which were vulnerable to external fraud
- ◆ financial sustainability, relating to the fundamental impact of the pandemic on how services were delivered by the Council and its partners, the additional cost burdens and changing priorities

The External Auditor referred to the forthcoming retirement of Dave Richardson, Senior Audit Manager, Audit Scotland and advised that he would be replaced by Peter Lindsay.

The Committee decided: that the report be noted.

[Reference: Minutes of 19 February 2020 (Paragraph 6)]

6 Fraud Statistics 6 Monthly Update

A report dated 16 February 2021 by the Executive Director (Finance and Corporate Resources) was submitted on fraud statistics for the 6 month period to September 2020.

Details were given on the number, types, outcomes and costs of fraud investigations, together with performance measures for the 6 month period to September 2020. A comparison with the statistics for the same period in 2019 was also provided. Progress with all types of fraud investigations during the period 1 April to 30 September 2020 had been significantly impacted by the COVID-19 pandemic.

The fraud statistics for the 6 month period to September 2020 highlighted that:-

- ◆ 159 investigations, with a total value of £178,000, had either been reported in the period or carried forward from 2019/2020, representing a slight increase in number from the same period in 2019
- ◆ the majority of cases reported in the period related to thefts and break-ins and to issues referred to Internal Audit for investigation, whereas the majority of concerns reported in the same period in 2019 related to benefit fraud. The disparity reflected the disruption to the investigative process as a result of the COVID-19 pandemic
- ◆ of the 159 cases, 21, valued at £22,000, had been closed within the period, representing a decrease when compared to the closed investigations for the same period in 2019
- ◆ 71% of cases investigated were founded and none of those involved a Council employee
- ◆ 100% of the founded cases related to benefit fraud or fraud committed by a third party

On conclusion of all internal investigations, an assessment was made on whether an improvement action was necessary. If this was required, an improvement plan would be issued containing recommended actions. An improvement plan had been issued by Internal Audit during the period under review with 7 separate actions to be taken. Follow up of all high priority actions resulting from fraud investigations would be included in future Audit Plans.

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

The Committee decided: that the report be noted.

[Reference: Minutes of 19 February 2020 (Paragraph 7)]

7 Performance and Review Scrutiny Forum Annual Update

A report dated 11 February 2021 by the Executive Director (Finance and Corporate Resources) was submitted on reports considered by the Performance and Review Scrutiny Forum in the period from January to December 2020.

A report on the business considered by the Performance and Review Scrutiny Forum would continue to be submitted to the Risk and Audit Scrutiny Committee on an annual basis.

The Committee decided: that the report be noted.

[Reference: Minutes of 19 February 2020 (Paragraph 8)]

8 Audit Scotland Report Housing Benefit Overpayments in Scotland – A Thematic Study

A report dated 15 February 2021 by the Executive Director (Finance and Corporate Resources) was submitted providing a summary of the Audit Scotland Report 'Housing Benefit Overpayments in Scotland – A Thematic Study' which had been released in December 2020.

The Housing Benefit (HB) scheme was administered by councils on behalf of the Department for Work and Pensions (DWP) and helped low-income households pay their rent. External scrutiny of councils' HB performance was undertaken by Audit Scotland on behalf of the Accounts Commission. The approach to delivering this function was through a combination of HB performance audits of individual councils and thematic reviews across all Scottish councils.

The Council had not been the subject of a performance audit in 2019/2020 but was one of 28 councils which had participated in a thematic review of councils' performance in managing overpayments. Audit Scotland sourced HB overpayment data from the DWP for the 4 councils that did not participate.

The review was due to be published in March 2020, however, due to the impact of the COVID-19 pandemic, the HB audit activity was suspended, and rather than the report being published, it was provided to councils to use as an improvement tool.

The report was structured around the following 3 areas:-

- ◆ Housing Benefit recovery performance
- ◆ Housing Benefit recovery options
- ◆ Housing Benefit Debt Service

A number of key messages arising from the Audit Scotland report were detailed.

The Audit Scotland report contained several recommendations for councils, together with an assessment of the position in South Lanarkshire Council.

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

The Committee decided: that the key messages and recommendations in the Audit Scotland report 'Housing Benefit Overpayments in Scotland – A Thematic Study' be noted.

9 Forward Programme for Future Meetings

A report dated 16 February 2021 by the Executive Director (Finance and Corporate Resources) was submitted on the outline forward programme for the meeting of the Risk and Audit Scrutiny Committee to be held on 22 June 2021.

As part of future arrangements, members were invited to suggest topics for inclusion in the Committee's forward programme.

The Committee decided: that the outline forward programme for the meeting of the Risk and Audit Scrutiny Committee to be held on 22 June 2021 be noted.

10 Urgent Business

There were no items of urgent business.

Report

4

Report to:	South Lanarkshire Council
Date of Meeting:	22 September 2021
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Depute Provost Vacancy
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Consider options in respect of the vacant position of Depute Provost following Councillor Stevenson's decision to step down from the role

2. Recommendation(s)

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

- (1) Following Councillor Stevenson's decision to step down from the position of Depute Provost, consider the options available to the Council in respect of the vacant Depute Provost role.
- a. given there are only two scheduled full Council meetings before the end of the current Council term (1 December 2021 and 2 March 2022), and given the cost to the public purse, the position remains unfilled; or
 - b. nominations are sought to fill the vacancy

3. Background

3.1. At the previous meeting of the Council held on 23 June 2021, Councillor Stevenson advised that it would be her last Council meeting in her capacity as Depute Provost. It is, therefore, proposed that Council considers the available options as noted above.

4. Employee Implications

4.1. There are no employee implications in terms of this report.

5. Financial Implications

5.1. This is one of the previously agreed Senior Councillor roles. A Senior Councillor is a councillor who holds a significant position of responsibility in the Council's political management structure. The remuneration paid in financial year 2020/2021 was £25,943.

6. Climate Change, Sustainability and Environmental Implications

6.1. There are no climate change, sustainability or environmental implications in terms of this report.

7. Other Implications

7.1. There are no implications in terms of risk.

8. Equality Impact Assessment and Consultation Arrangements

8.1. There was no requirement to carry out an EIA or formal consultation process.

Paul Manning

Executive Director (Finance and Corporate Resources)

10 August 2021

Link(s) to Council Values/Ambitions/Objectives

♦ Accountable, effective, efficient and transparent

Previous References

♦ South Lanarkshire Council of 23 June 2021

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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Report

6

Report to:	South Lanarkshire Council
Date of Meeting:	22 September 2021
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Equity Working Group Progress Report
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Report on the work of the Equity Working Group to date and recommend next steps.

2. Recommendation(s)

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

- (1) that the work undertaken by the Equity Working Group be noted;
- (2) that consideration be given by the Council at its statutory meeting in May 2022 to increase the membership of the Equal Opportunities Forum to allow representation by all Political Groups within the Council and to expand its terms of reference to allow the Forum to continue the work of the Equity Working Group;
- (3) that feedback from the Equity Working Group focus groups be used to review the current recruitment policy;
- (4) that mandatory equalities training be introduced for elected members and officers; and
- (5) that the Equity Working Group continuing to meet into the final cycle of Committee meetings ending 2 March 2022 to allow the group to undertake the remaining tasks outlined in paragraph 6.1 below be agreed.

3. Background

3.1. At its meeting on 23 September 2020, the Council considered a motion submitted in terms of Standing Order No 19 and agreed to the establishment of an all-party Equity Working Group that was tasked to:-

- ◆ consider the officers' report on recruitment disparities between white and BAME applicants;
- ◆ investigate and identify any sources of inequity;
- ◆ develop consensus on effective ways to address any sources of inequity;
- ◆ recommend measures to ensure equitable treatment to Council.

The Terms of Reference for the Equity Working Group is provided as Appendix 1 to the report.

4. Work undertaken by the Group

4.1. The Working Group has held 6 meetings to date, an overview of the topics covered is provided in Table 1.

Meeting Date	Items Considered
23 November 2020	Terms of Reference
18 January 2021	Recruitment Process within South Lanarkshire Council Recruitment of Black, Asian and Minority Ethnic Candidates to South Lanarkshire Council Workforce
15 February 2021	Black, Asian and Minority Ethnic (BAME) Survey Results Focus Group Questions Positive Action versus Positive Discrimination Recruitment Questions
26 April 2021	Equality Training Review Outcomes from Focus Groups Update from the Public Sector Leadership Summit (Race Equality in Employment)
1 June 2021	Mainstreaming Equalities progress report and equality outcomes for 2021-2025 The Language of Diversity An Overview of Unconscious Bias
16 August 2021	Equity Working Group progress report

Table 1

4.2. To date the Group has:-

- ◆ gained an understanding of the mechanics of the recruitment process within the Council and discussed what could be done differently to encourage BAME applicants
- ◆ considered a report from officers on the recruitment of BAME candidates to the Council
- ◆ examined feedback received from the BAME recruitment survey and discussed next steps
- ◆ agreed questions for use at focus groups for respondents of the BAME survey and examined feedback resulting from these focus groups
- ◆ requested a review of Equalities training for all Council Employees and Members and noted the new proposals that would be referred to the Corporate Management Team for discussion, and for consultation with representative groups including Trade Unions. This includes proposals for mandatory training and refresh training for employees and members.

- ◆ been made aware of the developments in race equality in employment, most recently an update from the Public Sector Leadership Summit held in response to a report published in November 2020 on race equality, employment and skills inquiry by the Scottish Parliament's Equalities and Human Rights Committee

5. Equity Working Group and the Equal Opportunities Forum

- 5.1. There are parallels between the work of the Equal Opportunities Forum and the Equity Working Group, although it should be recognised that the latter has been established to carry out a specific task and report back to Council.
- 5.2. There was discussion at the 26 April 2021 meeting of the Group that there should be closer cooperation between the Working Group and the Equal Opportunities Forum, and they should "speak with one voice". To best achieve this, consideration around Equal Opportunities Forum membership and terms of reference should be given by the Council at its statutory meeting in May 2022. This will enable the Forum to continue the work of the Equity Working Group.

6. Next Steps

- 6.1. There is some further work for the Equity Working Group to examine, including exploring the recruitment actions in other public sector organisations, such as Police and NHS, to identify areas of good practice. Also, the establishment of diversity champions within schools and a better understanding of the reporting of racial incidents within schools. It is proposed that the Equity Group continue to meet during the final cycle of Committee meetings as agreed by the Executive Committee on 25 August 2021 until those actions are completed.
- 6.2. The recent focus on race equality has led to discussions about other aspects of equality, such as disability and gender, which could be explored more fully in future by the Equal Opportunities Forum.

7. Employee Implications

- 7.1. New and existing employees will be expected to undertake a programme of equalities training as outlined in the report considered by the Equity Group on 26th April 2021.
- 7.2. New and existing elected members will also be expected to undertake a similar programme of equalities training, outlined in the same report.

8. Financial Implications

- 8.1. There are no financial implications.

9. Climate Change, Sustainability and Environmental Implications

- 9.1. There are no implications for climate change, sustainability, or the environment as a result of this proposal.

10. Other Implications

- 10.1. There is a public commitment to race equality in employment on the Council's website, and our progress will be monitored and reported through our Equalities Mainstreaming update reports.
- 10.2. The reliance on personal data from employees and applicants, in order to monitor progress, is an area which needs to be better communicated and understood. This information is provided voluntarily, and is often incomplete, as people are not aware of how the data is used and for what purpose.

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.

Paul Manning

Executive Director (Finance and Corporate Resources)

7 September 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Promote economic growth and tackle disadvantage
- ◆ Improve Quality of Life for Everyone in South Lanarkshire
- ◆ Focussed on People and Their Needs

Previous References

- ◆ South Lanarkshire Council of 23 September 2020

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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Equity Working Group

Terms of Reference

1 Powers and Responsibilities

1.1 A short-life working group established to:-

- ◆ consider the officers' report on recruitment disparities between white and BAME applicants
- ◆ investigate and identify any sources of inequity
- ◆ develop consensus on effective ways to address any sources of inequity
- ◆ refer any recommendations to ensure equitable treatment to South Lanarkshire Council for consideration

2 Membership

2.1 7 members (Political balance: 2 SNP; 2 Labour; 1 Conservative; 1 Independent Group and 1 Liberal Democrat), with 1 named substitute member from each Group

2.2 To be chaired by Councillor Razzaq, as agreed by South Lanarkshire Council at its meeting on 23 September 2020.

2.3 Quorum - 3

3 Meeting Arrangements and Practice

3.1 To meet as required until the Working Group reports its recommendations to South Lanarkshire Council.

3.2. Meetings not held in public - Internal Working Group.

Parking Permit Charges

Notice of Motion

Motion received in terms of Standing Order No 19 on 27 August 2021, proposed by Councillor Gerry Convery, seconded by Councillor Joe Fagan, as follows:-

“The Council is asked to agree that:-

The charge for administering residential parking schemes approved on the 24 February 2021 is removed.

Residents are reimbursed for residential parking permits charges introduced as a consequence of the approval of saving CER24 on 24 February 2021.

The cost of removing the charge in this financial year be met from Resource underspend or use of Reserves.

We call on our Colleagues to end this unfair tax on our Constituents.”

‘Teach the Future Scotland’ and the place of the Climate Challenge in Education

Notice of Motion

Motion received in terms of Standing Order No 19 on 3 September 2021, proposed by Councillor Robert Brown, seconded by Councillor Mark McGeever, as follows:-

“The Council notes the continuing climate emergency, the efforts, both local and national, being undertaken to tackle this and the welcome focus on the issue with the forthcoming UN Climate Change Conference (COP26) in Glasgow from 31st October to 12th November 2021.

The Council welcomes the positive work of ‘Teach the Future Scotland’, led by young people in schools and further education, to ensure that the climate emergency is high on the education agenda. Teach the Future has noted that only 4% of students feel they know a lot about climate change, 68% of students want to learn more about the environment and 75% of teachers feel they have not received adequate training to education students about climate change.

Council supports the call by Teach the Future Scotland for the Scottish Government to commission a review into how the Scottish education system is preparing students for the climate emergency and ecological crisis and asks the Chief Executive to write to the Scottish Education Secretary in support of this.

The Council further:-

1. commits to reviewing how education in South Lanarkshire prepares students to help tackle the climate change crisis and deliver climate justice, and to develop this in consultation with a panel of school students
2. notes the need to look at continuous professional development within the Council in order that teachers are equipped and confident to teach understanding of climate change issues
3. calls for a paper on Climate Change education to be brought to the Education Resources Committee in the near future, detailing what action is currently being taken.”

Report

9

To: South Lanarkshire Council
Date: 22 September 2021
Report by: Chief Executive

Subject: COVID-19 Recovery Arrangements and Service Re-introduction

1. Purpose of Report

1.1. The purpose of the report is to: -

- ◆ advise Council on the actions that have been taken to date in response to the COVID-19 pandemic and those being planned and implemented with regards to service re-introduction

2. Recommendations

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

- (1) that the contents of the report are noted.

3. Background

3.1. On 11 March 2020 the World Health Organisation declared Coronavirus (COVID-19) as a global pandemic and in response to this on 23 March 2020 the United Kingdom and Scottish Governments introduced a range of measures to reduce its spread.

3.2. Both the impact of the virus and the measures taken to minimise its spread had a significant impact on the work of the council. Plans had quickly to be developed and put in place to temporarily withdraw or reduce some services in order to:-

- allow physical distancing measures to be followed
- take account of higher than normal absence levels
- enable services to focus resources on vital frontline services
- assist the council with taking on an extensive range of new services to support residents and communities

4. Initial response and recovery

4.1. From April through to June 2020 regular consultation and engagement took place with senior council officers and partners through a Recovery Working Group put in place to develop and implement plans for organisational recovery whilst considering new service delivery solutions, improved use of I.T. and the introduction of agile working arrangements.

4.2. As part of its remit, the Recovery Working Group also considered supports that could be provided to aid Service Recovery, how it could assist the Health and Social Care Partnership with a service wide re-design and how the substantial contribution that was being made by Community and Voluntary Organisations could be recognised and retained.

- 4.3. The council's COVID-19 Recovery Plan that was subsequently developed was published on 16 June 2020.
- 4.4. Elected Members continued to be kept apprised of ongoing developments through a comprehensive series of briefings. A Recovery Board was also put in place for the initial recovery period whilst normal committees were not meeting and had responsibility for the ongoing monitoring and scrutiny of the council's Recovery Plan as it continued to develop and be delivered and highlighting the financial implications from this. The Board was stood down when committee meetings resumed on a virtual basis.
- 4.5. Over the remainder of 2020 and early 2021, local authority areas in Scotland continued to have restrictions imposed as part of the effort to tackle the pandemic, and in response to local rises in the number of cases or because of local clusters or outbreaks.
- 4.6. In February 2021, as part of its planning process the Scottish Government published the COVID-19 Strategic Framework - [Coronavirus \(COVID-19\): Strategic Framework update - February 2021 - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/coronavirus-covid-19-scotlands-strategic-framework-update-june-2021/pages/1-2-introduction-and-what-to-expect-from-the-framework-update-june-2021.aspx) - which set out the plan to support the country move out of full lockdown through a series of timetabled steps. This took account of the new strains of the virus and the tools that would be used to continue to suppress them and support re-opening plans including:-
- the vaccination programme
 - the Test and Protect programme
 - the use of the Levels system throughout the country
 - travel restrictions
 - support for people and businesses affected by lockdown
 - an extensive suite of sectoral guidance and activity guidance that indicates what can and cannot take place at each level.
- 4.7. In line with the rest of the country, restrictions in South Lanarkshire were reduced to Level 3 on 26 April 2021. These were then further reduced to level 2 on 17 May 2021.
- 4.8. A revised COVID-19 Strategic Framework update was issued by the Scottish Government in June 2021 - [https://www.gov.scot/publications/coronavirus-covid-19-scotlands-strategic-framework-update-june-2021/](https://www.gov.scot/publications/coronavirus-covid-19-scotlands-strategic-framework-update-june-2021/pages/1-2-introduction-and-what-to-expect-from-the-framework-update-june-2021.aspx) which set out how and why the COVID-19 response strategy would change in light of new conditions and what a move beyond Level 0 would look like.
- 4.9. In early August 2021 Scotland moved out of the COVID-19 levels system to beyond Level 0 but with the key message remaining that everyone should continue to act carefully and remain cautious.
- 4.10. Throughout this period Resources continually assessed and amended their plans for a gradual, fuller re-introduction of services whilst taking account of the restrictions that remained in place as well as other factors, including competing council priorities for resources such as transport, facilities services and property assets. All plans were the subject of continuous monitoring and review to ensure that they reflected the current circumstances and met the needs of the council and its stakeholders.

5. Service Delivery

5.1. Despite the many challenges faced, council Services in partnership with South Lanarkshire Leisure and Culture, Community Planning Partners and Community Groups and individuals, continued to deliver essential services alongside a range of new services that were needed to support residents and communities. In order to do this, in many cases, innovative and new ways of working had to be developed and implemented. Some examples include:-

- introduction of remote/online teaching arrangements
- continuity of care services
- delivery of enhanced cleaning and sanitisation arrangements to support safe service delivery
- housing, sheltered housing and homelessness services adapted to meet increasing demands whilst utilising agile working methods
- continued delivery of essential repairs, maintenance and improvement programmes across the land, roads and property portfolio
- partnership initiatives to tackle Anti-Social Behaviour issues
- provision of a wide range of business supports grants to those impacted by restrictions
- introduction of a Community Wellbeing Line to connect with households with medical or food needs which by August 2020 had:
 - contacted over 11,000 shielding individuals
 - received 17,000 calls
 - assisted with over 5,000 food supports and over 3,000 pharmacy supports
- supporting the vaccination programme and delivering a new testing service
- provision of breakfasts, lunches and dinners through Community Hubs to groups and/or children of emergency workers
- Free School Meal support to 9500 pupils at a cost of £5.653m
- Winter payments:
 - Winter Hardship Payment (£100 per eligible child) to 9932 children
 - Winter Fuel Payment of £50 to 6444 households
 - TopUp Winter Payment of £75 to 9299 children
 - £100 payment to those in receipt of clothing grants (but not Free School Meals) to 2719 children
 - £60 winter payment to 561 residents in temporary accommodation at a total cost of £2.318m
- Low Income Pandemic Support Payments to 33946 people at a cost of £4.413m
- introduction of a PPE hub to take delivery of, store and distribute PPE supplies to council services and partners

5.2. Further details on the full range of Service performance are included in the Resource Plans and other Strategy/Plan updates reported to the Executive and Resource committees as well as through the Annual Performance Spotlights report presented on 17 August 2021 to the Performance and Review Scrutiny Forum.

5.3. To support the delivery of these services there was a need to in many cases adapt our working practices and service delivery models and develop revised Safe Systems of Work so that we could continue to work in ways that complied with the remaining restrictions and took cognisance of industry and government guidelines. One of the most significant areas of need identified to maintain service delivery was to enable as many council staff to work from home as possible.

5.4. When developing and implementing revised working arrangements regular consultation took place with the Trades Unions. Employees were also engaged with through both their regular communication arrangements as well as through 2 surveys carried out in June 2020 and in November/December 2020 which sought their views on working from home during the pandemic specifically around:-

- Previous experience of working from home
- Awareness of Council activity
- Support and equipment
- Access to IT systems
- Learning and development
- Health and Wellbeing
- Further contact

Overall, the response to both surveys highlighted that employees had a positive experience of the adapted working arrangements and of the supports put in place around these in terms of engagement, communication and equipment. Feedback provided was used to further develop/amend our working arrangements and any other supports needed.

5.5. During this time the IT service also quickly expanded the council's existing remote working capabilities and delivered new solutions including:-

- sourcing and deployment of Windows 10 laptops to replace office desktop PCs
- expansion of the central IT infrastructure to provide additional capacity and resilience for remote working
- remote PC takeover for staff without laptops to access desktop PCs from personal devices at home
- accelerated rollout of Microsoft Teams to enable videoconferencing and collaboration both internally and externally
- implementation of Outlook Web Access secure remote access to Office 365 (including email/Teams) from personal devices
- roll out of softphones to extend office telephony to laptops
- set up of virtual contact centres for remote users
- blended then virtual committee meetings and support of elected members
- helpdesk support of home-working staff in new technologies and agile working in general, provision of training materials and guidance
- refresh of mobile phones

5.5 These new capabilities continue to be evaluated by service managers to help further inform and develop new working arrangements. Further details of this are set out in section 10 below.

6. Governance

6.1. As a result of the pandemic and the relevant public health advice, Council offices were closed to the public and elected members and officers were unable to attend meetings in person within Council offices. The Chief Executive was initially given delegated authority to take decisions in consultation with political group leaders with agendas, reports and minutes published to the Council's website.

- 6.2. Following successful trials and training for elected members, from June 2020 committee and council meetings were held virtually using Microsoft Teams. Members of the public remained unable to attend or view committee meetings etc as the council offices remained closed to the public. However, from January 2021, meetings that would normally have been open to the public were recorded and uploaded to a Council Committees YouTube page which had been established for this purpose. The recordings are subtitled in compliance with equalities legislation. The public are directed to the You-Tube page via a link on the Council's website.
- 6.3. The Council subsequently sourced software, trained staff and carried out successful trials which allowed the Council to begin to live stream meetings of its Standing Committees from Wednesday 28 April 2021 directly to the South Lanarkshire Council Committees You-Tube page.
- 6.4. Arrangements were made to facilitate, as required by law, remote attendance by applicants at Regulatory meetings or hearings.
- 6.5. Following members return from this summer's recess plans are being progressed so that meetings can be conducted with some elected members being in physical attendance with others participating remotely via MS Teams.
- 6.6. In general, Full Council and Committee meetings are conducted in either the Council Chambers or Committee Room 1. The current audio visual (AV) hardware in these rooms requires to be replaced and a total upgrade of the system is now being taken forward which is also more flexible in Committee Room 1 and which would enable different layouts to be accommodated.

7. Service Re-introduction

7.1 Generally

- 7.1.1 On 15 July 2021 a Service Re-Introduction toolkit - http://intranet.southlanarkshire.gov.uk/downloads/file/7727/covid-19_recovery_-_service_reintroduction_toolkit_july_2021 was issued to managers and employees to help to continue to support the workforce as part of the council's COVID-19 recovery process.
- 7.1.2 This toolkit noted that when re-introducing services account will continue to be taken of any ongoing restrictions as well as guidance published by any industry or national representative body.

Services are being re-introduced in ways which consider service user priorities, and which take account of the advances in technology that have been made with the aim of improving:-

- Accessibility for customers/service users
- Service delivery
- Efficiency and effectiveness of services
- Employee health and wellbeing
- Energy efficiency and reducing carbon outputs

7.1.3 This includes the permanent implementation of some revised service and working arrangements which were put in place to deliver services over the course of the past 18 months, and which have been identified as being efficient and effective and suitable for permanent implementation. Some examples of these include:-

- Virtual meetings – cutting down on unproductive travel time, reducing travel costs and reducing the council's carbon footprint
- Agile working arrangements – including the ability to work from home, alternative council or partner facilities etc
- Virtual Customer Contact/Call Handling
- Increased partnership working with community groups

7.1.4 The current status of service delivery across all Resources is attached as Appendix 1. This also includes details of where services continue to be disrupted or stood down.

7.1.5 Resource and Service Management Teams will continue to review service delivery options with a view to the full re-introduction of services as early as possible. It should be noted that this will continue to be affected by other matters including:-

- any rise in COVID-19 infection levels, leading to increased absence or self-isolation across the workforce or affecting service users and thereby preventing service delivery
- general seasonal absence trends over autumn/winter
- workforce recruitment to fill vacancies
- ongoing restrictions e.g., vehicle usage
- supporting wider community vaccination and testing programmes
- potential industrial action
- availability of materials and supplies and price increases

all of which may require some services to be temporarily suspended or scaled back in order to concentrate resources on priority work areas.

7.1.7 By re-introducing services through new, more agile ways of working which embrace the new technology available opportunities will be provided for increased efficiency across our portfolio of office accommodation as well as on employee travel, fleet and telephony.

7.2. Office Accommodation

7.2.1 When continuing with the re-introduction of services cognisance will be taken of any ongoing restrictions as well as guidance published by any industry or national representative bodies. It will be done in a way which reflects customer priorities and take account of advances in technology and service delivery methods so that Services are re-introduced with the aim of improving:-

- access arrangements for customers
- service delivery
- the efficiency and effectiveness of services

7.2.2 It is envisaged that in many cases future working models will include an element of agile working which will be based upon a blend of:-

- working from the section base
- working from other council accommodation
- home working

This blended approach will fully reflect the service/customer needs but will also consider individual employee circumstances.

7.2.3 As restrictions have eased there is now a potential for increasing employee numbers to return to office accommodation although the default remains that those can continue to work from home should do so. The numbers of employees able to attend at any time is dependent upon the accommodation and also the mitigation measures that can be put in place to reduce the risk of virus transmission.

7.2.4 Service Managers have developed Safe Systems of Work (SSOW) for their respective sections to ensure a safe return to the office accommodation and these are forming part of their communication with the employees in their teams.

7.2.5 Service Managers are currently implementing plans for their teams return to the office which initially will be through the use of a rota system. This will continue to be the subject of review and further development as restrictions ease.

7.2.6 An outcome of the introduction of more agile ways of working will be a reduction in the floorspace needed across our portfolio. This will allow for either the disposal of surplus property or alternatively freeing up space that can be offered to other partner organisations with a view to improving partnership working/service delivery arrangements and also reduce the running costs to the council through partner contributions.

7.2.7 The initial plan being taken forward in this regard is the closure of Montrose House, Hamilton with employees primarily being relocated to Headquarters commencing towards the end of 2021 and completing in the early part of 2022 which will reduce the running costs of the property estate and free up this property for disposal.

7.2.8 Advance discussions are also underway with a partner organisation with an interest in utilising the vacant space in Brandongate, Hamilton.

7.3. Fleet

7.3.1 As noted earlier the introduction of more agile service delivery arrangements will lead to a reduction in travel requirements e.g. the continued use of virtual platforms for meetings will reduce travel costs, the carbon footprint and also have a reduced requirement for some of the fleet.

7.3.2 Fleet Services will engage through service delivery teams to review their existing fleet arrangements and consider how these can be altered to meet the new service delivery models in whilst transitioning the full fleet to lower carbon options. This review will primarily focus on those journeys, largely for meeting purposes, that are no longer required as it should be noted that the majority of the fleet is utilised for front line service delivery.

7.4. Telephony

- 7.4.1 As part of the IT enhancements over the course of the past 18 months to support service delivery and revised service delivery models many employees now have multiple ways to make contact and communicating with other employees, partners and service users including the use of pc's/laptops, mobile telephones, and fixed line telephones.
- 7.4.2 There is now an opportunity to rationalise this equipment further and potentially reduce the associated costs by reducing the number of fixed telephone lines and re-considering the need for mobile telephones including the need for smartphones rather than simpler models with call/text functionality only.
- 7.4.3 The IT Service are currently engaging with Service Managers to determine the specific needs of their respective sections with a view to reducing the council's telephony requirements and associated costs going forward.

8. Next Steps

- 8.1. Through some public messaging and reporting there is a perception held by a large proportion of the general public that society and the general economy has now returned to normal. However this is not the case for many council services some of which are seeing significant increases in demand e.g. Social Care/Home Care or where service delivery is being impacted by external factors such as a shortage of materials or supplies.
- 8.2. In many cases services are being re-introduced using new delivery models/arrangements, or using innovation, which will help the council meet current and future service demands in efficient and effective ways, Depending, on the scale of the change it can take time to put these new arrangements in place and support them through until they are fully embedded.
- 8.3. All of this is leading in some cases to unrealistic expectations being placed on frontline services and employees and which in turn is leading to frustrations being taken out on them, increasingly through the form of direct abuse.
- 8.4. As noted in section 6 above, Resources will continue to re-introduce services with the aim of a full re-introduction as early as possible. Again, as noted, progress in this regard may be affected by other matters such as those highlighted i.e.
- any rise in COVID-19 infection levels, leading to increased absence or self-isolation across the workforce or affecting service users and thereby preventing service delivery
 - general seasonal absence trends over autumn/winter
 - workforce recruitment to fill vacancies
 - ongoing restrictions e.g. vehicle usage
 - supporting wider community vaccination and testing programmes
 - potential industrial action
 - availability of materials and supplies and price increases

all of which may require some services to be temporarily suspended or scaled back in order to concentrate resources on priority work areas.

- 8.5. Members will continue to be notified of service status through Resource and Service specific updates as attached at appendix 1.

- 8.6. Where services require to be temporarily suspended or scaled back so that resources can be concentrated on priority work areas, Members will be notified of this through the series of Elected Member briefings and any public messaging needed will be co-ordinated through the council's PR section

9. Communication

- 9.1. Council services have engaged productively and proactively with Trades Unions and employees on the changes that were needed to service delivery through the response to the pandemic to ensure the delivery of priority services and will continue to do so through service re-introduction as restrictions ease.

10. General/Other Implications for the council

- 10.1. This is a dynamic situation that council officers will continue to monitor.

11. Employee Implications

- 11.1. The council's workforce will continue to be affected by changing restrictions and potential disruption. In response to this Personnel Services will continue to monitor this situation in partnership with the Trades Unions and develop and issue communications to service managers and employees as appropriate.

- 11.2. As the impact of the pandemic on the workforce continues to unfold, employee health and wellbeing is being supported through a number of initiatives. These include both access to the council's usual range of employee assistance tools, (counselling, physiotherapy, CBT etc.) and also through activities which have been specifically tailored through the course of the pandemic. These include a range of online activities to support resilience and mental health and wellbeing including mindfulness sessions.

- 11.3. Through the employee surveys that have been undertaken, as well as through feedback from service managers and Trades Unions, agile working was identified as challenge for many. In response, as well as providing access to the supports noted above, additional equipment e.g. chairs, keyboards, monitors were also made available where there was an identified need.

- 11.4. There is a recognition that the workforce has been working in a particularly challenging environment over the past 18 months to ensure the continued delivery of priority services and on delivering the additional services that have been needed to support our residents and communities. This will remain challenging as we continue to re-introduce services, in some cases in new ways, whilst also dealing with other matters that will continue to arise as outlined in 8.4 and in dealing with increasing customer expectations/demands. The range of supports available will continue to be reviewed and developed to help support the resilience of the workforce. Further employee wellbeing surveys will also be undertaken twice yearly to inform the range of supports in place

12. Financial Implications

- 12.1. The financial impact will be reviewed as part of the normal budget monitoring process. Details of the financial impact of COVID are included in the regular Revenue Budget Monitoring Reports to Committee.

13. Climate Change, Sustainability and Environmental Implications

- 13.1. Re-introducing service in more agile/flexible ways will be beneficial in helping to meet the council's targets in respect of climate change, sustainability and the environment.

14. Other Implications

- 14.1. There are no other implications in terms of risk.

15. Equality Impact Assessment and Consultation Arrangements

- 15.1. There was no requirement to carry out an Equality Impact Assessment or formal consultation process.

Cleland Sneddon
Chief Executive

8 September 2021

Link(s) to Council Values/Ambitions/Objectives

- ◆ Accountable, effective, efficient and transparent

Previous References

- ◆ None

List of Background Papers

- ◆ South Lanarkshire Council Recovery Plan, June 2020
- ◆ South Lanarkshire Council Service Re-Introduction Toolkit, July 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: daniel.lowe@southlanarkshire.gov.uk

Community and Enterprise Resources – Service Status**Fleet and Environmental Services****Table A – services which have been maintained or have resumed.**

Service	Comments Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc.
Fleet	<p>Workshop fully operational including Taxi Testing and MOTs</p> <p>ASN Passenger Transport operating all 39 Education routes. From 17 May 2021, ASN Passenger Transport resumed on a phased basis with Social Work. Passenger Services continues to support Waste Services utilising 11 buses used for transporting Social Work Resources pre covid. Planning for further Social Work return during the coming months. If physical distancing still required as we move down the Levels, additional/alternative transport will be required to continue to support Waste Services and provide transport to Social Work as their services return.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings, regular testing and the vaccination programme. The safe system of work (SSOW) will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicle starting week commencing 30 August 2021.</p>

Environmental	In the main staff have worked from home since March 2020 providing the full range of activities however alternative methods of intervention and assessment have been used e.g. gathering information and evidence remotely and no face to face interaction. Environmental Services continues to have role in the COVID response which includes dealing with complaints, undertaking monitoring and observations of business to ensure compliance. The service continues to participate in the Incident Management Team/ follow-up actions with NHS Lanarkshire in regard to businesses that are connected with positive cases (outbreaks).
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Table B – services which have been (and continue to be) disrupted or stood down.

Service	Service Status Please indicate whether the service is “disrupted” or “stood down”	Disruption reasons Please explain why and how service are disrupted or suspended	Next steps Please give an indication of how and when the service might resume
Environmental Inspection Visits	Disrupted Returning to full service on 1 September 2021.	Food Safety Visits ceased in line with Food Standards Scotland’s (FSS) authorisation to deviate from the Food Law Code of Practice	In December 2020, Food Standards Scotland (FSS) advised local authorities that they were proposing to reset Local Authorities food inspection programme from 1 April 2021. On 17 February 2021, FSS advised that given the subsequent measures required to be taken to control the second wave of COVID-19 it has been necessary to review this timescale. On 25 March 2021, FSS advised that they had set a nominal restart date of 1 September 2021. At that time, epidemiological trends as well as Government and scientific projections provided a

			<p>reasonable level of confidence that 'conventional' food law interventions will be feasible at that time. The recovery process guidance sets 4 deadlines by which Local Authorities should have undertaken specific tasks. Officers have completed the first two project deliverables set out in FSS's recovery plan, consisting of a desktop transfer of all premises not previously part of the Food Law Rating Scheme, and the production of a revised food intervention programme which will commence on 1st September 2021 in line with the timescales set out by FSS, and with the cessation of the derogation previously offered in terms of the Food Law Code of Practice. Officers are currently nearing completion of the third deliverable consisting of a resource calculation, following which we will be working towards producing an interim service plan. Completion of these last two deliverables will not impact on the re-start of our food inspection programme on 1 September 2021.</p>
Environmental Weights and Measures	Disrupted Inspection program to be reinstated September 2021.	<p>Businesses closed.</p> <p>There is a statutory requirement to carryout metrology visits e.g. shop</p>	<p>Priority is dealing with Covid related complaints and enforcement. The calibration of weighbridge equipment took place the first week</p>

		scales, petrol pumps, optics.	in June otherwise inspections have yet to recommence. Intention to restart inspections in September 2021. Initial projects will focus on petrol stations and packers premises. In the run up to Halloween and Christmas, priority will shift to product safety. In September, October and the first half of November resources will need to be allocated to fireworks licensing and storage inspections.
Environmental Low level crime enforcement (littering, fly tipping, dog fouling)	May be disrupted if staff numbers are affected.	Not all complaints can be resolved by alternative methods and require face to face visits\investigation	Face to face interviews\visits are being undertaken in relation to evidence gathering in line with SSOW.

Planning and Economic Development

Table A – services which have been maintained or have resumed.

Planning and Building standards	Has continued with staff working from home. Site visits were temporarily suspended from March to June 2020 but recommenced in June following a new protocol to ensure safety and social distancing. Services are continuing with staff working from home. Site visits are taking place within Safe Systems of Work. Planning Committees are being held online via Microsoft teams.
Economic Development	Has continued more or less as normal with staff working from home. Community and Enterprise Committees are being held online via Microsoft teams. Business support staff have been administering Scottish Government's emergency business funding grants but from autumn 2021 will be resuming mainstream economic development work and concentrate on economic recovery and growth

Table B – services which have been (and continue to be) disrupted or stood down

Planning and Building standards	Disrupted	Work continuing as normal. However, the service is experiencing an upturn in planning and building warrant applications from autumn 2020 of more than 25% compared to 2019 and an increase in enforcement enquiries in excess of 60% compared to pre-Covid. This situation combined with a number of vacancies in the Service has meant that staff are having to prioritise workload and concentrate on fee-paying customers and enforcement issues where there is a real possibility of danger to the public or	
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		considerable impact on amenity – as set out in the Enforcement charter. This situation will be reviewed in the autumn following a recruitment exercise which is currently underway.	
Economic Development	Disrupted, but mainstream activity recommencing from autumn 2021- see above	Economic Development activity has been disrupted due to officers being diverted to processing emergency business funding from Scottish Government. Assuming no further business restrictions are imposed, with further emergency grant funding made available, mainstream economic activity focusing on recovery can commence from autumn 2021.	

Roads and Transportation

Table A – services which have been maintained or have resumed.

Roads and Transportation Response to emergencies and essential safety critical repairs	<p>Normal service has resumed with Covid safe arrangements in place.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings, regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicles starting week commencing 30 August 2021.</p>
Roads and Transportation Carriageway resurfacing	<p>Normal service has resumed with Covid safe arrangements in place.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants.</p>
Roads and Transportation Construction Unit – Office Based staff	<p>The Roads Construction Unit engineering / professional officers continue to work remotely to support depot operations, forward plan and develop programmes. While the default position remains to work remotely, site visits are being undertaken, as necessary. This situation is dynamic and responds to the needs of the Service.</p>
Roads and Transportation Transportation Engineering	<p>Normal service has resumed underpinned by a high level of remote working. The construction sector remains operational, so sites are being staffed as required, the Greenhills City Deal project in particular. Site visits are also being undertaken as required. Normal service has resumed with Covid safe arrangements in place.</p>

Roads and Transportation Area Offices / New Roads and Street Works / Lighting	Again, normal service has resumed underpinned by a high level of remote working and again site visits are being undertaken as required.
Roads and Transportation Parking Management and Parking Demand Management (charging)	<p>Normal service has resumed for back-office staff with Covid safe arrangements in place underpinned by a high level of remote working and rota working in the office. Workload significantly less than pre-Covid.</p> <p>Normal service has resumed with regard to enforcement and parking charges, with Covid safe arrangements in place such as staggered start and finish times.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Parking Attendants limited to one per vehicle.</p>
Winter Service	Normal service has resumed with Covid safe arrangements in place.
Roads and Transportation Patching programmes	<p>Normal service has resumed with Covid safe arrangements in place.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings. regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicles starting week commencing 30 August 2021.</p>

Roads Service – other repairs e.g. bollard replacement, kerbing, guard railing and lining.	<p>Normal service has resumed with Covid safe arrangements in place.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants.</p>
Roads Service – improvement works e.g. park and ride extension, route action plans, traffic signals, cycle routes (permanent)	Normal service has resumed with Covid safe arrangements in place.

Table B – services which have been (and continue to be) disrupted or stood down.

No update			
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Facilities, Waste and Grounds Services

Waste - Residual & Recyclate Kerbside Collections	<p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings. regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicle starting week commencing 30 August 2021.</p>
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Waste - Bookable Special Uplifts	Full service available through new booking system
Waste - Household Waste Recycling Centres	<p>Sites fully operational with some traffic management within sites to promote social distancing. Booking system to help traffic management out with sites is available for introduction.</p> <p>Although usage still high there has been a reduction in visitor numbers to sites but still requiring adhoc closures to allow skips to be emptied and adding to the queuing traffic on adjacent roads given volume of waste being delivered</p>
Waste - Bookable Garden Waste Uplifts	Confirmed that service will continue to be suspended beyond original timescale of March/April 2021 as focus of service is on continuation of kerbside and special uplift collections. Given current staffing issues the service is reviewing its capacity to restart to garden this service and will update members accordingly.
Waste - Bin / Food Waste Bags Deliveries	Online form available since October, and deliveries being undertaken as resources are available (staff / vehicles).
Facilities	<p>Full Catering, Cleaning, and janitorial services. Now being provided as schools back to full capacity.</p> <p>Ongoing discussions with Education regarding the administration of testing within schools and how Facilities and associated staff will be included.</p> <p>Additional requests for services continue to be received and support being provided where possible e.g. additional cleaning support to Social Work to facilitate Social Work staff receiving vaccine and provision of community meals.</p> <p>Ongoing discussions with Education regarding the provision of summer clubs.</p>
Grounds - Bereavement Services – burials/cremations	<p>Full burial and cremation service has been provided throughout the period, with the addition of a body storage facility being created. The Body Storage will be off hired when latest rental period expires.</p> <p>Speaking to PR regarding social media posts to confirm changes to attendance numbers and confirming Crematorium capacity/access requirements.</p>
Grounds - Bereavement Services – Headstone inspection and	Services has resumed with focus on clearing backlog of headstone foundations. Any dangerous headstones identified during daily operations are progressed as required.

foundation installation.	
Grounds - Bereavement Services – Saturday booking service. Out of hours booking service. Pre-selling of the right of burial to lairs in any South Lanarkshire cemetery. Witnessed scattering or interment of ashes within the crematorium grounds or South Lanarkshire cemeteries.	<p>Focus remains on delivering burial / cremations and ensuring back office support is maintained.</p> <p>Saturday/ Out of hours bookings continue to be on hold. No concerns or requests from funeral directors.</p> <p>Pre selling also continues to be on hold although as not covid related the current recruitment for 2 vacant posts may allow the reintroduction in the near future and when new starts are fully competent in their role.</p> <p>Witnessing/ Scattering of ashes has now restarted at the crematorium although on a reduced basis and when resources permit.</p>
Grounds - Maintenance	<p>A full round maintenance operation is now up and running although restrictions on staff in vans have resulted in operatives in some areas continuing to start from their home and work locally.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings. regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicle starting week commencing 30 August 2021.</p> <p>Continuing to start from their home and work locally.</p> <p>Seasonal grass cutting workforce now in place.</p>

Grounds - Street Cleansing	A full street cleansing operation is now up and running although restrictions on staff in vans have resulted in operatives in some areas continuing to start from their home and work locally.
Grounds - Countryside and Greenspace	Service has continued to be provided with staff working from home and dealing with queries via desktop analysis. Although majority of contracts have restarted and an increase in contact from local groups service continues to limited face to face meetings where possible
Amenity Services	Service has continued to be provided with staff working from home and dealing with queries via desktop analysis. Although majority of contracts have restarted service continues to limited face to face meetings where possible
Support Services	Service has continued to be provided with staff working from home and dealing with queries via electronic means Additional support provided to other services where resources allow e.g. grants
Policy & Performance	Service has continued to be provided with staff working from home and dealing with queries via electronic means. Although majority of contracts have restarted service continues to limited face to face meetings where possible Additional support provided to other services where resources allow e.g. grants, vaccination & testing centre co-ordination

SLLC

Table A – services which have been maintained or have resumed.

SLLC All Services	Most buildings are now operational with some exceptions in community halls. There is a slight disruption to some services yet to reach full opening hours and where changing rooms cannot yet open due to ventilation requirements.
SLLC Outdoor Recreation	Golf now fully operational (two-ball and four-ball now permitted). Outdoor pitches now available for all user groups. Athletic track facilities are fully open. Tennis, Cricket, Rugby, Football and Bowls are available for all age groups. Changing facilities are not available except in limited circumstances with exclusive use due operational limitations in line with COVID guidance.
SLLC Country Parks & Museum	Car park provision and pathways open. Chatelherault Visitor Centre and Oaks café open, weddings permitted following government guidance. Calderglen Zoo and conservatory open. Franchise café operating within courtyard and take away kiosk. Museum and mezzanine café open.
SLLC Library Service	Since the Scottish Government Public Library Guidance was updated in July 2020 South Lanarkshire has reopened 18 of the 23 libraries on slightly reduced opening hours. These hours will be gradually extended as vacancies are recruited to and new staff are trained. The remaining five libraries will be reopened as soon as possible. The mobile library service has not been reintroduced primarily because it would not be safe to have customers on the vehicle. Customers continue to be able to access the online services. Since the move to beyond level zero more of the core services have been recovered including dwell time, activities, study and research, and room hire where possible within the current guidance.
SLLC Cultural Services	Cultural Venues and most Community Integrated Facilities now open. All relevant covid controls and restrictions still being implemented including capacity limits and enhanced cleaning regimes. The first performances in our venues commenced from 30 July 2021 with a run of Panto across our venues delivered to socially distanced audiences however we are now allowed to put on performances without social distancing so the first of these performances will be delivered from the end of August with a number of shows and performances following on from then.

	Many of our community halls and centres began a phased recovery from 16 August but there are still a significant number which won't be able to reopen until October/November of this year on account of the shortage of staff as we continue to support the NHS, SLC and others in the ongoing fight against Covid – 19. We are hoping to deliver performances in our venues without social distancing from the end of August and have several shows currently on sale.
SLLC Headquarters	More staff now engaged in blended working.
SLLC supporting NHS vaccination programme	SLLC continues to support the NHS vaccination programme with staff and the following centres being deployed and utilised to facilitate the programme: Fernhill Community Centre, Ballerup Hall both on a 7 day basis likely to be until March 2022 with the following being used on a less regular basis depending on Covid numbers: Stonehouse Lifestyles, Coalburn Leisure Complex, Willie Waddell Community Centre in Forth, The Fountain in Lesmahagow, Abington Hall, Carnwath Town Hall, Biggar Municipal Hall. The Alistair McCoist Complex is being stood down and will return to Sport and Leisure use.
Mobile Covid Test Centres.	The following centres continue to be used in support of the Covid Testing Programme: Eddlewood Public Hall, Fernhill Community Centre, Larkhall Leisure Centre, Blantyre Sports Centre, Eastfield Lifestyles, Red Deer Centre, Springwells Hall, Stewartfield Community Centre and the John Wright Sports Centre.
Community Meals Distribution.	The Community Meals service ceased operating from Fairhill Lifestyles on 18 April 2021.
SLLC Outdoor Learning and Adventure (e.g., canoeing, climbing skiing)	Outdoor adventure and education programmes available for groups through both our Outdoor Learning and Adventure venues in line with National Governing Body guidance.

Table B – services which have been (and continue to be) disrupted or stood down

Service	Service Status Please indicate whether the service is “disrupted” or “stood down”	Disruption reasons Please explain why and how service are disrupted or suspended	Next steps Please give an indication of how and when the service might resume
SLLC Outdoor pitches for contact sports, Athletics facilities, bowling greens	Operational. However, some slight disruption to provision of changing facilities. Reduced service at some seasonal facilities. Outdoor and indoor synthetic pitches recovered.	COVID Risk Assessments have resulted in operational limits to deliver some services.	Awaiting further facility assessments and assessing best practice on access to changing rooms.
SLLC Outdoor Learning (e.g. canoeing, climbing skiing)	Disrupted. Seasonal facilities (e.g. fun boats disrupted) Outdoor Learning services recovered.	COVID Risk Assessments have resulted in operational limits to deliver some services	Continue to follow guidance to ‘give space’
SLLC Library Buildings	Operational		18 libraries have reopened with slightly reduced opening hours. These will be extended when possible. The remaining 5 libraries will reopen when possible. Home Delivery continues to be available for anyone who needs that service.
SLLC Community Halls (and Lets)	Most Integrated Facilities now reopened as have the majority of Community Halls on a phased basis. However, a number of halls will not be able to reopen until October/November this year when we have recruited staff		A recruitment exercise is underway.

	levels as we continue to balance our service recovery with the support given to the NHS.		
SLLC Theatre venues (rehearsal and performance).	Venues now fully re-opened and performing to full audiences without social distancing.		
SLLC Museum Service	Operational		Low Parks Museum back to normal operation, with no restriction on capacity numbers. Programme of activities have now resumed including concerts and performances.
SLLC Indoor Gyms and Fitness Classes	Operational Fitness memberships and Activage memberships activated.		Continue to follow guidance to 'give space'.
SLLC Indoor non-contact sport	Operational	Resumption dates provided by Scottish Government.	Indoor non-contact sport for U18 and adults now permissible.
SLLC Indoor contact sport	Operational		Indoor non-contact sport for U18 and adults now permissible.
SLLC Swimming pools activities	Operational Swim and swimming lessons memberships activated.		8 of 9 SLLC Swimming Pools reopened (all except Blantyre which is undergoing refurbishment and due to open in October).

SLLC Health Suites	Stood down.		Now permissible though some sites undergoing checks and remedial work after being closed so long.
SLLC East Kilbride Ice Rink	Operational		All activities recovering except for curling which is due to start from 18 th October.
SLLC ACE Sport and Arts courses and classes.	Operational ACE membership activated.		School holiday activities across SLLC took place with term time ACE programme resuming on 16 th August.
SLLC Coffee shops (sit in)	Operational		All Country Park and Museum cafes now open with no restriction on capacity numbers. Leisure site cafes under review.
SLLC Biggar Caravan Park (franchisee)	Open		Continue to follow guidance to 'give space'
SLLC Calderglen Zoo	Operational		Zoo fully operational again and programme of activities have now resumed.
SLLC Weddings, functions, corporate events	Operational		Weddings/receptions are back to normal operating capacities with full license hours as per each venue. Corporate events and bookings have also resumed at each venue.
SLLC School Letting	Resumed from 23 August although some schools not ready to reopen for		Remaining schools will reopen for community lets in line with school requirements.

	community letting on account of the need to utilise the spaces for classroom extension etc.		
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Education Resources

Table A – services which have been maintained or have resumed

Service	Comments Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc.
Schools and nurseries	<ul style="list-style-type: none"> • All schools and nurseries re-opened fully to children and young people for session 2021/21 on 16 August with further easing of restrictions
Curriculum and Quality Improvement Service	<ul style="list-style-type: none"> • Full service supporting schools and establishments in the delivery of a range of training opportunities delivered to teachers/early years workers • learning during the period of lockdown and remote learning. For example, supporting digital learning. • A range of remote training opportunities delivered to teachers and school staff • Supporting schools prepare for remote learning, including SQA courses • Supporting emergency childcare provision
Early Years' Service	<ul style="list-style-type: none"> • Full service supporting early years establishments in the delivery of a range of training opportunities delivered to teachers/early years workers • Supporting learning during the period of lockdown and remote learning. • A range of remote training opportunities delivered to teachers and school staff • Supporting emergency childcare provision • Undertaking early years admissions processes for next session
Inclusive Education	<ul style="list-style-type: none"> • School and multi-agency working to identify and support vulnerable children and young people • Planning and delivery of service to meet complex additional support needs of children attending emergency childcare within schools. • Continuing to support children and young people with additional support needs, both within and outwith a school environment • Participation in enhanced public protection arrangements
Operations Service	<ul style="list-style-type: none"> • Full delivery to support all establishments during lockdown period • Staff have provided support from within Council Offices and through remote delivery • Continued partnership working with Parent Councils. • Continuing to undertake a range of statutory requirements
Psychological Services	<ul style="list-style-type: none"> • Direct delivery for pupils • Continuing to undertake a range of statutory requirements

	<ul style="list-style-type: none"> • Providing wellbeing support for schools and HTs • Deliver statutory services
Support Services	<ul style="list-style-type: none"> • Full service with direct support to schools and EYs establishments and this includes; • placing requests; • early years admissions; • transport; • Safe system of working and Health and safety; • supporting the ongoing operational activity of the education service
Youth Family Community Learning	<ul style="list-style-type: none"> • Universal Connection establishments re-opened for children and young people • Support vulnerable families in the community • Remote delivery with young people and families via social media • Supporting schools to deliver services • CLD work
Youth Employability	<ul style="list-style-type: none"> • Work with key stakeholders to identify , support and track vulnerable groups of young people through ASPIRE (Contact through remote delivery and some face to face delivery) • Supporting the delivery of level 4/5/6 Foundation Apprenticeships programmes • Working with schools to ensure the delivery our GRADU8 work based learning programme.
Schools Modernisation Team	<ul style="list-style-type: none"> • Overseeing ongoing work and adaptations within the school estate, including final aspects of the EY building programme. This is completed in partnership with Housing and Technical Resources. • Supporting the ongoing school estate programme

Table B – services which have been (and continue to be) disrupted or stood down

Service	Service Status Please indicate whether the service is “disrupted” or “stood down”	Disruption reasons Please explain why and how service are disrupted or suspended	Next steps Please give an indication of how and when the service might resume
N/a			

Table A – services which have been maintained or have resumed

Service	Comments Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc.
Audit and Compliance	Service continues to work remotely with all processes now completed electronically. Primarily work on 2021/2022 Audit and Work Plans. Service continues to work remotely with all processes now completed electronically. Primarily work on 2021/2022 Audit and Work Plans. Plans developed for a blended work model to allow a return to the office on a part time basis with the remainder of the week working from home.
Communications & Strategy	All parts of the service continue to function at full capacity. In Communications, Digital, Graphics and PR teams are all primarily remote working, though some members of the team are working from the office on an occasional basis; while the Print team is working normally in the Print Centre using physical distancing. The Corporate Improvement Unit, Corporate Research Unit have also maintained services while working from home. The Community Engagement Team is operating hybrid arrangement, especially to facilitate community events, including face to face engagement using agreed safe systems of working where appropriate, but primarily working from home.
Finance Strategy	Through working from home the team continues to deliver all support service for Resources, and complete essential work (such as budget planning work, regular financial monitoring). The team has also provided monitoring and reporting on financial implications of Covid-19 with Updates on financial position on Covid spend is provided to the executive committee.
Finance Transactions CSC Land CSC GE	<p>Half of the staff are office based and other half are agile working. Have continued to provide a telephone, email, and online form (non-integrated) service throughout.</p> <p>Agile working. Have continued to provide a telephone and online form (non-integrated) service throughout.</p>

CSC Repairs	Half of the staff office are office based and other half are agile working. Have continued to provide a telephone and email service throughout.
24 Hr Control Centre	One Assistant per shift now able to work from home on a rota basis with remaining three office based. Team Leaders rotating office presence. Full service continues to be provided.
Customer Services Development	Agile working
Payables	Agile working with appropriate adjustment to processes and office based key processes.
Ordering i-proc	Agile working with office based key processes.
Procurement	Agile working.
Payroll	Agile working with office based key processes.
Risk and Insurance	Agile working with office based key processes.
Community Care Team	Agile working with office based key processes.
Benefits and Revenues	Agile working with office based key processes.
Legal and Administration	
Committee Administration	Team is mainly working remotely with office based attendance for dealing with hard copy mail and as required for preparation and issue of Committee Agendas and participation in Committee meetings which are currently being held by virtual means. All support functions are continuing remotely. Committee meetings have been recorded and are being subtitled for uploading to Youtube. Committee meetings have been live streamed to the SLC Committees YouTube page since March 2021. An upgrade to the Audio Visual equipment in the Council Chamber and Committee Room 1 is currently being procured to allow blended Committee meetings to take place subject to Health Protection Scotland restrictions . Preparatory work has begun for the end of the Current Council Term and new Council in May 2022

Elections	Team working remotely and on a rota basis in the office on the National Resilience Plan for Elections as well as finalising the SPE election accounts and preparations for the Local Government Elections in May 2022 .
Legal	Majority of staff are working remotely. Court work is being progressed with guidance from the Scottish Courts Service and all other work e.g., property transactions, contracts work and advice to all parts of the Council is being carried out. The Records Centre has re-opened two days per week so that urgent files can be requested. Workloads are being prioritised to ensure that the most urgent work continues to be done in the event of any impact from staff illness.
Licensing and Registration	<p>Registration offices remain closed with the service centralised in Almada St HQ. Remote death registrations are proceeding with birth registrations taking place in person in two rooms in Almada St. Ceremonies (mainly weddings) are taking place at the Town House in Hamilton and venues of the Couples choice. Although marriage ceremonies may now proceed with up to 200 people in attendance, the number attending the ceremony will depend on the size of the venue as one metre physical distancing is required. The registration ceremony room at the Town House, Hamilton will accommodate 60 seated guests. For clarification, witnesses and children will be included in the total of 60. The couple, up to 2 registrars and a photographer are not included in the 60.</p> <p>In terms of Licensing, urgent business can be carried out via delegated authority, or remote Committee/Board. Vehicle Inspections and Testing has resumed at Fleet Services.</p> <p>The Taxi/Private Hire Driver fund went live on 25th January. All drivers were notified by text, email, or letter. L&R processed the applications and arranged the payment of grants in terms of the Scheme. 1447 applications were received, of which 1365 were paid (£2.047500m). A further grant scheme opened in June 2021 for those Taxi /PHC Drivers who received a grant in the financial year 2020/2021 and who were still licenced as at 3 June 2021 . This grant scheme closed in late July 2021. To date the Council has paid out 1335 Grants to drivers with a total value of £ £2,002,500 under the 2021 Scheme. The Council has paid out 782 grants under the Operators Fund with a total value of £960,000 to date. This fund has closed for applications.</p> <p>Contingency plans remain in place to take account of increased workloads due to all of the above tasks having to be carried out</p>

Members' Services	Members' Services Support staff continue to work from home providing elected members with secretarial and administrative support. Staff work from the office as and when requested/required by elected members and when any tasks cannot be completed or carried out from home.
IT Services	IT Services have continued working as normal, with all staff able to work from home. Staff attend site as and when required whenever tasks cannot be done remotely (e.g. mobile phone repairs, PC refresh)
Personnel Services	
Job Evaluation	JE team now able to work agilely and meetings progressing through use of teams
Learning and Development	All L&D employees have continued to be operational via home working. Delivery has significantly switched to online learning via eLearning, webinar and virtual classroom delivery. A very limited amount of physical classroom training has been delivered where it has been deemed essential and online delivery has not been an option. Continuing to engage with external providers on essential practical training to ensure legal compliance in areas such as plant and equipment operations, vehicle maintenance, etc.
Personnel Operations	Team has been agile and is operational with soft phones. Able to undertake normal activities, process pays, as well as undertake additional Covid related tasks.
Recruitment	Operational and dealing with queries virtually. Guidance in place for virtual interviewing. Requests for recruitment are now increasing and applicant volume is high. Additional guidance to aid manager shortlisting is being developed.
Employee Relations	Employee Relations and Maximising Attendance work being prioritised and progressed alongside Covid related employee relations activity.
Community Engagement	Community wellbeing activity continues but demand remains low; Engagement activity increasing and some face to face opportunities now possible with appropriate SSOW in place; community planning activity continuing.

Table B – services which have been (and continue to be) disrupted or stood down

Service	Service Status Please indicate whether the service is “disrupted” or “stood down”	Disruption reasons Please explain why and how service are disrupted or suspended	Next steps Please give an indication of how and when the service might resume
N/A			

Housing and Technical Resources

Table A – services which have been maintained or have resumed.

Service	Comments Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc.
Homelessness	Emergency Centralised homeless team continues with telephone presentations and assessments. Virtual call centre will continue to provide basis for service access. Temporary Accommodation continuing to be provided.
Sheltered Housing	Critical service delivery has and will continue to be maintained via telephone contact and site presence. All staff have now returned to full time working on site, with flexibility for home working allowing for self-isolation when required and exceptional circumstances. Communal lounges reopened early July.
Rent Income Support Team (Formerly Benefits are Changing Team)	Operating as normal but delivered remotely by officers working at home.
Housing Options	Integrated home options teams continue to provide homelessness prevention and housing options advice and support by telephone. Office attendance re-introduced with a blended model of home and office-based working
Housing Support (includes Syrian Refugees and MAPPA)	Services continue to be provided remotely/ agilely with limited face to face. Home visits recommenced from 23/8/21, guidance and safe systems of work (SSOW(were issued to staff after agreement with TU's
Services for Gypsy/Travellers	The Gypsy/Traveller service continue with normal working arrangements, subject to SG guidance and SSOW (inc social distancing and appropriate PPE issued to staff).
Emergency Repairs	Full service being provided. Continuing to adhere to Covid SSOW.
Non-Emergency	Recommenced to full service and continue to make good progress with backlog.

Void Repairs	Void works continue using safe systems of working and appropriate PPE.
Adaptations	Full service being provided, whilst working with Covid SSOW.
Routine Repairs	Full service being provided, whilst working with Covid SSOW.
External repairs Heating Installation Programme	Full service being provided, whilst working with Covid SSOW. Programme continues.
Kitchens & Bathroom Programme	Programme continues.
Factoring	Operating as normal but with a mixture of home and office working.
Grants	Staff are working on a blended model of agile and office working.
Gas Safety Checks	Gas servicing continues to be provided with the service operating within the pre Covid process, with amendments for PPE. A specific team established to deal with the properties where access could not be gained will continue. The forced entry process will continue.
Capital Projects Design and Project Management	The design and management of projects, including new nurseries, new build housing and work in Council properties. Works continue on site with contractors assessing the physical/financial impact on their programmes. This service continues to be delivered with a blended model of home and office working.
Building Services Projects	This includes construction works being delivered by the Councils in-house team. All works continue. However, material supply chains continue to be disrupted and will be monitored.
Assets and Estates Services - Lease/Capital/Data/Investment/Technical	Office attendance re-introduced with a blended model of home and office based working.
Strategy and Support	Rota for office attendance has been re-introduced during May, with a blended model of home and office based working.

Directorate	Office attendance re-introduced with a blended model of home and office based working.
Rent Recovery	<p>Rent recovery activity, including Former Tenant Arrears, continues with officers working remotely and continuing to contact tenants in accordance with arrears process.</p> <p>Home visits recommenced from 23/8/21, guidance and SSOW were issued to staff after agreement with TU's</p> <p>Hand delivery of letters will continue.</p> <p>Service of Notice of proceedings and referral to Court Team has recommenced, reflecting relevant parts of the Coronavirus (Scotland) Act.</p> <p>Cases can be recalled at court or booked into court to seek decree for eviction.</p> <p>Decrees for eviction due to non-payment of rent can be enforced.</p> <p>FTA recovery continues.</p>
Tenancy/Estate Management	<p>Caretakers on site presence will continue, with enhanced cleaning in common areas.</p> <p>Home visits recommenced from 23/8/21, guidance and SSOW were issued to staff after agreement with TU's</p>
Estate Management inspections	<p>Inspections will continue.</p> <p>Other Estate management functions continue to be delivered with a blended model of home and office-based working.</p>
Anti-social Behaviour services	<p>Service continues to be provided.</p> <p>Door to door visits continue, initially for cases where there is a lack of engagement from the offending party or a particularly sensitive complainer.</p> <p>ASIT continue to access interview rooms for face-to-face meetings were deemed necessary.</p>
Housing Allocations & Void Management	<p>Housing application process will remain as is.</p> <p>House letting - lets to all categories with a focus on lets to homeless households, those with an urgent medical need,</p>

	to support hospital discharge and for new build lets where handover achieved. Mutual exchanges and letting of lock-up garages will continue.
Support Services (Plant/Stores/Cost and Productivity)	Staff are working on a blended model of agile and office working.
Planned and Reactive maintenance	External Fabric works (Roofing and Render) – Progressing as normal. Tolerable standard (Smoke, heat and CO sensors) - Progressing as normal.
Community Warden Service	Full vehicle service from 24 th August with multi person vehicles. Community Warden Investigative Support /CCTV operating hours have reverted to full contractual hours, coverage extended until 3.30am in line with night-time economy re-opening. Community Warden Estates Team service has ceased in its entirety and therefore no foot patrols requests are being carried out.

Table B – services which have been (and continue to be) disrupted or stood down.

Service	Service Status Please indicate if the service is “disrupted” or “stood down”	Disruption reasons Please explain why and how service are disrupted or suspended	Next steps Please give an indication of how and when the service might resume
Anti-Social Behaviour - Legal action	Disrupted	Service continues to be provided where possible.	Legal action to continue - Continue to be guided by the legislation on the service NOP’s and recovery of properties for the most serious cases of ASB. These will continue to be subject to Head of Service Level approval on a case-by-case basis.

Planned and Reactive maintenance	Disrupted	Service to remain as is with limited functions provided.	<ul style="list-style-type: none"> • Doors and windows – Slowly recommencing - labour has moved temporarily to assist in other areas and other operatives still tied to PPE deliveries. • Ongoing issues with securing materials.
Assets and Estates Services - Survey	Disrupted	Full survey programme recommenced with the exemption of certain properties i.e., sheltered housing complexes	<ul style="list-style-type: none"> • Full survey programme underway with a few exceptions • External and essential survey work only being carried out in these properties – Continue to review in accordance with guidelines


Table A – services which have been maintained or have resumed.

Service	Comments <ul style="list-style-type: none"> Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc.
Fieldwork Services	Public Protection <ul style="list-style-type: none"> Public Protection duties remain a priority for the Health and Social Care Partnership. At the outset of the pandemic the service identified the most vulnerable children and adults within each locality and focused on continuing service delivery to those assessed as most at risk. The most vulnerable children and adults remain a priority. Social Work staff will screen and prioritise referrals whether it is for children or adults based on immediate risk to individuals. Non-critical referrals (RFA's) received are now being screened and prioritised for further assessment. Critical and substantial cases continue to be seen face to face, where appropriate and necessary, all other contact is maintained via telephone and virtual. Supplementary guidance issued by the Scottish Government for Child Protection and Adult Support and Protection in April 2020 remains in place to support Chief Officers, local managers and Child Protection and Adult Protection Committees during the COVID-19 outbreak. Home visits for Adult Support and Protection and Child Protection case have continued with staff following appropriate PPE and physical distancing guidance. Service user interviews can now take place within Hamilton and Rutherglen Local Offices. Work is ongoing to identify suitable meeting accommodation within Clydesdale and East Kilbride. Case conferences have continued to be held for Adult Support and Protection. Case Conferences and key planning meetings are arranged through virtual means which allow for decision making and daily support to staff to continue. Collaboration with NHS and HSCP staff has supported the management of risk assessments with the use of PPE equipment enabling the service to undertake home visits and one to one contact with clients. Liaison and collaboration with other agencies is undertaken and joint management of cases agreed where appropriate Enterprise Resources, Fleet Services and Education Resources have supported the delivery of services to those

	<p>identified as most vulnerable.</p> <ul style="list-style-type: none"> • Duty rotas are in operation to reduce the footfall of staff into the locality offices and these have remained in place. • Agile working continues to be in operation across Services. • IT enablers such as Microsoft teams and Near Me continue to be utilised. • SLC Social Work Team at The State Hospital continue to work in a mixed pattern in efforts to promote infection control measures. Following the recent lockdown, shielding has again become an issue. However, the team are now equipped with adequate IT provision to support continuity of service and are much more comfortable with the demands of working in a flexible manner. The team continue to support the care and treatment of patients in The State Hospital and to meet our statutory and service requirements within the hospital and as part of the MHO group across the authority. • Appropriate signage and safe distancing /hand hygiene practices is in place in Social Work buildings. • Guidance on staff responsibilities on how to prevent the spread of Covid-19 has been circulated. This includes a reminder not to congregate within staff areas where two metre distancing cannot be observed, ensuring masks are worn and office workspaces are wiped down regularly. • Signing in/out sheets logs maintained at the entrance of the building, as per Health and Safety. • Wellbeing hubs have been established and a wellbeing co-ordinator assigned to each locality to offer advice, guidance, and support to staff. <p>Child and Family Services</p> <ul style="list-style-type: none"> • Child and Families staff continue to work remotely and are office based on a duty rota to maintain low footfall into the offices for essential services only. • Child and Family services have continued to manage case conferences by virtual means supporting families with no access to smart phones or broadband. • Child Protection plans have been reviewed via core groups and review case conferences. • The most vulnerable children are continuing to be seen at home. • Legally required contacts between children and their families are being undertaken following a risk assessment. • Home visits where legal orders exist, or assessments are required, are being undertaken. • Intensive Family Support services have resumed and have increased their capacity. • Through care and after care services are being provided and young people supported within the community. • Action for Children services for children with disabilities have fully re-opened.
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	<p>Criminal Justice Services</p> <ul style="list-style-type: none"> • High Patrick Street-continues to be a vital resource for those who for statutory reasons require to be seen but cannot be visited at their home address due to for example the risk of harm they may pose. Service users subject to Throughcare, a Drug Treatment and Testing Order or the Caledonian System Programme continue to be seen by appointment. High Patrick Street is also used for service users who require to be seen but for whom there is no available locality office space. It is likely that young people subject to Structured Deferred Sentences may also be appearing at virtual court reviews from High Patrick Street. A ViSOR terminal utilised by the MAPPA team is also located in High Patrick Street, a one-way system and social distancing measures remain in place. • Accommodation for service user meetings is now available within Hamilton and Rutherglen local offices, with work continuing to identify suitable accommodation within Clydesdale and East Kilbride. • Renewed public health guidance led to the unpaid work service resuming in March 21 after being suspended on 8th January. Due to extensive periods of suspended or reduced activity in the unpaid work service due to COVID there is a backlog in hours that require to be completed in this service. Amendments to Coronavirus legislation permitted a reduction of 35% in unpaid work hours to be applied with key conditions (excludes domestic violence or sexual offences). Additional funding has been made available for a time limited period to support the recovery of justice social work services. A social work committee report documenting the breakdown of additional spend on fixed term posts for justice services was approved on 2nd June and additional posts are presently being recruited to. Support for this service is also being provided by the local third sector and national third sector providers such as SACRO and Action for Children. A detailed briefing report on the recovery planning in place to support the unpaid work service was presented and approved by the governance group in May 21. • Virtual Court arrangements have been established across Scotland to support the backlog in court activity and address the projected increase in demand (Justice Analytics 2020). New arrangements have posed challenges in terms of meeting 1 day Key Performance Indicators for persons sentenced to Community Payback Orders but solutions are being explored in relation to this. There are significant challenges in relation to maintaining the confidentiality of service users interviews using both the lifsize cloud (similar to Microsoft Teams) and phones in the police cells to conduct social work interviews. Physical accommodation for Court Social Work staff remains an issue due to the size of the room within Hamilton Sheriff court and number of staff. This is due to new staff being recruited from recovery monies. Court report assessments are predominantly being undertaken virtually or by telephone with face-to-face contact being reserved for the most serious of cases. • Locality Justice Services-virtual and face to face contact is being undertaken to ensure National Standards are being adhered to in terms of Community Payback Orders. • Drug Treatment and Testing Orders are continuing to be delivered without testing being undertaken at the present time. Going forward, reviews of these cases are likely to take place virtually and testing is likely to resume
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	<p>in July 2021.</p> <ul style="list-style-type: none"> • MAPPA-continues to operate with all meetings taking place on a virtual basis. • Group Work-Restrictions have continued to have an impact on the delivery of face-to-face group work as part of the Caledonian programme for domestic violence and Moving forward Making Changes for registered sex offenders. The approach taken to the delivery of programmatic work has been taken after reference to national guidance regarding delivery. Programmatic work is continuing to be delivered on a 1:1 basis in High Patrick Street in accordance with treatment needs and risks. As restrictions alter group work programmes will take place with 2 facilitators and 3 attendees. <p>CMHT</p> <ul style="list-style-type: none"> • In relation to MHO duties under the Mental Health Act, face to face assessments have been carried out during lockdown and continue to be carried out. • Face to face contact with Restricted Patients has been maintained. • Direct contact with Service Users is taking place. Staff must comply with PPE and social distancing guidance. • Video technology has been assessed as not being relevant to most service users' circumstances but is used in some cases- • Most Hospital wards can be accessed to visit Service Users, attend meetings and to carry out MHO assessments in relation to detention under the Mental Health Act. • Close liaison with Third Sector Care Providers and Health and Social Work colleagues is paramount. • Contact is taking place with family members of adults being supported, if agreed by the Service User or where the level of risk allows this. • Throughout 2020, the statistics on a monthly basis have remained relatively stable with on average 20 call outs per four weeks for the day rota and 13 for the OOH rota. There was a noticeable increase in the statistics from the end of January 2021. On average, call outs increased 25% for the day rota and 10% for the OOH rota, with on average 25 calls for the day rota and 15 calls for the OOH rota from Jan until April 2021. Since recording started on 27 March 2021 there have been 123 call outs for the day rota and 49 call outs on the OOHS, with averages of 24.6 and 9.8 respectively. <p>There were 21 requests for an MHO on the day rota for the period 17 July to 13 August, 6 requests for an MHO on the OOH rota, this was similar to the rates established from the previous four weeks. In both the day and night time rota the majority of service users were previously known to social work.</p>
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	<p>COVID-19 Vaccination Programme</p> <ul style="list-style-type: none"> All Fieldwork staff who meet the criteria for frontline staff who have ‘hands on’ contact with service users in accordance with the CMO guidance have now been offered an opportunity to book for a vaccine. Indications from Salus report that uptake by the Social Care workforce has been high. <p>LSI Douglas View</p> <ul style="list-style-type: none"> Coordinate response February 2021-May 2021 from the Partnership, Police, CI and other partners LSI Concluded May 2021 with final outcome meeting held on the 11 May 2021 All SLC reviews completed within timescale and all residents and families were involved in an initial review and follow up reviews during the LSI Care inspectorate inspected twice during the LSI and evidenced improvements grades are currently 3’s at present remains a high risk service Families communicated with at the start of the LSI and the outcome of the LSI Ongoing police investigation and the partnership will be made aware of the developments Final report and Action plan taken to the Adult Protection committee and the committee will be kept update on the progress Partnership satisfied by the actions taken by the home thus far and the safety of the residents Quality assurance action plan in place and will be monitored by the partnership. 6 monthly meeting in place to review. Assurance action plan attached below <p> quality assurance action plan.docx</p>
Residential Services	<p>Childcare Residential Services</p> <ul style="list-style-type: none"> Service was and continues to be maintained throughout the Pandemic. Those children and young people of school age are now back at school. Our Children’s Houses have remained mostly at full capacity throughout the pandemic. Although it has been a challenging time we continued monitor staffing levels due to COVID. Young people have

	<p>remained largely compliant with adhering to public health measures and appropriate safe staffing levels has been maintained, which has contributed to service continuation without major disruption.</p> <ul style="list-style-type: none"> • PCR Testing has been introduced to the children's houses on the 25 May 2021. <p>Older People's Residential Services have continued to be delivered across the 6 core residential homes. Canderavon Intermediate Care now picks up the flow of step-down residents and all other care homes are continuing to admit residents from hospital and community.</p> <p>Guidance and safe practice with regards to COVID19 have required attention and resourcing:</p> <ul style="list-style-type: none"> • Daily Safety Huddles continue each shift change over. • Managers safety huddles now x2 per week • Continuous updates to workflow tool that monitors service users' dependencies, service user's health and wellbeing and response to same • Movement of staff between care homes was stopped to minimise infection. Where staff are moved, they are moved for block periods of time to prevent spread of infection. • Using Microsoft teams to hold regular management meetings, sharing of information and ever-changing Scottish Government, IPC, and Care Inspection guidance • Use of Near Me technology for GP, Nurse and allied health Professionals consultations who initially did not visit any care homes. • We continue with the enhanced Infection Control Measures and enhanced cleaning regimes throughout the day and overnight including terminal cleans and electro spraying every 24 hours. Staff continue to wear uniforms laundered on site and cannot leave care home for breaks (meals and drinks provided). Rest areas are set up to support staff wellbeing. • Involvement in wider infection prevention group which focuses developing guidance for NHS Lanarkshire area • Internal infection prevention procedure has been updated to reflect changes from IPC group and public health guidance. • Individual Covid care plans remain in place for all service users. These are reviewed and updated at the same time as current care plan to ensure all relevant information is current, should we be required to implement these plans. • Each Care home is registered with TURAS an electronic data platform that collates stats for SG and is inputted daily. • Additional staff training in SIPCEP infection control. • SLC Infection Control Guidance updates are observed. Latest version 2.3 13 August 21 and augmented with
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	<p>appendices 21/22 August 2021</p> <p>Infection Prevention and Control (IPC)</p> <ul style="list-style-type: none"> • Revised guidance Version 2.3 published on 13 August 2021 and augmented with appendices 21/22 August 2021 • Healthcare Associated Infection standards under review • Webinars- Covid 19 Right choice, right time, right resource throughout August managers attended where they could • Care home assurance visits have been completed by Public Health and Infection Control colleagues in each registered care home. Action plans completed and any remedial action implemented • Public Health declared outbreaks and decisions to close care homes to admissions /discharges on a case-by-case basis is unpredictable and unplanned. • Implementation of all ICP procedures and being regularly audited against these measures via Care Home Assurance visits, Peer audits, Care Inspectorate and Public Health is a new process. • A new Quality Improvement Infection Control Care Inspection audit framework has been implemented with increased scrutiny and expectation of full compliance is now in place. • Enhanced cleaning regimes, increased laundry and waste disposal management continue as per guidance • Staff training in terms of good infection control has been paramount and is refreshed regularly. • Daily IPC and PPE audit and observations are now undertaken. • Safe Systems of Work continue to maintain social distancing for staff only in public areas. <p>Governance and Scrutiny</p> <ul style="list-style-type: none"> • The level of scrutiny from all areas has been intense resulting in anxiety for managers, carers, and staff. The agencies involved include the Procurator Fiscal, Police Investigations, Health and Safety Executive spot checks, Care Inspectorate, Care Home Assurance and Public Health Agencies. • Increased data collection from a range of regulatory bodies including Scottish Government, Care Inspectorate, NHS Lanarkshire. • Local monitoring and recording of testing and Covid-19 prevalence is required within each care home. • Governance oversight group developed re deaths in care homes in response to information demand “Operation Koper” • The Care Inspectorate has developed a <u>compendium of guidance and information in relation to COVID-19</u> providing information on the operation and delivery of regulated care services. • Fortnightly reports laid in parliament following CI unannounced visits continue
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	<ul style="list-style-type: none"> • Fortnightly meetings held with External Care Home Providers to share information and ensure appropriate responses to emerging issues <p>Support for care home staff</p> <ul style="list-style-type: none"> • South health and wellbeing group continues • Helpline available for care staff • All staff have access to PAM assist and, this is encouraged • Staff meetings are now taking place using MS teams for staff not on shift. • Managers support via bespoke sessions with NHS psychologist Sue Ross and team commenced and ongoing • Staff sickness absence has risen for the first time since the pandemic began. <p>Admissions to Care Homes</p> <ul style="list-style-type: none"> • To support hospital delayed discharges and free up NHS capacity, the service has continued to admit service users from hospital and from community. • The intermediate care service is continuing to support people to recover and go home with over 200 admissions since March 2020 from all five hospital sites. • In addition, the remaining five long term care homes have also continued to admit both from hospital and the community. <p>Visiting and Supporting Service Users to Stay in Touch</p> <ul style="list-style-type: none"> • “Open with Care Guidance” fully implemented and we await revised guidance • Review of booking systems to be phased out • Service users to be encouraged to participate in local and community activities <p>Staffing</p> <ul style="list-style-type: none"> • Staff recruitment ongoing as vacancies arises • Temp extensions agreed for a number of additional staffing as agreed by SMT November 2020 • Seconded day care staff (with the exception of those working in IC) have returned to their substantive posts • Supporting redeployment of staff from Canderavon care home • Supporting redeployment of staff from Coal yard • Fortnightly meetings with Trade Unions continue to encourage partnership working and to support decision making in line of changing circumstances
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	<ul style="list-style-type: none"> Supporting modern apprentice programme <p>COVID-19 Vaccination Programme</p> <ul style="list-style-type: none"> No issues from staff or service users in relation to this. Vaccine boosters for service users and staff are scheduled for September <p>Testing</p> <ul style="list-style-type: none"> Weekly staff testing arrangements have been in place within Care Homes since 15 June 2020. No current issues with LFT and PCR testing and outcomes. Plans are being implemented for care home staff to be able to participate in LFT testing weekly at home. 2nd LFT tests and PCR tests will take place on site . Occasional issues are addressed immediately. <p>Rapid Testing of Care Home Visitors</p> <ul style="list-style-type: none"> Visitors to our care homes are offered and encouraged to undertake a lateral flow test with, very few refusals. If visitors have tested at home they are asked to provide proof i.e. photograph of negative result. Introduction of daily LFT testing for all staff in every care home where Public Health have declare an outbreak until outbreak declared over <p>Investing to Modernise Programme</p> <ul style="list-style-type: none"> Phase 1 progressing as per timetable <p>Decommissioning of Canderavon House</p> <ul style="list-style-type: none"> All long-term service users have successfully been supported to move to alternative in-house care placements of their choice
Day Services for Adults and Older People	<ul style="list-style-type: none"> Services which opened on 17 May include; Lifestyles Harry Smith (Lanark), Newberry Rooney Centre (Hamilton), Lifestyles Murray Owen (EK) and Harry Heaney day centre (Rutherglen). Risk assessments and SSoW are in place for the re-opening activity and take cognisance of the following; 1) Enhanced cleaning regimes and application of IPC measures (which includes targeting housekeeping and facilities domestic staff to the named facilities for reopening allowing for enhanced cleaning throughout the day). 2) Operating a bubble system of three service users per bubble in order to manage and reduce social contact and support the test and protect system. 3) Not using areas where ventilation cannot be adequately achieved (for example internal rooms without windows or where there is no fresh air ventilation). 4) Safe use of fleet is limited in line with the principles of adult social distancing although where service users are not able to tolerate wearing a mask this is a further

	<p>consideration. Additionally, a proportion of fleet continues to be utilised by Waste Services in order to maintain social distancing between Waste employees</p> <ul style="list-style-type: none"> • The second phase of re-opening additional building bases is now underway with Meldrum House and Lifestyle Eastfield (Rutherglen) now providing services for a reduced number of service users, with plans ongoing to resume service in Lifestyles Fairhill (Hamilton), Lifestyles Stonehouse and Lesmahagow Neighbourhood Centre. • The Outreach Service established during the closure of building based services continues to provide support to individuals within their own homes or in the community. This is a flexible service, dependent on individuals' assessed needs and personal outcomes. Maintaining the Outreach Service is in line with the Scottish Government Guidance on the re-opening of day services which states: <i>"Ongoing physical distancing requirements for the general population must be followed between supported people, which means that support will look different. Many services will need to operate at reduced capacity compared to before COVID-19. It will therefore remain vital to maximise the availability of other forms of support alongside re-opening building-based adult day service settings."</i> • Significant work continues to ensure that reviews in line with SDS and the prioritisation framework in relation to identifying critical and substantial need for services needs to be undertaken in order to prioritise service to those with substantial and critical needs. • COVID-19 testing of day services staff using the Lateral Flow Device testing twice weekly commenced on 8th February and this continues. Staff now undertake self-testing twice weekly. Training and monitoring are in place for this activity. • Day services staff who continue to deliver the Outreach service as well as those who have been temporarily deployed into other parts of the Resource (e.g., Care Homes), are now required to register with SSSC for their roles. SSSC extended the usual registration period within which staff had to register from 6 months to 12 months due to COVID-19 however, the process of registration takes around 60 days, and staff will need to be fully registered by the end of March 2021 to continue to be able to work in direct service delivery roles. Discussion is ongoing between Corp HR/CoSLA and SSSC as to whether or not these staff should continue with the registration process since many of them are currently deployed temporarily to registered roles. • Clarification as to whether or not day services staff would be required to register with SSSC, is now confirmed and staff registration is in progress. The reason for this change is that in order to maintain the Outreach Service, all services must vary their registered status and dual register not only as a Support Service (Day Service) but now with the addition of Care at Home. A permanent variation has been submitted to the Care Inspectorate to include Care at Home services. • There has been a number of enquiries and concerns raised by carers of people who use services, local Councillors and MSPs in relation to day services not immediately opening "as normal," for example having 50 people in a day service building at the same time. Work is ongoing to keep people informed about the particular rules and guidance in place
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	<p>for the re-opening of day services.</p> <ul style="list-style-type: none"> • In relation to the ongoing Day Service Review, further public consultation is planned during summer of 2021 in relation to service redesign based on the recommendations and evidence contained within the initial review report.
Care and Support Service	<p>This service continues to deliver person centred care for circa 30 adults with learning disability living in their own or shared tenancies across South Lanarkshire. Many of these service users have complex care needs including autism, blindness, and physical disability and can exhibit self-injurious and challenging behaviour.</p> <p>In addition, the Care & Support Service is currently supporting service users with additional hours each week due to adult day care being suspended.</p> <ul style="list-style-type: none"> • The Care and support has now concluded following positive outcomes from both IJB and, committee. Agreed actions will now be followed through by the Manager of the service, external manager and local office staff. This will continue to lead by Head of Health and Social Care and The Service Manager, Transitions. • The staff team continue to carry out PCR tests as per SG guidance • Recent guidance from public health for this service has been to follow mainstream guidance. • Mainstream SG guidance includes lateral flow testing for service users. This group of service users would be unable to test independently and would require full assistance to carry out this test. This could have implications with regards to consent and, guidance has been sought regarding this. • To date, one service user tested positive and was hospitalised. This service user was discharged home and, is now fully recovered. • Due to the isolated, lone working within this staff team, the management team received laptops to support agile working. • 13 x devices were delivered for use with the staff team to support learning and development. This has been useful but, is not enough of the size and dispersion of the care team of approx. 110. • Staff attendance has been positive with nil absence at time of writing this report.
Care at Home Services	<ul style="list-style-type: none"> • Care at Home has continued to support the most vulnerable individuals throughout the pandemic and are currently operating at normal levels. • There has been a sharp increase in demand for services over the last 12 weeks. This appears largely due to individuals delaying presentation to Health and Social Care during the height of the pandemic. Individuals are presenting with very complex health and care needs and this is placing significant pressure on Care at Home services and there is limited capacity within the system to support new service requests.

	<ul style="list-style-type: none"> • Media campaigns have focussed on highlighting the challenges to the public and specific comms have also been issued to all service users and staff. • Recruitment is well underway to attract an additional 4,000 Home Carer hours to support the service to meet the additional demand going into the winter period. • Staff absence has remained high with delays in treatment and assessment a factor. • PPE continues to be widely available via the established PPE Hub and PPE delivery arrangements have continued to support reduced footfall within offices. • Guidance for staff is reviewed regularly and distributed in line with national communications. • Enhanced messaging has been devised and issued to all staff to reinforce expectations regarding social distancing and infection control. This will continue. • In terms of External Providers, capacity across the sector is exceptionally challenging with providers experiencing the same issues as highlighted under absence. • Fortnightly meetings held with External Care at Home Providers to share information and ensure appropriate responses to emerging issues. • A group has now been established to develop the procurement and consultation strategies and the service spec for the Care at Home PSA that is due to take effect from 1 July 2022. • A temporary variation to the Care at Home provider's contracts has been extended until 30 September 2021. This revised arrangement, will facilitate the retention of care packages for 3 days following admission to hospital. • Staff vaccination programme now complete. Options continue to be available as part of the wider population rollout. • Health colleagues are currently preparing for the implementation of the flu vaccination programme and the third covid vaccination. It is anticipated that this will commence in late September subject to further guidance from Government. • Weekly PCR testing continues throughout the sector • Agile working continues with staff encouraged to work from home where practicable and locality team duty systems in place to reduce footfall and to ensure immediate operational management of services. • For those working within the office environment, guidance has been provided on measures to be taken to prevent the spread of COVID-19. • The allocation of additional Pool cars has remained within the service to support the need for physical distancing measures within Council vehicles. • Fortnightly meetings with Trade Unions continue to encourage partnership working and to support decision making in line of changing circumstances. • Agreement reached to extend Microsoft 365 accounts to all Home Carers. This will transform the way in which we can
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	<p>engage with staff who work in the community in a more responsive, efficient, and safe way.</p> <ul style="list-style-type: none"> • The Microsoft 365 roll out is expected to take place during the third quarter of 2021 and will provide staff with organisational email addresses and access to MS Teams. This will enable the Care at Home Service to communicate information quickly with staff and bring staff into the wider Council and HSCP communication networks, enabling contact with home carers who provide a critical front-line service. • Assessments, Reviews and Support Planning routinely taking place, with information obtained over the telephone being maximised. • Patch meetings with staff take place remotely via conference calls and MS Teams meetings • Supervision and Appraisals taking place via conference calls and MS Teams Meetings
Performance and Support Services	<p>Money Matters</p> <ul style="list-style-type: none"> • The service was very quickly transitioned from an office based, public facing service to one being delivered remotely either via phone or through applications such as Microsoft Teams. Most staff now have access to laptops and can therefore work remotely much more effectively than before. Where staff do not have access to a work laptop, they are using a home device to mirror on to their work PC. All calls have been diverted to mobiles and coverage of work mobile phones is currently being looked at as all staff do not have access to one but have used their personal mobiles as a fall-back position. From an office footfall perspective, it is very minimal with staff only attending the office to deal with paperwork/mail. Overall, the service is much better positioned to work remotely, when compared to March 2020. <p>Planning & Performance Team (includes Public Information, Strategic Planning, Complaints/FOI, Management Information and SWiSplus Training Team)</p> <ul style="list-style-type: none"> • Service continues to work remotely and has managed to cover the vast majority of asks and is now stepping back up to being able to operate at full capacity as more and more routine work comes on stream. Only partial access to the office has been needed to pick up mail e.g., FOI's and Complaints that have come in hard copy. • Some of the Planning and Performance Team continue to resource the service demands of the PPE Hub, for example Provider Liaison, linking with National Services Scotland (NSS) and managing new demands such as Lateral Flow Test Kits

	<p>Administration Services</p> <ul style="list-style-type: none"> • Service provides vital support to frontline statutory work e.g., minuting and arranging public protection meetings, dealing with accommodation, IT, finance, and equipment/supplies orders. Service has also been central to the PPE efforts, with staff taking on operational roles around this such as stock control, forecasting, linking with Procurement and frontline services to ensure that all critical pieces of PPE are available in supporting frontline staff to discharge their duties safely. • Overall, the service has operated an office rota to minimise footfall and maintain a skeleton administration cover in the main offices but has also managed to maintain a full administration service to frontline residential care services. • Laptop coverage for the service is now almost at 90% of all staff who require one.
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Table B – services which have been (and continue to be) disrupted or stood down

Service	Service Status Please indicate whether the service is “disrupted” or “stood down”	Disruption reasons Please explain why and how service are disrupted or suspended	Next steps Please give an indication of how and when the service might resume
Child and Family services Family Centres	Disrupted	Non-statutory service provision has been stood down. All referrals are screened and reviewed to determine their priority level.	Phased service recovery will take place following national Government advice.
Unpaid Work	Stood down during lockdown and continues to be disrupted	Social distancing and hygiene compliance have resulted in reduction of service	Service resumed but at reduced capacity
Adult & Older People Day Services	Disrupted	Service was centre based whereby all service users came and now moved to recovery planning together in groups. Therefore, alternative model had to be found due to risk of virus spread in this setting. All Centres were closed to service users, with only four remaining open as staff Hubs, one of these being Newberry Rooney, which operated as the PPE Hub. The model of delivery has been adapted from Centre based to an outreach service whereby the staff connect with service users who would, under normal circumstances have attended a day centre. Therefore, contact has been maintained and a different service continued.	Continue with existing arrangements in the short-term. The future delivery model of day services was already subject to a review prior to COVID and work on the review has now recommenced. A risk assessment of Day Service buildings re-opening has been completed taking account of Corporate Guidance and the Scottish Government Guidance for re-opening of Adult Day Services published on 31 st August 2020. This will take account of the prevailing advice from Public Health Scotland. Safe Systems of Work (Covid-19) are currently being developed in line with Health and Safety, Public Health, Environmental Health and Transport Safety guidance.

			Work commenced on safely restarting day service building based learning disability physiotherapy services in line with NHS Lanarkshire protocols and procedures in September 2020. To date, six buildings have opened with a reduced number of service users attending.
Performance & Support Services	Disrupted	The use of certain buildings, for example Day Care and capacity within other buildings has been disrupted due to operational staff either working in an agile way or because the service being delivered from the building is not possible	Buildings will be stood back up in line with Corporate Guidance regarding public access and based upon the Safe Systems of Working Guidance for staff. This will also be influenced by the fact that (in the future), agile working may become the norm and therefore lessen footfall in the long term with regards to the ongoing need for buildings

10(a)

Breakfast Clubs

Questions

Questions received in terms of Standing Order No 18(a) on 3 September 2021 from Councillor Brown as follows:-

To ask:

- whether the Council is still committed to providing a breakfast club in every school;
- how many schools do not currently have a functioning breakfast club;
- whether there continue to be staffing issues; and
- when there will be a full complement of breakfast clubs available to all children who want them in every school?

Report

10(b)

Report to:	South Lanarkshire Council
Date of Meeting:	22 September 2021
Report by:	Executive Director (Education Resources)

Subject:	Standing Order No 18a – Breakfast Clubs
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1. Purpose of Report

1.1. The purpose of the report is to:

- ◆ Respond to questions raised by Councillor Brown under Standing Order No 18a in relation to Breakfast Clubs.

2. Recommendation(s)

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

- (1) that the content of the report is noted;

3. Background

3.1. Nationally the introduction of breakfast clubs has mainly been driven by the need to tackle poverty and close the equity gap. Evidence based research has shown that a proportion of pupils are not eating breakfast and are arriving at school hungry, which can have a negative impact on their wellbeing, learning and behaviour. In line with the Council's approach to tackling poverty, the introduction of school breakfast clubs enables children to eat a healthy breakfast in a safe environment before the start of the school day.

3.2. The Children's Food Trust identifies the main aims of breakfast clubs as follows:-

- ◆ provision of food at the start of the day;
- ◆ improving pupils' education;
- ◆ meeting the social needs of children and improving social skills; and
- ◆ improving school relations with parents.

3.3. Attending a breakfast club can lead to an increase in pupils arriving at school early, improved attendance, and children being more ready to learn when the formal school day begins.

3.4. It is also worth noting that the Scottish Government Poverty and Inequality Commission's report recognises the role of local authorities and the third sector in tackling the impact of poverty related factors in communities. Breakfast clubs are one way of helping families in this context.

3.5. The Standing Order No 18a questions ask:

- whether the Council is still committed to providing a breakfast club in every school;

- how many schools do not currently have a functioning breakfast club;
- whether there continues to be staffing issues; and
- when there will be a full complement of breakfast clubs available to all children who want them in every school?

4. Response

4.1. Taking each question in turn, the following response is provided below.

4.2. **Whether the Council is still committed to providing a breakfast club in every school.**

The Council is still fully committed to providing universal access to a healthy breakfast to allow access for all of those children who need it. Breakfast club provision resumed following updated guidance from the Scottish Government after the spring break in April 2021. A small number are operated in conjunction with the voluntary/third sector e.g. Machan Trust.

4.3. **How many schools do not currently have a functioning breakfast club**

Pupils in all 124 primary schools have access to a breakfast service.

The provision of a healthy breakfast through the main delivery model of a breakfast club open from 8.15am to 8.45am each day is in operation for 104 of our schools. 7 of these are in conjunction with the local voluntary/third sector organisation e.g. Machan Trust.

An alternative, more flexible approach has been developed to accessing a healthy breakfast due to local circumstances in a further 8 of our schools. For example, in rural areas where a large number of pupils arrive by school transport later than 8.15am, the operation of a turnaround breakfast service, known generally as 'toast and go', is a more effective way of ensuring maximum access to healthy food before the start of the school day.

There are 12 remaining schools where the 'toast and go' model is available and we are working to identify adequate staff to reintroduce the 8.15 am start.

4.4. **Whether there continues to be staffing issues and when there will be a full complement of breakfast clubs available to all children who want them in every school?**

Since re-establishing the breakfast clubs post the lockdown period, the Council has experienced some gaps in provision as we re-engaged with staff available to work additional hours in order to safely re-open our breakfast clubs. This included both support services and facilities services employees being approached to identify their availability to work extra hours each day.

To address any identified staffing issues, the Council has deployed staff who are able to work across more than one school, engaged with new staff who are able to work additional hours and used local recruitment campaigns. Due to the relaxation of national guidance, and where ongoing issues still exist, some schools are being asked to invite interest from parental volunteers.

5. Employee Implications

5.1. There are no employee implications in relation to this report.

6. Financial Implications

- 6.1. There are no financial implications in relation to this report beyond our existing budgets being available to support breakfast clubs.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no direct climate change or sustainability implications from this report.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. This matter does not require an equality impact assessment to be undertaken.

Tony McDaid
Executive Director (Education Resources)

Link(s) to Council Values/Ambitions/Objectives

- ◆ Improve achievement, raise educational attainment and support lifelong learning
- ◆ Support our communities by tackling disadvantage and deprivation and supporting aspiration
- ◆ Improve health and increase physical activity

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

11(a)

Play Parks

Questions

Questions received in terms of Standing Order No 18(a) on 7 September 2021 from Councillor Brown as follows:-

- ◆ How many play parks are maintained or managed by South Lanarkshire Council?
- ◆ How much Scottish Government funding does the Council expect to receive as a result of the SNP's manifesto pledge to spend £60 million to refurbish all play parks?
- ◆ How many play parks will that sum pay to refurbish?



Report

11(b)

Report to:	South Lanarkshire Council
Date of Meeting:	22 September 2021
Report by:	Executive Director (Community and Enterprise Resources)

Subject:	Standing Order No 18a - Play Parks
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1. Purpose of Report

1.1. The purpose of the report is to:

- ♦ Respond to questions raised by Councillor Robert Brown under Standing Order No 18a in relation to Play Parks.

2. Recommendation(s)

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

- (1) that the content of the report is noted;
- (2) that it be noted that a further report will be submitted to the Community and Enterprise Resources Committee.

3. Background

3.1 Councillor Brown submitted the following request under Standing Order No 18a to the Chief Executive on 7th September 2021 requesting a response be tabled at Council to the following questions:

- How many play parks are maintained or managed by South Lanarkshire Council?
- How much Scottish Government funding does the Council expect to receive as a result of the SNP's manifesto pledge to spend £60 million to refurbish all play parks?
- How many play parks will that sum pay to refurbish?

4. Response

4.1 Taking each question in turn, the following response is provided based on the information officers are currently aware of.

4.2 *How many play parks are maintained or managed by South Lanarkshire Council?*

The Council maintains 233 play areas that will be assessed for renewal through the future allocation of the £60m fund. The breakdown over geographical area is as follows:-

Area	Number
Hamilton	41
East Kilbride	75
Cambuslang/Rutherglen	17
Clydesdale	100
Total	233

4.3 How much Scottish Government funding does the Council expect to receive as a result of the SNP's manifesto pledge to spend £60 million to refurbish all play parks?

The Scottish Government made a manifesto commitment to renew play parks across Scotland, so that all children have access to quality play in their own community, backed by £60m. Ministers further pledged to agree the first allocation of funding to local authorities within the first 100 days of the new Government.

For 2021-22, initial funding of £5m capital funding has been agreed and will be distributed between each of the 32 Local Authorities in Scotland based on the agreed funding model of:

- 95% on population aged 0-14
- 5% on rurality

The £5m funding is to be used to commence the programme of renewal within each local authority

South Lanarkshire's allocation has been confirmed as £0.298m for 2021/22, which equated to 5.96% of the £5m allocated.

The agreed definition of an eligible play park, as set by the Scottish Government, is one which is local authority owned, managed or maintained sites, designated for play, which are free to access and open to all. Play parks in private ownership, those that require an entry fee or those only available to specific groups / with conditions for entry would be outwith the scope for funding. It is expected that play parks with equipment (swings, slides etc) aimed at children aged 0-14 would be included as would other facilities used by the same age group (e.g. pump tracks), but MUGAs (Multi Use Game Areas) or dedicated sports fields would be outwith scope.

The funding profile of the remaining £55m across the remainder of the Parliamentary term is being considered and the Council will be informed of any decision as soon as this is agreed. The Scottish Government, in collaboration with stakeholders, will develop some nationally agreed principles against which spending plans should be developed.

Assuming a similar allocation to the £5m already allocated, the Council could receive in the region of £3.576m but there is no indication of what period these funds will be provided.

4.4 How many play parks will that sum pay to refurbish?

At this point in time, it is not possible to provide a detailed response to that question. The reason being is that further detailed assessment and design work is required to identify how many play areas require to be refurbished and how the funding will thereafter be prioritised and allocated.

Given the requirement to review all 233 locations, develop detailed plans for sites to be refurbished and to manage the delivery on site, a report is being prepared for consideration at the Community and Enterprise Resources Committee on the 28th September to seek approval for the appointment of 2 Landscape Development Officers for a period of 23 months from the Council's initial allocation on funds.

For each design project, the team must:-

- Create an outline design and budget costings
- Consult with clients and partners and / or the wider community
- Create detailed contract drawings
- Prepare all tender documentation and detailed specification
- Evaluate returned bids
- Agree programme of work with the successful contractor
- Undertake regular site visits to monitor contract
- Deal with contractor claims and variations to contract
- Manage project budgets and reporting

Existing staff are fully committed in delivering the existing work programme and with managing, developing and programming additional requests as they are received therefore it is considered that the most appropriate use of the current funding allocation is to employ 2 additional landscape development officers.

These staff will undertake the following work to allow the Council to develop a plan on how any future funds should be used, and an updated report provided to the Committee for consideration:-

- Commence and complete condition review of all 233 play areas
- Commence and complete play value assessment of all 233 play areas
- Commence and complete inclusive play assessment of all 233 play areas
- Consider how allocated funds could be aligned considering the outcome of the above assessments
- Continue discussions with COSLA on the impact the level of funding provided has on refurbishing/improving all 233 play areas

5. Employee Implications

- 5.1 There are no employee implications in relation to this report.

6. Financial Implications

- 6.1. There are no financial implications in relation to this report.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. Although there are no direct climate change or sustainability implications from this report it is likely that the improved and increase play value in any refurbished play area will encourage increased use of the Council's outdoor space and encourage healthy activity in children.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. This matter does not require an equality impact assessment to be undertaken.
- 8.2. As part of the design process, consultation will be undertaken with partners and/or the wider community as appropriate.

Michael McGlynn
Executive Director (Community and Enterprise Resources)

Links to Council Values/Ambitions/Objectives

- ♦ Work with communities and partners to promote high quality, thriving and sustainable communities;
- ♦ Support the local economy by providing the right conditions for inclusive growth;
- ♦ Support our communities by tackling disadvantage and deprivation and supporting aspiration.

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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