

South Lanarkshire Council

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Connect

Performance Report 2020-21 Quarter 4 : April 2020 - March 2021

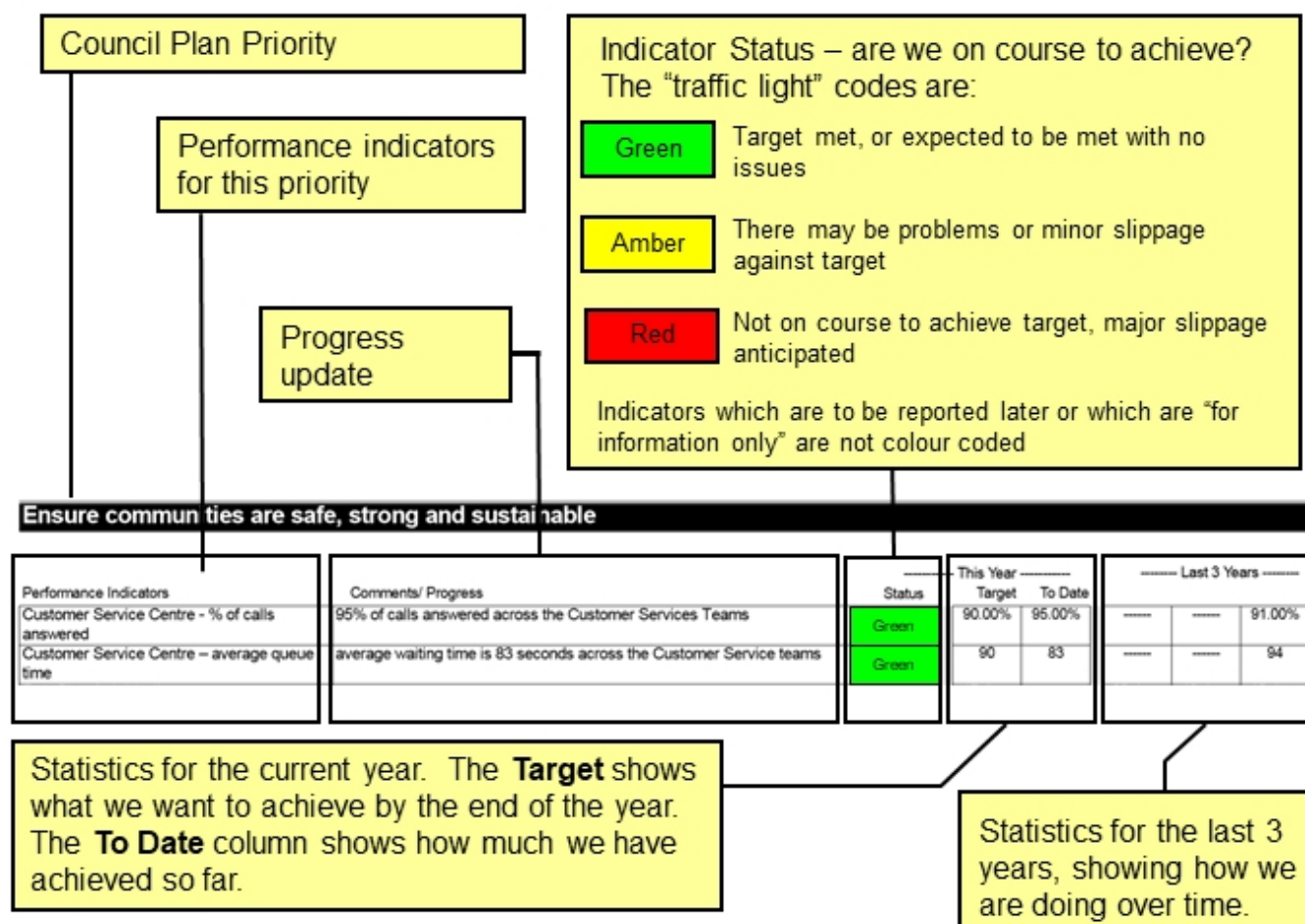
(This represents the cumulative position to March 2021)

Summary - number of measures green, amber and red under each Council Plan Priority / Theme

Council Priority/ Theme	Green	Amber	Red	Report later / Contextual	Total
Promote sustainable and inclusive economic growth and tackle disadvantage	7	4			11
Get it right for children and young people	3	1		1	5
Improve health, care and wellbeing	7		1	4	12
Ensure communities are safe, strong and sustainable	15	1		2	18
Delivering the plan and achieving best value	2				2
Total	34	6	1	7	48

Guide to the Performance Indicators report

Each of the performance indicators is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2017/18	2018/19	2019/20
% of lets to Urgent housing (UH) need households	Target achieved with prioritisation of lets given to urgent housing list during COVID-19 restriction's.	Green	50.0%	61.1%	48.6%	49.2%	51.4%
% of new tenancies sustained for more than a year by source of let (SSHC)	Target achieved	Green	88.00%	91.90%	90.20%	89.37%	90.08%
Average time taken to relet (SSHC) (RP)	Target achieved	Green	26 days	21 days	21 days	22 days	22 days
% of tenancy offers refused during the year (SSHC) (RP)		Contextual	-----	24.7%	39.9%	37.1%	30.8%
% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (RP)	Target achieved	Green	98.0%	99.8%	99.1%	99.4%	99.8%
Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency.	The data for P13 is not yet available, however, for P1-12 the recycling activity through the joint store is as below:- No of items - 1,578 Cost of items - £222,419 Value of items - £459,086 Since April there has been a saving for the council of £238,236.	Green	-----	1,578	2,220	2,530	2,450
98% of clients are first seen within 2 working days of a DTTO commencing	In 2020/21 100% of clients were first seen within 2 working days of a DTTO commencing. In quarter 4 there were 5 Drug Treatment and Testing Orders commenced, all of which were seen within two days of a DTTO commencing.	Green	98.0%	100.0%	100.0%	93.0%	100.0%
90% of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	In 2020/21 there have been 654 referrals made to the service with 636 (97%) of cases, have started their treatment within 3 weeks of referral. In Quarter 4 from 01 January 2021 to 31 March 2021 there were 140 referrals, 138 (99%) of these referrals started their treatment within 3 weeks of referral.	Green	90%	97%	94%	93%	94%

Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
95% of Criminal Justice Social Work reports submitted to Court by the due date	In 2020/21 97% (996 from a total of 1023) of Criminal Justice Social Work reports were submitted to Court by their due date. In quarter 4 there were 282 criminal justice social work reports submitted to the court of these reports 268 (95%) were submitted by the due date.	Green	95.0%	97.0%	99.0%	99.0%	98.0%
Percentage of door step crime reports receiving an initial response from Trading Standards by the end of the next working day	Fifteen doorstep crime incidents have been reported and dealt with in quarter four (January 2021 - March 2021). 100% received an initial response within the targeted timescale. The year to date response rate is 100%.	Green	100%	100%	100%	100%	100%
Broad compliance with food safety statutory requirements secured in premises	Further to an Enforcement Letter issued by Food Standards Scotland, South Lanarkshire Council suspended inspections of food businesses at the start of lockdown, with the exception of carrying out desktop studies of higher risk establishments.	Green	85.0%	90.0%	85.8%	87.0%	87.9%
Percentage of total household waste that is recycled	This is a Local Government Benchmarking Framework (LGBF) indicator. 2020-21 information will not be confirmed until January 2022. The figure shown is provisional. The percentage of total household waste recycled increased in 2019-20 and is now above the Scottish average. High performing Household Waste and Recycling Centres (HWRCs) as well as improvements in the quality of recyclable material collected from the kerbside have contributed to the increase in recycling rates.	Amber	50.00%	40.90%	47.29%	44.30%	46.40%

Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Reduce vehicle emissions in 2020-21 against the baseline of 2014-15 (Council wide figure)	The 28% reduction in vehicle emissions has to be taken in context as Covid-19 resulted in fewer vehicle journeys being made in the last year than would normally be the case. It is nevertheless a positive outcome and Fleet Services will continue to work with Resources to reduce vehicle use and emissions in 2021-22.	Green	10.00%	28.00%	10.50%	14.00%	12.90%
Percentage of streets found to be acceptable during survey	This is a Local Government Benchmarking Framework (LGBF) indicator. 2020-21 information will not be available until January 2022. Generally South Lanarkshire Council scores higher for its street cleansing service than the Scottish average, with 94.8% of streets surveyed found to be of an acceptable standard during 2019-20. This cleanliness score places South Lanarkshire Council 10th of the 31 participating local authorities. Although this is slightly down on the 2018-19 figure, it is higher than both the national and family group averages. Final validation score to be completed by Keep Scotland Beautiful in April, once complete this score will be added to our internal audits to provide overall score for the year.	Report Later	95.50%	-----	95.46%	94.90%	94.80%
Land Audit Management System grounds maintenance score (measures quality of grounds maintenance service, based on 6 surveys per year)	Due to Covid-19 restrictions only 3 surveys have been carried out this year. The scores were as follows: December 2020 - 72 February 2021 - 71 March 2021 - 72 This gives an overall average score of 72.	Green	72.0	72.0	72.8	71.5	72.0
% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	Target achieved.	Green	93.2%	93.5%	92.1%	92.5%	93.2%
% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)	The year end figure of 93.88% exceeds the expected compliance rate.	Green	93.40%	93.88%	89.40%	91.10%	93.39%
Percentage of all planning applications approved	The approval rate for quarter four is 97.1%, which exceeds the target of 95%. The year end figure of 96.2% also exceeds target.	Green	95.0%	96.2%	98.6%	98.4%	96.9%

Council Plan Performance Indicators

Get it right for children and young people

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
75% of reports submitted to the Children's Reporter within 20 days	In quarter 4, 95% (88 out of 93) reports were submitted to the Scottish Children's Reporters Administration within the 20 day timescale. This evidences further improvement for this measure. To date 88% of all reports have been submitted within timescales.	Green	75.0%	88.0%	75.0%	79.0%	71.0%
Numbers of learners who achieve the Curriculum and Excellence levels	The Scottish Government cancelled the collection of Curriculum for Excellence levels in session 2019/20 due to the Coronavirus pandemic.	Contextual	-----	-----	0.0	0.0	0.0
Improve the attendance of children and young people at school	The impact of the Covid-19 pandemic on attendance needs to be taken into account when reviewing the figure. In addition, the Scottish Government took the decision to suspend attendance at school in March 2020.	Amber	93.1%	92.8%	93.4%	92.8%	92.9%
Reduce the number of exclusions (openings per 1,000 pupils) of children and young people in all schools	The impact of the Covid-19 pandemic needs to be taken into account when reviewing the exclusion figure as it does not relate to a full academic session. The Scottish Government took the decision to suspend attendance at school in March 2020.	Green	98.0	68.0	160.6	112.3	100.2
Percentage of pupils entering positive destinations	The percentage of pupils entering positive destinations fell slightly at both national and local levels. South Lanarkshire remains above the national level (93.4).	Green	95.00%	94.80%	95.80%	96.40%	95.70%

Improve health, care and wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Number of adaptations completed in Council homes	This measure is demand led.	Contextual	-----	476	976	979	848
No of households currently waiting for adaptations to their home	Target achieved	Green	0	0	0	0	0
% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Green	100.00%	100.00%	100.00%	93.00%	100.00%
% of standard adaptations to council houses within agreed appointment times	Drop in performance due to COVID-19 pandemic, tenants refusing access because they or another member of their household is self-isolating.	Red	97.0%	92.4%	96.4%	93.0%	85.6%

Improve health, care and wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there was a total of 232 local authority welfare guardianship visits due with 93% (215) being completed on time. During Quarter 4 there were 53 visits due with 49 (92%) completed within timescale.	Green	90%	93%	94%	98%	93%
90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there was a total of 2,474 private welfare guardianship visits due with 94% (2,314) being completed on time. During Quarter 4 there were 490 visits due with 471 (96%) completed within timescale.	Green	90%	94%	91%	93%	86%
Number of people receiving intensive (10 hrs+) home care as a proportion of all care at home provided	As at 31 March 2021, 3,749 people were in receipt of Care at Home services, of this 1,847 (or 49%) were in receipt of 10 hours or more of support.	Green	-----	49%	0%	0%	29%
Number of hours provided for intensive (10 hrs+) home care as a proportion of all care at home provided	As at 31 March 2021, 47,130 hours of Care at Home services per week is being delivered, of this 37,349 hours (or 79%) were attached to care packages of 10 hours or more of support.	Green	-----	79%	0%	0%	53%
Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	In quarter 4, outcomes for carers, supported by dedicated Welfare Rights officers were: Number of new cases: 180 Weekly benefits: £19,118 Backdated benefits: £169,544 Annual benefits: £1,163,680	Green	-----	546	962	1,057	1,080
Level of primary school meal uptake (as proportion of total primary school meals which could be taken up over the period)	Figures this year have been significantly affected by Covid-19 as the percentage uptake is measured against the school roll. This is therefore a contextual measure only for 2020-21.	Contextual	59.30%	41.31%	-----	-----	59.28%
Level of secondary school meal uptake (as proportion of total secondary school meals which could be taken up over the period)	Figures this year have been significantly affected by Covid-19 as the percentage uptake is measured against the school roll. This is therefore a contextual measure only for 2020-21.	Contextual	47.30%	24.38%	-----	-----	47.33%
Number of lunches served in nursery schools as part of new Scottish Government Early Years Initiative	Figures this year have been significantly affected by Covid-19 as the percentage uptake is measured against the nursery roll. This is therefore a contextual measure only for 2020-21.	Contextual	288,486	218,249	-----	-----	288,486

Promote sustainable and inclusive economic growth and tackle disadvantage

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Percentage of the road network resurfaced within the financial year 2020-21	<p>The commencement of our resurfacing programme for 2020-21 was delayed until July 2020 as a result of restrictions associated with the ongoing Covid-19 pandemic.</p> <p>In addition, the service was required to complete outstanding work from the previous financial year which had been left unfinished as a result of lockdown restrictions.</p> <p>The target for 2020-21 was reduced to 2% as a result of the delay and increases in construction costs associated with the Scottish Government restrictions.</p> <p>With appropriate measures in place for works to continue we were eventually able to resurface 3.1% of the road network.</p>	Green	2.0%	3.1%	4.7%	3.7%	3.4%

Promote sustainable and inclusive economic growth and tackle disadvantage

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Percentage of our road network that should be considered for maintenance treatment	<p>Emerging Society of Chief Officers of Transportation in Scotland (SCOTS) Road Condition Index (RCI) survey results for the period covering 2018 to 2020 indicate that 30.6% of our road network should be considered for treatment, compared to our previous figure of 30.3%.</p> <p>Although this is a slight regression, the RCI network condition is 5.0% better than the Scottish average at 35.5% and that places South Lanarkshire in 8th position for the 32 local roads authorities.</p>	Amber	30.3%	30.6%	31.8%	31.2%	30.3%
Contribute to the national casualty reduction targets	<p>Provisional casualty figures are available for the full year of 2020, when there were 316 casualties. Of these, there were 10 fatal casualties, 85 serious casualties and 221 slight casualties. There were 0 child fatal casualties, 7 children seriously injured and 28 children slightly injured.</p> <p>This compares with 2019, when there were 431 casualties. Of these, there were 13 fatalities, 98 serious casualties and 320 slight casualties. For children in 2019, there were 0 child fatal casualties, 13 children seriously injured and 26 children slightly injured.</p> <p>Police Scotland transitioned to a new Roads Traffic Collisions recording system in July 2019. This involved a change to the classification of 'serious' injuries which has resulted in an increase of injuries receiving this severity rating. Due to these changes figures for serious accidents from 2019 onwards are not directly comparable with previous years. These are provisional 2020 figures and additional records may be added in addition to the reported figures above.</p> <p>In addition, the impacts of Covid-19 restrictions on travel patterns has also influenced the number of accidents and casualties occurring on the road network.</p>	Green	418	316	534	507	418
Number of unemployed people supported via council-operated employability programmes	Surpassed engagement target. Overall engagements have been successful particularly given the overall challenges of Covid-19	Green	1,000	1,348	-----	2,135	1,322
Number of unemployed people gaining sustainable employment	Job target successfully met even in a precarious labour market with limited jobs and higher competition for available jobs	Green	400	410	-----	863	713

Promote sustainable and inclusive economic growth and tackle disadvantage

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Number of unemployed people accessing further education or training	Target met – some clients opting to enter further training to up-skill given the complexity and competition of the jobs market	Green	200 people	211 people	-----	501 people	568 people
Number of business support interventions per annum by Economic Development (grants, loans or advice)	Approximately 3,075 businesses, including sole traders and self-employed, have been supported through a range of Covid-19 business grants and other business support for the year April 2020 to 31 March 2021.	Green	1,500	3,075	1,637	1,791	1,562
Number of jobs created or sustained per annum as a direct result of Economic Development intervention	Resources were reprioritised during 2020-21 to focus on supporting businesses forced to close or operate under strict restrictions as a consequence of the global Covid-19 pandemic. The Covid-19 support being delivered on behalf of the Scottish Government does not require the collection of employee data, and so an exact figure is unable to be provided for the Covid-19 related support. However, given that over 3,000 businesses have been supported, it follows that this has contributed to sustaining employment and will easily surpass the target of 350 jobs sustained.	Green	350	-----	1,361	812	943

Promote sustainable and inclusive economic growth and tackle disadvantage

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Increased value of sales generated by businesses as a direct result of Economic Development intervention	<p>Resources were reprioritised during 2020-21 to focus on supporting businesses forced to close or operate under strict restrictions as a consequence of the global Covid-19 pandemic. The Covid-19 support being delivered on behalf of the Scottish Government does not require the collection of business turnover information, and so an exact figure cannot be attributed to this measure for Covid-19 related support.</p> <p>Many of the businesses being supported were those which were adversely affected by the Government actions to mitigate the impact of the pandemic, it therefore follows that this work does not contribute to those businesses achieving an increase in sales and turnover, rather the focus has been about business survival and not supporting business growth.</p>	Amber	£5.00m	-----	£23.03m	£13.09m	£11.91m
Maintain 3 year business survival rate	<p>Resources have necessarily focussed on supporting businesses forced to close or operate under strict restrictions as a consequence of the global Covid-19 pandemic.</p> <p>This diversion of resources from economic recovery to Covid-19 response means the target set for this measure is no longer appropriate for this year. However, as the majority of our work has been about business survival and we have supported over 3,000 businesses, it follows that this work has ensured the survival of many businesses adversely affected by the pandemic.</p> <p>The indicator is primarily aimed at new start-up businesses surviving for three years and improving these outcomes is a key objective under the new Business Gateway contract from 1 March 2021.</p>	Amber	62.00%	-----	-----	-----	-----
Reduce the gap for positive destination outcomes for those pupils in the most deprived 20% data zones	The percentage of all pupils and the most deprived group entering positive destinations both reduced in 2019/20. The impact of the Covid-19 pandemic needs to be taken into account when reviewing the figures.	Amber	3.1%	4.3%	3.5%	3.2%	2.7%

Delivering the plan and achieving best value

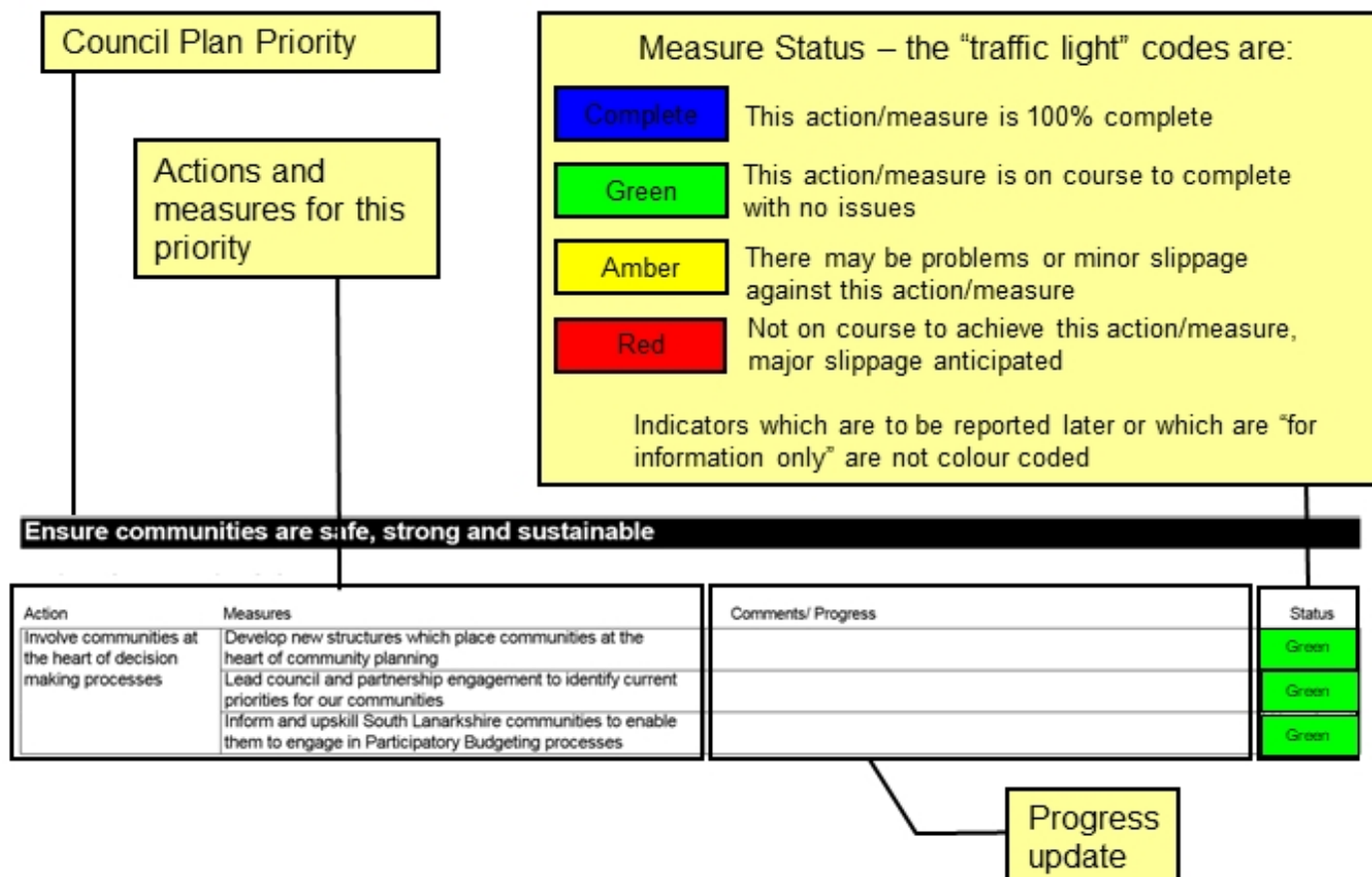
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2017/18	2018/19	2019/20
Rent collected as a % of rent due in the year (SSHC) (RP)	Target achieved	Green	96.4%	97.4%	99.3%	99.0%	99.7%
Gross rent arrears (current and former tenants) as a % of rent due for the year (LGBF) (SSHC) (RP)	Target achieved	Green	10.30%	8.26%	6.30%	6.78%	7.05%

Summary - number of measures complete, green, amber and red under each Council Plan Priority / Theme

Council Priority/ Theme	Complete	Green	Amber	Red	Report later	Total
Promote sustainable and inclusive economic growth and tackle disadvantage		7	3			10
Get it right for children and young people	2	6				8
Improve health, care and wellbeing		9				9
Ensure communities are safe, strong and sustainable	1	12	4			17
Delivering the plan and achieving best value	2	3	1			6
Total	5	37	8	0	0	50

Guide to the Performance Measures report

Each of the performance measures is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Involve communities at the heart of decision making processes	Develop new structures which place communities at the heart of community planning	Discussions have been held with representative community groups and lead locality officers from partners within the Cam Glen and Clydesdale localities. Work is under way to produce appropriate structures in each of these areas and the learning from these will be used to roll out similar coproduction processes within the remaining two localities.	Green
	Lead council and partnership engagement to identify current priorities for our communities	Work has continued on neighbourhood and community led planning across the area. Support to the budget consultation process resulted in a 350% increase in participation from community members identifying their priorities re council services. A large scale engagement exercise to gather priorities and produce shared vision and outcomes for the new Council and Community plans has now begun and will run in several phases over the rest of the 2021-22 year, with new Plans scheduled to be approved by the Executive Committee and the Community Planning Board in June 2022	Green
	Inform and upskill South Lanarkshire communities to enable them to engage in Participatory Budgeting processes	Social media materials and presentations for delivery to groups are available and distribution will now be increased in light of the councils agreement of the forward spend on mainstream PB.	Green

Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Ensure the principle of sustainable development and climate change action are mainstreamed across the resource	Demonstrate how the Sustainable Development and Climate Change Strategy (2017-22) is being implemented across the resource	The sustainable development and climate change strategy action plan for 2020-21 was agreed with Services across the Resource and approved by the Climate Change and Sustainability Committee on 17 September 2020. Progress on the actions are monitored and reported through IMPROVe and a progress report at quarter two was presented to the Climate Change and Sustainability Committee on the 4 November 2020, and a final year report on the action plan on the 25 August 2021.	Green
Develop a sustainable food system to overcome social, health, economic and environmental issues related to food	Demonstrate the actions taken in relation to food poverty as a result of COVID-19, and implement year one of the Good Food Strategy (2020-25) Action Plan and monitor its impacts	The first year action plan of the Good Food Strategy has been implemented but its implementation has been impacted by the Covid-19 pandemic with: a focus on actions tackling food insecurity and ensuring food distribution; delays in the implementation of some actions given the emergence of new priorities and the restrictions and closure of schools, public buildings and some of the food businesses; and adjustment of some of the actions to respond to the context including more online activities. More detailed information is available in the quarter two and quarter four food action plan progress reports.	Green
Promote continued growth and regeneration through sustainable economic and social development within a low carbon economy, and guide decision making on the location of new development and regeneration	Adopt Local Development Plan 2	The report of the Examination of Unresolved Representations by Reporter appointed by Scottish Ministers was received by the Council in August 2020. Thereafter an assessment of the modifications proposed in the report was carried out. A report to the Planning Committee in December 2020 recommending all of the proposed changes be accepted, and seeking approval to proceed to adoption of the plan, was agreed. The Council received confirmation that it could proceed to adoption in March 2021 and as a result the plan will be formally adopted on 9 April 2021. Once the plan is adopted there is a six week period for parties to seek a judicial review.	Amber

Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal projects	Progress Community Growth Area sites in accordance with criteria and programme specified in South Lanarkshire Local Development Plan and City Deal	Construction activity was halted in quarter one and part of quarter two as a result of Covid-19 restrictions. Building sites returned to work in July 2020 and housing land monitoring carried out since then has shown completion rates are healthy.	Green
Agree and implement vacant and derelict / contaminated land programme	Implement projects approved within the Vacant and Derelict Land Fund framework (as per agreed Scottish Government funding)	Implementation of physical projects has been subject to delays due to the Covid-19 pandemic. Projects associated with Clyde Gateway and Clyde Cycle Park have been completed as planned. One project associated with a Hamilton Town Centre project has not progressed and Scottish Government will be approached to confirm their agreement to this funding being carried over into 2021-22 and used towards a project at another location in South Lanarkshire.	Amber
Continue to maintain /improve customer satisfaction levels for key service areas	Monitor, report and publish the outcome of satisfaction surveys across all key service areas	All results from the 2020/21 programme will be analysed and if required, improvement actions identified and progressed.	Green
Continue with physical regeneration work in priority areas	Continue the implementation of the master plan for regeneration in East Whitlawburn	Good progress has been made throughout 2020/21 with 48 units allocated and handed over to tenants as part of Phase 1. In addition, work has also commenced on Phases 2 and 3 of the development.	Green
	Continue to develop and implement Sustainable Housing Plans in identified rural areas	Plans developed and maintained on an on-going basis.	Green
Continue with the Council's Housing Options Service (Home Options)	Continue to deliver and further develop Housing Options with a focus on homeless prevention	During 2020/21, excellent performance has been demonstrated in homelessness prevention with positive outcomes for Prevent1 cases being achieved within the context of an increased number of approaches to the Service.	Green

Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Ensure effective involvement with tenants and other customer groups	Annual review of the Customer Involvement Strategy action plan	The annual review of the Housing Service's Customer Involvement Strategy 2018-22 will commence in April and is anticipated to be presented to Housing and Technical Resources Committee on 29 September 2021. As part of the review process, customer representatives from the Tenant Participation Co-ordination Group will be provided with the opportunity to add and shape the action plan for the final year of the strategy.	Green
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP/SLP (RP)	During 2020/21, a total of 197 additional/affordable homes have been delivered. Construction of a further 365 units have commenced during this time.	Green
Project Management of Schools Projects and General Services Projects	General Services Programme - Target spend achieved	Spend to Q4 £69.548m. Annual target (Revised Estimated Expenditure) £80.648m. Behind original programme due to COVID-19.	Amber
	Primary Schools Modernisation Programme - Support for Early Years Programme - Growth and Capacities Programme	131 Primary Schools/ Nurseries completed.	Complete
Deliver and encourage investment in our town and neighbourhood centres to maximise opportunities for growth and regeneration	Review town centre strategies to establish the impact and outcomes of Covid-19 and refocus support for town centres to aid recovery	This process remains on-going in light of the challenging situation in relation to Covid-19 and the uncertain timescales for returning to relative normality.	Amber

Get it right for children and young people

Action	Measures	Comments/ Progress	Status
Continue to raise attainment in literacy and numeracy across learning in the Broad General Education and in the Senior Phase	Provide support, guidance and challenge to schools through training, sharing of best practice and through the development of self-improving networks	All establishments completed a remote learning audit to at the beginning of lockdown (January 2021) and at the end period of the recent lockdown to evaluate the provision on offer to learners. Almost all establishments were able to offer live interactions in all classes by the end of the lockdown period, and staff continued to be fully supported through the delivery of high quality Career Long Professional Learning (CLPL) and the SLC2 Learning Centre. A report has been produced which outlines all findings from the audit which will enable us to assess the quality of offer and share best practice. Quality Link Officers have continued to support and challenge schools on the quality of their remote learning offer. School leaders have continued to respond confidently to the needs of their school community and are well placed for the return of all learners on a full time basis.	Complete
Contribute to effective joint working in protecting children and adults at risk of harm	Continue to deliver appropriate services for homeless children (RP)	Providing appropriate temporary housing for homeless households with children continues to be priority, with support from partners including the Health and Social Care Partnership and Third Sector partners.	Green
	Annual review and report on operation of Adult and Child Protection procedures	A report detailing activity in relation to child and adult protection over the last 3 years and highlighting outcomes from the review of procedures/processes has been completed and will be presented to Resource Management Team on 22 April 2021. The report notes key actions to be progressed in 2021/22 in respect of increasing awareness and understanding of child and adult protection issues/processes across the Resource.	Green

Get it right for children and young people

Action	Measures	Comments/ Progress	Status
Implement the Corporate Parenting Strategy and Action Plan	Report the number of looked after children by placement type in order to compare home and community placements on a 6 monthly basis	In Quarter 4, there were a total of 766 looked after children. The balance of care being 705 (92%) in a Community setting and 61 (8%) in a residential setting. This is in line with the Scottish average. Within this split is a wide range of placement types and options, aimed at ensuring that all our children and young people are cared for in a setting appropriate to their needs. There has been an increase of 7 looked after children/young people since Q4 last year.	Green
Implement the delivery of 1140 hours early learning and childcare in line with the revised Scottish Government timetable for 2020-21	Restart of the 1140 hours early years and childcare capital programme line with Scottish Government expectations in partnership with council services	Work has continued on the opening of new build nurseries and the expansion of existing nurseries, and staffing to ensure that 1140 hours Early Learning and Childcare is delivered from August 2021.	Green
Take forward Curriculum for Excellence in schools and establishments	Provide professional learning activities which support learning and teaching in line with the National Improvement Framework and which will deliver better outcomes for learners	Professional learning activities continue to be delivered by a range of members of the Curriculum & Quality Improvement Service. These all lead to delivering better outcomes for learners in our establishments by increasing staff awareness, knowledge and understanding of areas of the curriculum and pedagogy which are unique to each establishment and the individual staff members within it. Over the last period, these have had a digital focus due to the learning and teaching climate at the time. These will continue to be shared remotely to increase the accessibility and attendance of participants.	Complete
Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	Action For children continue to fulfil the requirements of the Carers (Scotland) Act 2016. Children and Families service and the Planning Section continue to provide support and oversight to ensure that young carers needs are being met.	Green
	Monitor the current commissioned carer support services, information and engagement services in respect of young carers will be remodelled	Action for Children now provide the service for young carers within SLC. They have an established data base for monitoring the progress of the requirements of the act as it pertains to young carers. The current pandemic has impacted on their ability to meet families face to face to under take statements. They however have put systems in place to ensure the regular contact is maintained.	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Implement Housing actions detailed in the Strategic Commissioning plan to help achieve priority outcomes for health and social care (RP)	Throughout 2020/21, a range of partnership actions have been progressed between Housing and Technical Resources and the South Lanarkshire Health and Social Care Partnership. This includes the development of a delayed discharge protocol and the progression and approval of specific homelessness Directions within the Strategic Commissioning Plan.	Green
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP)	There have been no inspections over the last year and no improvement plan/action from previous years inspection.	Green
Extend the range and choice of day opportunities for older people	Develop and modernise day care services for older people which supports personal outcomes	The Outreach day service which was developed in response to the Covid pandemic remains in place and building based day services have not recommenced during quarter 4. There are recovery plans in place to gradually re-open building based day services from mid-May 2021 which will be guided by the Scottish Government's easing of restrictions and informed by local public health information. The Day Service Review report was delivered during the period February/March 2021 to the Integration Joint Board and SW Committee. Plans are now being developed to continue with consultation which will focus on designing a remodelled service.	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
Implement Government Strategies relating to mental health, additional support needs, physical, sensory and learning disability	Provide updates on national strategies, e.g. See Hear, Mental Health	<p>The See Hear strategic planning group has been temporarily suspended due to the pandemic. However, information detailing supports available for people living with a sensory impairment have been widely distributed.</p> <p>In relation to the Mental Health Strategy, a review and redesign of Hospital Based Complex Clinical Care bed provision for Old Age Psychiatry is underway, a proposal and business case has been agreed; consultation and engagement with families and carers is being planned. A review of the Mental Health Rehab and Recovery Service is also being undertaken with a number of process mapping workshops examining inpatient and community rehabilitation services. In addition, transfer of South Lanarkshire CMHT's from current hosting arrangements in North Lanarkshire is being considered.</p>	Green
Increase supply of housing suitable for older people	Existing amenity properties and mainstream properties upgraded and converted to amenity per agreed programme (RP)	Throughout 2020/21, a total of 22 mainstream properties were upgraded to amenity standard, resulting in a total of 539 mainstream properties upgraded to amenity standard since the programme began.	Green
Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	<p>In Quarter 4 the Resource worked with a number of service users aged under 65 as a result of Adult Support and Protection (ASP) issues. There were 192 ASP inquiries, with 75 investigations started in the period and 4 protection plan being progressed.</p> <p>From 1 April 2020 to 31 March 2021, there were 893 inquiries, 347 investigations and 25 protection plans.</p>	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	<p>In Quarter 4 the Resource worked with a number of service users aged 65 over as a result of Adult Support and Protection (ASP) issues. There were 457 ASP inquiries, with 171 investigations started in the period and 5 protection plan being progressed.</p> <p>From 1 April 2020 to 31 March 2021, there were 2059 inquiries, 814 investigations and 21 protection plans.</p>	Green
Progress review of Getting it Right for Every Child multiagency planning processes	Ensure child protection and wellbeing practices are being applied consistently in schools and settings to help deliver positive outcomes for children and young people	Wellbeing practices are well embedded with comprehensive guidance notes in use, supporting practise. Wellbeing practices are well embedded with comprehensive guidance notes in use, supporting practise. Child Protection guidance pack is in final stage of development and content has been submitted to critical friends group for review. On track for implementation in August 2021.	Green
Support the implementation of the IJB Directions which focus on the shifting the balance of care	Provide progress reports to the IJB in relation to the Directions	<p>The Strategic Commissioning Plan (SCP) and the issue of Directions to the Health Board and the Local Authority for the financial year 2020/2021 was approved on 30 March 2020.</p> <p>The IJB acknowledged the potential impact of the Covid-19 pandemic on each partner's ability to implement the strategic commissioning intentions and the Directions as originally planned.</p> <p>To date there have been 37 Directions issued by the IJB.</p>	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Deliver effective Employability Services to support Economic Recovery	Adjust the current suite of employability programmes to operate in a Covid safe way and match the changed service need	A new digital approach to delivering employability as a result of COVID-19 challenges has led to the development of new digital employability delivery modules and the use of MS Teams to engage with participants and employers using the functions of on-line group activity and one-to-one support.	Green
Provide a sustainable framework for action on how to rebuild the South Lanarkshire economy	Develop an Economic 'Response, Recovery and Renewal' Strategy framed around three themes: People, Place and Business	Work commenced on the development of a coordinated Lanarkshire wide economic recovery plan and the first two meetings were held of the newly established pan-Lanarkshire Economic Forum (LEF) The new strategy will be presented for Committee approval in September 2021.	Amber
Prioritise business development advice, support and financial assistance to ensure businesses are able to continue to operate, whilst creating the right conditions for low carbon economic growth	Oversee management of the Supplier Development Programme including the delivery of events, training and e-commerce, to support SME's or third sector organisations who are interested in working with the public sector	The Supplier Development Programme team have been able to continue to work remotely with new online/digital supplier engagement undertaken as well as a refresh of online materials. 'Virtual' events have taken place and planning underway for virtual national 'Meet the Buyer' event in June. A consultant has been employed to assist the SDP with a strategic review of the programme and its organisation with a view to strengthening the SDP, increasing its profile nationally and politically.	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
	Programmes, services, and events delivered to businesses around sectors, location, and themes (e.g. food and drink, tourism, construction, low carbon, innovation, internationalisation, collaboration, and young enterprise)	<p>Recruitment of new economic development officers completed with a view to focussing on key sector development.</p> <p>While new recruits have been required to assist with Covid-19 pandemic response, progress has been made in terms of working with Food and Drink sector in collaboration with Scotland Food and Drink and emerging business group. Planning underway for Construction and third sector events.</p> <p>Work has also began in collaboration with VisitScotland, partners and stakeholders to re-establish Tourism network and support across Lanarkshire.</p>	Green
Provide road and infrastructure improvements to support new developments including those undertaken as part of the City Deal	Progress/deliver prioritised road infrastructure in line with available external and internal capital funding	<p>In order to reduce congestion two projects are being undertaken:</p> <p>A traffic signal control system called SCOOT, which will involve the upgrade/replacement of traffic signal equipment. Works are complete at Main Street / Cambuslang Road and Main Street / Queen Street in Rutherglen.</p> <p>A traffic modelling exercise was completed for the town of Lanark in March. This has been reviewed and will be presented to local members and the community in early summer 2021.</p>	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
	Substantially complete Greenhills Road (main works) major transport infrastructure project	<p>Main line works on Greenhills Road and Strathaven Road are progressing following the severe winter.</p> <p>The two sections of new carriageway have been completed and are in use.</p> <p>Current programme has a planned completion date of July 2021 and contractual completion date around May 2021. Significant Covid-19 related costs and other cost increases were identified and a package of measures to manage these has been developed.</p>	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
	Progress Stewartfield Way major transport infrastructure	The Infrastructure and Option Assessment work is now underway and further modelling will be instructed; this is beginning to shape and provide greater detail of the extent / scope of works going forward. A high level plan of the proposals has been developed and was discussed with the Chief Executive, Leader of the Council and Senior Elected Members in January. This was accompanied by provisional / indicative costs. The Strategic Business Case has been finalised and was considered / approved by Executive Committee on 10 March 2021, and is expected to be considered by Programme Management Office Cabinet / Chief Executive Group in June. Financial profile reviewed and adjusted to reflect the revised programme.	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Enable greater use of public transport by working with partners to improve public transport infrastructure	Progress/deliver prioritised improvements to bus and rail infrastructure (e.g. park and ride) in line with agreed Park and Ride Strategy (2018-27) and available external funding	<p>A number of Park and Ride projects are being taken forward as outlined below: -</p> <ol style="list-style-type: none"> 1. Carstairs Park and Ride Extension – these works were completed in August 2020 where an additional 22 spaces were provided. 2. Lanark Interchange Project – Land acquisition was completed in July which will allow the first phase of works to be taken forward. Ground Investigation works identified disused tanks and these were removed in March 2021. 3. Cambuslang Park and Ride – Following the granting of planning consent a contract has been awarded to construct the car parking which is scheduled to be open in the summer of 2021. 4. East Kilbride Rail Enhancement Project – The Council is in partnership with Transport Scotland, Network Rail, SPT and Sustrans to take forward park and ride, bus interchange, pedestrian/cycle route access enhancements. Ongoing detailed design discussions are regularly taking place with a programme of works currently being considered which would see contraction beginning next financial year. Land for park and ride facility secured on north and south sides. <p>Bus shelter infrastructure works are complete on the Fernhill Road / Mill Street as well as the Burnside Road / Stonelaw Road corridors in Rutherglen.</p>	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Encourage active travel by extending our network of cycle routes	Progress/deliver walking and cycling projects/schemes in line with agreed capital programme	<p>A number of cycling and walking projects are progressing and these are listed below: -</p> <p>1) Active Travel Studies – The three studies for the Carluke and Law area / Lanark and Hamilton are complete are available on the Council's website. A consultant has been appointed to undertake three further studies in Bothwell, Uddingston and Blantyre Area / Strathaven, Stonehouse and surrounding villages and Larkhall. These are scheduled for completion in April 2021.</p> <p>2) East Kilbride Cycle Network - This project on West Mains Road is split into phases to reflect current and anticipated future funding availability as well as connecting into the East Kilbride Rail Corridor Enhancement project being taken forward by Network Rail. Construction of a section on West Mains Road between Strathfillan Road to Torrence Road has recently been completed. A further phase from this point to the east of Kirktonholm Road is currently being constructed and will be completed in May 2021.</p> <p>3) Pedestrian and Cycle Counting equipment - Units have been installed at several locations, on B7056 Yieldshields Road, near Carluke / Ryflat Road, near Carstairs / Old Wishaw Road, Carluke / Station Road, Bothwell and West Mains Road, East Kilbride.</p> <p>4) Cycle Parking Provision in Town Centres – Works are complete at 6 locations (Main Street, Uddingston / Main Street, Rutherglen / Glasgow Road Blantyre / Almada Street, Hamilton / Alberta Avenue, East Kilbride and Hamilton Road, Halfway).</p> <p>5) Cycle Shelters and parking stands in schools – Works are complete at 3 locations (Kirklandpark Primary School, Strathaven / Muiredge Primary School, Uddingston / Cathkin Primary School, Rutherglen.</p> <p>6) Cycle Route designs currently being taken forward in 9 project locations (Bothwell/Uddingston Cycle Network (NCN74 Raith to</p>	Amber

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
		<p>NCN75 Uddingston / Clydesdale Cycle Network (Larkhall to Blackwood/Carluke to Carstairs / Carluke and Law / Hamilton / Lanark / Cambuslang / Newton.</p> <p>7) Car Free Zones at Schools - 2 schools (Burnside Primary School and St Joseph's Primary School) will have zones in place after the summer holidays in August 2021 now that Covid-19 restrictions are easing.</p>	
Support Glasgow City Region City Deal development programmes	Prepare Business case approvals for roads and Community Growth Area projects to be approved by City Deal Cabinet	Implementation of physical projects has been subject to delays due to the Covid-19 pandemic. Design and procurement work associated with projects that would have been the subject of Full Business Case approvals in 2020-21 has been delayed. It is anticipated that the Full Business Case for Glengowan Primary School will be submitted in June 2021 following the tender return and assessment process being completed in May 2021. The business case for Jackton Primary School will be prepared following a retendering exercise in the Summer 2021.	Amber

Delivering the plan and achieving best value

Action	Measures	Comments/ Progress	Status
Take forward IT strategic developments	Creation of new Digital Strategy to cover 2020-2023	Started with initial meetings with key stakeholders. The creation of new digital strategy was delayed by COVID-19 and is now included in Resource Plan Actions for 2021/22	Green

Delivering the plan and achieving best value

Action	Measures	Comments/ Progress	Status
	Digital transformation of customer facing services, including vanguard projects on data integration, business intelligence and artificial intelligence.	<p>This project is related to the customer services review, which was delayed by COVID-19.</p> <p>Opportunities for investment in digital projects will be identified as part of this review and, depending upon approval routes and procurement options, it may be possible to deliver on some of this in 2021-22.</p>	Amber
Adjust the Council Workforce Plan to match the changed environment	Workforce Plans reconfigured and reported to committees	<p>Workforce planning over the last year has had to adjust in the response to the covid pandemic. A paper was taken to the recovery board detailing the resource plan and response during this last year.</p> <p>An interim workforce plan for the Health and Social Care Partnership was completed by the end of April 2021</p>	Green
Ensure high standards of governance are being exercised	Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	The annual risk register was presented and approved at Social Work Committee on 20th January 2021. The Corporate Risk Register is currently under review and the Social Work Risk Register and associated risk scorecards will be reviewed in line with the three lines of defence model. A report will be presented to Social work Committee in November 2021.	Complete

Delivering the plan and achieving best value

Action	Measures	Comments/ Progress	Status
Ensure monitoring, compliance and control of externally purchased services	Ongoing monitoring of the quality of care provided by externally purchased services	<p>Within South Lanarkshire, we currently have 110 externally registered Care Services. Care Homes for Children and Young People (18), Five of these services newly registered in 2020. Care Homes for Older People (38) Four of these services have changed ownership in 2020. Two services have grades of weak in the area of support/wellbeing (Kingsgate, East Kilbride and Clinton House, Larkhall). Care Homes for Adults (15) One service is adequate and others good and above. Arran House has no grades recorded as registered late 2019. There are 27 Housing support services registered. Care at Home Services (34) six services no inspection grades, three services adequate and the remaining services good and above. (Housing Support and Care at Home can be dual registered services). Support Services Day Care (5) one with no inspection grades, two good, and two very good.</p> <p>Regular reporting of these services grades are being developed and will be circulated across the Resource.</p>	Green
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	All statutory returns due from 1 April 2020 to 31 March 2021 have been completed and submitted within agreed timescales.	Complete