

FCR Quarter 2 to Quarter 4 2020-21 - scrutiny of change in status

Measure	Q2 Status	Q4 Status	Q4 Comments
Inform and upskill South Lanarkshire communities to enable them to engage in Participatory Budgeting processes	Amber	Green	Social media materials and presentations for delivery to groups are available and distribution will now be increased in light of the council's agreement of the forward spend on mainstream Participatory Budgeting.
Customer Service Centre – average queue time	Green	Amber	The minor slippage is due to the impact of the health crisis where the Customer Service Centre have experienced increased transaction volumes by telephone, email and online forms as services fully re-mobilise along with a number of long-term absences due to Covid19. The service is currently streamlining recording and back office functions to free up more call handler time to be available during peak periods of demand.
Housing Benefit and Council Tax Reduction – accuracy of processing	Green	Amber	Accuracy performance for 2020-21 is 92.6%, behind target by 0.4%. This minor slippage is partly due to the impact of the Covid19 health crisis and the impact of home working. For example, many staff have been required to use lower spec equipment when compared to that used in the office and in many instances, staff have moved from having two PC monitors to a small tablet device.
Number of unemployed people supported via council-operated employability programmes	Green	Report later	Q4 will be reported once all performance information is finalised
Number of unemployed people gaining sustainable employment	Green	Report later	Q4 will be reported once all performance information is finalised
Number of unemployed people accessing further education or training	Green	Report later	Q4 will be reported once all performance information is finalised
Adjust the current suite of employability programmes to operate in a Covid safe way and match the changed service need	Report later	Green	A new digital approach to delivering employability as a result of Covid19 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.

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Pay invoices within the target of 28 days	Amber	Green	The annual target for payment of invoices within 28 days was 90%, a performance of 90.9% was achieved. This is also an improvement against 2019-20 result of 89.5%
Budget proposals to be considered by members by November 2020	Report later	Complete	Budget proposals were presented to a members' seminar in November 2020, and then again in January 2021 with a budget finalised in February 2021.
Budget agreed by March 2021	Report later	Complete	The Budget was approved by the council in February 2021.
Capital programme for 2021-22 to be agreed by March 2021	Report later	Complete	The capital programme for 2021-22 was agreed by members in November 2020. This will be updated following the year-end position and any carry-forward reported to members in June 2021.
Report on process and timetable for alignment of Council Plan and Community Plan to be presented to Elected Members by March 2021	Green	Amber	To better engage with Elected Members on the timescales and process for the review of the Council Plan and Community Plan, a Members' seminar is planned for June 2021.
EQIA reported to Recovery Board and updates delivered quarterly	Green	Report later	The recovery board last met in October 2020. No reports have been submitted since then.
Workforce Plans reconfigured and reported to committees	Report later	Green	Workforce planning over the last year has had to adjust in the response to the Covid19 pandemic. A paper was taken to the recovery board detailing the resource plan and response during this last year. An interim workforce plan for the Health and Social Care Partnership was completed by the end of April 2021.
Acceleration of agile working across SLC staff via rollout of Windows 10 laptops, Office 365 and Cisco softphones	Green	Complete	Additional laptops procured as part of scheduled refresh and issued out to high priority services/customers. Soft phones rolled out to enable set up of virtual call centres. Office 365 licences procured for all users.
Digital Inclusion initiatives to support most deprived citizens to access benefits of being online	Green	Complete	Digital Inclusion Strategy approved by Committee, including action plan for 2020-21
Creation of new Digital Strategy to cover 2020-2023	Report later	Green	Initial meetings with key stakeholders started and consultations across the council and with citizens will take place over the next quarter

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Workforce development actions to upskill IT staff in new technologies	Green	Complete	Training requirements identified at individual and service level.
Digital transformation of customer facing services, including vanguard projects on data integration, business intelligence and artificial intelligence.	Report later	Amber	This project is related to the customer services review, which was delayed by Covid19. The Customer Services Review is now expected to commence June 2021. 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.
Service Review Guidance updated to reflect changes by October 2020	Report later	Amber	The timescales for this will be adjusted as due to the revised Covid19 restrictions put in place in December 2020. Once the council moves into recovery phase as restrictions are eased revised timescales will be agreed.
Gain approval for a programme of Service Reviews by December 2020	Report later	Amber	The timescales for this will be adjusted as due to the revised Covid19 restrictions put in place in December 2020. Once the council moves into recovery phase as restrictions are eased revised timescales will be agreed.