

PERFORMANCE AND REVIEW SCRUTINY FORUM

Minutes of meeting held via Microsoft Teams on 18 May 2021

Chair:

Councillor John Ross

Councillors Present:

Councillor Alex Allison, Councillor Robert Brown, Councillor Maureen Chalmers, Councillor Gerry Convery, Councillor Peter Craig, Councillor Joe Fagan, Councillor Katy Loudon, Councillor Jared Wark

Councillor's Apology:

Councillor Maureen Devlin

Attending:

Chief Executive's Service

C Sneddon, Chief Executive

Community and Enterprise Resources

P Elliott, Head of Planning and Economic Development; A McKinnon, Head of Facilities, Waste and Grounds Services; C Park, Engineering Manager - Transportation Engineering; G Simpson, Development Adviser

Education Resources

D Dickson, Education Operations Manager

Finance and Corporate Resources

P Manning, Executive Director; T Little, Head of Communications and Strategy; S McLeod, Administration Officer; L Marshall, Finance Adviser; N Reid, Improvement and Community Planning Manager

Housing and Technical Resources

L Hayes, Performance and Support Adviser

Social Work Resources

M Kane, Service Development Manager

South Lanarkshire Leisure and Culture Limited

D Booth, General Manager

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Performance and Review Scrutiny Forum held on 2 March 2021 were submitted for approval as a correct record.

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

3 Local Government Benchmarking Framework (LGBF) 2019/2020 Results and Action Plan

A report dated 5 May 2021 by the Executive Director (Finance and Corporate Resources) was submitted on the Scottish Local Government Benchmarking (LGBF) results for 2019/2020.

The LGBF compared spend/cost, performance and customer satisfaction results over several years and between similar councils. It comprised a number of performance indicators across a range of services.

Due to the COVID-19 pandemic, the Council had been forced to suspend or reduce a number of services in order to comply with government advice. In addition, the Council had been required to redirect resources to deliver vital new services to support individuals, communities and businesses and there had been an inevitable impact on performance in some areas.

Information on the Council's LGBF data and results for 2019/2020, together with comparative data for 2018/2019 and 2017/2018, was provided in Appendix 1 to the report. This information also showed whether the Council's performance in 2019/2020 had improved, remained the same or declined compared to the previous year and how the Council's performance compared with the Scottish average.

The impact of the COVID-19 pandemic had affected data collection for some indicators, notably in social care and education, details of which were provided in the report.

Although the LGBF results were available for all councils and could be used to construct league tables, the Improvement Service cautioned against this approach and emphasised that the purpose of the data was to open discussion about performance and improvement in the context of specific services whilst taking account of geography, demographics and local council priorities. It was, therefore, important to pay attention to the narrative against each indicator when forming a judgement on what the performance meant in a South Lanarkshire context.

At a local level, each council was required to publish its results at the same time as the publication of the national results by the Improvement Service. The Improvement Service would continue to:-

- ◆ review and develop indicators
- ◆ hold benchmarking events where local authorities could share good practice

The Head of Communications and Strategy advised that information on 7 further indicators had since become available, with 5 indicators for South Lanarkshire Council being better than the Scottish average and 2 worse than the Scottish average.

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

The Forum decided:

- (1) that the importance of viewing LGBF measures in the local context, as detailed in the report, be noted;
- (2) that the results, narrative, actions and Family Group analysis identified following scrutiny of the results for 2019/2020 be noted;
- (3) that it be noted that the Council's LGBF results and explanatory narrative for 2019/2020 had been published on the Council's website, to coincide with the publication of the national results by the Improvement Service; and
- (4) that the developments and events being undertaken by the Improvement Service/LGBF Board be noted.

[Reference: Minutes of 18 February 2020 (Paragraph 4)]

Councillor Brown joined the meeting during this item of business

4 Improvement Service Strategic Framework

A report dated 5 May 2021 by the Executive Director (Finance and Corporate Resources) was submitted providing an overview of the recently published Improvement Service (IS) Strategic Framework for the period 2020 to 2022.

The Framework set out the Improvement Service's vision, purpose, values and strategic priorities alongside high-level commitments around its 3 core offers in:-

- ◆ Transformation, Performance and Improvement
- ◆ Data and Intelligence
- ◆ Digital Public Services

The Improvement Service noted that the operating context of Scottish Local Government continued to be challenging and was evolving at pace, not least due to the COVID-19 pandemic and the UK's withdrawal from the European Union. Table 1 within the report summarised the Improvement Service's PESTLE (Political, Economic, Social, Technological, Legislative/regulatory and Environmental) analysis of key drivers which had resulted in the following strategic priorities being identified:-

- ◆ supporting local government to live with COVID-19
- ◆ supporting local government to re-build post COVID-19
- ◆ supporting local government's contribution to the delivery of the National Performance Framework
- ◆ supporting local government, working with their communities and partners, to deliver place-based approaches

Details of how the Improvement Service would support local government in terms of those strategic priorities were provided in the report.

The Council had regularly engaged with the Improvement Service and had occasionally utilised it to provide critical friend support or facilitation services. It was considered that the Improvement Service would continue to be a useful resource for the Council in terms of participating in emerging collaborations and joint work in relation to performance, improvement, data and intelligence and digital public services across the local government sector. A range of topics and work areas for possible engagement with the Improvement Service over the next 18 months had been identified and were detailed in table 2 within the report.

The Chair responded to a member's question in relation to the streaming of Council meetings and the issue of community participation being included in the Improvement Service's work programme.

The Forum decided: that the report be noted.

5 Urgent Business

There were no items of urgent business.