

FCR: Quarter 2 to Quarter 4 2021-22 - scrutiny of change in measure status

Measure	Q2 Status	Q4 Status	Q4 Comments
Performance has declined from Q2 to Q4			
Customer Service Centre – average queue time	Green	Amber	Target missed by 38 seconds mainly due to ongoing Covid related issues and a 15% increase in calls compared with the previous year. New staff now in post and training commenced.
Scottish Welfare Fund – average processing times for Community Care grants	Green	Amber	Substantial increase in Crisis Grant and Self Isolation Support Grant applications from December 2021 linked to Omicron Covid-19 variant had a detrimental impact on processing times for Community Care Grants, resulting in actual processing times being slightly above the target of 15 working days in 2021-22
Liquor licensing processing target - 95% within service targets	Green	Amber	Slippage against target for the year due to Covid-related absences
Registration processing target - 97% within service targets	Green	Amber	Slippage against target for the year due to Covid-related absences
Workforce Plans reconfigured and reported to committees by March 2022	Green	Red	Activity around workforce plan reporting delayed due to increase in Covid disruption over the winter period. Resources reallocated to Covid response and workforce plan reports rescheduled to Sept 2022
The cost per dwelling of collecting Council Tax	Report later	Amber	Cost of Collection of Council Tax has increased from £6.46 in 2020-21 to £6.90 in 2021-22, primarily due to increases in postages, legal costs and IT leasing recharges.
Performance has improved/completed from Q2 to Q4			
Housing Benefit and Council Tax Reduction – accuracy of processing	Amber	Green	Annual target achieved at the end of the year.
Conduct South Lanarkshire wide survey and community conversations to inform the new Plans by summer 2021	Green	Blue	Survey completed with over 3,300 responses which have been analysed and used in the development of the new Council and Community plan
Engage with partners and hold priority-setting events to inform the new Plans by October	Green	Blue	Events held including community conversations and strategic events with leader partner organisations and information used in the development of the new Council and Community plans
Financial Strategy to be agreed by June 2021	Green	Blue	The Council's Revenue Budget Strategy for 2022-23 was approved by Committee on 23 June 2021.
Monitor and report periodically on the costs and financial plan around Covid costs and recovery - every 4 weeks	Green	Blue	The Council's 4 weekly reports to the Executive Committee include the cost of Covid. To 28 January 2022, the net cost was noted as !8.626m

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			and was to be met from non-specific Covid funding available. This was reported to the 2 March 2022 Executive Committee
Develop and deliver training plan to upskill IT staff in new technologies	Green	Blue	Training and development activities achieved to meet the needs of IT Services and the wider Council
Complete migration of all computer systems and storage from Caird datacentre by December 2021	Green	Blue	Completed on schedule. Fully migrated to Datavita and Caird Centre now closed down.
Budget proposals to be considered by members by November 2021	Report later	Blue	Meetings with the Members' Budget Working Group took place between November 2021 to February 2022, where consideration was given to the Budget Strategy
Budget agreed by March 2022	Report later	Blue	The 2022-23 Budget was approved by Council on 23 February 2022
Capital programme for 2022-23 to be agreed by March 2022	Report later	Blue	The 2022-23 Capital Programme was approved by Council on 22 February 2022
Implement approved actions from Year 2 of the SLC Digital Inclusion Strategy to support most deprived citizens to access benefits of being online	Report later	Blue	Digital inclusion subgroup have delivered a range of projects and initiatives to improve digital inclusion across communities in South Lanarkshire
% unemployed people assisted into work from council operated/ funded employability programmes	Report later	Green	There was a significant increase in outcomes
Adjust the current suite of employability programmes to operate in a Covid safe way and match the changed service need. Implement and report on the following by March 2022	Report later	Green	Adapting services to digital platforms is now integrated within employability delivery. The change has been developed over time where we now operate a hybrid of group, face to face and digital delivery