

Report

Report to:	Community and Enterprise Resources Committee
Date of Meeting:	12 November 2019
Report by:	Executive Director (Community and Enterprise Resources)

Subject:	Community and Enterprise Resource Plan 2019/2020 - Quarter 2 Progress Report
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Community and Enterprise Resource Plan Quarter 2 Progress Report 2019/2020, for the period 1 April to 30 September 2019

2. Recommendations

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

- (1) that the Community and Enterprise Resource Plan Quarter 2 Progress Report 2019/2020, as summarised in paragraph 5.2. and attached as Appendix 2 of this report, be noted;
- (2) that the key achievements made by the Resource to date, as detailed in paragraph 5.3. of this report, be noted;
- (3) that the areas for improvement and associated management actions, as detailed in paragraph 5.4. of this report, be noted; and
- (4) that the additional scrutiny of reporting the updated status of those measures identified as 'report later' at Quarter 4 2018/2019, as summarised in paragraph 5.5. and detailed at Appendix 3 of this report, be noted.

3. Background

- 3.1. The Community and Enterprise Resource Plan 2019/2020 was endorsed by this Committee on 3 September 2019 and approved by the Executive Committee and sets out the objectives and actions to be managed and delivered by the Resource for the financial year 2019/2020.
- 3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the council's performance management arrangements. It provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the objectives set out in the Council Plan Connect 2017 to 2022.
- 3.3. Performance management is a keystone of Best Value, and ensures that the Council can demonstrate sound governance arrangements. The Resource Plan is one part of the Council's framework for planning and budgeting, and demonstrates how this leads to effective front line service delivery.
- 3.4. As part of this framework, the Resource Plan reflects the aspirations of the Council Plan and the Community Plan, as well as being complemented by the details of individual Service, Business and other Plans. Ultimately, these details are included

in the key work objectives of individual officers. This demonstrates the 'Golden Thread' of performance management which ensures a clear understanding of the Council's vision, values, ambitions and objectives at all levels.

- 3.5. The current format for performance reporting has been established since 2007 and is used for Executive Directors' reports to the Chief Executive, Resource Management Teams and Resource Committees. The focus has been on reporting progress on Council objectives, statutory performance indicators, other key performance measures and high level Resource priorities.
- 3.6. In preparing the Plan, account has also been taken of the need to ensure a robust response to Risk Management and Control. Risks associated with delivery of the actions in this Resource Plan have been identified and evaluated and are listed in the Resource Risk Register. Where necessary, controls or further actions to mitigate these risks have been agreed. Such actions are tracked through the Resource Risk Control Plan which is kept under review by the Risk Sponsor for the Resource.

4. Resource Objectives 2019/2020

- 4.1. The Resource has established a number of objectives to support the delivery of the Connect objectives in 2019/2020. These are detailed at Appendix 1.

5. Quarter 2 Progress Report 2019/2020

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 2 Progress Report 2019/2020, attached as Appendix 2. This report has been produced from the Council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:-

Status	Definition
Green	The timescale or target has been met as per expectations
Amber	There has been minor slippage against timescale or minor shortfall against target
Red	There has been major slippage against timescale or major shortfall against target
Report later	The information is not yet available to allow us to say whether the target has been reached or not. This will be reported when available
Contextual	Included for 'information only', to set performance information in context

- 5.2. Measures which are classified as 'red' are considered in detail at section 5.4. of this report. To ensure adequate scrutiny of performance across all Resources, the Council's Performance and Review Scrutiny Forum may consider 'red' and/or 'amber' measures at a future meeting.

The overall summary of progress to date is as follows:-

Status	Measures	
	Number	%
Green	77	62%
Amber	5	4%
Red	2	2%
Report later/Contextual	40	32%
Totals	124	100%

(Data correct as at 15 October 2019)

5.3. Key achievements for 2019/2020 (as at Quarter 2) are noted below:-

5.3.1.

Connect Objective: Deliver better health and social care outcomes for all	
Resource Objective	Achievement
Provide opportunities for all school children to access nutritious school meals	Since April 2019, served 136,125 primary school breakfasts as part of the Council's new Breakfast Club Initiative and 106,780 nursery school lunches as part of a new Scottish Government Early Years Initiative.

Connect Objective: Improve the road network, influence improvements in public transport and encourage active travel	
Resource Objective	Achievement
Implement the Roads Investment Programme	Continued to implement the Roads Investment Programme, with 77 carriageway schemes and 6 footway schemes undertaken in the last six months, resulting in 2.3% of the road network being resurfaced.

Connect Objective: Work with communities and partners to promote high quality, thriving and sustainable communities	
Resource Objective	Achievement
Provide effective and efficient Planning and Building Standards service	To date, 97.6% of planning applications have been approved, indicating that planning officers are communicating well with planning applicants before an application is submitted and throughout the processing stage in order to see applications through to their successful approval.
Improve the council's environmental performance and reduce its greenhouse gas emissions	Continued to reduce the reliance on single-use plastic items, removing several single-use plastic items from the Council's procurement catalogues; and reduced Council vehicle emissions by 18% compared to the same period in 2014/2015, reflecting the Council's investment in fuel efficient vehicles and the vehicles telematics system.
Safeguard health through an effective environmental services regulation and enforcement service	Our Environmental Health team: <ul style="list-style-type: none"> • helped ensure 86.9% of local food businesses were broadly compliant with food hygiene and food standards legislation (against the annual target of 85%); and • responded to 99% of fly tipping complaints within two days, 98% of dog fouling complaints within two days and noise complaints within just over 33 minutes.

Connect Objective: Support the local economy by providing the right conditions for inclusive growth	
Resource Objective	Achievement
Support local businesses through the delivery of business support programmes	As a direct result of 746 business support interventions via grants, loans or advice to businesses in the first six months of the year, 475 jobs were created or sustained and £5.58 million in additional sales was generated.
Implement the Lanarkshire Rural Development Strategy	The Council has awarded £348,000 of Renewable Energy Fund grants since April 2019, including £145,000 in awards to Community Councils to deliver micro-grants. These grants will fund activities and projects which bring community benefit, covering educational, recreational, leisure and other community activities or which improve the local environment.

Connect Objective: Encourage participation in physical and cultural activities	
Resource Objective	Achievement
Provide quality leisure facilities and develop integrated community facilities within new primary schools	<p>A new school in Elsrickle with adaptations for community facilities completed on schedule in August 2019. The school is in operation and community facilities available for use.</p> <p>Hamilton Palace Grounds 3G pitch replacement was completed at end of September 2019.</p>
Maintain attendances at SLLC facilities	Year to date, within SLLC, attendances at leisure facilities were just under 1% higher than the same time last year, outdoor recreation and country park attendances increased by 6%, and attendances at facilities managed by Cultural Services and the Libraries and Museum Services increased by 7% (all on track to meet annual attendance targets).

5.3.2. Resources have established their own Resource Objectives to support the delivery of Connect Objectives. In addition to working towards these objectives, we recognise that the Council will continually aim to improve and ensure effective and efficient use of resources and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource objectives have also been identified under the heading Delivering the Plan and achieving Best Value.

5.4. Areas for improvement

Measures that have been classified as 'red' (major slippage against timescale or shortfall against target) are noted below, together with the reason why, and the management action now being taken, where applicable.

Connect Objective: Delivering the Plan and achieving Best Value		
Resource Objective: Deliver and communicate the Council Plan and ensure high standards of governance		
Measure	Comments/Progress	Action by Manager (where applicable)
96% of Freedom of Information (FOISA) requests to be processed within the 20 working day period	<p>Data for FOISA requests is reported one quarter in arrears. In quarter one, 2019/2020 (April to June 2019), 134 requests were received and 127 (94.8%) of those were responded to within the statutory time period.</p> <p>There were a number of factors that resulted in the Resource missing the 96% target. These have been investigated and measures considered in order to improve performance. It should be noted that 94.8% is an improvement on the previous quarter and 2018/2019 performance.</p>	In addition to the Resource efforts to improve performance in relation to these indicators, it was agreed at the Information Governance Board that FOI Contact Officers would meet to look at statistical data prepared by the Improvement and Community Planning Unit and share good practice, with the aim of identifying ways for performance to be improved across the Council.
96% of Environmental Information (Scotland) Regulations El(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	<p>Data for El(S)R requests is reported one quarter in arrears. In quarter one, 2019/2020 (April to June 2019), 84 requests were received and 78 (92.9%) of those were responded to within the statutory time period.</p> <p>There were a number of factors that resulted in the Resource missing the 96% target. These have been investigated and measures considered within the Resource in order to improve performance. It should be noted that 92.9% is an improvement on the previous quarter.</p>	

5.5. Report later

Measures included in the quarterly progress reports can be assigned the 'report later' status. In order to report on the final status of these measures, an update is now included in this report. Of the 29 measures identified as 'report later' as at Quarter 4 2018/2019, 25 are Local Government Benchmarking Framework indicators, for which the 2018/2019 results will not be published until January 2020. The revised status and narrative relating to the 'report later' measures is detailed at Appendix 3.

6. Employee Implications

- 6.1. The objectives noted within the Resource Plan will inform the Service Action Plans, where applicable, and in turn the Performance Appraisal process for individual employees.

7 Financial Implications

- 7.1. The objectives within the Resource Plan are reflected in the respective annual Resource Revenue and Capital budgets and, longer term, within the framework of the Council's approved Financial Strategy.

8. Other Implications (Including Environmental and Risk Issues)

- 8.1. The Community Plan 2017 to 2027 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.
- 8.2. Resource Plan actions are assessed as part of the Resource's risk management arrangements and relevant issues have been added to the Resource Risk Register.
- 8.3. The Resource Plan takes into account Resource responsibilities in relation to sustainable development and climate change.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. Many of the actions detailed within the Resource Plan reflect ongoing strategies and policies which will be or have been the subject of consultation and equality impact assessment.

Michael McGlynn

Executive Director (Community and Enterprise Resources)

15 October 2019

Link(s) to Council Values/Ambitions/Objectives

- ♦ The Resource Plan has been structured upon the Vision, Values, Ambitions and Objectives in the Council Plan Connect 2017 to 2022

Previous References

- ♦ Community and Enterprise Resources Quarter 4 Progress Report 2018/2019 - 3 September 2019

List of Background Papers

- ♦ Council Plan Connect 2017/2022 – endorsed by the Executive Committee on 8 November 2017 and approved by the full Council on 6 December 2017
- ♦ Community and Enterprise Resources Resource Plan 2019/2020 – approved by Community and Enterprise Resources Committee on 3 September 2019

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Community and Enterprise Resources Resource Objectives 2019/2020

Connect Objective: Deliver better health and social care outcomes for all

Resource Objective:

- Provide opportunities for all school children to access nutritious school meals

Connect Objective: Improve the availability, quality, and access of housing

Resource Objective:

- Ensure an adequate supply of housing land is maintained

Connect Objective: Improve the road network, influence improvements in public transport and encourage active travel

Resource Objectives:

- Implement the Roads Investment Programme
- Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport
- Encourage active travel

Connect Objective: Work with communities and partners to promote high quality, thriving and sustainable communities

Resource Objectives:

- Provide Planning and Building Standards services which guide and control physical development and land use in the area
- Sustain the quality of our town and neighbourhood centres
- Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal project
- Reduce the number of road casualties through road safety improvements and initiatives
- Provide consumer protection through the work of our Consumer Advice and Trading Standards Service
- Improve the quality of streets, parks and other public areas
- Create high quality cemeteries and provide sustainable options for burial
- Provide services which help local communities to become more sustainable
- Improve the council's environmental performance and reduce its greenhouse gas emissions
- Safeguard health through an effective environmental services regulation and enforcement service
- Regenerate and bring back into use vacant and derelict and contaminated land

Connect Objective: Support the local economy by providing the right conditions for inclusive growth

Resource Objectives:

- Implement the South Lanarkshire Economic Strategy and support implementation of the Glasgow City Region Economic Strategy
- Support local businesses through the delivery of business support programmes
- Implement the Lanarkshire Rural Development Strategy
- Support key voluntary organisations and help to develop the social economy

Connect Objective: Encourage participation in physical and cultural activities**Resource Objectives:**

- Encourage recreational access to the outdoors
- Provide quality leisure facilities and develop integrated community facilities within new primary schools
- Maintain attendances at SLLC facilities

Delivering the Plan and achieving Best Value**Resource Objectives:**

- Deliver and communicate the Council Plan and ensure high standards of governance
- Improve the skills, flexibility and capacity of the workforce
- Other actions in support of delivering the Plan and achieving Best Value