



Council Offices, Almada Street  
Hamilton, ML3 0AA

Monday, 09 August 2021

Dear Councillor

## **Performance and Review Scrutiny Forum**

The Members listed below are requested to attend a meeting of the above Forum to be held as follows:-

**Date:** Tuesday, 17 August 2021

**Time:** 09:30

**Venue:** By Microsoft Teams,

The business to be considered at the meeting is listed overleaf.

Yours sincerely

**Cleland Sneddon**  
**Chief Executive**

### **Members**

John Ross (Chair), Alex Allison, Robert Brown, Maureen Chalmers, Gerry Convery, Peter Craig, Maureen Devlin, Joe Fagan, Katy Loudon, Jared Wark

### **Substitutes**

John Anderson, Stephanie Callaghan, Ann Le Blond, Eileen Logan, Monique McAdams, Mark McGeever, Richard Nelson

## BUSINESS

### 1 Declaration of Interests

- 2 **Minutes of Previous Meeting** 3 - 6  
Minutes of the meeting of the Performance and Review Scrutiny Forum held on 18 May 2021 submitted for approval as a correct record. (Copy attached)

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#### Item(s) for Consideration

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- 3 **Annual Performance Spotlights 2020/2021** 7 - 18  
Report dated 12 July 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 4 **Council Plan Connect 2017 to 2022 - Quarter 4 Progress Report 2020/2021** 19 - 66  
Report dated 24 June 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 5 **The City of Aberdeen Council Best Value Assurance Report (BVAR) Published by the Accounts Commission** 67 - 70  
Report dated 24 June 2021 by the Executive Director (Finance and Corporate Resources). (Copy attached)

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#### Urgent Business

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- 6 **Urgent Business**  
Any other items of business which the Chair decides are urgent.

#### ***For further information, please contact:-***

Clerk Name: Stuart McLeod

Clerk Telephone: 01698 454815

Clerk Email: [stuart.mcleod@southlanarkshire.gov.uk](mailto:stuart.mcleod@southlanarkshire.gov.uk)

# PERFORMANCE AND REVIEW SCRUTINY FORUM

2

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

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## 1 Declaration of Interests

No interests were declared.

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## 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.

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## 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*

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#### **4 Improvement Service Strategic Framework**

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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.

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#### **5 Urgent Business**

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There were no items of urgent business.



# Report

**3**

Report to:	<b>Performance and Review Scrutiny Forum</b>
Date of Meeting:	<b>17 August 2021</b>
Report by:	<b>Executive Director (Finance and Corporate Resources)</b>

Subject:	<b>Annual Performance Spotlights 2020/2021</b>
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## **1. Purpose of Report**

1.1. The purpose of the report is to:-

- provide the Forum with a preview of the infographics for the Annual Performance Spotlights (APSS) for 2020-21

## **2. Recommendation(s)**

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

- (1) that the infographic content of the Annual Performance Spotlights be noted; and
- (2) that it be noted that the Annual Performance Spotlights will become live on the Council's website in September 2021, well ahead of the statutory deadline of 31 March 2022.

## **3. Background**

- 3.1. The Council's first Annual Performance Report (APR) was prepared based on 2011-12 information and represented part of the Council's ongoing commitment to continuous improvement in respect of its approach to public performance reporting (PPR).
- 3.2. On 4 September 2018, the Forum considered a report which set out plans to review the APR component of the Council's PPR approach, in light of the continuing evolution of the Accounts Commission's expectations and taking into account feedback from Audit Scotland on the APR in particular.
- 3.3. A new approach was developed which replaced the APR document with Annual Performance Spotlights (APSS) – bite sized web content performance information comprising a case study, selection of infographics and links to other related material - one for each Connect objective plus the theme Delivering the Plan and achieving Best Value.
- 3.4. Following the refresh of the Council Plan, Connect, approved by Executive Committee at its meeting on 25 March 2020, the overall structure was simplified by removing the 11 Objectives and the Best Value theme and replacing the five Ambitions with four Priorities. An Annual Performance Spotlight is presented for each of the Council's Priorities, comprising a case study, selection of infographics and links to other material.

- 3.5. In addition, to supplement the 2020-21 results, infographics have been created to highlight the Council's work in response to the Covid19 pandemic.
- 3.6. This report provides the Forum with an overview of the draft infographics content of the APSs 2020-21.

#### **4. Current Position**

- 4.1. The APSs 2020-21 infographics, as they will appear on the performance pages of the Council's website, are attached as Appendix 1. The Council's Improvement Unit has liaised closely with services across the Council to bring together the content of the APSs 2020-21. The focus, at all times, has been to ensure that the information included is of interest to the public, balanced and readily accessible. These are key requirements of Public Performance Reporting, as set out by the Accounts Commission.
- 4.2. In line with the Council's shift towards a digital first approach, the aim of the spotlights is to provide performance information as content on the web. This will go live on the performance pages of the Council's website to allow residents and stakeholders to browse the information electronically.
- 4.3. The spotlights use infographics to present information about the Council's performance. The infographics show performance against certain measures for each of the Council's four strategic Priorities. In response to points made by the Accounts Commission in the Best Value Assurance Report 2019 (BVAR), the following improvements have been made:-
- for each infographic, where applicable, trend information is included with a clear indication whether or not performance has improved and if the target has been met
  - a link has been added directly below the infographic on the website to supporting data, further reports or more detailed information
- 4.4. In order to gather feedback which will help us to continue to improve our public performance reporting material, the 'Did you find?' response box at the bottom of each of the APS web pages is monitored.
- 4.5. To complement the APSs, we will continue to prepare the suite of 'public performance reports' which focus on key areas of council business. Each report includes a clear presentation of data; targets and narrative to introduce and explain the performance indicators and results; comparisons, customer feedback, satisfaction statistics and links or signposts to further relevant information. These reports have been well-received in public testing and have attracted positive feedback from Audit Scotland. Since they were first uploaded (at the end of March 2015) they have attracted thousands of visitors to the performance pages of the website indicating that there is an audience for the performance information, providing us with a platform on which to report and highlight the work of the Council to the public.
- 4.6. The 2020-21 Local Government Benchmarking Framework (LGBF) indicator results are not due to be published by the Improvement Service until January/February 2022, at the earliest. As these are included in the public performance reports, the completion date for this part of our public performance reporting will be the statutory deadline of 31 March 2022, allowing us time to analyse the results.



## **5. Public Performance Reporting assessment**

- 5.1. The Accounts Commission (the Commission) has a statutory responsibility to define the performance information that councils must publish for performance comparisons and benchmarking purposes. This is closely linked with the Commission's Best Value audit responsibilities.
- 5.2. Since 2008, the Commission has taken steps to develop a more flexible approach to its statutory responsibility to define the performance information that councils must publish.
- 5.3. The 2015 Direction sets out a streamlined and more flexible set of performance information for the 2016-17 financial year and each year through to the financial year ending March 2019. The Accounts Commission refreshed and published a new direction in December 2018 for financial years 2019-20 onwards and implications were taken into account in the Council's PPR material. A further refresh of the Direction is expected in December 2021.
- 5.4. As noted at 3.2, 3.3 and 3.4 above, the APSs and the Council's approach to Public Performance Reporting generally continues to evolve in response to user feedback and changing legislative requirements. It is intended that the format of the APSs will continue to be reviewed to ensure the documents keep pace with public expectations and also with Audit Scotland's requirements in respect of Public Performance Reporting, continuous improvement and Best Value. The APSs will continue to be complemented by a full suite of performance information on the Council's website.

## **6. Next steps**

- 6.1. The Forum is asked to note the infographic content of the APSs for 2020-21.

## **7. Employee Implications**

- 7.1. There are no employee implications relating to this report.

## **8. Financial Implications**

- 8.1. There are no financial implications relating to this report.

## **9. Climate Change, Sustainability and Environmental Implications**

- 9.1. There are no Climate Change, Sustainability and Environmental Implications relating to this report.

## **10. Other Implications**

- 10.1. The work undertaken in the preparation of the APSs assists in providing assurance that the Council is responding to its Best Value obligations in terms of continuous improvement and public performance reporting.

## **11. Equality Impact Assessment and Consultation Arrangements**

- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy, and therefore no impact assessment is required.
- 11.2. Consultation took place with Resources on the plans to update our PPR material as well as the content of the APSs.

**Paul Manning**

**Executive Director (Finance and Corporate Resources)**

12 July 2021

**Link to Council Values/Ambitions/Objectives**

- Ambitious, self-aware and improving
- Achieving results through leadership, good governance and organisational effectiveness

**Previous References**

- Report to PRSF (29 September 2020) Annual Performance Spotlights 2019-20

**List of Background Papers**

- None

**Contact for Further Information**

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

Tom Little, Head of Corporate Communications and Public Affairs

Ext: 4904 (Tel: 01698 454904)

E-mail: [tom.little@southlanarkshire.gov.uk](mailto:tom.little@southlanarkshire.gov.uk)



### Connect Priority: Improve health, care and wellbeing

Note: some 2020-21 results were impacted due to the Covid-19 crisis

#### Housing suitable for older people

Total number of amenity houses in our stock

Target – upgrade all available  
suitable properties

2019-20  
**776**



2020-21  
**820**



Target met ✓ Performance improving ✓

#### Care Inspectorate

inspections of (SLC only) registered care  
services evaluated as 'good/very good'

2019-20  
**78%**



2020-21  
**95%**

No target set for 2020-21 Performance improving ✓

#### Carers accessing support

Target – increase by 10%

2019-20  
**4,121**



2020-21  
**4,917**



Target met ✓ Performance improving ✓

#### Local authority and private Welfare guardianship visits:

Target – 90%

% Completed on time

2019-20

2020-21

**86%**



**94%**



Target met ✓ Performance improving ✓

[www.southlanarkshire.gov.uk/connect](http://www.southlanarkshire.gov.uk/connect)

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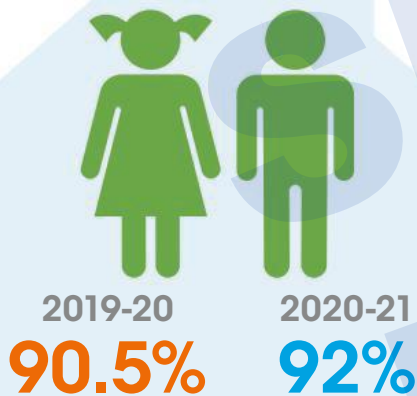
### Connect Priority:

### Getting it right for children and young people

Note: some 2020-21 results were impacted due to the Covid-19 crisis

#### Children being looked after in a community setting

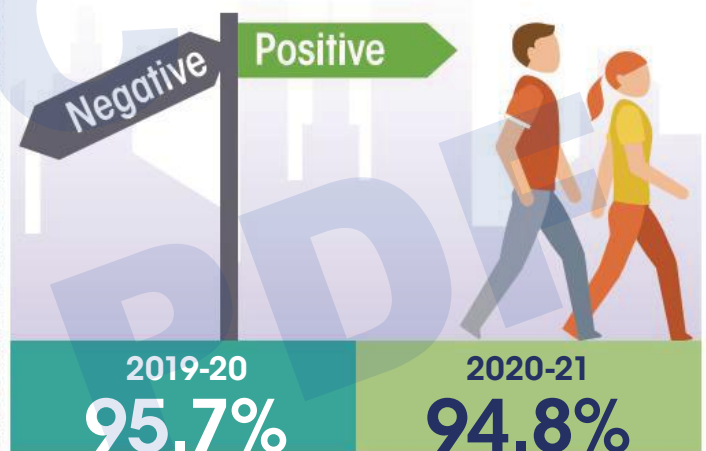
Target – more than 90%



Target met ✓ Performance improving ✓

#### Pupils entering positive destinations

Target – 95%



Target met ✗ Performance improving ✗

#### School leavers' achieving 5 or more awards at Level 5

Target – improve on previous year

2019-20  
64.9%

2020-21  
68.8%



Target met ✓ Performance improving ✓

#### School leavers' achieving 5 or more awards at Level 6

Target – improve on previous year

2019-20  
37.2%

2020-21  
40.6%



Target met ✓ Performance improving ✓

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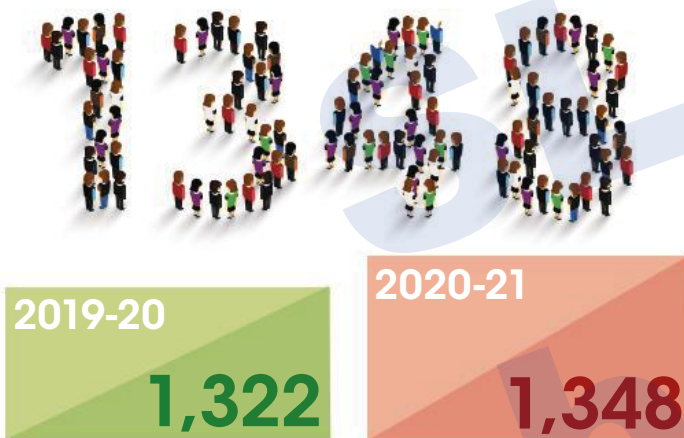
### Connect Priority:

### Promote sustainable and inclusive economic growth and tackle disadvantage

Note: some 2020-21 results were impacted due to the Covid-19 crisis

#### Unemployed people supported via council operated employability programmes

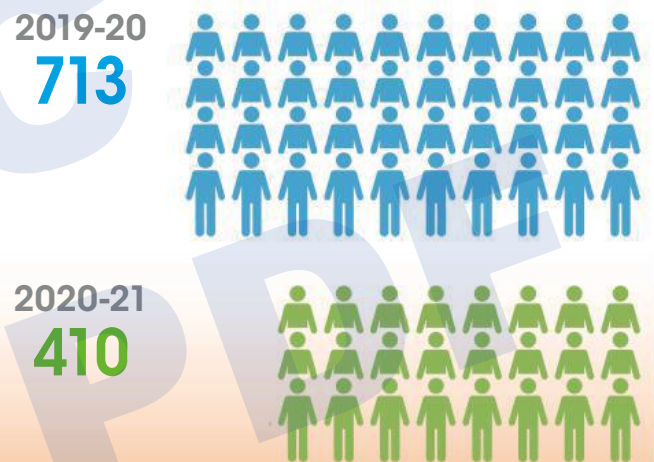
Target – 1,000



Target met ✓ Performance improving ✓

#### Unemployed people gaining sustainable employment

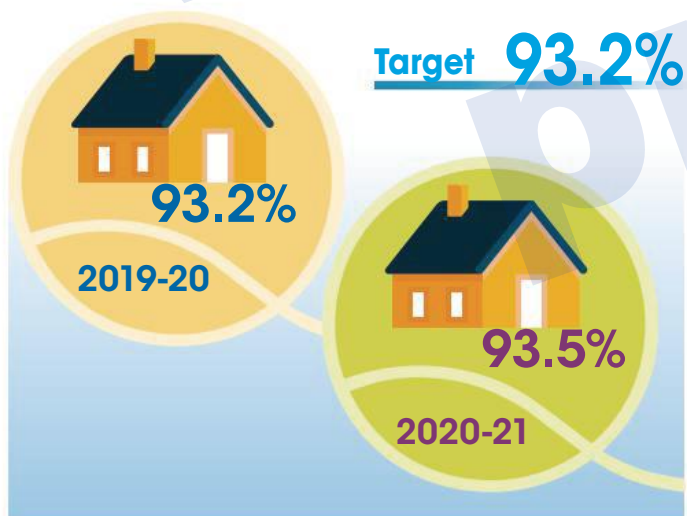
Target – 400



Target met ✓ Performance improving ✗

#### Scottish Housing Quality Standard

% of council housing stock meeting the Scottish Housing Quality Standard



Target met ✓ Performance improving ✓

#### Percentage of the road network resurfaced

Target – reduced to 2% in 2020-21 due to Covid-19



Target met ✓ Performance improving ✗

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# 4

## Connect Priority:

### Ensure communities are safe, strong and sustainable

Note: some 2020-21 results were impacted as a result of the Covid-19 crisis

#### Reduce vehicle emissions

Target – 10%

2019-20  
**12.9%**

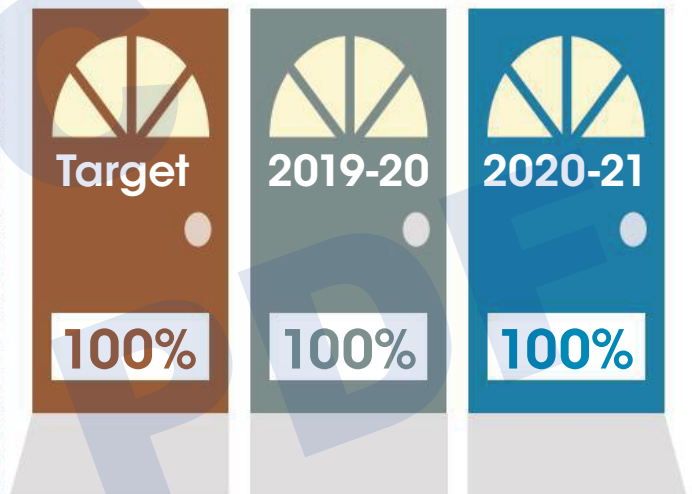
2020-21  
**28.0%**



Target met ✓ Performance improving ✓

#### Doorstep crime

Reports responded to on the same or next working day



Target met ✓ Performance maintained ↔

#### Additional affordable homes delivered

Target – provide 1,000 homes by end of 2021

2019-20

**95**



2020-21

**197**



Target met: on track Performance improving ✓

#### Housing repairs completed first time



2019-20  
**99.91%**

2020-21  
**99.95%**

Target  
**90%**

Target met ✓ Performance improving ✓

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### Covid response

#### Wellbeing and assistance

**53,861**

calls to/from the  
wellbeing line in 2020-21



**5,354**

community  
responses  
to the wellbeing  
helpline



**4,720**

food packs  
supplied directly  
to vulnerable  
groups such  
as homeless,  
sheltered housing

**407,540**

meals distributed  
directly to individuals  
and families or to  
food organisations  
in communities





### Covid response

#### Businesses helped and grants issued

**1,365** grants of £1,500

to taxi/private hire drivers under the 2020-21 scheme, totalling £2.047 million



**1,536**

Strategic Framework Fund (SFF) Business Grants paid totalling £12.332 million



**1,410**

Strategic Framework Fund (SFF) hospitality, retail and leisure sector top up grants paid, totalling £9.392 million



**3,896**

Small Business and Retail, Hospitality and Leisure (RHL) Grants paid totalling £43.745 million

**997**

Self-Isolation Support Grants (SISG) paid amounting to £498,500



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### Covid response

#### Businesses helped and grants issued



Discretionary funding to 469 micro and small businesses of

**£1.3million**

Break restrictions, Closure and Restrictions grants, worth

**£1.39million**

in October 2020



'Contingency' Plus funds of

**£145,000**

to eligible travel agencies and a craft brewery

New Self Employed Hardship Fund

**£605,000**



COVID 19 Soft Play and Nightclub Support of

**£325,000**



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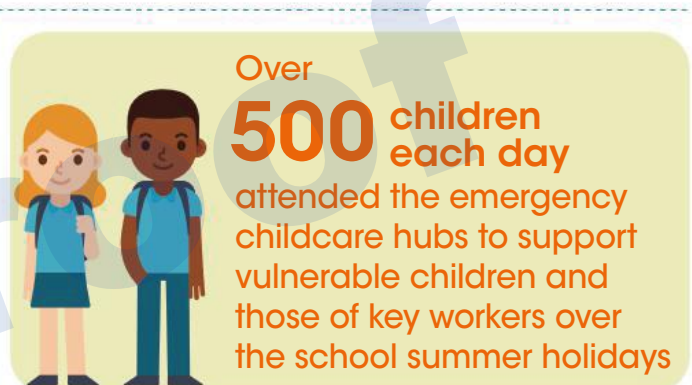
Phone: **0303 123 1015** Email: [equalities@southlanarkshire.gov.uk](mailto:equalities@southlanarkshire.gov.uk)

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### Covid response

#### Support for Education



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# Report

**4**

Report to:	<b>Performance and Review Scrutiny Forum</b>
Date of Meeting:	<b>17 August 2021</b>
Report by:	<b>Executive Director (Finance and Corporate Resources)</b>

Subject:	<b>Council Plan Connect 2017 to 2022 - Quarter 4 Progress Report 2020/2021</b>
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## **1. Purpose of Report**

1.1. The purpose of the report is to:-

- provide the Council Plan Connect Quarter 4 Progress Report 2020/2021, for the period 1 April 2020 to 31 March 2021

## **2. Recommendations**

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

- (1) that the Connect Quarter 4 Progress Report 2020/2021 summarised in section 4 and attached as Appendix 1 of this report, be noted;
- (2) that the key achievements, as detailed in section 4 of this report be noted;
- (3) that the additional scrutiny of changes in RAG status between Quarter 2 and Quarter 4 as summarised at paragraph 4.7. and detailed at Appendix 2 of this report, be noted.

## **3. Background**

- 3.1. The Council Plan Connect covering the period 2017 to 2022 was approved by the Executive Committee on 8 November 2017 and by South Lanarkshire Council on 8 December 2017. The Plan sets out the Council's vision, values, ambitions and objectives for the five year period.
- 3.2. As part of the performance reporting arrangements introduced in 2007, it was agreed that progress reports on the Council Plan would be provided at the mid-year point (Quarter 2) and at the end of the financial year (Quarter 4). This report provides a summary of progress on Connect as at the end of Quarter 4, 31 March 2021, inclusive of Local Government Benchmarking Framework and other external indicators, as appropriate, and key internal performance measures.
- 3.3. As the Forum is aware, due to the Covid 19 pandemic, the Council was forced to suspend or reduce a number of services that could not be continued in full due to government advice, including adhering to physical distancing requirements for residents and for staff. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There has been an inevitable impact on performance in some areas.

#### 4. Quarter 4 Progress 2020/2021

- 4.1. The Council Plan offers flexibility, both at the Resource level and from one year to the next, in the choice of actions and measures required to deliver the Council's objectives. Alongside this flexibility, however, comes the requirement to ensure that the golden thread from Council Plan to Resource Plan remains unbroken.
- 4.2. The reporting framework for the Council Plan identifies key measures within Resource Plans which are taken and combined in a Connect report to provide a balanced picture of council performance against Connect objectives.
- 4.3. Progress to date against these measures is contained in the Connect Quarter 4 Performance Report 2020/2021, attached as Appendix 1. 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
<b>Blue</b>	Project complete
<b>Green</b>	The timescale or target has been met as per expectations
<b>Amber</b>	There has been minor slippage against timescale or minor shortfall against target
<b>Red</b>	There has been major slippage against timescale or major shortfall against target
<b>Report later</b>	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
<b>Contextual</b>	Included for 'information only', to set performance information in context

- 4.4. To ensure adequate scrutiny of performance across all Resources, individual Resource Committees receive details of all 'red' measures relating to that Resource including management actions, where applicable.

The overall summary of Connect progress to date (as at 24 June 2021) is as follows:

Status	Measures			
	Statistical	Project	Total	%
Blue		5	5	5 %
Green	34	37	71	73 %
Amber	6	8	14	14 %
Red	1	0	1	1 %
Report later/Contextual	7	0	7	7 %
<b>Totals</b>	<b>48</b>	<b>50</b>	<b>98</b>	<b>100 %</b>

- 4.5. Progress for the period ending Quarter 4, 2020/2021 against each of the four Connect Priorities and the related achievements have been summarised in the following tables:

## 4.5.1.

Connect Priority	Ensure communities are safe, strong and sustainable					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	1	27	5	0	2	35
Achievements	The <a href="#">Respectful Funeral Service</a> was launched in March 2021 in partnership with local funeral directors to support and help communities during times of bereavement. The Respectful Funeral Service package makes funerals respectful, affordable, and local.					
	<p>Following a review by an independent assessor in February 2021, the Planning Service and Building Standards Service have retained their Customer Service Excellence accreditation. In both cases the year-on-year improvement in the overall outcome since the awards were first achieved has been maintained.</p> <p>The assessor highlighted the way in which the service has responded and adapted to the difficult challenges we have faced over the last year, both in the way officers have continued to be approachable for customers and maintaining a business as usual approach which has allowed investment and economic activity in South Lanarkshire to continue.</p>					
	<p>The Keep Scotland Beautiful Green Flag Award recognises the best parks and green spaces across Scotland. It is awarded to parks and green spaces demonstrating excellent management and environmental standards. During 2020/2021 the following parks retained the award:</p> <ul style="list-style-type: none"> <li>- Strathaven Park – 8<sup>th</sup> year</li> <li>- Cambuslang Park – 7<sup>th</sup> Year</li> <li>- Castlebank Park – 5<sup>th</sup> Year</li> </ul> <p>Furthermore, Strathaven Park was successful in the People's Choice Award (Top 10 Parks in UK) for the 5<sup>th</sup> year in a row; the only Scottish park to achieve this.</p>					
	A 28% reduction in council vehicle emissions was achieved during 2020/2021. This significant reduction should however 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 2021/2022.					
	<p>Homeless applicants continued to receive a fast, efficient, responsive service, as evidenced by performance across the year:</p> <ul style="list-style-type: none"> <li>- Over 61% of Council properties were let to urgent housing (UH) need applications</li> <li>- On average, it took just under 21 days to re-let our properties.</li> <li>- 99.8% of homeless and potentially homeless decision notifications were issued within 28 days of date of initial presentation.</li> </ul> <p>During 2020/2021, a total of 197 additional/affordable homes have been delivered. Construction of a further 365 units have commenced during this time.</p>					
	As part of Phase 1 of the East Whitlawburn Regeneration Masterplan, 48 units were completed. In addition, work has also commenced on Phases 2 and 3 of the development.					

	<p>Hamilton Grammar school received two awards for the work of young people in the Young Enterprise Scotland Awards, namely;</p> <ul style="list-style-type: none"> <li>• People's Choice Award</li> <li>• Social Impact Award</li> </ul>
	<p>A key strand of the equity agenda is the cost of the school day and the impact this can have on the wellbeing of children and young people and on reducing the financial implications for families, some of which may have unintended consequences, which limits or inhibits participation in supporting learning and their involvement in activities. Schools now have a position statement to help limit the negative impact on families.</p>
	<p>A standing Sustainability Working Group has been established with representation from Education Resources and other authority colleagues to explore initiatives and approaches to learning for sustainability. Proposals for a Young Person's Sustainability Parliament have been established and work is ongoing to support this programme through communication with Head Teachers, starting session 2021/2022.</p>
	<p>The unpaid work service has adapted group work programmes to ensure the service can continue in the face of the current social distancing restrictions in place. Services are being run virtually or in smaller groups where possible. In addition, 100% of Drug Treatment and Testing Order clients were seen with two days of their order commencing.</p>
	<p>In 2020/2021, 636 out of 654 (97%) of drug and/or alcohol clients who were referred for treatments and/or psychosocial intervention started treatments within 3 weeks of being referred.</p>
	<p>Taxi and private hire car drivers have been operating throughout the last year supporting key workers. However, they have experienced a significant drop in hires from other sources which was recognised by the Scottish Government. 3,500 SMS were issued to Taxi/Private Hire drivers to advise of financial support available and the application process. We processed 1,447 support grant applications for drivers with 1,360 payments made totalling £2,040,000.</p>
	<p>Approx 57,000 SMS issued to inform parents of</p> <ul style="list-style-type: none"> <li>- the Free School Meals financial supports available</li> <li>- payments issued and timescale for receipt</li> </ul> <p>In addition, improvements have been made to Customer Services online forms to remove process layers and reduce timescale for enquiry processing.</p>

#### 4.5.2.

<b>Connect Priority</b>	<b>Promote sustainable and inclusive economic growth and tackle disadvantage</b>					
<b>Number of measures</b>	<b>Blue</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>Report later</b>	<b>Total</b>
	<b>0</b>	<b>14</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>21</b>
<b>Achievements</b>	<p>Implemented a pan Lanarkshire local employability partnership to support the Lanarkshire Labour Market, particularly prevalent as the impact of COVID affects our local economy. Designed to support those at risk of losing their job and those made redundant seeking new opportunities.</p>					
	<p>Cycling network map is now online. Cyclists across South Lanarkshire can now access a mapping resource showing the cycle network across the area. <u>The map</u> also features associated cycle parking and storage shelters which will allow people to stay active and continue to build walking and cycling into their everyday journeys.</p>					



	<p>The commencement of our carriageway resurfacing programme for 2020/2021 was delayed until July 2020 as a result of restrictions associated with the ongoing Covid-19 pandemic. 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. The target for 2020/2021 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 put in place for works to continue and a concerted effort from all involved in the Service, 3.09% of the road network has been resurfaced.</p>
	<p>85 learners have been engaged in English for Speakers of Other Languages (ESOL) activity since April 2020, primarily through online classes, and 80 learners have improved their language skills, with tutors confirming significant improvement.</p> <p>Schools are signposting financial supports and looking at Cost of the School day, e.g. in schools' Twitter feeds and on websites. Financial supports have continued for families affected by poverty: Free School Meal (FSM) payments for those self-isolating and shielding; school holiday FSM payments; and £100 Spring payment. These were paid directly to families and have been communicated through school and South Lanarkshire Council (SLC) communication channels.</p> <p>The first SLC Winter Clothing Campaign concluded. 1,002 new or nearly new winter jackets were donated over the three-week donation period 21st December 2021 to 10th January 2021, along-with a range of miscellaneous items.</p>
	<p>The provision of free emergency sanitary products for access by young people continues across all schools.</p>
	<p>A Summer Programme was provided to assist in reducing food poverty amongst families in South Lanarkshire.</p>
	<p>The Social Work Participation and Involvement Strategy 2020 to 2023 is available to download by staff and service users. Throughout the Covid pandemic effort has continued to involve service users and identify their views individually and collectively. Where possible, staff have maintained contact with individuals and families by a range of electronic systems enabling continued involvement. Consultation has continued to take place, most recently in relation to Home Care, Adult Support and Protection and Advocacy.</p>
	<p>The Money Matters Advice Service have continued to deliver support to service users; 3,288 new cases have been awarded benefits, backdated benefits, and/or assisted with debt in 2020/2021.</p>
	<p>During 2020/2021, the Council recruited 61 new apprentices and gave 6 members of staff the opportunity to upskill in Digital Skills qualifications. Also, during 2020/2021, 75 apprentices achieved their qualification and were employed by the Council. All apprentices are paid the Council Living Wage and recruitment of apprentices is used to support workforce planning.</p>

## 4.5.3.

<b>Connect Priority</b>	<b>Get it right for children and young people</b>					
<b>Number of measures</b>	<b>Blue</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>Report later</b>	<b>Total</b>
	<b>2</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>13</b>
<b>Achievements</b>	<p>Trinity High School achieved an MB Quality Mark Award for its work in Nurture. It is the first Secondary in Scotland and the UK to be re-accredited for this work and for the difference this is making to the lives of many young people.</p> <p>68.8% of school leavers achieved 5 or more awards at level 5 and 40.6% achieved 5 or more awards at level 6. Both of these are improvements on previous years and are higher than the national level.</p> <p>At the end of the 2019/2020 school session 3,174 young people left school with 94.8% entering a positive destination, this remains above the national level.</p> <p>Over 5,700 Chromebook devices were procured and distributed as part of a successful bid for funds from the Scottish Government. Over 570 mobile wifi (Mifi) devices were also distributed to families who had little, or no, internet access.</p> <p>A programme of training is available for teachers in the form of a range of Career Long Professional Learning opportunities including webinars and online training in the use of digital tools to improve the digital skills of young people and allow them to use the devices for learning at home.</p> <p>4 on-line engagement activity events for Parent Council representatives have taken place where the focus has been on the return of schools and then latterly the move to home-learning as well as the cancellation of exams and the move to assessment and moderation.</p> <p>579 participants engaged with the Youth, Family and Community Learning (YFCL) Awards Team and 197 have now completed either a Duke of Edinburgh (including sectional certificates) or John Muir Award, despite the restrictions of the pandemic.</p> <p>The South Lanarkshire Schools' Percussion Ensemble achieved a 'Gold Plus Award' at the virtual Scottish Concert Band Festival which live-streamed in December 2020. A tremendous accomplishment given the Covid restrictions.</p> <p>Woodhill Early Learning and Childcare in Kirkmuirhill opened its doors in September 2020. The nursery offers 63 places and is an important milestone in the expansion of early years capacity.</p>					

## 4.5.4.

<b>Connect Priority</b>	<b>Improve health, care and wellbeing</b>					
<b>Number of measures</b>	<b>Blue</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>Report later</b>	<b>Total</b>
	<b>0</b>	<b>16</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>21</b>
<b>Achievements</b>	<p>All applications for adaptations to Council homes were approved (Housing and Technical Resources)</p> <p>The Educational Psychology Service has developed guidance to support the promotion of positive health and wellbeing across educational establishments during the period of post COVID recovery - Supporting Mental Health and Wellbeing through transition, reconnection and recovery: an attachment informed approach. A short film can be accessed via the link: <a href="https://youtu.be/bhsJHUiRV8k">https://youtu.be/bhsJHUiRV8k</a></p>					



	<p>Latest data (to end of 2020) shows improvement across the six areas identified in the Health and Social Care Delivery Plan from 2019/2020; Accident and Emergency attendances are down by 27%; emergency admissions down by 23%*; unscheduled acute bed days down by 25%; unscheduled care bed days acute/geriatric long stay/mental health down by 32%; delayed discharge non-code nine bed days down by 53%. *(NB emergency admissions and unscheduled care bed days will increase as episodes of care are completed.)</p> <p>The improved performance in delayed discharge has continued in South Lanarkshire Health and Social Care Partnership alongside the whole system roll out of Planned Date of Discharge multi-disciplinary approach.</p>
	In 2020/2021, 546 new carers were supported by dedicated Welfare Rights Officers via the Money Matters Advice Service.
	In 2020/2021, 93% of all local authority welfare guardianship order supervising officer visits for were undertaken within timescales, and 94% of all private welfare guardianship orders were undertaken on time.
	There are 40 registered Care Services across South Lanarkshire, Social Work Resources, 37 of these services were graded good or above in their most recent inspection results. All statutory returns to the Scottish Government were submitted within requested timescales.

- 4.6. In addition to working towards the four Connect Priorities, 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. Progress on this and the related achievements have been summarised in the following table:

Delivering the Plan and achieving Best Value						
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	5	1	0	0	8
<b>Achievements</b>	A financial strategy has been agreed for 2021/2022 and the financial accounts 2019/2020 were finalised in line with the normal timetable, despite the challenges of different working approaches brought about by the pandemic. Throughout this financial year, support and advice has been provided by finance teams managing the impact and recovery from the pandemic.					
	A Skills Development Scotland Modern Apprenticeship (MA) contract has been awarded to SLC, for 2021/2022 – SLC aim to recruit 47 new apprentices during this financial year – this will be across various MA occupational groups – Craft Construction, Roads, Business Administration, Child Care and Social Care. The Vocational Development Team will work in partnership with Resources to recruit to these MA posts and will work in partnerships with schools, youth groups, equality forums, Digital to promote these opportunities across the authority area.					
	During the period 1 April 2020 to 31 March 2021 demand for e-learning increased dramatically with employees completing a total of 253,909 e-learning modules. This compares to 83,418 completions for the year 1 April 2019 to 31 March 2020.					

- 4.7. Scrutiny of change in Red Amber Green (RAG) status  
A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed RAG status from Quarter 2 to Quarter 4. Of the 98 measures reported in the Connect progress report, 29 (30%) showed a change in status between Quarter 2 and Quarter 4. A summary of the measures falling into this category of further scrutiny is included at Appendix 2. It should be noted that the measures with a 'report later' status (1 measure) will be followed up and reported in the 2021/2022 Quarter 2 progress report.
- 5. Employee Implications**
- 5.1. The objectives noted within the Council Plan will inform the Resource Plans and in turn the Performance Appraisal process for individual employees.
- 6. Financial Implications**
- 6.1. Provision for meeting the Council Plan's objectives is reflected in both the Revenue and Capital budgets, and longer term, within the framework of the Council's approved Financial Strategy.
- 7. Climate Change, Sustainability and Environmental Implications**
- 7.1. There are no climate change, sustainability or environmental implications arising from this report.
- 8. Other Implications**
- 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.
- 9. Equality Impact Assessment and Consultation Arrangements**
- 9.1 Equality Impact Assessments will be undertaken in line with the various actions within Connect as appropriate.
- 9.2 Many of the ambitions, objectives and actions detailed within the Plan reflect ongoing work programmes implemented to address local and national priorities. Extensive consultation, therefore, has already taken place in relation to a significant proportion of the objectives and actions outlined in the Plan.

**Paul Manning**  
**Executive Director (Finance and Corporate Resources)**

24 June 2021

**Link(s) to Council Values/Ambitions/Objectives**

- ◆ The Council Plan 2017 to 2022 reflects the overarching vision of South Lanarkshire Council and details its values, ambitions and objectives, including links to the Community Planning Partnership.

**Previous References**

- ◆ Executive Committee 8 November 2017: approval of Council Plan Connect 2017 to 2022
- ◆ South Lanarkshire Council 6 December 2017: recommendation referred by the Executive Committee – Council Plan, Connect, 2017 to 2022
- ◆ Executive Committee 24 June 2020: endorsement of mid-term review of Connect
- ◆ Performance and Review Scrutiny Forum 2 March 2021: IMPROVe Red and Amber Results at Quarter 2, 2020/2021

## **List of Background Papers**

- ◆ Council Plan Connect 2017-22

## **Contact for Further Information**

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

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Performance: [www.southlanarkshire.gov.uk/performance](http://www.southlanarkshire.gov.uk/performance)



# **South Lanarkshire Council**

# improve

## **Connect**

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

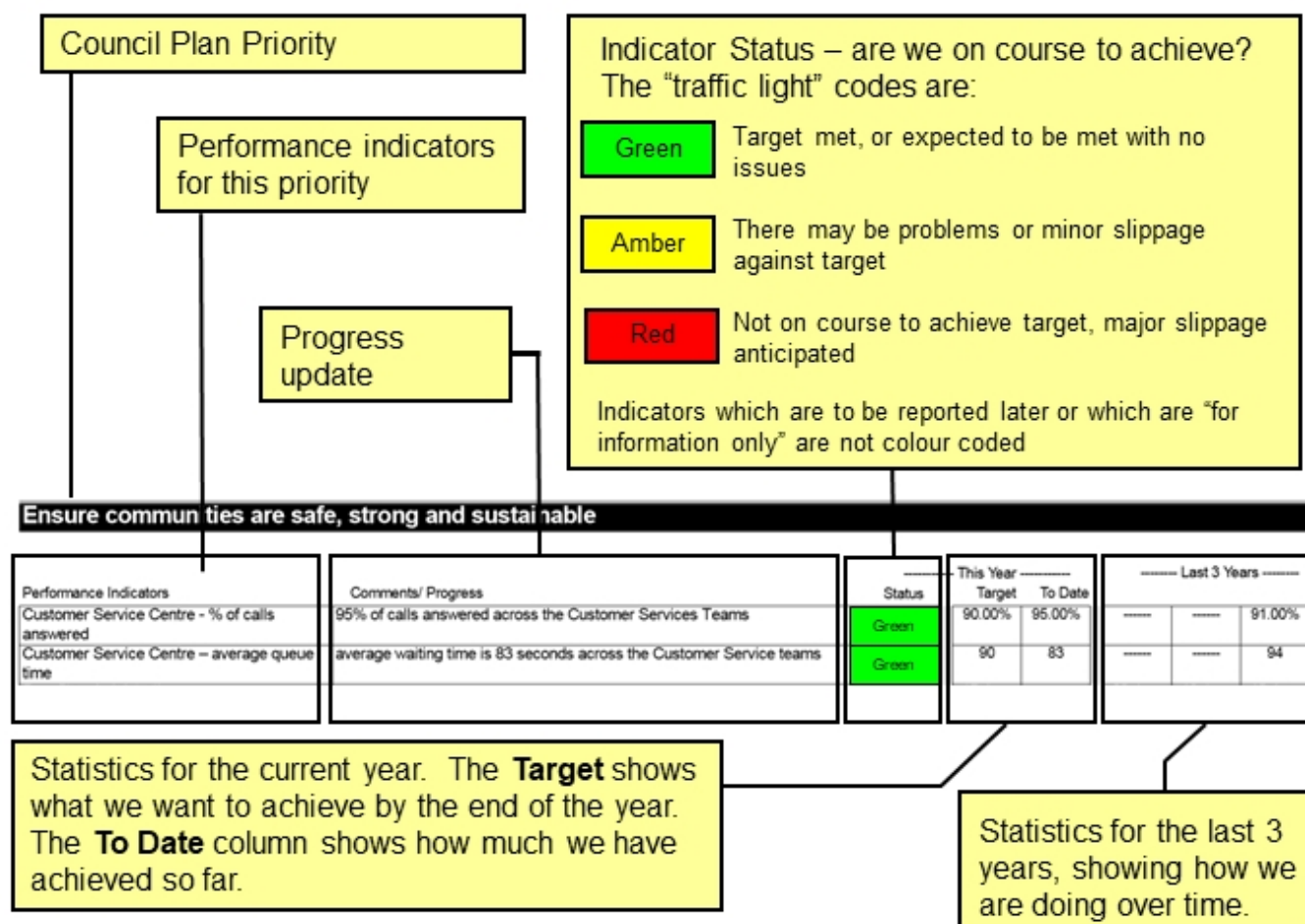
(This represents the cumulative position to March 2021)

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
<b>Total</b>	<b>34</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>48</b>

## 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%

## 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%

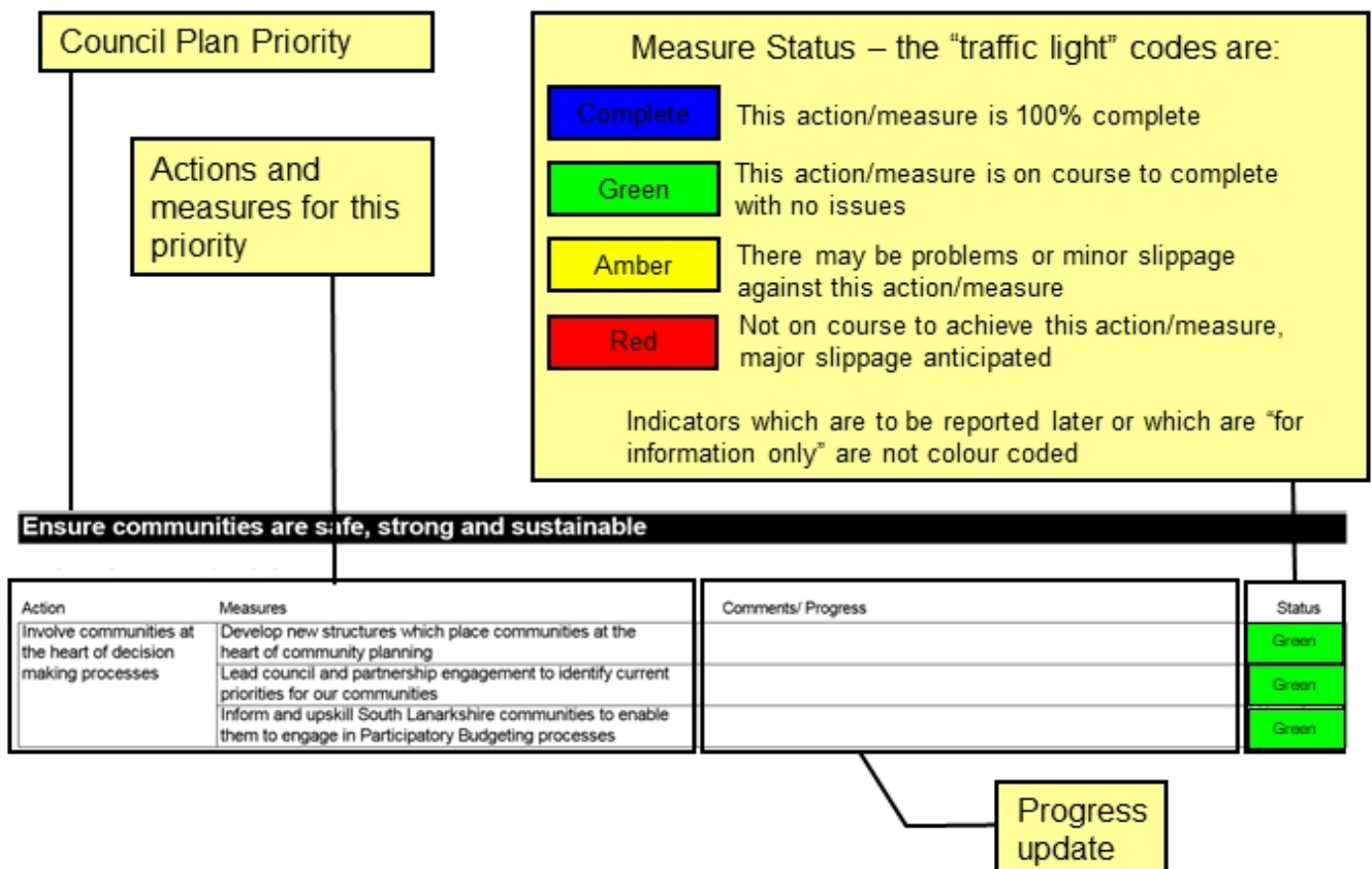


Summary - number of measures complete, green, amber and red under each Council Plan Priority / Theme

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
<b>Total</b>	<b>5</b>	<b>37</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>50</b>

## 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"> <li>1. Carstairs Park and Ride Extension – these works were completed in August 2020 where an additional 22 spaces were provided.</li> <li>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.</li> <li>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.</li> <li>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.</li> </ol> <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
		NCN75 Uddingston / Clydesdale Cycle Network (Larkhall to Blackwood/Carluke to Carstairs / Carluke and Law / Hamilton / Lanark / Cambuslang / Newton.  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.	
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



## Connect Quarter 2 to Quarter 4 2020-21 scrutiny of change in RAG status

4

Measure	Q2 Status	Q4 Status	Q4 Comments
% of standard adaptations to council houses within agreed appointment times	Green	Red	Drop in performance due to COVID-19 pandemic, tenants refusing access because they or another member of their household is self-isolating.
Rent collected as a % of rent due in the year (SSHC) (RP)	Amber	Green	Target achieved.
Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency.	Report Later	Green	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.
Percentage of streets found to be acceptable during survey	Green	Report Later	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.
Land Audit Management System grounds maintenance score (measures quality of grounds maintenance service, based on 6 surveys per year)	Report Later	Green	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.
Percentage of total household waste that is recycled	Report Later	Amber	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.
Number of jobs created or sustained per annum as a direct result of Economic Development intervention	Amber	Green	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.

% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)	Report Later	Green	The year end figure of 93.88% exceeds the expected compliance rate.
% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	Report Later	Green	Due to COVID-19 restrictions we are narrowly below target, although up from last year.
Numbers of learners who achieve the Curriculum and Excellence levels	Report Later	Contextual	The Scottish Government cancelled the collection of Curriculum for Excellence levels in session 2019/20 due to the Coronavirus pandemic.
Improve the attendance of children and young people at school	Green	Amber	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.
Reduce the number of exclusions (openings per 1,000 pupils) of children and young people in all schools	Report Later	Green	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.
Reduce the gap for positive destination outcomes for those pupils in the most deprived 20% data zones	Report Later	Amber	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.
Percentage of pupils entering positive destinations	Report Later	Green	The percentage of pupils entering positive destinations fell slightly at both national and local levels. South Lanarkshire remains above the national level (93.4).
Percentage of our road network that should be considered for maintenance treatment	Report Later	Amber	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%. 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.
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 covid 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
Provide support, guidance and challenge to schools through training, sharing of best practice and through the development of self-improving networks	Green	Complete	All establishments completed a remote learning audit 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.

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 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.
Progress/deliver walking and cycling projects/schemes in line with agreed capital programme	Green	Amber	<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 and 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 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>
Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	Green	Complete	The annual risk register was presented and approved at Social Work Committee on 20 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 Resources Committee in November 2021.

Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	Green	Complete	All statutory returns due from 1 April 2020 to 31 March 2021 have been completed and submitted within agreed timescales.
Inform and upskill South Lanarkshire communities to enable them to engage in Participatory Budgeting (PB) 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 PB.
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)	Amber	Green	Recruitment of new economic development officers completed with a view to focussing on key sector development. While new recruits have been required to assist with Covid-19 pandemic response, progress has been made in terms of working with the Food and Drink sector in collaboration with Scotland Food and Drink and emerging business group. Planning underway for Construction and third sector events. Work has also begun in collaboration with VisitScotland, partners and stakeholders to re-establish Tourism network and support across Lanarkshire.
Primary Schools Modernisation Programme - Support for Early Years Programme - Growth and Capacities Programme	Green	Complete	131 Primary Schools/ Nurseries completed.
Develop an Economic Response, Recovery and Renewal Strategy framed around three themes: People, Place and Business	Green	Amber	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.
Provide professional learning activities which support learning and teaching in line with the National Improvement Framework and which will deliver better outcomes for learners	Green	Complete	Professional learning activities continue to be delivered by a range of members of the Curriculum and 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.
Creation of new Digital Strategy to cover 2020-2023	Report Later	Green	Started with initial meetings with key stakeholders. The creation of a new digital strategy was delayed by Covid-19 and is now included in Resource Plan Actions for 2021/22
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 COVID-19. The Customer Services Review is now expected to commence in 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.



Progress Community Growth Area sites in accordance with criteria and programme specified in South Lanarkshire Local Development Plan and City Deal	Report Later	Green	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.
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# Report

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Report to:	<b>Performance and Review Scrutiny Forum</b>
Date of Meeting:	<b>17 August 2021</b>
Report by:	<b>Executive Director (Finance and Corporate Resources)</b>

Subject:	<b>The City of Aberdeen Council Best Value Assurance Report (BVAR) Published by the Accounts Commission</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide an overview of the recent BVAR report published by the Accounts Commission

## 2. Recommendation(s)

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

- (1) that the contents of the report be noted.

## 3. Background

- 3.1. South Lanarkshire Council was audited by Audit Scotland in October and November 2018, with the final report being published by the Accounts Commission on 28 March 2019.
- 3.2. South Lanarkshire Council considered the BVAR at its meeting on 26 June 2019. An action plan was presented to Council for approval, addressing each of the BVAR recommendations.
- 3.3. On 19 September 2019, the Forum agreed to consider summaries of BVAR reports as they are published by the Accounts Commission, in order to place the South Lanarkshire audit in context and keep members informed about noteworthy Best Value developments elsewhere.
- 3.4. This report summarises the key themes and recommendations from BVARs published since the last meeting of the Performance and Review Scrutiny Forum, namely:-
- ♦ The City of Aberdeen Council (published 24 June 2021)

## 4. Summary of Key Messages and Recommendations

4.1. The key messages for The City of Aberdeen Council are:-

- ♦ Aberdeen City Council has demonstrated significant improvements in key areas since its 2015 Best Value report. A major transformation programme has led to an effective organisational structure and improved governance and reporting arrangements. The council has delivered challenging savings targets, and

ambitious capital projects, while delivering services within budget. Its financial management arrangements are well developed alongside governance requirements associated with its bond holding.

- ◆ The Council has ambitious plans for the city, which are clearly aligned to Community Planning Aberdeen's (the CPP) Local Outcomes Improvement Plan and its vision for the area.
- ◆ Performance is reported against the CPP's Aberdeen Outcomes Framework. The CPP and council have made mixed progress in improving outcomes. The council's performance is improving in some key services, and it has taken steps to address performance issues in services such as education and housing. But the pace of improvement has been slower than that of some other councils and needs to increase.
- ◆ During this period of change, the council's Corporate Management Team has shown clear leadership in driving the improvements, successfully changing the organisational culture and working closely with officers to embed change.
- ◆ Councillors and officers work well together. The administration set out a clear vision and this continues to be central to how it participates in, and leads, activities. It is committed to and supports the ongoing transformation programme. There is broad political support among councillors for the vision and supporting priorities, giving the council a long-term strategic direction. There are recognised tensions between the administration and opposition, but the political balance of the council, and delegation to officers, has limited the impact of this on council business. Nevertheless, greater cross-party working would benefit the council and residents.
- ◆ The council works well with its partners and communities. Residents and stakeholders are regularly consulted on priorities and specific services. There are also examples of community engagement and community empowerment across the council and CPP.
- ◆ The council has structured processes for using self-assessment, performance information, benchmarking and feedback to identify improvement projects. In some instances, recent projects are focused on longer-term outcomes and have yet to result in improved performance.
- ◆ The council has developed its performance management arrangements and public performance reporting, making greater use of real-time data, but how overall progress against priorities is reported could be simplified to further aid public understanding and scrutiny.
- ◆ Over the last four years, the council has successfully delivered savings and remains on track to meet its £125 million five-year target. This has largely been managed through digital transformation and staff reductions. But it has also had to rely on non-recurring savings and has used reserves to fund transformation projects. Looking forward, the council has committed to £131 million of savings over the next seven years as part of its ongoing transformation.
- ◆ The council has reacted well to challenges from the Covid-19 pandemic since March 2020. Governance arrangements were restructured quickly, and service delivery was adapted and facilitated by good working relationships with partners and the use of digital technologies.

#### 4.2 The recommendations for The City of Aberdeen are that:-

- ◆ To help them carry out their Best Value responsibilities, elected members should:-
  - ◆ look to build upon the broad consensus relating to the council and LOIP vision and priorities to explore the potential for creating more opportunities for cross-party working

- ◆ take advantage of the learning and development opportunities provided by the council
- ◆ To supplement current council and CPP performance reports, and aid public understanding and scrutiny, the council should produce an annual performance report more clearly reporting the longer-term progress made in improving outcomes. This should include a high-level multi-year trend summary of performance against priority indicators and supporting narrative.
- ◆ The council should ensure that its longer-term financial plan is regularly reviewed and that it continues to develop how it reports aspects of the complex capital programme within their accounts.
- ◆ The council should carry out post-project reviews of major projects, including capital developments, to ensure lessons can be learned timeously and applied to future projects.
- ◆ In order to fulfil its duties under the Community Empowerment Act 2015, the council should continue to consult with communities and articulate how it intends to meet its target to allocate one per cent of revenue funding through participatory budgeting.
- ◆ The council should review the number and focus of its improvement projects to:-
  - ◆ focus on improving core services areas that support the longer-term ambitions of the LOIP
  - ◆ reflect the views of residents
  - ◆ respond to short-term priority responses to Covid-19

## **5. Next Steps and Recommendations**

- 5.1. All BVAR reports and recommendations are available on the Audit Scotland website.
- 5.2. Further reports will be brought to the Forum as these BVARs are published, to keep members informed on Best Value themes, topics and developments elsewhere in Scotland.

## **6. Employee Implications**

- 6.1. There are no employee implications.

## **7. Financial Implications**

- 7.1. There are no financial implications.

## **8. Climate Change, Sustainability and Environmental Implications**

- 8.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

## **9. Other Implications**

- 9.1. There are no risk implications as a result of this report.

## **10. Equality Impact Assessment and Consultation Arrangements**

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 10.2. There was no requirement to undertake any consultation in terms of the information contained in the report.

**Paul Manning**

**Executive Director (Finance and Corporate Resources)**

24 June 2021

**Link(s) to Council Values/Ambitions/Objectives**

- ◆ Achieve results through leadership, good governance and organisational effectiveness

**Previous References**

- ◆ None

**List of Background Papers**

- ◆ The City of Aberdeen Council BVAR published by the Accounts Commission on 24 June 2021

**Contact for Further Information**

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

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