





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
Children's Services	CHN 1	Cost per primary school pupil	£5,513.00	£5,709.00	£5,810.00	↓	£5,897.00	✓	Our cost per primary school pupil has risen in 2020-21 however is slightly below the Scotland average and below the family group median. There has been increased expenditure within the primary sector on staff costs as a result of the national pay settlement; additional support for council investment in teachers and classroom support; full year costs of the Education priorities including investment in Breakfast clubs as well as additional expenditure in relation to COVID including staffing, cleaning and PPE. There has been a significant reduction in the rates associated with primary schools during 2020/21 as well as some costs for pre primary teachers removed to pre primary sector. Whilst the overall cost per pupil is increasing, these latter two areas account for an increase below the national average. However, these cost results give no indication of the quality of education delivered. SLC's results are linked directly to our position in ensuring our level of spending on education is supporting the delivery of high quality learning experience and environments for all South Lanarkshire's pupils at all levels of their education.
	CHN 2	Cost per secondary school pupil	£6,879.00	£7,184.00	£7,345.00	↓	£7,629.00	✓	The cost per secondary school pupil in South Lanarkshire has increased and is in line with the family group median but is lower than the



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									<p>Scottish Average. The increase can be attributed to a number of areas including the continuing investment in the secondary school estate schools and costs for our PPP contract commitments; costs associated with teachers' salaries including pay award and pension costs as well as additional cost of teachers based on pupil growth and new initiatives in secondary staffing from Council investment priorities. There has been additional expenditure in relation to COVID including staffing, cleaning and PPE.</p> <p>Like primary there has been a significant reduction in the rates associated with secondary schools during 2020/21 and an increasing roll in the secondary sector impacting on the cost per pupil in secondary. Looked at in isolation this measure gives no indication of the quality of the education delivered. South Lanarkshire's results are linked directly to our position in maintaining our level of spending on education relative to other local authorities during a challenging economic period. In addition, the council has invested significantly in modernising its school estate in supporting the delivery of high quality learning environments for all pupils at all levels of their education.</p>
	CHN 3	Cost per pre-school education place	£4,614.00	£6,870.00	£8,337.00		£9,255.00		The cost per pre-school education in South Lanarkshire has increased and is higher than



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									<p>the family group median but below the Scottish average for a few main reasons: South Lanarkshire has invested in its ELC service in two main areas over and above the national expansion plans and has introduced a new policy around early access for 3 year olds with full year costs supported during the year as well as investment in our ELC staffing at new evaluated grade. Additionally, there has been support for ELC fees and reflection of ELC teachers within the pre-school sector.</p> <p>Expansion spending was delayed to a certain degree during 2020/21 in line with the change to the national implementation of 1140 hours and national closures; and plans for expansion were delayed in relation to staffing, capital and property costs and lunches that wasn't previously planned for. This is likely to account for an element of the variance to the Scotland average based on SLC's specific implementation plans.</p> <p>Expenditure on pre-school education is a significant cost in terms of local authority education. Comparisons between councils enable an informed debate as to why variations exist and where best practice exists and lessons to be learned. Looked at in isolation this measure gives no indication of the quality of the education delivered.</p>
	CHN 4	Percentage of pupils	64.0%	66.0%	69.0%		67.0%		Attainment figures for the years up to and



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		gaining 5+ awards at level 5							including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. For 2019-20 and 2020-21, the absence of external assessment information and the Ministerial direction to award estimated grades led to a different pattern of attainment than seen in previous years. The results for 2019-20 and 2020-21 should not be directly compared to those in previous years or future years. The positive difference in performance from 2019-20 to 2020-21 in South Lanarkshire is in line with that in the family median and is above the Scottish Average. Raising attainment and achievement of all children and young people helps to ensure that they are best prepared for life beyond school and helps to tackle the effects of poverty and disadvantage. All attainment data for 2019-20 and 2020-21 must be considered in the context of the ongoing Covid-19 pandemic.
	CHN 5	Percentage of pupils gaining 5 or more awards at level 6	36.0%	39.0%	43.0%		41.0%		Attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. For 2019-20 and 2020-21, the absence of external assessment information and the Ministerial direction to award estimated grades led to a different pattern of attainment than seen in previous years. The results for 2019-20 and 2020-21





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									<p>should not be directly compared to those in previous years or future years.</p> <p>The positive difference in performance from 2019-20 to 2020-21 in South Lanarkshire is in line with that in the family median and the Scottish Average. Raising attainment and achievement of all children and young people helps to ensure that they are best prepared for life beyond school and helps to tackle the effects of poverty and disadvantage.</p> <p>All attainment data for 2019-20 and 2020-21 must be considered in the context of the ongoing Covid-19 pandemic.</p>
	CHN 6	Percentage of pupils from deprived areas gaining 5 or more awards at level 5	45.0%	46.0%	46.0%		49.0%		<p>Attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. For 2019-20 and 2020-21, the absence of external assessment information and the Ministerial direction to award estimated grades led to a different pattern of attainment than seen in previous years. The results for 2019-20 and 2020-21 should not be directly compared to those in previous years or future years.</p> <p>There was no change in performance from 2019-20 to 2020-21 in South Lanarkshire and it is below the family median and the Scottish Average. This measure is influenced by curricular models and the selection of more appropriate routes to positive destinations for</p>







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									<p>young people. South Lanarkshire is focused on raising attainment and achievement of all children and young people helping to ensure that they are best prepared for life beyond school and helping to tackle the effects of poverty and disadvantage.</p> <p>All attainment data for 2019-20 and 2020-21 must be considered in the context of the ongoing Covid-19 pandemic.</p>
	CHN 7	Percentage of pupils from deprived areas gaining 5 or more awards at level 6	19.0%	22.0%	22.0%		23.0%		<p>Attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. For 2019-20 and 2020-21, the absence of external assessment information and the Ministerial direction to award estimated grades led to a different pattern of attainment than seen in previous years. The results for 2019-20 and 2020-21 should not be directly compared to those in previous years or future years.</p> <p>There was no change in performance from 2019-20 to 2020-21 in South Lanarkshire and it is slightly above the family median and slightly below the Scottish Average. This measure is influenced by curricular models and the selection of more appropriate routes to positive destinations for young people. South Lanarkshire is focused on raising attainment and achievement of all children and young people helping to ensure that they are best</p>

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									prepared for life beyond school and helping to tackle the effects of poverty and disadvantage. All attainment data for 2019-20 and 2020-21 must be considered in the context of the ongoing Covid-19 pandemic.
	CHN 8a	The gross cost of "Children Looked After" in residential based services per child per week	£2,885.00	£3,086.00	£3,557.00		£4,380.00		While the costs have increased in the last year for the gross cost of "Children Looked After" in residential based services per child per week, South Lanarkshire remains lower than the Scottish average. Work continues regarding supporting young people within the community resulting in lower numbers of children and young people requiring services in residential based services. Evidencing South Lanarkshire are committed to shifting the way care is delivered to Looked After Children from a residential-based to a community-based model.
	CHN 8b	The gross cost of "Children Looked After" in a community setting per child per week	£246.32	£272.67	£270.39		£382.18		Costs for "Children Looked After" in a community setting have decreased slightly over the last year and South Lanarkshire Council has maintained a position of lower costs than the Scottish average. Work continues regarding supporting young people within the community resulting in lower numbers of children and young people requiring services in residential based services. Evidencing South Lanarkshire are committed to shifting the way care is delivered to Looked After Children from a residential-based to a





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	CHN 9	Percentage of children being looked after in the community	89.90%	90.46%	90.43%		90.30%		community-based model. South Lanarkshire Council's position remains above the Scottish average, despite a slight decrease of 0.03% in our performance. The overall numbers of children and young people looked after in a community setting has increased and for those supported in the community. Evidencing South Lanarkshire are committed to shifting the way care is delivered to Looked After Children from a residential-based to a community-based model.
	CHN10	Percentage of Adults satisfied with local schools	76.13%	76.47%	-----	---	-----	---	Data Not available
	CHN11	Percentage of pupils entering positive destinations	95.7%	94.8%	96.2%		95.5%		The percentage of pupils entering positive destinations in South Lanarkshire increased from the previous year and continues to be above the national level.
	CHN12a	Overall Average Total Tariff	896	936	1,009		972		Attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. For 2019-20 and 2020-21, the absence of external assessment information and the Ministerial direction to award estimated grades led to a different pattern of attainment than seen in previous years. The results for 2019-20 and 2020-21 should not be directly compared to those in previous years or future years.



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									<p>The overall tariff level in South Lanarkshire in 2020//21 is above the national level. The tariff scale provides a measure of the latest and best achievement in each subject area for national qualifications and a range of wider awards. Qualifications are awarded tariff points based on their Scottish Credit and Qualification Framework (SCQF) level. Average tariff scores are calculated from the latest and best achievement of pupils during the senior phase (S4-S6) across a range of awards included in a national benchmarking tool. This offers a wider measure of achievement to consider alongside the narrower LGBF attainment measures (CHN 4 to CHN7). This measure can be influenced by curricular models and the selection of more appropriate routes to positive destinations for young people.</p> <p>All attainment data for 2019/20 and 2020/21 must be considered in the context of the ongoing Covid-19 pandemic.</p>
	CHN13a	% of P1, 4, 7 pupils combined achieving expected Curriculum for Excellence Level in Literacy	72.0%	-----	-----	---	-----	---	Data not available due to Covid-19
	CHN13b	% of P1, 4, 7 pupils combined achieving expected Curriculum for Excellence Level in	79.0%	-----	-----	---	-----	---	Data not available due to Covid-19





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		Numeracy							
	CHN14a	Literacy attainment gap P1,4,7 combined - % point gap between the least deprived and most deprived pupils	19.40%	-----	-----	---	-----	---	Data not available due to Covid-19
	CHN14b	Numeracy attainment gap P1,4,7 combined - % point gap between the least deprived and most deprived pupils	15.37%	-----	-----	---	-----	---	Data not available due to Covid-19
	CHN17	% of children meeting developmental milestones	82.96%	82.87%	82.29%		85.06%		The percentage of children meeting developmental milestones in 2020-21 is 82.3% remaining below the Scottish Average of 85.1 %. However, South Lanarkshire's higher figures of identification of concerns are due to wider reach where 93.3 % of eligible children had their review compared to Scotland 90.8%. 92.5% of children reviewed in South Lanarkshire had meaningful data recorded in all domains compared to Scottish average position of 88.7 %. The greatest domain of concern remains speech, language and communication.
	CHN18	% of funded early years provision which is graded good/better	93.75%	88.50%	89.69%		90.93%		Performance in South Lanarkshire improved from the previous year. It has been confirmed that the increase in overall gradings observed in the Scotland figure is due to an increase in registration cancellations in services with grades less than good - rather than





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									<p>improvements in inspected services.</p> <p>We continue to work with the funded providers not achieving the national standards grade of good providing support, guidance and tailored training as well as contributing to the improvement programme with the Scottish Government Improvement Unit.</p> <p>Some funded providers have addressed the areas for improvement and recent inspections have confirmed this however, a few continue on their improvement action plan. The Covid-19 restrictions, follow up inspection activity by the Care Inspectorate and joint work with the Scottish Government Improvement Unit was paused for a period of time but has resumed. We aim to provide a high-quality learning experience for all children and we recognise the value of giving our children the best start in life.</p> <p>The authority is unable to reduce the finance to Early Years Partners. However, partners who fall below the national standard can, if they do not improve, have their contract terminated.</p>
	CHN19a	School attendance rate	92.90%	-----	91.60%		92.00%		<p>The figures for 2020-21 were calculated only whilst schools were open to all pupils and pupils studying from home were eligible to be counted in the attendance figures.</p> <p>The school attendance rate fell between</p>



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									<p>2018-19 and 2020-21 in South Lanarkshire, at the national level and in the Family Group comparator. Attendance in South Lanarkshire is in line with both the national level and the Family Group median.</p> <p>Attendance in 2020-21 was affected by the ongoing pandemic and minor differences in attendance levels at authority and national level may have been caused by the incidence of Covid-19.</p> <p>There was a higher incidence of pupil absence across all sectors due to Covid-19 with Lanarkshire having consistently high incidence rates during 2020-21. Target for improvement in the Resource Plan for 2022/23.</p>
	CHN19b	School attendance rate - looked after children	85.30%	-----	-----	---	-----	---	Data Not available
	CHN20a	School exclusion rates (per 1,000 pupils)	21.20	-----	12.57		11.87		There was a significant reduction in the average number of half days lost to exclusions per 1,000 pupils. The level in South Lanarkshire is slightly above the national level. Figures for 2021-21 are not directly comparable to previous years due to Covid-19.
	CHN20b	School exclusion rates (per 1,000 looked after children)	156.35	-----	-----	---	-----	---	Data Not available
	CHN21	Participation rate for 16-19 year olds	92.64%	92.70%	92.79%		92.18%		A young person is deemed to be participating when they are actively engaged with an organisation for the purpose of learning,



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									training or work – work includes volunteering. This annual participation measure reports on the activity of the wider 16-19 year old cohort, including those at school. South Lanarkshire's performance improved slightly compared with the previous years and is above both the national average and the family group. Performance for this measure must be seen in the context of the ongoing Covid-19 pandemic.
	CHN22	% of child protection re-registrations within 18 months	5.91%	5.71%	6.47%		6.95%		South Lanarkshire remain lower than the Scottish average in relation to re-registrations. Although, our performance has decreased a little since 2019-20 there has been a slight increase in re-registrations nationally with the Scottish average also increasing. Re-registrations are monitored quarterly within the Child Protection Committee quarterly report and Sub-groups to undertake audit activity on re-registration cases as re-registrations could suggest that the decision to initially de-register from the child protection register was premature and that children are not actually safer. However, South Lanarkshire figures show that over the past few years' children are less likely to be re-registered on the South Lanarkshire child protection register compared to years 16/17 and 17/18 following intervention showing sustained improvements.
	CHN23	% LAC with more than 1 placement in the last	16.00%	11.96%	13.96%		16.79%		The number of children whose placements have been maintained in South Lanarkshire







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		year (Aug-July)							remains lower than the Scottish average. South Lanarkshire strive to be the best corporate parents they can be for those children and young people whose needs are best served by being in care. Placement stability and consideration of the most effective means of securing long term stability for a child is at the forefront of our decision making.
	CHN24	Percentage of children living in poverty (After Housing Costs) (New)	22.5%	23.1%	-----	---	-----	---	2020-21 data for this indicator is not currently available and will be updated in the 2021-22 LGBF framework
Climate Change	CLIM 1	CO2 Emissions area wide per Capita	5.24	5.06	-----	---	-----	---	2020-21 data for this indicator is not currently available and will be updated in the 2021-22 LGBF framework
	CLIM 2	CO2 Emissions area wide: emissions within scope of LA per Capita	3.97	3.78	-----	---	-----	---	2020-21 data for this indicator is not currently available and will be updated in the 2021-22 LGBF framework
Corporate Asset	CORP-ASSET1	Percentage operational buildings that are suitable for their current use	96.30%	96.80%	96.41%		82.31%		Performance has decreased slightly over the last year but remains significantly above the Scottish average. Continued implementation of the Council's asset management strategy and plans has resulted in a clear focus in optimising Council buildings to ensure they are suitable. A reassessment of all values for all assets has also been carried out with individual Resources and this together with a re-categorisation of a number of assets and the exclusion of smaller peripheral assets such as bothies has resulted in a decrease in Suitability.





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	CORP-ASSET2	Percentage internal floor area of operational buildings in satisfactory condition	87.40%	87.50%	87.78%		89.20%		<p>Performance has increased and remains above the Scottish average. Despite the current financial climate and reduced funding to Scottish Local Authorities, the figures show that, through programmes of Prioritised Capital Investment and Planned Preventative Maintenance, performance remains positive for the majority of categories of property. The restrictions placed on capital investment during the current capital programme will provide challenges to sustained performance and we will continue to challenge the requirement for our assets, retaining only those that support our strategic objectives, in order to establish a core estate.</p> <p>We continue through the Asset Management process to discuss with Services the opportunities to reduce the number of assets and work towards our aim of achieving a sustainable core estate.</p> <p>Plans are currently fluid as we have been unable to evaluate the full impact of changes to how services will be delivered post Covid. Next year we anticipate the SLLC review being discussed again, and the South Lanarkshire Health and Social Care Partnership are commencing a locality review. It is anticipated these reviews, together with a review of office accommodation, will lead to changes to the asset base.</p>



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Corporate Services	CORP1	Support services as a percentage of total gross expenditure	4.32%	4.01%	3.75%		4.06%		There has been a small decrease in the cost of support as a percentage of total budget – this is a combination of a reduction in support costs due to savings, mainly within Finance and IT Services, and also an increase in the total net budget. These result in an overall decrease in percentage.
	CORP3b	The percentage of the highest paid 5% employees who are women	48.80%	51.98%	55.27%		58.30%		There has been an increase in the proportion of women in the top 5% earners in the Council between 2019-20 and 2020-21. This is due to the significant number of women who have received an increment or have been regraded, thus increasing their earnings at the grades included in the top 5%. We continue to work in line with our current policies and processes to ensure that our female employees at that top end (which can shift depending on where the 5% falls), are being progressed appropriately. Our picture is improving year on year and we need to keep a focus on that along with the work that we continue to do in line with our equalities duties.
	CORP3c	The gender pay gap	5.10%	5.10%	4.83%		3.66%		Although the gender pay gap position in South Lanarkshire Council is improving, South Lanarkshire's performance compares less favourably to other councils because they have outsourced services with predominantly female workforces. Personnel services carry out regular and continual Equal Pay Audits to monitor pay to







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									<p>identify any unfair, unjust or unlawful practices that impact on pay, and take appropriate remedial action. We will continue to plan and implement actions in partnership with trades union representatives in the line with the principles of 'Delivering a fairer future'; provide training and guidance for those involved in determining pay; monitor pay statistics annually in addition to conducting council-wide Equal Pay Reviews in accordance with our equalities duties.</p> <p>The council has living wage accreditation. We have restructured and streamlined Pay Grades and levels to ensure consistency and fairness across all levels.</p> <p>We continue implementing our Delivering a Fairer Future policy to encourage a reduction in occupational segregation.</p>
	CORP4	The cost per dwelling of collecting Council Tax	£6.63	£6.48	£6.46		£6.64		<p>The cost of collecting council tax per dwelling in 2020-21 has reduced compared to 2019-20 due to a reduction in diligence fees and an increased number of chargeable properties. South Lanarkshire's performance continues to be better than the Scottish average. The cost of collecting council tax will continue to be managed closely through regular monitoring and reporting of relevant expenditure.</p>
	CORP6a	Sickness absence days per teacher	6.10	7.25	5.12		4.16		<p>The number of working days lost for full time equivalent (FTE) teachers has decreased by</p>

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									<p>2.4 days, compared with last year. The reduction can be attributed to employees working from home due to Covid 19 restrictions and a reduction in short term absences. Despite this, South Lanarkshire's result continues to be worse than the Scottish average.</p> <p>We continue to provide a number of supports for managers, including single points of contact, monthly meetings with HR and Heads of Service to discuss and support long term absence cases as well as recurring absences. Localised briefings and training sessions are undertaken as required and Learn on Line Webinars have been developed in order to advise and support managers on the Maximising Attendance Procedures.</p>
	CORP6b	Sickness absence days per employee (non teacher)	11.90	12.76	10.11		9.71		<p>The number of working days lost for full time equivalent (FTE) employees has decreased by 2.65 days, compared with last year. The reduction can be attributed to employees working from home due to Covid 19 restrictions and a reduction in short term absences. Despite this, South Lanarkshire's result continues to be worse than the Scottish average.</p> <p>We continue to provide a number of supports for managers, including single points of contact, monthly meetings with HR and Heads of Service to discuss and support long term</p>

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									absence cases as well as recurring absences. Localised briefings and training sessions are undertaken as required and Learn on Line Webinars have been developed in order to advise and support managers on the Maximising Attendance Procedures.
	CORP7	Percentage of income due from Council Tax received by the end of the year	96.20%	95.90%	95.55%		94.77%		The reduction in income received was largely due to the ongoing impact of the Covid 19 pandemic, including the suspension of recovery action for the first 4 months of 2020-21. South Lanarkshire's performance continues to be better than the Scottish average. The council will continue to work to maximise council tax income collection in 2021-22, utilising all available recovery methods.
	CORP8	Percentage of invoices sampled that were paid within 30 days	92.10%	89.50%	90.87%		91.76%		The percentage of invoices paid within 30 days exceeded the annual target of 90% and has improved compared with the previous year. However, it is still below the Scottish average. Finance staff proactively discuss issues with Resources on a regular basis and work together to improve performance. Additionally, 2020-21 performance was impacted by Covid.
Culture & Leisure Services	C&L1	Cost per attendance at sports facilities	£2.56	£2.77	£52.49		£40.36		The cost per visit in South Lanarkshire was £12.13 above the Scottish average of £40.36, however, it should be noted that historically, South Lanarkshire has consistently kept costs per visit in line with the Scottish average.

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									<p>As with all authorities across Scotland, services were severely disrupted or closed during 2020/21 in accordance with Scottish Government guidelines throughout the Covid-19 pandemic. SLLC reintroduced limited services in line with South Lanarkshire Council's Covid Recovery Plan, however some SLLC staff were redeployed to assist with the Covid response, and therefore some buildings remained closed, due to both staffing/financial pressures, and attendances were also affected with some sites being utilised as mobile Covid testing stations/vaccination centres. Furthermore, South Lanarkshire remained under higher level restrictions for extended periods of time and therefore the cost per visit will not be a true comparison across all authorities.</p> <p>It is difficult to draw any conclusions from the 2020/21 data, when historically (previous 10 years), the average cost per visit in South Lanarkshire was £2.60 and across Scotland it was £3.00. Visitor numbers continued to increase against a backdrop of reductions in real net expenditure - over the last 10 years revenue expenditure in Culture and Leisure has decreased by 26% across Scotland and 28% in South Lanarkshire, whilst the number of</p>

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									<p>assets has remained largely unchanged over the past 10 years, although some assets are now in need of significant investment.</p> <p>Our Activage Membership attracts almost 20% of our 60+ age group and although we offer this at a very low cost, it actively encourages our more mature customers to keep active, this membership is predicted to continue to grow in the future (with over 25% of residents in this age group). A recent change in policy to permit SLLC to set competitive pricing across services allowing us to follow market trends will undoubtedly help us to remain competitive going forward.</p>
	C&L2	Cost per library visit	£3.62	£3.00	£5.93	↓	£2.88	✗	<p>The cost per library visit in South Lanarkshire in 2020-21 has increased by £2.93, and although our costs remain higher than others in our family group, this increase is proportionate with those members. On a positive note, our rank positioning has improved by 4 places to 21st in the overall ranking. Many libraries remained open when guidance allowed, however, with the on-going restrictions and minimum events being delivered, footfall was slow to recover, although this was offset by an increase in virtual visits by almost 10%.</p> <p>It is difficult to draw conclusions from the 2020/21 data. As with all authorities across</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									<p>Scotland, services were severely disrupted or closed in accordance with Scottish Government guidelines throughout the ongoing Covid-19 pandemic since March 2020.</p> <p>SLLC reintroduced limited services in line with South Lanarkshire Council's Covid Recovery Plan, however some SLLC staff were redeployed to assist with the Covid response, and therefore some buildings remained closed due to both staffing/financial pressures. Furthermore, South Lanarkshire remained under higher level restrictions for extended periods of time and therefore the cost per visit will not be a true comparison across all authorities.</p> <p>Over the last 10 years revenue expenditure in Culture and Leisure has decreased by 26% across Scotland and 28% in South Lanarkshire.</p> <p>SLLC continue to operate 24 library sites following the closure of Westwood Library in March 2013 and Calderwood Library in July 2015, without reductions in staffing levels and opening hours since 2015/16. Physical visits to library buildings have declined, and although virtual users have increased, this overall effect has had an impact on the cost per visit.</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									Operating costs of a home delivery service and mobile library service are high due to being staff intensive and incurring higher than average costs for vehicle maintenance, due to the age of the mobile library vehicles. The cost of delivering this service is therefore high against a small customer base.
	C&L3	Cost of museums per visit	£2.92	£2.93	£13.14	↓	£10.14	×	<p>It is difficult to draw conclusions from the 2020/21 data. The cost per visit in South Lanarkshire is £3 above the Scottish average of £10.14, however visitor numbers were affected not only by enforced government closures but also the site at Low Parks Museum being identified as a mobile Covid testing station. Nevertheless, our rank positioning has remained the same at 14th in the overall ranking, and historically (previous 10 years) the average cost per visit in South Lanarkshire was £3, compared to £3.45 across Scotland. South Lanarkshire has consistently kept costs per visit below the Scottish average.</p> <p>It should be noted that admission into Low Parks Museum is free, however both the museum and Hamilton Mausoleum offer a select variety of commercial opportunities, and since 2014, the Museum Service has been successful in attracting £246,257 funding to</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									support many of our collections and museum development projects which helps offset net expenditure.
	C&L4	Cost of parks and open spaces per 1,000 population	£24,710	£25,533	£31,254	↓	£19,112	✗	<p>The costs associated with our ground's maintenance operations increased from £25,533 per 1,000 population in 2019-20 to £31,254 in 2020-21, however this can mainly be attributed to Covid-19 safety measures including additional PPE, depot signage and safety, and the need for additional vehicles.</p> <p>This figure continues to be above the Scottish average of £19,112, however this is due to the fact that SLC work to a high specification on all council land and all maintenance operations including, general open spaces, parks, sports areas, golf courses, bowling greens, care of gardens, back courts and cemeteries, and all of these services are included within the overall net controllable expenditure.</p> <p>We operate with a large fleet of both cut and collect and cut and drop ride-on mowers as well as a large fleet of tractors with batwing mowers to ensure the bulk of our grass grade 3 is maintained to the relevant standards, costs alone associated with just this operation come in at £3 million. Previous savings proposals in this area have been rejected by Elected Members.</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									<p>Other examples of our high specification can be seen in our herbicide application. We have done a significant amount of work reviewing our use of herbicide during 2021, however, we still continue to apply glyphosate-based herbicides to over 5,250,000m2 of hard stand, kerb line, shrub bed, grass edges, blaes surfaces twice per annum using quad bikes and back mounted knapsack sprayers. During periods of inclement weather such operations need to be repeated.</p> <p>We maintain 6 golf courses throughout the district, these are high maintenance areas requiring specialist skills and machinery to ensure the provision of golf courses to the highest possible standard. Likewise, we have a number of bowling greens which again are high maintenance areas.</p> <p>We have 55 cemeteries spread throughout South Lanarkshire which are also maintained to the highest possible standard due to their very nature and what they represent to the local community.</p> <p>Consideration should also be given to the sheer size of SLC and the fact that large sections, particularly in the more rural areas,</p>



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									can lead to additional travel time for crews and this needs to be included in our overall costs.
	C&L5a	Percentage of adults satisfied with libraries	70.57%	69.90%	-----	---	-----	---	Data from The Scottish Household Survey is not yet available for this year, and although customer feedback is very important to SLLC, in 2020-21 we were not able to measure satisfaction through our usual Exit Interview process due to the closure of sites and restricted programmes operating with minimal staff and others redeployed to assist with the Covid response. However, SLLC conducted an online survey during 2020/21 to assess if our customers were accessing the virtual programme of activities established to help support users during lockdown periods. 649 people responded, 26 (4%) directly related to Library and Museum Services, with an overall 86% of respondents rating activities as excellent or good.
	C&L5b	Percentage of adults satisfied with parks and open spaces	80.43%	77.10%	-----	---	-----	---	Data from The Scottish Household Survey is not yet available for this year. The results of these surveys are however based on individuals' views and perceptions and do not link into our expenditure in relation to the South Lanarkshire specification or indeed the overall scope of service areas such as golf courses, bowling greens and cemeteries, which many residents may not use directly or be aware that these are included within our overall expenditure.

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									Work is ongoing to develop our own consultation document that we would like to utilise and distribute to residents to gauge their views and opinions in regards to Participatory Budgeting exercises, but also perhaps to help gain a greater insight into the current services and standards that we provide.
	C&L5c	Percentage of adults satisfied with museums and galleries	68.37%	65.37%	-----	---	-----	---	Data from The Scottish Household Survey is not yet available for this year, and although customer feedback is very important to SLLC, in 2020-21 we were not able to measure satisfaction through our usual Exit Interview process due to the closure of sites and restricted programmes operating with minimal staff and others redeployed to assist with the Covid response. However, SLLC conducted an online survey during 2020/21 to assess if our customers were accessing the virtual programme of activities established to help support users during lockdown periods. 649 people responded, 26 (4%) directly related to Library and Museum Services, with an overall 86% of respondents rating activities as excellent or good.
	C&L5d	Percentage of adults satisfied with leisure facilities	68.27%	66.60%	-----	---	-----	---	Data from The Scottish Household Survey is not yet available for this year, and although customer feedback is very important to SLLC, in 2020-21 we were not able to measure satisfaction through our usual Exit Interview

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									process due to the closure of sites and restricted programmes operating with minimal staff and others redeployed to assist with the Covid response. However, SLLC conducted an online survey during 2020/21 to assess if our customers were accessing the virtual programme of activities established to help support users during lockdown periods. 649 people responded, 548 (84%) directly related to sport and physical activities, with an overall 86% of respondents rating activities as excellent or good.
Economic Development	ECON 1	Percentage of unemployed people assisted into work from council funded/operated employability programmes	15.09%	16.00%	5.54%		5.98%		<p>The percentage unemployed people assisted into employability programmes declined this year and fell short of the annual target of 15.1%. Performance was also below the Scottish average.</p> <p>Financial year 2020-21 was at the height of the global pandemic. Economic lockdowns, business closures impacted on progressing clients/jobseekers to job opportunities. South Lanarkshire was the 3rd highest local authority area for employed workers seeking support from the Job Retention Scheme with significant numbers of employees being furloughed resulting in less people actively seeking work as they were deemed employed status through the Job Retention Scheme. Typically, the service sector accounted for a high proportion</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									<p>of business closures and young people were disproportionately affected as they made up a large part of the service sector workforce. The local labour market was in a state of flux. Unemployment did rise for certain groups however furlough did mask the true impact of the pandemic. Families had to re-think seeking employment due to school and early year facility closures, balancing childcare challenges.</p> <p>Furthermore, the health crisis was affecting health and wellbeing for many households, self-isolation periods, illness and confidence were all key factors impacting our local residents from taking up employment. Universal "Top Up" payments provided additional funding to support families through the pandemic resulting in households being better off financially, therefore less likely to seek employment as the global crisis continued to hit.</p> <p>In addition, there was no claimant commitment conditions applied to jobseekers claiming UC and JSA due to the pandemic, which impacted in a decrease of Jobseekers engaging with DWP work coaches affecting the flow of referrals to council operated employability programmes.</p> <p>Routes to work South Lanarkshire (RTWS) closure adversely impacted on engagements</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									<p>and jobs. There is normally high levels of footfall within RTWS services across South Lanarkshire, as a grass roots employability service.</p> <p>Moving away from face-to-face delivery to digital was challenging, particularly for clients who had no or limited IT capacity and capability. We did secure over 80 Laptops and MIFI devices for clients from Connecting Scotland to engage clients with employability services. Further added complexities surrounding EU compliance, securing the necessary paperwork and compliance digitally initially proved challenging to ensure all the necessary GDPR and EU requirements were met.</p> <p>There was a focus on in work up-skilling support (figures not reported in LGBF indicators) as those progressing through Up skilling are employed. The focus was to ensure we could support employers in the pandemic, for example, in care, ensuring current upskilling continued to support an industry in crisis. In contrast the previous year 2019-20 saw 16% assisted into work compared to 5.54% in 2020-21. Unemployment claimant count stood at 3.5% in 2019-20 compared to 2020-21 where the claimant count was 6.3%. Normally the higher the claimant count the higher engagements and job outcomes; however, this</p>



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									was not the case. Possible School Leavers stayed on at school, less engagements due to employability provision closure, moving to digital delivery, statutory lock downs, employer closures and significant reductions in employer recruitments all contributory factors as to why the percentage of jobs is much lower than the previous year. The introduction of Youth Guarantee and Kickstart, flagship programmes would need time to be fully embedded - we are now seeing the results in 2021-22 as our local economy starts to rebuild and gain confidence.
	ECON 2	Cost of planning and building services per application	£3,857.00	£5,118.00	£4,334.00	↑	£5,044.00	✓	The overall cost of Planning and Building Standards per application in 2020-21 fell compared to the figure in 2019-20 and was lower than the Scottish average. During 2020-21 overall fee income increased while applications numbers increased marginally from 4,103 to 4,180. At the same time this period saw the retirement of two officers with another 4 starting a flexible retirement working pattern. Only one officer was recruited during the period.
	ECON 3	Average time per business and industry planning application (weeks)	13.02 Wks	18.34 Wks	16.75 Wks	↑	11.08 Wks	✗	The average time for processing business/industrial planning applications in South Lanarkshire decreased from 18.34 weeks in 2019-20 to 16.75 weeks in 2020-21, which is a step in the right direction, however, this figure is below the Scottish average and the Council is in the 4th quartile in terms of



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									<p>ranking.</p> <p>In the business and industry category, there were only 39 applications determined in total during the 2020-21 period, of which two were legacy applications. Whilst not the sole reason, the legacy applications do tend to skew the figures as they both took approximately 65 weeks to determine.</p> <p>We are working to reduce the number of legacy and overdue applications, and training will be given to officers regarding the use of 'stop the clock' and processing agreements which will ensure that the council are not unfairly affected in terms of performance by matters out with our control. We also do try and work with developers in order to achieve a positive outcome, and in some instances, this additional negotiation is preferable to a quick refusal, even though it can result in applications taking longer to determine.</p> <p>It is important also to bear in mind that this reporting period coincided with the restrictions imposed by the Covid-19 pandemic which introduced a number of challenges for both the Planning service and those involved in the making and processing of applications, including applicants/agents and consultees. In</p>



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									addition, the service saw 6 officers either commence flexible retirement or retire completely but only one officer was recruited in the same period. A review of the structure of the service was completed in the summer of 2020 which is intended to strike a better balance of the resources available.
	ECON 4	Percentage of procurement spend on local enterprises	18.07%	18.02%	16.99%		29.11%		<p>Percentage of spend reduced from 18.02% in 2019-20 to 16.99% in 2020-21. This figure is below the Scottish average of 29.11%, and places South Lanarkshire in 28th place out of all the authorities.</p> <p>In support of the Community Wealth Building Strategy, officers have analysed the 2020-21 expenditure in order to better understand the geographical profile of our core trade expenditure within South Lanarkshire, across Lanarkshire as a whole, Glasgow City Region and Scotland.</p> <p>For the purposes of local spend, only companies registered within South Lanarkshire are included</p> <p>Improved procurement practices and engagement with local businesses to influence local spend levels and are being progressed.</p> <p>Actions will continue to be taken to progress further understanding of the factors that</p>



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									<p>influence the level of local spend, including:</p> <ul style="list-style-type: none"> •Analysis of the mix of South Lanarkshire businesses and how it compares to those in North Lanarkshire. •Further analysis of council spend across the 5 levels comprising: <ul style="list-style-type: none"> oSLC oPan-Lanarkshire oGlasgow City Region oScotland oOut with Scotland •Analysis of the spend leakage report provided by Grow Local (a Scottish Government reporting tool). This details the areas where spend takes place out with South Lanarkshire, highlights the availability of potential suppliers in South Lanarkshire and therefore where opportunities may exist to increase local spend with these businesses. •Put in place the appropriate arrangements to be able quantify the level of sub-contracting spend with South Lanarkshire businesses. <p>This will continue to be monitored via the Community Wealth Building Plan.</p>
	ECON 5	No of business gateway start-ups per 10,000 population	15.30	13.98	8.95		11.19		<p>There has been a general reduction in recorded Business Gateway start-ups in the period 2020-21 owing to the impact of the Covid pandemic with a general reduction in Business Gateway enquiries and the cessation</p>



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									<p>of a menu of in person workshops and events.</p> <p>A new Business Gateway contractor, Elevator, has taken over the Lanarkshire Business Gateway contract from 1 March 2021 and business start-ups are beginning to improve once more. In 2021-22, there were approximately 15.3 Business Gateway start-ups per 10,000 population, against a general downturn in economic activity as a consequence of Covid-19.</p> <p>The Business Gateway contractor has also been awarded additional funding from the Community Renewal Fund (CRF) and tasked with focusing support in traditionally harder to reach localities in rural area and areas of deprivation, together with a mobile business support engagement unit, with the challenge of increasing business start-ups in these areas.</p>
	ECON 6	Investment in Economic development and Tourism per 1,000 population	£48,813	£47,216	£44,293		£87,793		<p>Investment in Economic Development and Tourism per 1,000 population reduced from £47,216 in 2019-20 to £44,293 in 2020-21. Investment has been reducing in many areas during the austerity period where non statutory services have been vulnerable to budget cuts. However, decreasing expenditure in services is not necessarily an indicator of efficiency or value for money.</p>



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									<p>In South Lanarkshire increased budget has been provided to fund a Get South Lanarkshire Working programme and at the same time a Community Wealth Building Strategy has increased focus and understanding of the importance of economic development.</p> <p>However, owing to the ongoing impacts of the Covid pandemic, it has been challenging to resource and make significant progress with this work when presented with a number of Scottish Government funded business support programmes which have absorbed resources to administer these grants.</p>
	ECON 7	Proportion of people earning less than the living wage	20.30%	17.80%	20.80%		15.20%		<p>The latest figures (Office for National Statistics, Annual Survey of Hours and Earnings 2020) indicates that there has been a +2.8% increase in the percentage of employees in South Lanarkshire earning less than the living wage. South Lanarkshire continues to record a higher level of employees earning less than the living wage than the national average, with the latest figures (December 2020) +5.3% above the Scottish Average.</p> <p>The most recent statistics for 31st March 2021 suggest that the number of Living Wage Employers in South Lanarkshire has increased slightly (+3, from 90 up to 93) over the 12 months 31st March 2020 to 31st March 2021. South Lanarkshire continues to rank 4th</p>



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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									highest in Scotland for the number of accredited Living Wage employers, when compared against the other 32 council areas, with only Glasgow, Edinburgh and Highland with superior numbers. South Lanarkshire Council continues to support and encourage all employers to ensure as many people as possible earn the living wage.
	ECON 8	Proportion of properties receiving superfast broadband	94.50%	95.60%	96.20%		93.79%		<p>In 2020-21, 96.20% of properties in South Lanarkshire had access to high speed broadband and speeds greater than 30 Mbps. This was an improvement on the previous year, and remains above the Scottish average figure.</p> <p>The Council works with the Scottish Government's Digital Scotland Superfast Broadband Programme, which is contracted with BT Openreach, to install superfast broadband across Scotland. The Council ensures roads access, way leaves and planning issues are progressed efficiently and to ensure maximum investment within the area. In November 2019, the Scottish Government awarded two of the Reach 100% (R100) contracts to BT Openreach. These 2 contract areas (central and south) cover South Lanarkshire. This construction contract investment, alongside additional Scottish and</p>

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									<p>UK Government vouchers for householders and businesses that could not access high speed broadband by the end of 2021, provide the opportunity for most properties to access support for high speed broadband provision. Areas around Thankerton and Dunsyre have had investment in 2021 and investment by the R100 programme in South Lanarkshire will continue in 2022.</p> <p>The provision of ultra-fast broadband providing speeds of greater than 300Mbps is being rolled out by the private sector in South Lanarkshire and coverage currently represents 19.86% of properties. Economic Development, along with IT Services, is working with the private sector to help accelerate the roll out of ultra-fast through full fibre broadband in the Council area.</p>
	ECON 9	Town vacancy rates	10.38	12.75	8.80		12.41		<p>The vacancy rate decreased in 2020-21, putting South Lanarkshire below the Scottish Average.</p> <p>Vacancy rates across South Lanarkshire held up reasonably well through the first year of the Covid-19 pandemic, however, there is bit of fluctuation across the various towns, and we continue to work with the relevant stakeholders. As examples, Larkhall, Cambuslang, Strathaven and Biggar generally have lower vacancy rates; Rutherglen and</p>

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									<p>Carlisle have improved in recent years to be more in line with the average, and Lanark and Hamilton stay reasonably steady on or slightly above the average in the overall vacancy rate albeit there is a greater turnover of units than in other towns.</p> <p>East Kilbride has a high vacancy rate and is an ongoing challenge on which we are working closely with the owners, although rates here can often appear higher than the actual position due to facilitating development works.</p> <p>The rate in Blantyre is expected to improve when the next available data is issued as the full impact of the remodelling of the Asda units was not available in the previous data.</p> <p>Despite this position there remains much to be done in our town centres as we move to a position of reduced or no Covid related financial support for businesses. The range of support Economic Development can provide on behalf of the council and the capital projects to address specific issues will be key to the success going forward.</p>
	ECON10	Immediately available employment land as a % total land allocated for employment	39.13%	38.50%	37.47%		38.91%		In 2020-21, there was a slight decrease in the supply of marketable land as a proportion of total allocated employment land at 37.5%, which is down from 38.5% in 2019-20. This



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		purposes in the local development plan							<p>brings South Lanarkshire just below the Scottish average.</p> <p>A reduction in immediately available employment land is, however, a positive sign that South Lanarkshire remains an attractive investment location. The market for industrial space has been very active over the last 2 years with private developers taking advantage of strong demand and healthy rental levels at key locations to construct new industrial units for lease.</p> <p>Some sites that have been developed have been available for a number of years, and the take up of these historic sites will continue. However, the private sector will not seek to prepare and offer new sites to the market on a proactive basis due to their need to realise development returns over a relatively short period of time.</p> <p>Historically, the public sector has stepped in during periods of market failure to bring forward sites capable of development and this remains the case, particularly at key locations such as Clyde Gateway and East Kilbride. The site at Langlands, East Kilbride, owned by SLC, will be a key location in the coming years that could increase the supply of marketable</p>





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									<p>land available for development in the short to medium term.</p> <p>Clyde Gateway activity at Shawfield Phase 2 will bring forward sites that can be defined as marketable employment land as their remediation activity ramps up over the next 2-3 years.</p> <p>Other sites in more peripheral location are likely to benefit from the upturn in demand however some of these available sites may be less attractive for some uses due to their distance from larger urban settlements with an available workforce and more developed transport links.</p> <p>The increase in online shopping activity has also generated a number of large-scale enquiries for storage and distribution space and it is anticipated that sites such as Canderside, Larkhall may benefit from this due to its prime location adjacent to the M74. We are currently in discussions with another landowner in that location to maximise opportunities</p> <p>As we move forward the way industrial and business land supply is categorised will be subject to change. There were up to 16</p>

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									<p>categories. These will be reduced to 7 categories to provide a more accurate picture of what is available, and define 4 of those categories in a more specific way, and thereby provide more focussed opportunities to review land use as part of the Local Development Plan process.</p> <p>Economic Development will seek to increase marketing of key investment sites as the new Economic Strategy is implemented and will also compliment this with support for new industrial development by the private sector, identification and appraisal of potential new investment sites, and opportunities to maintain an adequate supply of employment -land through collaboration with private and public sector partners.</p>
	ECON11	Gross Value Added (GVA) per capita (New)	21,099	20,884	-----	---	-----	---	2020-21 data for this indicator is not currently available and will be updated in the 2021-22 LGBF framework
	ECON12a	Claimant Count as % of Working Age Population (New)	3.6%	3.5%	6.3%		6.1%		<p>The claimant count as a percentage of working age population increased to 6.3% to March 2021. This increase reflects the state of the local labour market as the impact of Covid starts to hit our local economy.</p> <p>Council operated employability programmes contribute to the overall claimant count reduction moving unemployed people from welfare to work. Other LEP partners and</p>



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Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									providers deliver employability services including the national Fair Start Scotland (FSS) programme who also move clients into work. The on and off flows of claimant unemployment will vary month to month subject to changes in the labour market.
	ECON12 b	Claimant Count as % of 16-24 Population (New)	4.5%	4.4%	7.8%		7.2%		The claimant count as a percentage of 16-24 population increased to 7.8% at March 2021. The impact of Covid adversely impacted the younger client groups aged 16-24 compared to the general age working population. This was largely due to young people leaving university and college with limited job opportunities due to economic lockdowns, business closures and furlough. Young people were disproportionately affected in 2020-21 with more young people working in the service sector, particularly hospitality that bared the brunt of the pandemic. Council operated employability programmes contribute to the overall claimant count reduction moving unemployed people from welfare to work. Other LEP partners and providers deliver employability services including the national Fair Start Scotland (FSS) programme who also move clients into work. The on and off flows of claimant unemployment will vary month to month subject to changes in the labour market.
Environmental Services	ENV1a	Net cost of waste collection per premise	£79.55	£77.07	£79.87		£72.35		The net cost of waste collection per premises increased in 2020-21 and is above the Scottish



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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									<p>Average. The higher costs reflect the council's continued decision to provide a range of services free of charge to residents. Unlike most councils in Scotland, South Lanarkshire continues to provide a free uplift service for bulky waste and in 2020-21 households were provided with additional uplifts (up to a maximum of three) in a bid to help residents manage the excess waste associated with the Covid-19 pandemic. The council also does not charge for garden waste bin collections. Chargeable garden waste uplifts are becoming increasingly more common in Scotland and allow the councils who implement a charge to offset collection costs. The council also provides free compostable bags to residents whilst the majority of other councils do not. The whole waste service is likely to be reviewed, including these policy areas, as part of the development of the new waste strategy; the terms of reference for which is currently being considered.</p>
	ENV2a	Net cost of waste disposal per premise	£97.90	£97.86	£110.57	↓	£104.50	✗	<p>The net cost of waste disposal per premises increased in 2020-21 and is now above the Scottish Average. The increase in costs is a direct result of the fact that a significant amount of additional waste was produced by householders during the Covid-19 lockdowns. Waste that would have normally been disposed of in commercial bins (offices, hospitality etc)</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									ended up in household bins and residents under 'stay at home' orders undertook clear outs and DIY projects at home. The additional waste being generated by householders ended up in recycling bins as contamination. Higher contamination rates resulted in higher costs for disposal of the material in recycling bins. It is also worth noting that South Lanarkshire sends the residual waste it collects from householders to an Energy from Waste (EfW) facility, rather than to landfill. This means that the council has a high landfill diversion rate in comparison to local authorities that are still procuring a solution to the forthcoming landfill ban; however, treatment costs are higher than landfill and that impacts on the net cost of waste disposal. The whole waste service is likely to be reviewed as part of the development of the new waste strategy; the terms of reference for which is currently being considered.
	ENV3a	Net cost of street cleaning per 1,000 population	£17,607.00	£17,487.00	£15,610.00		£14,845.00		<p>The costs associated with our street cleaning operations decreased from £17,487 per 1,000 population in 2019-20 to £15,610 in 2020-21. The figure is still however above the Scottish average of £14,845.</p> <p>The higher costs associated with our street cleaning operation are attributed to the high levels of services that we provide: graffiti</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									<p>removal, street cleaning including shifts, fly tipping uplift, fly posting removal, blood spills, hypodermic needle uplift, dead animal uplift and the large mechanical fleet that we utilise.</p> <p>SLCs mechanical fleet is on a level with perhaps only 1 or 2 other local authorities in Scotland, and certainly in advance of the vast majority, and performs not only an essential service but also a legislatively required service. The new COPLAR legislation has introduced duty 2, which relates directly to the removal of detritus from roads/channels.</p> <p>Since the recruitment of the Environmental Initiatives Officer work has been ongoing in a number of areas to raise the profile of litter and the impacts on the environment and on the council budget to deal with issues such as fly tipping and general littering.</p> <p>The development of the Litter Strategy has been ongoing throughout 2021 and the revised timeline of June 2022 will see more sustained work on the ground to help push this forward and help to reduce our litter problems in the future.</p>
	ENV3c	Street cleanliness score	94.90%	94.75%	94.05%		90.10%		South Lanarkshire Council continues to score higher for its street cleansing service than the Scottish average, with 94.1% of streets









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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									<p>surveyed found to be of an acceptable standard. This is down slightly from 94.8% in 2019-20.</p> <p>The results of the streets survey are based on an individual's views and perceptions on what they would like to see being done against what we actually do, however, respondents are perhaps unaware of the full extent of the work and services that we provide. For instance, SLC maintain over 4,000 litter bins and have one of the largest fleet of mechanical sweepers which we require to ensure that the leaves, litter, detritus and road salt are kept off our road network.</p> <p>Whilst our LEAMs scores are down slightly, we are still above the Scottish average, and it should be considered that since March 2020 we have had to introduce a more fluid service to protect our staff who have been working at the front line during the Covid-19 pandemic to continue to ensure that our streets remain clean and tidy, bins are emptied, and fly tipping is removed.</p> <p>It should also be noted that the Street Cleansing service were finalists in the 2021 APSE Service Awards for the whole of the UK in the category of "Best performer in Street</p>



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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
	ENV4a	Cost of roads per kilometre	£16,903.00	£16,493.00	£19,542.00	↑	£9,667.00	✓	Cleansing". Spend per kilometre of road has increased compared to the previous year. It remains higher than the Scottish average, reflecting the council decision to invest in the road network to address poor road conditions. It should be noted that road maintaining authorities, and the wider construction sector, are seeing increased costs associated with the Covid-19 pandemic, and in more general, rapidly increasing construction inflation associated with material and subcontractor costs.
	ENV4b	Percentage of A class roads that should be considered for maintenance treatment	23.30%	23.18%	23.90%	↓	29.80%	✓	There has been a marginal regression in the condition of A Class roads in South Lanarkshire, however, the condition of the A class network is 5.9% better than the Scottish average. This is primarily due to more investment being directed towards unclassified roads, which are often now in the poorest condition, with much of the A class network having been treated in earlier years of the Investment Plan.
	ENV4c	Percentage of B class roads that should be considered for maintenance treatment	25.03%	25.27%	26.20%	↓	34.00%	✓	There has been marginal regression in the condition of B class roads in South Lanarkshire, however, their condition remains a substantial 7.8% better than the Scottish average. The modest regression noted is due to many B class roads having been improved in recent years, and investment increasingly shifting towards more minor roads, which are in

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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	ENV4d	Percentage of C class roads that should be considered for maintenance treatment	36.65%	37.67%	37.60%		33.60%		the worst condition hence priority. There has been a marginal improvement in the condition of C class roads in South Lanarkshire, however, the score is 4% poorer than the Scottish average. The investment in the treatment of the minor unclassified network has had an impact on the C Class roads.
	ENV4e	Percentage of U (unclassified) roads that should be considered for maintenance treatment	32.31%	30.33%	30.50%		38.30%		With unclassified roads making up a sizeable proportion of the road network in South Lanarkshire, it is noted that there has been a marginal decline in the condition of network, however, the network remains 7.8% better than the Scottish average.
	ENV5a	Cost of trading standards per 1,000 population	£3,523.00	£3,061.00	£2,836.00		£5,857.00		The cost of Trading Standards per 1,000 population decreased in 2020-21 and remained well below the Scottish average. During the year the service was disrupted, and elements suspended due to Covid-19 and therefore some costs were reduced from previous years. Trading Standards were involved in enforcing the new Covid-19 health protection legislation during 2020-21.
	ENV5b	Cost of environmental health per 1,000 population	£10,587.00	£11,119.00	£12,228.00		£12,606.00		The cost of environmental health per 1,000 population increased in 2020-21 but remained below the Scottish average. The increase in expenditure arose from filling vacancies, and additional funding was provided by Scottish Government to enable the new enforcement responsibilities for Covid-19 to be





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									implemented. Normal service delivery was disrupted and suspended as Environmental Health provided the regulatory response to the Covid-19 pandemic.
	ENV6	The percentage of total household waste arising that is recycled	44.30%	46.37%	40.50%		42.00%		The percentage of total household waste arising that is recycled decreased in 2020-21 and is now below the Scottish Average. An increase in the amount of residual waste generated during the pandemic, higher contamination rates and suspension of certain services (such as closure of Household Waste Recycling Centres) had a negative impact on recycling rates. It is also worth noting that the material collected in bulk uplifts had a higher than normal quantity of non-recyclable waste (more black bag waste than normal) which meant that only 15% of the waste was recyclable. All of these factors led a reduction in the household recycling rate.
	ENV7a	Percentage of adults satisfied with refuse collection	79.83%	79.17%	-----	---	-----	---	Satisfaction data is not available for inclusion in the February publication of the LGBF. The publication of the Scottish Household Survey (SHS) satisfaction data is going to be later than expected. The council carries out its own snap surveys to gauge satisfaction levels. During 2020-21, 86% of respondents rated the overall quality of the waste service as 'Excellent' or 'Good'. This was

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									down slightly from 89% in 2019-20, mainly due to the impact of Covid-19. We suspended the delivery of food bags, dog bags and recycling bins between March 2020 and September 2021 (so we could reallocate all our resources to kerbside bin collections). When these services resumed, we were inundated with requests, and this had a negative impact on our ability to meet our committed timescales.
	ENV7b	Percentage of adults satisfied with street cleaning	67.00%	64.33%	-----	---	-----	---	<p>Data from The Scottish Household Survey is not yet available for this year. The results of these surveys are however based on individuals' views and perceptions, and many people are perhaps unaware of the full extent of the work and service that we provide. For instance, we maintain over 4,000 litter bins throughout South Lanarkshire, and have one of the largest fleet of mechanical sweepers out of all the Scottish local authorities, which we require to ensure that the leaves, litter, detritus and road salt are kept off our road network.</p> <p>Whilst our LEAMs street cleanliness score is slightly down for 2020-21, we are still above the Scottish average. Consideration should be given to the fact that since March 2020, we have had to introduce a more fluid service to protect our staff who have been working at the front line throughout the pandemic to ensure that our streets remain clean and tidy, bins are</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									emptied and fly tipping is removed. It should also be noted that Street Cleansing were finalists for 2021 APSE awards for the whole of the UK in the category of "Best performer in Street Cleansing".
Financial Sustainability	FINSUS1	Total useable reserves as a % of council annual budgeted revenue)	16.25%	13.29%	18.33%		23.60%		The Council has seen an increase in the percentage mainly due to the increase in reserves as a result of the Loans Fund Review and also the carry forward of COVID funding at the end of 20/21. This increase is in line with the Scottish average which also increased by approx. 7%. The important factor to consider is the purpose and use of reserves, and the fact is that the council is clear on what reserves we have, and the purpose of them. The carrying forward of covid funding will affect the figures as is suggested in the narrative and will be a main part of the reason for our increased level of reserves. The key factor is that the reserves are sufficient.
	FINSUS2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue	5.17%	1.67%	1.64%		3.52%		The value of the Council's Uncommitted General Fund balance has not changed from 2019/20. The Council's budget has increased, therefore resulting in a minor decrease in the percentage. This is very much an arithmetic impact. Our uncommitted balance hasn't changed, but





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									would argue the budget will, due to funding for specific purposes. We and our auditors agree that the level of uncommitted reserve is sufficient.
	FINSUS3	Ratio of Financing Costs to Net Revenue Stream-General Fund	8.25	7.76	5.32	↑	6.24	✓	The Council is within 0.9% of the Scottish average. It is also moving in the same direction as the Scottish average, which also showed a reduction in percentage terms. This is the product of strategic, sustained capital investment across a twenty year period in schools and roads.
	FINSUS4	Ratio of Financing Costs to Net Revenue Stream-Housing Revenue Account	16.77	16.83	16.31	↑	22.91	✓	There is a minor reduction in percentage terms and it is still lower than the Scottish average.
	FINSUS5	Actual outturn as a percentage of budgeted expenditure	99.81%	99.59%	100.00%	↑	97.44%	✓	The outturn reflects that the council reported a breakeven position after all transfers to reserves. The position is consistently between 99 and 100% across years, but movement in other councils' figures may result in a change to our ranking going forward.
Housing Services	HSN1b	Gross rent arrears (all tenants) as at 31 March, as a percentage of rent due for the reporting year	6.78%	7.05%	8.26%	↓	8.19%	✗	Performance in relation to rent collection and arrears management continues to be good , with gross arrears only slightly behind the Scottish local authority average in 2020-21. Arrears have increased over the last three financial years, reflective of the pressure on rent collection due to wider economic position and the Welfare Reform Agenda, and the



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									<p>implications of the COVID-19 pandemic. As expected, the COVID-19 pandemic has had a determinantal effect and this has been consistent across local authorities.</p> <p>The Council will continue to set affordable rents and provide advice and assistance where necessary to support our tenants and customers through these difficult times. We continue to utilise additional funding made available by Scottish Government to further support tenants.</p>
	HSN2	Percentage of rent due in the year that was lost due to voids	0.46%	0.49%	0.42%	↑	1.38%	✓	Target achieved for 2020/21 and continues to perform well above the Scottish average.
	HSN3	Percentage of dwellings meeting Scottish Housing Standards	92.46%	93.22%	93.50%	↑	90.26%	✓	Current performance is ahead of the Scottish average and energy efficiency performance continued to increase in 2020-21. Programme will continue during 2021-22 and where failures occur as a result of tenant refusals, these will be addressed when a property becomes empty or where there is a change in the tenant's circumstances.
	HSN4b	Average number of days taken to complete non emergency repairs	14.32 days	14.19 days	13.07 days	↑	7.28 days	✗	<p>A slight improvement has been recorded and although we remain higher than the Scottish average, this reflects the approach which the council takes to carrying out these repairs.</p> <p>Improvement activity within the repairs service</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									continued in 2021-22 to support the reduction of the average time taken, although the council's focus continues to be on quality rather than speed of service. This is policy based and reflects the approach the council takes to carrying out these repairs - by appointment made to suit the tenant.
	HSN5	Percentage of council dwellings that are energy efficient	91.10%	93.39%	93.88%		86.35%		Current performance is ahead of the Scottish average and energy efficiency performance continued to increase in 2020-21. Programme will continue during 2021-22 and where failures occur as a result of tenant refusals, these will be addressed when a property becomes empty or where there is a change in the tenant's circumstances.
Social Work Services	SW 1	Home Care costs per hour for people aged 65 or over	£20.75	£23.47	£24.85		£27.65		Home care costs per hour have increased in part due to Living Wage increases. The Scottish average position had a similar increase from 2019-20 to 2020-21. Our ranking improved from 12 to 10. Although the figures represent a positive financial outcome for the Council, it does present risks to the wider Care at Home sector within South Lanarkshire. Our Commissioned rates for Care at Home are less than the national average and compare less favourably with neighbouring authorities. This has the potential to impact on South Lanarkshire's

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									ability to attract recruits into the sector, grow the external market and meet continuing demands for services. Recent uplifts from the Scottish Government represent a positive move forward. However, do not address differentials between authorities. Discussions are ongoing to explore ways to bridge future gaps.
	SW 2	Self Directed Support (Direct payments and managed personalised budgets) spend on adults 18+ as a percentage of total social work spend on adults 18+	3.69%	4.24%	3.93%		8.17%		<p>This indicator highlights only the increase in social work spend allocated via Direct Payments, Personalised Managed Budgets and Individual Service Fund (ISF) - options 1 and 2. It does not recognise local authority managed services - option 3, which provides a legitimate choice for individuals, or a default position in the legislation for individuals who do not wish to exercise their right to choose.</p> <p>In terms of our LGBF family group, we have been consistently in the middle of the table over the past few years. The 2020/21 data indicates that since 2010/11, the proportion of total social work spend in South Lanarkshire allocated via DP and PMB / ISF has grown steadily from 1.77% to 3.93%. There has been a slight dip in the percentage from 4.24% in 2019-20 and this could be attributed to the non-availability generally of care services which is impacting on the choices now being made. The market is in a difficult position</p>



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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									<p>nationally as capacity is dwindling due to staff turnover and COVID, also the ability to recruit and retain personal assistants via option 1 has been impacted as a result of the pandemic.</p> <p>It is recognised that many of our care at home recipients within South Lanarkshire did not go through the same SDS process as others and did not exercise choice. This has been rectified with the introduction of the revised Living the Life You Choose assessment which is now the only assessment tool available for staff. This should increase the total numbers going through the SDS process but won't necessarily change the uptake of direct payments or ISF, as historically service user engagement with Care at Home service users indicates the majority of people are content with the local authority managing the care arrangements on their behalf.</p> <p>In terms of the national picture, there has been reported growth across Scotland in the percentage spend on options 1 and 2. As previously reported Glasgow and North Lanarkshire are outliers and account for a significant proportion of this growth from 1.58% in 2010/11 to 8.17% in 2020/21. North Lanarkshire had already embarked on a personalisation model prior to the introduction</p>

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									<p>of self-directed support, converting all their spend on learning disability and mental health to managed personal budgets, and closing almost all inhouse day centre provision. This created a position where all their spend in these areas was counted as option 1 or 2. Glasgow's position is broadly similar where option 2 is in place in response to a significant budget reduction for the social work service, which also saw the closure of day care centres.</p> <p>Within South Lanarkshire, we continue to work to our action plan to deliver critical changes to our processes and procedures. Resource constraints remain challenging and the ongoing transformation agenda aims to create capacity from existing models of service. In terms of the processes for option 2, work is underway to develop staff confidence in explaining each of the options and how these work in practice, whilst direct payments are also well established. From a legal and procurement point of view, there are people exercising their choice of provider by selecting those who are not on any existing council framework or contract. The development of an SDS team and a Commissioning and Quality Assurance team will support the work to address this and any inherent tensions in the making of SDS choices.</p>





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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
	SW 3a	Percentage of people aged 65 and over with long-term care needs receiving personal care at home	61.44%	62.00%	63.88%		61.71%		<p>Our performance remains consistent with previous years with an increase of 1.88% from 2019-20 and an improved ranking from 16 to 14 represents performance above the Scottish average. However, this indicator excludes individuals waiting for a service which currently accounts for approximately 3,350 hours each week.</p> <p>To maintain this improving performance we need to retain a focus on moving resource to Care at Home to meet demographic demand and continue to implement the Council's Prioritisation framework.</p> <p>A number of service developments are proposed following recent investment from the Scottish Government. This combined with the implementation of the redesign of Care at Home service will significantly increase Home Care capacity and capacity for the assessment and review of service users.</p>
	SW 4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	-----	78.08%	-----	---	-----	---	Data for this indicator is published biennially. New figures will be available for 2021-22 and will be updated in the 2021-22 LGBF framework
	SW 4c	Percentage of adults	-----	84.22%	-----	---	-----	---	Data for this indicator is published biennially.



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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
		supported at home who agree that they are supported to live as independently as possible							New figures will be available for 2021-22 and will be updated in the 2021-22 LGBF framework
	SW 4d	Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	-----	75.32%	-----	---	-----	---	Data for this indicator is published biennially. New figures will be available for 2021-22 and will be updated in the 2021-22 LGBF framework
	SW 4e	Percentage of carers who feel supported to continue in their caring roles	-----	31.05%	-----	---	-----	---	Data for this indicator is published biennially. New figures will be available for 2021-22 and will be updated in the 2021-22 LGBF framework
	SW 5	Residential cost per week per resident for people aged 65 or over	£440.00	£463.00	£533.00	↓	£439.00	×	<p>This measure relates to the average net cost to the council. South Lanarkshire currently has a spend of £518 per week in comparison to a Scottish average of £432. We currently follow Clackmannanshire and Fife within the LGBF family group who spend £685 and £530 respectively. The performance of each Council is influenced by demographics and contributions made by service users. The cost of care also increases year on year with changes to the national care home rate.</p> <p>There are currently variable costs for care homes across Scotland and it is anticipated that the review of the National Care Home</p>

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									Contract (NCHC), which has not been revised since 2013, will standardise some of this. Although it should be noted that the NCHC rate will not equate to the net cost per resident, it will impact only on local authority funded residents who are in private and voluntary care homes, whilst others will continue to pay a proportion of their care home fees.
	SW 6	Rate of readmissions to hospital within 28 days per 1,000 discharges	98.10	99.30	111.82		120.03		The rate of readmissions in South Lanarkshire has increased from 99.3 to 111.82 per 1,000 since 2019-20. Despite this increase we continue to perform better than the Scottish Average. Information on the 6 areas of the Health and Social Care Delivery Plan are monitored monthly and formally reported on a quarterly basis to the Integrated Joint Board, Performance Audit and Finance Sub Committee and Social Work Committee.
	SW 7	Proportion of care services graded 'good' or better in Care Inspectorate Inspections	78.38%	79.92%	80.10%		82.50%		This report focuses on the 2020-21 timeframe which reflects the reduction in standard inspection activity across the care sector during the COVID pandemic. It is anticipated that service and thematic inspections will now resume as restrictions ease, and preparation is underway for a thematic multi-agency inspection of our Adult Support and Protection Services and the likely inspection of the Care at Home Service within Clydesdale. HM Inspectorate of Prosecution in Scotland have also published their terms of reference for a

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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									joint review of diversion from prosecution in 2022 – the first part of this is a survey issued to the Community Justice Partnership. The Resource has continued to implement improvement actions from inspection and Care Inspectorate throughout the pandemic with regular reports to the Social Work Committee, the Integration Joint Board and details included within the Chief Social Work Officer Annual Report.
	SW 8	Number of days people spend in hospital when they are ready to be discharged, per 1,000 population	1,024.66	1,155.69	544.22		484.28		Performance in this indicator has improved significantly from 1,155.69 days in 2019-20 to 544.22 days in 2020-21. In line with this our ranking has shifted from 27 to 20. A protocol has been implemented to increase the number of discharges that meet their planned discharge dates and improvements are being seen.