

Social Work Resources

improve

Resource Plan

Performance Report 2017-18

Quarter 4 : April 2017 - March 2018

(This represents the cumulative position to March 2018)

How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – are we on course to achieve?
The “traffic light” codes are:

Green Achieved, or due to achieve with no issues

Amber There may be problems or minor slippage

Red Not on course, major slippage anticipated

Measures which are to be reported later or which are “for information only” are not colour coded

Develop a sustainable Council and communities

Provide services and infrastructure which help local communities to become more sustainable

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
	Council target achieved for waste tonnage per household (target is lower than 1.3 tonnes)	This figure is for quarter one (quarter two figure is not yet available, so will be reported in quarter three).	Green	1.3	0.3	1.3	1.2	1.2
	Council target achieved for municipal waste collected during 2012/13 that was recycled or composted (40% or above)	This figure is for quarter one (quarter two figure not yet available, so will be reported in quarter three).	Green	40.0%	44.1%	40.1%	38.2%	40.5%
Introduce new waste management services to reduce waste and increase recycling	Project for treatment facilities progressed by March 2013	A report is to be presented to the Executive Committee in December 2012 identifying options for a long term solution.	Amber	---	---	---	---	---
Manage flooding priorities and deliver prioritised flood protection schemes	Prioritised flood protection projects delivered by March 2013 in line with available capital / revenue funding	Larch Grove, Hamilton - brief issued to consultant for ground investigation to inform design of works. Site investigation - boreholes complete, further investigation of existing culvert underway to locate buried manhole. Detailed design to be prepared when site investigations complete. Bellfield Road, Coalburn - culvert lining works completed 30 August 2012	Green	---	---	---	---	---
	Preparation of prioritised 5 year programme of flood protection / management projects by March 2013	Currently analysing previous flood events, completed improvement works and known problem areas to allow a 5 year programme to be prepared.	Green	---	---	---	---	---
	Options for aligning the management of flooding priorities reviewed across Community and Enterprise Resources by December 2012	Meeting held between Community and Enterprise Resources staff to discuss integrating response to flooding procedures and other opportunities. Follow up meeting to be scheduled for November.	Green	---	---	---	---	---

Statistics for the current year. The **Target** shows what we want to achieve by the end of the year. The **To Date** column shows how much we have achieved so far.

Statistics for last 3 years, showing how we are doing over time.

Summary - number of measures green, amber and red under each Council Plan objective/theme

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Improve later life	10				10
Protect vulnerable children, young people and adults	26			1	27
Deliver better health and social care outcomes for all	15				15
<i>Improve the quality, access and availability of housing</i>					
<i>Improve the road network, influence improvements in public transport and encourage active travel</i>					
Work with communities and partners to promote high quality, thriving and sustainable communities	22	2			24
<i>Support the local economy by providing the right conditions for inclusive growth</i>					
Support our communities by tackling disadvantage and deprivation and supporting aspiration	1				1
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
<i>Encourage participation in physical and cultural activities</i>					
Delivering the plan and achieving best value	21	1	1	12	35
Total	95	3	1	13	112

Improve later life**Support the development and implementation of integration arrangements for adult health and social care services for older people**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
In partnership with NHS Lanarkshire, support the development and implementation of integration arrangements for adult health and social care services	Six monthly partnership performance reports are prepared and submitted to the Performance and Audit Sub Committee/Integrated Joint Board	<p>There are a number of areas of development which are being led by the Partnership with regards to reporting performance management to the Integrated Joint Board and the Performance and Audit Sub Committee (PASC) in a Health and Social Care context.</p> <p>A workshop on performance was held in March 2018 which included members of the Performance and Audit Sub Committee and also locality Integrated Health and Social Care Managers to agree a suite of data that should be reported to the relevant committees, the format and frequency of this data was also considered. Once agreed a similar exercise will be undertaken with localities to refine the performance arrangements at locality level.</p>	Green	---	---	---	---	---

Improve later life**Support the development and implementation of integration arrangements for adult health and social care services for older people**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Report on the SMT workstream plan to the Senior Management Team on a monthly basis	Senior Management Team (SMT) Workstream meetings now established regularly on a monthly basis. This covers a programme of work which aims to transform/redesign services. There are currently 12 themes within the plan which have been identified by the Director of Health and Social Care and wider stakeholder engagement. Each workstream is led by a Head of Service, the full programme plan with milestones is being supported by a Programme Manager. Where possible this will link into existing groups and forums. Additional workstreams may be added which would benefit from a programme management approach.	Green	---	---	---	---	---

Improve later life**Support the development and implementation of integration arrangements for adult health and social care services for older people**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Support the development and implementation of the locality planning model	Locality operational structures have been agreed and Locality Managers appointed, with each of the localities now having a lead GP in place. The Locality Management Groups continue to meet on a regular quarterly basis and are looking at other models of integration moving forward. Locality core groups are meeting fortnightly to develop resources (mapping existing resources within communities and identifying gaps) within localities. This work is forging ahead and sub groups have been developed to look at specific areas of work.	Green	---	---	---	---	---
	Develop and implement locality profiles for each of the four localities to assist with the locality planning process	Each of the four localities now have a locality profile, this allows us to see how the data differs from one locality to another. The second edition of "The Story So Far," is currently being developed, this will be an update to the first edition which was created in 2016. This will provide locality level health and social care data which will help inform discussion in localities, and will be used in conjunction with local knowledge to influence future analysis and ultimately the delivery of services in the localities.	Green	---	---	---	---	---

Improve later life**Improve services to support older people to live in their homes and communities**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Following the multi-agency inspection of older people continue to improve outcomes for people to live in their own homes and communities for as long as possible	Take forward improvement actions arising from the multi-agency inspection of older people	The Improvement Plan arising from the multi agency inspection is progressing well. There were 44 measures designed around the 9 improvement themes, from these measures, 40 are now complete with the remaining 4 progressing well.	Green	---	---	---	---	---
Work in partnership to reshape the balance of care for older people enabling them to live in their homes and community for as long as possible	Build on current successful services by developing and commissioning flexible models of intermediate care	As part of the overall approach to intermediate care, work has been completed to map out the existing pathway and service gaps. From this, a number of areas have been developed including reablement, step down beds within residential care and Hospital at Home. Further work is now being undertaken to consider how existing inputs such as off-site acute beds within Stonehouse and Udston hospitals can be utilised to support intermediate care models. In addition to this, the Integrated Community Support Team approach continues to be strengthened with the appointment of Advanced Nurse Practitioners (ANPs), who are now in post and currently undergoing advanced training to provide additional/expert support within community settings.	Green	---	---	---	---	---
	Strengthen the links between the Integrated Community Support Teams (ICSTs) and Hospital at Home	As per the intermediate care update, Integrated Community Support Team and Hospital at Home form a key part of approaches to step up and step down intermediate care.	Green	---	---	---	---	---

Improve later life**Improve services and support to enable adults and older people to maximise their independence**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to implement Supporting Your Independence approach across adult and older people services	Monitor and report on the percentage of home care referrals that go through the SYI Programme	There have been 2087 referrals to the SYI programme to date. 1456 of these referrals were carried through to completion with 631 referrals stopped or suspended due to a range of reasons (eg: person admitted to long-term care, end of life care, person admitted to hospital).	Green	-----	70.0%	0.0%	0.0%	0.0%

Promote good health and wellbeing in later life

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Maximise the use of our older people's day centres	Continue to monitor the percentage of occupancy rates in our Older People's Day Centres by locality	Currently Older Peoples Service have 1316 day care places available across 13 units every week. At the end of Quarter 4 (week commencing 19 March 2018) there were 868 (66%) places occupied. The number of vacancies at the end of Quarter 4 was 448 (34%)	Green	-----	66.0%	0.0%	0.0%	0.0%
	Develop the Intermediate Care Model within Older People's Day Care Services	An independent evaluation of the pilot is being undertaken by Dr Helen Alexander. The outcome of the evaluation will be reported to the Senior Management Team.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Protect vulnerable children, young people and adults living in our communities**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Monitor vulnerable children, young people and adults referrals / activity	Monitor trends on referral activity to ESWS on a quarterly basis for Home Care	ESWS received a total of 12,021 calls to its service over this quarter. Of these calls 9156 (76%) came via the homecare line. During this quarter ESWS made a total of 4632 SWIS entries, with 3302 (71%) relating to homecare activity. ESWS dealt with a further 3882 homecare matters that did not require a SWIS entry to be created e.g. covering homecare staff absence.	Green	-----	-----	0	0	0
	Monitor trends on referral activity to ESWS on a quarterly basis for Adult and Older People Services	During this quarter ESWS dealt with 152 adult and older persons referrals and carried out 4 visits to this service group. A further 48 referrals were dealt with that were recorded as Adult Support and Protection (ASP) with 7 visits carried out.	Green	-----	1,229	0	0	0
	Monitor trends on referral activity to ESWS on a quarterly basis for Children's Services	During this quarter ESWS dealt with 545 referrals relating to child care, with 28 visits carried out. ESWS commenced Child Protection activity to a further 30 children, and carried out 10 visits.	Green	-----	2,389	0	0	0
	Monitor trends on referral activity to ESWS on a quarterly basis for Mental Health Officers	During this quarter ESWS received 19 requests for an MHO, with 4 MHO visits taking place.	Green	-----	97	0	0	0

Protect vulnerable children, young people and adults**Protect vulnerable children and young people**

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Improve the effectiveness of response to child protection	Monitor the number of investigations undertaken (level of child protection activity)	There were 191 Child Protection investigations undertaken across the service during Quarter 4. Neglect was the most recorded reason at 31% (60), followed by emotional abuse 28% (54), physical abuse 24% (45) and sexual 9% (17).	Green	-----	754	519	731	712
Maximise the support offered to children on the Child Protection Register	Report to the Child Protection Committee Quality Assurance Sub-Group on tests of change regarding core group self-evaluation	The Child Protection Committee Self Evaluation & Activity Programme for March 2017 to February 2019 continues to be rolled out. Phase 1 has 12 of the 14 targets complete and planning has begun for a range of activities for Phase 2. Recent activity completed includes 100hr multi-agency response to the Child Protection audit and a parental substance misuse audit.	Green	---	---	---	---	---

Protect vulnerable adults

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	To date there have been 814 adult support and protection inquiries in relation to adults under the age of 65 leading to 138 investigations and 11 protection plans being progressed.	Green	---	---	---	---	---
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	To date there have been 1151 adult support and protection inquiries in relation to adults over 65 years of age leading to 167 investigations and 9 protection plans being progressed.	Green	---	---	---	---	---
Monitor Adults with Incapacity (AWI) activity	Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there was a total of 239 local authority welfare guardianship visits due with 94% (224) being completed on time.	Green	90%	94%	95%	88%	91%
	Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there was a total of 1967 Private Welfare Guardianship visits due with 1785 completed on time (91%).	Green	90%	91%	86%	83%	87%

Protect vulnerable children, young people and adults**Getting it right for children in need**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to implement the GIRFEC approach to ensure we get it right for young offenders	Percentage of young people seen within one week of receiving a CPO	In Quarter 4, 3 young people were identified for CPO however one failed to attend. For 2017/18 a total of 13 young people identified with 11 being seen within one week of receiving CPO. Two of the young people failed to attend.	Green	-----	11%	86%	71%	81%

Protect vulnerable children, young people and adults**Getting it right for children in need**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement the Corporate Parenting Strategy and Action Plan	Monitor the progress made on each of the six core commitments identified in the Action Plan	The Corporate Parenting Group continues to drive forward the Strategy and Action Plan. A new plan for 2019/2021 is currently being developed and being aligned to the Care Leavers Charter. A report will be presented to the Getting it right for South Lanarkshire's Children (GIRSLC) Partnership Board in May 2018.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Getting it right for children in need**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement Self Directed Support for Children in Need	Report six monthly to the Children and Justice Service Management Team on progress of Self-directed support (SDS) within Child and Family Services	<p>The Child's Plan: IT specification agreed. Project Team/Development Group have been meeting with IT colleagues to progress this workplan. Timeline for progressing; Development of prototype Child's Plan, User Acceptance Testing; Procedural Documentation/Practice Guidance to be made available; System training. Target Date; April 2018 Feedback from social work staff highlighted the need for refresher training in relation to the SDS agenda. Lead team leaders are meeting to develop SDS Refresher Training Programme based on Social Work Knowledge Scotland pack. Timeline for completion of Refresher Training Programme - March 18. Following consultation with workers/team leaders involved in completing SDS assessments and in discussion with families, there was an identified need for a more targeted assessment for less complex cases. The Family and Community Strengths Based Assessment is now being piloted across the localities. There are 2 Feedback Questionnaires for family and worker to complete. Feedback was requested by February, however, this was reset to 6 March 2018. Initial feedback has been positive from staff and families involved. Feedback will be collated and shared at meeting with lead team leaders. Plan is to progress the use of this assessment, initially on C & F Templates and follow up with IT to develop on SWIS/Training etc. To be available on Templates end March 2018 Process Guidance in relation to the Family and Community Strengths Based Assessment and SDS Assessment Tools is near completion along</p>	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Getting it right for children in need**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
		with a Flow Chart for each Assessment Tool for reference. Timeline - March 18 Discussions are being held with Finance colleagues to identify and confirm Child and Family Services budget for SDS/costings etc. Resource Allocation Group (RAG) meetings continue to be held monthly. RAGs have a quality assurance role only at this time. Outcome from discussions re budget and most appropriate route to provide funding eg bandings/equivalency model/points will inform the review of the purpose of the RAG. Representation is made by C & F FWM/Development Officer at the Carer's Act Programme Board in relation to progressing work re Young Carers.				---		
Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	Monthly meetings of the Carer Act Implementation Board have been driving forward the agenda for carers/young carers. A report was presented to Social Work Committee in February 2018, and the South Lanarkshire Integration Joint Board in April 2018.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Getting it right for children in need**

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Review the whole system approach to youth justice across the service	The Whole Systems Approach (WSA) Task and Finish Group will be established and will develop a youth justice risk assessment tool for every child charged with an offence	Training has taken place on a range of risk assessment tools for social workers involved in assessment and risk management plans for young people who offend. Nationally, risk assessment tools are being discussed with a view to updating current tools. On conclusion of this discussion, South Lanarkshire will embark on training social workers on the new risk assessment tool. In addition to this development Care and Risk Management training has been rolled out and procedures relating to this more robust approach implemented.	Green	---	---	---	---	---

Getting it right for every looked after child

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Ensure timescale compliance with looked after children notifications to Health	Monitor and establish a baseline on the percentage of notifications to Health completed within 28 days	Baseline data on notification continues to be collated from information provided from localities and is monitored by the Child and Family Services Performance and Continuous Improvement Group.	Green	---	---	---	---	---
Improve support for looked after children	Percentage of children seen by a supervising officer within 15 days	For Quarter 4, we have continued to exceed our target of 95% with all 20 (100%) children being seen by a supervising officer within 15 days.	Green	95.0%	-----	92.0%	99.0%	100.0%

Protect vulnerable children, young people and adults**Getting it right for every looked after child**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Provide timely and robust assessments to the Reporters Department	Continue to work to achieve percentage of reports submitted to the Children's Reporter within 20 days	In Q4 there have been a number of pressures which have impacted on achieving the timescale. While the rate has decreased slightly to 71% localities have reviewed existing processes to ensure alerts are in place if slippage is detected in the completion of report. Overall the Resource has achieved its annual target of 75%.	Green	75.0%	75.0%	81.0%	83.0%	88.0%
In light of the Children and Young People (Scotland) Act 2014 to review the current approach to aftercare and continuing care as per part 10 and 11 of the Act	Report six monthly to the Children and Justice Service Management Team meeting on the status of the review	A report and an options analysis on Parts 10 and 11 of the Children and Young People (Scotland) Act 2014 has been prepared and taken to the GIRFSLC Strategy Group.	Green	---	---	---	---	---
To develop Single Integrated Tailored Assessment (SITA) that encompasses risk/need and wellbeing across fieldwork services	Report to Children and Justice Management Team six monthly regarding the Single Integrated Tailored Assessment	The ICT Service Plan for Social Work Resources states that a work package was issued to the IT Business Change team to complete documentation of the full user specification in relation to developing a single children and family assessment. A start date to be confirmed by IT colleagues.	Green	---	---	---	---	---
Provide tailored training to team leaders and social workers on the National Risk Assessment Framework	Feedback evaluation from training September 2017	Social Work staff in Child and Family Services have been trained in the National Risk Assessment Framework.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Embed getting in right for every child**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Continue to implement GIRFEC approach	Report on the progress of the implementation of GIRFEC in relation to the Children and Young People (Scotland) Act 2014, to the Children and Family Management Team and the Executive Board	The Scottish Government have announced that whilst it remains committed to the principles of GIRFEC, a decision has been made to pause Stage 1 of the Children and Young People (Information Sharing) Scotland Bill. The deadline for completion of Stage 1 therefore no longer applies. The Scottish Government is establishing a Panel to develop an information sharing code that is practicable and will update interested parties on this as soon as the panel's remit and membership has been finalised. The draft Code of Practice and the final Code will be developed in full consultation with key stakeholders and practitioners, taking account of concerns raised, as the Deputy First Minister has made clear. Once an authoritative draft Code has been produced this will be presented to the Committee and it is anticipated that then they will be in a position to resume Stage 1 scrutiny.	Report Later	---	---	---	---	---
Develop and implement a Transition Planning Protocol for young people supported by Education Resources and/or Child and Family Social Work through to Adult Social Work Services	Provide quarterly reports on the progress of the Transition Planning Protocol	The protocol and guidance is in place. A multi agency audit and review will be undertaken in August 2018, based on the new protocol and will report back to future Social Work committee.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Improve services to support adults to live in their homes and communities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Review the service and changing support needs of individuals within the Care and Support service	Monitor and report on the changes to service delivery	The Care and Support Service is now managed by two Locality Leads (for the North and the South). The reviews of people's care and support needs are on-going.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Strengthen partnership working, community leadership and engagement**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide governance and leadership to ensure professional standards and key performance indicators are met in accordance with local and national policies and procedures	Evidence developments in service delivery through Social Work Resources' contribution to compiling The State Hospital's annual report	<p>The Corporate Parenting Plan (CPP) has now been completed and published. Work is ongoing with the South Lanarkshire CPP lead to develop individual CPP's. Slides have been introduced as part of the training and development via Child Protection training being carried out by the team.</p> <p>The Duty of Candour legislation is being introduced on 1 April 2018 and preliminary work has commenced.</p> <p>Work is now underway in relation to phase 2 which will facilitate electronic sharing of information relating to child contact and child protection. Next priority areas have been identified and include seeking agreement with TSH senior management in relation to the Designated MHO allocations for SLC residents who are detained in The State Hospital (TSH), and restoration of the electronic link which enables social work staff based in TSH to access SWISplus and other SLC modules.</p>	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Strengthen partnership working, community leadership and engagement**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Evidence the use of the Realigning Children's Services data to improve services	Report six monthly to the Children and Justice Services Management Team on developments	Children's Services have benefited for the involvement with Realigning Children's Services Programme (RCSP). A final report has been drafted and findings will be presented to a Senior Managers event to be held early October 2018. A new group has also been established to take forward the work started by RCSP, the Data and Planning Group had its first meeting in September 2017. The Terms of Reference for this group are now established.	Green	---	---	---	---	---
To work in collaboration with the Continuous Improvement Group and Child Protection Committee Quality Assurance Group to self-evaluate practice/performance and strengthen services	To support multi-agency self-evaluation activity and implement improvement actions	The Continuous Improvement Group has a planned development day in place for late April 2018. The session will be facilitated by the Child Protection coordinator. The CIG group presented an update report to the GIRSLC Strategy Group on 6 March 2018.	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Deliver better health and social care outcomes for all**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement the actions detailed within the Health and Social Care Delivery Plan	Develop trajectories for the 6 areas identified in the Health and Social Care Delivery Plan: Emergency Admissions; Unscheduled Care Bed Days; Accident and Emergency Attendances; Delayed Discharge Bed Days; End of Life Care; Balance of Care	Trajectories have been prepared for the big 6 integration measures and presented to both the NHS Board and also Integration Joint Board. The service redesign required to support the achievement of the trajectories is part of an evolving and developing process. A full driver diagram outlining the contribution of each input/service redesign to the reduction of 48,000 unscheduled bed days has been prepared and has been provisionally agreed, subject to further detailed work with regards to each initiative. This has now been presented and approved by both the Audit and Performance Sub Committee and Integration Joint Board.	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Deliver better health and social care outcomes for all**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Support the implementation of the 6 additional Integrated Joint Board (IJB) Directions for 2017/18	Provide progress reports to the IJB in relation to the 6 Directions as follows: Home Care; Care Pathways; Locality Planning; Demand within Emergency Care Planning; Primary Care Transformation; Local Outcome Improvement Plans	<p>There has been significant progress against the 6 additional Integrated Joint Board directions as follows:</p> <p>1) There is a full project plan with associated milestones to implement all aspects of Primary Care Transformation, including a new General Medical Practitioner (GMS) contract;</p> <p>2) The modernisation of care at home services is progressing well, with a number of areas successfully implemented including mobile working and a new contract with the external sector;</p> <p>3) Trajectories with associated improvement actions have now been developed and approved by the IJB for unscheduled care;</p> <p>4) The locality planning model continues to be developed, with all four localities now established and Integrated Health and Social Care Locality Managers appointed. Work continues with the development of care pathways and shifting the balance of care. The locality model will continue to be developed as a key priority for the Partnership. This is reflected in the Directions being issued in 2018/19 in the refreshed Strategic Commissioning Plan;</p> <p>5) Work continues to develop new models of care for bed based resources as part of the ambition to shift the balance of care from acute/residential settings to community based alternatives; and</p> <p>6) The Health and Social Care Partnership has been central to the development of the Community Plan, particularly the Health and Social Care Partnership Improvement Plan. This has an agreed overarching objective to tackle deprivation, poverty and inequality and is reflected in our Neighbourhood Plans.</p>	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Deliver better health and social care outcomes for all**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Improve care after treatment for people recovering from cancer within South Lanarkshire	Take forward the actions of the "Living with and Beyond Cancer" workstream and the two year (2015-2017) Transforming Care After Treatment (TCAT) Project	<p>Work continues to be progressed across the partnership in relation to supporting people living with and beyond cancer (information packs, the launch of the Libraries and Leisure Project in the last quarter, an electronic resource for staff developed).</p> <p>The TCAT Individual Budgets Project evaluation report is complete and was signed off by the Project Sponsors in Quarter 3. A feedback event is planned in April 2018. The two year project has been very successful and has been well received by the West of Scotland Cancer Network and Macmillan Cancer Support Scotland.</p>	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Promote mental health across the lifespan**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement Government Strategies eg Dementia Strategy, Autism Strategy, Mental Health Strategy, Learning Disability Strategy and Sensory Impairment	Provide reports on actions contained in service plans on the implementation of Government Strategies to Senior Management Team at quarter 2 and quarter 4	<p>The Resource continues to work on a range of National Strategies.</p> <p>Mental Health Strategy continues to ensure we recruit and retain Mental Health Officers. The Mental Welfare Commission has now published the findings of its consultation work in terms of our advocacy provision for adults and children with mental health issues and requiring advocacy. A report will be presented to the SMT.</p> <p>The 10 year National Autism Strategy implementation period will be succeeded by further strategic developments on which the Scottish Government consulted at engagement events organised by Autism Network Scotland. Four broad themes emerging which overlap closely with the South Lanarkshire our survey findings. These were:</p> <ol style="list-style-type: none"> 1)employment 2)social security 3)housing 4)justice <p>South Lanarkshire Autism Plan continues to develop.</p>	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Promote mental health across the lifespan**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Continue to monitor and report on the numbers of staff trained in supporting people with dementia	The numbers of staff trained in supporting people with dementia are as follows for Quarter 3: Dementia Skilled Level 2 Day Training = 124 Enhanced Level Dementia Training = 34 Enrolled for 29 March 2018 = 11	Green	---	---	---	---	---
Implement the Mental Health Strategy	Continue to monitor the number of Mental Health Officers working within South Lanarkshire as part of the wider Workforce Strategy	There are 27 Mental Health Officers (MHOs) based across four Community Mental Health Teams including five part-time MHOs. In addition, four MHOs are based at The State Hospital. There is also an MHO based within the Children and Families Service. In 2017, three MHOs left the service and two MHOs are planning to retire in 2018. There are also five Team Leaders who are qualified MHOs. There are two Staff Development Officers (two part-time posts) who are MHOs and operate as MHOs at different percentages of their posts. The forensic MHO service has been restructured. There are two MHOs who previously operated as forensic MHOs. Forensic cases have been distributed within the Community Mental Health Teams. There are currently four Social Workers undertaking MHO training.	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Promote mental health across the lifespan**

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Report on the progress taking forward the Mental Health Act 2015	Provide quarterly updates in relation to the implementation of the new legislative duties	The Mental Health (Scotland) Act 2015 and associated regulations mainly came into effect on 30th June 2017. Amendments are currently being made to SWISplus to support the changes to statutory paperwork and to the duties of the Mental Health Officers in terms of timeframes, report writing and storing of information.	Green	---	---	---	---	---

Promote choice, control and flexibility in social care

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement the requirements of the Self-directed Support Act	Carers Module is developed and tested in line with the duties stipulated in the Carers (Scotland) Act 2016 working to the Scottish Government's implementation date of April 2018	The initial review of the Carers Enablement Plan specification (Adult Carer Support Plan) has been completed by IT colleagues. The statutory guidance on the Carers (Scotland) Act 2016 came out in December 2017 and this will be used to ensure compliance in relation to the Carers Module (assessment) on SWIS. Work remains on-going at present through the new SDS Lead.	Green	---	---	---	---	---
	Support Planning Module is further refined and tested before full implementation in 2018	User Acceptance Testing has continued alongside the revisions made to the L15 (support plan). Staff training continues into 2018.	Green	---	---	---	---	---

Deliver better health and social care outcomes for all**Promote choice, control and flexibility in social care**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Develop a reporting system to capture a range of Self-directed Support activity	A revised method to capture health and social care data is to be implemented nationally from 1 April 2018. This will include self-directed support as well as other key deliverables to support national outcomes.	Green	---	---	---	---	---
	Report on the number of people who are self directing their support	In Quarter 4, 380 people were in receipt of a Direct Payment (option 1). This compares to 357 in the last quarter. There were 64 service-users using an Individual Service Fund (option 2) compared to 55 in the previous quarter. Self-directed Support comprises of four funding options. Option 3 relates to Council arranged services and option 4 allows for a mixture of funding options. Option 3 remains the preferred option for service- users in South Lanarkshire and reflects the national position.	Green	-----	-----	-----	-----	1,540

Deliver better health and social care outcomes for all**Support carers in their caring role**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Work in partnership to support carers to continue in their caring role	Quarterly progress on the impact of the implementation of the Carers Strategy for South Lanarkshire 2012-17	The Carers' Strategy Group has temporarily been postponed and a Carers Act Programme Board has been developed to take forward (through sub-groups) the duties in the new Act. Work continues to progress well and the new Carers' Strategy is in draft format; being an iterative process as the new Act is implemented.	Green	---	---	---	---	---
	Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	<p>During the fourth quarter 17/18, outcomes for carers, supported by dedicated Welfare Rights officers were:</p> <p>Number of new cases: 237 Weekly benefits : £19,176 Backdated benefits: £208,581 Annual benefits: £1,205,733</p> <p>During the fourth quarter of 17/18, outcomes for people supported by the local Money Matters teams were:</p> <p>Number of new cases : 1428 Weekly benefits: £98,338 Backdated benefits: £1,069,647 Annual benefits: £5,113,577 New debt dealt with: £1,978,707</p> <p>*Number of people provided with advice where issue was resolved at the initial contact: 1216</p> <p>*this is additional to the number of new cases</p>	Green	-----	962	195	271	1,010

Deliver better health and social care outcomes for all**Support carers in their caring role**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Work in partnership to take forward the Carers (Scotland) Act within South Lanarkshire	Develop an action plan through The Carers' Strategy Group to take forward the duties contained within the Act	An action plan will be developed alongside the new Carers' Strategy for South Lanarkshire. This is at the initial stages as the new duties in the Carers (Scotland) Act are implemented.	Green	---	---	---	---	---
	Establish a Programme Board for the implementation of the Carers (Scotland) Act	The Programme Board meets every four weeks to oversee the implementation of the Carers (Scotland) Act 2016. There is wide representation from operational staff (Children and Families, Adults and Older People's) and carers' organisations. Several sub-groups are also now established to take forward areas of work; these report back into the Programme Board.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Embed sustainable development strategy across Social Work Resources**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Reduce waste and increase recycling to contribute to the council's sustainability work	Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency	The total number of recycled pieces of equipment so far this year is 2,220 but this does not include for the report of the final period which we do not expect for a couple of weeks. The saving associated with these items is £91,683. In addition we have used 145 recycled stairlifts and the saving associated with them was £115,425.	Green	-----	2,220	1,465	2,252	2,498
Contribute to Council's sustainability work	Develop and report on local initiatives involving service users which contribute to the Council's sustainability agenda	The Resource continues to contribute to the Climate Change Compliance Improvement Plan in relation to our resource use of energy, fuel consumption, and waste management arrangements. Use of the home care mobile application solution has reduced the use of paper. Continued use of EDRMS has reduced the use of paper and printing requirements. Reducing our use of plastics continues to be rolled out across the resource.	Green	---	---	---	---	---
Deliver a 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Implement fuel efficiency measures to achieve a 4% reduction in vehicle emissions by March 2018 (relative to baseline year of 2014/15)	Social Work managers continue to monitor the level of mileage undertaken by employees bearing in mind reactive requirements for Social Work Services. The Resource has received a reduction of 20,850 vehicle miles from the baseline year resulting in 9.4% reduction in fuel emissions.	Green	2%	-----	0%	0%	2%
Implement the Climate Change Duties Compliance Improvement Plan	Implement Actions within the Climate Change Duties Compliance Improvement Action Plan within the agreed timescales	The resource continues to contribute to the Climate Change Compliance Improvement Plan in relation to our resource use of energy, fuel consumption, and waste management arrangements.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide access to timely support and interventions for people/groups who are disadvantaged**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Support people affected by substance misuse	Percentage of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	The total number of referrals for drug/alcohol treatment to date was 638 across all four localities. 94.2% of referrals did start treatment within the 3 weeks of referral. There has been recent changes in the structure of substance misuse teams and new systems working which may have impacted on performance. This will be monitored.	Amber	100%	----	100%	100%	100%
Continue to raise awareness of the impact of domestic abuse	Continue to monitor and analyse trends in referral activity through Domestic Abuse	During this past quarter the Social Work Reception Team (SWRT) dealt with 975 individuals in respect of Domestic abuse referrals from the Police. As referrals are created in respect of victim, perpetrator and children involved, this equates to approximately 250 individual referrals. Of these 975 SWIS entries, only 48 required to be forwarded to local office teams for further action, with the SWRT dealing with the vast majority.	Green	---	---	---	---	---
Continue to work with partner agencies to address the behaviour of female offenders, resulting in better outcomes and reduced reoffending	Develop locality based services to meet the particular needs of female offenders and monitor the uptake of these services within localities	Women hub services are operating well in all localities. Work continues to progress further developments to meet the needs of women offenders.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide access to timely support and interventions for people/groups who are disadvantaged**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Health and Social Care Services contribute to reducing health inequalities	Develop an anticipatory care programme to provide health checks for vulnerable people	Through the Keep Well programme targeted anticipatory health checks are being offered to people affected by homelessness, members of the travelling community, people involved in the justice system and people from minority ethnic backgrounds. A small dedicated team of nurses and health care support workers link directly with GP practice to identify individuals who would benefit from the programme.	Green	---	---	---	---	---

Implement the Community Justice Outcome Improvement Plan

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Embed the new model for Community Justice in Scotland in South Lanarkshire Justice Services	Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board	The March Community Justice Partnership quarterly meeting reflected on a refresh of the Terms of Reference of the Group aligning them to the revised Community Planning Partnership structure. The draft Community Justice Plan for 18/19 is with partners for their comment and contribution. Once updated it will be presented to the Safer South Lanarkshire Partnership Board.	Green	---	---	---	---	---
Drug Treatment and Testing Orders (DTTO) continue to provide treatment package to diminish or eliminate an individuals drug misuse and associated offending	Percentage of clients are first seen within 2 working days of a DTTO commencing	In Q4 there were a total of 11 DTTO's (7 SLC/3 NLC) referrals. All being seen within timeframe. For 2017/18 a total of 52 referrals (29 SLC/20 NLC/3 no post code). All were seen within timeframe.	Green	98.0%	100.0%	0.0%	100.0%	100.0%

Work with communities and partners to promote high quality, thriving and sustainable communities**Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for the benefits of all**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Ensure high standards of compliance are maintained for Community Payback Orders	Ensure that the Community Payback Annual report is completed within timescale	The Community Payback Annual Report has now been produced and presented to Social Work Committee on 7 February 2018.	Green	---	---	---	---	---
	Increase the programme of activities and personal placements available within the Community Payback Order and feedback to the Community Justice Partnership	The range and diversity of personal placements has been increased, and new opportunities continue to present themselves.	Green	---	---	---	---	---
	Percentage of people seen within one working day of CPO	To date there were 1152 Community Payback Orders recorded, of that number 826 (72%) were seen within timeframe. Service Managers will review performance across localities as variations appear.	Amber	75.0%	72.0%	73.0%	74.0%	64.0%
	Percentage of offenders on CPO supervision requirement are seen within 5 working days by their case manager	The total number of CPO with supervision requirement in Quarter 4 2017/2018 was 128. Those seen within timeframe total 109 or 85% and is on target. The annual total CPOs for 17/18 total 641 with a total of 518 or 81% seen within timescale.	Green	75.0%	81.0%	89.0%	83.0%	77.0%
	Percentage of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	For 17/18 a total of 813 CPO with an unpaid work required were received, with 633 or 78% being addressed within timescale. In Q4 a total of 159 CPO unpaid work requirement were received with 129 being met within timescale.	Green	75.0%	78.0%	75.0%	73.0%	73.0%
	Percentage of people starting their placement within 7 days of a CPO unpaid work	In Quarter 4 the service commenced unpaid work activity within 7 days for 129 (81%) orders out of a total of 159. For the 2017/18 annual figures there were 813 referrals with 624 (77%) commencing within timescale.	Green	75.0%	77.0%	72.0%	72.0%	66.0%

Work with communities and partners to promote high quality, thriving and sustainable communities**Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for the benefits of all**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Improve management of all offenders including high risk offenders	Monitor the activity of MAPPA and report to Justice Management Team on a quarterly basis	MAPPA Update and Statistical reports for Q4 have been prepared and submitted via the Strategic Oversight Group to the Chief Officers Group: Public Protection for both SLC and NLC.	Green	---	---	---	---	---
	Monitor the impact of the new regulations for MAPPA (violent offenders)	The definition of violent offenders are those with a risk of serious harm as defined as: the likelihood of harmful behaviour of a violent or sexual nature which is life threatening and/or traumatic, and from which recovery, whether physical or psychological, may reasonably be expected to be difficult or impossible. MAPPA continue to monitor the impact of the new category.	Green	---	---	---	---	---
	Number of eligible offenders managed through MAPPA who were convicted of a serious sexual or violent offence: Categories 1, 2 and 3	MAPPA operated against three levels: Level 1 Routine Risk Management, Level 2 Multi-Agency Risk Management, Level 3 Multi Agency Public Protection Panels. Offender Categories are also linked to three categories: Category 1: Registered Sexual Offenders, Category 2: Violent and other sexual offenders. Category 3: Other dangerous offenders . MAPPA has managed 20 Category 2 and 0 Category 3 cases in 17/18.	Green	-----	-----	-----	-----	-----
	Maintain the percentage of Criminal Justice Social Work reports submitted to Court by the due date	To date there were 1528 Criminal Justice Social Work Reports (CJSWR) recorded, of these 1507 or 99% submitted to Court by the due date. The service continues to maintain the percentage of CJSWR provided to Courts on time.	Green	97.0%	99.0%	97.0%	99.0%	99.0%

Work with communities and partners to promote high quality, thriving and sustainable communities**Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for the benefits of all**

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Implement the Improvement Plan following the review of the Unpaid Work Service	The improvement plan for the Unpaid Work Service has now been fully implemented. Progress with the improvement plan has been verified by the Care Inspectorate who have overseen a supported self evaluation of this service. The self evaluation will conclude on 31 March and findings from this review will inform the next improvement plan for this service.	Green	---	---	---	---	---

Strengthen partnership working, community leadership and engagement

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Work with partners to implement the Locality Outcomes Improvement Plan (LOIP)	Annual report is prepared in line with the LOIP timescales	The Health and Social Care Partnership will provide input to the Community Planning Partnership through to the completion of updates against the Health and Care measures within the Community Plan.	Green	---	---	---	---	---

Strengthen engagement with service users and carers

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to support the culture where consultation and participation is part of the planning, development and delivery of all our services	Services reflect evidence that participation and involvement activity is built into work across all client groups	In Quarter 4, a Customer Service Excellence Award Programme took place. This was in relation to older people's residential care homes. During this time older people and their carers, as well as staff, were consulted in relation to their experience and delivery of the service. The Council retained all 'compliances' and gained an extra five 'compliance plus' grades.	Green	---	---	---	---	---

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

Strengthen engagement with service users and carers

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Participation and involvement activity is linked with existing Health and Care structure such as the South Lanarkshire Health and Social Care Forum and Third Sector Forums	Participation and involvement in the Health and Social Care structure by the third sector and the Social Care Forum continues to grow. There is representation on the Strategic Commissioning Group as well as the four Locality Extended groups and members are also involved in the Building Community Capacity work.	Green	---	---	---	---	---

Support our communities by tackling disadvantage and deprivation and supporting aspiration

Tackling poverty and deprivation

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Contribute to the tackling poverty agenda	Provide update reports to the Tackling Poverty Programme Board	The end of year report to the Tackling Poverty Team is now complete. The annual statistical return and case study from the PACT team contribute to our vulnerable families support.	Green	---	---	---	---	---

Delivering the plan and achieving best value

Deliver and communicate the Council Plan and ensure high standards of governance

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Ensure high standards of governance are being exercised	80% of risk control actions completed by due date	All risk control actions have been completed.	Green	80%	100%	100%	-----	-----
	90% of audit actions completed by due date	17/18 : The phone Co-ordinator should identify high call durations for home care workers and this should be passed to the local co-ordinator to establish reasonableness against the employee's duties and working patterns. Revised completion date 31 May 2018.	Amber	90%	67%	82%	97%	90%

Delivering the plan and achieving best value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Complete resource governance self assessment by due date and develop actions to address non compliant areas	The Annual Statement for has been prepared and will be submitted within Corporate timescales	Green	---	---	---	---	---
	Risk register is regularly reviewed, agreed and updated through the performance and continuous improvement groups	Social Work risk score cards reviewed and updated. Social Work Risk Register has been reviewed by Corporate Risk Section with report to CMT on 19 October 2017. Resource Risk Register was approved by Social Work Committee 7 February 2018.	Green	---	---	---	---	---
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented	Information Governance self assessment completed on revised reporting template. Preparation for GDPR through Information Governance Board. Social Work progressing action plan for GDPR within timescale.	Green	---	---	---	---	---
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA	90% of Freedom of Information (FOISA) requests to be processed within the 20 working day period		Report Later	-----	-----	0%	80%	83%
	90% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	There were no requests made to Social Work in terms of the Environmental Information (Scotland) Regulations 2004.	Green	-----	-----	0%	0%	0%
	90% of Data Protection Act (DPA) requests to be processed within 40 calendar days		Report Later	-----	-----	0%	81%	92%

Delivering the plan and achieving best value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Ensure monitoring, compliance and control of externally purchased services	Deficiency in care issues reported to management team and action plans in place to resolve	The resource purchase a range of external care service from a number of providers. From the services of: supported living (learning disability, substance misuse, sensory impairment) home care, day care (adults and older people) care homes (adults and older people, children) only one service has had a poor rating from the care inspectorate. This care home service is under close monitoring. Four care homes have changed ownership and no current care inspectorate history is available, and one new care home has opened in the Hamilton locality and its inspection report is awaited.	Green	---	---	---	---	---

Promote equality and the well being of staff

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Undertake Equality Impact Assessments for all relevant policies, strategies and procedures	Mainstreaming Equalities is regularly reviewed, agreed and updated through the performance and continuous improvement groups	Mainstreaming equalities is reviewed by the Resource and the annual report was provided. Equality duties have been built into the Carers (Scotland) Act 2016, and work is underway to ensure our services are targeted effectively to the Protected Characteristic groups.	Green	---	---	---	---	---
Develop and introduce Council wide equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Number of policies recommended, not recommended or piloted as a result of Equality Impact Assessments	With the introduction of the Carers (Scotland) Act 2016 on the 1st April 2018, an initial Equality Assessment has commenced.	Green	-----	7	0	-----	-----
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes	Social Work are expected to report to the next Equality Forum on 12 December 2018.	Green	---	---	---	---	---

Delivering the plan and achieving best value**Develop improvement activity and promote scrutiny**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Engage in self-evaluation activity and take forward any improvement actions	The Resource was engaged in self-evaluation activity in relation to self-directed support. The Resource has compiled an annual progress update with key outcomes/benefits as a result of Self-Assessment Activity in relation to Care inspection activity and Customer Service Excellence.	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery	Local Government Benchmarking activity and other benchmarking, for example the Health and Social Care benchmarking network are used to contribute to the analysis of performance and trend analysis by the Resource. The Resource also learns from other Partnerships and where applicable applies this learning within a service delivery context. Public Performance Reporting is updated using LGBF information.	Green	---	---	---	---	---
	Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	All Scottish Government returns for the year 2016/17 have been submitted.	Green	---	---	---	---	---
Maximise the use of performance information to enhance a more efficient service delivery model to evidence	Quarterly updates to IT Programme Board on the progress of IMPROVe	The IT Programme Board is provided with regular updates on the current work plan. Some further prioritisation work may be undertaken from a range of demands on the Resource	Green	---	---	---	---	---

Delivering the plan and achieving best value**Develop improvement activity and promote scrutiny**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
achieving the best possible outcomes for service users and carers	As at 31 March each year % of Care Inspectorate requirements with a due date within the reporting year have been completed within timescale	There has been a total of 21 inspections for 17/18 across all of our registered services. A total of 21 requirements are reflected across the range of services with improvement action plans addressing these requirements. In this quarter there was one inspection and no requirements. For the requirements generated from these inspections, 97% have been completed within timescale. There was one outstanding requirement but this is now complete.	Green	100.0%	-----	100.0%	100.0%	93.0%
Deliver the objectives of the Council Plan Connect	Deliver annual Resource Plan and review suite of measures for coverage and relevance	The Social Work Resource Plan 2017-18 is complete. Social Work Committee approved the plan on 7 February 2018.	Green	---	---	---	---	---

Delivering the plan and achieving best value**Develop improvement activity and promote scrutiny**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Report on LGBF / Scottish Government Benchmarking Indicators	Older Persons (over 65) Home care costs per hour (SW1)	For 16/17 the actual home care costs per hour for 65+ was £21.25. This is a slight increase from the previous year's figures of £20.38 for 15/16. Even though this figure has increased slightly we are still below the National average of £22.64	Green	-----	-----	19	20	20
	Self-directed Support (SDS) spend on adults 18+ as a % of total Social Work spend on adults 18+ (SW2)	In 2016-17 there has been an increase in people accessing SDS as reported in the Social Care Return but this increase is not currently reflected in the financial information. The percentage of adult spend has increased from 1.8% in 2014-15 to 1.9% in 2015-16 to 2.5% in 2016-17. The vast majority of service users have indicated a preference for option 3 which for the same timeframe equated to almost £41m of expenditure. This indicator only takes account of options 1 and 2 which amounts to £4.2m of spend on adults 18+ as a percentage of total social work spend on adults 18+ Social Work Resources will continue to promote all of the four SDS options. As our process develops, it is anticipated that more service-users will choose to direct their own support and chose an SDS option which best suits their care and support needs.	Green	-----	-----	2%	-----	2%

Delivering the plan and achieving best value**Develop improvement activity and promote scrutiny**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Percentage of people 65+ with intensive needs receiving care at home (SW3)	Percentage of people aged 65+ with intensive needs receiving care at home SW3 South Lanarkshire continues to improve its performance year on year on the number of people 65+ with intensive needs being supported at home. (2015/16 36% and for 2016/17 38.1%) It also performs better than the Scottish average of 35.3%	Green	-----	-----	36%	36%	36%
	Percentage of adults receiving any care or support who rate it as excellent or good (SW4a)	Percentage of adults receiving care or support who rate it as excellent or good (new) SW4a The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population and some of the responses recorded very low ratings due to the fact that some of the people responding do not access any multi agency services.	Contextual	-----	-----	0%	0%	0%
	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (SW4b)	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (new) SW4b The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population and some of the responses recorded very low ratings due to the fact that some of the people responding do not access any multi agency services.	Contextual	-----	-----	0%	0%	0%
	Older Persons (over 65) residential care costs per week per resident (SW5)	This indicator does not take into account the varying funding arrangements that are in place, including Free Personal Care/Free Nursing Care payments and individual financial assessments for service users. We will continue to monitor our performance in terms of the national average and within our family group of comparable authorities.	Contextual	-----	-----	-----	411	401

Delivering the plan and achieving best value**Develop improvement activity and promote scrutiny**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	The gross cost of "Children Looked After" in residential based services per child per week (CHN8a)	The cost of looked after children in a residential setting has increased slightly. Up to date data will not be available until April 2018.	Report Later	-----	-----	2,587	2,535	2,546
	The gross cost of "Children Looked After" in a community setting per child per week (CHN8b)	The gross cost of looked after children in a community setting has increased compared with previous year's results, representing a decline in performance. This is attributed to the needs and circumstances of the individual children being looked after, local availability of placements, the policy choices and service models adopted by the council, inflationary pressures and the decisions of Children's Hearings. The results are however, better than the Scottish average reported. Data for 2016-17 will not be available until April 2018.	Report Later	-----	-----	178	201	202
	Balance of care for looked after children: Percentage of "looked after" children cared for in the community (SW9)	Our Residential Children's Care Home places have reduced and we have increased placement opportunities within the community through foster care, adoption and kinship care placements. We have targeted resources at Parenting Capacity assessments in order to ensure a child's "forever" home is identified earlier. The shift in the balance of care is evident as we close the gap and near the national figure. Data for 2016-17 will not be available until April 2018.	Report Later	-----	-----	88%	87%	87%
	Home Care - as a proportion of home care clients aged 65+, the number receiving personal care	Of 3019 service users receiving homecare over a one week period covering week beginning 19 March 2018, 2910 received personal care. This has remained consistent with previous years. This is no longer a recognised LGBF measure.	Contextual	-----	96	97	97	98

Delivering the plan and achieving best value**Develop improvement activity and promote scrutiny**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Home Care - as a proportion of home care clients aged 65+, the number receiving a service during evening/weekends	This is no longer a recognised LGBF measure.	Contextual	-----	-----	53	52	59
	Home Care - as a proportion of home care clients aged 65+, the number receiving a service at weekends	Of 3019 people receiving a home care service over a one week period covering week beginning 19 March 2018, 2581 were receiving a service over the weekend. This has remained at a consistent level with previous years. This measure is no longer a recognised LGBF measure.	Contextual	-----	85	83	83	86
	Home Care - number of home care hours per 1,000 population aged 65+	The number of home care hours per 1,000 population has risen from previous reported position of 396.87 to 510.65. The period used is a one week period over a one week period covering week beginning 19 March 2018. This is no longer a recognised LGBF measure.	Contextual	-----	511	424	393	397

Improve the skills, flexibility and capacity of the workforce

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Labour turnover rate	The labour turnover rate for Q4 is 5.7%. The is higher than average for the Resource being outwith the 5% target and the Resource will monitor this with Corporate Personnel. The annual figure is 3.52%.	Green	5.0%	-----	1.3%	2.0%	2.2%
	100% coverage of PDR and associated training plans of employees in scope	89.8% of PDRs have been completed in 2016/17.	Red	100.0%	-----	98.0%	-----	90.0%

Delivering the plan and achieving best value**Improve the skills, flexibility and capacity of the workforce**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Implement the Council workforce strategy toolkit and continue the cyclical reporting framework	Complete review of workforce plan and develop actions to respond to workforce changes and meet future needs	Workforce plan is currently under review.	Green	---	---	---	---	---
Manage land and property assets efficiently	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people	In 2017/18, 100% of Social Work Resources buildings, from which the council delivered services to the public in which all public areas were suitable for, and accessible to, disabled people. This is consistent with the previous two years, where we also reported 100%.	Green	100.0%	-----	100.0%	-----	100.0%