



Council Offices, Almada Street
Hamilton, ML3 0AA

Monday, 08 August 2022

Dear Councillor

Performance and Review Scrutiny Forum

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

Date: Tuesday, 16 August 2022

Time: 14:00

Venue: Hybrid - Council Chamber, Council Offices, Almada Street, Hamilton, ML3 0AA

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

Yours sincerely

Cleland Sneddon
Chief Executive

Members

Joe Fagan (Chair), John Anderson, Maureen Chalmers, Gerry Convery, Maureen Devlin, Richard Lockhart, Katy Loudon, Davie McLachlan, Kirsten Robb, John Ross

Substitutes

Andrea Cowan, Gladys Ferguson-Miller, Martin Hose, Eileen Logan, Margaret B Walker

BUSINESS

1 Declaration of Interests

Item(s) for Consideration

- 2 Council Plan Connect 2017 to 2022 Quarter 4 Progress Report 2021/2022** 3 - 52
Report dated 1 August 2022 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 3 Local Government Benchmarking Framework 2020/2021 Results and Action Plan** 53 - 140
Report dated 27 June 2022 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 4 Local Government Benchmarking Framework Update** 141 - 146
Report dated 21 July 2022 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 5 Annual Performance Spotlights 2021/2022** 147 - 158
Report dated 12 July 2022 by the Executive Director (Finance and Corporate Resources). (Copy attached)

Urgent Business

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

For further information, please contact:-

Clerk Name:	Stuart McLeod
Clerk Telephone:	07385 370 117
Clerk Email:	stuart.mcleod@southlanarkshire.gov.uk

Report

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Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	16 August 2022
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Council Plan Connect 2017 to 2022: Quarter 4 Progress Report 2021/2022
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Council Plan Connect Quarter 4 Progress Report 2021/2022, for the period 1 April 2021 to 31 March 2022

2. Recommendations

2.1. The Forum is asked to approve the following recommendations:-

- (1) that the Connect Quarter 4 Progress Report 2021/2022 summarised at paragraph 4.5. and attached as Appendix 1 of this report, be noted;
- (2) that the key achievements, as detailed in paragraph 4.6. and 4.7. of this report, be noted; and
- (3) that the additional scrutiny of changes in measure status between Quarter 2 and Quarter 4, as summarised at paragraph 4.8. of this report, be noted.

3. Background

- 3.1. The Council Plan Connect covering the period 2017 to 2022 was approved by the Executive Committee on 8 November 2017 and by the full council on 8 December 2017. The plan sets out the Council's vision, values, ambitions and priorities for the 5 year period.
- 3.2. As part of the performance reporting arrangements introduced in 2007, it was agreed that progress reports on the Council Plan would be provided at the mid-year point (Quarter 2) and at the end of the financial year (Quarter 4).
- 3.3. Despite the easing of social distancing and other restrictions, the Council continues to face financial and other impacts resulting from Covid. At times during the pandemic, a number of services had to be suspended or reduced due to government advice and the Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There was an inevitable impact on performance in some areas, with some effects ongoing.

4. Quarter 4 Progress 2021/2022

- 4.1. The Council Plan offers flexibility, both at the Resource level and from one year to the next, in the choice of actions and measures required to deliver the Council's priorities. Alongside this flexibility, however, comes the requirement to ensure that the golden thread from Council Plan to Resource Plan remains unbroken.

- 4.2. The reporting framework for the Council Plan identifies key measures within Resource Plans which are taken and combined in a Connect report to provide a balanced picture of council performance against Connect priorities.
- 4.3. A total of 264 measures have been identified from the 2021/2022 Resource Plans. Of those, 108 (41%) have been nominated as key strategic measures for reporting progress against Connect.
- 4.4. Progress to date against all measures is contained in the Connect Quarter 4 Performance Report 2021/2022, attached as Appendix 1. This report has been produced from the Council's performance management reporting system IMPROVe and uses a traffic light format, with the following definitions, to give a status report on each measure:-

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

- 4.5. To ensure adequate scrutiny of performance across all Resources, individual Resource Committees receive details of all 'red' measures relating to that Resource including management actions, where applicable. In addition, the Council's Performance and Review Scrutiny Forum may consider those measures reporting a 'red' and/or 'amber' status across all Resources.

The overall summary of Connect progress for 2021/2022 is as follows and performance should be considered in the context of the impact of responding to Covid 19:-

Status	Measures			
	Statistical	Project	Total	%
Blue	N/A	16	16	15%
Green	33	40	73	68%
Amber	5	6	11	10%
Red	1	1	2	2%
Report later/Contextual	6	0	6	5%
Totals	45	63	108	100 %

(Data correct as 1 August 2022)

- 4.6. Progress for 2021/2022 on each of the 4 Connect Priorities and the related achievements have been summarised in the following tables:-

4.6.1.

Connect Priority	Ensure communities are safe, strong and sustainable					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	4	23	5	2	2	36
Achievements	<p>The Larkhall Town Centre Strategy and Action Plan was approved at Community and Enterprise Resources Committee in May 2021. The five year strategy is aimed at developing and coordinating public, private and community-led work in the town centre to ensure it stays lively and community focused.</p> <p>The action plan considers potential activity shaped at revitalising the town centre in six distinct areas of concern:</p> <ul style="list-style-type: none"> • Business support • Parking review • Streetscape review • Town centre maintenance, signage review • An organised voice • Safe events (where and when possible) 					
	<p>A litter strategy consultation was launched in August 2021 to capture the views, ideas and issues experienced by communities across South Lanarkshire.</p> <p>The consultation document also lays out the aim to develop a range of plans, policies and initiatives, all designed to drive our commitment to preventing wide ranging litter issues including:</p> <ul style="list-style-type: none"> • Litter Prevention • Dog Fouling • Fly Tipping • Graffiti <p>The results will directly influence the council's proposed Litter Strategy 2022-27, as agreed by the Climate Change and Sustainability committee in February 2021.</p>					
	<p>16 additional local nature reserves (LNRs) were approved by the Planning Committee in October 2021, adding to the existing one at Langlands Moss. By declaring these sites as LNRs, not only do we protect the natural heritage, but it means people can learn about and enjoy nature close to their homes.</p>					
	<p>The Climate Emergency Community Grants scheme, funded by the Climate Challenge Fund, was launched in January 2022. The scheme is offering grants of up to £2,500 to help community groups turn their ideas into community projects. This is a 2-year programme with just under £95,000 to be allocated to groups each year. Progress and impact of the funding will be monitored and reported via the Sustainable Development and Climate Change Committee.</p>					
	<p>800 fruit trees have been planted at 13 locations across South Lanarkshire, in memory of local people who lost their lives in the Covid-19 pandemic. (This was the estimated number of deaths at the time the decision was made to plant the trees.) Funding for the project came through the council's Food Strategy Support Fund. The tree planting improves biodiversity, the amount of tree canopy in the area, and carbon removal. Local community groups and schools at each of the 13 locations were invited to help with planting arrangements and will make use of fruit crops in the future.</p>					
	<p>The Community Growth Area (CGA) sites in Newton, Ferniegair, Hamilton and Larkhall have had significant completions during 2021-22, and the main part of East Kilbride has also now commenced. On average, each CGA is building faster than anticipated which shows that there is a demand for new build private housing across South Lanarkshire. In addition, the 'affordable' elements associated with the CGAs continue to add to the social rented stock helping the council meet its affordable housing need targets.</p>					

	<p>Social Work Resources provided access to timely support and interventions with 100% of clients seen within 2 days of their Drug Testing and Treatment Orders commencing. Performance continues to exceed the 95% target.</p> <p>In addition, 96% of drug and/or alcohol clients who were referred for treatments and/or psychosocial intervention started treatments within 3 weeks of being referred. Performance continues to exceed the 90% target.</p>
	98.1% of response repairs on council dwellings were completed on time.
	The council's website was updated to comply with Web Accessibility legislation that became law on 23 September 2020, enhancing the customer experience and ensuring no action against the council by the Equalities Commissioner.
	The council undertook its general services budget consultation process between December 2021 and January 2022 to allow feedback for Members prior to approving the Council's budget.
	The first Community Partnership in South Lanarkshire has been established in the Cambuslang and Rutherglen areas.

4.6.2.

Connect Priority	Promote sustainable and inclusive economic growth and tackle disadvantage					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	19	3	0	1	25
Achievements	Following on from approval of a Community Wealth Building (CWB) Strategy in March 2021, a CWB Commission was established to drive forward CWB in South Lanarkshire. The first meeting of the Commission – which has representation from across the political spectrum and involves our CPP Partners – took place on 31 August 2021.					
	The new park and ride facility opened in Cambuslang, offering 256 parking spaces, including new electric vehicle charging infrastructure. This will make it easier than ever to switch from car to train and help to make electric vehicles a viable option for more road users. Previously a derelict site, it is now an asset to the area improving parking in the centre of Cambuslang, supporting sustainable travel and adding to environmental improvements.					
	During quarter two, <i>Lanarkshire Women in Business</i> (LWIB) was launched, following a successful year-long pilot initiative that ran during 2019-20. The first event was held digitally on Wednesday, 8 September 2021 and paves the way for a planned new programme of female focused business support, that will kick-start during spring 2022.					
	1,316 businesses have been supported by Economic Development (via grants, loans or advice), including 1,063 businesses which have been helped through the new Business Gateway contract.					
	Since March 2021, the new Business Gateway contractor, 'Elevator', has worked with 1,477 companies – 1,000 new starts and 477 existing businesses - providing free support and impartial advice to help improve growth and performance through increased turnover, jobs created or safeguarded, more efficient operational activities and improved productivity. In the first year of the contract, the service has:					
	<ul style="list-style-type: none"> run 175 on-line workshops covering a wide range of topics delivered a Flagship Accelerator course helping early-stage business owners to fast track their business offering, growth, and investment potential delivered an Academic Accelerator course in partnership with UWS supporting current and recent graduates to develop their business ideas provided tailored support to key sectors of the economy, including tourism, food and drink, and construction 					
	There has been a reduction in the number of road casualties in South Lanarkshire. In 2021, there were 252 road casualties, according to the					

	provisional road casualty figures, which is a significant reduction from 317 casualties in 2020, and 431 in 2019. These annual figures are an essential indicator to help us spot any areas of concern.
	We are working with a range of external employers and are seeking innovative approaches to filling council vacancies through a new employability delivery model that fast tracks a potential pool of suitable unemployed clients participating on employability programmes into council job opportunities. We have successfully secured 8 jobs in Council Homecare positions through this new model and seeking to roll this out to Classroom Assistants, Admin Clerical posts in Social Work, Track and Trace jobs, Facilities, Driving (HGV) etc. This year we intend to develop and operate a bank staff system that will fully connect employability programmes with council job vacancies.
	The percentage of pupils entering positive destinations in South Lanarkshire increased from 94.8% the previous year to 96.2% and is above the national level of 95.5%.
	The roll out of the 'care experienced employability pilot' continued to support care experienced young people aged 16-24 to develop their skills and experiences to achieve sustained positive destinations with 5 young people supported to take up Modern Apprenticeship posts with the Council.
	The Foundation Apprenticeship (FA) and GradU8 programmes have continued to be delivered throughout academic year 2021-22. All learning was delivered in person in college or FA hubs. The majority of young people completed as planned despite the additional challenges presented by the Covid-19 pandemic.

4.6.3.

Connect Priority	Get it right for children and young people					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	5	5	2	0	2	14
Achievements	The implementation of Phase 5 of the rollout of additional hours for Early Learning and Childcare 1140 hours, allocated to eligible children, was completed with over 7800 children and families accessing provision.					
	The percentage of young people leaving school with 5 or more Scottish Credit and Qualification Framework awards at level 6 (Higher) or better increased from 40.6% the previous year to 44.0% and is above the national level of 42.1%.					
	A refreshed Local Child Poverty Action Report and summary was published to ensure effective delivery of tackling poverty policy and raise awareness of the priorities across all partner organisations.					
	82% of all reports submitted to the Children's Reporter were sent within agreed 20 day timescale – maintaining good performance by exceeding the 75% target.					
	Social Work Resource continues to ensure that all looked after children and young people are cared for in the most appropriate setting, with 90% of our looked after children being cared for in a community setting – exceeding the target of 88%					
	Virtual adoption and fostering panels have been successful and we have continued to approve new foster carers and run virtual preparatory groups. Whilst visits to carers have been restricted, we have maintained links via virtual meetings, regular newsletters and social media posts. We are exceptionally grateful for our carers' strength, resilience and energy during this difficult time. Adoption enquiries have shown a significant increase during the pandemic. This trend is reflected nationally, and it is evident that this may be related to the restrictions in access to fertility treatment.					
	We continue to provide appropriate accommodation for homeless households with children.					

4.6.4.

Connect Priority	Improve health, care and wellbeing					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	24	1	0	1	28
Achievements	<p>Although the new Springhall Community Centre was handed over in March 2020, the facility only opened to the public at the end of June 2021, in line with Covid-19 restrictions. Local people were heavily involved in the planning and development of the £1m project, and the transformed centre now offers a new inviting entrance area with reception desk, a community hall, meeting and training facilities, IT suite and a new library.</p> <p>The Tom Craig Centre in Law re-opened following major renovation works. South Lanarkshire Council and South Lanarkshire Leisure and Culture worked in partnership to plan and deliver the project, and the reopening was a welcome boost to local recovery in the wake of Covid-19. With a main hall, lesser hall, multipurpose room and kitchen, the hall plays a central role in community life for the village and surrounding area.</p> <p>The Adults with Incapacity (Scotland) Act 2000 places responsibility on local authorities to visit adults on welfare guardianship orders. 94% of supervising officer visits for local authority and 95% of private welfare guardianship orders were completed within timescales and exceeded the target of 90%.</p> <p>Processes and procedures have been developed to support the allocation of the Technology Enabled Properties in line with the Joint Working Agreement (JWA). The first bungalows were allocated to service users late January/early February and feedback has been very positive.</p> <p>993 adaptations completed in Council Homes.</p> <p>Strategic Housing Investment Plan (SHIP) 2022-28 has been completed and was approved at Housing and Technical Resources Committee in September 2021.</p>					

- 4.7. In addition to working towards the 4 Connect Priorities, the Council will continually aim to improve and ensure effective and efficient use of resources, and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource Objectives have also been identified, under the heading Delivering the Plan and achieving Best Value. Progress on this and the related achievements have been summarised in the following table:-

Delivering the Plan and achieving Best Value						
Number of measures	Blue	Green	Amber	Red	Report later	Total
	3	2	0	0	0	5
Achievements	<p>The 2022-23 financial strategy was approved in June 2021. This paves the way for finalising a budget for members to approve before March 2022, following receipt of the local government settlement later this year. The 2020-21 financial accounts were finalised in line with the normal timetable, and the audit of the accounts is progressing well. A clean audit certificate was signed off on 17 November 2021. Support and advice continues to be provided by finance teams in relation to managing the ongoing impact and recovery from the pandemic during 2021-22.</p> <p>The Chief Social Work Officer is obliged to provide an annual report on key challenges, developments and improvements across Social Work as well as reporting on service quality and performance including delivery of statutory functions. This was submitted to the Scottish Government in September 2021.</p>					

	A system of bulk communications was developed using a database of personal email addresses so that SLC and SLLC employees who do not have a council/SLLC email address are included in important Covid and other mass communications.
	Personnel services teams have adapted processes and arrangements in response to Covid restrictions to enable HR service delivery to be maintained and respond effectively to additional requests.
	<ul style="list-style-type: none"> • The council achieved PSN cyber security certification • A major milestone was achieved in the Caird datacentre exit project - all Almada Street computer systems were successfully migrated to external provider • IT installations were completed for four Education new builds

4.8. Scrutiny of change in measure status

A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed status from Quarter 2 to Quarter 4. A list of all the measures falling into this category of further scrutiny is included at Appendix 2. On analysis of these, only 9 measures show a decline in performance, mainly due to the Covid pandemic. The remaining measures have shown an improvement in performance (18 measures).

5. Employee Implications

- 5.1. The priorities noted within the Council Plan inform the Resource Plans and in turn the Performance Appraisal process for individual employees.

6. Financial Implications

- 6.1. Provision for meeting the Council Plan's priorities is reflected in both the Revenue and Capital budgets, and longer term, within the framework of the Council's approved Financial Strategy.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no climate change, sustainability or environmental implications arising from this report

8. Other Implications

- 8.1. The Community Plan 2017 to 22 was agreed at the Community Planning Partnership Board on 11 October 2017. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the actions contained within Connect.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. Equality Impact Assessments will be undertaken in line with the various actions within Connect as appropriate.
- 9.2. Many of the priorities, objectives and actions detailed within the plan reflect ongoing work programmes implemented to address local and national priorities. Extensive consultation, therefore, has already taken place in relation to a significant proportion of the priorities, objectives and actions outlined in the plan.

Paul Manning

Executive Director (Finance and Corporate Resources)

1 August 2022

Link(s) to Council Values//Priorities

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

Previous References

Executive Committee 8 November 2017: approval of Council Plan Connect 2017-22 and
Executive Committee 24 June 2020: endorsement of mid-term review of Connect.

List of Background Papers

Council Plan Connect 2017to 2022

Contact for Further Information

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

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South Lanarkshire Council

improve

Connect

Performance Report 2021-22 Quarter 4 : April 2021 - March 2022

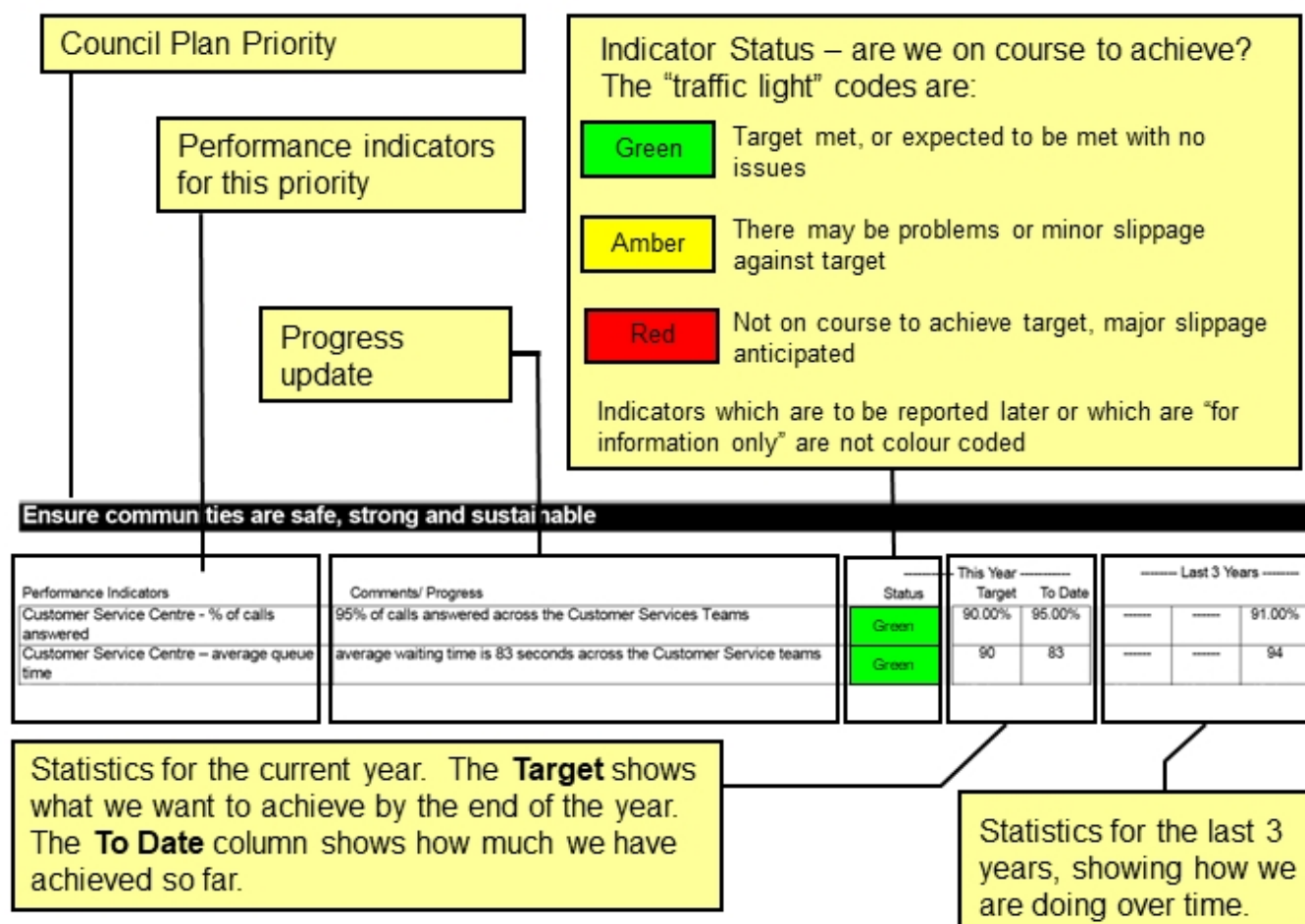
(This represents the cumulative position to March 2022)

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

Council Priority/ Theme	Green	Amber	Red	Report later / Contextual	Total
Promote sustainable and inclusive economic growth and tackle disadvantage	9			1	10
Get it right for children and young people	3	1		2	6
Improve health, care and wellbeing	10	1		1	12
Ensure communities are safe, strong and sustainable	11	3	1	2	17
<i>Delivering the plan and achieving best value</i>					
Total	33	5	1	6	45

Guide to the Performance Indicators report

Each of the performance indicators is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2018/19	2019/20	2020/21
% of lets to Urgent housing (UH) need households	Although performance is slightly below target, there has been an increase in the number of lets to urgent need from 1089 in 2020/21 to 1225 in 2021/22.	Amber	60.0%	56.6%	49.2%	51.4%	61.1%
% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (RP)	Target achieved.	Green	98.0%	99.6%	99.4%	99.8%	99.8%
% of Housing Options interventions where Homelessness prevented (RP)	Target achieved.	Green	70.0%	73.5%	0.0%	0.0%	0.0%
% of new tenancies sustained for more than a year for all lets (SSHC)	Target achieved.	Green	88.00%	93.40%	89.37%	90.08%	91.90%
% of response repairs completed on time	Target achieved.	Green	90.0%	99.1%	97.0%	96.0%	97.7%
% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)	No target was set for EESH 1 this year end as it was anticipated we would be reporting on the new EESH 2 standard. However, the Scottish Government published revised guidance stating SHQS element 35 should be measured against meeting the EESH 1 standard. Previous EESH 1 target was 93.10%.	Contextual	-----	98.64%	91.10%	93.39%	93.88%
Percentage of all planning applications approved	The approval rate for quarter four was 98.1%, which is the highest of the year and continues to exceed the target figure of 95%. The overall figure for 2021-22 is 97.1%, which is slightly up on the 96.2% for 2020-21. Please note that the rolling target of 95% provides the service with scope to refuse applications (only where the proposal does not comply with policy).	Green	95.0%	97.1%	98.4%	96.9%	96.2%
Make an annual saving from using recycled items as opposed to new through the joint store (Equipu)	The cumulative total for recycled equipment for 2021/22 was: No of items - 2511 Cost of items - £272,891 Value of items - £536,999 Since April 2021 there has been a saving for the Council of £267,296, exceeding the annual saving target of £175,000.	Green	175,000	267,296	0	0	0

Council Plan Performance Indicators

Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
95% of clients are first seen within 2 working days of a DTTO commencing	In quarter 4 there were 14 Drug Treatment and Testing Orders commenced, all of which were seen within two working days of a DTTO commencing. In 2020/21 100% of clients were first seen within two working days of a DTTO commencing.	Green	95.0%	100.0%	93.0%	100.0%	100.0%
90% of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	In quarter 4 there were 131 referrals, 127 (97%) of these referrals started their treatment within 3 weeks of referral. In 2021/22 there have been 636 referrals made to the service with 613 (96%) of cases, have started their treatment within 3 weeks of referral.	Green	90%	96%	93%	94%	97%
95% of Criminal Justice Social Work reports submitted to Court by the due date	In quarter 4 98% (314 out of 321) of Criminal Justice Social Work Reports were submitted to the court by the due date. In 2021/22 99% (1242 from a total of 1256) of Criminal Justice Social Work reports were submitted to Court by their due date.	Green	95.0%	99.0%	99.0%	98.0%	97.0%

Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
75% of reports submitted to the Children's Reporter within 20 days	<p>In quarter 4, 67% (68 out of 101) reports were submitted to the Scottish Children's Reporters Administration within agreed timescales.</p> <p>To date, 82% (314 out of 385) reports have been submitted to the Scottish Children's Reporters Administration within agreed timescales.</p>	Green	75.0%	82.0%	79.0%	71.0%	88.0%

Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Broad compliance with food law statutory requirements secured in premises	<p>The rating scheme used to determine broad compliance with food safety requirements in food businesses operating within South Lanarkshire and inspected by Environmental Services changed on 1 July 2019. The previous food law rating scheme focused on broad compliance with food hygiene requirements only, whereas the new scheme assesses overall compliance with both food hygiene and food standards legislation.</p> <p>Under the combined old and new food law rating schemes, 95% were found to be broadly compliant in the fourth quarter of 2021-2022 (January - March 2022). This equates to 2,564 food businesses. Over the full year, 93% were found to be broadly compliant with both food hygiene and food standards legislation.</p> <p>This compliance figure continues to exceed the annual target set for this measure, and has increased gradually since the new food law rating scheme has come into affect. This is due to the fact that the new food law rating scheme allows Local Authorities to focus resources on high risk and non-compliant businesses by conducting more frequent inspections in these establishments.</p>	Green	85.0%	93.0%	87.0%	87.9%	90.0%

Ensure communities are safe, strong and sustainable

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Percentage of streets found to be acceptable during LEAMS survey	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2021-22 data will not be available until January 2023.</p> <p>2020-21 results show that South Lanarkshire Council continues to score higher for its street cleansing service than the Scottish average, with 94.1% of streets surveyed found to be of an acceptable standard in 2020-21. This is down slightly from 94.8% in 2019-20, however we are still above the Scottish average. 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. 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 Cleansing".</p>	Report Later	94.10%	-----	94.90%	94.80%	94.10%
Land Audit Management System grounds maintenance score	LAMS measures the quality of grounds maintenance based on surveys which are completed throughout the year. Taking all of this year's scores into consideration (72, 72, 74 and 67), the overall LAMS score for 2021-22 is 71.3, which is slightly below the target of 72.0.	Amber	72.0	71.3	71.5	72.0	72.0
Percentage of total household waste that is recycled	<p>Measure is reported per calendar year. The figure for quarter four (October to December 2021) was 37.21%. This equates to 41.50% for 2021, which is higher than the 2020 figure (40.5%), but remains below the target figure of 50.00%.</p> <p>Higher residual waste tonnages collected at the kerbside due to Covid-19 and home-working, high residual waste content in bulk uplifts (black bag waste accepted), and more non-recyclable waste being disposed of in Household Waste Recycling Centres, are all factors that need to be taken into account when understanding the household waste recycling performance.</p>	Red	50.00%	41.50%	44.30%	46.40%	40.50%
Factoring collection rate	An additional £0.5m in revenue was collected when compared to 2020/21 however the annual target was not met. A number of payment plans for rechargeable repairs have carried forward into 2022/23.	Amber	77.00%	73.00%	81.00%	78.10%	74.06%

Council Plan Performance Indicators

Get it right for children and young people

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Improve the attendance of children and young people at school	Performance in South Lanarkshire increased from the previous year and is above the target set.	Green	92.8%	93.4%	92.8%	92.9%	92.8%
Reduce the gap for positive destination outcomes for those pupils in the most deprived 20% data zones	The data must be viewed in the context of the ongoing Covid-19 pandemic and its impact on the initial destinations available to school leavers.	Amber	3.4%	6.4%	3.2%	2.7%	4.3%
Percentage of pupils entering positive destinations	The percentage of pupils entering positive destinations in South Lanarkshire increased from the previous year and is above the target set.	Green	95.6%	96.2%	96.4%	95.7%	94.8%
Level of primary school meal uptake (as proportion of total primary school meals which could be taken up over the period)	The level of uptake, up to and including P13, was 58.24%. Figures for P14 are not yet available. Please note that school meal uptake figures continue to be affected by Covid-19 and its impact on school attendance. Target shown is the 2019-20 (pre-Covid) level and is for contextual purposes only this year.	Contextual	59.28%	58.24%	-----	59.28%	41.31%
Level of secondary school meal uptake (as proportion of total secondary school meals which could be taken up over the period)	The level of uptake, up to and including P13, was 36.31%. Figures for P14 are not yet available. Please note that school meal uptake figures continue to be affected by Covid-19 and its impact on school attendance. Target shown is the 2019-20 (pre-Covid) level and is for contextual purposes only this year.	Contextual	47.33%	36.31%	-----	47.33%	24.38%
Number of lunches served in nursery schools as part of new Scottish Government Early Years Initiative	132,475 lunches were served during financial periods 10, 11 and 12. This brings the year to date figure to 438,249. Target has been exceeded.	Green	288,486	438,249	-----	288,486	218,249

Improve health, care and wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Number of adaptations completed in Council homes	993 adaptations completed in Council Homes.	Contextual	-----	993	979	848	476

Council Plan Performance Indicators

Improve health, care and wellbeing

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2018/19	2019/20	2020/21
No of households currently waiting for adaptations to their home	Target achieved.	Green	0	0	0	0	0
% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Green	100.00%	100.00%	93.00%	100.00%	100.00%
% of standard adaptations to council houses within agreed appointment times	Target achieved.	Green	97.0%	98.3%	93.0%	85.6%	92.4%
% of new build that meets needs of older people (RP)	Target exceeded.	Green	8.0%	20.0%	0.0%	0.0%	0.0%
90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there were a total of 242 local authority welfare guardianship visits due with 94% (228) being completed on time. In quarter 4, there were a total of 60 local authority welfare guardianship visits due with 87% (52) being completed on time.	Green	90%	94%	98%	93%	93%
90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there were a total of 2321 private welfare guardianship visits due with 95% (2198) being completed on time. In quarter 4, there were a total of 489 private welfare guardianship visits due with 91% (447) being completed on time.	Green	90%	95%	93%	86%	94%
Monitor the percentage of Planned Discharge Dates that are met	In quarter 4, 78.1% of Planned Discharge Dates were met. Although performance remains below target this is an improving picture from previous quarters. Data is for South Lanarkshire residents treated in University Hospital Hairmyres (UHH) only. Data is an extract from Trakcare system and is un-validated.	Amber	80.0%	78.1%	0.0%	0.0%	0.0%
Monitor the ratio of planned/unplanned referrals received	In quarter 4, 71% of all referrals received to the Hospital Team were planned. To date, 71% of all referrals received were planned.	Green	70	71	0	0	0
Discharge 10 patients from hospital per day	In quarter 4, performance around this measure improved, on average 35.7 patients who had a Planned Discharge Date were discharged per day. For 2021-22, 23.4 patients were discharged per day on average. Data is for South Lanarkshire residents treated in University Hospital Hairmyres (UHH) only. Data is an extract from Trakcare system and is un-validated.	Green	10	23	0	0	0

Improve health, care and wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Shift the balance of care and aim for no more than 12% of our looked after young people to be accommodated in residential placements	As at March 2022, 769 children are looked after, 75 (10%) of these children are looked after in a residential setting including local authority houses, secure accommodation and residential schools. This position has been consistent since 1 April 2021.	Green	12.0%	10.0%	0.0%	0.0%	0.0%

Improve health, care and wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Report the number of young carers supported by Action for Children on a quarterly basis.	<p>Over the course of 2021-2022, the Young Carer Steering group has taken forward the work overseeing the Action for Children contract as it relates to Young Carers.</p> <p>Additional staff have been recruited to fill vacancies and a part time post. the part time post has been filled by someone with lived experience of being a young carer and has a breadth of knowledge and insight that will be invaluable within the service.</p> <p>A Driver diagram has been developed and a data collection plan is in place. Data shows an increase in the number of referrals and statements being completed over the course of 7months than in the previous year prior to Action for Children taking this over. Regular inputs to classes in year groups are now taking place which is leading to greater awareness of the needs of young carers and the additional challenges that they face in order that they live a life of experiences equal to that of their non-young carers lives. New processes have been set up including referrals to money matters and uptake of this support is being measured. Other areas being explored are Weight management and smoking cessation.</p> <p>there are currently 119 young carers receiving support, either via 1:1 or groupwork support. Groups have worked with specific specialism including and artist in order to offer stimulating and attractive opportunities for young carers Action for children were able to access additional funding which has made a positive difference to family. For example funding was sourced from Morgan Stanley of £1,200 which was used to purchase gifts. The Nationwide Building Society within SLC also provided funding. Families were assisted with funding for white goods and emergency payments for food from Iceland. They also have access to short breaks funding.</p> <p>Work in relation to transitional support to young carers to Lanarkshire Carers Centre for young adult carer support is being taken forward.</p> <p>Eduction are devising a questionnaire for teaching staff which will capture the level of knowledge and awareness of young carers.</p> <p>AFC work in partnership with Over the Wal, who provide experiences for the siblings of those children with serious illnesses and/or disability.</p> <p>AFC have reviewed the Statement and consulted with young carers in order that it continues to be user friendly. They have also reviewed the pathway plan.</p>	Green	-----	2,021	0	0	0

Council Plan Performance Indicators

Improve health, care and wellbeing

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
	Columba 1400 experience will be taking place Easter 2022, this was extended due to restrictions with Covid. Feedback from families and young people has been very positive over the course of the last year.						

Promote sustainable and inclusive economic growth and tackle disadvantage

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Percentage of the road network resurfaced during 2021-22	During quarter four, continuing progress has been made and a further 0.34% of the road network has been resurfaced, bringing the total for the year to 2.9%, which exceeds the annual target of 2.4%. This includes carriageway surfacing works undertaken as part of the participatory budget funding.	Green	2.4%	2.9%	3.7%	3.4%	3.1%
Percentage of our road network that should be considered for maintenance treatment (Road Condition Index)	The Road Condition Index (RCI) results from the SCOTS (Society of Chief Officers of Transportation in Scotland) survey for the period covering 2019 to 2021 (published in January 2022), indicate that 29.7% of our road network should be considered for treatment, compared to our previous figure of 30.6%. This is a further improvement, and our RCI figure for the network condition is 4.5% better than the Scottish average (34.2%). This places South Lanarkshire in 10th position for the 32 local roads authorities.	Green	30.6%	29.7%	31.2%	30.3%	30.6%
Number of unemployed people supported via council-operated employability programmes	We have supported 2118 people in total of which 1934 are unemployed and 184 are employed	Green	1,000	1,934	2,135	1,322	1,348
Number of unemployed people gaining sustainable employment	This one of the highest job outcome results seen in the past five years.	Green	400	1,146	863	713	410

Promote sustainable and inclusive economic growth and tackle disadvantage

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date	2018/19	2019/20	2020/21
Number of unemployed people accessing further education or training	Exceeded target	Green	200 people	219 people	501 people	568 people	211 people
Number of business support interventions per annum by Economic Development (grants, loans or advice)	2,679 businesses have been supported during 2021-22. This includes SLC business support, Business Gateway referrals and advice, and businesses supported with Scottish Government grants administered by Economic Development (excludes taxi drivers and operators grants). As with the previous year, this number is embellished by the delivery of Scottish Government Covid-19 funding.	Green	1,500	2,679	1,791	1,562	3,075
Number of jobs created or sustained per annum as a direct result of Economic Development intervention	The target for number of jobs created or sustained has been exceeded. The majority of the results are due to safeguarding jobs in response the the Covid-19 pandemic.	Green	350	1,095	812	943	-----

Promote sustainable and inclusive economic growth and tackle disadvantage

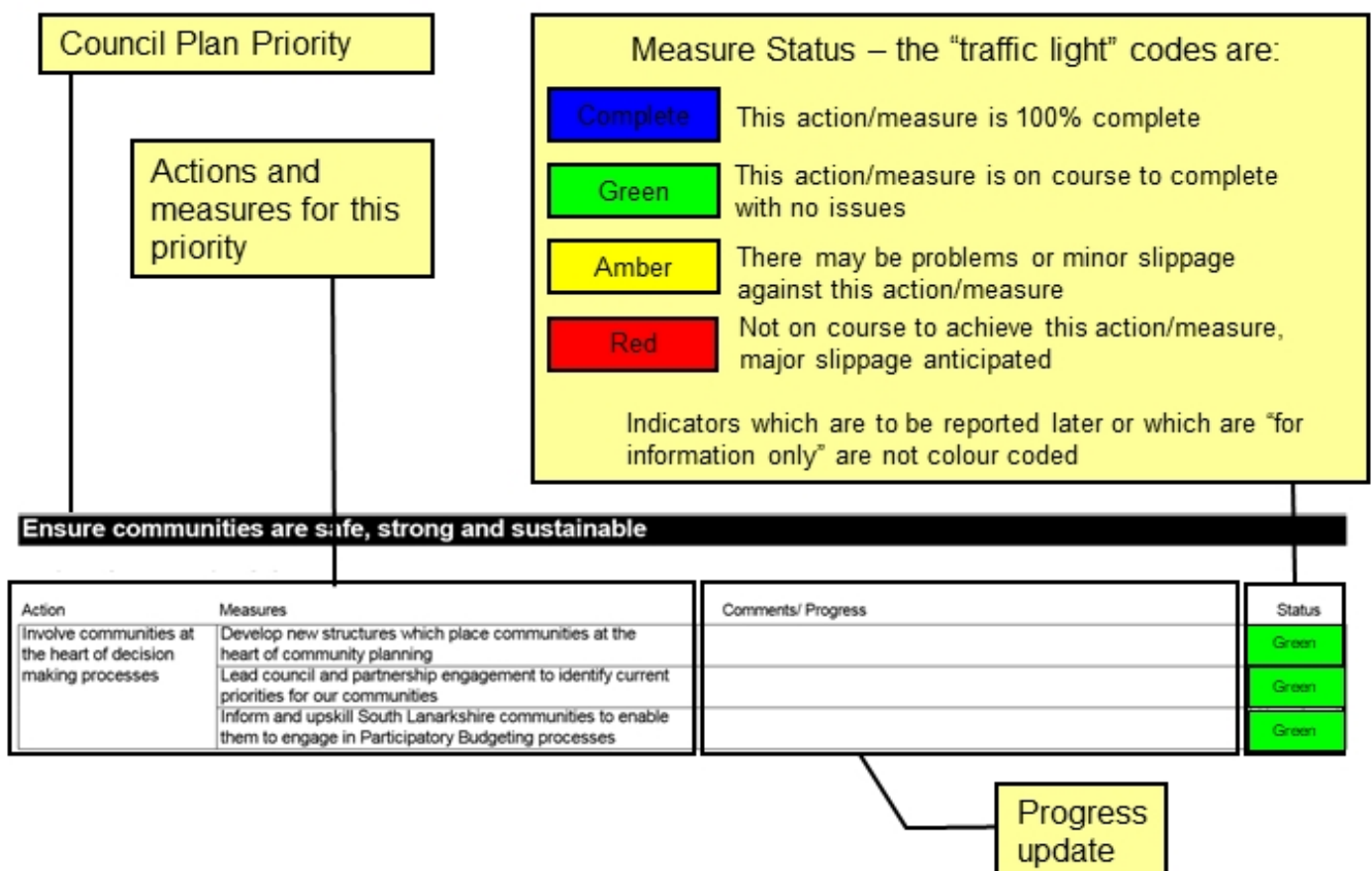
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date	2018/19	2019/20	2020/21
Increased value of sales generated by businesses as a direct result of Economic Development intervention	The annual target was reduced from £10m to £5m in 2020-21 and 2021-22, in anticipation of a down turn in activity and investment by businesses due to Covid-19. However, there are high projections of turnover growth by those businesses who are now engaging with economic development, and our partners, and seeking to invest in business recovery and growth. The economy remains vulnerable though in the short term, as the full impacts of the pandemic, Brexit, the war in Ukraine and consequent disruption and uncertainty sustain risk levels.	Green	£5.00m	£22.11m	£13.09m	£11.91m	-----
Maintain 3 year business survival rate	<p>The 3 year business survival rate figure comes from ONS sources, and is not yet available for reporting this year. The most recently reported data is for 2017-2020, when the 3 year business survival rate had fallen slightly to 53.2%. In 2016-2019 the figure was 54.4% (1.2% decrease).</p> <p>It is difficult to understand the reasons for this decline, as we are not closely involved in measuring this data. There is a 'churn' in business start up and failure, as this often encompasses self employment as a consequence of redundancy, often followed by shut down to take up new, secure employment. The new Business Gateway contractor, Elevator, who have just completed their first year of delivery in Lanarkshire, are specifically tasked with increasing business start ups and also to increase the business survival rate. In addition, we have refocused SLC business support grant funding towards improving these areas of performance. Additional Economic Development resources have been secured, with new officers focusing on key sectors, improved marketing and promotion, developing business networks and encouraging inward investment, which, it is hoped, will see these stats improve over the next 3 years.</p>	Report Later	62.00%	-----	-----	-----	-----
Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	<p>In quarter 4, 289 new carers were supported by dedicated Welfare Rights Officers in the Money Matters Advice Service, weekly benefits of £17,162 were awarded, £193,853 of benefits were backdated, and annual benefits amounted to £1,086,377.</p> <p>From 1 April 2021 to 31 March 2022, 970 new carers were supported by dedicated Welfare Rights Officers in the Money Matters Advice Service, weekly benefits of £54,958 were awarded, £571,182 of benefits were backdated, and annual benefits amounted to £3,428,998.</p>	Green	400	970	1,057	1,080	546

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

Council Priority/ Theme	Complete	Green	Amber	Red	Report later	Total
Promote sustainable and inclusive economic growth and tackle disadvantage	4	8	3			15
Get it right for children and young people	5	2	1			8
Improve health, care and wellbeing	2	14				16
Ensure communities are safe, strong and sustainable	4	12	2	1		19
Delivering the plan and achieving best value	3	2				5
Total	18	38	6	1	0	63

Guide to the Performance Measures report

Each of the performance measures is shown in the following pages of this report. The graphic below explains how the report is laid out and what information is presented.



Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Improve access to settled accommodation for homeless households	Implementation Rapid Rehousing Transition Plan - Year 3 (RP)	Year 3 Quarter 3 review complete and showing positive progress, annual review process now underway. Key measures to report are a further 25% reduction in long-term homelessness, a 21% reduction in levels of homelessness from 969 in 2020/21 to 765 in 2021/22 and a 19% reduction in the length of time homeless households spent in temporary accommodation from 223 days in 2020/21 to 181 days in 2021/22.	Green
	Increase settled accommodation by converting 40 temporary accommodation units to Scottish Secure Tenancies by March 2022 (RP)	21 units converted since April 2021 falling short of target of 40. Post-covid priorities to maintain levels of temporary accommodation supply have prevented meeting target. Further progression on conversion of temporary tenancies to permanent will be prioritised in year 4 of the Rapid Rehousing Transition Plan.	Red
	Implement Housing First approach. Provide suitable accommodation and support for up to 40 individuals with complex needs by 2023/24 (RP)	On target, with 33 cases implemented to date. 84% tenancy sustainment record with 100% tenancies sustained in first 12 months since April 2021.	Green

Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Ensure effective involvement with tenants and other customer groups	Customer Involvement Strategy with Annual review (including programme of Customer Scrutiny) reported to Housing and Technical Resources Committee	<p>The third annual review of the Housing Services' Customer Involvement Strategy was presented and approved at Housing and Technical Resources Committee on 29 September 2021.</p> <p>The review was completed jointly by officers within Housing and Technical Resources and customer representatives within the Tenant Participation Co-ordination Group, providing them with the opportunity to monitor progress and define the priorities for the year ahead.</p> <p>It identified good progress had been made in improving digital connectivity and access to services for tenants and other customers.</p>	Complete
Ensure continued implementation of the Local Housing Strategy	A Housing Needs and Demand Assessment, including an assessment of the needs of Gypsy/Travellers, to be completed by November 2021 (RP)	<p>The Resource continues to play a significant contribution to the development of the Glasgow City Region Housing Need and Demand Assessment. This includes providing analysis and commentary on different sections within the document, including specialist provision for Gypsy/Travellers.</p> <p>As part of the wider HNDA, development of a South Lanarkshire Gypsy/Traveller accommodation needs assessment will also be completed in partnership with housing, health and education services to ensure the right numbers and types of accommodation options are available. This is scheduled for completion within 2022.</p>	Green
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Site Investment Plans developed in consultation with residents and planned improvement works completed by 31 March 2022 (RP)	<p>Work continues to be progressed on both South Lanarkshire sites to improve facilities and amenities available to residents. These works are being taken forward in conjunction with site residents, who have jointly developed site masterplans that highlight key projects they wish to see take place. In addition a range of other projects are being taken forward to ensure the sites continue to meet legislative compliance and standards.</p> <p>Projects delivered to date include new heating within the amenity buildings, pitch extensions and a new community facility.</p>	Green

Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP and reported to Housing and Technical Resources Committee (RP)	415 new build properties handed over to the council. 55 Open Market Purchase properties acquired.	Green
Physical regeneration work in priority areas	Deliver remaining 36 properties as part of Phase 1 of the masterplan for regeneration at East Whitlawburn along with Phase 2 (34 units) and Phase 3 (52 units)	112 properties within phase 1,2 and 3 delivered to date, with the remaining 10 properties to be completed within 2022/23.	Green
	Work with partners to bring 15 Long Term empty homes into use during 2021/22 (RP)	11 brought back into use using a mixture of advice, assistance and practical engagement. Work in relation to empty homes will continue to be expanded in 2022/23.	Amber
Ensure continued implementation of the Local Housing Strategy	Local Housing Strategy implemented with annual review reported to the Executive Committee November 2021	Annual review completed and submitted to Executive Committee November 2021. Review highlighted good progress made against the indicators within the Strategy including performance within new supply, homelessness and energy efficiency. The final year (2021/22) review will be completed as part of the development of the next strategy, scheduled for submission to the Executive Committee in 2022.	Complete
Promote continued growth and regeneration through sustainable economic and social development within a low carbon economy, and guide decision making on the location of new development and regeneration	Adopt Local Development Plan 2	The plan was formally adopted by the council on 9 April 2021. The six week period for parties to seek a judicial review resulted in a challenge relating to a site designation in East Kilbride. The council's response has been considered and it has been concluded that the council will not challenge this particular issue. Instead, Supporting Planning Guidance has been prepared and was approved by Planning Committee in March 2022. However, the adoption of the Plan remains unaffected.	Complete

Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
Review and conclude the council's Sustainable Development and Climate Change Strategy (2017-2022), and develop the new strategy (2022-2027)	Undertake a public consultation on the draft strategy and Strategic Environmental Assessment by December 2021	A draft of the strategy and associated Strategic Environmental Assessment was out for a six week public consultation throughout February and March 2022, and the findings are being incorporated into the final strategy.	Complete
Deliver and encourage investment in our town and neighbourhood centres to maximise opportunities for growth and regeneration	Review and update existing town centre strategies to establish the impact and outcomes of Covid-19	<p>The consultative draft of the Blantyre Town Centre Strategy and Action Plan was presented to Community and Enterprise Resources committee in December 2021.</p> <p>A consultant has been appointed to look at town centre visioning and net zero, which will feed into the updates of individual town centre strategies.</p>	Green
Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal projects	Progress Community Growth Area sites in accordance with criteria and programme specified in South Lanarkshire Local Development Plan and City Deal	Newton, Ferniegair, Hamilton and Larkhall have had significant completions and the main part of East Kilbride has now commenced. On average, each CGA is building faster than anticipated which shows that there is a demand for new build private housing across South Lanarkshire. In addition the 'affordable' elements associated with the CGAs continues to add to the social rented stock helping the council meet its affordable housing need targets.	Green
Deliver effective Employability Services	Modern Apprenticeships	The council continue to champion MA's with 77 new starts this year and supporting 96 from the previous year.	Green

Ensure communities are safe, strong and sustainable

Action	Measures	Comments/ Progress	Status
to support Economic Recovery	No-One Left Behind Programmes, including Parental Employability Support Programme and Gateway to Employment.	No One Left behind suite of programmes has supported 586 targeted recruitment and subsidised employment for Homecare, Track and Trace and wider support to SME's. In addition we have supported parents and those with multiple barriers to employment	Green
	Kickstart Programme	The council have delivered Kickstart as a direct employer and as a Gateway Host. The council have directly recruited 43 young people with 10 young people to date sustaining full time employment with the council. The council have embraced this programme as a direct employer and as key enabler of community planning. Adapting and streamlining recruitment processes to ensure all young people have access to opportunity. In addition we have supported 103 businesses to recruit young people including 10 direct employment opportunities with NHS	Green
Identify and manage contaminated land within the statutory regulatory framework	Implement the Contaminated Land Strategy for South Lanarkshire	Work continues on implementing the Contaminated Land Strategy. The development control process delivery continued throughout 2021-2022 to consider sites affected by historical industrial legacy contamination. Examples of this include Clyde Gateway (Cambuslang/Rutherglen) regeneration, signify (Hamilton) factory site re-development, as well as the former Motorola (East Kilbride) site re-development.	Green
Agree and implement vacant and derelict / contaminated land programme	Implement projects approved within the Vacant and Derelict Land Fund framework for 2021-22	VDLF report was approved at Community and Enterprise Resources Committee on 28 September 2021. A delay in the implementation of an associated project (Clyde Gateway Cuningar Ph.2) has impacted the delivery of 2021-22 funded VDLF projects. These projects are being progressed for implementation in 2022-23 on completion of the Cuningar Ph.2 works in summer 2022.	Amber

Get it right for children and young people

Action	Measures	Comments/ Progress	Status
Implement National Improvement Framework priorities by ensuring that every child achieves the highest standards in literacy and numeracy	Complete the implementation of Phase 5 of the rollout of additional hours for Early Learning and Childcare 1140 hours nursery establishments	All 1140 hour places allocated to eligible children. Delivery fully completed. Over 7800 children and families accessing provision.	Complete
	Implement the action plan for full delivery of 1140 hours and beyond in line with Scottish Government funding allocation	The implementation of Phase 5 of the rollout of additional hours for Early Learning and Childcare 1140 hours, allocated to eligible children, was completed with over 7800 children and families accessing provision.	Complete
Support care experienced young people aged 16-24 to develop their skills and experiences to achieve sustained positive destinations	Implement a further roll out of the 'care experienced employability pilot' to increase employment opportunities across the council and with Community Planning Partnership partners by June 2022	Following the approval of a CMT paper in October 2021, which set out a flexible approach to support care experienced young people into Modern Apprenticeships, the roll out of the 'care experienced employability pilot' continued to support care experienced young people aged 16-24 to develop their skills and experiences to achieve sustained positive destinations with 5 young people supported to take up Modern Apprenticeship posts with the Council.	Complete
Provide opportunities for young people to participate in vocational and employability learning opportunities in the senior phase	Deliver Foundation Apprenticeship and Gradu8 programmes in partnership with South Lanarkshire College, New College Lanarkshire and Glasgow City College by June 2022	The Foundation Apprenticeship (FA) and Gradu8 programmes have continued to be delivered throughout academic year 2021/22. All learning was delivered in person in college or FA hubs. The majority of young people completed as planned by the spring break. For those yet to complete due to covid disruption and other absences, a period of remediation is planned during April 2022.	Green
Project Management of Schools Projects and General Services Projects	General Services Programme spend will be achieved for the financial year	Spend to Q4 £61.587m. Annual target (Revised Estimated Expenditure) £72.731m. Outturns were impacted by the continued issue of securing supplies and labour at the right time because of the Pandemic, Brexit and War in Ukraine.	Amber
	Support for Early Years Programme - Delivery of 8 new nursery sites by the end of financial year 2021/22	Eight nurseries now complete.	Complete

Council Plan actions and measures

Get it right for children and young people

Action	Measures	Comments/ Progress	Status
Ensure effective delivery of tackling poverty policy and raise awareness of the priorities contained in the Local Child Poverty Action Report (LCPAR) across all partner organisations	Produce and publish a refreshed Local Child Poverty Action Report and summary (LCPAR) by August 2021	This action is complete. Strategy and Summary version completed, published and distributed via children's services partners. Work already being put in place for 2022-23 iteration.	Complete
Raise awareness of the implications of the Children's Rights Bill across the children's services workforce	Produce a Children's Rights Handbook by June 2021 to support staff develop children's rights activity and increase understanding of children's rights	A recommendation to produce a children's rights handbook will be reported to the Children's Services Strategy Group in June as part of an overall report from the partnership United Nations Convention on the Rights of the Child (UNCRC) scoping activity.	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
Increase supply of housing suitable for older people	Additional amenity standard and wheelchair accessible homes delivered as per SHIP and report to Housing and Technical Resources Committee (RP)	83 Amenity/Wheelchair additional housing units were provided across development sites within South Lanarkshire.	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Sheltered housing support services monitored to ensure compliance with Care Inspectorate standards. Outcome of inspections report to Housing and Technical Resources Committee and improvement plans developed for any areas of improvement	No inspections since 2017 however continue to self-assess against Care Inspectorate framework, identify and progress improvement actions. We continue to invest in the refurbishment of common areas within Sheltered Housing Complexes, with the completion of 4 Kirkton and Fleming Court, Park Crescent, Castlefield gardens and Bank Terrace.	Green
Ensure monitoring, compliance and control of externally purchased services	Produce annual report to Senior Management Team on the quality of care provided by externally purchased services	Some issues evident within the Care Home sector, and local activity with those homes and individuals placed within these homes. Quality Assurance and Commissioning team review some legacy arrangements with supported living providers. Overview report of care inspectorate grades for external services operating within South Lanarkshire will be presented to SMT June 2022.	Green
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Scheduled reviews of the Strategic Commissioning Plan (RP)	Housing and Technical Resources have actively contributed to the development of the next South Lanarkshire Strategic Commissioning Plan. This includes the inclusion of housing's specific contribution to the outcomes of the plan.	Green
	Progress reported as part of the Rapid Re-housing Transition Plan Annual Report to Housing and Technical Resources Committee in June 2021 (RP)	The second annual review of the South Lanarkshire Rapid Rehousing Transition Plan was completed and presented to Housing and Technical Resources in June 2021. The review identified that despite the challenges of the Covid-19 pandemic, good progress had been made across the different sections of the plan with significant improvements in the proportion of tenancies allocated to homeless households and the average time spent in temporary accommodation.	Complete

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
	The Local Housing Strategy reported to Executive Committee during November 2021 (RP)	Annual review completed and submitted to Executive Committee November 2021. Review highlighted good progress made against the indicators within the Strategy including performance within new supply, homelessness and energy efficiency. The final year (2021/22) review will be completed as part of the development of the next strategy, scheduled for submission to the Executive Committee in 2022.	Complete
Contribute to effective joint working in protecting children and adults at risk of harm	Annual report on operation of Adult and Child Protection procedures reported to Resource Management Team during March 2022 (RP)	Annual report was delivered in April 2021. A service development session was delivered in July 2021 for Housing Services and a further development session for Property Services will be delivered April/May 2022.	Green
Improve outcomes for people to live in their own homes and communities for as long as possible	Produce six monthly report to Senior Management Team on inspection activity in quarter 2 and 4	A six monthly report on inspection activity is reported to the Senior Management Team, Social Work Committee and South Lanarkshire Integrated Joint Board.	Green
Contribute to effective joint working in protecting children and	Six monthly reporting to Chief Officer Group (COG) for Homelessness and Gender Based Violence statistics (RP)	Quarterly statistical update provided. Meet with Gender Based Violence Partnership Co-ordinator to discuss and agree a broader update during 2022/23 covering prevention activity.	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
adults at risk of harm	Personal plan developed for all young people moved from Care to living in their own home on a permanent basis	Good progress made rolling out new pathway plan with around 90% of current young care leavers with housing applications also having a completed housing pathway.	Green
	Maintain affordable rents for council homes, benchmarked against the Scottish average - a key action as detailed in the Local Child Poverty Action Report (RP)	<p>Through regular consultation and engagement with tenants, Housing and Technical Resources has ensured that the average rent of £73.10 for 2020/21 continues to remain lower than the Scottish local authority average of £78.10 per week for the same period.</p> <p>In recognising the ongoing financial impact the Covid-19 pandemic is having on many households, the 2022/23 rent increase for tenants was 2.2%, held at the same level of increase as 2021/22. This continues to allow investment in services and properties to be delivered.</p> <p>Progress against this measure is reported annually within the South Lanarkshire Local Child Poverty Action Report.</p>	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
	Prioritise allocation of available housing for those in need, including homeless households - a key action as detailed in the Local Child Poverty Action Report (RP)	<p>In line with the Council's Housing Allocation Policy, housing continues to be allocated to those most in need.</p> <p>The council and its Registered Social Landlord partners delivered an increase in the percentage of social rented properties directed to homeless households in the year (53.4% of all council homes and 33% of Registered Social Landlord homes) reducing time spent in temporary accommodation and minimising the impact on households with children.</p> <p>Progress against this measure is reported annually within the South Lanarkshire Local Child Poverty Action Report.</p>	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
Implement Government Strategies relating to mental health, additional support needs, physical, sensory and learning disability	Provide annual reports to Senior Management Team and Social Work Committee on progress of implementation of national strategies	The Carers Strategy update was presented to SMT and SWC earlier in the year, identifying additional resources to assist update all activity in relation to the Carers (Scotland) Act 2026. The HSCP Strategic Commissioning Plan 2022/2025 has been presented to SWC. Update reports on the development of the National Care Service have also been provided to SWC. Community Justice Scotland are reviewing the National Community Justice LOIP and reviewing their Outcome Framework measures, our current CJLOIP has been extended for a year until such times as activity can be aligned to national developments. This activity has been reported to the Safer South Lanarkshire Board, and the Community Justice partnership.	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
Support the implementation of the IJB Directions which focus on the shifting the balance of care	Provide progress reports to the IJB in relation to the Directions in quarter 2 and 4.	<p>In light of preparatory which was undertaken for the new Strategic Commissioning Plan 2022 – 2025 a review of the strategic directions was undertaken to ascertain if they still remained relevant to the delivery of the IJBs vision for health and social care services was undertaken and presented the IJB at its meeting on 25th January 2022.</p> <p>The Strategic Commissioning Plan 2019-22 outlined 13 strategic priorities and 43 commissioning intentions upon which 37 Directions were aligned to. To summarise the status of the directions:</p> <ul style="list-style-type: none"> -On hold. Not possible to progress during this period 2 (5%) -Progressing but a change in outcomes and/or delay expected 27 (73%) -Progressing as originally planned 1 (3%) -Direction completed 7 (19%) <p>The IJB agreed the removal of 8 Directions as they had been completed with those remaining being current. Some have been amalgamated or changed to reflect current arrangements.</p> <p>There are 27 Directions in all and represents and overall reduction of 10 Directions when compared with prior reports.</p>	Green
Develop a sustainable food system to overcome social, health, economic and environmental issues related to food	Implement year two of the Good Food Strategy (2020-2025) Action Plan and monitor its impacts, particularly in relation to food insecurity and poverty as a result of Covid-19	The second-year action plan of the Good Food Strategy has been implemented. Detailed information on the implementation of each of the actions will be available in the quarter four food action plan progress reports that will be presented to the Climate Change and Sustainability Committee. The report will include actions and progress in relation to food poverty.	Green

Improve health, care and wellbeing

Action	Measures	Comments/ Progress	Status
Extend the range and choice of day opportunities for older people	Consult on the review of day care services for older people	Challenges faced by services during the Omicron variant period held up progress on returning for a third stage of consultation in respect of the Day Service Review. This was though completed during February and March 2022. The main focus of this stage of consultation concerned a future model of transport and a reduction in the day service estate which would be necessary in order to invest in a service model that is capable of offering choice and control in line with the principles of SDS.	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Provide road and infrastructure improvements to support new developments including those undertaken as part of the City Deal	Progress/deliver prioritised road infrastructure improvements in line with available external and internal capital funding for 2021-22	A traffic signal control system called MOVA, which involved the upgrade/replacement of traffic signal equipment at the junction with East Kilbride Road / Blairbeth Road, Rutherglen has been completed. A traffic modelling exercise was also completed for the town of Lanark in Spring 2021. This has been reviewed and a consultation exercise has recently concluded. Responses are currently being reviewed.	Green
	Complete Greenhills Road major transport infrastructure project	Current programme has a planned completion date of the end of April 2022. Although some finishing works will continue into May. Additional Covid-19 and material shortage related costs and other cost increases were identified and a package of measures to manage these has been developed. Material and resource pressures are continuing to affect programme.	Amber

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
	Development of the outline business case for the Stewartfield Way Sustainable Transport Capacity Enhancement Project and associated supporting technical assessments / designs	The Strategic Business Case has been finalised and was considered / approved by Executive Committee on 10 March 2021. It was also considered and approved by Programme Management Office, Chief Executive Group and Cabinet in May / June 2021. The financial profile was reviewed and adjusted to reflect the revised programme. Work on the outline business case has been refocused and the next steps are ongoing, including a potential Member's awareness session in Spring 2022.	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Enable greater use of public transport by working with partners to improve public transport infrastructure	Progress/deliver prioritised improvements to bus and rail infrastructure (e.g. park and ride) in line with agreed Park and Ride Strategy (2018-27) and available external funding for 2021-22	<p>A number of Park and Ride projects have been taken forward as outlined below: -</p> <ol style="list-style-type: none"> 1. Lanark Interchange Project – Following planning consent being awarded, works have recently been completed for new park and ride provision of approximately 30 new spaces. 2. Cambuslang Park and Ride – Works were completed in summer 2021 and the Park and Ride is open. 3. East Kilbride Rail Enhancement Project – The council is in partnership with Transport Scotland, Network Rail, SPT and Sustrans to take forward park and ride, bus interchange, pedestrian/cycle route access enhancements. Ongoing detailed design discussions are regularly taking place with a programme of works currently being considered following revisions to the rail network provision parts of the project. <p>Bus infrastructure works are complete, with a new bus turning circle constructed in Belstane Gate, Carluke. Bus stop and shelter works at various locations have also been completed with four shelters in Rutherglen recently replaced.</p>	Complete

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Encourage active travel by extending our network of cycle routes	Progress/deliver walking and cycling projects/schemes in line with agreed 2021-22 capital programme	<p>A number of cycling and walking projects are progressing and these are listed below: -</p> <p>1) Active Travel Studies – The three studies for Bothwell, Uddingston and Blantyre Area / Strathaven, Stonehouse and surrounding villages/ and Larkhall, have been completed and posted on the council's website.</p> <p>2) East Kilbride Cycle Network - This project on West Mains Road is split into phases to reflect current and anticipated future funding availability, as well as connecting into the East Kilbride Rail Corridor Enhancement project being taken forward by Network Rail. Construction of a section on West Mains Road between the rail station and a point to the east of Kirktonholm Road is complete. Consultation on a future phase on Churchill Avenue is complete, and the feedback is currently being reviewed.</p> <p>3) Bothwell/Uddingston Cycle Network (NCN74 Raith to NCN75 Uddingston – Consultation on options was undertaken in January 2022. A section of footpath widening between Bellshill Road and North British Road has been completed.</p> <p>4) Carstairs Junction to Carluke – Construction works which include buildouts, speed limit reduction and other associated works were recently completed.</p> <p>5) Cycle Parking Provision in Town Centres – Locations for new shelters have been identified and works were recently completed.</p> <p>6) Cycle Shelters and parking stands in schools – Locations for new shelters have been identified and funding successfully awarded. Shelter works were recently completed.</p> <p>7) Cycle Route designs currently being taken forward in various locations: Larkhall to Blackwood / Carluke and Law / Hamilton / Lanark</p>	Complete

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
		<p>/ Cambuslang and Newton.</p> <p>8) Car Free Zones at Schools - 2 schools (Burnside Primary School and St Joseph's Primary School) will have zones in place in April 2022.</p>	
Establish a framework for action to support the recovery and renew the South Lanarkshire economy	Develop an Economic 'Response, Recovery and Renewal' Strategy framed around three themes: People, Place and Business, for Committee approval by June 2021	<p>Development of the new Economic Strategy has shifted focus during the year towards a more progressive forward thinking strategy, which sets out clear ambitions over the next five years (2022-27).</p> <p>The draft strategy is now due to be presented to Full Council at the end of June 2022 as part of a suite of documents accompanying the new Council and Community Plans.</p> <p>The proposed vision is "to make South Lanarkshire a flourishing, green, dynamic and equitable place for communities, visitors, businesses and investors", and the strategy continues to be framed around the three themes of sustainable, inclusive economic development – People, Place and Business.</p>	Amber
Support Glasgow City Region City Deal development programmes	Prepare Business Case approvals for roads and Community Growth Area projects to be approved by City Deal Cabinet	East Kilbride Community Growth Area - Jackton Primary School Full Business Case submitted in December 2021, and approved at Executive Committee on 2 February 2022, City Deal Chief Executive's Group (CEG) meeting on 3 February 2022, and City Deal Cabinet on 15 February. Contractor has commenced works on site.	Green
Develop a Community Wealth Building (CWB) strategy for South Lanarkshire	Develop a CWB strategy for South Lanarkshire and seek approval from Elected Members by May 2021.	A Community Wealth Building strategy was approved by Executive Committee on 10 March 2021.	Complete

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Prioritise business development advice, support and financial assistance to ensure businesses are able to continue to operate, whilst creating the right conditions for low carbon economic growth	Deliver programmes, services, and events to businesses around sectors, location, and themes (e.g., food and drink, tourism, construction, low carbon, innovation, internationalisation, collaboration, and young enterprise)	A number of events have been supported, including Lanarkshire Larder- food and drink network and promotion, Meet the real Buyer event and associated procurement training, Tourism Symposium, Build Lanarkshire construction sector support and participation in several external-led networking groups promoting SLC and partner business support services.	Green
	Manage the Supplier Development Programme to deliver events, training and e-commerce support to SME's or third sector organisations who are interested in working with the public sector	The Supplier Development Programme (SDP) continues to thrive under the leadership of the SDP Manager and a capable SDP Board of Directors; delivering training and events support nationally on behalf of member authorities, Scottish Government and other partners. The programme will benefit from increasing participation of NHS, after several years of encouraging their membership. Additional short term resources have been brought on board to sustain service levels while a strategic review progresses.	Green
Community Safety priorities including relevant parts of the SLCP are achieved	Progress against Community Safety priorities to the Safer South Lanarkshire Board on June 2021 and November 2021	Progress updates provided to Safer South Lanarkshire Board as planned.	Complete

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
Understand the financial security of our customers	Key indicators reported to the Scottish Housing Regulator as part of annual return on the charter submitted during May 2021 (RP)	<p>Following submission to the regulator in May 2021, detailed analysis and monitoring of key indicators related to the financial position facing our customers continues to be progressed.</p> <p>Following publication of data by the Scottish Housing Regulator and voluntary benchmarking groups of which the Council are members, results have been analysed to understand our position, relative to other Local Authority landlords. The Council continues to be the 7th lowest in terms of average rent levels and affordability.</p>	Green
	Contributions to the Welfare Reform Group led by Finance and Corporate Resources (RP)	<p>The Resource continues to contribute to the corporate response to welfare reform. A 2020/21 update from Housing Services was included in the report to Corporate Management Team (CMT) in June 2021, and also reported to the Community Planning Partnership Board (CPPB) on 15 September 2021.</p> <p>A further Housing Services update covering the first 6 months of 2021/22 was provided and presented to CMT in December 2021 and to the CPPB on 9 March 2022.</p>	Green

Promote sustainable and inclusive economic growth and tackle disadvantage

Action	Measures	Comments/ Progress	Status
	Key actions detailed in the Local Child Poverty Action Report (RP)	<p>The third annual South Lanarkshire report has now been developed and similar to the previous Local Child Poverty Action Report (LCPAR), it contains measures and actions which are structured around three drivers of child poverty: income from employment; costs of living; income from social security and benefits in kind.</p> <p>Within the LCPAR the measures and actions relating to Housing and Technical Resources are predominately set out within the chapter on 'cost of living'. They focus around the key areas below, for which housing makes a clear contribution towards preventing and reducing child poverty:</p> <ul style="list-style-type: none"> • Reducing the costs of housing for families including energy costs; • Investment to increase new affordable housing supply; • Preventing and reducing homelessness for households, including families with children and young people 	Green
Improve energy efficiency stock to help address fuel poverty	Deliver energy efficiency planned capital investment by 31 March 2022	Delivery of programme was impacted by the continued affect of Covid-19 and affected the ability to drawdown funding prior to June 2022, therefore, some projects have carried forward into 2022/23 programme.	Amber

Delivering the plan and achieving best value

Action	Measures	Comments/ Progress	Status
Lead on the renewal of strategic planning and work to further align the Council Plan with the Community Plan	Prepare a draft Council Plan and Community Plan for formal consultation by December 2021	An Elected Member's information session was held on 10 June 2021 to discuss the process and approach to the review of the Council Plan and the Community Plan. A further Elected Member session on 31 January 2022 updated Members on progress. The plans were approved by the Council on 15 June 2022.	Green
Take forward IT strategic developments	Implement approved actions from Year 2 of the SLC Digital Inclusion Strategy to support most deprived citizens to access benefits of being online	Digital inclusion subgroup have delivered a range of projects and initiatives to improve digital inclusion across communities in South Lanarkshire.	Complete
	Develop and deliver training plan to upskill IT staff in new technologies	Training and development activities achieved to meet the needs of IT Services and the wider Council.	Complete
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Submit all Scottish Government Performance Annual Reports within timescale	All statutory returns due were submitted to the Scottish Government within agreed timescales this year.	Complete

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

2

Measure	Q2 Status	Q4 Status	Q4 Comments
Performance has declined from Q2 to Q4			
Land Audit Management System grounds maintenance score	Green	Amber	LAMS measures the quality of grounds maintenance based on surveys which are completed throughout the year. Taking all of this year's scores into consideration (72, 72, 74 and 67), the overall LAMS score for 2021-22 is 71.3, which is slightly below the target of 72.
Percentage of total household waste that is recycled	Amber	Red	Measure is reported per calendar year. The figure for quarter four (October to December 2021) was 37.21%. This equates to 41.5% for 2021, which is higher than the 2020 figure (40.5%), but remains below the target figure of 50%. Higher residual waste tonnages collected at the kerbside due to Covid-19 and home-working, high residual waste content in bulk uplifts (black bag waste accepted), and more non-recyclable waste being disposed of in Household Waste Recycling Centres, are all factors that need to be taken into account when understanding the household waste recycling performance.
Increase settled accommodation by converting 40 temporary accommodation units to Scottish Secure Tenancies by March 2022	Green	Red	Twenty one units converted since April 2021 falling short of target of 40. East Kilbride have flipped 9, Hamilton 4, Rutherglen and Cambuslang 5 and Clydesdale 3
Work with partners to bring 15 Long Term empty homes into use during 2021/22 (RP)	Green	Amber	Eleven brought back into use using a mixture of advice, assistance and practical engagement including - directing to merchant discounts, work with Council Tax etc
Implement projects approved within the Vacant and Derelict Land Fund (VDLF) framework for 2021-22	Green	Amber	VDLF report was approved at Community and Enterprise Resources Committee on 28 September 2021. A delay in the implementation of an associated project (Clyde Gateway Cuningar Ph.2) has impacted the delivery of 2021-22 funded VDLF projects. These projects are being progressed for implementation in 2022-23 on completion of the Cuningar Ph.2 works in summer
Reduce the gap for positive destination outcomes for those pupils in the most deprived 20% data zone	Report later	Amber	The data must be viewed in the context of the ongoing Covid-19 pandemic and its impact on the initial destinations available to school leavers.
Complete Greenhills Road major transport infrastructure project	Green	Amber	Current programme has a planned completion date of the end of April 2022. Although some finishing works will continue into May. Additional Covid-19 and material shortage related costs and other cost increases were identified and a package of measures to manage these has been developed. Material and resource pressures are continuing to affect programme.
% of lets to Urgent housing (UH) need households	Green	Amber	Although performance is slightly below target, there has been an increase in the number of lets to urgent need from 1,089 in 2020-21 to 1,225 in 2021-22

Measure	Q2 Status	Q4 Status	Q4 Comments
General Services Programme spend will be achieved for the financial year	Green	Amber	Spend at the year-end (£62m) was below the target (£73m). Outturns were impacted by the continued issue of securing supplies and labour at the right time because of the Pandemic, Brexit and the war in Ukraine
Performance has improved/completed from Q2 to Q4			
Customer Involvement Strategy with Annual review (including programme of Customer Scrutiny) reported to Housing and Technical Resources Committee	Green	Blue	The third annual review of the Housing Services' Customer Involvement Strategy was presented and approved at Housing and Technical Resources Committee on 29 September 2021. The review was completed jointly by officers within Housing and Technical Resources and customer representatives within the Tenant Participation Co-ordination Group, providing them with the opportunity to monitor progress and define the priorities for the year ahead. The review identified good progress had been made in improving digital connectivity and access to services for tenants and other customers.
Local Housing Strategy implemented with annual review reported to the Executive Committee November 202	Green	Blue	Annual review completed and submitted to Executive Committee for noting on schedule. Review highlighted good progress made against the indicators within the Strategy including performance within new supply, homelessness and energy efficiency. The final year (2021-22) review will be completed as part of the development of the next strategy, scheduled for submission to the Executive Committee
Adopt Local Development Plan 2	Green	Blue	The plan was formally adopted by the council on 9 April 2021. The six week period for parties to seek a judicial review resulted in a challenge relating to a site designation in East Kilbride. The council's response has been considered and it has been concluded that the council will not challenge this particular issue. Instead, Supporting Planning Guidance has been prepared and was approved by Planning Committee in March 2022. However, the adoption of the Plan remains unaffected.
Undertake a public consultation on the draft SDCCS (Sustainable Dev and Climate Change Strategy) and Strategic Environmental Assessment by December 2021	Report later	Blue	A draft of the strategy and associated Strategic Environmental Assessment was out for a six week public consultation throughout February and March 2022, and the findings are being incorporated into the final strategy.
Percentage of pupils entering positive destinations	Report later	Green	The percentage of pupils entering positive destinations in South Lanarkshire increased from the previous year and is above the target set.
Number of lunches served in nursery schools as part of new Scottish Government Early Years Initiative	Context	Green	132,475 lunches were served during financial periods 10, 11 and 12. This brings the year to date figure to 438,249. Target has been exceeded.

Measure	Q2 Status	Q4 Status	Q4 Comments
Implement a further roll out of the 'care experienced employability pilot' to increase employment opportunities across the council and with Community Planning Partnership partners by June 2022	Green	Blue	We set out a flexible approach to support care experienced young people into Modern Apprenticeships and the roll out of the 'care experienced employability pilot' continued to support care experienced young people aged 16-24 to develop their skills and experiences to achieve sustained positive destinations with 5 young people supported to take up Modern Apprenticeship posts with the Council
Produce and publish a refreshed Local Child Poverty Action Report and summary (LCPAR) by August 2021	Green	Blue	This action is complete. Strategy and Summary version completed, published and distributed via children's services partners. Work already being put in place for 2022-23
% of new build that meets needs of older people	Report later	Green	Target exceeded due to acceptance of 24 amenity units at Hareton Place East Kilbride.
Produce annual report to Senior Management Team on the quality of care provided by externally purchased services	Report later	Green	Some issues evident within the Care Home sector, and local activity with those homes and individuals placed within these homes. Quality Assurance and Commissioning team review some legacy arrangements with supported living providers. Overview report of care inspectorate grades for external services operating within South Lanarkshire will be presented to SMT June 2022
Progress reported as part of the Rapid Re-housing Transition Plan Annual Report to Housing and Technical Resources Committee in June 2021 (RP)	Green	Blue	The second annual review of the South Lanarkshire Rapid Rehousing Transition Plan was completed and presented to Housing and Technical Resources in June 2021. The review identified that despite the challenges of the Covid-19 pandemic, good progress had been made across the different sections of the plan with significant improvements in the proportion of tenancies allocated to homeless households and the average time spent in temporary accommodation.
The Local Housing Strategy reported to Executive Committee during November 2021 ()	Green	Blue	Annual review completed and submitted to Executive Committee for noting on schedule. Review highlighted good progress made against the indicators within the Strategy including performance within new supply, homelessness and energy efficiency. The final year (2021/22) review will be completed as part of the development of the next strategy, scheduled for submission to the Executive Committee in 2022
Provide annual reports to Senior Management Team and Social Work Committee on progress of implementation of national strategies	Report later	Green	The Carers Strategy update was presented to SMT and SWC earlier in the year, identifying additional resources to assist update all activity in relation to the Carers (Scotland) Act 2026. The HSCP Strategic Commissioning Plan 2022-25 has been presented to SWC. Update reports on the development of the National Care Service have also been provided to SWC. Community Justice Scotland are reviewing the National Community Justice LOIP and reviewing their Outcome Framework measures, our current CJLOIP has been extended for a year until such times as activity can be aligned to national developments. This activity has been reported to the Safer South Lanarkshire Board, and the Community Justice partnership

Measure	Q2 Status	Q4 Status	Q4 Comments
Percentage of our road network that should be considered for maintenance treatment (Road Condition Index)	Report later	Green	The Road Condition Index (RCI) results from the SCOTS (Society of Chief Officers of Transportation in Scotland) survey for the period covering 2019 to 2021 (published in January 2022), indicate that 29.7% of our road network should be considered for treatment, compared to our previous figure of 30.6%. This is a further improvement, and our RCI figure for the network condition is 4.5% better than the Scottish average (34.2%). This places South Lanarkshire in 10th position for the 32 local roads authorities.
Progress against Community Safety priorities to the Safer South Lanarkshire Board on June 2021 and November 2021	Green	Blue	Progress provided to Safer South Lanarkshire Board as planned
Implement approved actions from Year 2 of the SLC Digital Inclusion Strategy to support most deprived citizens to access benefits of being online	Report later	Blue	Digital inclusion subgroup have delivered a range of projects and initiatives to improve digital inclusion across communities in South Lanarkshire.
Develop and deliver training plan to upskill IT staff in new technologies	Green	Blue	Training and development activities achieved to meet the needs of IT Services and the wider Council.
Submit all Scottish Government Performance Annual Reports within timescale	Green	Blue	All statutory returns due were submitted to the Scottish Government within agreed timescales this year.

Report

To:	Performance and Review Scrutiny Forum
Date:	16 August 2022
Prepared by:	Executive Director (Finance and Corporate Resources)

Subject:	Local Government Benchmarking Framework 2020/2021 Results and Action Plan
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1. Purpose of Report

1.1. The purpose of this report is to:-

- ◆ Provide the Forum with the Local Government Benchmarking Framework (LGBF) results for 2020/2021;
- ◆ provide the Forum with explanatory narrative for the suite of indicators, including the proposed actions, where appropriate, being taken to address those LGBF indicators where the results are declining and/or are below the Scottish average; and
- ◆ provide a family group analysis of those LGBF indicators where South Lanarkshire Council's result is below the Scottish average.

2. Recommendations

2.1. Forum is asked to note the following recommendations:-

- (1) that the importance of viewing LGBF measures in the local context, as detailed in the limitations and cautions section below (see 4.1- 4.4), be noted;
- (2) that the results, narrative, actions and family group analysis included, following the scrutiny of the 2020/2021 results, be noted;
- (3) that the arrangements for the publication of South Lanarkshire's results, per the statutory requirements, be noted; and
- (4) that the developments and events being undertaken by the Improvement Service/LGBF Board, be noted.

3. Background

3.1. The core purpose of the Local Government Benchmarking Framework (LGBF) is to make comparisons on spend/cost, performance and customer satisfaction results over several years and also between similar councils. It comprises a suite of performance indicators, collated under the following service headings:-

- ◆ Children's Services
- ◆ Corporate Services (ie, support services)
- ◆ Adult Social Care
- ◆ Culture and Leisure Services
- ◆ Environmental Services
- ◆ Housing Services
- ◆ Corporate Assets

- ◆ Economic Development
- ◆ Climate Change
- ◆ Financial Sustainability

- 3.2. These headings represent approximately 70% of local authority spend.
- 3.3. Publication of the LGBF results is a statutory requirement set out by the Accounts Commission in the Direction to local authorities as required by the Local Government Act 1992. It is seen as a key part of councils' commitment to Best Value, public performance reporting (PPR) and continuous improvement.
- 3.4. This report presents the 2020/2021 LGBF results (on a Resource by Resource basis) and sets out commentary and improvement actions against those indicators. Of particular interest, in terms of continuous improvement, are those indicators which are declining and/or falling below the Scottish average. The steps and actions identified in the report will not necessarily show immediate improvements, many are long term plans.
- 3.5. Despite the easing of social distancing and other restrictions, the Council continues to face financial and other impacts resulting from Covid. At times during the pandemic a number of services had to be suspended or reduced due to government advice and the Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. There was an inevitable impact on performance in some areas, with some effects ongoing.

4. Interpreting the LGBF Results: Limitations and Cautions

- 4.1. Although the LGBF results are available for all councils in Scotland and therefore can be used to construct council league tables, the Improvement Service cautions against this approach, emphasising that the purpose of the data is to act as a "can-opener" for discussions about performance and improvement in the context of specific services, taking into account geography, demographics and local council priorities.
- 4.2. Within this report, South Lanarkshire's performance trend for the past 3 years is provided, together with the most recent year's performance relative to the Scottish average. As with the LGBF as a whole, these summary figures are intended to frame a closer examination of the underlying data and context for specific indicators. For this reason, it is necessary to pay close attention to the narrative against each indicator (provided in Appendix 1) when forming a judgement about what the performance means in a South Lanarkshire context.
- 4.3. All statistics require, for correct interpretation, a knowledge of potential limitations. In particular, the following specific points should be borne in mind when reviewing the LGBF results:-
 - ◆ Local policy decisions can impact on the LGBF results and interpretation of the data. This is particularly true for cost indicators in the LGBF suite, where lower costs are generally equated with good performance. In these instances, where the Council has opted to invest resources (for example in roads maintenance or in the school estate), costs will appear higher than the Scottish average or for comparable councils and performance may be assessed as 'worse'.

- ◆ A number of satisfaction measures within the LGBF are derived from the Scottish Household Survey (SHS). There are important limitations to this data which the Council has highlighted for several years now. First, the number sampled is very small relative to the population. In 2019, interviews were carried out with 423 adults in South Lanarkshire, equating to less than 0.2% of the adult population. Second, survey respondents are asked how satisfied they are with services even if they have not used the service in question. Third, for these indicators, the Council conducts its own surveys of service users so that it can closely monitor and respond to user experiences. These surveys, of people who have used the services, invariably rate the services more highly than the SHS.
- ◆ The figures within the LGBF are the result of a wide range of service provision models and data collection processes carried out in each of Scotland's 32 councils. While the LGBF endeavours to achieve high standards of completeness and consistency, there are inevitably differences between councils and between indicators in terms of what is counted and how it translates into LGBF performance.

4.4. These points are not intended to undermine the LGBF results. Rather they serve to emphasise the importance of looking individually at each service and each indicator to understand the local drivers and determinants of performance.

4.5. The Improvement Service (IS) hosted its annual Learning event on 22 January 2022. The Improvement Service analyses the LGBF results and using information and intelligence gathered from benchmarking performance officers from across Scotland, identifies the key national expenditure and performance trends to populate its National Overview Report which is published at the same time as the actual results. Key general points emerging from this analysis include:-

- ◆ The pre-Covid improvements are slowing down. This is likely to continue as the long term impact from continued financial pressures is beginning to show in the results.
- ◆ It is estimated that in real terms, the local government gap between actual and required spend is £1.8 billion or 15% leading to increasing reliance on savings/reserves/charges and income generation by councils.
- ◆ Coupled with ring-fencing in service areas like social care, education and looked after children, this creates growing pressure on other services, for example, culture and leisure, roads, environmental services, etc

Note that SLC specific analysis and narrative is included in the 'comments/progress' column in Appendix 1.

5. Results and Key Messages

5.1. The report attached as Appendix 1 summarises the recent results for South Lanarkshire Council, indicating whether performance in 2020/2021 has improved (↑) or declined (↓) compared with 2019/2020 results and if performance is better (✓) or worse (X) than the Scottish average in 2020/2021. It also includes explanatory narrative for the movements in performance between 2019/2020 and 2020/2021.

5.2. The table below summarises South Lanarkshire Council's performance, which should be considered in the context of the impact of responding to Covid 19.

Table 1 – Summary of performance of LGBF Results

KEY:		Number (%) of indicators		
		2018-19	2019-20*	2020-21**
South Lanarkshire performance				
↑	improving performance in SLC	34 (38%)	35 (39%)	36 (38%)
↓	declining performance in SLC	34 (38%)	45 (49%)	36 (38%)
↔	No change in performance in SLC	3 (3%)	1 (1%)	2 (2%)
---	Results/trends not available	18 (21%)	10 (11%)	21 (22%)
Comparison with Scottish average				
✓	SLC results better than Scottish average	44 (49%)	42 (46%)	37 (39%)
X	SLC results worse than Scottish average	28 (32%)	39 (43%)	37 (39%)
↔	SLC results same as Scottish average	3 (3%)	0 (0%)	0 (0%)
--	Results not available	14 (16%)	10 (11%)	21 (22%)

* Results at May 2021 refresh

** Results at May 2022 refresh

- 5.3. Across the 95 indicators in the 2020/2021 suite, South Lanarkshire Council's performance improved against 36 (38%) indicators, remained the same against 2 (2%) indicators and declined for 36 (38%) indicators. There are 21 (22%) indicators for which the results or trend information is not yet available for 2020/2021.
- 5.4. In terms of South Lanarkshire's figures relative to the Scottish results, performance was better than the Scottish average for 37 (39%) indicators and was worse than the average for 37 (39%) indicators. There are 21 (22%) indicators for which the 2020/2021 results are not yet available.
- 5.5. Following an Audit Scotland recommendation, the Forum (at its meeting on 26 November 2019) agreed to introduce a family group analysis in the annual reporting of the Council's LGBF results. The family group analysis focuses on those indicators where the Council is performing worse than the Scottish average. Based on the 2020/2021 results, this relates to 37 (39%) indicators. This analysis is attached at Appendix 2.
- 6. Publication of the Data**
- 6.1. The Improvement Service, along with the LGBF Board, the Directors of Finance sub group, Scottish Government and other organisations, has been working to tighten up the information gathering process. To this end, the 2020/2021 data released initially in February 2022 and refreshed in May 2022 is considered final. In line with previous years, the Improvement Service has uploaded the latest data to the online LGBF visualisation tool which enables anyone, including members of the public, to explore the results for themselves - [mylocalcouncil](https://mylocalcouncil.org).
- 6.2. Aside from this, at a local level, each council is required to publish its own results. As in previous years, the LGBF results information for South Lanarkshire Council is uploaded on to the Council's website, together with contextual information and explaining the indicators.
- 6.3. To coincide with the official release of the latest data in February 2022, a national overview report was published by the Improvement Service, which looks at trends and results across Scotland as a whole.

- 6.4. The impact of Covid has affected data collection for some indicators, notably in education and the satisfaction data. These are noted below for information:-

♦ **Education**

CHN 13a, CHN 13b, CHN14a and CHN14b – Broad General Education (BGE) Numeracy/Literacy: data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication. CHN19b and CHN20b school attendance and exclusion rates for looked after children are not available.

♦ **Satisfaction Data**

Some comparability issues need to be resolved before satisfaction data will be available for inclusion at local authority level

7. Next Steps

- 7.1. The actions identified in the comments column in Appendix 1 will be taken forward.

- 7.2. As noted at 6.1 above, these results are to be considered final, however, a further refresh of the data may be released following completion of the final Scottish Government validation process on the financial data or to allow inclusion of any, as yet unavailable results. Updates will be made to the performance data and narrative uploaded onto the Council's website, as appropriate.

- 7.3. Forum is asked to note that the Improvement Service continues to review and develop the suite of indicators. For example:-

♦ **Children's Services:**

CHN24 was introduced in 2020-21 and measures the percentage of children living in poverty (after housing costs), however, data is not currently available and will be updated in the 2021-22 LGBF framework

♦ **Economic Development**

New measures introduced;

Econ11 Gross value added (GVA) per capital (data is not currently available and will be updated in the 2021-22 LGBF framework)

Econ12a - Claimant Count as % of Working Age Population

Econ12b - Claimant Count as % of 16-24 Population

- 7.4. The Improvement Service organises annual benchmarking events, in which colleagues from specific services representing all local authorities are invited to attend, to come together to learn and share good practice for their particular area of operation. The Improvement Service aligns these events with existing networks/forum wherever possible, minimising duplication of discussions and bringing together relevant expertise. During the Covid crisis in 2020, these events did not take place but were reintroduced in an online format during 2021. The Council will continue to support these events.

- 7.5. Forum will be aware of engagement with the Improvement Service to develop our approach to using, analysing and reporting the LGBF results going forwards. In December 2021, the IS provided an initial "bespoke analysis" of indicators from the LGBF and the Community Planning Outcomes Profile, aligned with the emerging themes from engagement on the new Council Plan and Community Plan. This analysis was the basis of engagement with Resources and an update report with recommendations will be brought to Forum later in the year.

8. Employee Implications

- 8.1. There are no employee implications.

9. Financial Implications

9.1. There are no direct financial implications arising from this report.

10. Climate Change, Sustainability and Environmental Implications

10.1. There are no climate change, sustainability or environmental implications as a result of this report.

11. Other Implications

11.1. There are no risk or other implications associated with the content of this report.

12. Equality Impact Assessment and Consultation Arrangements

12.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore, no impact assessment is required.

12.2. Consultation has taken place with Resources in gathering the information and explanations included within this report and appendices.

Paul Manning

Executive Director (Finance and Corporate Resources)

27 June 2022

Link(s) to Council Values

- Accountable, effective, efficient and transparent
- Ambitious, self-aware and improving

Previous References

- None

List of Background Papers

- LGBF results 2020-21

Contact for Further Information

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

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Email: tom.little@southlanarkshire.gov.uk



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



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?	
									<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



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?	
									<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



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?	
		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





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?	
									<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>







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?	
									<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>

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?	
									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

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?	
	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.



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?	
									<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





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?	
		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





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?	
									<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. 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>



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?	
									<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,



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?	
									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







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?	
		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.





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?	
	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>



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?	
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







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?	
									<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>

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?	
									<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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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?	
									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.

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?	
									<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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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>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>



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?	
									<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>

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?	
									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
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									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
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									<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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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?	
									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
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									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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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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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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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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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
Service	LGBF Ref	Description	Results	Results	Results		2020/21 Scottish Average	Comparison with Scotland: better or worse?	
									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%		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. 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

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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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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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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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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?	
		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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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>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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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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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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South Lanarkshire Council LGBF Results 2020/21			2018/19	2019/20	2020/21	Result Trend	Scotland		Comments/Progress
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									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%		<p>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.</p> <p>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.</p>
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
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									<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
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									<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
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									<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
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	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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									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
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									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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									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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									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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									<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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	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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		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>

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?	
									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

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?	
									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.

Family Group Analysis graphs for indicators with results below the Scottish average

3

FAMILY GROUPS

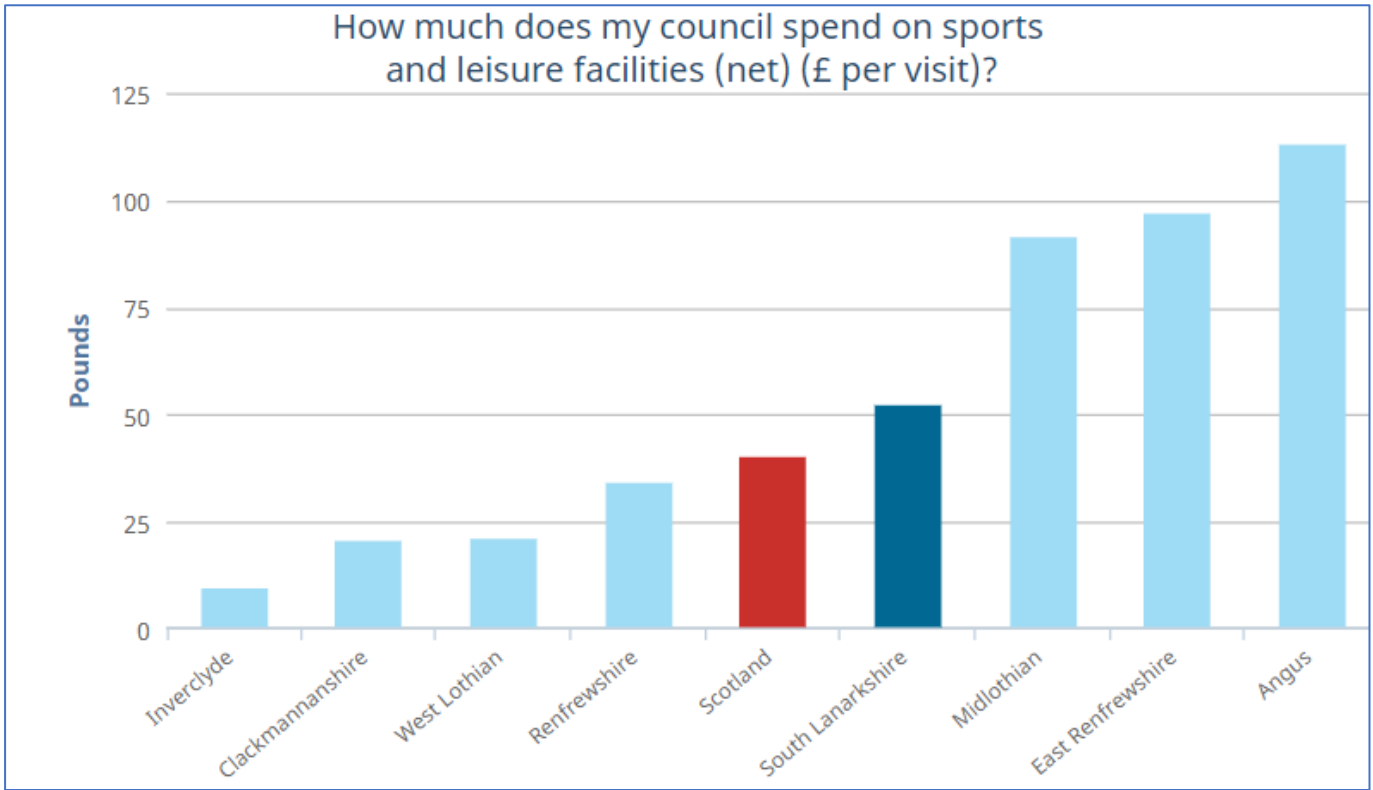
For indicators relating to Children, Social Work and Housing services, councils with similar levels of deprivation are grouped together. South Lanarkshire's family group for these indicators is:

- Clackmannanshire
- Dumfries & Galloway
- Falkirk
- Fife
- Renfrewshire
- South Ayrshire
- South Lanarkshire
- West Lothian

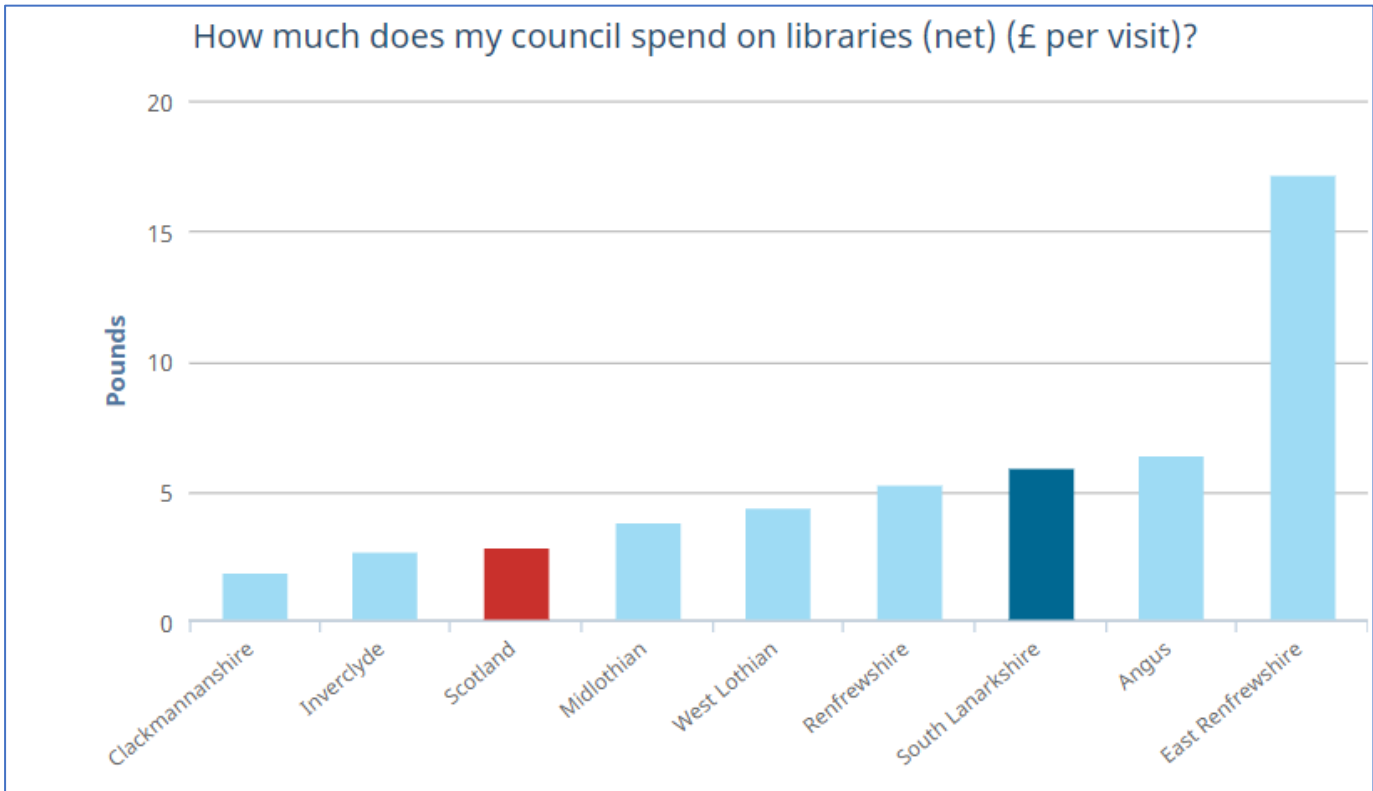
For indicators relating to Environmental, Culture & Leisure, Economic Development, Corporate and Property services, councils with similar urban/rural profiles are grouped together. South Lanarkshire's family group for these indicators is:

- Angus
- Clackmannanshire
- East Renfrewshire
- Inverclyde
- Midlothian
- Renfrewshire
- South Lanarkshire
- West Lothian

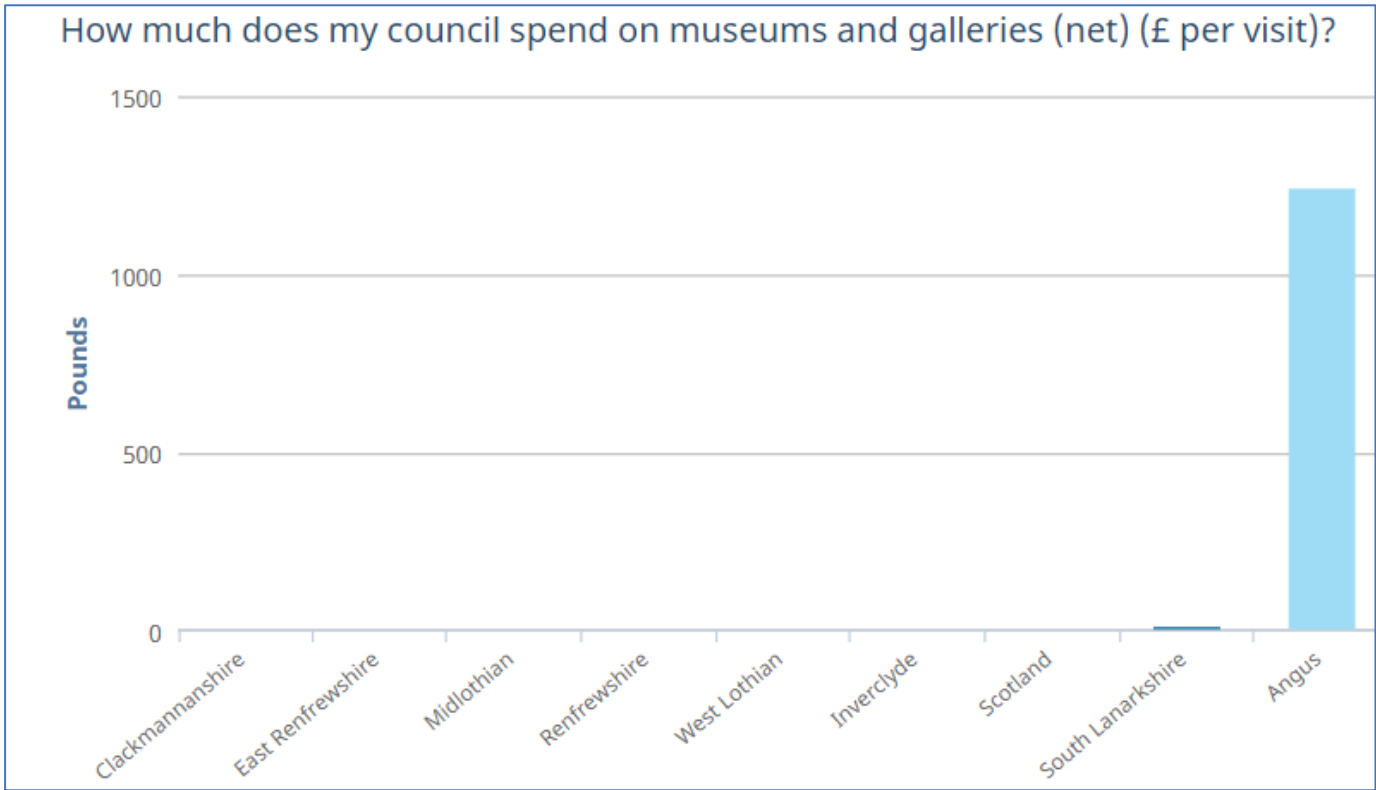
Cost per Attendance at Sports Facilities - C&L1- CER



Cost per library visit - C&L2 – CER

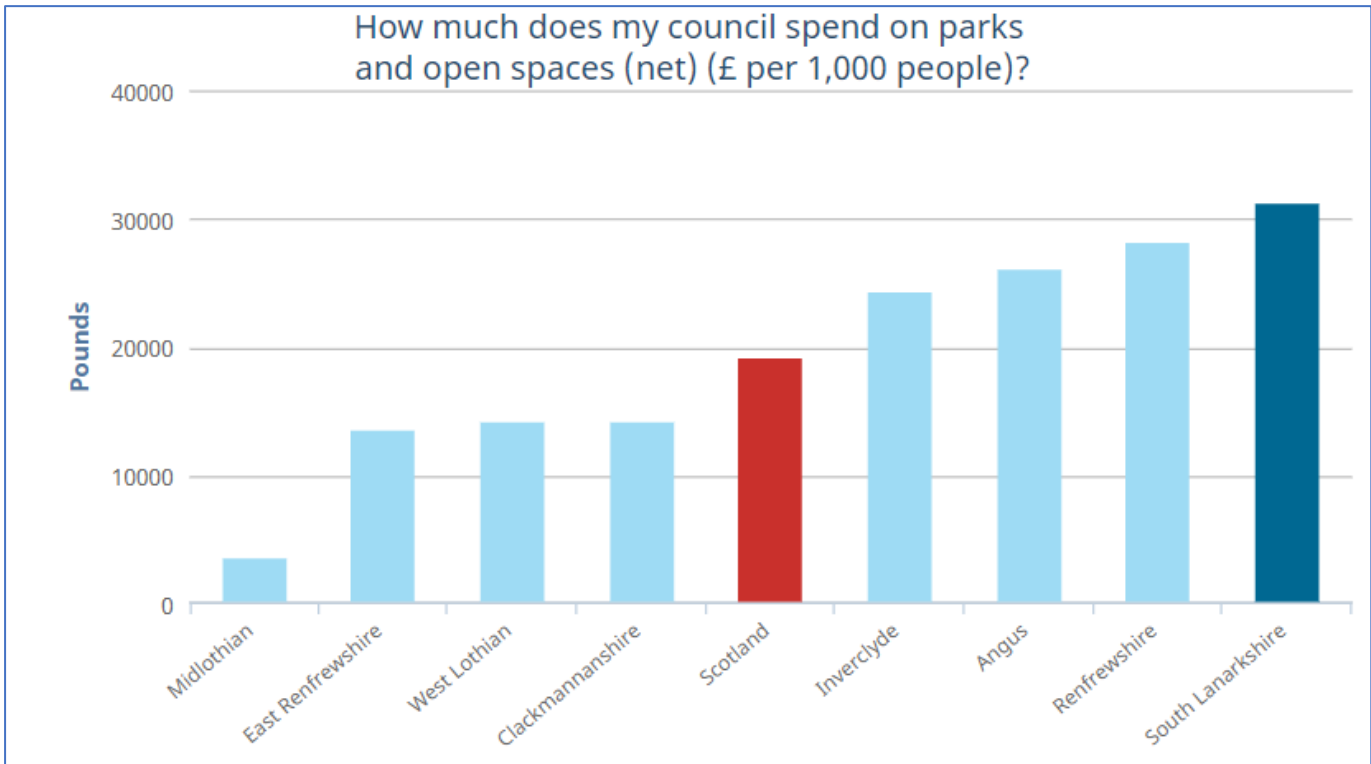


Cost of museums per visit – C&L3 – CER

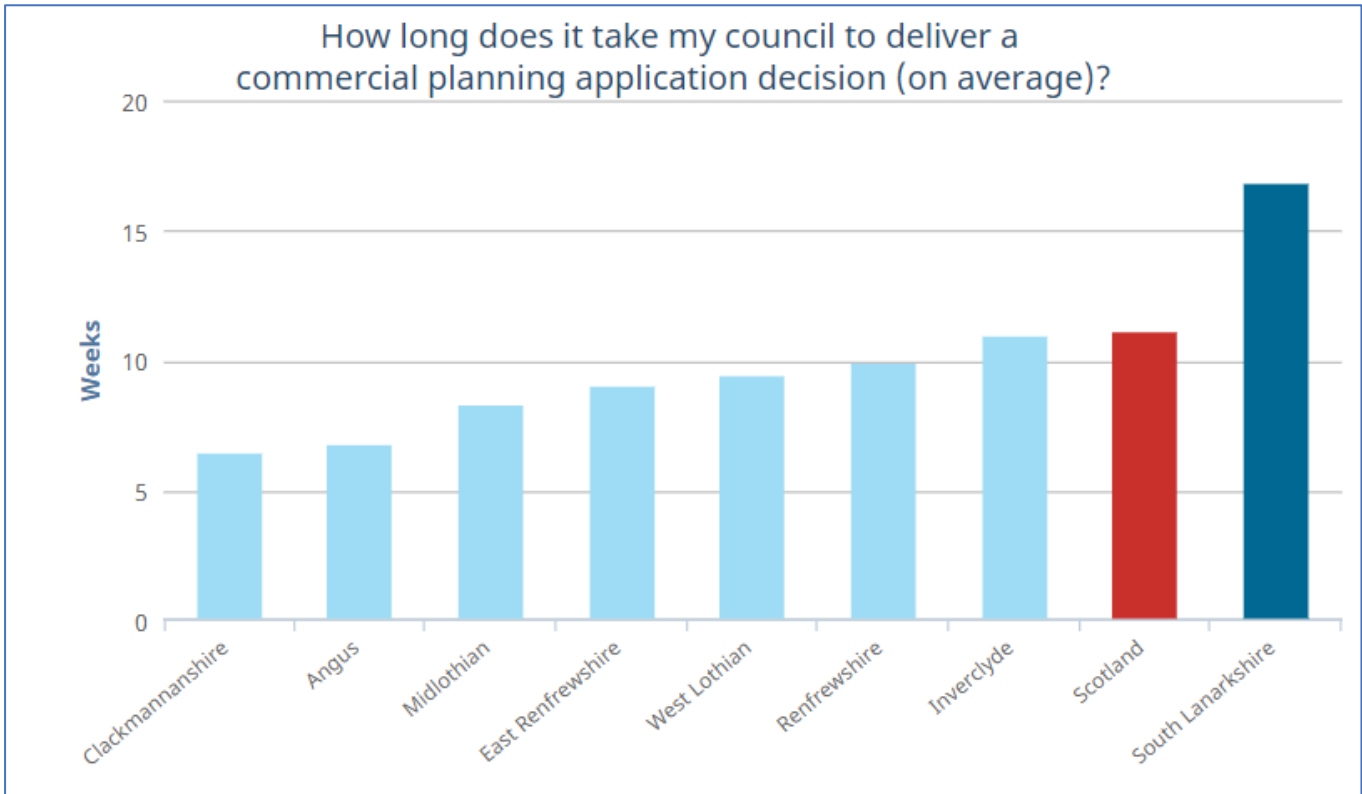


(Note: Clackmannanshire, East Renfrewshire, Midlothian and Renfrewshire: N/A result.
Huge range - Angus result £1,242.65 vs SLC result £13.14 vs W Lothian £0.23)

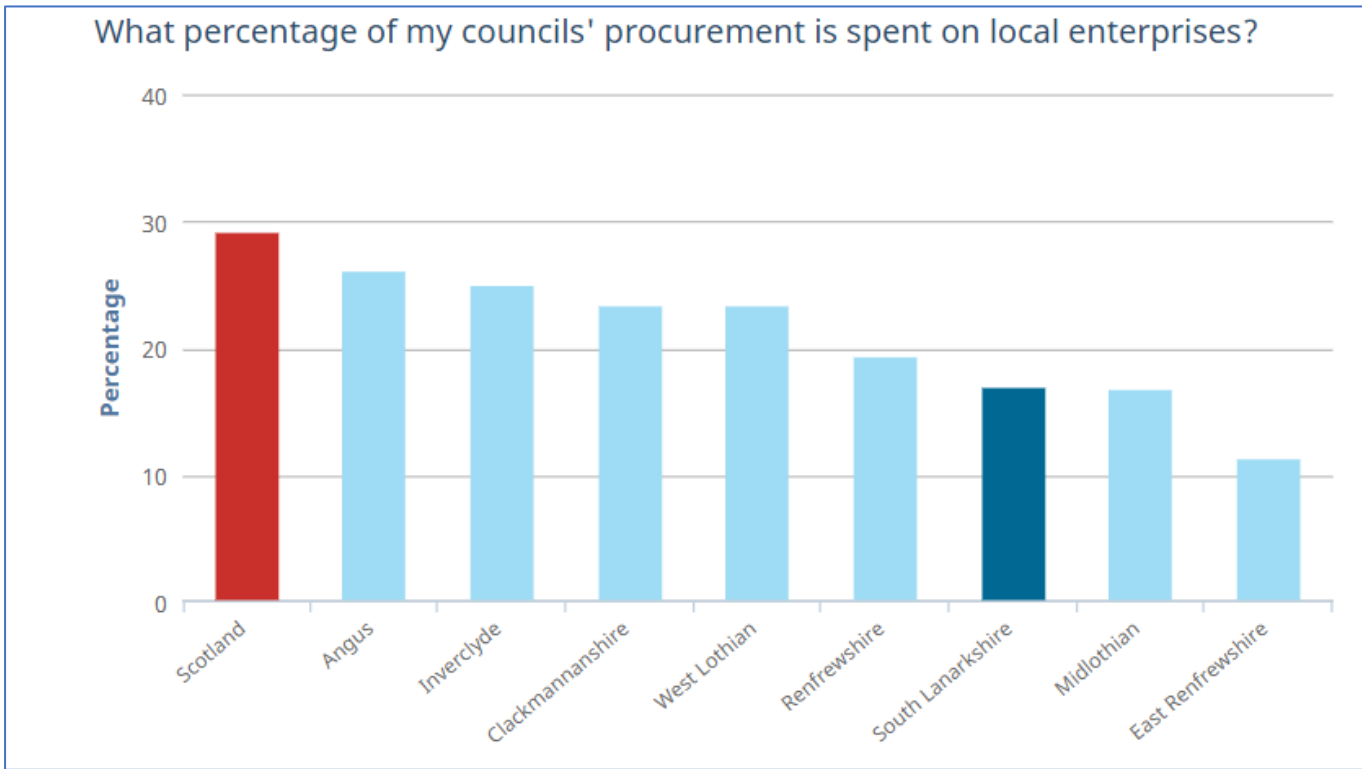
Cost of parks and open spaces per 1,000 population – C&L4 – CER



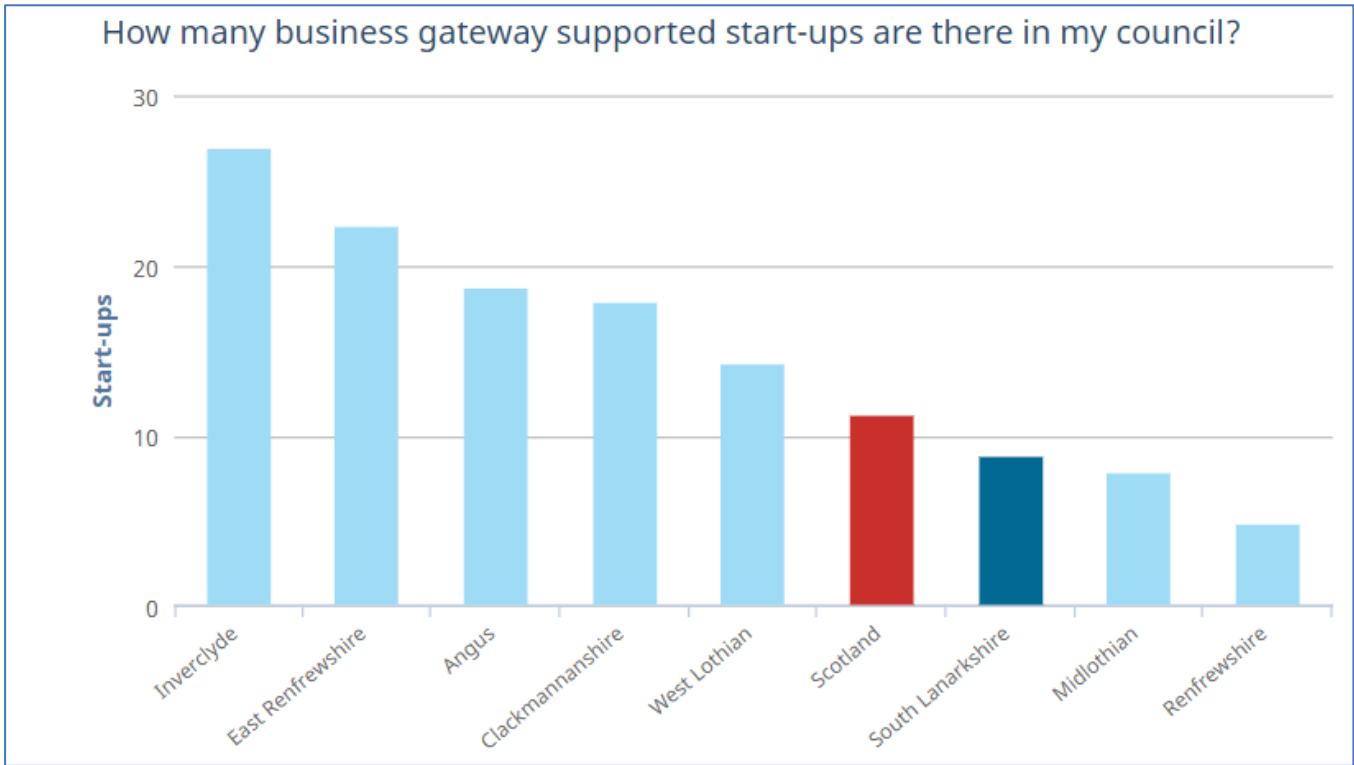
Average time per business/ industry planning application (weeks) – ECON3 – CER



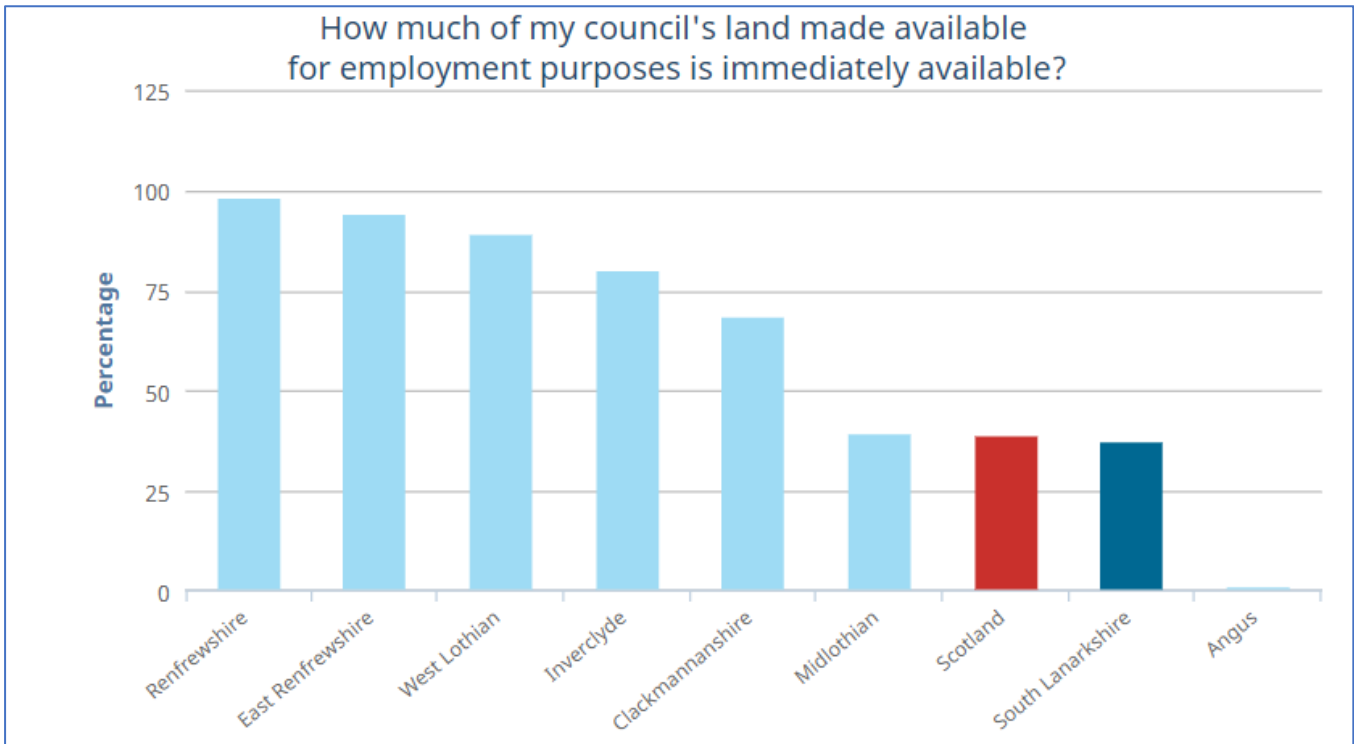
Percentage of procurement spend on local enterprises – ECON4 – CER



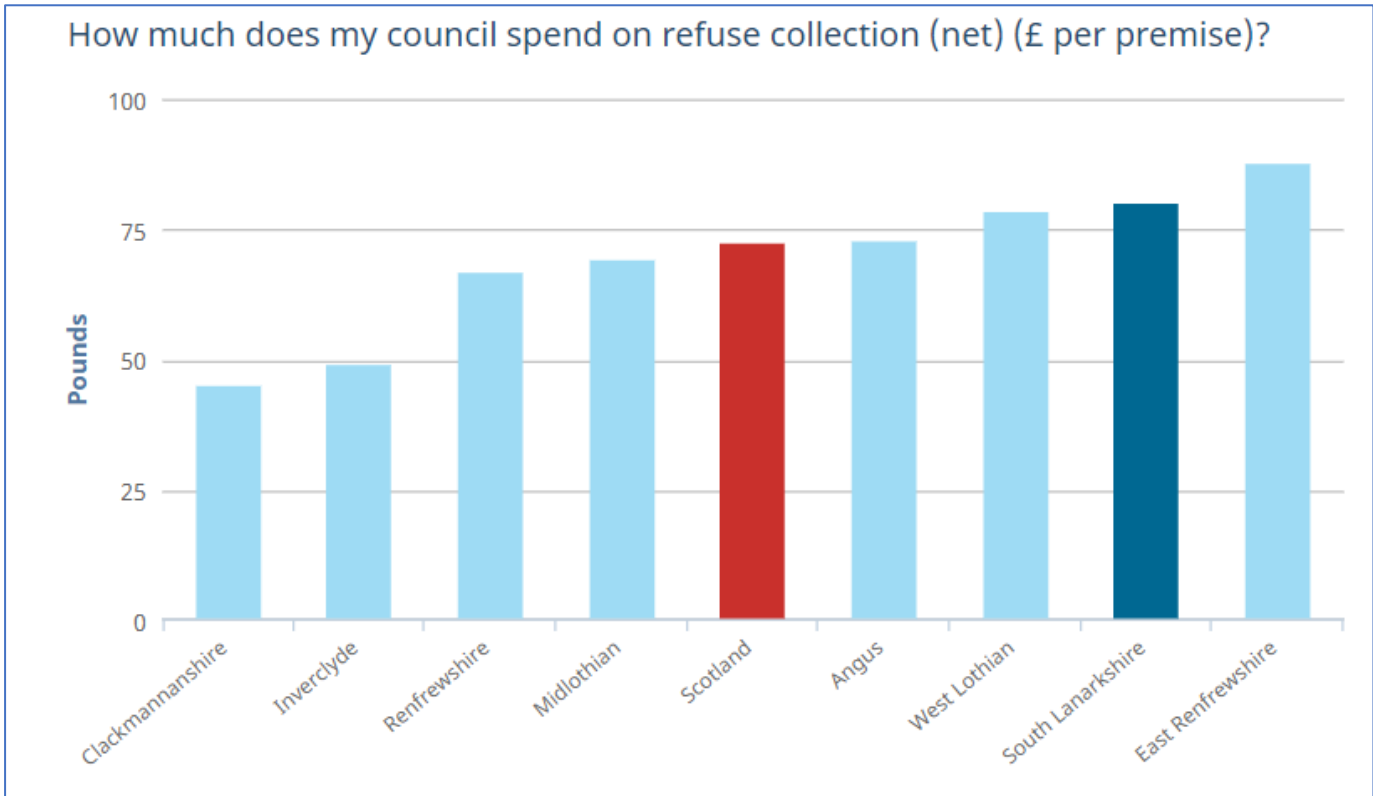
No of business gateway start-ups per 10,000 population – ECON5 – CER



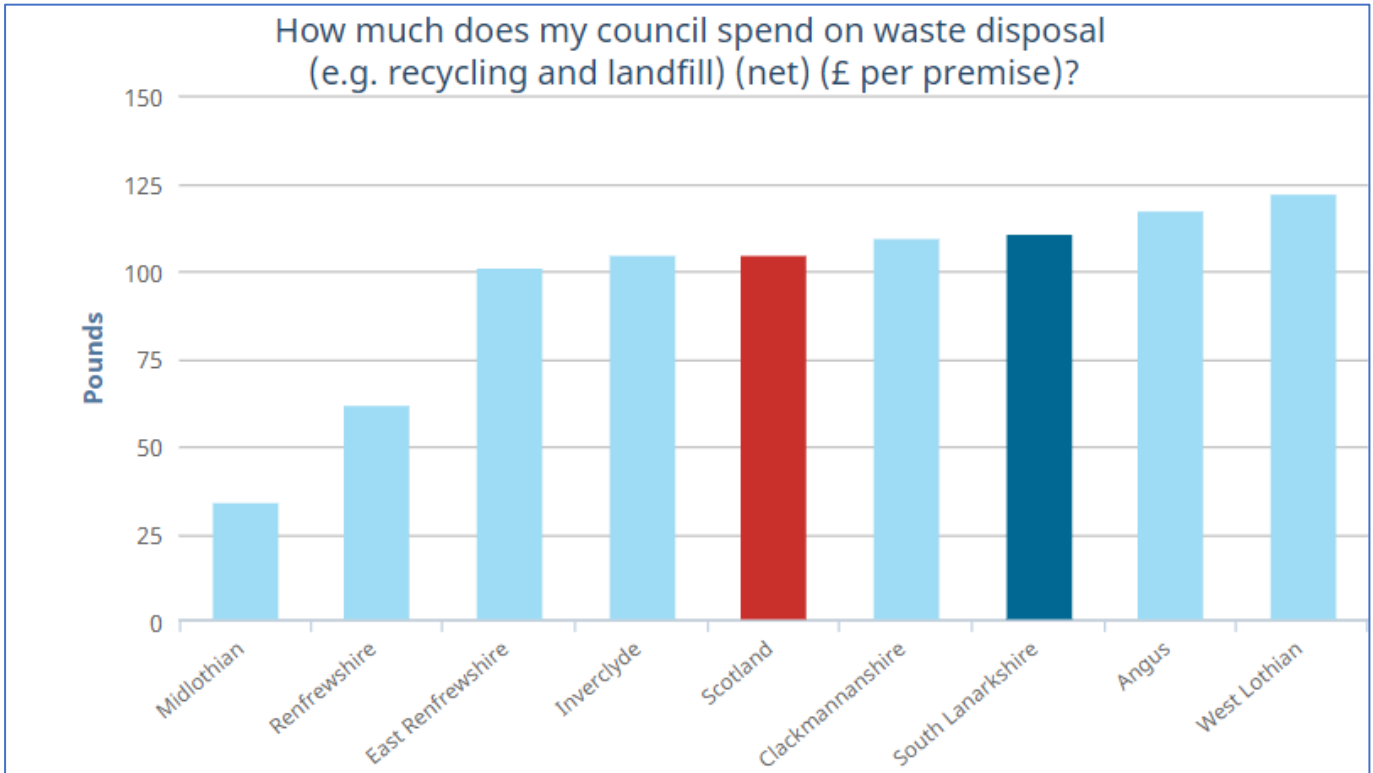
Immediately available employment land as a % total land allocated for employment purposes in the local development plan – ECON10 – CER



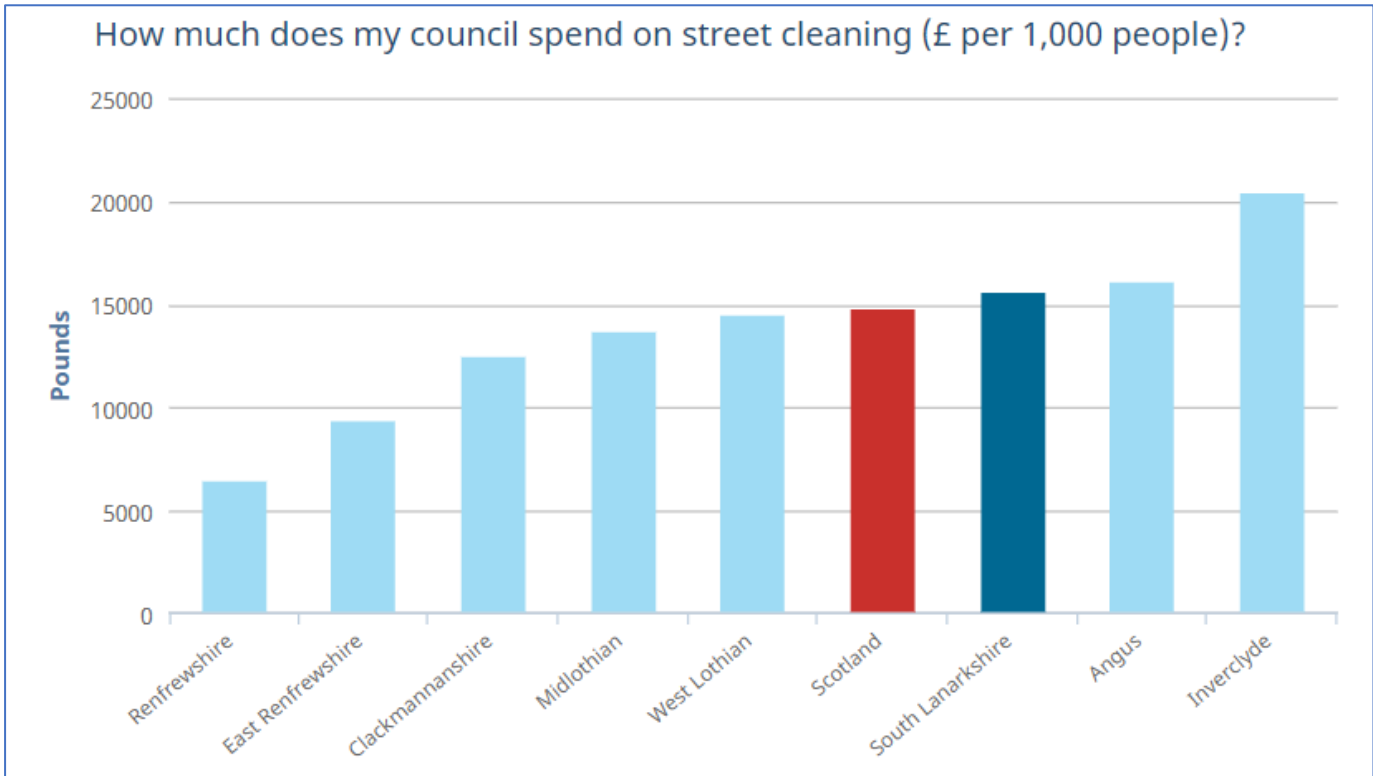
Net cost of waste collection per premise – ENV1a – CER



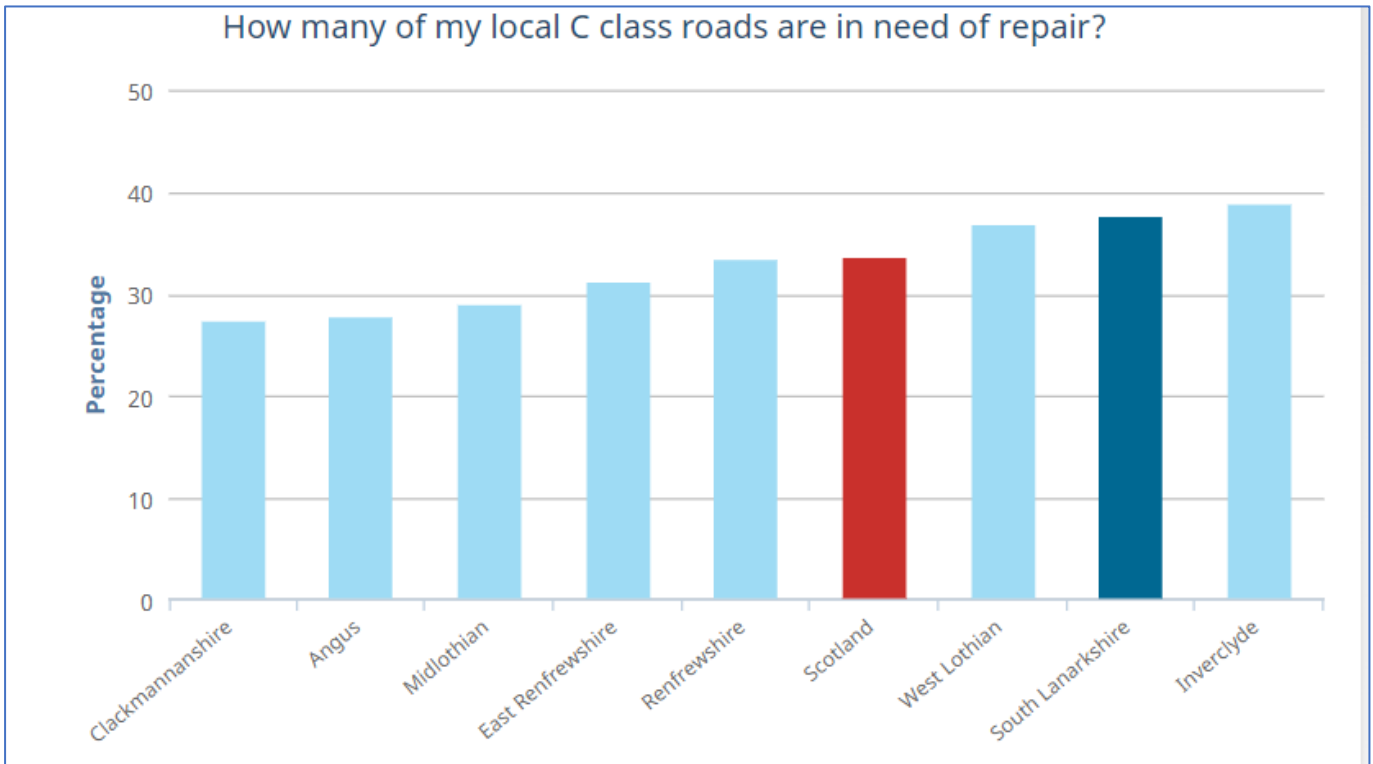
Net cost of waste disposal per premise – EVN2a – CER



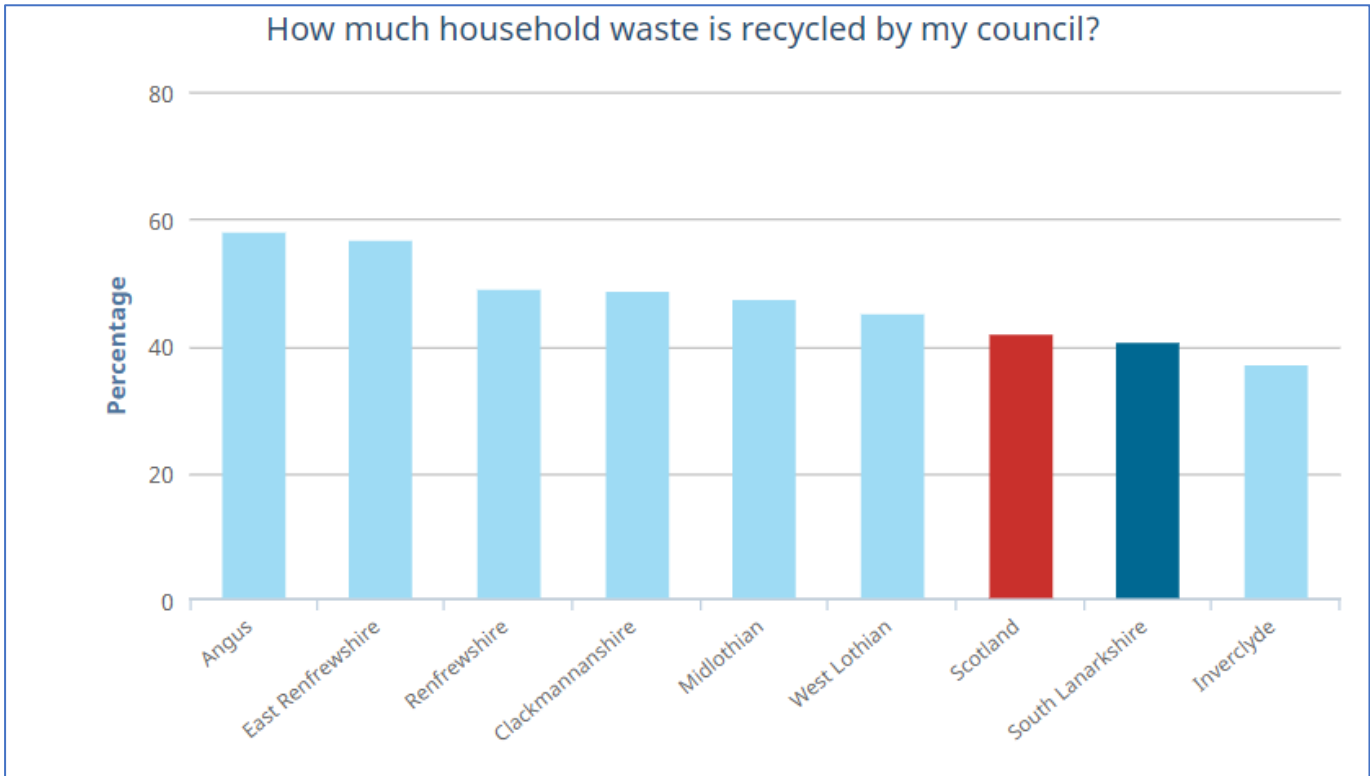
Net cost of street cleaning per 1,000 population – ENV3a – CER



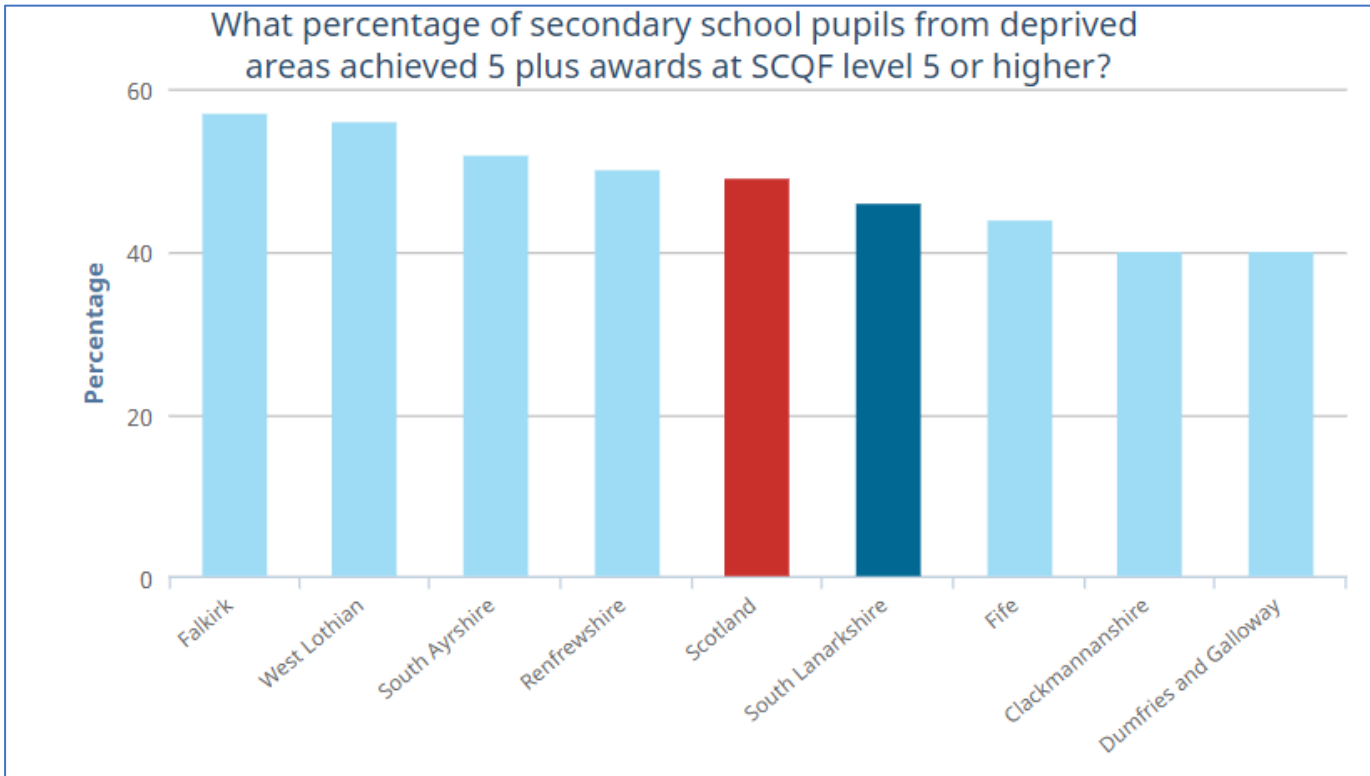
Percentage of C class roads that should be considered for maintenance treatment – ENV4d – CER



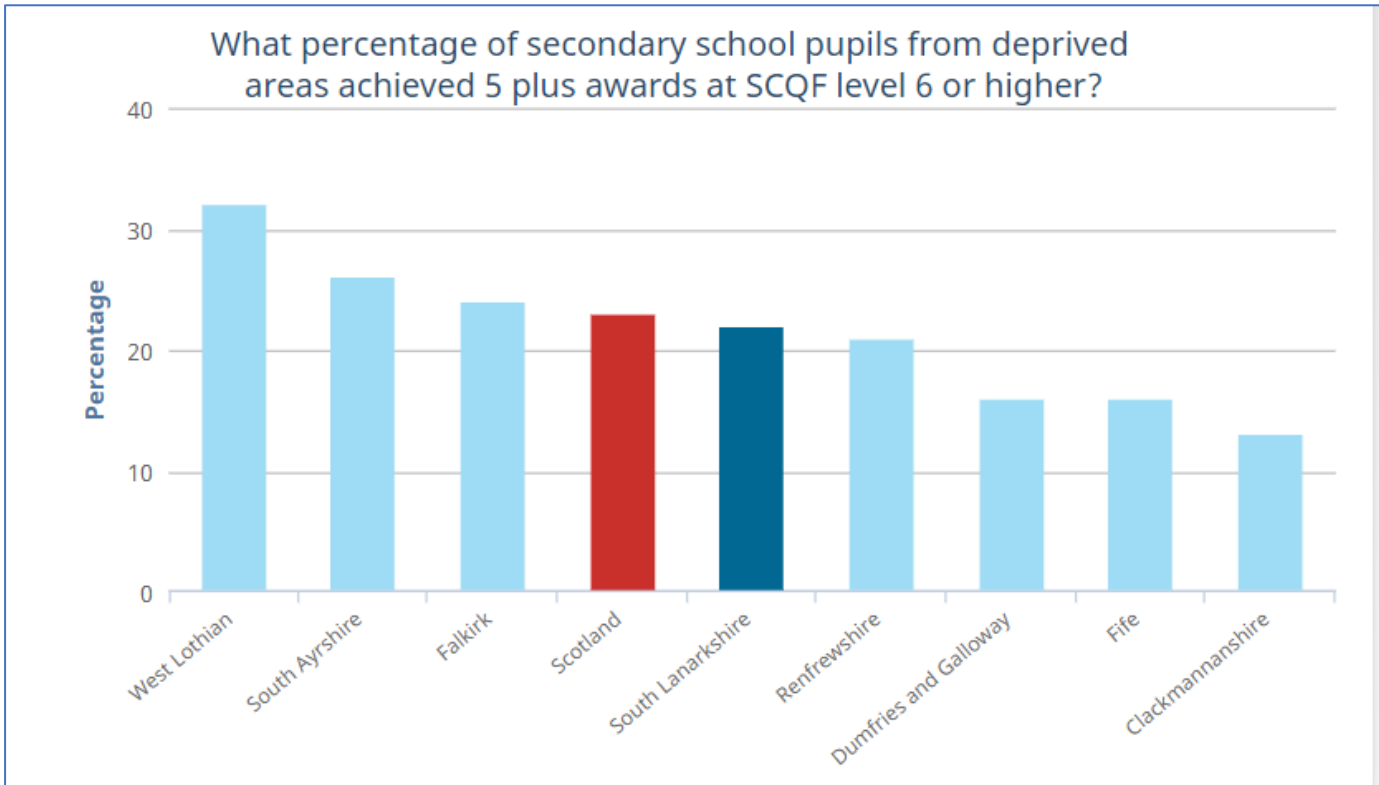
The percentage of total household waste arising that is recycled – ENV6 – CER



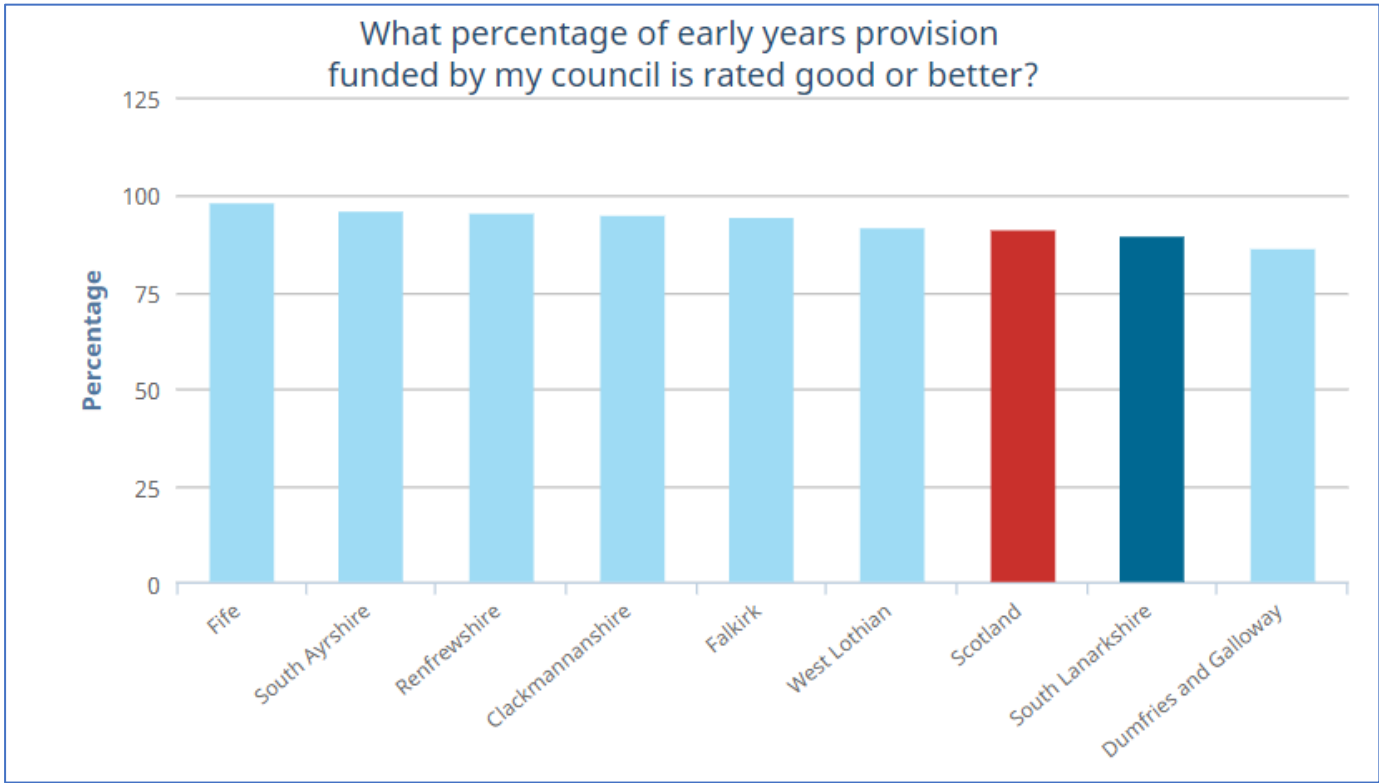
% of pupils from deprived areas gaining 5 or more awards at level 5 – CHN6 – EDR



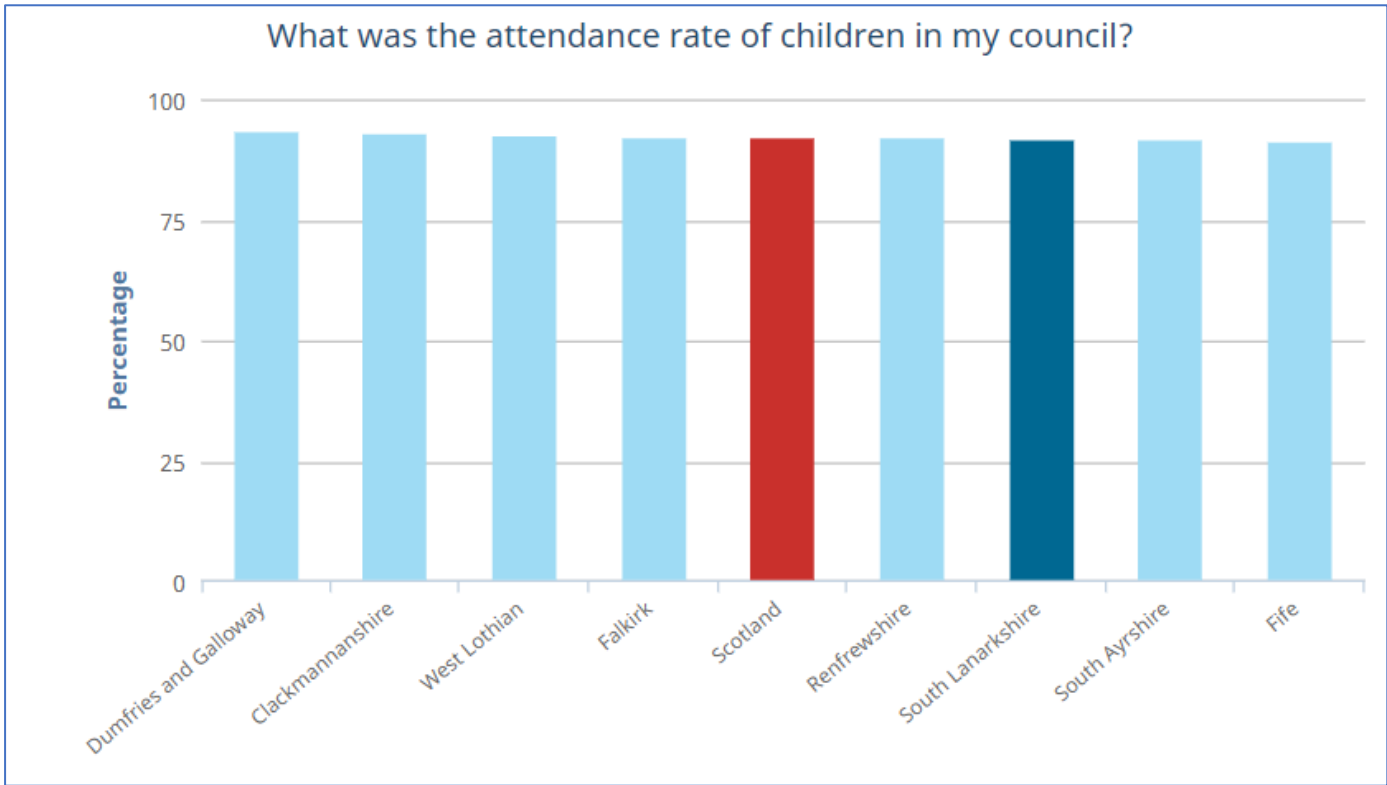
% of pupils from deprived areas gaining 5 or more awards at level 6 – CHN7 - EDR



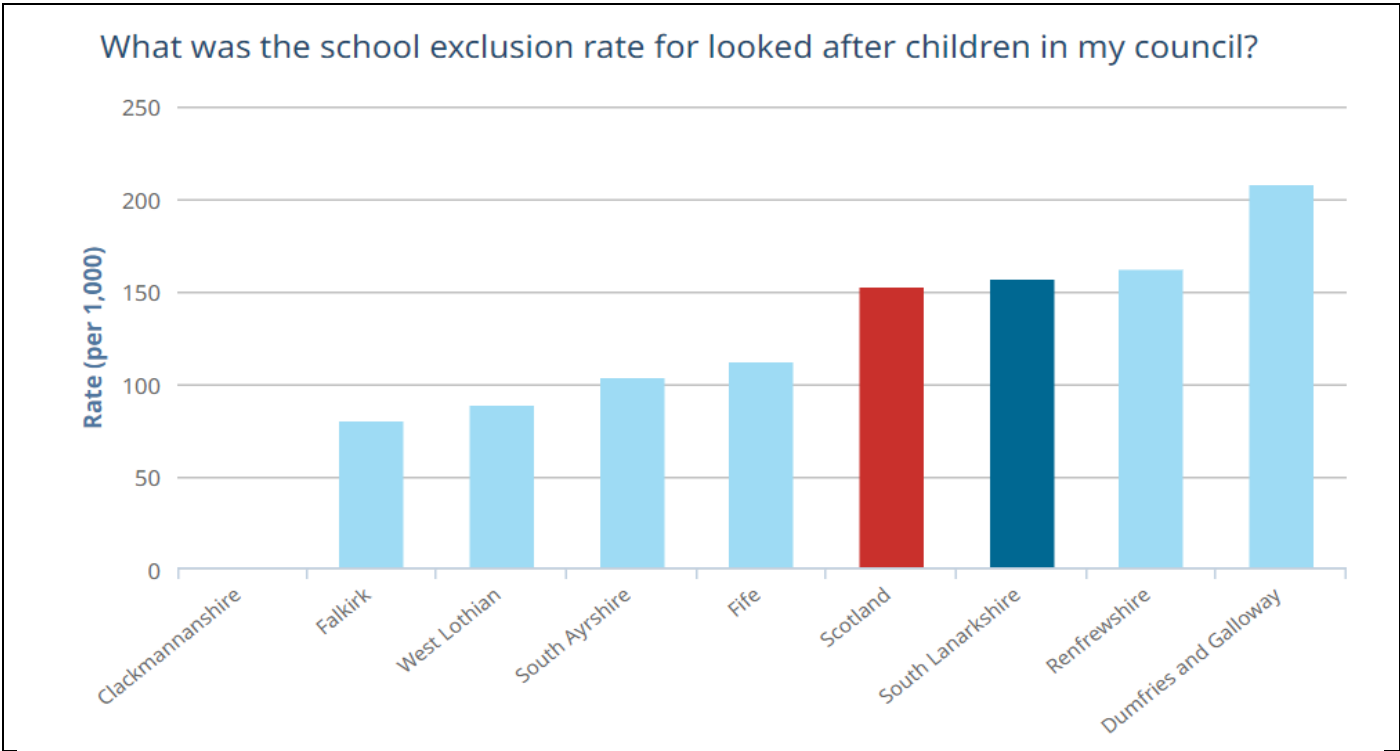
% of funded early years provision which is graded good/better – CHN18 – EDR



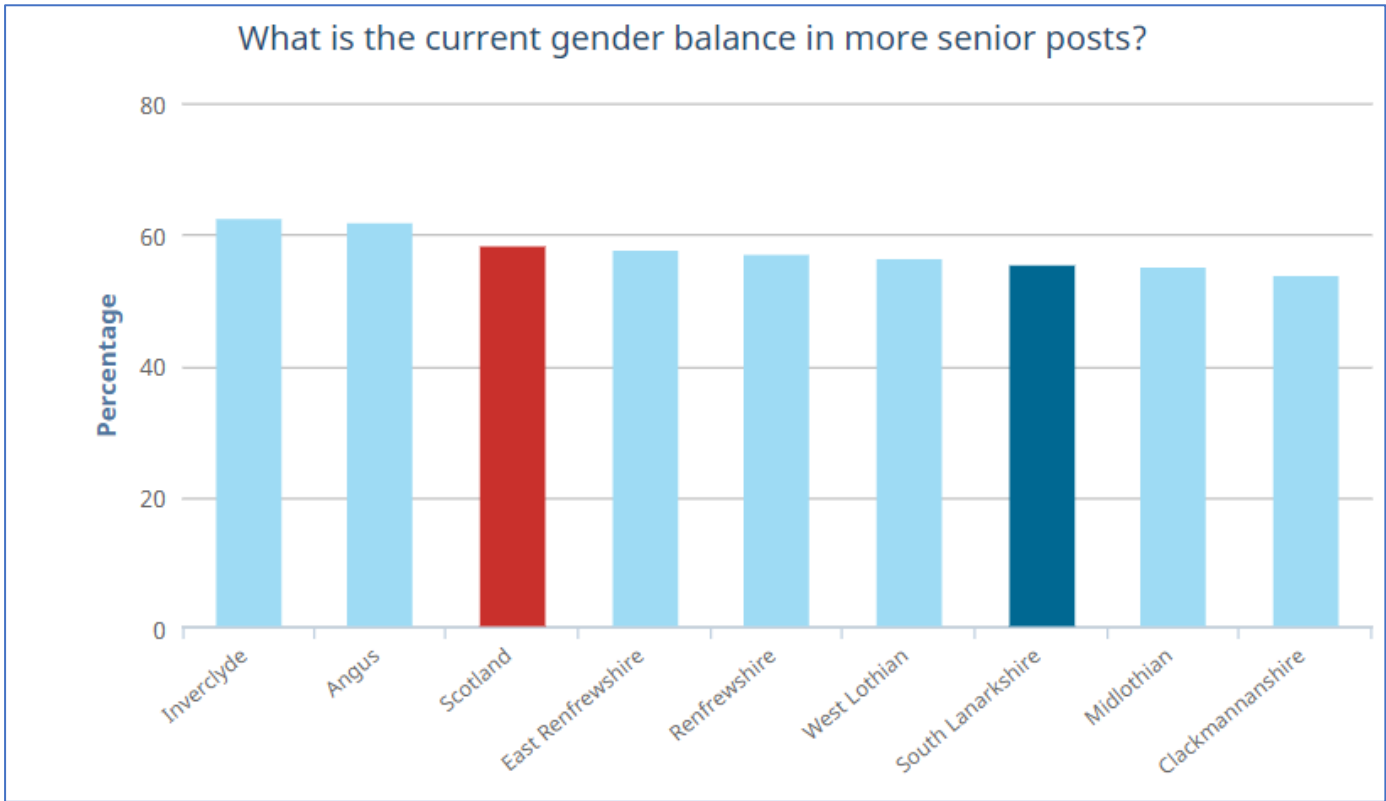
School attendance rate – CHN19a – EDR



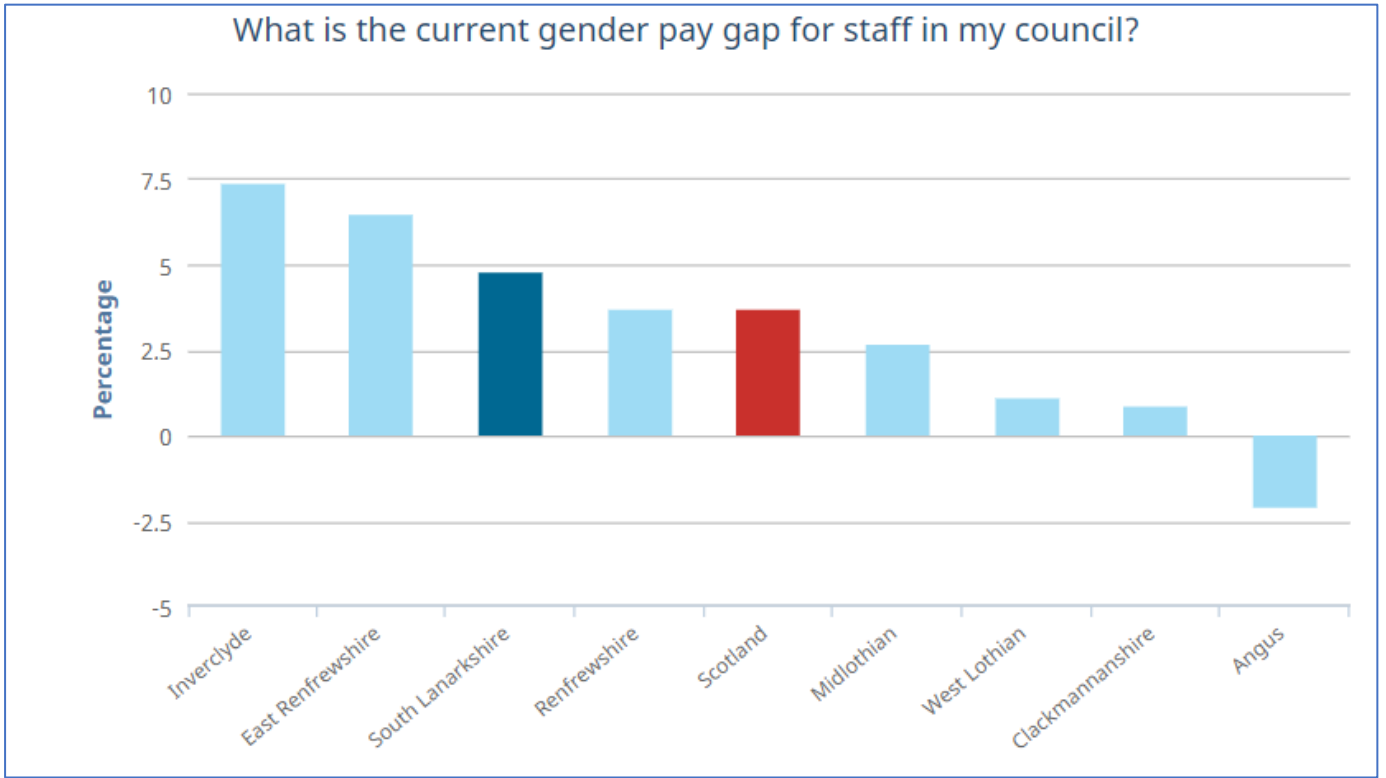
School exclusion rates (per 1,000 looked after children) - CHN 20a - EDR



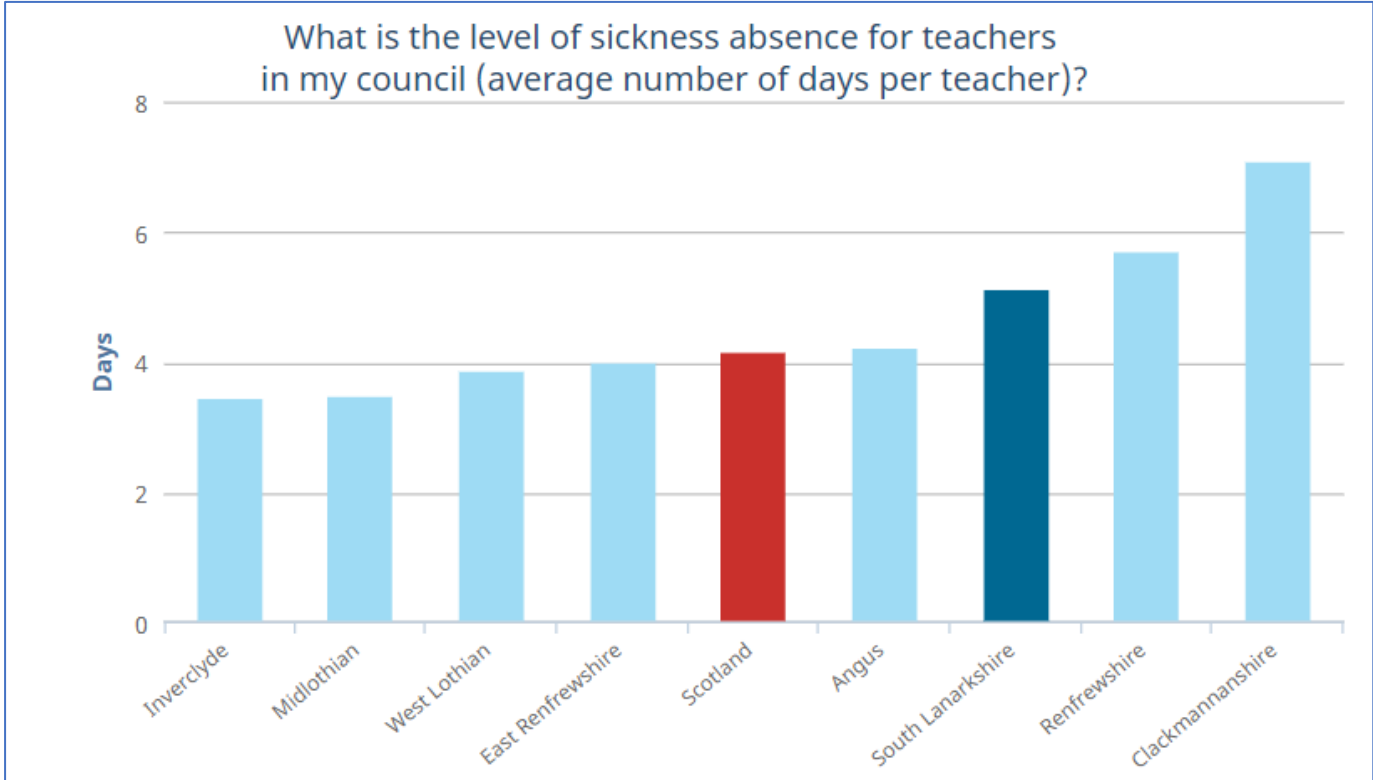
The percentage of the highest paid 5% employees who are women – CORP3b – FCR



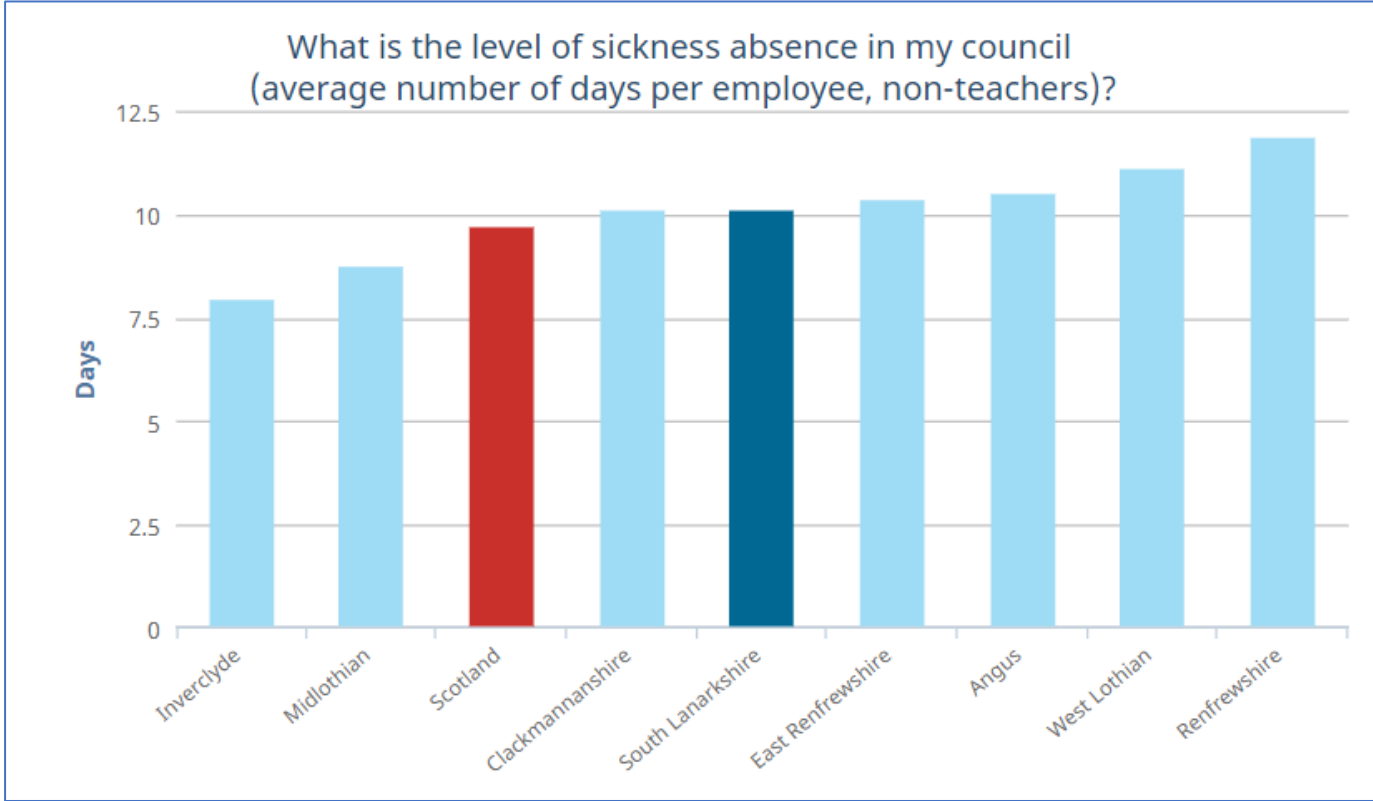
The gender pay gap – CORP3c – FCR



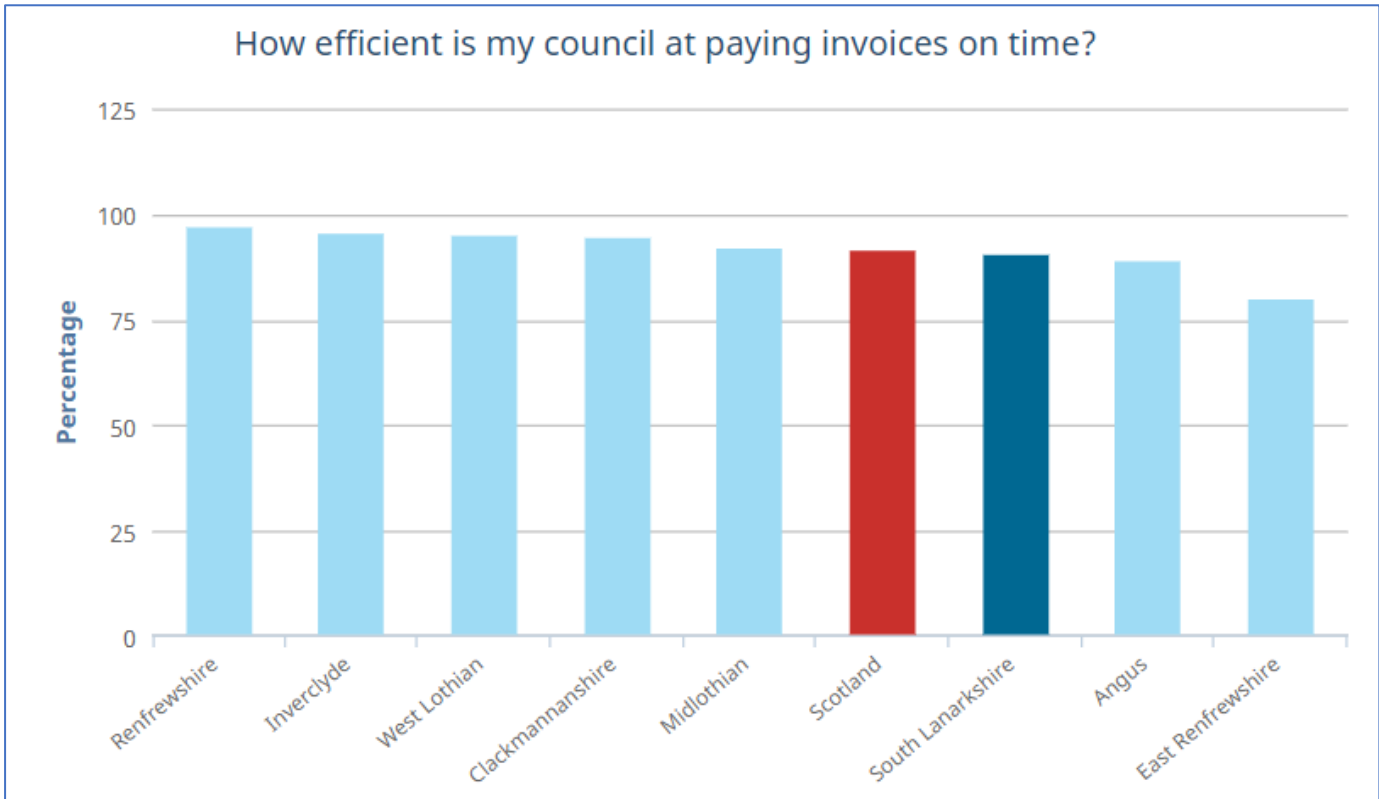
Sickness absence days per teacher – CORP6a – FCR



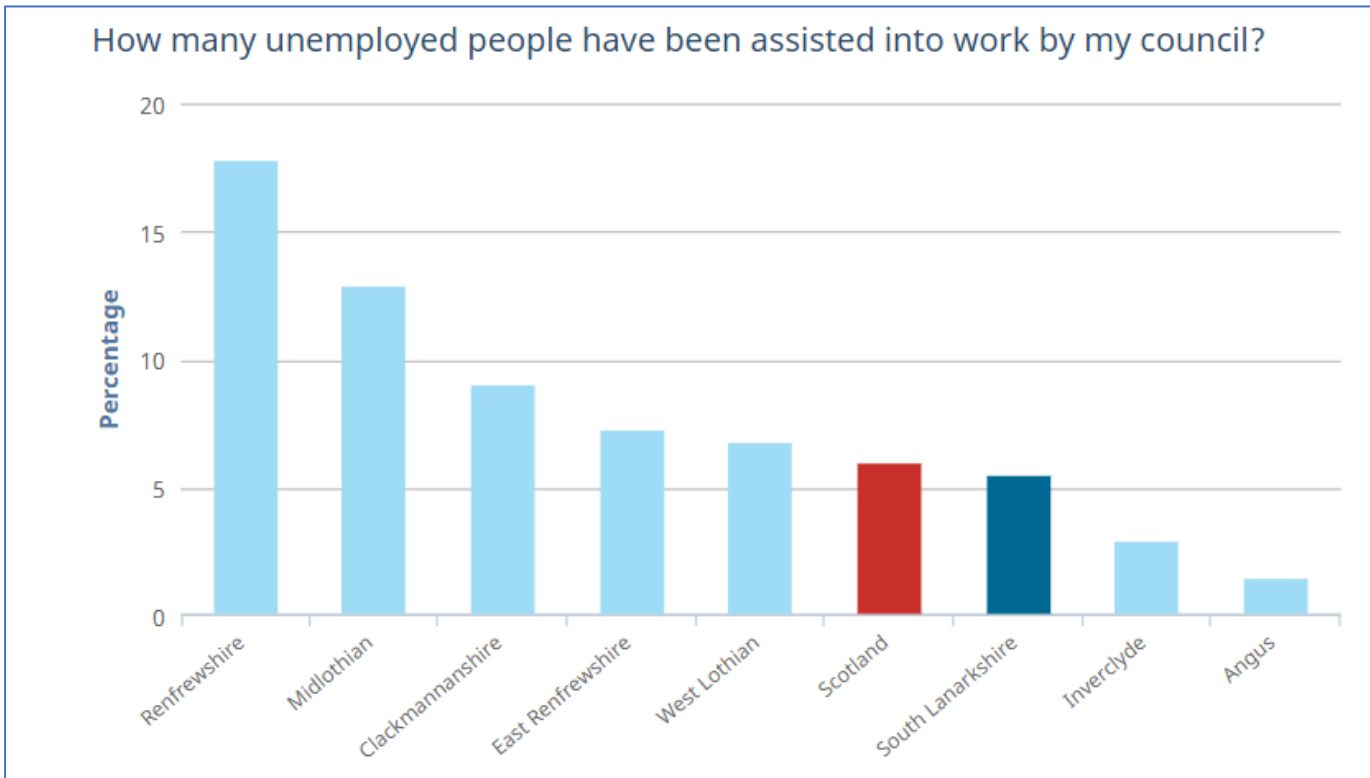
Sickness absence days per employee (non-teacher) – CORP6b – FCR



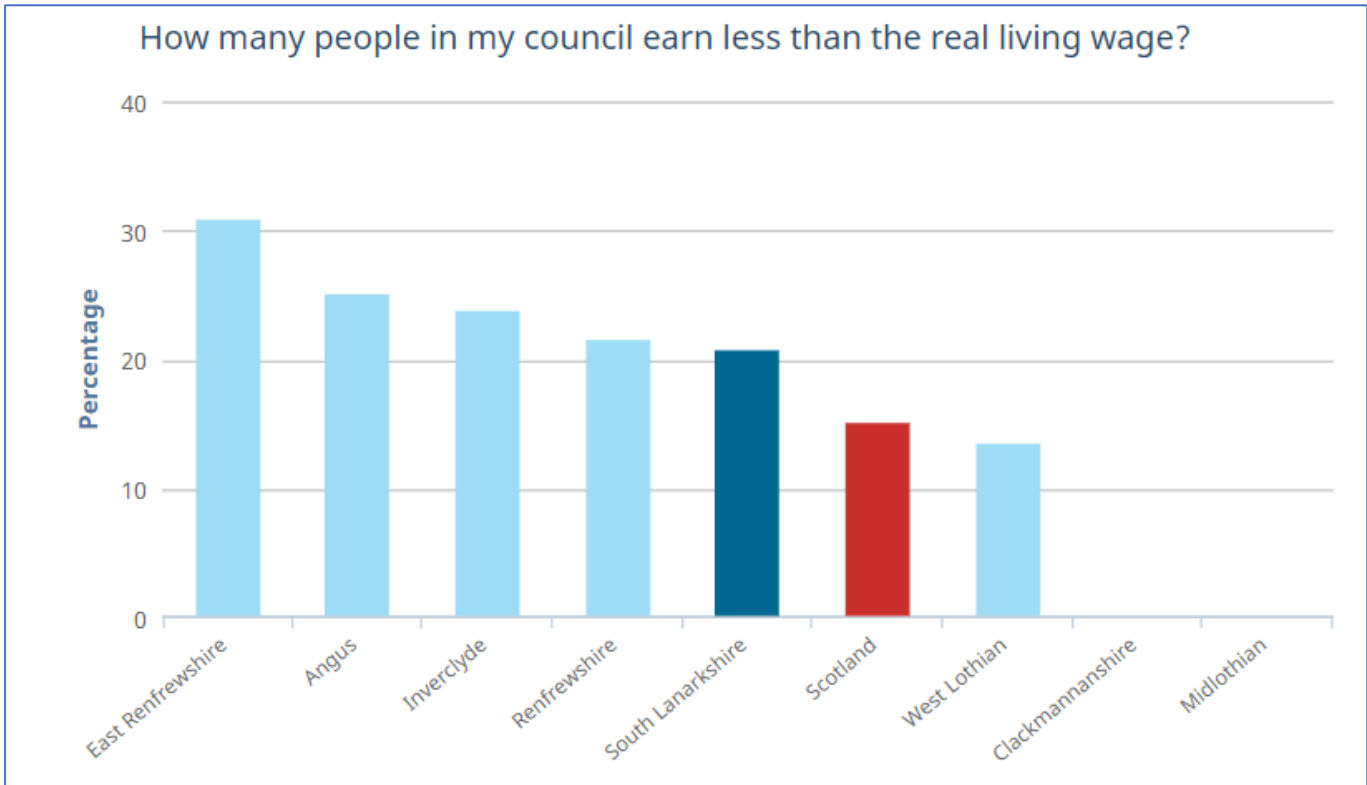
Percentage of invoices sampled that were paid within 30 days – CORP8 – FCR



Percentage of unemployed people assisted into work from council funded/operated employability programmes – ECON1 – FCR

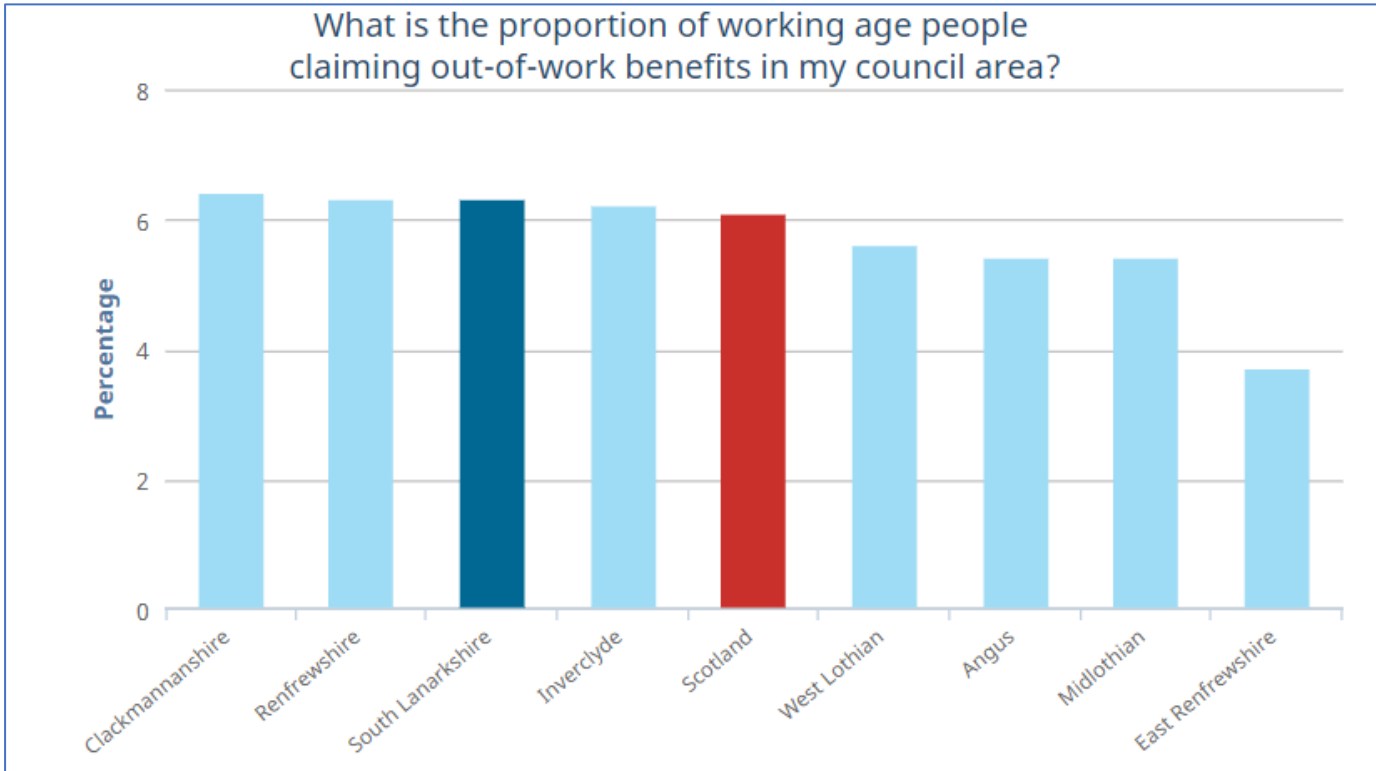


Proportion of people earning less than the living wage – ECON7 – FCR

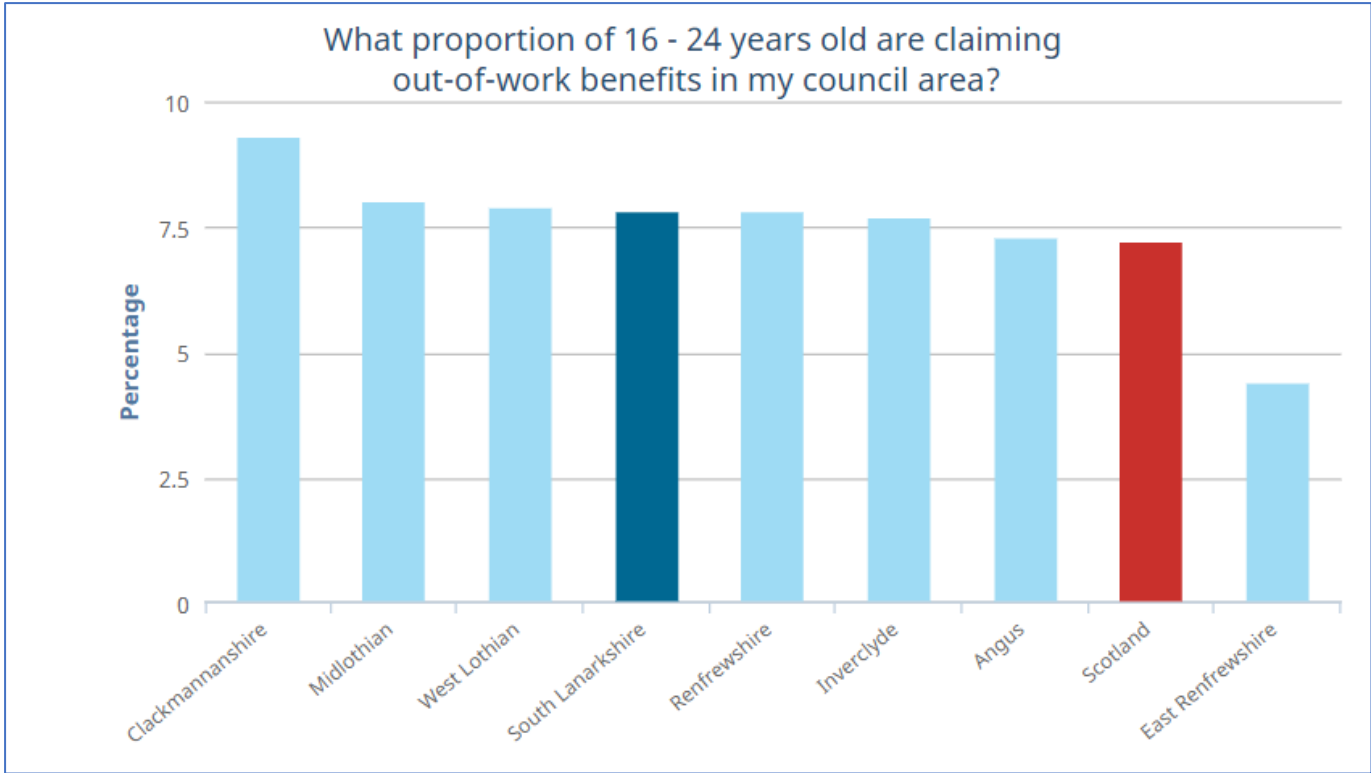


(Note – Clackmannanshire and Midlothian councils did not provide data)

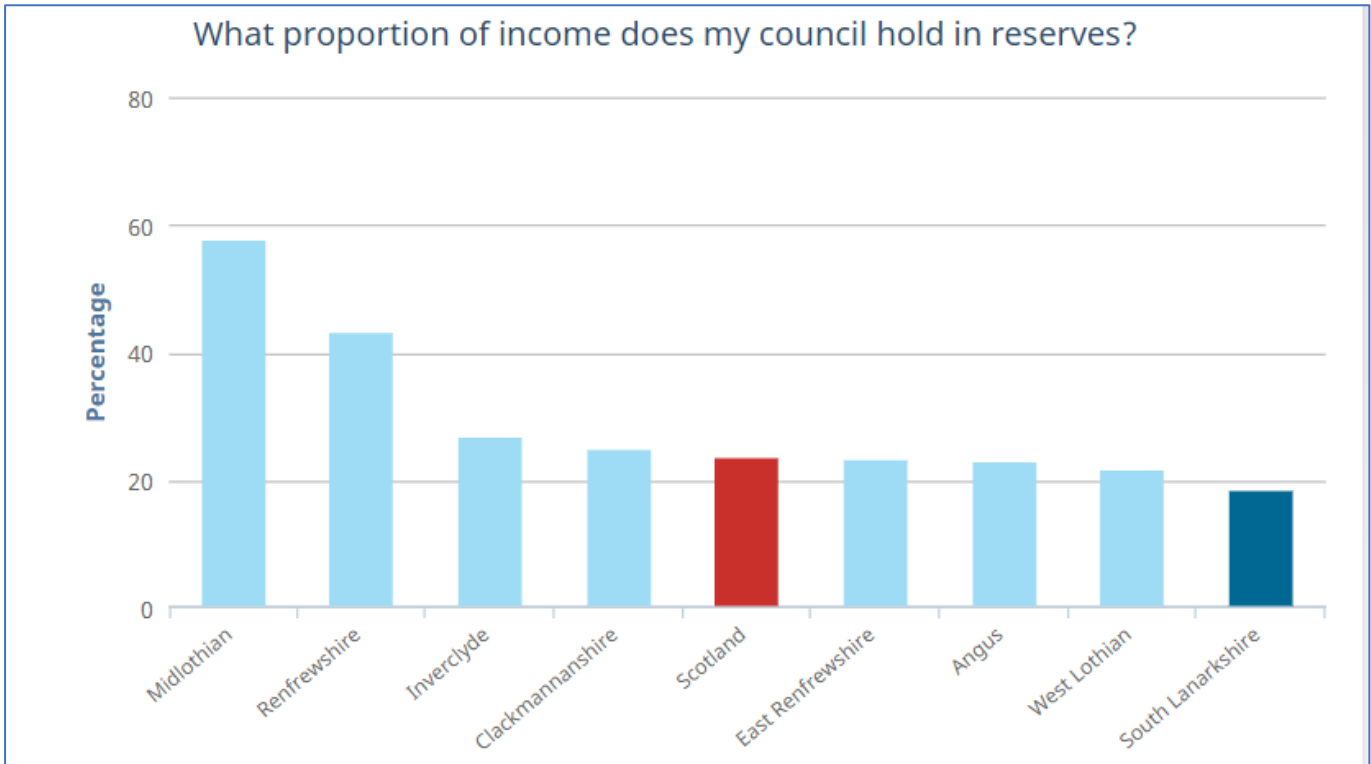
Claimant Count as % of working Age Population (New) – ECON12a – FCR



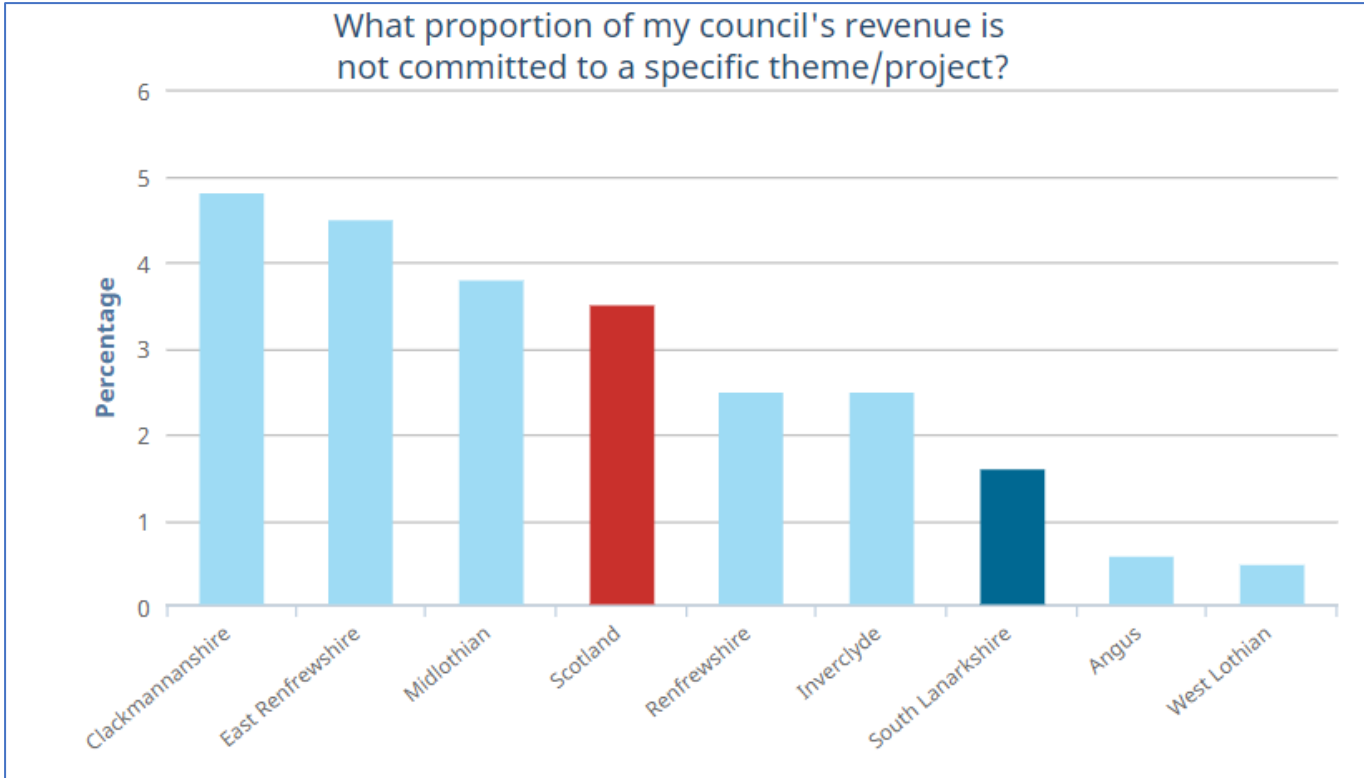
Claimant Count as % of 16-24 Population (New) – ECON12b – FCR



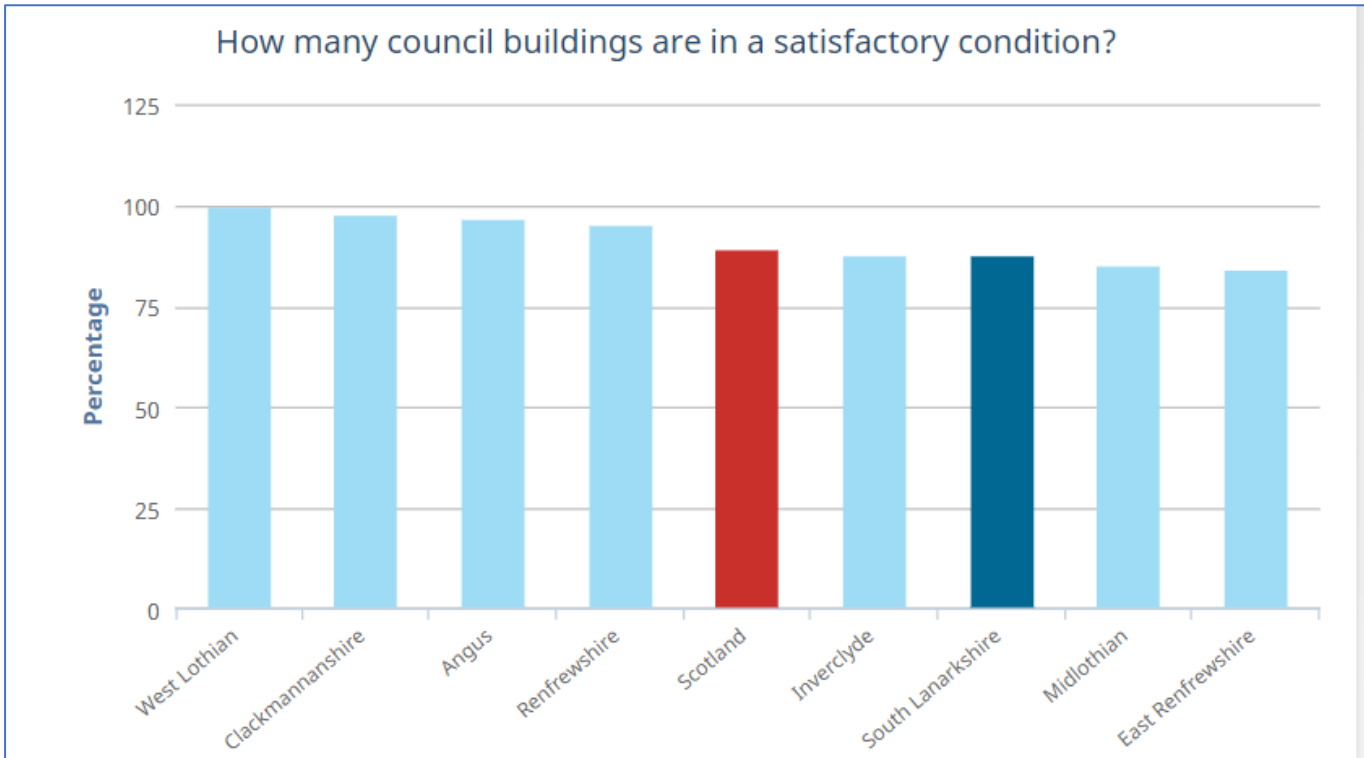
Total useable reserves as a % of council annual budgeted revenue – FINSUS1 - FCR



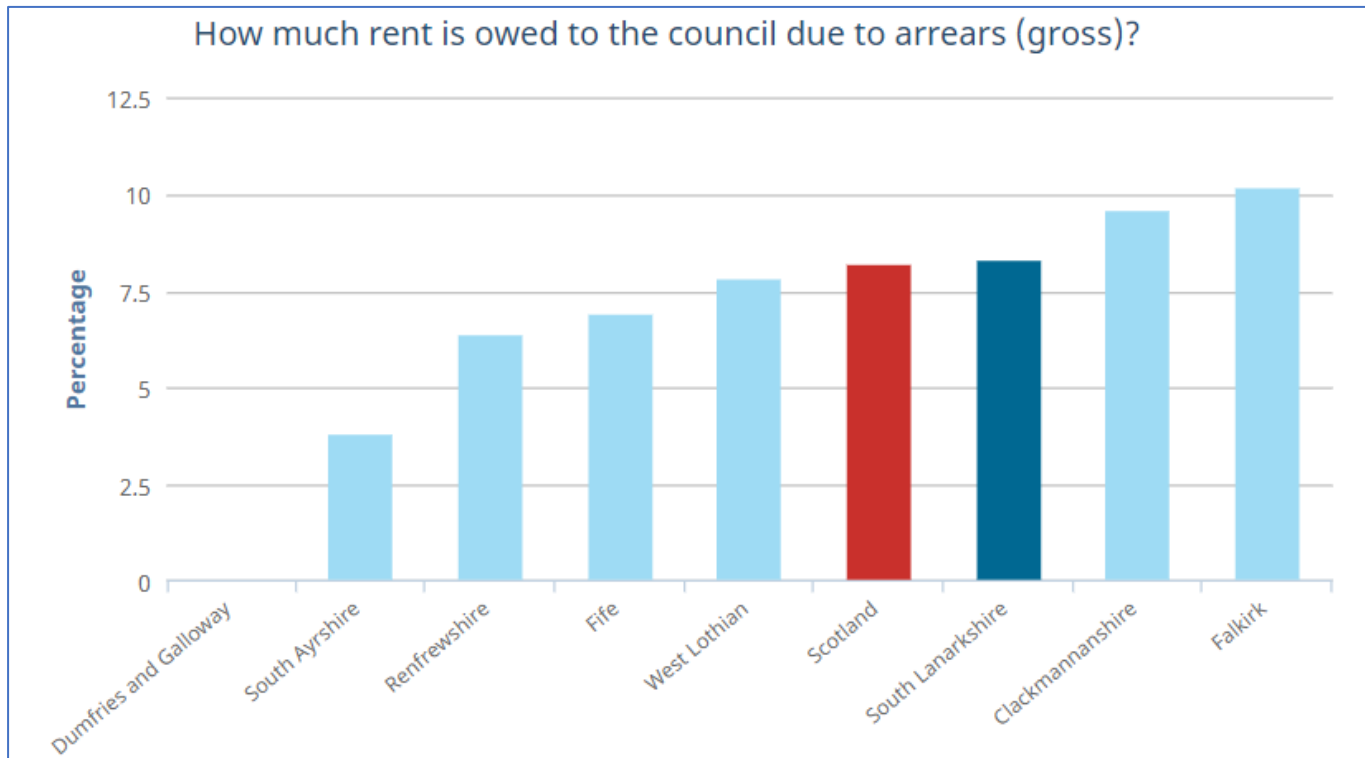
Uncommitted General Fund Balance as a % of the council annual budgeted net Revenue - FINSUS2 – FCR



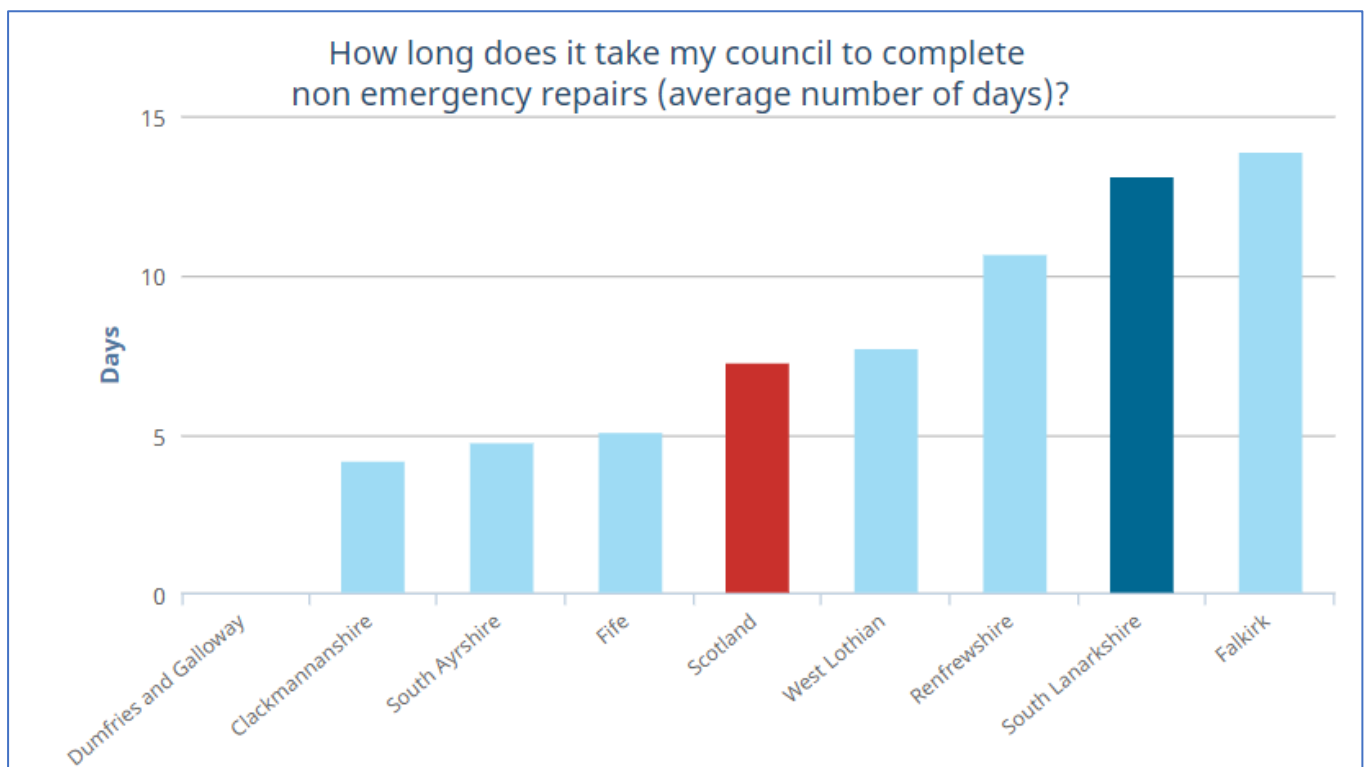
Percentage internal floor area of operational buildings in satisfactory condition – CORP-ASSET2 – HTR



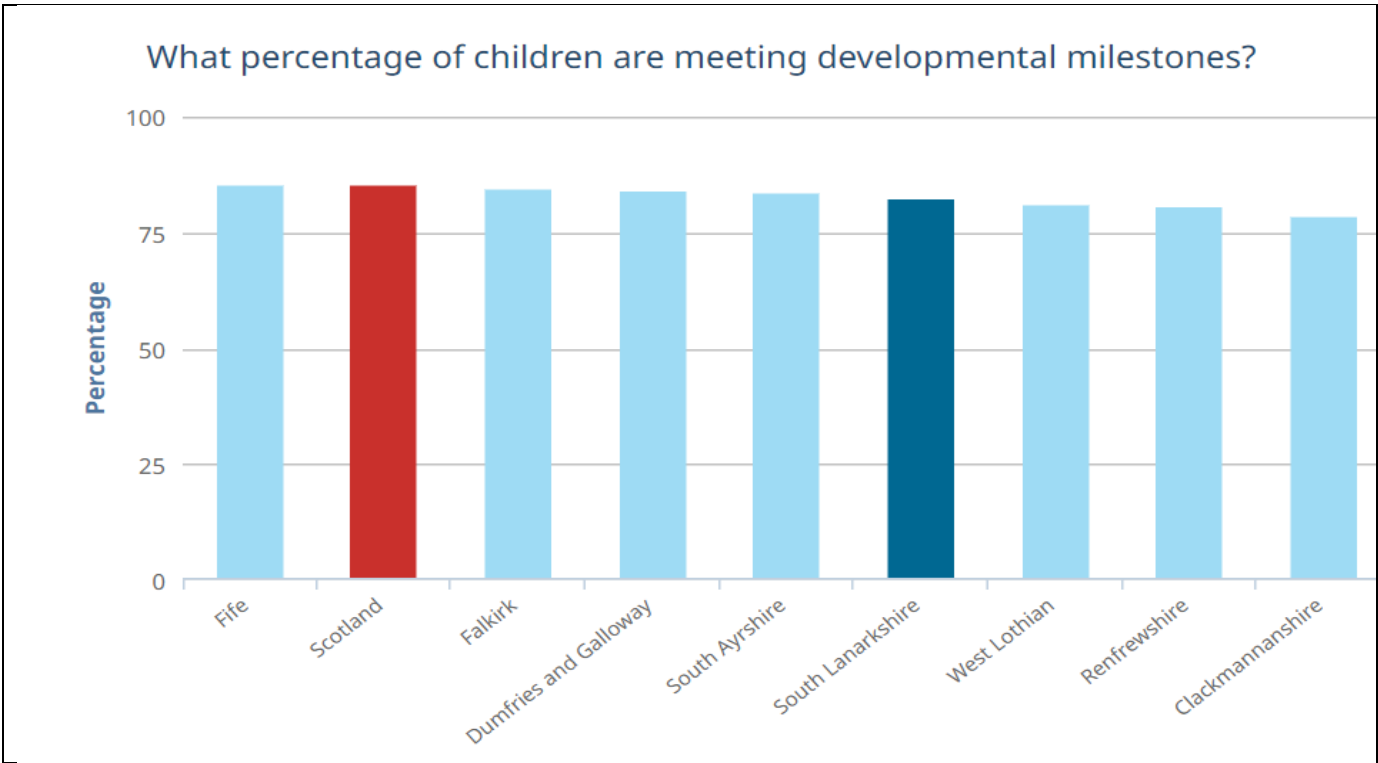
Gross rent arrears (all tenants) as at 31 March, as a percentage of rent due for the reporting year – HSN1b – HTR



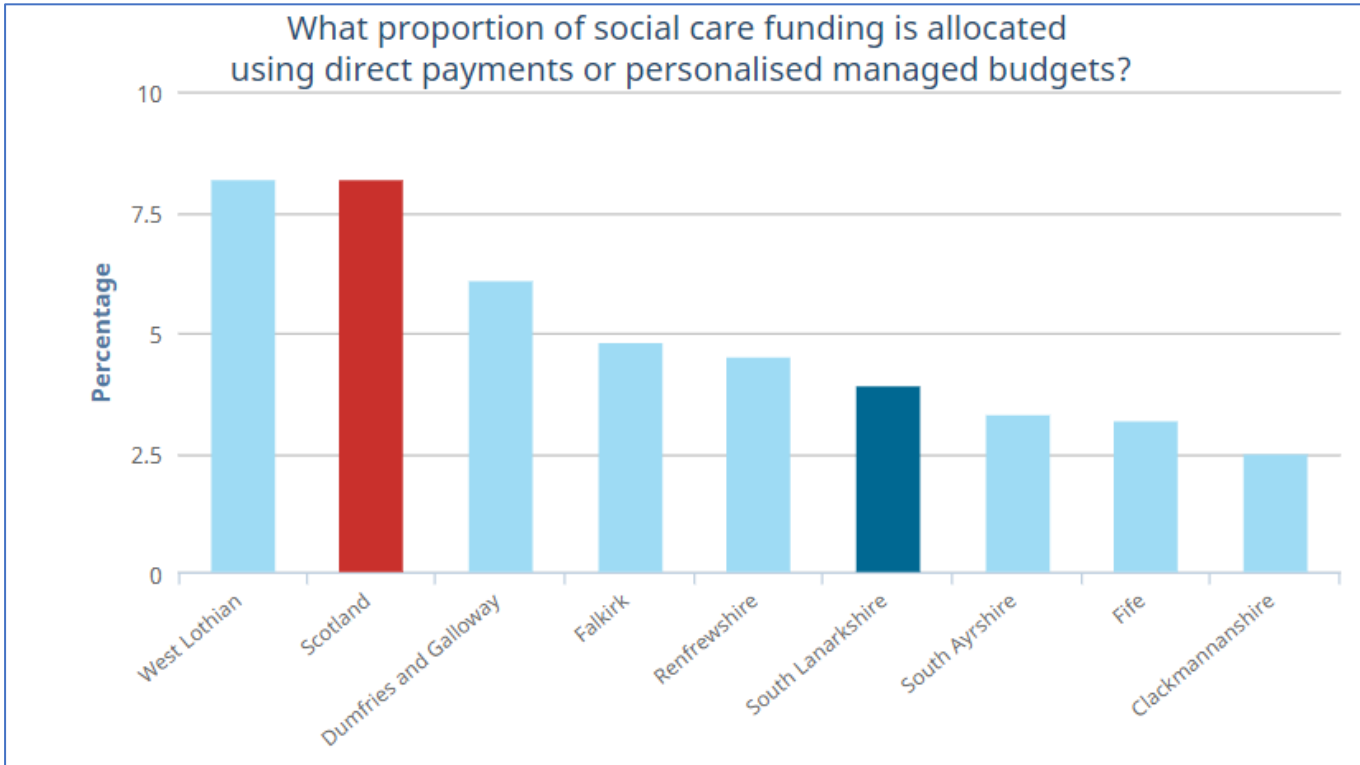
Average number of days taken to complete non-emergency repairs – HSN4b – HTR



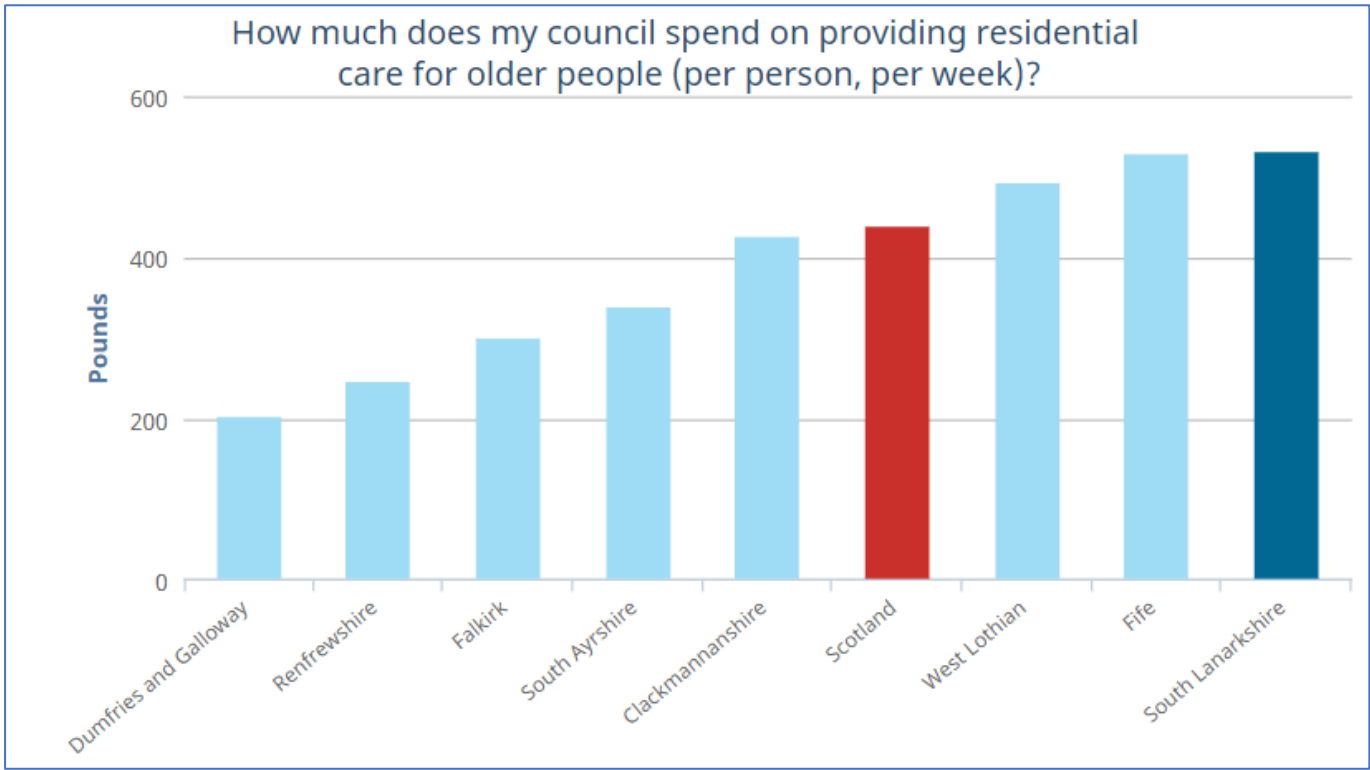
Percentage of children meeting developmental milestones CHN 17 SWR



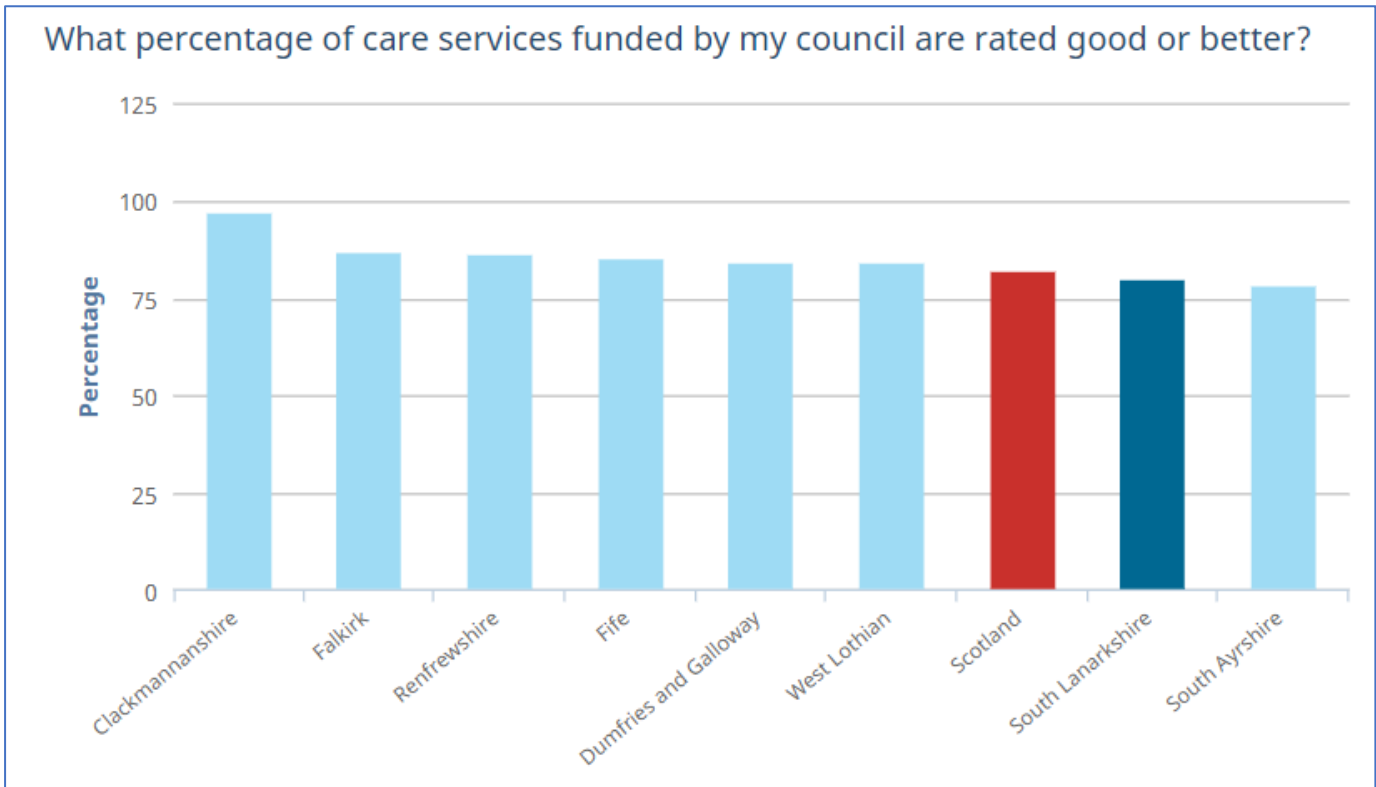
Self-Directed Support (Direct payments and managed personalised budgets) spend on adults 18+ as a percentage of total social work spend on adults 18+ – SW2 – SWR



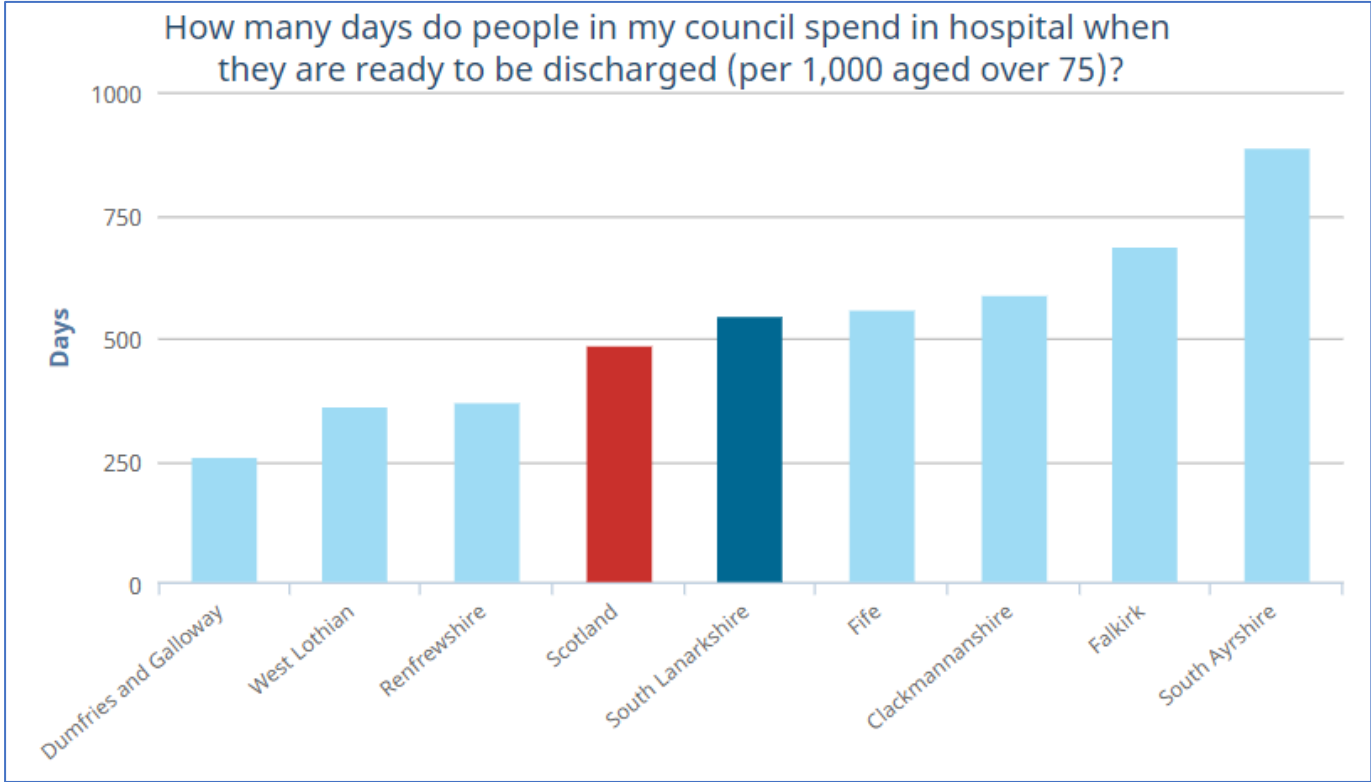
Residential cost per week per resident for people aged 65 or over – SW5 – SWR



Proportion of care services graded 'good' or better in Care Inspectorate Inspections – SW7 – SWR



Number of days people spend in hospital when they are ready to be discharged, per 1,000 population – SW8 – SWR



Report

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	16 August 2022
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Local Government Benchmarking Framework (LGBF) Update
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide the Performance and Review Scrutiny Forum with an update on discussions regarding the Benchmarking Framework and its future use.

2. Recommendation(s)

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

- (1) that the engagement with the Local Government Improvement Service on use of the LGBF, be noted;
- (2) that the suite of indicators aligned with Council Plan outcomes as described in section 5, be noted;
- (3) that further work will be undertaken as described in section 6 to map LGBF indicators to reporting routes which place them in an appropriate setting and scrutiny context, be noted; and
- (4) a report on the conclusion of this work be brought to a future meeting of the Forum, be noted.

3. Background

- 3.1. In the course of 2021, the Council raised a number of concerns about the LGBF with the Local Government Improvement Service (IS) and the LGBF Board.
- 3.2. Following this dialogue, the Council agreed to work with the IS to develop a new approach to reporting the LGBF.
- 3.3. A report to the Forum on 26 October 2021 outlined the issues with the LGBF and committed to bringing an update on progress back to the Forum for discussion.
- 3.4. This report summarises the work undertaken so far and sets out further to develop and refine a best practice approach to reporting and using the LGBF.

4. LGBF Issues and Concerns

- 4.1. A number of issues with the LGBF have been raised over several years. To recap, these include:-

- ◆ Local policy decisions can impact on the LGBF results and interpretation of the data. This is particularly true for cost indicators in the LGBF suite, where lower costs are generally equated with good performance. In these instances, where the Council has opted to invest resources (eg, in roads maintenance or in the school estate), costs will appear higher than the Scottish average or for comparable councils and performance may be assessed as 'worse'.
- ◆ A number of satisfaction measures within the LGBF are derived from the Scottish Household Survey (SHS). There are important limitations to this data, for example, the number sampled is very small relative to the population and survey respondents are asked how satisfied they are with services even if they have not used the service in question. The Council's own surveys of service users invariably rate the services more highly than the SHS.
- ◆ The figures within the LGBF are the result of a wide range of service provision models and data collection processes carried out in each of Scotland's 32 councils. While the LGBF endeavours to achieve high standards of completeness and consistency, there are inevitably differences between councils and between indicators in terms of what is counted and how it translates into LGBF performance.

- 4.2. These concerns have featured prominently over recent years when results have been presented at the Forum. The opportunity was taken in June 2021 to raise these issues with the IS and the Chair of the LGBF Board.
- 4.3. Following these discussions, it was agreed that the Council should work with the IS to review how it uses the LGBF and in particular, to develop an approach to LGBF reporting which will better reflect the Council's priorities and support scrutiny of progress in priority areas. As noted above, these developments were reported to the Forum on 26 October 2021.

5. Defining a Strategic LGBF Reporting Set

- 5.1. In December 2021, the IS provided a bespoke analysis of LGBF indicators for the Council, structured around the emerging key themes for the draft new Council Plan.
- 5.2. The aim of this exercise was to begin looking at the LGBF indicators more thematically and more strategically. Resources were asked to review the IS analysis and in tandem with work on the new Council Plan, consider which LGBF indicators added value and which would be the best candidates for inclusion in a subset of indicators for future reporting.
- 5.3. The result of this exercise is shown at appendix 1. Against the 6 outcomes within the new Council Plan, a draft suite of measures has now been identified which draws upon indicators assessed by Resources as appropriate and useful. Several of these LGBF measures are already included within the Council Plan as "measures of success".
- 5.4. The draft matrix at appendix 1 identifies 33 of the 95 LGBF indicators for inclusion within the reporting arrangements for the Council Plan. This is 33% of the current LGBF suite.

6. Towards a Best Practice Approach

- 6.1. Discussion with the IS has highlighted that although the question of how many or which specific indicators are reported is significant, other considerations, such as when and how they are reported, may be more important in getting the most out of the LGBF.

- 6.2. In addition to the issues identified at 4.1 above, the way in which LGBF indicators are reported can raise barriers to using the framework for effective scrutiny, enquiry and learning:-
- ◆ Presenting the LGBF as a standalone suite tends to encourage league-table analysis and comparisons across councils or services which are not sufficiently alike for meaningful debate.
 - ◆ When the focus of reporting is on the LGBF suite as a whole and year-to-year movements or standing relative to the Scottish average, the discussion lacks appropriate context and loses depth and nuance. In effect, individual indicators are given undue prominence and context is imported into the LGBF reporting rather than the LGBF reporting occurring in a more appropriate context.
 - ◆ Reporting the LGBF alongside health warnings, reservations and other caveats, can impair scrutiny by focusing attention on these difficulties instead of where the suite is illuminating real issues as well as having the effect of undermining confidence on the suite as a whole.
 - ◆ As the LGBF grows larger and there are plans to extend it into new areas, the idea that all indicators should be given equal weight and have an equal bearing on a council's performance is less tenable; the IS and the LGBF Board are keen to move thinking away from this whole-framework approach.
- 6.3. Taken together, these considerations suggest a best practice approach would place an emphasis on looking at LGBF indicators in a more integrated, thematic way and would encourage the consideration of LGBF measures within or alongside other performance reporting. This enables the LGBF to be seen in an appropriate context and alongside or in the course of strategic decision-making and scrutiny.
- 6.4. Following the logic of this approach, the strategic LGBF subset identified in section 5 above would form part of the reporting arrangements for the Council Plan and would appear alongside other measures relevant to the achievement of the 6 outcomes.
- 6.5. To complement the reporting of this strategic LGBF suite, additional work will be undertaken to map the LGBF indicators across the Council's reporting arrangements to identify where LGBF might be included within other reporting streams, where there is more context and other indicators. The aim of this exercise would be to find a "home" for the LGBF indicators in our routine reporting so that they can be reported in the most suitable context and alongside other appropriate information and narrative content.
- 6.6. As part of this exercise, the Public Performance Reports (PPRs) on the Council's website will be reviewed to identify where LGBF indicators could usefully be included. The PPRs are updated annually and are provided as part of the Council's commitment to balanced and accessible performance reporting as required by Best Value legislation. This will enhance the visibility and relevance of the LGBF in our public performance reporting.
- 6.7. The conclusion of this work will position the Council to implement a well-considered, robust and comprehensive approach to LGBF which sees the indicators embedded across our reporting arrangements, with a strategic focus on those which are most relevant to the priorities for the Council. These arrangements will strengthen opportunities to scrutinise the LGBF and enhance the role of the LGBF in the Council's public performance reporting.

- 6.8. Elected Members will continue to receive the annual LGBF report through the Performance and Review Scrutiny Forum. However, the implementation of the approach described in this paper will offer more opportunities to scrutinise LGBF within an appropriate context and in the course of strategic decision-making. The focus will be placed on those indicators which are most relevant to the Council's outcomes as set out in the Council Plan Connect, illustrated in the draft matrix described in section 5 above.

7. Next Steps and Recommendations

- 7.1. The Forum is asked to note the work undertaken with the IS to develop the Council's use of the LGBF.
- 7.2. Further work will be undertaken with to:-
- ◆ Refine and finalise the draft strategic indicator suite for use in conjunction with the reporting of the new Council Plan; and
 - ◆ Investigate routes by which LGBF indicators can be embedded into routine reporting by mapping indicators to potential reporting routes.
- 7.3. A further progress report will be brought to the Forum on conclusion of this work.

8. Employee Implications

- 8.1. There are no direct employee implications.

9. Financial Implications

- 9.1. There are no direct financial implications.

10. Climate Change, Sustainability and Environmental Implications

- 10.1. There are no direct climate change, sustainability and natural environment implications arising from this report.

11. Other Implications

- 11.1. Considering the detail of the report and identifying actions as appropriate contribute towards effective risk management.

12. Equality Impact Assessment and Consultation Arrangements

- 12.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

Paul Manning

Executive Director (Finance and Corporate Resources)

21 July 2022

Link(s) to Council Values

- Accountable, effective, efficient and transparent
- Ambitious, self-aware and improving

Previous References

- LGBF Update – 26 October 2021

List of Background Papers

- None

Contact for Further Information

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

Tom Little, Head of Communications and Strategy

Ext: 4904 (Tel: 01698.454904)E-mail: Tom.Little@southlanarkshire.gov.uk

LGBF suite aligned to Connect Outcomes

Communities and Environment Caring, connected, sustainable communities	Education and Learning Inspiring learners, transforming learning, strengthening partnerships	Health and Wellbeing People live the healthiest lives possible	Children and Young People Our children and young people thrive.	Housing and Land Good quality, suitable and sustainable places to live	Our Economy Thriving business, fair jobs and vibrant town centres	Delivering the Plan and achieving Best Value
Refuse collection	LAC Pupil Attendance Rates	Balance of Care	Child Poverty Rates	Rent Arrears	Superfast broadband	% of income due from Council Tax received
Street Cleansing Score	Literacy Attainment Gap	Delayed Discharges	Developmental Milestones	Voids	Town centre vacancy rates	Total useable reserves
Parks/Open Spaces Satisfaction	Numeracy Attainment Gap	Hospital readmissions	LAC Placement Stability	Repair time	Youth Unemployment	Actual outturn as a % of budgeted expenditure
Leisure Satisfaction	% Pupils Gaining 5+ Awards at Level 5 (SIMD)	Home Care Costs	Balance of Care for LAC	Energy Efficiency	% earning less than the real Living Wage	
Carbon Emissions	% School Leavers entering Positive Destinations	Residential Care Costs	LAC Costs Community		Roads Condition	
			LAC Costs Residential			

Indicators in bold are included within the Council Plan “measures of success”

Report

5

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	16 August 2022
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Annual Performance Spotlights 2021/2022
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1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Forum with a preview of the infographics for the Annual Performance Spotlights (APSs) for 2021/2022.

2. Recommendation(s)

2.1. The Forum is asked to note the following recommendations:-

- (1) that the infographic content of the Annual Performance Spotlights, is noted; and
- (2) that the Annual Performance Spotlights will become live on the Council's website in September 2022, well ahead of the statutory deadline of 31 March 2023.

3. Background

- 3.1. The Council's first Annual Performance Report (APR) was prepared based on 2011/2012 information and represented part of the Council's ongoing commitment to continuous improvement in respect of its approach to Public Performance Reporting (PPR).
- 3.2. On 4 September 2018, the Forum considered a report which set out plans to review the APR component of the Council's PPR approach, in light of the continuing evolution of the Accounts Commission's expectations and taking into account feedback from Audit Scotland on the APR, in particular.
- 3.3. A new approach was developed which replaced the APR document with Annual Performance Spotlights (APSs) – bite sized web content performance information comprising a case study, selection of infographics and links to other related material - one for each Connect objective plus the theme Delivering the Plan and achieving Best Value.
- 3.4. Following the refresh of the Council Plan Connect (approved by Executive Committee on 25 March 2020), the overall structure was simplified by removing the 11 Objectives and the Best Value theme and replacing the 5 Ambitions with 4 Priorities. An Annual Performance Spotlight is presented for each of the Council's Priorities, comprising a case study, selection of infographics and links to other material.

- 3.5. In addition, to supplement the 2021/2022 results, infographics have been created to highlight the Council's work in response to the Covid-19 pandemic.
- 3.6. This report provides the Forum with an overview of the draft infographics content of the APSs 2021/2022.

4. Current Position

- 4.1. The APSs 2021/2022 infographics, as they will appear on the performance pages of the Council's website, are attached as Appendix 1. The Council's Improvement Unit has liaised closely with services across the Council to bring together the content of the APSs. The focus, at all times, has been to ensure that the information included is of interest to the public, balanced and readily accessible. These are key requirements of Public Performance Reporting, as set out by the Accounts Commission.
- 4.2. In line with the Council's shift towards a digital first approach, the aim of the spotlights is to provide performance information as content on the web. This will go live on the performance pages of the Council's website to allow residents and stakeholders to browse the information electronically.
- 4.3. The spotlights use infographics to present information about the Council's performance. The infographics show performance against certain measures for each of the Council's 4 strategic Priorities. In response to points made by the Accounts Commission in the Best Value Assurance Report 2019 (BVAR), the following improvements have been made:-
 - ◆ for each infographic, trend information is included with a clear indication whether or not performance has improved and if the target has been met
 - ◆ a link has been added directly below the infographic on the website to supporting data, further reports or more detailed information
- 4.4. In order to gather feedback which will help us to continue to improve our public performance reporting material, the 'Did you find?' response box at the bottom of each of the APS web pages is monitored.
- 4.5. To complement the APSs, we will continue to prepare the suite of 'public performance reports' which focus on key areas of Council business. Each report includes a clear presentation of data; targets and narrative to introduce and explain the performance indicators and results; comparisons; customer feedback; satisfaction statistics and links or signposts to further relevant information. These reports have been well-received in public testing and have attracted positive feedback from Audit Scotland.

Since they were first uploaded (at the end of March 2015), they have attracted thousands of visitors to the performance pages of the website indicating that there is an audience for the performance information, providing us with a platform on which to report and highlight the work of the Council to the public.

- 4.6. The 2021/2022 Local Government Benchmarking Framework (LGBF) indicator results are not due to be published by the Improvement Service until January/February 2023, at the earliest. As these are included in the public performance reports, the completion date for this part of our public performance reporting will be the statutory deadline of 31 March 2023, allowing us time to analyse the results.

5. Public Performance Reporting Assessment

- 5.1. The Accounts Commission (the Commission) has a statutory responsibility to define the performance information that councils must publish for performance comparisons and benchmarking purposes. This is closely linked with the Commission's Best Value audit responsibilities.
- 5.2. Since 2008, the Commission has taken steps to develop a more flexible approach to its statutory responsibility to define the performance information that councils must publish.
- 5.3. The 2015 Direction sets out a streamlined and more flexible set of performance information for the 2016/2017 financial year and each year through to the financial year ending March 2019. The Accounts Commission refreshed and published a new direction in December 2018 for financial years 2019/2020 to 2021/2022, with a further refresh of the Direction published in December 2021 (for reporting the results for financial years 2022/2023 to 2024/2025). Any implications will be taken into account in South Lanarkshire's future PPR material.
- 5.4. As noted at 3.2., 3.3. and 3.4. above, the APSs and the Council's approach to Public Performance Reporting generally continues to evolve in response to user feedback and changing legislative requirements. It is intended that the format of the APSs will continue to be reviewed to ensure the documents keep pace with public expectations and also with Audit Scotland's requirements in respect of Public Performance Reporting, continuous improvement and Best Value. The APSs will continue to be complemented by a full suite of performance information on the Council's website.

6. Next Steps

- 6.1. The Forum is asked to note the infographic content of the APSs for 2020/2021.
- 6.2. Looking forward, council officers will review the presentation of the Annual Performance Spotlights and Public Performance Reporting generally, to take account of changes arising from the new Council Plan 2022 to 2027 as well as implications arising from the Direction 2021.

7. Employee Implications

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

8. Financial Implications

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

9. Climate Change, Sustainability and Environmental Implications

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

10. Other Implications

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

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

- 11.2. Consultation took place with Resources on the plans to update our PPR material as well as the content of the APSs.

Paul Manning
Executive Director (Finance and Corporate Resources)

12 July 2022

Link(s) to Council Values/Priorities/Outcomes

- Ambitious, self-aware and improving
- Accountable, effective, efficient and transparent

Previous References

- Report to PRSF (17 August 2021) Annual Performance Spotlights 2020-21

List of Background Papers

- None

Contact for Further Information

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

Tom Little, Head of Communications and Strategy

Ext: 4904 (Tel: 01698 454904)

E-mail: tom.little@southlanarkshire.gov.uk



Connect Priority: Improve health, care and wellbeing

Note: some 2021-22 results were impacted due to the Covid-19 crisis

Housing suitable for older people

Total number of amenity houses in our stock

**Target – upgrade all available
suitable properties**

2020-21

820



2021-22

938



Target met ✓ Performance improving ✓

Energy Efficiency Standard for Social Housing (EESH)

% of council dwellings meeting the Energy
Efficiency Standard for Social Housing

Target 93.4%

2020-21

93.9%

2021-22

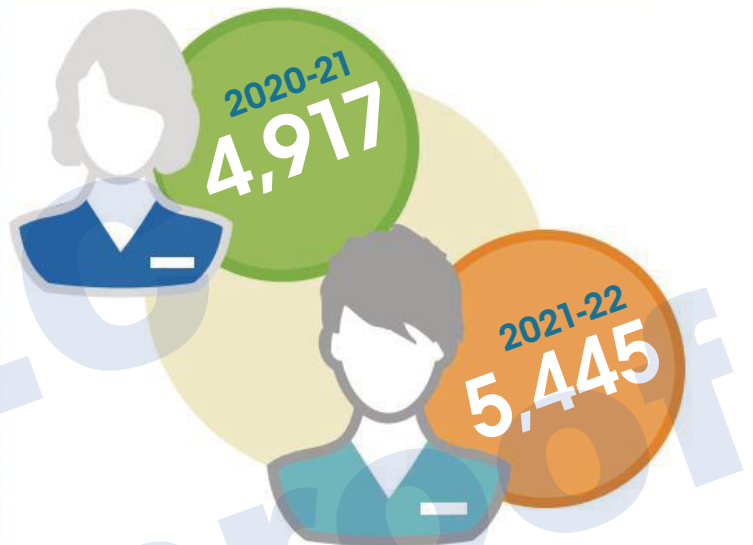
98.6%



Target met ✓ Performance improving ✓

Carers accessing support

Target – increase by 10%



Target met ✓ Performance improving ✓

Local authority and private Welfare guardianship visits:

Target – 90%

% Completed on time

2020-21

2021-22



Target met ✓ Performance improving ✓

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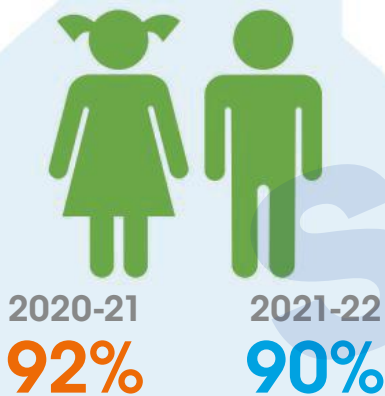
Connect Priority:

Getting it right for children and young people

Note: some 2021-22 results were impacted due to the Covid-19 crisis

Children being looked after in a community setting

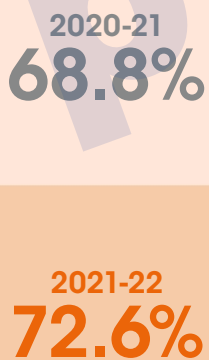
Target – more than 90%



Target met ✓ Performance improving ✗

School leavers achieving 5 or more awards at Level 5

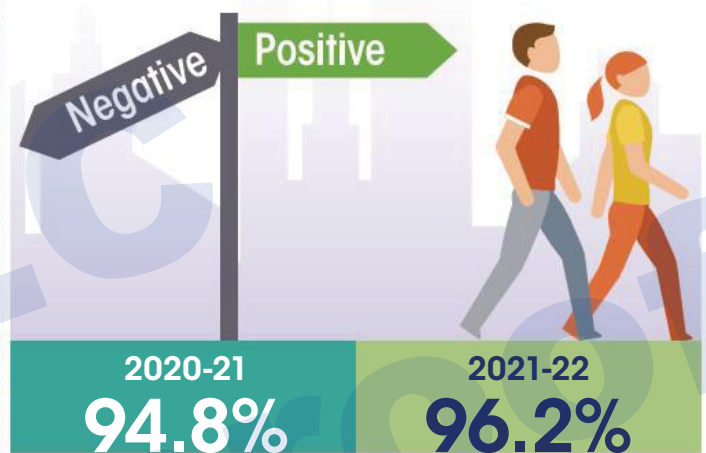
Target – improve on previous year



Target met ✓ Performance improving ✓

Pupils entering positive destinations

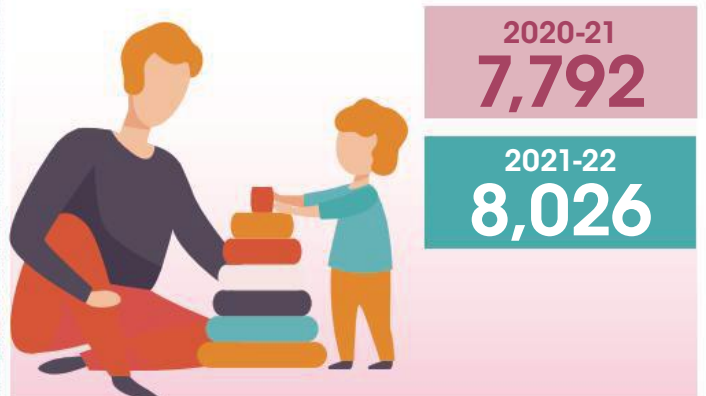
Target – 95.6%



Target met ✓ Performance improving ✓

Children and young people in Early Learning and Childcare

Target – increase numbers by adding 2 establishments and a nursery class



Target met ✓ Performance improving ✓

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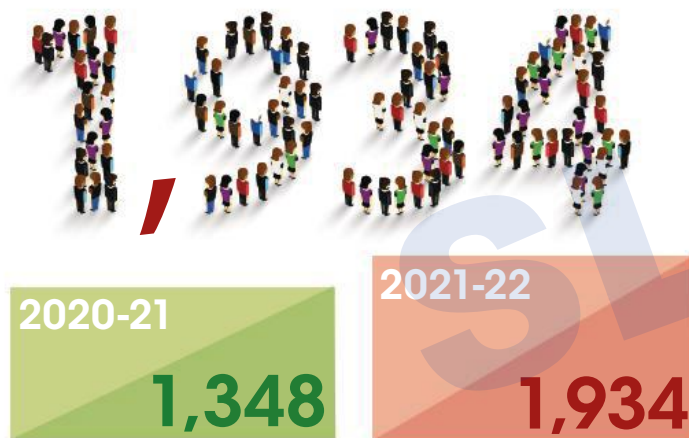
Connect Priority:

Promote sustainable and inclusive economic growth and tackle disadvantage

Note: some 2021-22 results were impacted due to the Covid-19 crisis

Unemployed people supported via council operated employability programmes

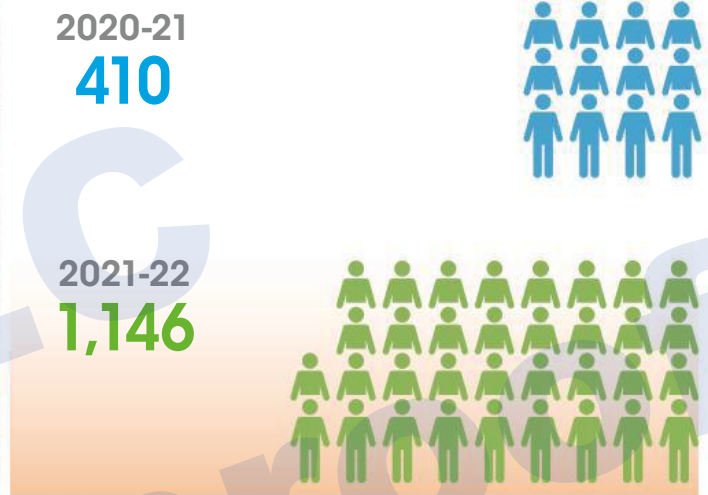
Target – 1,000



Target met ✓ Performance improving ✓

Unemployed people gaining sustainable employment

Target – 400



Target met ✓ Performance improving ✓

Business support interventions by Economic Development (grants, loans or advice)

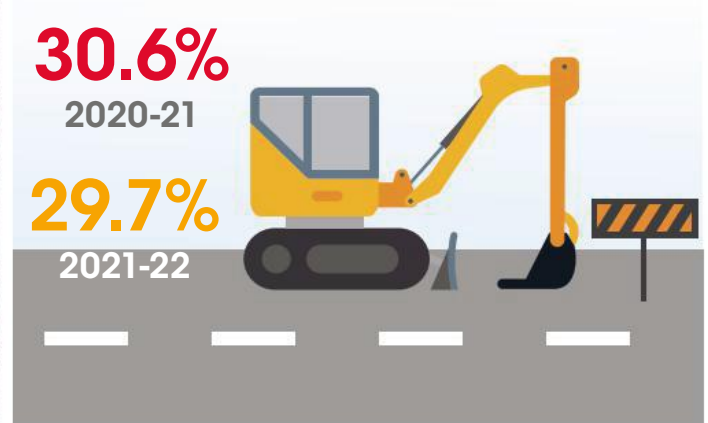
Target – 1,500



Target met ✓ Performance improving ✗

Percentage of our road network that should be considered for maintenance treatment (Road Condition Index)

Target – less than 30.6%



Target met ✓ Performance improving ✓

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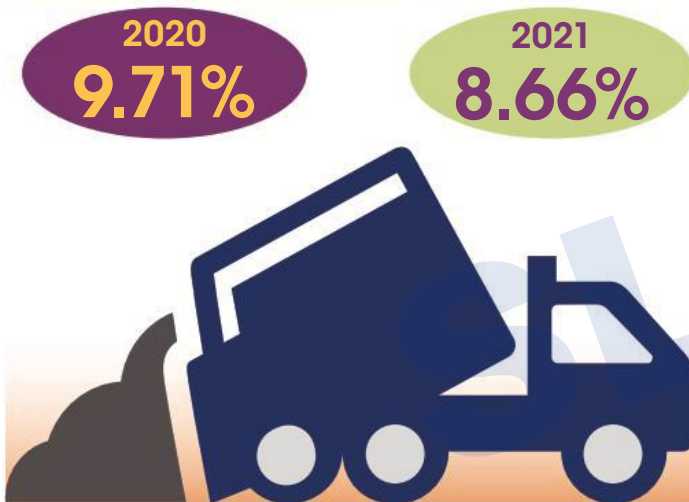
Connect Priority:

Ensure communities are safe, strong and sustainable

Note: some 2021-22 results were impacted due to the Covid-19 crisis

Percentage of household waste sent to landfill

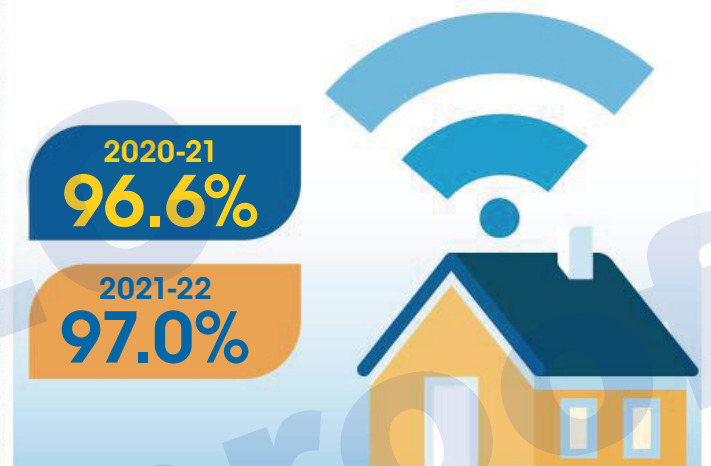
Target – less than 15%



Target met ✓ Performance improving ✓

Percentage of properties with Superfast Broadband more than 30Mbps

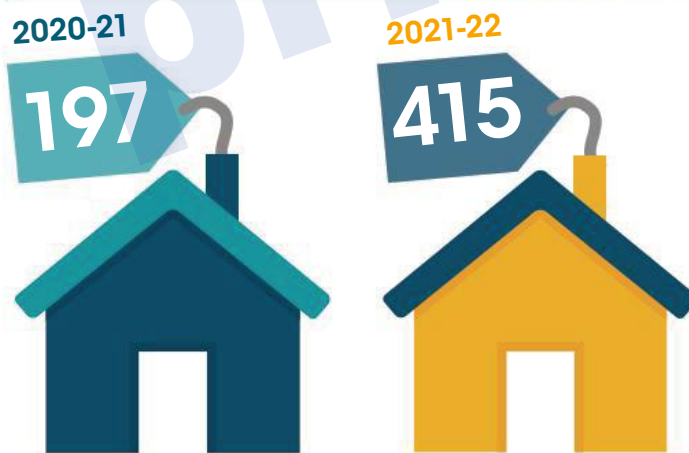
Target – more than 96.6%



Target met ✓ Performance improving ✓

Additional affordable homes delivered

Target – provide 1,000 homes by end of 2022



Target met: on track ✓ Performance improving ✓

Housing repairs completed right first time



Target met ✓ Performance maintained ↔

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Covid response

Wellbeing and assistance

52,822

calls to/from the Community Wellbeing Helpline in 2021-22



1,750

community responses to the request for assistance



291,984

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



1,880

food packs supplied directly to vulnerable groups

565

households referred to local foodbanks





Covid response

Businesses helped and grants issued

4,256 payments

to taxi driver/operators under the 2021-22 scheme, totalling **£4.779 million**



51,014

Free School Meals Payments (School Holiday and Self-Isolation) totalling **£1.590 million**



28,549

Scottish Child Payments to low income households totalling **£4.278 million**



11,307

Crisis and Community Care Grants from the Scottish Welfare Fund totalling **£3.342 million**



9,622

Self-Isolation Support Grants (SISG) payments of £500 totalling **£4.811 million**

34,141

Low Income Pandemic Payments of £130 to low income households totalling **£4.438 million**



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Covid response

Businesses helped and grants issued



Assisted 232 businesses with
Scottish Government funded
discretionary grants of
£2.7 million

108 business grants made
under the Covid-19 Table
Service Fund totalling

£290,000



17 grants made
under the Covid-19
Ventilation Fund
totalling

£22,185



351 business grants made
under the Covid-19
December/January Hospitality
Fund totalling **£2,178,900**

72 business grants made under
the Covid-19 Hospitality and
Leisure Fund totalling **£160,650**



3 grants made under the
Covid-19 Nightclub Closure
Fund totalling

£135,000

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Covid response

Support for Education

Over

5,800 Chromebook devices

were purchased by the council and distributed to pupils to support their learning and keep them connected during lockdown

Over

570 mobile wifi (Mifi) devices

were also distributed to families who had little or no internet access

More than

1,100

pre-loved items were donated to the 2021 winter clothing campaign led by Education

14

Sensational Summer Sessions clubs

were successfully delivered by the council during the summer holidays, nearly **800 children** attended including 151 with additional support needs



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