































2016-17 LGBF Results - Appendix 1

South Lanarkshire Council LGBF Results 2016/17			2015/16			2016/17			Result Trend	Scotland		Comments/Progress
Lead	LGBF Ref	Description	Results	Rank	Quartile	Results	Rank	Quartile		2016/17 Scottish Average	Comparison with Scotland: better or worse?	
Community and Enterprise	C&L1	Cost per attendance at sports facilities	£2.23	14	2	£2.21	12	2		£2.81		In 2016-17, the cost per attendance at sports facilities in South Lanarkshire is lower than the 2015-16 result and lower than the Scottish average. Tight budgetary control is assisting in the control of these service costs.
	C&L2	Cost per library visit	£3.72	21	3	£3.67	24	3		£1.97		Whilst the cost per library visit in South Lanarkshire in 2016-17 is higher than the Scottish average, it is lower than the cost in 2015-16. This decrease in costs was achieved as a result of a reduction in staff numbers and staff hours, and reduced library opening hours. Library staffing levels are continually being reviewed as a result of financial efficiencies; for example, a review of the Home Delivery service is currently underway.
	C&L3	Cost of museums per visit	£2.71	12	2	£3.14	13	2		£3.15		In 2016-17, the cost per museum visit in South Lanarkshire increased compared to 2015-16. This is largely due to a reduction in visits resulting from the closure of the David Livingstone Museum for refurbishment and reduced attendances at Chateherault Visitor Centre. Despite this, our cost per visit is still lower than the Scottish average.
	C&L4	Cost of parks and open spaces per 1,000 population	£32,834.00	30	4	£28,480.00	28	4		£20,432.00		South Lanarkshire Council's cost of parks and open spaces is lower than the previous year. Despite this, our costs are higher than the Scottish average – the reason for this is the range of services provided in South Lanarkshire across a broad spectrum of geographical landscapes, and also a number of services which are provided more frequently compared with other local authorities. The cost of parks and open spaces is expected to further reduce in 2017-18 as a result of financial efficiencies. The Service is continuing to review its processes and work programmes to minimise costs e.g. in 2018-19, APSE are undertaking a review of the Grounds Service and one aspect of this review is to look at the cost of the Grounds service. APSE will also be asked to provide comparative data for other Councils and to facilitate discussions with the Improvement Service on the level of service being provided by other local authorities in relation to parks and open spaces, to ensure that we are comparing on a like for like basis.
	C&L5a	Percentage of adults satisfied with libraries	72.7%	28	4	69.3%	29	4		74.7%		This LGBF result is derived from the Scottish Household Survey. South Lanarkshire Leisure and Culture (SLLC) carries out its own satisfaction survey and, unlike the Scottish Household Survey, this survey asks for feedback from residents who have physically used the service. SLLC's own exit interviews with library users, carried out over the course of the year, shows a satisfaction level of 95%.
	C&L5b	Percentage of adults satisfied with parks and open spaces	75.7%	31	4	79.0%	29	4		86.0%		The Scottish Household Survey does not survey actual service users. The Grounds Service is of the view that based on feedback from users of the parks, the outcomes of "In Bloom" evaluations, and the award of a number of Green Flags, LGBF does not reflect local feedback. To address this, Grounds Service will be carrying out a programme of formal localised consultation exercises on its parks and open spaces during 2018.











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	C&L5c	Percentage of adults satisfied with museums and galleries	67.3%	21	3	70.0%	16	2		72.0%		This indicator is derived from the Scottish Household Survey. South Lanarkshire Leisure and Culture (SLLC) carries out its own satisfaction survey and, unlike the Scottish Household Survey, this survey asks for feedback from residents who have physically used the service. SLLC's own exit interviews, carried out over the course of the year with the customers, shows a satisfaction level of 93%.
	C&L5d	Percentage of adults satisfied with leisure facilities	74.0%	23	3	72.3%	23	3		74.0%		This figure is derived from the Scottish Household Survey. South Lanarkshire Leisure and Culture (SLLC) carries out its own satisfaction survey and, unlike the Scottish Household Survey, this survey asks for feedback from residents who have physically used the service. SLLC's own exit interviews, carried out over the course of the year with the customers, shows a satisfaction level of 96%.
	ECON1	Percentage of unemployed people assisted into work from council funded/operated employability programmes	16.1%	10	2	26.8%	2	1		14.0%		The percentage of unemployed people assisted into work from council funded/operated employability programmes dramatically increased in South Lanarkshire in 2016-17 and is higher than the Scottish average. The council benefitted from additional European Union (EU) funds in 2016-17 which supported its successful Youth Employment Initiative. An effective employer recruitment incentive also contributed to improved job outcomes for young people during this period.
	ECON2	Cost per planning application	£4,889.00	18	3	£3,930.00	12	2		£4,565.00		The cost per planning application in South Lanarkshire has reduced in 2016-17 as service savings take effect. It is also below the Scottish average.
	ECON3	Average time (weeks) per planning application	10.3 Wks	19	3	9.9 Wks	21	3		9.3 Wks		The average time to process a business/industrial planning application in South Lanarkshire continues to fall in 2016-17 as the planning service continues to develop and implement actions identified through its ongoing process reviews. Year on year performance is improving as a result of early engagement with planning applicants through pre-application discussions. This leads to early identification of the information required to assess the application and involves working with applicants to achieve a positive outcome. Work will continue to identify process improvements to align with the Scottish average figure. In addition, the use of planning processing agreements with applicants will continue to be encouraged to improve project management of individual applications.















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	ECON4	Percentage of procurement spend on local small/medium enterprises	11.5%	29	4	11.5%	28	4		20.2%		<p>The opportunities for Small to Medium-sized Enterprises (SMEs) to tender for South Lanarkshire Council contracts continue to be promoted via Public Contract Scotland and the free awareness and training offered by the Supplier Development Programme. There are fewer contracts tendered than in previous years due to reduced budgets. In addition, capital spend has focused on the schools modernisation programme which comprises large scale contracts and therefore, there are fewer opportunities for SMEs.</p> <p>Economic Development and Corporate Finance developing a procurement action plan in order to improve local SME spend and improve our economic footprint, developing best practice and sharing with wider community planning partners. In addition, the council is a member of the Supplier Development Programme (SDP) providing free training to SMEs on how to understand and partake in the public sector procurement process.</p> <p>The Economic Development Service and SDP also support 'Meet the Buyer' events to promote wider opportunities across the public sector and sub-contract opportunities with the major 'tier 1' private sector companies.</p> <p>The Economic Development Service is also working with Hub South West to provide sector specific training and networking opportunities for the construction sector, this will include a day on (public and private sector) procurement.</p>
	ECON5	No of business gateway start-ups per 10,000 population	14.9	22	3	16.9	18	3		16.6		Improvements to the Business Gateway (BG) contract and additional local marketing have contributed to improved BG start ups.
	ENV1a	Net cost of waste collection per premise	£66.26	22	3	£73.62	25	4		£64.54		<p>The council aims to keep its refuse collection costs as low as possible. Between 2015-16 and 2016-17, the net cost of waste collection per premise increased, but this was anticipated. The additional costs resulted from the council's improvement to the kerbside recycling service and introduction of a new food and garden waste collection service to comply with the Waste (Scotland) Regulations 2012. Costs are also above the Scottish average due to the level of service provision delivered by the council e.g. not all councils carry out a food and garden waste collection service.</p> <p>The Waste Service is continuing to review its processes and work programmes to minimise costs e.g. Service is working with Zero Waste Scotland and is undertaking a review of the Waste Service. The Waste Service will consider implementing efficiencies identified in the Zero Waste Scotland report, ensuring that the council is operating in alignment with the Household Waste Recycling Charter. These efficiencies may have the potential to reduce the net cost of waste collection in the medium term.</p>
	ENV2a	Net cost of waste disposal per premise	£94.12	16	2	£92.62	13	2		£98.77		The council keeps its refuse disposal costs as low as possible. Between 2015-16 and 2016-17, the net cost of waste disposal per premise decreased and is lower than the Scottish average.















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	ENV3a	Net cost of street cleaning per 1,000 population	£16,529.00	25	4	£15,929.00	22	3		£14,431.00		<p>South Lanarkshire's net cost of street cleaning has reduced year on year since 2014-15. Our 2016-17 cost is higher than the Scottish average; however, this cost indicator does not take account of the level of service provided in South Lanarkshire e.g. the level of commitment to mechanical sweeping and the tight timescale for removing offensive graffiti (24 hours).</p> <p>The cost of street cleaning is expected to further reduce in 2017-18 as a result of financial efficiencies. The Service will continue to review its processes and work programmes to minimise costs e.g. in 2018-19, APSE are undertaking a review of the Grounds Service and one aspect of this review is to look at the cost of the street cleaning service.</p> <p>However, it is important to note that costs are reflective of the current standard of service, and in 2016-17, 96% of our streets which were surveyed were found to be of an acceptable standard, placing us fifth equal of the 31 participating local authorities.</p>
	ENV3c	Cleanliness score	98.0%	3	1	96.0%	5	1		94.0%		<p>South Lanarkshire Council continues to score higher for its street cleansing service than the Scottish average, with 96% of streets surveyed found to be of an acceptable standard. This cleanliness score places us fifth equal of the 31 participating local authorities.</p> <p>The reduction in the cleanliness score from 2015-16 to 2016-17 can be linked to the overall reduction in the cost of street cleansing.</p>
	ENV4a	Cost of maintenance per kilometre of road	£13,771.00	21	3	£17,943.00	28	4		£10,308.00		<p>The spend per kilometre of road has increased markedly compared to the previous year and is higher than the Scottish average. The sharp increase in 2016-17 resulted from the City Deal investment, specifically, the cost of the Cathkin Relief Road, which accounted for 30.5% of the cost of road maintenance in the year. Excluding the City Deal expenditure from this indicator would reduce the cost of maintenance per kilometre of road to £12,473, a reduction on our costs compared to the previous two years.</p>
	ENV4b	Percentage of A class roads that should be considered for maintenance treatment	22.2%	10	2	22.9%	13	2		29.5%		<p>While the overall condition of A class routes has marginally regressed since the previous year, their condition is still 6.6% better than the Scottish average. The marginal regression 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.</p>
	ENV4c	Percentage of B class roads that should be considered for maintenance treatment	23.7%	7	1	24.1%	9	2		34.7%		<p>There has also been marginal regression in the road condition of B class roads in South Lanarkshire, but their condition remains a substantial 10.6% better than the Scottish average. Again, 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 the worst condition and hence have priority for treatment.</p>
















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	ENV4d	Percentage of C class roads that should be considered for maintenance treatment	36.8%	20	3	37.9%	20	3		34.6%		<p>The council's investment approach has shifted towards more minor roads in recent years. However, the figures for 2016-17 (37.9%) do not yet reflect improvement in the Roads Condition Indicator for C class routes. Emerging figures for 2017-18 show a slightly improving picture and this is expected to continue if investment can be sustained going forward.</p> <p>Continue to implement roads investment strategy and consider future successor strategies taking cognisance of recommendations emerging from ongoing reviews. A successor Roads Investment Plan would improve or at least stabilise the condition of the roads, however, future funding availability for such a Plan is currently uncertain.</p>
	ENV4e	Percentage of U (unclassified) roads that should be considered for maintenance treatment	36.8%	16	2	35.5%	15	2		39.5%		<p>With unclassified roads making up a sizeable proportion of our road network in South Lanarkshire, it is reassuring to note a 1.3% improvement in their condition since the previous year, as well as being 4% better than the Scottish average. This improvement reflects investment increasingly being directed towards more minor roads.</p>
	ENV5a	Cost of trading standards per 1,000 population	£3,624.00	7	1	£3,513.00	9	2		£5,494.00		<p>The reduction in the cost of trading standards and environmental health in South Lanarkshire Council in 2016-17 has resulted from efficiency savings linked to establishment reductions.</p>
	ENV5b	Cost of environmental health per 1,000 population	£14,002.00	13	2	£12,851.00	11	2		£15,883.00		<p>Comments as ENV5a.</p>
	ENV6	The percentage of total household waste arising that is recycled	49.0%	13	2	53.0%	12	2		45.0%		<p>The percentage of total household waste that is recycled increased in 2016-17 and is higher than the Scottish average. The improvement can be attributed to the introduction of improved kerbside recycling services such as the food and garden waste collection service.</p>
	ENV7a	Percentage of adults satisfied with refuse collection	83.7%	20	3	83.0%	21	3		82.0%		<p>The percentage of adults satisfied with refuse collection has decreased slightly by 0.7% to 83% in 2016-17, compared with 2015-16, but is higher than the Scottish average of 82%. This indicator is derived from the Scottish Household Survey. The service also issues its own customer satisfaction survey throughout the year based on a random sample of service users. In 2016-17, this survey showed that 96% of users rated the overall service provided by Refuse Collection Services as good or excellent.</p>
	ENV7b	Percentage of adults satisfied with street cleaning	74.7%	19	3	72.0%	20	3		72.0%		<p>The percentage of adults satisfied with street cleansing in 2016-17 is the same as the Scottish average, but has reduced in recent years. This can be linked to the reduction in costs (ENV3a). However, it should also be noted that South Lanarkshire Council's street cleansing service was awarded the Most Improved Performer in Street Cleansing at the Association for Public Service Excellence (APSE) 2016 Performance Networking Awards.</p>






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Education	CHN 1	Cost per primary school pupil	£4,711.20	16	2	£4,773.98	12	2		£4,788.32		Although the cost of primary, secondary and pre-school education (CHN 1,2,3) has increased resulting in a recorded decline in performance compared with the previous year, South Lanarkshire Council's costs are lower than the Scottish average for all 3 measures. However, these cost results give no indication of the quality of education delivered. South Lanarkshire Council'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 schools estate modernisation programme is supporting the delivery of high quality learning environments for all South Lanarkshire's pupils at all levels of their education.
	CHN 2	Cost per secondary school pupil	£6,208.95	2	1	£6,429.95	6	1		£6,805.84		Comments as CHN 1.
	CHN 3	Cost per pre-school education registration	£2,963.86	4	1	£3,754.36	8	1		£4,246.42		Comments as CHN 1.
	CHN 5	Percentage of pupils in S6 gaining 5 or more awards at level 6	34.0%	11	2	35.0%	11	2		34.0%		South Lanarkshire's performance continues to increase and is above the national level. These indicators provide a measure of achievement for senior phase (S4-S6) pupils. This is provided for all pupils and for those from more deprived areas. A key stage of the education journey for Scottish students is their performance in their senior phase of secondary school. In comparing the achievement levels of young people councils can share good practice to aid improvement across all council's areas.
	CHN 7	Percentage of pupils living deprived areas gaining 5 or more awards at level 6	15.0%	11	2	19.0%	5	1		16.0%		Comments as CHN5.
	CHN10	Percentage of Adults satisfied with local schools	77.7%	24	3	75.7%	22	3		75.3%		The results show that 75.7% of adults in 2016-17 were satisfied with local schools, which, although a slight decline, is above the Scottish average of 75.3%. The customer satisfaction scores come from the Scottish Household Survey, which is undertaken by the Scottish Government where only a small sample of residents is asked questions about our services. This survey is not routinely conducted with parents/carers of pupils attending schools and actually using our services. The South Lanarkshire Council Household Survey 2014 recorded a satisfaction level with schools and nurseries of 96%. This rating is given by service users and shows an improvement on the rating of 90% recorded in the corresponding survey conducted in 2010. Similarly, at the national level evidence from the National Improvement Framework indicates that overall satisfaction levels with schools has fallen over the last five years however satisfaction levels amongst parents appear to be higher than amongst the general population.
	CHN11	Proportion of Pupils Entering Positive Destinations	94.1%	15	2	95.8%	5	1		93.7%		South Lanarkshire's performance has increased and is in line with the national level. The participation measure reports on the activity of the wider 16-19 year old cohort, including those at school, and will help to inform policy, planning and service delivery. Within the context of Opportunities for All, all participation is positive and should be regarded as transitional - education and training are important phases in a young person's life that can improve their job options but are not destinations in themselves. The percentage of pupils leaving school and entering a positive destination has also increased and is above the national average. (Also see CHN21)

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	CHN12a	Overall Average Total Tariff	877	16	2	885	17	3		886		Performance in 2016-17 is in line with the national level with only minimal differences in the average total tariff scores. The average tariff score is only one of a range of benchmarking measures available to schools and local authorities to help support school improvement. This measure requires further review in light of the range of new benchmarking measures which focus on attainment and the wider achievements of learners, such as, vocational qualifications. In line with our objective to raise educational attainment and close the poverty related attainment gap, the use of other evidence, tracking, and monitoring will be used to effect improvement.
	CHN12b	Average Total Tariff SIMD Quintile 1	553	18	3	622	14	2		624		Comments as CHN12a.
	CHN12c	Average Total Tariff SIMD Quintile 2	728	17	3	785	11	2		750		Comments as CHN12a.
	CHN12d	Average Total Tariff SIMD Quintile 3	929	8	1	876	19	3		880		Comments as CHN12a.
	CHN12e	Average Total Tariff SIMD Quintile 4	1,045	10	2	1,065	12	2		999		Comments as CHN12a.
	CHN12f	Average Total Tariff SIMD Quintile 5	1,162	14	2	1,177	17	3		1,207		Comments as CHN12a.
	CHN17	% of children meeting developmental milestones (New)	78.3%	12	2	-----			---	-----	---	Data not available at March 2018 – the Improvement Service will advise as soon as the data becomes available.
	CHN18	% of funded early years provision which is graded good/better (New)	92.7%	18	3	95.2%	9	2		91.7%		South Lanarkshire's performance continues to increase and is above the national level. The Children and Young People (Scotland) Act 2014 introduced a commitment to increasing entitlement to funded early learning and childcare to 1,140 hours a year by 2020 for all three and four-year olds and eligible two-year olds. The aim is to provide a high quality experience for all children, which complements other early years and educational activity to close the attainment gap, and recognises the value of those we entrust to give our children the best start in life.
	CHN19a	School attendance rates (New)	-----			93.4%	17	3	---	93.3%		There has been a slight decrease in the attendance rate in South Lanarkshire for 2016-17. Similarly, the attendance rate nationally also decreased from 93.6% in 2014-15. South Lanarkshire remains above the national average. A high level of pupil attendance will ensure that there is more opportunity for all pupils to engage and increases the continuity of their learning. Through the Youth, Family and Community Learning Service each locality has an attendance tracking process that ensures there is early identification of any issues and provides children and their families with additional support if required. Note: figures collected every 2 years.
	CHN19b	School attendance rates - looked after children (New)	-----			-----			---	-----	---	Data not available at March 2018 – the Improvement Service will advise as soon as the data becomes available. Note: figures collected every 2 years.













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	CHN20a	School exclusion rates (per 1,000 pupils) (New)	-----			28.0	21	3	---	26.8		<p>There has been an increase in the overall rate of exclusion per 1,000 pupils in South Lanarkshire which is slightly above the national average. Overall the level of exclusion in South Lanarkshire remains very low and is around 0.04% of possible attendances. Exclusion data is used as a performance indicator to explore further the reasons why this is the case and to determine what supports are required to be put in place for the young person. Exclusion is considered only when to allow the child or young person to continue attendance at school would be seriously detrimental to order and discipline in the school or the educational wellbeing of the learners there.</p> <p>Councils strive to keep all learners fully included, engaged and involved in their education and to improve outcomes for those learners at risk of exclusion. While the power exists to exclude children and young people from school, there have been significant, concerted efforts by schools to implement a range of approaches and solutions to positively engage young people in their education and improve relationships and behaviour. This is based upon a shared approach with agencies working together, responding to the needs of learners early and effectively, in line with the principles of Getting it Right for Every Child. A concerted effort will be made following the launch of 'Treat me well' in September 2018 to support young people at the risk of exclusion.</p>
	CHN20b	School exclusion rates (per 1,000 looked after children) (New)	-----			-----			---	-----	---	Data not available at March 2018 – the Improvement Service will advise as soon as the data becomes available. Note: figures collected every 2 years.
	CHN21	Participation rate for 16-17 year olds (New)	90.0%	19	3	91.0%	18	3		91.0%		<p>South Lanarkshire's performance has increased and is in line with the national level. The participation measure reports on the activity of the wider 16-19 year old cohort, including those at school, and will help to inform policy, planning and service delivery. Within the context of Opportunities for All, all participation is positive and should be regarded as transitional - education and training are important phases in a young person's life that can improve their job options but are not destinations in themselves. The percentage of pupils leaving school and entering a positive destination has also increased and is above the national average. (Also see CHN11).</p>
Finance and Corporate	CORP1	Support services as a percentage of total gross expenditure	4.3%	10	2	4.6%	17	3		5.0%		<p>The marginal increase in the cost of support services as a percentage of total gross expenditure is due to a decrease in the gross expenditure of the council. Looking forward, work is ongoing across a number of services that will see reductions in the level of support costs, specifically in relation to Finance, IT, Personnel, Legal and Business Support. Achievement of these savings will be monitored through the savings achievement updates prepared for the Corporate Management Team.</p>









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	CORP3	The percentage of the highest paid 5% employees who are women	47.9%	24	3	46.7%	27	4		52.0%		The number of employees captured within the highest 5% of earners has changed as a result of pay increases and the 5% cut off. The number of males captured within this band has increased too resulting in a downward trend. The council continues to monitor this indicator. We will continue to encourage a diverse range of applicants for senior posts. Our robust recruitment practices will ensure that the best person will be appointed.
	CORP3c	The gender pay gap	8.1%	25	4	5.9%	23	3		4.1%		The council's commitment to the Scottish Living wage and ongoing commitment to monitor equal pay have contributed to the improved result for the gender pay gap indicator. We will continue to actively monitor this and work with colleagues to reduce the pay gap, as well as with national groups to ensure that comparisons across councils are clearly understood.
	CORP4	The cost per dwelling of collecting Council Tax	£7.60	8	1	£7.21	9	2		£8.98		The cost of council tax collection decreased by 5% from £7.60 to £7.21 in 2016-17 and is well below the Scottish average.
	CORP6a	Sickness absence days per teacher	6.5	20	3	6.5	25	4		6.1		Performance in relation to sickness absence is not improving and is below the Scottish average. We continue to monitor and analyse the reasons for absence and our methods for ensuring proactive steps are taken as soon as possible. Heads of Service meet with their managers and the Personnel Adviser to review each long term absence case and short term absences, specifically employees with four or more absences i.e. short term/persistent absence cases. The purpose of these meetings is to effectively and robustly manage each absence and assist the employee's return to work. We also introduced automated alerts and referrals and further guidance for managers, including the development of a new Webinar.
	CORP6b	Sickness absence days per employee (non teacher)	10.3	13	2	11.6	24	3		10.9		Comments as CORP6a.
	CORP7	Percentage of income due from Council Tax received by the end of the year	95.9%	17	3	96.0%	15	2		95.8%		The annual Council Tax collection target for South Lanarkshire Council in 2016-17 was exceeded with 96.0% of Council Tax received. The council aims to improve performance each year in order to increase revenue collection.
	CORP8	Percentage of invoices sampled that were paid within 30 days	95.8%	8	1	95.0%	11	2		93.1%		Our performance in paying invoices on time in 2016-17 is consistent with the previous year and continues to exceed the national average.
Housing and Technical	CORP-ASSET1	Proportion of operational buildings that are suitable for their current use	95.1%	2	1	96.1%	2	1		79.8%		There has been an increase in our performance and we still remain significantly above the Scottish average. Measures are in place through our Asset Management Strategy to mitigate any risks and sustain the performance of our assets.
	CORP-ASSET2	Proportion of internal floor area of operational buildings in satisfactory condition	85.3%	16	2	86.7%	15	2		84.5%		Comments as CorpAsset1.
	HSN1b	Gross rent arrears (all tenants) as at 31 March, as a percentage of rent due for the year	5.6%	9	2	5.7%	9	2		6.5%		There has been a slight fall (0.1%) in rent arrears performance compared with last year, however, we are continuing to show a stronger position compared to the Scottish average. The pressure to collect rent continued through 2016-17 due to the Welfare Reform Agenda and the overall economic position.





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	HSN2	Percentage of rent due in the year that was lost due to voids	0.7%	10	2	0.4%	2	1		0.9%		There has been a 0.3% decrease in our rent lost due to voids, showing our pro-active approach to letting properties. We continue to perform well above the Scottish average.
	HSN3	Percentage of dwellings meeting Scottish Housing Quality Standard	90.9%	21	3	91.5%	22	3		93.6%		The levels for SHQS compliance and energy efficiency have improved consistently as we continue with our scheduled programme of works. At April 2017, 5.9% of the failures relate to refusals or no access. Programmes will continue during 2018-19. 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 time taken to complete non emergency repairs	13.7 days	24	3	13.4 days	24	3		8.7 days		Although above the Scottish average, the time taken to complete is within the 30 day target agreement with our tenants for this type of repair and has improved consistently. In addition, 97.6% of our repairs are completed first time reducing the need for follow up visits and disruption to our customers and the response times achieved across the Repairs Service are underpinned by increasing levels of customer satisfaction and reducing complaints. Improvement activity within the repairs service continues to further reduce the average time taken: - The internal target time for external repairs has been reduced from 90 to 60 days. Revised arrangements are being developed for sub-contractor works to enable them to be closed off quickly following completion.
	HSN5	Percentage of council dwellings that are energy efficient	95.8%	19	3	96.5%	18	3		96.6%		Comments as HSN3.
Social Work	CHN 8a	The gross cost of "Children Looked After" in residential based services per child per week	£2,510.71	5	1	£2,852.76	11	2		£3,404.36		The cost of children looked after in residential based services has increased. One of the factors attributable to this is that the council has moved those more challenging young people from external placements to residential based placements within the local authority area. South Lanarkshire Council's performance is better than the Scottish average.
	CHN 8b	The gross cost of "Children Looked After" in a community setting per child per week	£214.39	7	1	£242.03	13	2		£312.73		The gross costs "Children Looked After" in a community setting per child per week have risen in 2016-17 however, South Lanarkshire Council's results are better than the Scottish average.



2016-17 LGBF Results - Appendix 1

South Lanarkshire Council LGBF Results 2016/17			2015/16			2016/17			Result Trend	Scotland		Comments/Progress
Lead	LGBF Ref	Description	Results	Rank	Quartile	Results	Rank	Quartile		2016/17 Scottish Average	Comparison with Scotland: better or worse?	
	CHN 9	Balance of care for "Looked After Children": percentage of children being looked after in the community	87.6%	22	3	88.3%	19	3		89.9%		<p>When looking at our Family Group, both South Lanarkshire and Fife run the same number (6) of LA Care Homes for children and young people. The number of places in these care homes differ, with South Lanarkshire registered to offer 7 places in their 6 homes a total of potentially 42 places. Whilst Fife have smaller homes catering to 3/ 4/5 with a total of 24 places. Some of the private care home places are for small numbers also.</p> <p>Further analysis of this information will be required. The more LA facilities we have the more likely hood we have to use them. Some of our children and young people are placed in other Local Authority areas.</p> <p>The recruitment of foster carers has been reviewed to increase the number of short term and permanent foster carers with the aim to increase placement choice. This in turn should shift the number of young people being cared for in residential care. Aligned to this is the provision of bespoke training for foster carers to sustain placements for young people displaying challenging behaviours.</p>
	CHN22	% of child protection re-registrations within 18 months (New)	6.0%	22	3	11.0%	29	4		6.0%		<p>When looking to our family group again some significant differences emerge, Falkirk and South Lanarkshire the higher % in the group. It is interesting to note how Dumfries/Galloway and West Lothian are well below the Scottish Average. This indicator will be referred to the Child and Family Performance and Continuous Improvement Group for further analysis.</p> <p>This is a new indicator and the council will monitor this in a continuing basis. While re-registrations are higher than the national, average this may be attributable to a small number of large sibling groups which could have an impact on the overall figure. The Child Protection Committee are aware of the trends and will continue to monitor with the Council the outcomes for children.</p>
	CHN23	% LAC with more than 1 placement in the last year (Aug-July) (New)	18.5%	9	2	19.5%	12	2		21.2%		<p>There has been an increase in the number of children in foster care including those with multiple complex needs and consequently there has been an increase in movement of placements. While the percentage has increased South Lanarkshire is below the Scottish average and this is being monitored closely to achieve a decrease.</p>
	SW1	Older Persons (over 65) Home Care costs per hour	£20.38	15	2	£21.25	11	2		£22.64		<p>Home care costs per hour have increased slightly but our performance is better than the Scottish average.</p>

2016-17 LGBF Results - Appendix 1

South Lanarkshire Council LGBF Results 2016/17			2015/16			2016/17			Result Trend	Scotland		Comments/Progress
Lead	LGBF Ref	Description	Results	Rank	Quartile	Results	Rank	Quartile		2016/17 Scottish Average	Comparison with Scotland: better or worse?	
	SW2	Self Directed Support (SDS) spend on adults 18+ as a percentage of total social work spend on adults 18+	1.9%	30	4	2.6%	26	4		6.5%		<p>Self-Directed Support can be:</p> <ul style="list-style-type: none"> • Direct payment (a cash payment) • Individual service fund, (Personal Managed Budget) PMB • The local authority arranges the support • A mix of the above. <p>The indicator here refers to the percentage of total social work spend allocated via Direct Payments or Individual Service Funds.</p> <p>The PMB breakdown was included in councils return to the Improvement service for 2013/14-2016/17, and includes only residual expenditure from the personalised budget where it is unknown what support was purchased, i.e. where the council used a third party to arrange services. It does not include where the budget has been used to purchase known services from either the authority or another provider.</p> <p>The breakdown of spend available across the four options will become more sophisticated as the approach is fully implemented.</p> <p>The indicator is very subjective however, with a current Care Inspectorate Inspection this will evidence our practice and outcomes.</p> <p>Social Work Resources will continue to promote all of the four SDS options. As our process develops, it is anticipated that more service-users will choose to direct their own support and chose an SDS option which best suits their care and support needs.</p>
	SW3	Percentage of people aged 65+ with intensive needs receiving care at home	35.6%	14	2	38.1%	12	2		35.3%		South Lanarkshire continues to improve its performance year on year on the number of people 65+ with intensive needs being supported at home. It also performs better than the Scottish average.
	SW4a	Percentage of adults receiving care or support who rate it as excellent or good	76.7%	30	4	-----			---	-----	---	The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact not all of the people responding access multi agency services.
	SW4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	81.0%	27	4	-----			---	-----	---	The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact not all of the people responding access multi agency services.

2016-17 LGBF Results - Appendix 1

South Lanarkshire Council LGBF Results 2016/17			2015/16			2016/17			Result Trend	Scotland		Comments/Progress
Lead	LGBF Ref	Description	Results	Rank	Quartile	Results	Rank	Quartile		2016/17 Scottish Average	Comparison with Scotland: better or worse?	
	SW5	Average weekly cost per resident (over 65)	£401.22	23	3	£416.08	22	3		£372.36		<p>Up to and including 2016-17, the National Care Home Contract (NCHC) for residential care for older people will, to a large extent, have standardised costs. The NCHC rate only applies to LA-funded residents</p> <p>The cost of running a local authority care home will not equate to the National Care Home Rate. Not all LAs run their own care homes so this may be something to explore further.</p> <p>When looking across 7 other comparator local authorities it becomes even more complicated to work out how our result is the highest.</p> <p>Out of the 7, South Lanarkshire has the second highest number of care homes. Fife and SLC have the same number of Local Authority facilities (8) with minimal difference in the number of places on offer. (Fife 273/SL 268). Dumfries do not have LA care homes.</p> <p>All Councils place service users in Care Homes of their own choice, some of our placements are to neighbouring local authorities of Glasgow and North Lanarkshire.</p> <p>All 8 South Lanarkshire Care Homes have had very positive inspection reports with grades of very good and excellent.</p> <p>We will continue to monitor our performance in terms of the national average and within our family group of comparable authorities.</p>