

Social Work Resources

improve

Resource Plan

Performance Report 2018-19

Quarter 2 : April 2018 - September 2018

(This represents the cumulative position to September 2018)

How to use this performance report

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

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

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

Green

Achieved, or due to achieve with no issues

Amber

There may be problems or minor slippage

Red

Not on course, major slippage anticipated

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

Develop a sustainable Council and communities

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

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

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

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Improve later life	5	2			7
Protect vulnerable children, young people and adults	32	1	1		34
Deliver better health and social care outcomes for all	15				15
<i>Improve the quality, access and availability of housing</i>					
<i>Improve the road network, influence improvements in public transport and encourage active travel</i>					
Work with communities and partners to promote high quality, thriving and sustainable communities	25				25
<i>Support the local economy by providing the right conditions for inclusive growth</i>					
Support our communities by tackling disadvantage and deprivation and supporting aspiration	1				1
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
<i>Encourage participation in physical and cultural activities</i>					
Delivering the plan and achieving best value	17	1	2	12	32
Total	95	4	3	12	114

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
In partnership with NHS Lanarkshire, support the development and implementation of integration arrangements for adult health and social care services	Six monthly partnership performance reports are prepared and submitted to the Performance and Audit Sub Committee/Integrated Joint Board	The South Lanarkshire Health and Social Care Partnership continue to submit Performance reports to the IJB and the Performance and Audit Sub Committee (PASC). The Partnership produced its second Annual Performance Report for 2017/18, this was presented to the IJB on the 26 June and made available on the Health and Social Care Partnership website within the agreed timescales.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Report on the SMT workstream plan to the Senior Management Team on a monthly basis	Senior Management Team (SMT) Workstream meetings are now well established and continue to meet regularly on a monthly basis. The workstream covers a programme of work which aims to transform/redesign services. There are currently 12 themes within the plan which have been identified by the Director of Health and Social Care and wider stakeholder engagement. Each workstream is led by a Head of Service, the full programme plan with milestones is being supported by a Programme Manager. Where possible this will link into existing groups and forums. Additional workstreams may be added which would benefit from a programme management approach.	Green	---	---	---	---	---
	Support the development and implementation of the locality planning model	Work is now underway on the new Strategic Commissioning Plan for 2019/2022, locality consultation Events were held in September within all four localities to identify the priorities moving forward. A further round of Events will be held in December to feedback the outcome of the earlier sessions and also to inform the wider stakeholders of the way forward with the new Plan including the priorities identified. The Locality Management Groups continue to meet on a quarterly basis with core groups meeting fortnightly to develop resources to provide the necessary interface with the new Strategic Commissioning Plan.	Green	---	---	---	---	---

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
As a result of multi-agency inspections, continue to improve outcome for people to live in their own homes and communities for as long as possible	Continue to deliver robust action plans which may arise as a result of inspection activity across the Resource	Work is progressing well with the forthcoming thematic review of Self-directed Support and it is anticipated that the case file list will be made available to the Health and Social Care Partnership on 1 October 2018. The Inspectors will be on-site week beginning 22 October for the case file reading week and further activity in the week beginning the 29 October 2018 where scrutiny sessions will be held. There will be six H&SC Partnerships (East Lothian, East Ayrshire, Shetland, Moray, West Dumbarton, South Lanarkshire) inspected and an overview report of the findings based around the key themes will be published. A short evaluative report will be given to each of the Partnerships highlighting key strengths and, if appropriate, recommendations for improvement. Once this is complete the Partnership will be asked to prepare an action plan detailing how recommendations for improvement will be taken forward if required.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Continue to implement Supporting Your Independence approach across adult and older people services	Monitor and report on the percentage of home care referrals that go through the SYI Programme	There have been 1140 referrals to the SYI programme to date. 817 of these referrals were carried through to completion with 323 referrals stopped or suspended due to a range of reasons (eg: person admitted to long-term care, end of life care, person admitted to hospital). Demand overall has increased year on year with equivalent referrals being 967 (2017/18). However the service has managed to respond positively in supporting more people through reablement.	Amber	75.0%	72.0%	0.0%	0.0%	70.0%

Promote good health and wellbeing in later life

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Maximise the use of our older people's day centres	Continue to monitor the percentage of occupancy rates in our Older People's Day Centres by locality	Currently Older Peoples Services have 1304 day care places available across 13 units every week. At the end of Quarter 2 (week commencing 17 September 2018) there were 911 (70%) places occupied. The number of vacancies at the end of Quarter 2 was 393 (30%). This activity reflects the choices that service users and carers are opting to use, for example options available to them from third sector organisations.	Amber	70.0%	69.0%	0.0%	0.0%	66.0%
	Develop the Intermediate Care Model within Older People's Day Care Services	An independent evaluation report of the Intermediate Day Care model is on going. Findings from the evaluation report will be presented to SMT for discussion and approval sought to implement recommendations arising from evaluation.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Monitor vulnerable children, young people and adults referrals / activity	Monitor trends on referral activity to ESWS on a quarterly basis for Home Care	During this period ESWS received a total of 14,407 calls. Of these 11,509 (79.9%) related to homecare. Of these calls ESWS had to create 4801 entries on SWIS and 3398 (70.1%) of these entries related to homecare. ESWS received a further 3364 homecare enquiries which did not require a SWIS entry. These related to matters such as staff absence, enquiries by carers for information etc.	Green	21,733	-----	0	0	-----
	Monitor trends on referral activity to ESWS on a quarterly basis for Adult and Older People Services	During this period ESWS received 295 referrals relating to Adult and Older Persons services. Of these 38 were dealt with under ASP procedures. 26 visits were required to this service group.	Green	-----	568	0	0	1,229
	Monitor trends on referral activity to ESWS on a quarterly basis for Children's Services	During this period ESWS received 608 referrals for children's services. Of these 37 were dealt with under Child Protection guidelines. 95 visits were made by ESWS staff to this service group.	Green	-----	1,329	0	0	2,389
	Monitor trends on referral activity to ESWS on a quarterly basis for Mental Health Officers	During this quarter ESWS received calls for the services of an MHO on 42 occasions. An MHO required to visit on 14 occasions.	Green	-----	79	0	0	97

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Implement Care and Risk Management Procedures (CARM) for the few young people presenting with highest risk to others	Monitor the Progress of CARM implementation	CARM training has taken place for all social workers. Road shows have taken place for other professionals. On going support is provided to each locality.	Green	---	---	---	---	---
Continue to address offending behaviour through prevention and diversion from prosecution as well as positive reintegration back into our communities	Report on a quarterly basis to the SL Community Justice Partnership Boards their work to address offending behaviour through prevention and diversion from prosecution as well as positive reintegration back into our communities	<p>Structured Deferred Sentencing Service is being supported by the Courts.</p> <p>A new project with combination funding including that of the Big Lottery is being piloted in the Rutherglen area as a diversion from prosecution.</p> <p>The Caledonia Project is working with the perpetrators of gender based violence, and it is a recent addition to the range of new services and supports being developed by our justice service.</p>	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Improve the effectiveness of response to child protection	Monitor the number of investigations undertaken (level of child protection activity)	There were 160 Child Protection referrals concerning 159 (one child had two referrals) children undertaken across the service during Quarter 2. Emotional abuse was the most recorded reason 38.75% (62), followed by neglect 25% (40) and physical abuse 18.75% (30). There were 12 pre birth risk assessments (7.5%), 10 sexual abuse referrals (6.25%) 4 child care concern referrals (2.5%), 1 referral for failure to thrive and 1 initial referral discussion.	Green	-----	350	731	712	754
Strengthen the support offered to children on the Child Protection Register by improved data collection	Report to the SL Child Protection Committee on the work of the Quality Assurance Management Information Sub-Group on test of change in implementing, reporting and auditing outcomes from the new National Shared Minimum Data Set	Plans for audit activity 2018/2019 are underway. The National Child Protection Improvement Programme (CPIP) of work is being followed by South Lanarkshire Child Protection Committee.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	To date there have been 390 adult support and protection inquiries in relation to adults under the age of 65 leading to 111 investigations and 4 protection plans being progressed. Adult Support and Protection Management information is regularly reported to the Adult Support and Protection Committee. This was last reported on 1st August 2018. By way of comparison the number of inquiries for under 65's was higher in 2017/18 (442), and 2016/17 (476). However the conversion rate of inquiries to investigations was significantly higher at 111 (2018/19), compared with 35 (2017/18) and 13 (2016/17). Therefore the overall complexity and volume of workload has increased.	Green	---	---	---	---	---
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	To date there have been 635 adult support and protection inquiries in relation to adults over 65 years of age leading to 252 investigations and 5 protection plans being progressed. Adult Support and Protection Management information is regularly reported to the Adult Support and Protection Committee. This was last reported on 1st August 2018. By way of comparison the number of inquiries for 65 + was lower than 2017/18 (585), and 2016/17 (602). At the same time the conversion rates of inquiries to investigations was also lower at 33 (2017/18), and 19 for (2016/17).	Green	---	---	---	---	---

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

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Monitor Adults with Incapacity (AWI) activity	Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there was a total of 132 local authority welfare guardianship visits due with 97% (128) being completed on time.	Green	95%	97%	88%	91%	94%
	Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there was a total of 1151 Private Welfare Guardianship visits due with 1073 completed on time (93%). Equivalent figures for 2017/18 (1242) and 2016/17 (1070) shows that demand overall has been broadly consistent. However there has been incremental performance improvement across the last three years, with performance increasing from 83% (2015/16) to 91% (2017/18). The Q2 position reflects an overall improving trend at 93%.	Amber	95%	93%	83%	87%	91%

Getting it right for children in need

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
The GIRFEC approach is utilised to ensure we get it right for young offenders	Percentage of young people seen within one week of receiving a CPO	There were 3 out of 4 young persons (under 18) seen within one week of receiving a CPO. The other person failed to attend their meeting.	Green	-----	75%	71%	81%	11%
Implement the Corporate Parenting Strategy and Action Plan	Monitor the progress made on each of the six core commitments identified in the Action Plan	The 2018 Annual Report for the Corporate Parenting Strategy and Action Plan 2017-18 is now complete and provides details of the progress which was made on the six core commitments. The 2018 – 2020 Corporate Parenting Strategy and Action plan, which has four core commitments, has been drafted and is currently with graphics for publishing.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Implement Self Directed Support for Children in Need	Report to SDS Implementation Board on progress of implementing Self-directed Support (SDS) within Child and Family Services	The next meeting of the SDS Core Group will take place on 26 November. Child and family representation on this group has been updated with recent retirement of lead FWM.	Green	---	---	---	---	---
Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	A report was presented to SMT on the progress of the Carers Act. The Young Carers Statement has been further refined and will be tested by the Young Carers Service. A meeting is planned to look at the resource required to support the roll out of Young Carers Statements.	Green	---	---	---	---	---
Continue to review and monitor the whole system approach to youth justice	The Whole Systems Approach Group will monitor the use of youth justice risk assessment tool in place for every child charged with an offence	Five social workers have been trained in the STARTAV risk assessment. Plans are in place for the train the trainers model. SAVRY training has also taken place for key individuals. An audit is scheduled for early 2019.	Green	---	---	---	---	---
To deliver an intensive family support service for children who are at risk of being placed on the Child Protection register or have been discharged from the register	Provide a quarterly report to the Children and Justice Management meeting on the development of the Intensive Family Support Service for under 12s	The intensive family support service for under 12s is being developed with accommodation being identified from the existing social work establishment.	Green	---	---	---	---	---
Implement the Whole System Approach Youth Justice Strategy and Action Plan 2017-2020	Monitor the progress made on each of the four core commitments	The core commitments continue to be monitored through the Whole System Approach Strategy Group.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Deliver proportionate and timely Early and Effective Interventions (EEI) to address offending	Monitor the EEI activity throughout the localities	EEI can be reported as on track. EEI now being delivered on a locality basis and a screening system in place with partners from Police Scotland. Internal review of SLC processes and delivery scheduled for Oct/Nov 2018.	Green	---	---	---	---	---
Develop and implement a Transition Planning Protocol for young people supported by Education Resources and/or Child and Family Social Work through to Adult Social Work Services	Provide quarterly reports on the progress of the Transition Planning Protocol	The multi agency audit and review is being rescheduled due to priority pre inspection activity by the Care Inspectorate.	Green	---	---	---	---	---
Continue to embed the Children's Services Plan within partners existing planning processes	Report regularly on the Children's Services Plan to the GIRSLC Strategy Group	The Children Service Plan Annual Report for 2018/2019 has been published and disseminated amongst partner agencies at the Senior Managers Event, Head Teachers Seminar and the GIRSLC (Getting it right for South Lanarkshire's Children) (Strategy Group.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Ensure timescale compliance with looked after children notifications to Health	Monitor and establish a baseline on the percentage of notifications to Health (CEL16 Assessment) within 5 working days	Information collected from the localities is collated and monitored by the Child and Family Services Performance and Continuous Improvement Group.	Green	---	---	---	---	---
Improve support for looked after children	Percentage of children seen by a supervising officer within 15 days	From April 18 there have been 65 children on Supervision Orders. Of these 57 or 88% were seen on time by their supervising officer. In this quarter there were 61 children seen out of a total of 69. We are currently working with the FWM in Rutherglen to clarify those children seen, as they confirm visits have taken place. This is not showing through IMPROVE and therefore further investigation is underway.	Red	100.0%	88.0%	99.0%	100.0%	100.0%
Provide timely and robust assessments to the Reporters Department	Continue to work to achieve percentage of reports submitted to the Children's Reporter within 20 days	In Quarter 2, July to September 2018 81% of reports (96 out of 118) were submitted within timescale. This figure exceeds the target of 75%.	Green	75.0%	82.0%	83.0%	88.0%	75.0%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
In light of the Children and Young People (Scotland) Act 2014 to develop appropriate services for young people in respect of continuing care and after care	Report six monthly to the Children and Justice Service Management Team meeting on the status of the developments	In light of this new legislation a task and finish group undertook a scoping exercise to analyse the impact of this, then a second task and finish group consider the options and came up with a hybrid model of service. This will be a Throughcare and Aftercare multidisciplinary service which is being implemented in two phases. In terms of Continuing Care, work is ongoing within family placement and residential services to ensure there is capacity of resources. In light of the two intensive family services for under and over 12's and the roll out of Care and Risk Management, there will be a reduction in the number of children and young people accommodated away from home.	Green	---	---	---	---	---
To develop Single Integrated Tailored Assessment (SITA) that encompasses risk/need and wellbeing across fieldwork services	Report to Children and Justice Management Team six monthly regarding the Single Integrated Tailored Assessment	The development of the Single Integrated Tailored Assessment is on the IT Business Plan. This work, along with a number of Resource priorities, is being progressed by the centralised IT business team.	Green	---	---	---	---	---
Work in partnership to compile an integrated chronology at the first core group	Monitor the implementation through the Lanarkshire Practicum and safeguarding Group	Three multi-agency "improvement teams" are engaged in improvement work under the Lanarkshire Practicum banner. One of the teams is Joint Chronologies. Work is well underway to adopt Chronology work developed by both Adult /Child Protection Committees.	Green	---	---	---	---	---

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

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Progress the work required to align the Corporate Parenting Action Plan with the Care Leavers Covenant	Report six monthly to GIRSLC Strategy Group on the status of developments	Work continues to align the Corporate Parenting Action Plan to the Care Leavers Covenant. This work will be showcased at the Corporate Parenting annual Conference on 2nd November 2018	Green	---	---	---	---	---
Review and monitor Transition Planning for young people supported by Education Resources and/or Child and Family Social Work through to Adult Services	Report and review of transition cases by December 2018	Working continues to monitor and review transition cases with our colleagues in Education Resources. The progress has been slightly delayed with the Themed inspection of Self Directed Support currently underway within the Resource.	Green	---	---	---	---	---

Improve services to support adults to live in their homes and communities

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Review the service and changing support needs of individuals within the Care and Support service	Monitor and report on the changes to service delivery	The Care and Support Services support people with learning disabilities living in the community. The Resource has two registered care services covering the North and South of the Council area. One service user has passed away, with others choosing alternative providers. There remains 31 service users supported by both registered services. Work continues to review how this service is managed in the future. This includes reviews of rotas, to plan rotas that will reduce the need for overtime, while maintaining consistency for service users.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Provide governance and leadership to ensure professional standards and key performance indicators are met in accordance with local and national policies and procedures	Evidence developments in service delivery through Social Work Resources' contribution to compiling The State Hospital's annual report	The State Hospital team recently explored their contribution to the Child Poverty Action Plan linking in with the work of the Council. The State Hospital Annual Report requires to relate to local and national policy developments such as the Child Poverty Action Plan.	Green	---	---	---	---	---
Evidence the use of the Realigning Children's Services data to improve services	Report six monthly to the Children and Justice Services Management Team on developments	Two new themed work streams have developed following the involvement with the Realigning Children's Services Programme. (1) Looked after children at home (2) Children and Mental Health. This work is being directed by the Continuous Improvement Group (CIG) of the Children's Service Partnership. Reports on progress will be presented at the next meeting of this group. Partner agencies disseminated information from CIG back through their respective management teams.	Green	---	---	---	---	---
To work in collaboration with the Continuous Improvement Group and Child Protection Committee Quality Assurance Group to self-evaluate practice/performance and strengthen services	To support multi-agency self-evaluation activity and implement improvement actions	The Continuous Improvement Group and Child Protection Quality Assurance Group have undertaken some joint work with the publication of new Quality Indicators in respect of Child Protection and Corporate Parenting Frameworks for future inspection. The Continuous Improvement Group has held two development sessions and presentations on the new QI Framework has been Event and GIRSLC Strategy Group.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Implement the actions detailed within the Health and Social Care Delivery Plan	Report on progress against trajectories for the 6 areas identified in the Health and Social Care Delivery Plan: Emergency Admissions; Unscheduled Care Bed Days; Accident and Emergency Attendances; Delayed Discharge Bed Days; End of Life Care; Balance of Care	A report was presented to the September IJB. A summary of the "Big Six" in South Lanarkshire for the year 17/18: A&E attendance up by 4% against 16/17 emergency admissions up by 1.39% unscheduled bed days down by 1% year on year Delayed Discharge bed days down year on year by 9% people spending last six months of life in community increased by 0.3% balance of care is broadly in-line with other similar partnerships at just under 98%	Green	---	---	---	---	---
Support the implementation of the IJB Directions which focus on the shifting the balance of care	Provide progress reports to the IJB in relation to the Directions	The IJB issued 18 Directions for 2018/19 and these are being progressed to implementation by the Council and the NHS Board. Within these 18 Directions, the majority have a focus on shifting the balance of care. Examples of where progress is being made in this respect are the re-investment of resources from the reduction in beds within Udston Hospital (30 beds within the Douglas Ward) and the development of new Care Facilities which will provide transitional beds as an additional option to support people to return home, following a period of illness or hospital admission	Green	---	---	---	---	---
Take forward, with partners, the Action Plan for See Hear (the Sensory Impairment Strategy for Scotland) throughout the course of the National Strategy 2014-2024	Evidence multi-agency developments in relation to developing See Hear within South Lanarkshire	A See Hear strategic working group has been convened and 3 sub-groups formed and tasked to take forward the existing action plan. Sub-groups to identify any further actions required to deliver on the strategic agenda within South Lanarkshire partnership.	Green	---	---	---	---	---

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

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Implement Government Strategies eg Dementia Strategy, Autism Strategy, Mental Health Strategy, Learning Disability Strategy and Sensory Impairment	Provide reports on actions contained in service plans on the implementation of Government Strategies to Senior Management Team at quarter 2 and quarter 4	The Resource continues to implement a range of government strategies. This quarter has seen a close Focus on the Autism Strategy. Reports were presented to Social Work Committee, and the Autism Strategy launched at a consultation and engagement event.	Green	---	---	---	---	---
	Continue to monitor and report on the numbers of staff trained in supporting people with dementia	For the period 1 July 2018 – 30 September 2018, the stats are: Attended Dementia Skilled Level Training 24 Attended Enhanced Level Training 8	Green	---	---	---	---	---
Implement the Mental Health Strategy	Continue to monitor the number of Mental Health Officers working within South Lanarkshire as part of the wider Workforce Strategy	There are currently 36 Mental Health Officers employed by South Lanarkshire Council. This includes 5 Team Leaders who are MHOs.	Green	---	---	---	---	---
Report on the progress taking forward the Mental Health Act 2015	Provide quarterly updates in relation to the implementation of the new legislative duties	The Mental Health (Scotland) Act 2015 and associated regulations have been incorporated into the process and procedures for Mental Health Officers in terms of timeframes, report writing and storing of information.	Green	---	---	---	---	---

Promote choice, control and flexibility in social care

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Implement the requirements of the Self-directed Support Act	Adult Carer Support Plan is developed and tested in accordance with the requirements of Self-directed Support and the Carers (Scotland) Act 2016	The carer support module of SDS is currently being further refined. A range of engagement activity is currently underway across localities to raise awareness to some of the duties of the Carers Act. Work will develop further with partners as carers needs are supported through signposting to our voluntary sector partners.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Support Planning Module is further refined and tested in 2018	User acceptance testing of SWiSplus screen now undertaken. Full implementation by March 2019.	Green	---	---	---	---	---
	Develop a reporting system to capture a range of Self-directed Support activity	The reporting of SDS activity is now captured as part of the revised Social Care annual return to Scottish Government. We are further developing the information held on SWiSplus to bring further clarity to how we demonstrate compliance and offer choice to service users.	Green	---	---	---	---	---
	Report on the number of people who are self directing their support	As part of the Social Care Return to Scottish Government, the Resource will require to develop a bespoke IMPROVE report that accurately captures, the numbers and options of Self Directed Support operating across the localities. The latest figures available show that there were 4579 SDS service users: Direct Payment 392 ISF 52 SLC Managed 4135 This data is subject to review as reports are developed	Green	-----	-----	-----	1,540	-----

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Work in partnership to support carers to continue in their caring role	Quarterly progress on the impact of the implementation of the Carers Strategy for South Lanarkshire	Work continues to develop all the component parts for the Carers Strategy. A range of duties from the Carers Act will impact directly on how unpaid carers are supported. Eligibility Criteria, Adult Carer Support Plans, Young Carers Statements, Information and Advice duties are being tested across localities. Recruitment is underway for an unpaid carer planning and development officer, and Lanarkshire Carers Centre has also recruited additional staff in relation to the Carer Act duties.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	<p>In Quarter 2 2018/2019, outcomes for carers, supported by dedicated Welfare Rights officers were :</p> <p>Number of new cases:265 Weekly benefits :£18,930 Backdated benefits:£191,305 Annual benefits:£1,175,665</p> <p>In Quarter 2 2018/2019, the outcomes for people supported by the local Money Matters teams were:</p> <p>Number of new cases :1,598 Weekly benefits:£97,074 Backdated benefits:£981,051 Annual benefits:£6,028,899 New debt dealt with:£2,252,201</p> <p>*Number of people provided with advice where issue was resolved at the initial contact: 1,124 *this is additional to the number of new cases</p> <p>Total Outcomes for Carers April to September 2018 Number of new cases:528 Weekly benefits :£38,933</p> <p>Backdated benefits:£417,454</p> <p>Annual benefits:£2,441,970</p> <p>Total Outcomes for People April to September 2018 Number of new cases :£3,182 Weekly benefits:£199,655</p> <p>Backdated benefits:£2,140,787</p> <p>Annual benefits:£12,522,847</p>	Green	-----	528	271	1,010	962

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
		New debt dealt with: £4,906,683 *Number of people provided with advice where issue was resolved at the initial contact: *this is additional to the number of new cases 2295				271		
Work in partnership to take forward the Carers (Scotland) Act within South Lanarkshire	Develop an action plan through The Carers' Act Programme Board to take forward the duties contained within the Act	The action plan continues to be refined. How it aligns with the Self Directed Support programme continues to evolve.	Green	---	---	---	---	---
	Carers Act Programme Board continue to implement the Carers (Scotland) Act	The Programme board met in August and work streams are currently moving forward with Adult Carer Support Plans, Young Carers Statements, Local eligibility criteria, and information and advice.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Reduce waste and increase recycling to contribute to the council's sustainability work	Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency	The recycled total at the end of quarter 2 is Number of items – 926 Cost of items - £106,350	Green	-----	926	2,252	2,498	2,220

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

Embed sustainable development strategy across Social Work Resources

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Contribute to Council's sustainability work	Develop and report on local initiatives involving service users which contribute to the Council's sustainability agenda	Work continues with a range of our building based services to address plastics use. Transport arrangement to and from day care and lifestyles centres are regularly reviewed.	Green	---	---	---	---	---
Deliver at least a 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Continue to reduce vehicle emissions in 2018-19 against the baseline of 2014-15	Social Work managers continue to monitor the level of mileage undertaken by employees bearing in mind reactive requirements for Social Work Services. There has been a slight reduction 0.086% or 171.50 this quarter from a baseline total of 198695.6 miles in 14/15. However, within our Adults and Older Peoples Service an increase in mileage of 11384.60 or 10% is noted. Service Managers will continue to monitor.	Green	-----	-----	0%	0%	0%
	Engage with Community and Enterprise Resources' Fleet Services to agree service specific vehicle emissions reduction strategies in line with service delivery requirements	To be reported later – discussions to take place.	Green	---	---	---	---	---
Ensure effective contribution to meeting the Council's Sustainable Development and Climate Change objectives outlined in the Sustainable Development Climate Change Strategy 2017-2022	Ensure sustainable development principles and climate change duties are incorporated in new or revised policies, plans, strategies and projects and initiatives where appropriate	The Resource continues to support the Sustainable development principles and climate change duties. New Resource representative at SEA Group to be identified.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Support people affected by substance misuse	Percentage of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	In this period a total of 230 referrals were directed to the service, with 211 (92%) starting their treatment within the timeframe. We have reviewed our annual target to align it with the national indicator.	Green	90%	92%	100%	100%	94%
Continue to raise awareness of the impact of domestic abuse	Continue to monitor and analyse trends in referral activity through Domestic Abuse	During this period South Lanarkshire Council Social Work Resources dealt with a total of 170 domestic incidents reported to them. These incidents involved a total of 474 persons, including victims perpetrators and children.	Green	---	---	---	---	---
Continue to work with partner agencies to address the behaviour of female offenders, resulting in better outcomes and reduced reoffending	Develop locality based services to meet the particular needs of female offenders and monitor the uptake of these services within localities	The relaunch event of Womens Support Pathways has taken place on July 2018 and womens hubs are progressing well across South Lanarkshire. New Partnerships have been developed with Third Sector organisations to support women in the community in a responsible and consistent way.	Green	---	---	---	---	---
Health and Social Care Services contribute to reducing health inequalities	Contribute to the Community Planning Partnership agenda by delivering preventative and anticipatory care interventions, in order to optimise wellbeing and help reduce unnecessary demand on our health and social care system	The Health and Social Care Partnership continue to contribute to the Community Planning Partnership agenda. We have recently completed our end of year reporting for the Community Plan and the Partnership Improvement Plan, which was presented to the IJB at the September meeting. Work has also been undertaken to look at focussed pieces of work for Neighbourhood Planning.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Implement the Community Justice Outcome Improvement Plan**

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Embed the new model for Community Justice in Scotland in South Lanarkshire Justice Services	Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board	The annual outcome improvement report has now been forwarded to Community Justice Scotland. The Community Justice Partnership hosted their second annual conference 12th September 2018.	Green	---	---	---	---	---
Drug Treatment and Testing Orders (DTTO) continue to provide treatment package to diminish or eliminate an individuals drug misuse and associated offending	Percentage of clients are first seen within 2 working days of a DTTO commencing	All 7 DTTO clients were seen within 2 working days.	Green	98.0%	100.0%	100.0%	100.0%	100.0%

Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential for the benefits of all

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure high standards of compliance are maintained for	Ensure that the Community Payback Annual report is completed within timescale	The annual report is being collated at present scheduled for submission on 31.10.2018.	Green	---	---	---	---	---

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Community Payback Orders	Increase the programme of activities and personal placements available within the Community Payback Order and feedback to the Community Justice Partnership	The quarterly report is completed and presented at the community justice partnership meetings which reflects the increase and range of personal placements that are available to those subject to CPO.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Percentage of people seen within one working day of CPO	<p>At 30 September 75% of people were seen within one day of receiving a CPO.</p> <p>In some instances clients have been unable to be seen directly after their sentence from court and are outlined below:</p> <p>Custody cases – These individuals had been sentenced directly from custody and returned to custody, however have had a community disposal imposed in addition to their sentence/or as a separate disposal. Given these circumstances these clients were not interviewed in relation to their Community Payback Order on the day, however follow up interviews will take place prior to release.</p> <p>Out of area courts - We have clients whose cases are heard in courts out with North and South Lanarkshire and court social work services vary between authorities. At present work is being undertaken to look at what systems can be put in place for 1st contact with out of area courts.</p> <p>Failed to attend – Court Social Work Services endeavour to see all clients who receive a community based disposal on the day of sentence. However due to multiple courts rooms operating at the same time, Court Social Workers at times are unable to see a client dealt with in another court room who has been made subject to a community payback disposal. This can be because a social worker is required to assist a sheriff with another matter in court. Whilst all clients receive written instruction from Hamilton, Airdrie and Lanark Sheriff Courts on the day of sentence regarding the requirement to make contact with their social worker or</p>	Green	75.0%	75.0%	74.0%	64.0%	72.0%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
		unpaid work service within 1 day, some clients, for multiple reasons do not do this. This can include travel to departments and cost of telephone calls. As part of ensuring that our services are accessible, the court social work review currently underway, will be looking at how clients can make contact with social work services readily.				74.0%		
	Percentage of offenders on CPO supervision requirement are seen within 5 working days by their case manager	There were 261 CPO with a supervision requirement in the period 1 April 2018 to 30 September 2018, 279 were seen by their Case Manager within 5 working days.	Green	75.0%	82.0%	83.0%	77.0%	81.0%
	Percentage of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	There were 329 CPO with an unpaid work element between 1 April 2018 and 30 September 2018. Of these 279 were seen by their Case Manager within 5 working days.	Green	75.0%	85.0%	73.0%	73.0%	78.0%
	Percentage of people starting their placement within 7 days of a CPO unpaid work	272 persons started their unpaid work placement within 7 days.	Green	75.0%	83.0%	72.0%	66.0%	81.0%

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Improve management of all offenders including high risk offenders	Monitor the activity of MAPPA and report to Justice Management Team on a quarterly basis	The MAPPA Operational Group oversees the operational functions of MAPPA and the Responsible Authorities and partner agencies that contribute to fulfilling the requirements under the Management of Offenders (Scotland) Act 1995. The MOG provides a platform to discuss operational issues that impact on the effective working of MAPPA as well as identifying areas of development and learning. An example of the wider learning that is disseminated to the Justice Management team is that of any Initial Case or Serious Case Review. In turn this learning is feedback to Team Leader meetings and to front line staff.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Monitor the impact of the new regulations for MAPPA (violent offenders)	South Lanarkshire Justice Services have taken a pro-active approach to the introduction of Category 3 – Other Risk of Harm Offenders. These are offenders not required to comply with sex offender notification requirements or are mentally disordered restricted patients. Such individuals will be subject to supervision in the community, for example on Parole Licence or other statutory order and will be assessed as high or very high risk of harm. There will be a view that multi-agency involvement is required at MAPPA level 2 or 3. At present there are 0 number of Category 3 persons being managed in South Lanarkshire. We are currently in the process of developing a ViSOR implementation plan for managing Category 3 persons with the roll out of ViSOR terminals within the Justice locality offices. A further update will be provided in the next quarter.	Green	---	---	---	---	---
	Number of eligible offenders managed through MAPPA who were convicted of a serious sexual or violent offence: Categories 1, 2 and 3	Further to the appointment of a new Justice Operations Manager who has responsibility for Justice Services input to MAPPA, work is being undertaken to review the current South Lanarkshire level 1 MAPPA processes. In addition to this a wider MAPPA review will take place over the next 12 months to assess and review procedures and practice relating to Level 2 and 3 cases. This will include the Environmental Risk Assessment arrangements and training and development needs for staff.	Green	-----	-----	-----	-----	-----

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Maintain the percentage of Criminal Justice Social Work reports submitted to Court by the due date	In the period 1 April 2018 to 30 September 2018, 762 of 764 CJSWR were submitted to Court by the due date.	Green	100.0%	100.0%	99.0%	99.0%	99.0%
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Continue to implement the Improvement Plan following the review of the Unpaid Work Service	The Care Inspection had recently provided a report on our improvement plan for the unpaid work service. This will be discussed with the Head of Children and Justice Services to identify any further area for action.	Green	---	---	---	---	---

Strengthen partnership working, community leadership and engagement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Work with partners to implement the Community Plan	Annual Report is prepared in line with the Community Plan timescales	Work continues within the Resource to support the Community Plan.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Strengthen engagement with service users and carers**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Continue to support the culture where consultation and participation is part of the planning, development and delivery of all our services	Services reflect evidence that participation and involvement activity is built into work across all client groups	Participation and engagement activity occurs across all service areas. Older People in our care services express their views throughout Customer Service excellence consultation and direct to the Care Inspectorate as part of the Inspection process. Child and Family Services presented their Participation Statement to the Performance and Continuous Improvement Group.	Green	---	---	---	---	---
	Participation and involvement activity is linked with existing Health and Care structure such as the South Lanarkshire Health and Social Care Forum and Third Sector Forums	A Participation and Engagement Strategy has been developed for the IJB and was approved at its meeting in June, 2018. The strategy outlines how the IJB will involve key stakeholders in developing key commissioning intentions within the Strategic Commissioning Plan and also how this sits alongside current consultation and engagement mechanisms within the Parties (Council and NHS Board). This has been evidenced in the recent consultation events held within the localities to develop the way forward with the new Plan for 2019-2022. Further sessions are being held in December 2018.	Green	---	---	---	---	---

Support our communities by tackling disadvantage and deprivation and supporting aspiration

Tackling poverty and deprivation

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Contribute to the tackling poverty agenda	Provide update reports to the Tackling Poverty Programme Board	Social Work Resources report on two projects historically funded from the Tackling Poverty Board. PACT (Parenting Assessment Capability Team) for vulnerable families and a Money Matters service for young pregnant mums. Reporting formats for the PACT team will be further refined. Reports have already been provided to Regeneration and Inclusion Service Manager.	Green	---	---	---	---	---

Delivering the plan and achieving best value

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure high standards of governance are being exercised	85% of risk control actions completed by due date	There were no outstanding risk control actions at the end of Q2.	Green	85%	100%	---	---	100%
	90% of audit actions completed by due date	There were 24 audit actions due by quarter 2. All 24 were completed on time. There are a further seven actions that are open but not yet due.	Green	90%	100%	97%	90%	67%
	Complete Resource Good Governance self assessment by due date and develop actions to address non compliant areas	To be reported later	Report Later	---	---	---	---	---
	Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	The Resource Risk Registered has been aligned to the Corporate Risk Register. All service areas contributed to the final draft. This Risk Register was presented to the Senior Management Team, and some amendments made regarding risk grades.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented		Report Later	---	---	---	---	---
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA	96% of Freedom of Information (FOISA) requests to be processed within the 20 working day period	The data for this measure is reported one quarter behind. At Q1 89.5% of FOISA requests were processed within the 20 working day period. Overall demand year on year has increased by approximately 15% whilst at the same time there has been a reduction in staffing resources and filling of vacancies within the central team that supports this activity.	Red	96%	90%	80%	83%	-----
	96% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	There were no requests made to Social Work in terms of the Environmental Information (Scotland) Regulations 2004 in Quarters 1 or 2	Green	96%	-----	0%	0%	-----
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days	19 Data Protection requests were received, with 12 being processed within the 20 calendar day target. The actual target for the Quarter is 63.2%. There has been a reduction in staffing resources and filling of vacancies within the central team that supports this activity.	Red	90%	63%	0%	0%	0%

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

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure monitoring, compliance and control of externally purchased services	Deficiency in care issues reported to management team and action plans in place to resolve	We continue to monitor the care services to which South Lanarkshire residents access. Recent changes in Care Standards are now working their way through a new inspection model rolling out in our Care Homes for older people. This model looks at: How well do we support people, How good is our leadership, How good is our staff, How good is our setting, How well is care and support planned. Graded inspections are therefore changing and we need to understand how this impacts on or current Deficiency in Care process. We will need to review in line with this revised inspection model.	Green	---	---	---	---	---

Promote equality and the well being of staff

Action	Measures(<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Undertake Equality Impact Assessments for all relevant policies, strategies and procedures	Mainstreaming equalities is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	The Resource is currently drafting its annual Equality Report. The draft report will be discussed at the Social Work Governance group meeting.	Green	---	---	---	---	---
Develop and implement Council wide equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Number of equality impact assessments undertaken for all new and relevant and reviewed policies and procedures	There were no new equality impact assessments undertaken this Quarter.	Green	-----	-----	0	0	0
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes	Preparation of the annual report to the Equality Forum in well underway. The resource is due to present their report 12 December 2018.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Engage in self-evaluation activity and take forward any improvement actions	Self evaluation activities continue to be undertaken by the Resource as preparation for the themed inspection of Self Directed Support, and the Resources Contribution to the Best Value Audit Review of the Council commence. Health and Care Standards inspections are currently being piloted in Care Homes for older people. This new inspection process makes significantly changes to the previous inspection models used.	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery	The resource is currently contributing to the Best Value Audit Review and has contributed some focussed work around Local Government Benchmarking Framework	Green	---	---	---	---	---
	Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	Work is ongoing in the preparation of the Scottish Government performance reports. DTTO, Justice and CPO reports have all been submitted. Preparation is underway for reports due in November.	Green	---	---	---	---	---
Maximise the use of performance information to enhance a more efficient service delivery model to evidence achieving the best	Quarterly updates to IT Programme Board on the progress of IMPROVe	The IT Programme Board continues to meet with regular updates against the current work plan provided. Some further prioritisation work to be undertaken from a range of demands for the Resource which includes the SDS Inspection	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
possible outcomes for service users and carers	As at 31 March each year % of Care Inspectorate requirements with a due date within the reporting year have been completed within timescale	4 Inspections have been complete in Quarter 2. At present there are two outstanding requirements relating to home care (medication/care plan reviews) services in the Rutherglen/Cambuslang. The Care Inspectorate has introduced a new inspection regime based on the health and care standards launched in April 2018. We will require to review our recording of inspection activity to align to these new processes.	Amber	100.0%	-----	100.0%	93.0%	97.0%
Report on LGBF / Scottish Government Benchmarking Indicators	Older Persons (over 65) Home care costs per hour (SW1)	To be reported in Quarter 4	Report Later	-----	-----	20	20	-----
	Self-directed Support (SDS) spend on adults 18+ as a % of total Social Work spend on adults 18+ (SW2)	To be reported in Quarter 4	Report Later	-----	-----	-----	2%	-----
	Percentage of people 65+ with intensive needs receiving care at home (SW3)	To be reported in Quarter 4	Report Later	-----	-----	36%	36%	-----
	Percentage of adults receiving any care or support who rate it as excellent or good (SW4a)	To be reported in Quarter 4	Report Later	-----	-----	0%	0%	-----
	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (SW4b)	To be reported in Quarter 4	Report Later	-----	-----	0%	0%	-----
	Older Persons (over 65) residential care costs per week per resident (SW5)	To be reported in Quarter 4	Report Later	-----	-----	411	401	-----
	The gross cost of "Children Looked After" in residential based services per child per week (CHN8a)	To be reported in Quarter 4	Report Later	-----	-----	2,535	2,546	-----
	The gross cost of "Children Looked After" in a community setting per child per week (CHN8b)	To be reported in Quarter 4	Report Later	-----	-----	201	202	-----

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Balance of care for looked after children: Percentage of "looked after" children cared for in the community (SW9)	To be reported in Quarter 4	Report Later	-----	-----	87%	87%	-----

Improve the skills, flexibility and capacity of the workforce

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Labour turnover rate	The rate of labour turnover for Social Work Resource from Quarter 2, is 2.4%	Green	5.0%	1.8%	2.0%	2.2%	-----
	100% coverage of Performance Appraisals (PAs) of employees in scope	A presentation on the new Performance Appraisal Process was made to the Social Work Governance Group.	Green	100.0%	-----	-----	90.0%	-----
Implement the Council workforce strategy toolkit and continue the cyclical reporting framework	Continue to review Resource Workforce plans and monitor actions to respond to workforce changes and meet future needs	Workforce planning continues to link with Health and Social Care Integration. Regular reports are presented to Social Work Committee. The Resource has identified maintaining a trained and qualified workforce presents it challenges, as is reflected nationally with recruitment and retention of a health and social care workforce.	Green	---	---	---	---	---
Manage land and property assets efficiently	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people	To be reported later	Report Later	100.0%	-----	-----	100.0%	-----

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Progress the Council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource	Work continues across the Resource with IT colleagues on issues associated with digital transformation.	Green	---	---	---	---	---
Contribute to reducing the Council's reliance of avoidable single-use plastic items	Contribute to the development of the Council's single-use plastic action plan by prioritising items in use across the Resource. Progress will be reported to the Sustainable Development Member Officer Working Group	Work is continuing within our registered care services in terms of awareness raising to the impact of the use of plastics and alternative products.	Green	---	---	---	---	---