



Council Offices, Almada Street  
Hamilton, ML3 0AA

Monday, 31 July 2023

Dear Councillor

## **Performance and Review Scrutiny Forum**

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

**Date:** Tuesday, 08 August 2023  
**Time:** 14:00  
**Venue:** Hybrid - Committee Room 1, Council Offices, Almada Street, Hamilton, ML3 0AA

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

Yours sincerely

**Cleland Sneddon**  
**Chief Executive**

### **Members**

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

### **Substitutes**

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

## BUSINESS

### 1 Declaration of Interests

- 2 Minutes of Previous Meeting** 3 - 6  
Minutes of the meeting of the Performance and Review Scrutiny Forum held on 21 March 2023 submitted for approval as a correct record. (Copy attached)

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### Item(s) for Consideration

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- 3 Council Plan Connect 2022 to 2027 - Quarter 4 Progress Report 2022/2027** 7 - 50  
Report dated 27 July 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)
- 4 Annual Performance Spotlights 2022/2023** 51 - 66  
Report dated 20 July 2023 by the Executive Director (Finance and Corporate Resources). (Copy attached)

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### Urgent Business

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

### ***For further information, please contact:-***

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

# PERFORMANCE AND REVIEW SCRUTINY FORUM

2

Minutes of meeting held via Confero and in Committee Room 1, Council Offices, Almada Street, Hamilton on 21 March 2023

**Chair:**

Councillor Joe Fagan

**Councillors Present:**

Councillor John Anderson, Councillor Gerry Convery (Depute), Councillor Maureen Devlin, Councillor Richard Lockhart, Councillor Katy Loudon, Councillor Davie McLachlan, Councillor John Ross

**Councillors' Apologies:**

Councillor Maureen Chalmers, Councillor Kirsten Robb

**Attending:**

**Chief Executive's Service**

C Sneddon, Chief Executive

**Community and Enterprise Resources**

A Brown, Head of Enterprise and Sustainable Development; F Carlin, Head of Planning and Regulatory Services; K McGuire, Waste Services Manager; C Park, Head of Roads, Transportation and Fleet Services; G Simpson, Development Adviser

**Education Resources**

D Dickson, Education Operations Manager

**Finance and Corporate Resources**

P Manning, Executive Director; M Gordon, Administration Assistant; T Little, Head of Communications and Strategy; S McLeod, Administration Officer; L Marshall, Finance Adviser; N Reid, Improvement and Community Planning Manager

**Health and Social Care/Social Work Resources**

M Kane, Service Manager (Performance and Support)

**Housing and Technical Resources**

L Hayes, Performance and Support Adviser

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## 1 Declaration of Interests

No interests were declared.

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## 2 Minutes of Previous Meeting

The minutes of the meeting of the Performance and Review Scrutiny Forum held on 29 November 2022 were submitted for approval as a correct record.

**The Forum decided:** that the minutes be approved as a correct record.

*Councillor Lockhart joined the meeting during this item of business*

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## 3 Local Government Benchmarking Framework 2021/2022 Results and Action Plan

A report dated 23 February 2023 by the Executive Director (Finance and Corporate Resources) was submitted on the Scottish Local Government Benchmarking (LGBF) results for 2021/2022.

The LGBF compared spend/cost, performance and customer satisfaction results over several years and between similar councils. It comprised a number of performance indicators across a range of services.

Due to the COVID-19 pandemic, the Council had been forced to suspend or reduce a number of services in order to comply with government advice. In addition, the Council had been required to redirect resources to deliver vital new services to support individuals, communities and businesses. Despite the return of services through the Council's Recovery Plan, there was a COVID-19 legacy in terms of residual impact on some services and a significant build-up of demand, as a result of which, there remained an inevitable impact on performance in some areas.

Information on the Council's LGBF data and results for 2021/2022, together with comparative data for 2020/2021 and 2019/2020, was provided in Appendix 1 to the report. This information also showed whether the Council's performance in 2021/2022 had improved, remained the same or declined compared to the previous year and how the Council's performance compared with the Scottish average.

Although the LGBF results were available for all councils in Scotland and could be used to construct league tables, the Local Government Improvement Service (LGIS) cautioned against this approach and emphasised that the purpose of the data was to open discussion about performance and improvement in the context of specific services whilst taking account of geography, demographics and local council priorities. It was, therefore, important to pay attention to the narrative against each indicator when forming a judgement on what the performance meant in a South Lanarkshire context.

At a local level, each council was required to publish its results at the same time as the publication of the national results by the LGIS. The LGIS would continue to:-

- ◆ review and develop indicators
- ◆ hold benchmarking events where local authorities could share good practice

An officer responded to a member's question on an aspect of the report.

**The Forum decided:**

- (1) that the importance of viewing LGBF measures in the local context, as detailed in the report, be noted;
- (2) that the results, narrative, actions and family group analysis identified following scrutiny of the results for 2021/2022 be noted; and
- (3) that it be noted that the Council's LGBF results and explanatory narrative for 2021/2022 would be published on the Council's website, to coincide with the publication of the national results by the Local Government Improvement Service.

*[Reference: Minutes of 16 August 2022 (Paragraph 3)]*

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#### **4 Local Government Benchmarking Framework Update on Future Reporting**

A report dated 23 February 2023 by the Executive Director (Finance and Corporate Resources) was submitted providing an update on engagement with the Local Government Improvement Service (LGIS) and future reporting of the Local Government Benchmarking Framework (LGBF).

Following the update provided to this Forum at its meeting held on 16 August 2022, further consideration was given to the strategic suite of LGBF indicators which would be included within the reporting arrangements for the Council Plan 'Connect', included in Appendix 1 to the report, and the mapping of the remaining LGBF measures. The outcome of this exercise and the engagement with the LGIS was that:-

- ◆ the annual LGBF report, containing all LGBF indicators, would continue to be submitted to the Forum although the scale of this report would possibly be reduced as other reporting arrangements matured
- ◆ the strategic suite of indicators aligned to Connect outcomes would feature in a new appendix to the Council Plan Quarter 4 update reports, providing an opportunity to assess the Council's performance over time and comparative performance in the context of the Connect priorities
- ◆ further LGBF indicators would feature in the Council's public performance reporting, both in the Annual Performance Spotlights and in the public performance reporting pages on the Council website. These indicators were topic-based and placed the LGBF information in a richer context than was possible in the annual LGBF report

A breakdown of the list of LGBF indicators reported via different routes was provided in Table 1 of the report.

The conclusion of this work provided the Council with a comprehensive approach to LGBF which would see the indicators embedded across its reporting arrangements, with a strategic focus on those which were most relevant to the Council's priorities. The arrangements would also strengthen opportunities to scrutinise the LGBF and enhance the role of the LGBF in the Council's public performance reporting.

An officer responded to a member's question on an aspect of the report.

**The Forum decided:**

- (1) that the progress made with the LGIS on the Council's use of the LGBF be noted;
- (2) that the proposal to embed LGBF measures within the Council Plan 'Connect' reporting via a new appendix at Quarter 4 be endorsed; and
- (3) that the mapping of remaining LGBF measures across other reporting mechanisms, as detailed in the report, be noted.

*[Reference: Minutes of 16 August 2022 (Paragraph 4)]*

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## **5 Accounts Commission – New Approach to the Audit of Best Value**

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A report dated 23 February 2023 by the Executive Director (Finance and Corporate Resources) was submitted on the Accounts Commission's new approach to auditing and reporting on councils' performance against their duty of Best Value.

The publication of the Best Value Assurance Report (BVAR) on Comhairle nan Eilean Siar in September 2022, reported to this Forum on 29 November 2022, had concluded the Accounts Commission's programme of Best Value audits which had started in 2018.

The Commission had indicated that the programme of BVARs would not be repeated and that a new approach to the audit of Best Value and community planning would be adopted for the period 2023 to 2027. This new approach had been outlined by the Chair of the Accounts Commission in a letter sent to local authorities in November 2022.

Following the Commission's appointment of a new round of auditors for the next 5 years, all auditors would be required to begin reporting on Best Value from the current financial year. This meant the new approach would first be reported in annual audit reports in autumn 2023 and annually thereafter.

Auditors were required to report progress against previous Best Value audit reports and Commission findings and part of the new approach was a requirement for the Controller of Audit to report on every council across the audit appointment round, covering the period October 2023 to August 2027.

Unlike the previous approach where Best Value Assurance Reports were based on a separate piece of audit work, the new approach would consist of brief Controller of Audit reports accompanied by, and reflecting on, published annual audit reports. As with the current approach, the Controller of Audit reports would be considered by the Commission in public and reported publicly.

The following councils would be included in the first year of Controller of Audit reports starting from October 2023:-

- ◆ Clackmannanshire Council
- ◆ Dumfries and Galloway Council
- ◆ Dundee City Council
- ◆ Falkirk Council
- ◆ Moray Council
- ◆ Orkney Islands Council
- ◆ South Ayrshire Council
- ◆ West Dunbartonshire Council

The councils had been selected on the basis that a mix of council types would be covered each year including a split of urban/rural/island authorities, as well as variation in size and geographical spread. In addition, priority had been given to early reporting on those councils where BVARs and/or local Best Value follow-up work had identified that progress needed to be made more quickly.

As with the BVAR process, officers would review the published audit reports on the councils in the first tranche of the new approach to learn any lessons for this Council. Reports on any significant findings and key messages would be submitted to the Forum for information.

**The Forum decided:** that the report be noted.

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## **6 Urgent Business**

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There were no items of urgent business.

# Report

3

Report to:	<b>Performance and Review Scrutiny Forum</b>
Date of Meeting:	<b>8 August 2023</b>
Report by:	<b>Executive Director (Finance and Corporate Resources)</b>

Subject:	<b>Council Plan Connect 2022/2027: Quarter 4 Progress Report 2022/2023</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Council Plan Connect Quarter 4 Progress Report 2022/2023, for the period 1 April 2022 to 31 March 2023

## 2. Recommendations

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

- (1) that the Connect Quarter 4 Progress Report 2022/2023 summarised at paragraph 4.5 and attached as Appendix 1 of this report, be noted;
- (2) that the key achievements, as detailed in paragraph 4.6 of this report be noted;
- (3) that the additional scrutiny of measures that have changed status between Quarter 2 and Quarter 4, as summarised at paragraph 4.7 and detailed at Appendix 2 of this report, be noted; and
- (4) that the Strategic subset of Local Government Benchmarking Framework (LGBF) Results, as detailed at paragraph 5 and Appendix 3 of this report, be noted.

## 3. Background

- 3.1. The Council Plan Connect covering the period 2022 to 2027 was approved by South Lanarkshire Council at its meeting on 15 June 2022. The Plan sets out the Council's vision, values, priorities and outcomes for the five-year period.
- 3.2. As part of the performance reporting arrangements introduced in 2007, it was agreed that progress reports on the Council Plan would be provided at the mid-year point (Quarter 2) and at the end of the financial year (Quarter 4).
- 3.3. As the Forum is aware, from March 2020 onwards at times the Council was forced to suspend or reduce a number of services that could not be continued in full due to the Covid pandemic. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities and businesses. Despite the return of services through the Council's Recovery Plan, there is a Covid legacy in terms of a residual impact on some services and a significant build-up of demand, as a result of which there remains an inevitable impact on performance in some areas.

#### 4. Quarter 4 Progress 2022/2023

- 4.1. The Council Plan offers flexibility, both at the Resource level and from one year to the next, in the choice of actions and measures required to deliver the Council's priorities. Alongside this flexibility, however, comes the requirement to ensure that the golden thread from Council Plan to Resource Plan remains unbroken.
- 4.2. The reporting framework for the Council Plan identifies key measures within Resource Plans which are taken and combined in a Connect report to provide a balanced picture of Council performance against Connect outcomes.
- 4.3. A total of 234 measures have been identified from the 2022/2023 Resource Plans. Of those, 66 (28%) have been nominated as key strategic measures for reporting progress against Connect.
- 4.4. Progress to date against all measures is contained in the Connect Quarter 2 Performance Report 2022/2023, attached as Appendix 1. This report has been produced from the Council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:-

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

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

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

Status	Measures			
	Statistical	Project	Total	%
Blue	N/A	8	8	12%
Green	23	22	45	68%
Amber	4	4	8	12%
Red	2	0	2	3%
Report later/Contextual	3	0	3	5%
<b>Totals</b>	<b>32</b>	<b>34</b>	<b>66</b>	<b>100 %</b>

(Data correct as at 20 July 2023)

- 4.6. Progress for 2022/2023 on each of the 6 Connect Outcomes and the related achievements has been summarised in the following tables:-



## 4.6.1.

Connect Outcome	Communities and Environment					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	8	0	2	1	13
<b>Achievements</b>	The Roads, Transportation and Fleet Service were successful in winning the award for 'Most Effective in Road Safety, Traffic Management and Enforcement' at the Scottish Transport Awards which were held at the Radisson Blu Hotel in Glasgow on 29 September 2022.					
	The roads service completed the implementation of 20mph "zones" at approximately 90 schools and 20mph cordons in six town centres (Carluke, Lanark, Bothwell, Strathaven, Larkhall and Uddingston).					
	A comprehensive five-year Litter Strategy for South Lanarkshire was approved by the Climate Change and Sustainability Committee in August 2022. The Strategy outlines how the Council, its partners, and the wider community can tackle the issues.					
	The new Sustainable Development and Climate Change Strategy was approved by the Climate Change and Sustainability Committee in June 2022. The Strategy was prepared following extensive public engagement and builds on the successes of the previous Strategy.					
	The Climate Emergency Community Grants scheme has been a success with 32 community groups having successfully applied for funding during 2022/2023. A mid-term report on the progress and impact of the fund was presented to the Climate Change and Sustainability Committee in November 2022.					
	Over 500 primary aged children attended the Conference of Schools (COS 1) event in October 2022. Schools took a pledge to change their behaviour in working towards more sustainable practice and promoting this in the wider community.					
	During 2022, 1.84% of household waste was sent to landfill, which is significantly below (better than) the target of 10%. At the same time, however, the amount of household waste that was recycled has declined slightly and is lower than our target of 50%.					
	On 13 July 2022, Justice Services participated in an Adult Support and Protection World Café Event with a variety of care homes. This included a presentation on Multi-Agency Public Protection Arrangements (MAPPA) procedures as they relate to care homes, with a particular focus on Environmental Risk Assessments to enhance knowledge of care home workers to risk assess service users, subject to MAPPA, who require residential care. It also involved a Q&A with care home staff.					
	In pursuit of developing bespoke locality planning, two partnerships have been established in Cambuslang/Rutherglen and Clydesdale, chairpersons are in place and have joined the Community Planning Partnership Board.					

## 4.6.2.

Connect Outcome	Education and Learning					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	1	3	1	0	0	5
<b>Achievements</b>	Scottish Education Awards 2022: The Making a Difference (Primary) Award was won by Netherburn Primary School. The award is for a primary school, or other establishment, (e.g. special school or all-through school), that can demonstrate its effectiveness in transforming the life chances of the children and young people which it serves.					
	Scotland's Enterprising Schools Awards 2002: The Most Enterprising School Awards was won by Strathaven Academy. Awarded in response to the great work being done across the entire school to celebrate enterprise and ensure that enterprise is becoming embedded into the curriculum as standard.					

	Developing Literacy: 770 people attended two family orientated events at Lanark Loch and Overtoun Park, Rutherglen to mark this year's International Literacy Day – Transforming Literacy Learning Spaces. The adult literacy team provided a range of literacy-based learning activities to help support adults and children's learning.
	591 learners enrolled in English as a Second or Other Language (ESOL) classes during 2022/2023. 330 of these learners have reported improved English skills as a result of their attendance at these classes with others making steady progress.
	Progress continues in terms of closing the equity gap and improving learner outcomes. Engagement activities show 27,972 young people and 9,689 parents/carers voted as part of the participatory budgeting process and are now active participants in helping to determine how monies are spent to support priorities in school improvement plans.

#### 4.6.3.

Connect Outcome	Health and Wellbeing					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	12	0	0	1	13
Achievements	<p>The annual progress report which summarises all the actions taken in terms of air quality has been submitted to Scottish Government and positive responses have been received from Scottish Government and Scottish Environment Protection Agency (SEPA). The Air Quality Action Plan measures are ongoing including Eco Stars, Walkcycle4air, Love to Ride South Lanarkshire, engine idling campaign works and vehicle emission testing.</p> <p>Beat the Street East Kilbride was delivered successfully with 11,803 (15.7%) of local population participating. 151,688 miles were travelled sustainably with an 11% reduction in adult motorised vehicle use reported.</p> <p>Service users from Canderavon Intermediate Care (IC) were transferred to the intermediate care unit within the new innovative Blantyre LIFE in March 2023. The move went very well for service users and staff, and we are now working towards full capacity, alongside key partners, to ensure enhanced service delivery is available within the facility.</p> <p>Care Facilities Modernisation Programme: At our new care campus in Blantyre, the 20-technology enabled properties are now fully occupied – In fact, our first residents having been in occupancy for one year.</p> <p>New governance arrangements between South Lanarkshire Council and South Lanarkshire Leisure and Culture were approved at the meeting of South Lanarkshire Council held on 15 June 2022.</p> <p>A highly successful conference on nurturing mental health: the power of positive relationships was held in September and provided schools with a range of supports and resources designed to help young people's mental health.</p>					

#### 4.6.4.

Connect Outcome	Children and Young People					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	0	5	0	0	0	5
Achievements	<p>Corporate Parenting: A dedicated young person's service has been established for young people in conflict with the law who are aged 12-18 years. This service promotes age-appropriate responses and child-centred responses for children who may pose a risk of harm to others. A pan-Lanarkshire pilot aimed at reducing the criminalisation of young people in accordance with The Promise commenced in November 2022. This approach aims to retain young people in the children's hearing system and prevent them from having to appear in court.</p>					

	The Youth Family and Community Learning Service won the highly prestigious Scottish Education Community Learning and Development Award for the Mobilize Music Project. The award recognises and celebrates the integral contribution of Community Learning and Development (CLD) to improving the educational outcomes and life chances of our children and young people.
	<a href="#">General Teaching Council in Scotland - Excellence in Professional Learning Award for Schools and Learning Communities</a> - Larkhall Academy and St Andrew's and St Bride's High School achieved the General Teaching for Scotland, Excellence in Professional Learning Award and Quality Mark status. This award celebrates and recognises schools and learning communities that support and lead professional learning which has a significant and sustained impact on teachers, classroom practice and learners.
	The range of work-based learning options have increased within the GradU8 and Foundation Apprenticeship programmes for South Lanarkshire pupils in their senior phase of education. Partnership working with South Lanarkshire College, New College Lanarkshire and Glasgow Kelvin College has been very successful to effectively deliver a locality based model for these programmes.
	The uptake and delivery of nursery places for eligible two-year-olds within South Lanarkshire Council continues to rise and be above the National Standard. We have been able to allocate a place to all eligible families seeking a nursery place.
	We provided financial support to 696 homeless households through the Tenancy Sustainment Fund (TSF) in 2022/2023.

4.6.5.

Connect Outcome	Housing and Land					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	1	9	3	0	1	14
Achievements	In June 2022 work with residents of the Council's Gypsy/Traveller sites was recognised at a national level with the award of the Municipal Journal's "Innovation in Building Diversity and Inclusion Award"					
	We ensured that those with the highest housing need are prioritised with 58.1% of lets to Urgent Housing (UH) need households.					
	92% of tenancies sustained for more than a year exceeding our target of 88%					
	95% of response repairs were completed right first time, exceeding our target of 90%.					
	We continued to increase the supply of affordable housing with the delivery of 176 new build units and an additional 57 properties have been acquired through market purchase.					
	Very positive outcomes against key regulatory tenant satisfaction indicators:- <ul style="list-style-type: none"> <li>• Tenant satisfaction overall – 91.9%</li> <li>• Keeping Tenants Informed – 96.1%</li> <li>• Tenants satisfied with opportunity to participate – 97.3%</li> <li>• Quality of Home – 90.6%</li> <li>• Management of Neighbourhood – 89.5%</li> <li>• Value for Money – 94.8%</li> </ul> (Survey carried out on a 3 yearly basis)					
	The Local Housing Strategy 2022/2027 was approved by Executive Committee on 30 November 2022. The first Annual Review will be presented to Executive Committee in June 2024.					

## 4.6.6.

Connect Outcome	Our Economy					
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	8	1	0	0	11
<b>Achievements</b>	The first face-to-face 'Lanarkshire Women in Business' event was held in June 2022, with more than 70 local businesses attending the event at the Strathaven Hotel. A follow up event was held at the Excelsior Stadium in August 2022. Lanarkshire Women In Business events are targeted to aspiring and existing business women as well as those working in business seeking personal and professional development.					
	The Blantyre Town Centre Strategy and Action Plan was approved at Community and Enterprise Resources Committee on 4 October 2022.					
	The Economic Strategy (2022/2027) and the new South Lanarkshire Tourism Strategy were approved at Community and Enterprise Resources Committee in December 2022.					
	520 new South Lanarkshire business starts were supported by Business Gateway during 2022/2023, exceeding the target of 500.					
	We support a range of Modern Apprentices in Care, Digital/IT, Construction and Business Administration, to help bring in a new talent pipeline of recruits to support the Council's workforce planning requirements.					
	Following the launch of the Warm Welcome Grant Initiative Scheme, the Council worked to enable voluntary and third sector organisations to provide a network of warm spaces across the council area to assist individuals during the cost of living and fuel prices crisis. 35 applications were processed and payments made totalling £32,545					

- 4.6.7. In addition to working towards the 6 Connect Outcomes, the Council will continually aim to improve and ensure effective and efficient use of resources, and that business will be conducted with integrity and transparency and will operate to the highest standards. In order to monitor and report progress against these values, Resource Outcomes have also been identified, under the heading Delivering the Plan and achieving Best Value. Progress on this and the related achievements have been summarised in the following table:-

Delivering the Plan and achieving Best Value						
Number of measures	Blue	Green	Amber	Red	Report later	Total
	2	0	3	0	0	5
<b>Achievements</b>	The Council's Revenue Budget Strategy for 2023/2024 was approved by South Lanarkshire Council on 22 February 2023. The Council Tax level for 2023/2024 was declared on the same date, in line with Statutory deadlines.					
	The new Council Plan 2022/2027 and the new Community Plan 2022/2032 were completed and approved by South Lanarkshire Council on 15 June 2022.					
	Against an extremely challenging set of socio-economic circumstances, positive performance, against previous year, was achieved in relation to:- <ul style="list-style-type: none"> <li>the percentage of rent collected increased from 98.28% to 99.1%</li> <li>the percentage of gross rent arrears (current and former) reduced from 8.91% to 8.66%</li> </ul>					
	Licensing and Registration services implemented a remote birth registration service, providing customers with the option of registering a birth either in-person or over the phone as well as a Short Term Lets Licensing Scheme and online application process.					

	The use of 'real-time' messaging within the Council has been implemented within the Benefits and Council Tax Call Centre and is being rolled out to the Non Domestic Rates (NDR) and Customer Service Centre (CSC) teams. This enables call handlers to issue links to online forms/web content to callers to promote customer self-service for enquiries, such as applying for benefits/discounts and registering for myaccount.
	Digital and ICT services meet the needs of the Council and its customers:- <ul style="list-style-type: none"> <li>• Implemented a new home care workforce scheduling system.</li> <li>• Upgraded audio visual systems installed within the Council Chambers, with live streaming available on the YouTube channel</li> <li>• Refreshed network equipment across the schools estate.</li> <li>• Completed the migration of all desktop PCs from Windows 7 to Windows 10.</li> <li>• Delivered the ICT requirements for the new Care Hub in Blantyre</li> <li>• Public Sector Network (PSN) accreditation was awarded</li> </ul>

#### 4.7. Scrutiny of change in measure status

A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed status from Quarter 2 to Quarter 4. On analysis of these, 6 measures show a decline in performance, details of which are included at Appendix 2. The remaining measures under scrutiny showed an improvement in status between Quarter 2 and Quarter 4, for example, changed from Green or Report later to Blue (complete) and need no further action.

### 5. Strategic Subset of Local Government Benchmarking Framework (LGBF) Results

5.1. As agreed at the Performance and Review Scrutiny Forum on 21 March 2023, this report includes a new Appendix 3 which focuses on a subset of LGBF indicators aligned to the outcomes in the Council Plan. This provides an opportunity to review benchmarking indicators which are of strategic importance to the Council and gives insight into the Council's performance over time as well as comparison with national average.

5.2. As well as featuring in this report, LGBF indicators continue to be reported annually in full to the Performance and Review Scrutiny Forum and included in the Council's public performance reporting arrangements, published on the Council's website.

### 6. Employee Implications

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

### 7. Financial Implications

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

### 8. Climate Change, Sustainability and Environmental Implications

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

- 8.2. The Council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy. All Resource Plans have recognised sustainable development and climate change as a key area of focus for 2023/2024.

## **8. Other Implications**

- 8.1. A significant element of the delivery of the outcomes in the Community Plan 2022 to 2032 will come through the achievement of the actions contained within Connect.

## **9. Equality Impact Assessment and Consultation Arrangements**

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

**Paul Manning**

**Executive Director (Finance and Corporate Resources)**

27 July 2023

## **Link(s) to Council Values/Priorities/Outcomes**

- ♦ The Council Plan 2022/2027 reflects the overarching vision of South Lanarkshire Council and details its values, priorities and outcomes, including links to the Community Planning Partnership

## **Previous References**

- ♦ Performance and Review Scrutiny Forum 16 August 2022 - Connect Quarter 4 Progress Report 2021/2022

## **List of Background Papers**

- ♦ Council Plan Connect 2022/2027: approved by South Lanarkshire Council on 15 June 2022

## **Contact for Further Information**

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

Tom Little, Head of Communications and Strategy

Ext: 4904 (Phone: 01698 454904)

E-mail: [tom.little@southlanarkshire.gov.uk](mailto:tom.little@southlanarkshire.gov.uk)

Performance: [www.southlanarkshire.gov.uk/performance](http://www.southlanarkshire.gov.uk/performance)

# **South Lanarkshire Council**

# improve

## **Connect**

### **Performance Report 2022-23 Quarter 4 : April 2022 - March 2023**

(This represents the cumulative position to March 2023)

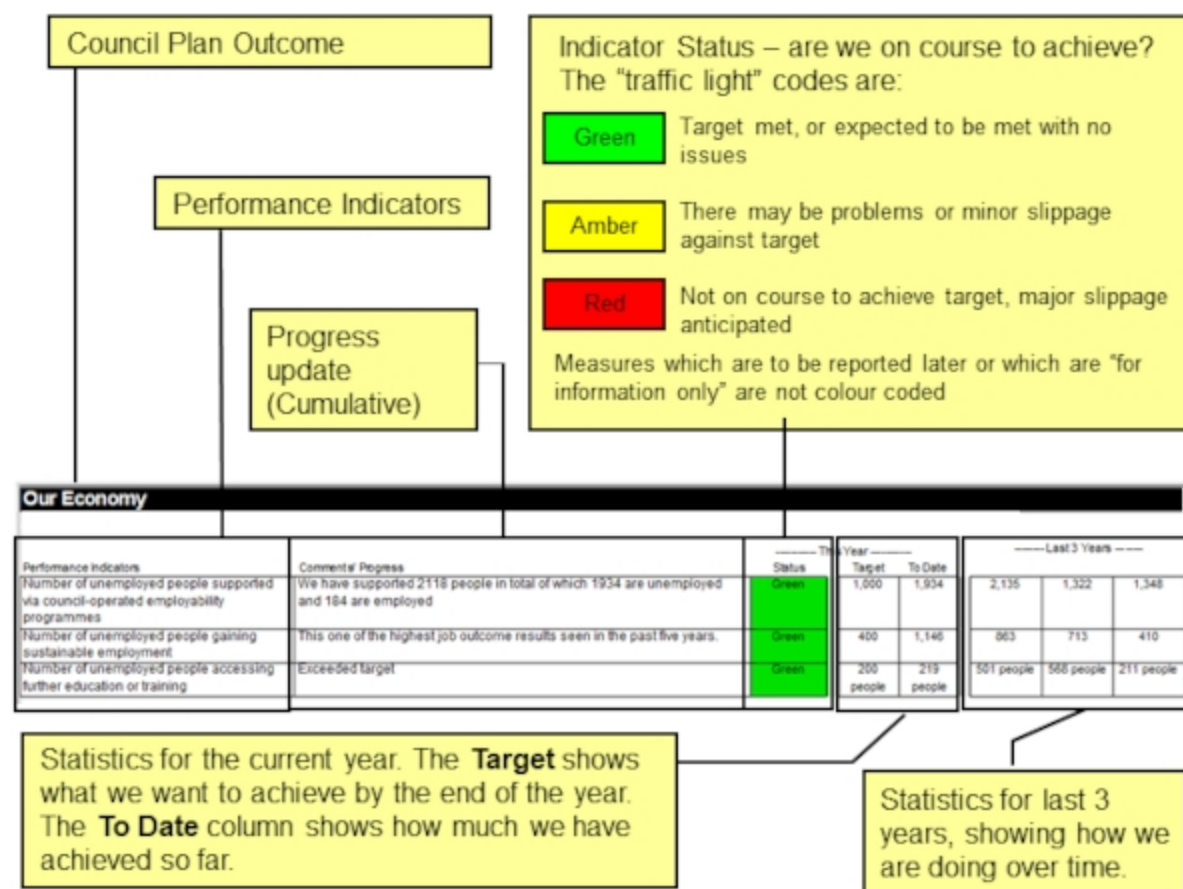


Summary - number of measures green, amber and red under each Council Plan Outcome / Theme

Council Outcome / Theme	Green	Amber	Red	Report later / Contextual	Total
Communities and Environment	2		2	1	5
Education and Learning	3	1			4
Health and Wellbeing	8			1	9
Children and Young People	4				4
Housing and Land	3	1		1	5
Our Economy	3	1			4
Delivering the plan and achieving best value		1			1
<b>Total</b>	<b>23</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>32</b>

## 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.





## Communities and Environment

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
Make an annual saving from using recycled items as opposed to new through the joint store	<p>The cumulative total for recycled equipment year to date is:            No of items - 2319            Cost of items - £185,085            Value of items - £482,075</p> <p>Since April 2022 there has been a saving for the Council of £296,990, exceeding annual saving target of £175,000.</p>	Green	175,000	296,990	-----	-----	267,296
Land Audit Management System grounds maintenance score	The final score for LAMs for 2022 is 72, which is an improvement on the previous year and meets the set target.	Green	72.0	72.0	72.0	72.0	71.3
Percentage of our road network that should be considered for maintenance treatment	<p>This figure is derived from the Society of Chief Officers of Transportation in Scotland (SCOTS) Road Condition Index (RCI) survey.</p> <p>The survey has now been completed and the overall RCI is 30.8% for the period 2021-2023. This falls short of the target of 29.7% and is a depreciation of 1.1% in the overall condition of the road network. Individual road categories are generally also showing a concerning regression in condition.</p>	Red	29.7%	30.8%	30.3%	30.6%	29.7%
Reduction in the council's carbon emissions achieved by March 2023 (buildings, waste, street lighting, transport)	<p>The results for financial year 2022-23 will be available in Summer 2023, and will be included in the quarter two update for 2023-24.</p> <p>For 2021-22, it was reported that the council's carbon emissions reduced by 17% compared with baseline year 2019-20.</p>	Report Later	5.0%	-----	44.0%	19.0%	17.0%
Percentage of total household waste that is recycled in 2022	The measure is reported per calendar year, and so the figure for quarter four covers the period October - December 2022. The Household Recycling Rate for this period was 37.75%. The figure for the full year (2022) was 41.2%. This remains below the target of 50%. The new bulky waste contract is ongoing, having commenced on 1 April 2022, and continues to increase the quantities of bulky waste being recycled. The service has also now recruited additional Waste Education Officers to rollout the new service change for flatted properties to improve the recycling rates. The majority of the material at the flatted properties tends to be too badly contaminated to recycle and therefore is landfilled as residual waste.	Red	50.00%	41.20%	46.40%	40.50%	41.50%

## Council Plan Performance Indicators

### Education and Learning

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
Improve the attendance of children and young people at primary school	The attendance rate is above the target set and compared to previous years must be seen in the context of the ongoing Covid-19 pandemic during school session 2021/22.	Green	90.0%	91.8%	94.9%	94.3%	94.6%
Improve the attendance of children and young people at secondary school	The attendance rate remains below that of the last pre-covid school session (2018/19) but is only slightly lower than the target set. This should be viewed in context of high levels of sickness experienced during school session 2021/22.	Green	88.0%	87.5%	91.4%	91.0%	90.5%
Percentage of pupils entering positive destinations	Performance has increased and is above the target set.	Green	95.7%	96.2%	95.7%	94.8%	96.2%
Percentage gap between pupils from the least and most deprived areas entering positive destinations	The gap between pupils from the least and most deprived areas is slightly above the target set but is below the rate from the previous year. This remains a key focus for improvement in 2023/24.	Amber	5.8%	6.1%	2.7%	4.3%	6.4%

### Health and Wellbeing

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
No of households currently waiting for adaptations to their home	Target achieved.	Green	0	0	0	0	0
% of approved applications for adaptations completed in year (SSHC)	All adaptations were approved, this measure is demand led.	Green	100.00%	100.00%	100.00%	100.00%	100.00%
% of standard adaptations to council houses within agreed appointment times	Target achieved.	Green	90.0%	90.1%	85.6%	92.4%	98.3%
% of new build that meets needs of older people	Of the 176 new build units delivered by the council within 2022/23, 27% of these are designed to meet the needs of older people.	Contextual	-----	27.0%	-----	-----	20.0%

# Council Plan Performance Indicators

## Health and Wellbeing

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
Percentage of clients first seen within two working days of a DTTO commencing	In quarter 4 there were 14 Drug Treatment and Testing Orders commenced, all of which were seen within two working days of a DTTO commencing.  In 2022/23 100% of clients were first seen within two working days of a DTTO commencing.	Green	95.0%	100.0%	100.0%	100.0%	100.0%
Percentage of drug/alcohol clients starting treatment/ psychological intervention within three weeks of referral	In quarter 4 there were 88 referrals, 80 (91%) of these referrals started their treatment within 3 weeks of referral.  In 2021/22 there have been 527 referrals made to the service with 487 (92%) of cases, have started their treatment within 3 weeks of referral.	Green	90%	92%	94%	97%	96%
Percentage of Criminal Justice Social Work reports submitted to Court by the due date	In quarter 4 98% (446 out of 456) of Criminal Justice Social Work Reports were submitted to the court by the due date.  In 2022/23 98% (1705 from a total of 1744) of Criminal Justice Social Work reports were submitted to Court by their due date.	Green	95.0%	98.0%	98.0%	97.0%	99.0%
Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there were a total of 220 local authority welfare guardianship visits due with 93% (205) being completed on time.  In quarter 4, there were a total of 46 local authority welfare guardianship visits due with 89% (41) being completed on time.	Green	90%	93%	93%	93%	94%
Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there were a total of 2291 private welfare guardianship visits due with 93% (2123) being completed on time.  In quarter 4, there were a total of 481 private welfare guardianship visits due with 85% (410) being completed on time.	Green	90%	93%	86%	94%	95%

## Children and Young People

Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
Percentage of reports submitted to the Children's Reporter within agreed timescales	In quarter 4, 60 out of 79 (76%) of reports submitted to SCRA were submitted within timescales.  To date, 256 out of 332 (77%) of reports submitted to SCRA have been submitted within timescales.	Green	75.0%	77.0%	71.0%	88.0%	82.0%
Report the number of young carers supported by Action for Children on a quarterly basis to Senior Management Team	The Young Carers Service (delivered by Action for Children) has been able to support over 120 children and young people, with 100% agreeing that the service has helped them achieve their goals and meet their identified needs e.g., weight management interventions, help with stopping smoking, money advice for families, one to one support, access to short breaks and groupwork.  Action for Children were able to access additional funding which has made a positive difference to our families including providing Christmas gifts, replacement white goods and emergency payments for food.  Young carers have also benefitted from engaging in the Summer of Fun programme and support from 'Over the Wall' who support siblings of children with serious illnesses and/or disability.  Staff from the service work with partners to raise awareness of support on offer and how to access help. Awareness raising sessions have taken place in Holy Cross High School, Carluke High School, Larkhall Academy, Duncanrig High School, Biggar High School and Lanark Grammar.  Between April and December last year 79 referrals were made to the service from partner organisations. In 2021 it was 39 and the year before 22, showing a really positive uptake in use of the service.	Green	-----	-----	-----	-----	2,021
Reduce the gap for positive destination outcomes for care experienced young people	The gap in performance between the pupils from the least and most deprived areas is lower than the target set.	Green	6.2%	3.7%	4.1%	9.1%	6.2%
Percentage of our looked after children and young people accommodated in residential placements	As at March 2023, 741 children are looked after, 74 (10%) of these children are looked after in a residential setting including local authority houses, secure accommodation and residential schools. This position has been consistent since 1 April 2021.	Green	10.0%	10.0%	-----	-----	10.0%

## Council Plan Performance Indicators

### Housing and Land

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
% of lets to Urgent housing (UH) need households	Target achieved.	Green	55.0%	58.1%	51.4%	61.1%	53.5%
% of new tenancies sustained for more than a year for all lets (SSHC)	Tenancy sustainment has remained strong in year, significantly above target.	Green	88.00%	92.00%	90.08%	91.90%	93.40%
% of Housing Options interventions where Homelessness prevented	The operating context in relation to the prevention of homelessness has proven to be extremely challenging in the year. The prevailing socio-economic conditions adversely impacted upon the ability to prevent homelessness during 2022/23. This trend has been mirrored nationally.	Amber	70.0%	65.9%	-----	-----	73.5%
% of response repairs completed on time	Target achieved.	Green	90.0%	95.3%	96.0%	97.7%	99.1%
% of council dwellings that are Energy Efficiency Standard for Social Housing 2 (EESH2)	The 2025 and 2032 EESH Milestones have been suspended as the Scottish Government are reviewing the EESH2 standards to strengthen and realign the standard with the target for net zero heat in houses from 2040.	Report Later	-----	-----	93.39%	93.88%	98.64%

### Our Economy

Performance Indicators	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
			Target	To Date			
Number of unemployed people supported via council-operated employability programmes	The annual target was exceeded with 1,687 people engaged with employability services in 2022-23.	Green	1,200	1,687	1,322	1,348	1,934
Number of unemployed people accessing further education or training	The target was exceed with 536 people supported to access or progress to further education or training.	Green	200	536	568	211	219
Number of jobs created or sustained per annum as a direct result of Economic Development intervention	Target exceeded. Note: this was an abnormally high year of grant allocations due to the catch up as a result of delays caused by Covid-19, and the fact that the European Regional Development Fund programme ends this year.	Green	500	1,256	943	-----	1,095
Number of unemployed people gaining sustainable employment	584 people progressed to employment, with a number of others likely to achieve sustainable employment in coming month. The target of 600 was just missed due to delays in commencement of Scottish Government Funding in Quarters 1 and 2 of last financial year.	Amber	600	584	713	410	1,146

## Delivering the plan and achieving best value

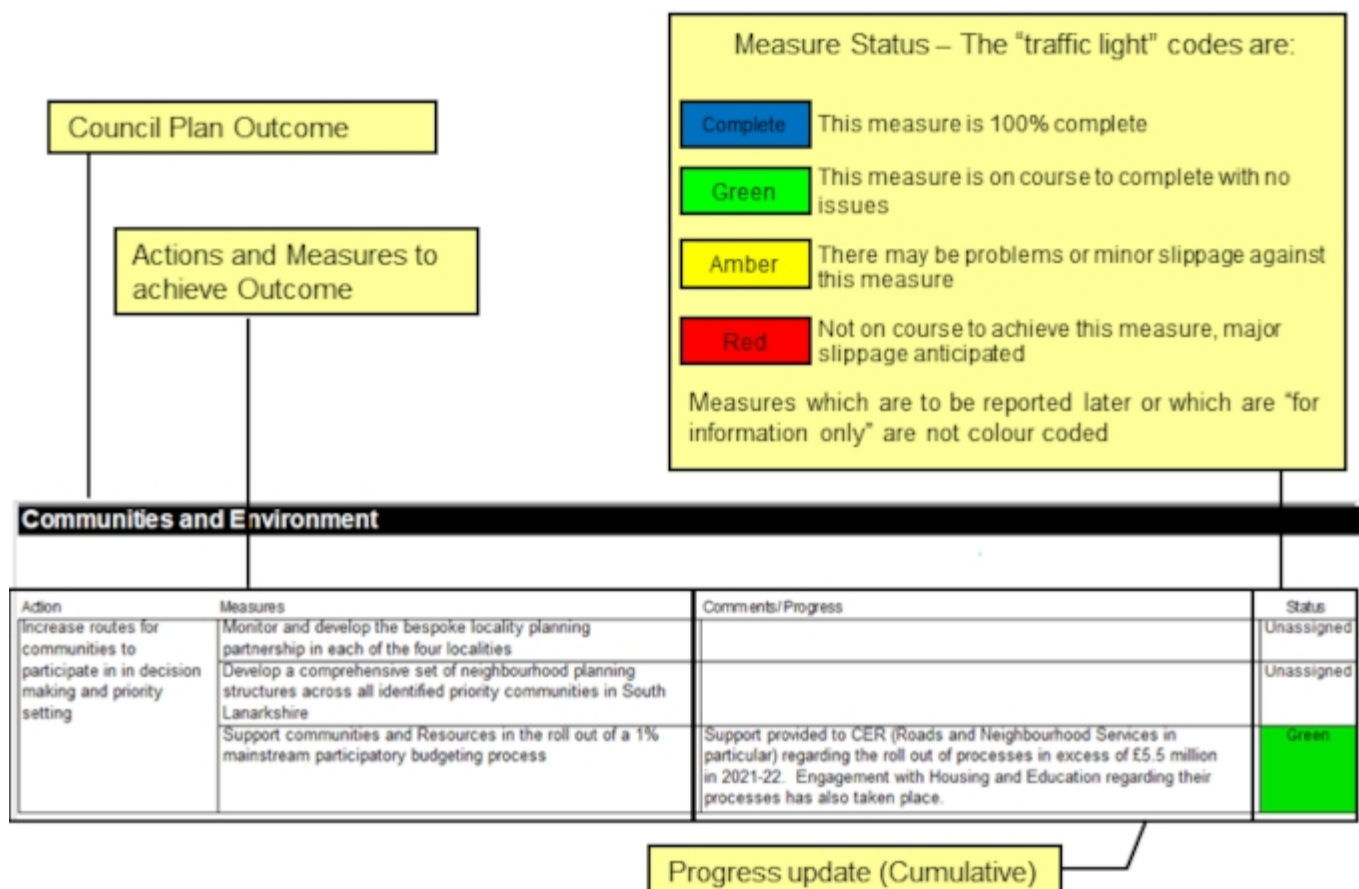
Performance Indicators	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
		Status	Target	To Date			
Factoring collection rate	Despite increased revenue collection of £200k, factoring collection fell £73k short of the annual target. This was largely attributable to a £55k increase in service charges and rechargeable repairs. It is also considered that the cost of living crisis led to factoring bills being viewed as a lesser priority debt by owners.	Amber	75.00%	72.20%	78.10%	74.06%	73.00%

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

Council Outcome / Theme	Complete	Green	Amber	Red	Report later	Total
Communities and Environment	1	7				8
Education and Learning	1					1
Health and Wellbeing		4				4
Children and Young People		1				1
Housing and Land	1	6	2			9
Our Economy	2	5				7
Delivering the plan and achieving best value	2		2			4
<b>Total</b>	<b>7</b>	<b>23</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>34</b>

## Guide to the Performance Measures report

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



## Communities and Environment

Action	Measures	Comments/ Progress	Status
Implement the improvement actions from the South Lanarkshire Community Learning and Development Plan 2021-2024 in line with the CLD Regulations and Strategic Guidance to improve outcomes for local communities	Implement the improvement actions of the South Lanarkshire Community Learning and Development Plan 2021-2024 to improve outcomes for local communities	<p>South Lanarkshire's Community Learning &amp; Development (CLD) Plan was published in October 2021 by the CLD Partnership that comprises a range of partner organisations including South Lanarkshire Council, third sector, further and higher education, and agencies such as Skills Development Scotland, Department of Works and Pensions (DWP) and Health Improvement. Although led and coordinated through the local authority this is very much a partnership plan.</p> <p>A report was sent to the Community Planning Partnership Board in November 2022 on the progress of year 1 of the CLD Plan. This outlined some of the key strengths and areas for development in relation to the 6 priorities: Access to Learning, Health and Well-being, Progression, Employability, Community Influence, and Workforce Development. It also provided some data analysis and challenges the partnership has in relation to the implementation of this data set across the partnership. Further data collection will take place in preparation for the Nov 2023 report.</p>	Green



## Communities and Environment

Action	Measures	Comments/ Progress	Status
Increase routes for communities to participate in decision making and priority setting	Monitor and develop the bespoke locality planning partnership in each of the four localities	Two Partnerships in Cambuslang and Rutherglen and Clydesdale have been established, meet regularly and provide reports to the Community Planning Partnership, with a community representative from each attending the CPP Board meetings. The East Kilbride Partnership has been established and the current area of focus is on strengthening its membership. Development of the Hamilton Partnership is progressing with officers promoting this forum to community organisations and groups.	Green
	Develop a comprehensive set of neighbourhood planning structures across all identified priority communities in South Lanarkshire	Local Neighbourhood Planning structures have been established in 10 priority areas across urban South Lanarkshire. Each area has produced an action plan and work is progressing on the identified priorities. This work is supported by the Participatory Budgeting funds for these areas with local prioritisation and decision making. Development work has started on new priority areas in Lanark (Smyllum) and in East Kilbride (Greenhills)	Green
	Support communities and Resources in the roll out of a 1% mainstream participatory budgeting process	Resources have been supported to look at PB processes for their mainstream budgets. Successful examples have included Roads Services with their paths and walkways programme and Grounds Services with their local waste and recycling services in communities. Education Resources already run a significant proportion of their PEF funds through local PB processes in schools.	Green

## Communities and Environment

Action	Measures	Comments/ Progress	Status
Community Safety priorities including relevant parts of the SLCP are achieved	The Resource will administer a review of the safer South Lanarkshire Board and associated structure during 2022/23. This will aim to ensure reporting requirements around police and fire scrutiny, anti-social behaviour and community justice remain appropriate alongside links to revised community planning priorities	The report on the outcomes of the review of the Safer South Lanarkshire Board, including a revised terms of reference, was approved by the Board in March 2023, and was approved by Executive Committee May 2023.	Green
Lead by example and influence area-wide climate change and sustainability action	Finalise the new Sustainable Development and Climate Change Strategy (2022-27) for approval alongside the new Council Plan in June 2022	The Sustainable Development and Climate Change Interim Action Plan (2022-23) has been implemented throughout the year. Progress at quarter two was reported to the Climate Change and Sustainability Committee in February 2023. The quarter four progress report will be reported to the same Committee in September 2023.	Green
Develop new Litter Strategy (2022-27) to promote the new Code of Practice on Litter and Refuse (COPLAR), with particular emphasis on prevention	Develop final Litter Strategy for approval by Climate Change and Sustainability Committee in September 2022	Litter Strategy was approved by the Climate Change and Sustainability Committee in August 2022. A progress update will be presented to the same Committee in September 2023.	Complete
Develop Climate Change and Sustainability Plan to support educational settings	Empower the involvement of children and young people in schools and through the Young People's Forum to help shape and influence Council outcomes in the climate strategy	Continue to work successfully with and support South Lanarkshire Council Youth Forum on Climate Change and Sustainability allowing them to shape their ideas for action across the authority empowering their involvement and roles within the forum.	Green

## Education and Learning

Action	Measures	Comments/ Progress	Status
Ensure effective delivery of tackling poverty policy and raise awareness of the priorities contained in the Local Child Poverty Action Report (LCPAR) across all partner organisations	Produce and publish a refreshed Local Child Poverty Action Report and summary by June 2022 to increase awareness among partners	Complete. A new Local Child Poverty Action Report has been produced and published. Work has now commenced on a new three year document to guide child poverty work going forward and the child poverty report for 2022/23.	Complete

## Health and Wellbeing

Action	Measures	Comments/ Progress	Status
Implement Government Strategies relating to mental health, additional support needs, physical, sensory and learning disability	Provide annual reports to Senior Management Team and Social Work Committee on progress of implementation of national strategies	The See Hear Strategy has 7 national recommendations. The See Hear Strategic Working Group (SHSWG) is currently focussed on Recommendation 4. Local partnerships should be able to evidence that their service planning reflects the need in their area and reflects appropriate responses to the hierarchy of need. A public information awareness raising event is planned for the Lanark Locality end of April. A range of specialist providers and agencies will be available to provide support and information on the day. This type of event once evaluated, will be repeated across other localities in 2023/2024. Representatives from the Health and Social Care Alliance Scotland will be in attendance at the event.	Green

## Health and Wellbeing

Action	Measures	Comments/ Progress	Status
Monitor vulnerable adults referrals/activity	Produce quarterly Adult Protection report for Adult Protection Committee and Chief Officers Group to monitor ASP activity	In Quarter 4 the Resource worked with a number of service users as a result of Adult Support and Protection (ASP) issues. There were 892 ASP inquiries, 381 investigations started in the period and 10 protection plans progressed.	Green
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Implementation of agreed housing actions within SCP3 to be progressed throughout the duration of the SCP3	Work continues to implement the two strategic intentions relating to housing and homelessness, with particular focus being placed on work to support implementation of forthcoming homelessness prevention duties.	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 in quarter 2 and 4.	A report on the progress of the strategic directions was presented to South Lanarkshire Integration Joint Board (IJB) at its meeting on 28th March 2023. The IJB approved the removal of a Direction in relation of Adults with Incapacity (AWI) off-site acute beds which is primarily due to a change of approach in terms of the care management of such patients with more robust review processes being applied regardless of where the patient is resident. This reduces the total number of Directions from 26 to 25. The IJB agreed that the remaining 25 directions be issued to NHS Lanarkshire and South Lanarkshire Council effective from 1 April 2023. To ensure that the existing Directions remain aligned to the Strategic Commissioning Plan 2022 – 2025 (SCP)a review of the Directions will be undertaken in 2023/24 and brought back to the IJB for discussion and approval. Any proposals for any new Directions that flow from the implementation of the SCP will be presented to the IJB for consideration and approval.	Green

## Children and Young People

Action	Measures	Comments/ Progress	Status
Evaluate the impact of Early Learning and Childcare 1140 hours for 2-3 year olds	Ensure that the uptake of 1140 hours for 2-3 year olds by families who meet the eligibility criteria is maximised	The uptake and delivery of nursery places for eligible two year olds within South Lanarkshire Council continues to rise and be above the National average. In the past year we have been able to allocate 1,402 places to two year old children. We have been able to allocate a place to all eligible families seeking a nursery place.	Green

## Housing and Land

Action	Measures	Comments/ Progress	Status
Development and implement Local Housing Strategy for 2022-2027	Local Housing Strategy developed, consulted and approved by Executive Committee November 2022	The Local Housing Strategy 2022-27 was approved by Executive Committee on 30th November 2022.	Complete
Improve access to settled accommodation for homeless households	Rapid Rehousing Transition Plan delivered	Five key priorities continue to be the focus of the plan with 91% of indicators either on target or anticipated to meet the target by the conclusion of the plan.	Green
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Complete quality assurance checks to monitor and ensure compliance with care inspectorate standards. Each of the 34 sheltered housing complexes will be checked during 2022/23 with findings of completed checks reported on a quarterly basis	Quality assurance continues to quality across services with high compliance rates and levels of customer satisfaction.	Green

## Housing and Land

Action	Measures	Comments/ Progress	Status
Work with Gypsy/Traveller residents to develop and implement a programme of site improvement	Site Investment Masterplans reviewed in consultation with residents and planned improvement works for progression during 2022 and current works completed by 31 March 2023	Work continues to be progressed on both South Lanarkshire sites to improve facilities and amenities available to residents. These works are being taken forward in conjunction with site residents, who have jointly developed site masterplans that highlight key projects they wish to see take place. This includes the completion of significant pitch extensions across both sites to provide residents with more space and aid compliance with relevant fire safety standards.	Green
Increase supply of housing suitable for older people	All properties that are suitable, as identified at the void stage, will be converted to Amenity standard	At quarter 4 there have been 7 mainstream properties brought up to the current amenity standard. We will continue to upgrade the void properties already identified suitable for amenity housing.  The amenity upgrade programme commenced in 2012/13 and 629 homes have been upgraded to the new amenity standard.	Green
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP and reported to Housing and Technical Resources Committee	The council have completed delivery of 176 new build homes across the South Lanarkshire area during 2022/23, with a further 57 acquired through the council's Market Purchase scheme. No figures have been published for partner RSL's yet with the information collated and held by the Scottish Government.	Green
Physical regeneration work in priority areas	Work with partners to bring 15 Long Term empty homes into use by March 2023	Through working with partners, including the Scottish Empty Homes Partnership and the council's Finance and Corporate Resources, the Resource has successfully worked with owners to assist in bringing back 15 empty properties into use during 2022/23.	Green

## Housing and Land

Action	Measures	Comments/ Progress	Status
Project Management of Schools Projects and General Services Projects	The General Services Programme spend will be achieved for the financial year	Spend to quarter 4 £65.736m. Revised Estimated Expenditure £78.396m. Outturns were impacted by the continued issue of securing supplies and labour at the right time due to issues caused by the Pandemic, Brexit and War in Ukraine.	Amber
Improve energy efficiency of housing stock to help address fuel poverty	Deliver investment projects to increase energy efficiency of housing stock during 2022/23	<p>As reported to the council's Executive Committee as part of the Capital Programme Monitoring reports throughout 2022/23, the Housing Investment Programme has been subject to delays due to a variety of reasons which includes staff resources being diverted from energy efficiency works to tackle urgent repairs stemming from the extreme weather in December 2022.</p> <p>The council has been working throughout 2022/23 to prepare for the launch of the next phase of the Energy Company Obligation scheme (ECO4). This scheme is funded from energy companies and administered nationally by Ofgem aiming to provide a pathway for households that are fuel poor or on low incomes and vulnerable to the effects of cold, to access financial assistance to improve the energy efficiency of their homes. Preparatory work is now complete and the scheme is scheduled to be launched.</p> <p>In relation to the second phase of the Energy Efficiency Standards for Social Housing (EESH2), the Scottish Government are currently reviewing the standards and the council await further detail prior to commencing performance reporting against new or revised measures.</p>	Amber

## Our Economy

Action	Measures	Comments/ Progress	Status
Support and nurture growth in the Tourism sector, taking advantage of South Lanarkshire's natural environment, heritage, and culture	Launch new South Lanarkshire Tourism Strategy by October 2022, and work with partners and stakeholders to implement the subsequent South Lanarkshire Tourism Action Plan	The Tourism Strategy was approved at Community and Enterprise Resources Committee in December 2022. Significant progress in reconnecting with business network and developing collaborative actions is underway. Actions associated with Shared Prosperity Fund also being progressed.	Complete



## Our Economy

Action	Measures	Comments/ Progress	Status
Deliver an economic development strategy to capitalise on our economic strengths, tackle weaknesses and create a flourishing, green, dynamic and equitable place for all	Consult on the draft Economic Strategy (2022-27) during Summer 2022, and present the final Strategy for Committee approval by October 2022	The final community consultation exercise for the development of the strategy was completed in September 2022. Results were collated and the final strategy was approved by the Community and Enterprise Resources Committee in November 2022.	Complete

## Our Economy

Action	Measures	Comments/ Progress	Status
Deliver effective Employability Services to support Economic Recovery	Deliver the Young Persons Guarantee Programme. A guarantee to young people aged 16-24 to support and progress them into fair work opportunities, training or further education and volunteering	<p>The Young Person's Guarantee (YPG) programme has supported a range of activity across Corporate Resources, Education and the third sector:</p> <p>Targeted employability support has been provided to young people in the transition from school and post-school for 16-24 year olds. Keyworkers support young people to engage in individualised action plans which include a blend of employability support, personal development, work tasters and placements, vocational skills, college-based learning and groupwork activity.</p> <p>Keyworker delivery has been complemented by our third sector grant funding which has included tailored provision delivered by 3rd sector partners including Streetleague, Enable, Skills Exchange Scotland, Lanarkshire Association for Mental Health (LAMH), Impact Arts and Tigers.</p> <p>60 young people have been supported through YPG Employer Recruitment Initiatives (ERIs).</p>	Green

## Our Economy

Action	Measures	Comments/ Progress	Status
	Kickstart Programme – support DWP flag ship programme as the largest employer in the area providing fair work opportunities for 50 young people to work within the council in various occupations	<p>The council was a Kickstart Gateway host and a direct employer. We have engaged with a range of external employers offering young people a job opportunity with a wage subsidy for 25 hours per week for 26 weeks, including in-work employability support. To date we have had 73 jobs starts with job offers pending, moving young people towards entering employment.</p> <p>In addition, there have been 30 council job starts and offers for direct council jobs supporting an enhanced offer of a 52-week kickstart employment opportunity for 25 hours per week across key council Resources, ranging from Housing Assistants, Health and Safety Personnel Assistants, Clerical Assistants, Classroom Assistants and Youth Workers.</p> <p>The Kickstart programme and funding has now concluded.</p>	Green

## Our Economy

Action	Measures	Comments/ Progress	Status
	Support Modern Apprentices to enter fair work opportunities within the Council ranging from care, admin and craft occupations	<p>Our established Modern Apprenticeship (MA) programme currently has 184 in training and the breakdown of occupational areas is shown below:</p> <p>49 Construction and construction technical, three and four year programmes  23 Business and administration, two year programme  27 Child care, two year programme  28 Social care, two year programme  36 Digital Apps and IT Support, one to two years (staff and new MAs)  4 Road Workers, two year programme  5 Housing Assistants, two year programme  12 Youth workers, two year programme</p> <p>In addition to the above numbers, recruitment campaigns are currently live for four additional Road Workers and up to 12 Social Care Modern Apprentices, for 2023-24.</p>	Green

## Our Economy

Action	Measures	Comments/ Progress	Status
	Deliver targeted recruitment programmes to support the local jobs market addressing skills shortages such as HGV Drivers, Personal Carers, Customer Service etc	<p>A range of targeted recruitment programmes have been delivered to support progression to employment within the Council and private sector.</p> <p>28 unemployed people have been supported to undertake Heavy Goods Vehicles (HGV) qualifications designed to fill skills gaps in the local economy. The programme involved the development of a local employer partnership that was successfully established with Routes to Work South (RTWS), SLC and four local employers and a model was developed that included the use of Employer Recruitment Initiatives (ERIs) to support initial recruitment as driver's mates whilst undertaking training.</p>	Green
	Deliver targeted employer recruitment incentives to support those aged 25 plus enter and sustain fair work opportunities and support parents and families with complex barriers to employment	The service has supported adults aged 25+ to progress to employment through the LTU (long term unemployed) programme which has included a blend of Employer Recruitment Initiative (ERI) support and placements within SLC and NHS Lanarkshire. 25 people took part with 22 completing and 16 progressing to SLC/NHS employment to date.	Green

## Delivering the plan and achieving best value

Action	Measures	Comments/ Progress	Status
Implement the Council Workforce Plans to match Service need	<p>Resource Workforce Plans updated taking account recovery from COVID and set out requirements moving forward.</p> <p>These will be used to configure the Council Workforce Plan and will reported to Committees by September 2022</p>	<p>Resource workforce plans were presented to Committee in September / October 2022.</p> <p>The action plans will be monitored through Resource Management Teams and CMT.</p>	Complete

## Delivering the plan and achieving best value

Action	Measures	Comments/ Progress	Status
Take forward IT strategic developments	Complete procurement exercise to identify partner to meet SLC Digital Connectivity requirements	Project delayed due to cost increases requiring further consideration of business justification. This will be picked up now new Head of IT Services in post.	Amber
	Complete first phase of migration to Oracle Cloud Fusion system by February 2023	The project has been re-scheduled and the go live date has shifted due to the delay.	Amber
Ensure monitoring, compliance and control of externally purchased services	Produce annual report to Senior Management Team on the quality of care provided by externally purchased services	Report prepared in December 2022 for Senior Management Team consideration.	Complete

## Connect: Quarter 2 to Quarter 4 2022/2023 - Scrutiny of Change in Measure Status



3

Measure	Q2 Status	Q4 Status	Q4 Comments
<b>Performance has declined from Q2 to Q4</b>			
Percentage of our road network that should be considered for maintenance treatment	Report later	Red	This figure is derived from the Society of Chief Officers of Transportation in Scotland (SCOTS) Road Condition Index (RCI) survey. The survey has now been completed and our overall RCI is 30.8% for 2021-23. This falls short of our target of 29.7% and is a depreciation of 1.1% in the overall condition of the road network. Individual road categories are generally also showing a concerning regression in condition, which is a product of cost of living versus budget.
Percentage gap between pupils from the least and most deprived areas entering positive destinations	Report later	Amber	The gap between pupils from the least and most deprived areas is slightly above the target set but is below the rate from the previous year. This remains a key focus for improvement in 2023-24
Number of unemployed people gaining sustainable employment	Green	Amber	584 people progressed to employment, against a target of 600
Factoring collection rate	Green	Amber	Despite increased revenue collection of £200k, Factoring collection fell £73k short of the annual target. This was largely attributable to a £55k increase in service charges and rechargeable repairs and the cost of living crisis with factoring bills viewed as a lesser priority debt by owners.
Complete procurement exercise to identify partner to meet SLC Digital Connectivity requirements	Green	Amber	Project delayed due to cost increases requiring further consideration of business justification. This will be picked up now by new Head of IT Services in post.
Complete first phase of migration to Oracle Cloud Fusion system by February 2023	Green	Amber	The project was rescheduled and the go live date has shifted due to the delay.















## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
Communities and Environment	C&L5a	Percentage of adults satisfied with libraries	69.90%	69.23%	-----	-----	-----	-----	Data from The Scottish Household Survey is not yet available for this year, however, SLLC conducted an online customer satisfaction survey during 2021-22 to assess performance and to establish what services were being accessed during this recovery period, and why. 1,037 responses were completed with 95% (985) highlighting they were very satisfied or satisfied with service delivery. Many respondents used multiple services with 15% (152) specifically accessing our library and museum services, and of those 95% (144) said they felt better, relaxed, had achieved their goal and were satisfied following their visit.
	C&L5c	Percentage of adults satisfied with museums and galleries	65.37%	64.70%	-----	-----	-----	-----	Data from The Scottish Household Survey is not yet available for this year, however, SLLC conducted an online customer satisfaction survey during 2021-22 to assess performance and to establish what services were being accessed during this recovery period, and why. 1,037 responses were completed with 95% (985) highlighting they were very satisfied or satisfied with service delivery.  Many respondents used multiple services with 15% (152) specifically accessing our library and museum services, and of those 95% (144) said they felt better, relaxed, had achieved their goal and were satisfied following their visit.
	C&L5d	Percentage of adults satisfied with leisure facilities	66.60%	68.27%	-----	-----	-----	-----	Data from The Scottish Household Survey is not yet available for this year, however, SLLC conducted an online customer satisfaction survey during 2021-22. 1,037 responses were completed with 95% (985) highlighting they were very satisfied or satisfied with service delivery and 89% (922) said they would recommend SLLC to a friend. 83% (859) visited for health (both physical and mental), fitness, exercise, and social reasons and of those 96% (824) felt healthier, happier and better overall following their visit. This feedback has confirmed we are focusing services to customer needs and reaffirms our resolve to develop health improvement programmes further.
	ENV3c	Street cleanliness score	94.75%	94.05%	92.10%		89.70%		South Lanarkshire Council continues to score higher for its street cleansing service than the Scottish average, with 92.10% of streets surveyed found to be of an acceptable standard, although





## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									<p>this is down slightly from 94.05% in 2020-21.</p> <p>South Lanarkshire Council also scored higher than the Club 3 (local authority benchmarking club) average which is 91.1%.</p> <p>It should also be noted that the Street Cleansing service was a finalist in the 2022 APSE Service Awards for the whole of the UK in the category of "Best Service Team of the Year for Streets Cleansing &amp; Streetscene Service".</p>
	ENV6	The percentage of total household waste arising that is recycled	46.37%	40.48%	40.40%		42.70%		<p>The percentage of total household waste that is recycled decreased slightly in 2021-22. At 40.4%, it is below the Scottish Average of 42.7%.</p> <p>The amount of residual waste generated remained higher in 2021-22 than pre-pandemic levels. It is worth noting that the material collected in bulk uplifts continued to have a higher than normal quantity of non-recyclable waste (more black bag waste than normal) which meant that only 15% of the waste collected via the bulk uplift service was recycled. These factors coupled with lower recycling rates at all Household Waste Recycling Centres (HWRCs) -which can be attributed to residents' continued resistance to separate recyclable waste from residual waste at the sites despite the lifting of Covid-19 restrictions- has contributed to a lower household recycling rate.</p>
	CLIM 2	CO2 Emissions area wide: emissions within scope of Local Authority (LA) per Capita	3.73	3.34	-----	-----	-----	-----	Data on CO2 Emissions is not yet available for this year. There is a 2-year time lag with this data.
Education and Learning	CHN 4	Percentage of pupils gaining 5+ awards at level 5	66.0%	69.0%	71.0%		69.0%		<p>Attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. For 2019-20 and 2020-21, the absence of external assessment information and the Ministerial direction to award estimated grades led to a different pattern of attainment than seen in previous years. THE RESULTS FOR 2019-20 AND 2020-21 SHOULD NOT BE DIRECTLY COMPARED TO THOSE IN PREVIOUS OR FUTURE YEARS.</p> <p>The positive difference in performance from 2020-21 to 2021-22 in South Lanarkshire is in line with the Scottish Average and is</p>





## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
Education and Learning									slightly above the Family Median. Raising attainment and achievement of all children and young people helps to ensure that they are best prepared for life beyond school and helps to tackle the effects of poverty and disadvantage. All attainment data for 2019-20 and 2020-21 must be considered in the context of the ongoing Covid-19 pandemic.
	CHN11	Percentage of pupils entering positive destinations	94.8%	96.2%	-----	----	-----	----	Data not yet available
	CHN14a	Literacy attainment gap P1,4,7 combined - % point gap between the least deprived and most deprived pupils	-----	24.00%	24.00%		21.00%		Since the most recent pre-covid year (2018/19) the gap, between the percentage of pupils in Primary 1, Primary 4 and Primary 7 who have achieved the appropriate curriculum for excellence level for their stage (or better), in literacy in the most and least deprived quintiles increased South Lanarkshire, the Family Median and across Scotland. In 2021/22, the gap in South Lanarkshire is greater than both the National Average and the Family Median. The Scottish Attainment Challenge is about achieving equity in education. This can be achieved by ensuring every child has the same opportunity to succeed, with a particular focus on closing the poverty-related attainment gap.
	CHN14b	Numeracy attainment gap P1,4,7 combined - % point gap between the least deprived and most deprived pupils	-----	19.00%	19.00%		18.00%		Since the most recent pre-covid year (2018-19) the gap, between the percentage of pupils in Primary 1, Primary 4 and Primary 7 who have achieved the appropriate curriculum for excellence level for their stage (or better), in numeracy in the most and least deprived quintiles increased South Lanarkshire, the Family Median and across Scotland. In 2021-22, the gap in South Lanarkshire is slightly greater than both the National Average and the Family Median. The Scottish Attainment Challenge is about achieving equity in education. This can be achieved by ensuring every child has the same opportunity to succeed, with a particular focus on closing the poverty-related attainment gap.
	CHN19b	School attendance rate - looked after children	-----	86.01%	-----	-----	-----	-----	2019-20 No data due to Covid 2021-22 Data not yet available
Health and Wellbeing	SW 1	Home Care costs per hour for people aged 65	£24.74	£25.50	£28.56		£28.59		Home care costs per hour increased from 2020-21 to 2021-22, however South Lanarkshire is still in line with the Scottish









## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
Health and Wellbeing		or over							average result of £28.59.  Although the increased figure converts to a lower ranking for the council, moving from 10 to 16, this is not necessarily a negative position and may support mitigating risks in the wider Care at Home sector within South Lanarkshire. Our Commissioned rates for Care at Home are in line with the national average and compare more favourably with neighbouring authorities. This will help to support South Lanarkshire's ability to attract recruits into the sector, grow the external market and meet continuing demands for services. Recent uplifts from the Scottish Government represent a positive move forward. However, do not address differentials between authorities. Discussions are ongoing to explore ways to bridge future gaps.
	SW 5	Residential cost per week per resident for people aged 65 or over	£585.00	£659.00	£708.00		£649.00		This measure relates to the average net cost to the council. South Lanarkshire had a spend of £708 per week in 2021-22 compared to the Scottish average of £649. Within the LGBF family group costs range from £260 to £944. The performance of each council is influenced by demographics and contributions made by service users. The cost of care also increases year on year with changes to the national care home rate.  There are currently variable costs for care homes across Scotland and it is anticipated that the review of the National Care Home Contract (NCHC), which has not been revised since 2013, will standardise some of this. Although it should be noted that the NCHC rate will not equate to the net cost per resident, it will impact only on local authority funded residents who are in private and voluntary care homes, whilst others will continue to pay a proportion of their care home fees.
	SW 6	Rate of readmissions to hospital within 28 days per 1,000 discharges	99.30	111.82	106.27		109.60		The rate of readmissions in South Lanarkshire decreased from 111.82 in 2020-21 to 106.27 per 1,000 in 2021-22 and we continue to perform better than the Scottish Average. Information on the six areas of the Health and Social Care Delivery Plan are monitored monthly and formally reported on a quarterly basis to the Integrated Joint Board, Performance Audit and Finance Sub Committee and Social Work Committee.

## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
	SW 8	Number of days people spend in hospital when they are ready to be discharged, per 1,000 population	1,155.69	544.22	910.36		747.92		Performance for this indicator declined from 544.22 days in 2020-21 to 910.36 days in 2021-22. In line with this our ranking shifted from 20 to 25. The Home First programme is a multi-disciplinary initiative with a focus on early intervention, reablement and rehabilitation. As the programme continues to embed it aims to prevent admissions to hospital, but where this is necessary, it offers timely support to those discharging. Individuals receive a personalised assessment and package of care that best meets their needs to maximise independence and outcomes.
Children and Young People	CHN 8a	The gross cost of "Children Looked After" in residential based services per child per week	£3,297.00	£3,650.00	-----	-----	-----	-----	Data not yet available
	CHN 8b	The gross cost of "Children Looked After" in a community setting per child per week	£289.46	£277.50	-----	-----	-----	-----	Data not yet available
	CHN 9	Percentage of children being looked after in the community	90.51%	90.43%	-----	-----	-----	-----	Data not yet available
	CHN17	% of children meeting developmental milestones	82.85%	82.29%	-----	-----	-----	-----	Data not yet available
	CHN23	% Looked After Children (LAC) with more than 1 placement in the last year (Aug-July)	11.96%	13.96%	-----	-----	-----	-----	Data not yet available
	CHN24	Percentage of children living in poverty (After Housing Costs) (New)	23.1%	19.6%	-----	-----	-----	-----	Data not yet available
Housing and Land	HSN1b	Gross rent arrears (all tenants) as at 31 March, as a percentage of rent due for the reporting year	7.05%	8.26%	8.91%		8.67%		Performance slightly below target due to the continued impact of Covid-19 and slightly above the Scotland average. A range of supports are in place to assist tenants facing financial hardship. Arrears have increased over the last three financial years but is reflective of the pressure on rent collection due to the overall







## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
Housing and Land									economic position and the Welfare Reform Agenda - specifically Universal Credit. The council will continue to set affordable rents and provide advice. Performance continues to be routinely monitored with a number of improvement actions identified.
	HSN2	Percentage of rent due in the year that was lost due to voids	0.49%	0.42%	0.60%		1.63%		Performance is slightly below target due to the continued impact of Covid-19. The service continues to focus on void management to minimise void rent loss.  While performance is slightly below target, for a considerable period of time performance in this area has been consistently among the best compared with other local authorities in Scotland. In the past three years we have had either the lowest or second lowest void rent loss and well below the Scottish average.
	HSN4b	Average number of days taken to complete non emergency repairs	14.19 days	13.07 days	11.76 days		9.19 days		An improvement has been recorded and although we remain higher than the Scottish average, this reflects the approach which the council takes to carrying out these repairs - by appointment made to suit the tenant, with increased satisfaction, therefore logic tells us that tenants very much support the appointment based approach.  Improvement activity within the repairs service will continue in 2022-23 as we aim to support the reduction of the average time taken to carry out repairs - although the council will continue to focus on quality rather than speed of service.
	HSN5	Percentage of council dwellings that are energy efficient	93.39%	93.88%	98.64%		87.26%		Current performance is better than the Scottish average energy efficiency performance. Where failure occur as a result of tenant refusal, these will be addressed when a property becomes empty or where there is a change in the tenant's circumstances.  The EESSH2 milestone is for all social housing to meet, or can be treated as meeting, EPC band B, or be as energy efficient as practically possible by the end of December 2032.
Our Economy	ENV4b	Percentage of A class roads that should be considered for maintenance treatment	23.18%	23.90%	23.99%		27.60%		There has been a marginal regression in the condition of A Class roads in South Lanarkshire. This is primarily due to more investment being directed towards unclassified roads, which are often now in the poorest condition, with much of the A Class

## Local Government Benchmarking Framework Results





Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
Our Economy									network having been treated in earlier years of the Investment Plan. Positively however, the condition of the A Class network in South Lanarkshire remains 3.61% better than the Scottish average.
	ENV4c	Percentage of B class roads that should be considered for maintenance treatment	25.27%	26.20%	25.62%	↑	33.61%	✓	There has been an improvement in the condition of B class roads in South Lanarkshire, and their condition remains a substantial 7.99% better than the Scottish average.
	ENV4d	Percentage of C class roads that should be considered for maintenance treatment	37.67%	37.60%	34.91%	↑	33.24%	✗	There has been an improvement in the condition of C class roads in South Lanarkshire in 2021-22, however, the score is 1.67% poorer than the Scottish average. The investment in the treatment of the minor unclassified network has continued to improve our C Class roads.
	ENV4e	Percentage of U (unclassified) roads that should be considered for maintenance treatment	30.33%	30.50%	29.91%	↑	36.65%	✓	Unclassified roads make up a sizeable proportion of the road network in South Lanarkshire. In 2021-22 there has been an improvement in the condition of this network, and the network remains 6.74% better than the Scottish average.
	ECON 1	Percentage of unemployed people assisted into work from council funded/operated employability programmes	16.00%	5.54%	22.04%	↑	19.57%	✓	This is a positive result with more unemployed people engaging with council employability programmes, a sign of increased confidence from both employers and jobseekers as the labour market recovers. At the moment we still have a tight labour market where job demand exceeds labour supply. The forecast for unemployment is expected to rise in the medium to longer term up to Q4 2025 as the costs of living crisis, Brexit and longer- term impacts of Covid persist.
	ECON 7	Proportion of people earning less than the living wage	17.80%	20.80%	12.50%	↑	14.40%	✓	The latest figures (Office for National Statistics, Annual Survey of Hours and Earnings 2021) indicates that 12.5% of employees in South Lanarkshire currently earn less than the living wage, an improved position with numbers of employees in that category showing an 8.3% drop from the rate recorded in 2020-21. For the first time in 4 years (since 2017) the percentage of employees earning less than the living wage in South Lanarkshire (12.5%) has fallen below the Scottish average (14.4%), the benchmark for this measure.  The pan Lanarkshire Living Wage Campaign Group has

## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									supported this improvement, growing the numbers of Living Wage accredited employers in the area from 93 up to 118 over the 12 months up to 31st March 2022. The group continued to support the Living Wage Accredited Discount Scheme of up to £1,000 per annum, held a successful online awareness raising event in November 2021 with around 30 employers, and promoted Living Wage Week with PR and photoshoot events.
	ECON 8	Proportion of properties receiving superfast broadband	95.60%	96.20%	97.00%		94.10%		In 2021-22, 97.00% of properties in South Lanarkshire had access to high speed broadband and speeds greater than 30 Mbps. This figure continues to rise and remains above the Scottish average of 94.10%. The majority of the 3.00% of properties not yet able to access high speed broadband are located within the rural area. These properties are either included within the Scottish Governments R100 investment programme and projected to receive full fibre connection by 2026, or are too difficult or expensive to connect to an existing network and are then eligible for Scottish Broadband Voucher Scheme to help find alternative solutions.
	ECON 9	Town vacancy rates	12.75	8.80	9.85		11.40		As anticipated, Town centre vacancy rates have continued to increase in line with the rest of the country. This is a disappointing trend however we are seeing many positive examples of new occupiers across our town centres and we are seeing the anticipated early signs of new footfall patterns as a result of people working from home. The vacancy rates are especially high in East Kilbride, which pulls the average up. There are a number of factors affecting this including the loss of key anchor retailers and areas where private sector owners vacate in order to facilitate wider redevelopment. Overall South Lanarkshire is in a better position than we have been for a few years although much still needs to be achieved.
Delivering the Plan and achievi	CORP7	Percentage of income due from Council Tax received by the end of the year	95.86%	95.55%	96.19%		95.73%		The improved collection rate is largely due to the full resumption of recovery activity throughout 2021-22. This is in contrast to 2020-21, where recovery action was suspended for the first 4 months of the financial year due to the impact of Covid. South Lanarkshire's performance continues to be better than the Scottish average. Work to maximise council tax income collection will continue in 2022-23, utilising all available recovery



## Local Government Benchmarking Framework Results

Connect Outcome	South Lanarkshire Council LGBF Results 2021/22		2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
Delivering the Plan and achievi									methods.
	FINSUS2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.67%	1.64%	1.50%		3.48%		The value of the Council's Uncommitted General Fund balance has not changed from 2019/20. The Council's budget has increased, therefore resulting in a minor decrease in the percentage. This is very much an arithmetic impact. Our uncommitted balance has not changed, but would argue the budget will, due to funding for specific purposes. We and our auditors agree that the level of uncommitted reserve is sufficient.
	FINSUS5	Actual outturn as a percentage of budgeted expenditure	99.59%	100.00%	100.00%		98.25%		The outturn reflects that the council reported a breakeven position after all transfers to reserves. The position is consistently between 99 and 100% across years, but movement in other councils' figures may result in a change to our ranking going forward.



# Report

**4**

Report to:	<b>Performance and Review Scrutiny Forum</b>
Date of Meeting:	<b>8 August 2023</b>
Report by:	<b>Executive Director (Finance and Corporate Resources)</b>

Subject:	<b>Annual Performance Spotlights 2022/2023</b>
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## **1. Purpose of Report**

1.1. The purpose of the report is to:-

- provide the Forum with a draft version of the Annual Performance Spotlights (APSs) infographics for 2022/2023.

## **2. Recommendations:**

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

- (1) that the infographics content of the Annual Performance Spotlights for 2022/2023 be noted; and
- (2) that it be noted that the Annual Performance Spotlights will become live on the Council's website in September 2023, well ahead of the statutory deadline of 31 March 2024.

## **3. Background**

- 3.1. The Council's first Annual Performance Report (APR) was prepared based on 2011/2012 information and represented part of the Council's ongoing commitment to continuous improvement in respect of its approach to public performance reporting (PPR).
- 3.2. On 4 September 2018, the Forum considered a report which set out plans to review the APR component of the Council's PPR approach, in light of the continuing evolution of the Accounts Commission's expectations and taking into account feedback from Audit Scotland on the APR in particular.
- 3.3. A new approach was developed which replaced the APR document with Annual Performance Spotlights (APSs) – bite sized web content performance information comprising a case study, selection of infographics and links to other related material - one for each Connect objective plus the theme Delivering the Plan and achieving Best Value.
- 3.4. Following extensive consultation and engagement, the new Council Plan, Connect 2022 to 2027 was approved by South Lanarkshire Council at its meeting on 15 June 2022 and the overall structure is now based on six Outcomes and the Best Value theme. In line with this revised structure, an Annual Performance Spotlight is presented for each of the Council's six Outcomes, comprising a case study, selection of infographics and links to other material.

- 3.5. This report now provides the Forum with the opportunity to consider the draft infographics content of the APSs.
- 3.6. The picture of performance presented by the Annual Performance Spotlights must be seen in the context of the unprecedented challenges faced by councils in the aftermath of the pandemic. Audit Scotland, in their latest Local Government Overview report, acknowledge that “councils have never faced such a challenging situation, with demand and workforce pressures deepening after the Covid-19 pandemic and funding forecast to reduce in real terms”. This has had – and will continue to have – an inevitable impact on the ability of councils to deliver services. Audit Scotland notes that “the pandemic has affected performance across all service areas. Some services are showing signs of recovery, but there are also signs of growing backlogs, declining performance in some areas and services at capacity”.
- 3.7. This picture is confirmed by the Local Government Improvement Service (LGIS) in their latest report on the Local Government Benchmarking Framework (LGBF) results, which notes that “improvements to date...cannot be assumed to continue and maintaining levels of performance in the current environment will be a notable achievement in itself”.

#### **4. Current Position**

- 4.1. The Improvement Unit has worked closely with services across the Council to bring together the content of the APSs. The focus, at all times, has been to ensure that the information included is of interest to the public, balanced and readily accessible. These are key requirements of Public Performance Reporting, as set out by the Accounts Commission.
- 4.2. The draft infographics for the APSs 2022/2023, as they will appear on the performance pages of the Council’s website, are attached as Appendix 1. As intimated at paragraphs 3.6 and 3.7, the results should be interpreted in the context of the unprecedented challenges faced by councils during Covid-19 and the continuing recovery. Further explanatory narrative for those measures where targets were not met or where performance was not improving in 2022/2023 is attached as Appendix 2.
- 4.3. In line with the Council’s shift towards a digital first approach, the focus has been on providing performance information as content on the web. The performance pages of the Council’s website allow our customers and residents to browse the information electronically.
- 4.4. The spotlights use infographics to present information about the Council’s performance. The infographics show performance against certain measures for each of the Council’s six strategic Outcomes. In response to points made by the Accounts Commission in the Best Value Assurance Report 2019 (BVAR) the following improvements were made:-
- for each infographic, trend information is included with a clear indication whether or not performance has improved and if the target has been met
  - a link has been added directly below the infographic on the website to supporting data or further reports or more detailed information

- 4.5. In order to gather feedback which will help us to continue to improve our public performance reporting material, the 'Did you find?' response box at the bottom of each of the APS web pages is monitored.
- 4.6. To complement the APSs, we will continue to prepare the suite of 'public performance reports' which focus on key areas of council business. Each report includes a clear presentation of data; targets and narrative to introduce and explain the performance indicators and results; comparisons, customer feedback, satisfaction statistics and links or signposts to further relevant information. These reports were praised by Audit Scotland in their Public Performance Reporting (PPR) assessment in 2015 and by the public in our web testing exercise. Since they were first uploaded (at the end of March 2015) they have attracted thousands of visitors to the performance pages of the website indicating that there is an audience for the performance information, and that the web pages provide us with a platform on which to report and highlight our performance to the public.
- 4.7. The 2022/2023 Local Government Benchmarking Framework (LGBF) indicator results are not due to be published by the Local Government Improvement Service until January 2024. These results are analysed and included in our public performance reporting material which is completed by the statutory deadline of 31 March 2024.

## **5. Public Performance Reporting Assessment**

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

## **6. Next Steps**

- 6.1. The Forum is asked to note the infographics content of the APSs for 2022/2023.
- 6.2. Looking forwards, council officers will continue to review the presentation of the Annual Performance Spotlights, and Public Performance Reporting generally, to take account of changes arising.

## **7. Employee Implications**

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

## **8. Financial Implications**

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

## **9. Climate Change, Sustainability and Environmental Implications**

- 9.1 There are no climate change, sustainability or environmental implications relating to this report.
- 9.2. The Council acknowledges the serious and immediate threat of climate change and is committed to accelerating the pace of action in response to the climate emergency and in Scotland's transition to a net-zero and climate resilient society and economy.

## **10. Other Implications**

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

## **11. Equality Impact Assessment and Consultation Arrangements**

- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy, and therefore no impact assessment is required.
- 11.2. Consultation took place with Resources on the plans to update our PPR material as well as the content of the APSs through the Corporate Improvement Advisory Board officers.

**Paul Manning**

**Executive Director (Finance and Corporate Resources)**

20 July 2023

### **Link(s) to Council Values/Priorities/Outcomes**

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

### **Previous References**

- Report to Performance and Review Scrutiny Forum - 16 August 2022 - Annual Performance Spotlights 2021/2022

### **List of Background Papers**

- None

### **Contact for Further Information**

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

Tom Little, Head of Communications and Strategy

Ext: 4904 (Tel: 01698 454904)

E-mail: [tom.little@southlanarkshire.gov.uk](mailto:tom.little@southlanarkshire.gov.uk)



# connect outcome

## Children and young people



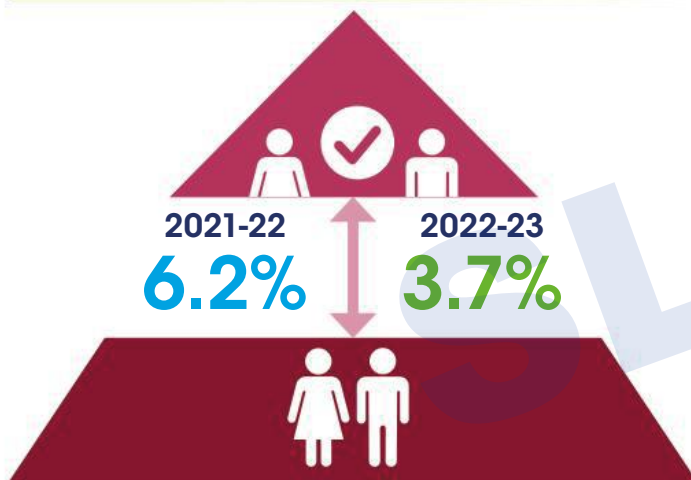
Council Plan  
2022  
2027

### How we did in 2022-23

Note: some 2022-23 results were impacted due to the Covid-19 crisis

#### Reduce the gap for positive destination outcomes for care experienced young people

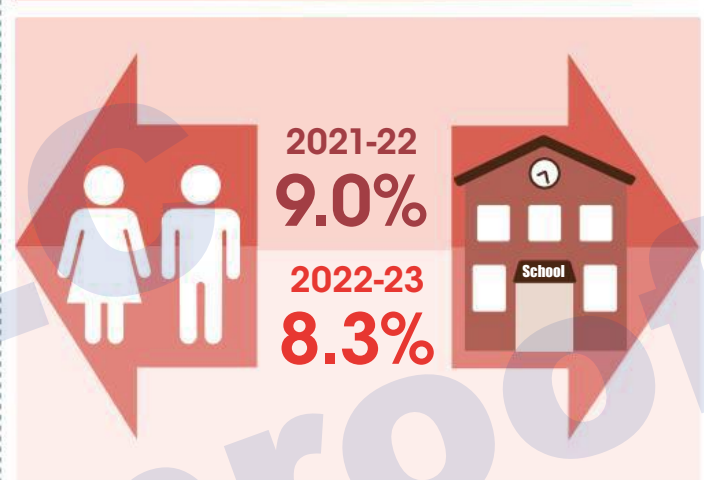
Target – 6.2%



Target met ✓ Performance improving ✓

#### Gap in attendance between secondary pupils from the least and most deprived areas

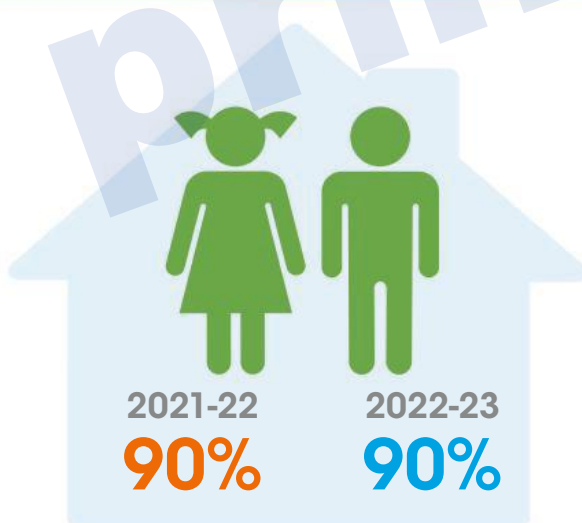
Target – 9.2%



Target met ✓ Performance improving ✓

#### Children being looked after in a community setting

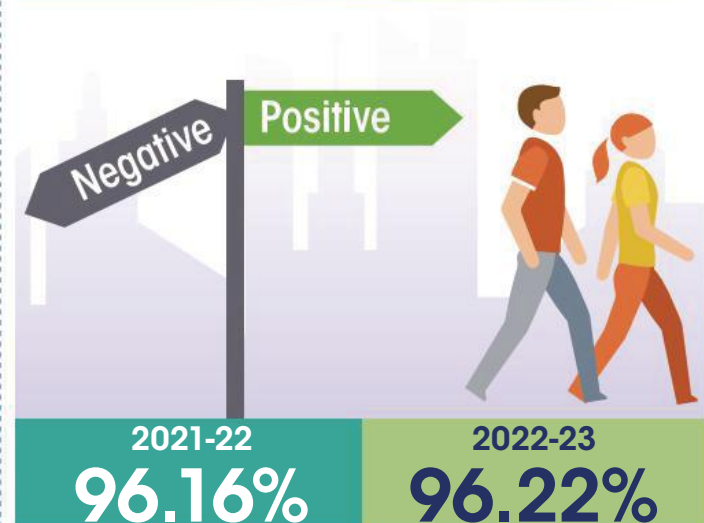
Target – more than 90%



Target met ✓ Performance maintained ↔

#### Pupils entering positive destinations

Target – 95.7%



Target met ✓ Performance improving ✓

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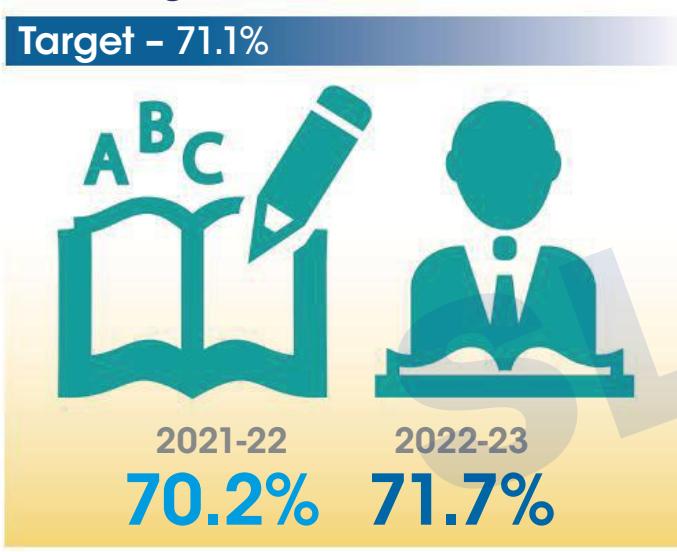
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## How we did in 2022-23

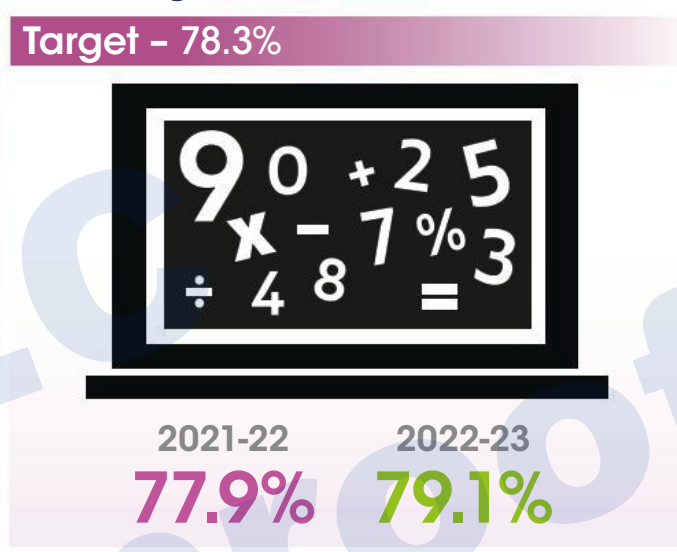
Note: some 2022-23 results were impacted due to the Covid-19 crisis

### P1, P4 and P7 pupils attaining the Curriculum for Excellence level for their stage or better in Literacy



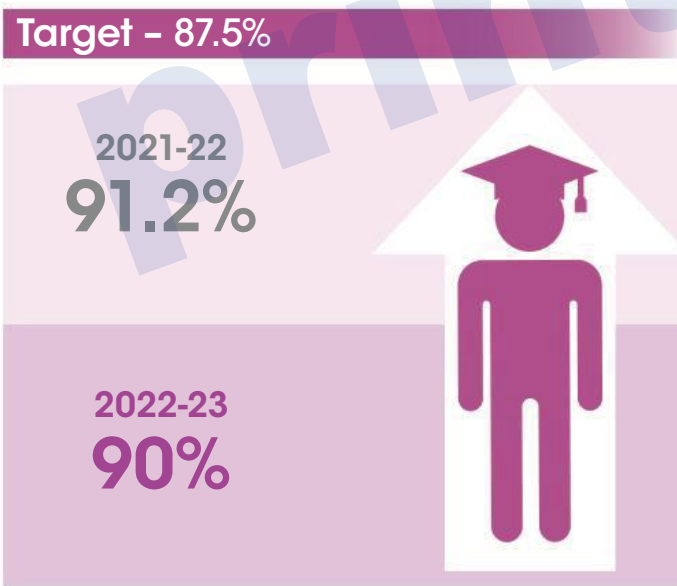
Target met ✓ Performance improving ✓

### P1, P4 and P7 pupils attaining the Curriculum for Excellence level for their stage or better in Numeracy



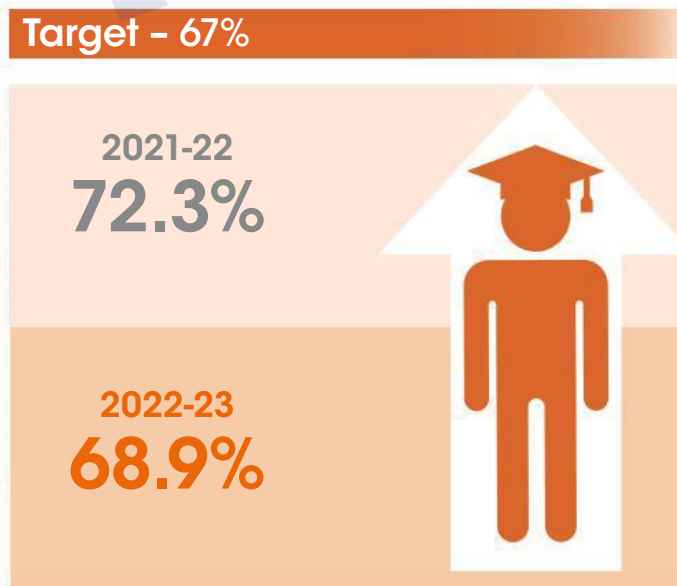
Target met ✓ Performance improving ✓

### School leavers achieving 1 or more awards at Level 5



Target met ✓ Performance improving ✗

### School leavers achieving 1 or more awards at Level 6



Target met ✓ Performance improving ✗

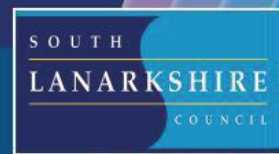
[www.southlanarkshire.gov.uk/connect](http://www.southlanarkshire.gov.uk/connect)





# connect outcome

## Our economy



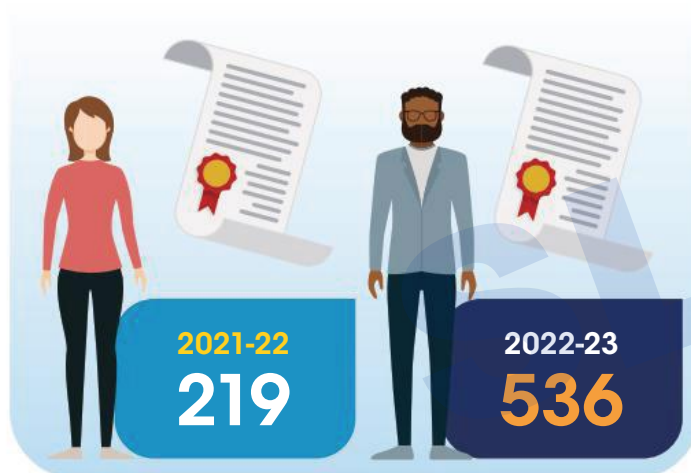
Council Plan  
2022  
2027

### How we did in 2022-23

Note: some 2022-23 results were impacted due to the Covid-19 crisis

#### Number of unemployed people accessing further education or training

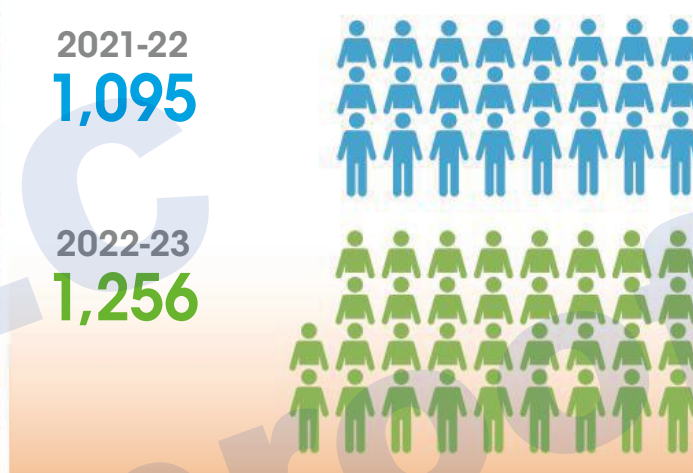
Target – 200



Target met ✓ Performance improving ✓

#### Number of jobs created or sustained as a direct result of Economic Development intervention

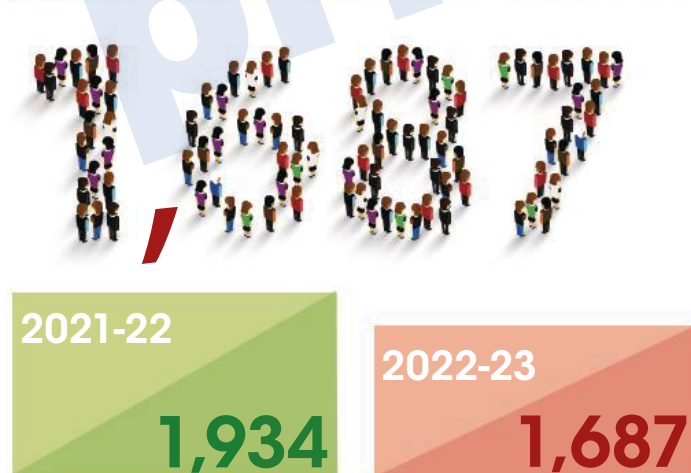
Target – 500



Target met ✓ Performance improving ✓

#### Unemployed people supported via council operated employability programmes

Target – 1,200



Target met ✓ Performance improving ✗

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

Target – 1,500



Target met ✓ Performance improving ✗

[www.southlanarkshire.gov.uk/connect](http://www.southlanarkshire.gov.uk/connect)

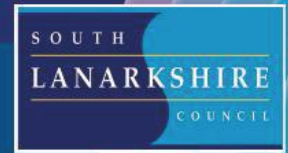
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# connect outcome Communities and environment



Council Plan  
2022  
2027

## How we did in 2022-23

Note: some 2022-23 results were impacted due to the Covid-19 crisis

### Percentage of household waste sent to landfill

Target – 10%

2021-22  
8.7%

2022-23  
1.8%



Target met ✓ Performance improving ✓

### Percentage of total household waste that is recycled

Target – 50%

2021-22  
41%

2022-23  
41%



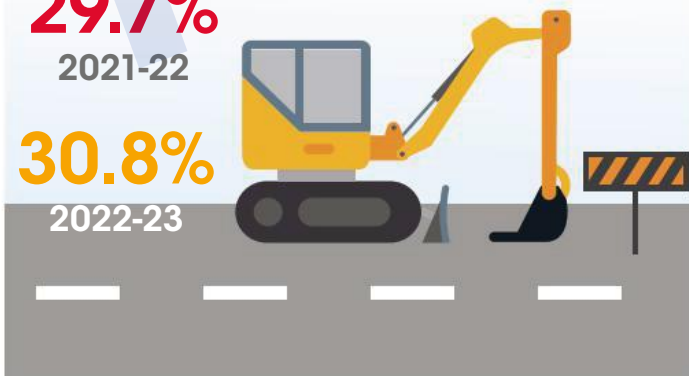
Target met ✗ Performance maintained ↔

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

Target – 29.7%

29.7%  
2021-22

30.8%  
2022-23



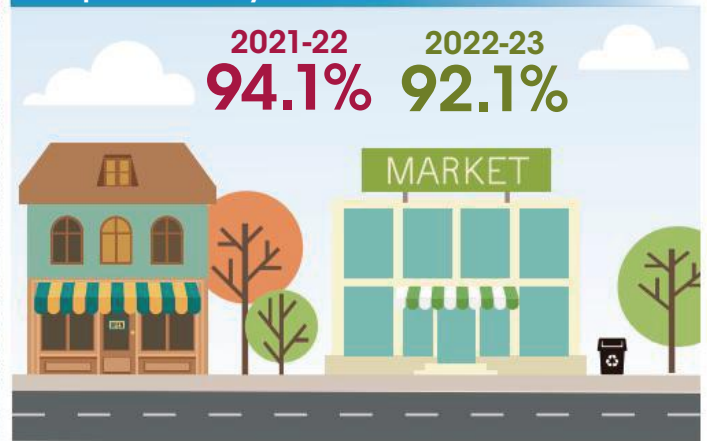
Target met ✗ Performance improving ✗

### Percentage of streets found to be acceptable during Litter Monitoring System (LMS) Surveys

Target – improvement on previous year

2021-22  
94.1%

2022-23  
92.1%



Target met ✗ Performance improving ✗

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# connect outcome

## Health and Wellbeing



Council Plan  
2022  
2027

### How we did in 2022-23

Note: some 2022-23 results were impacted due to the Covid-19 crisis

#### Average days to complete adaptations in council homes

Target – 28 days

2021-22

23 days

2022-23

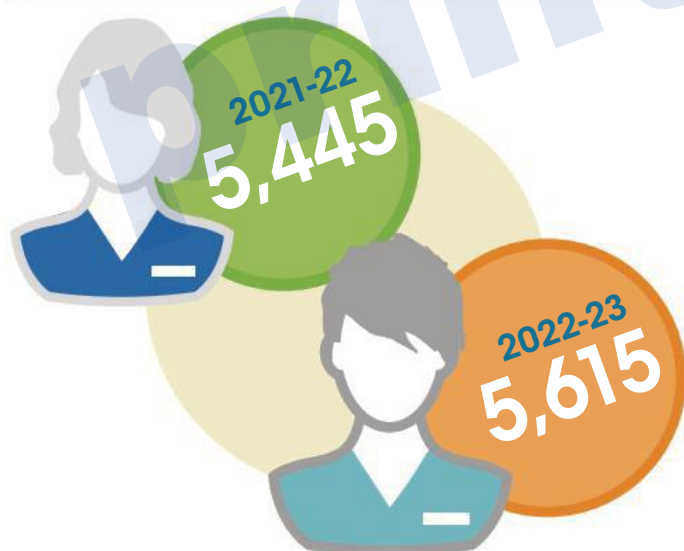
22 days



Target met ✓ Performance improving ✓

#### Carers accessing support

Target – increase by 10%



Target met ✓ Performance improving ✓

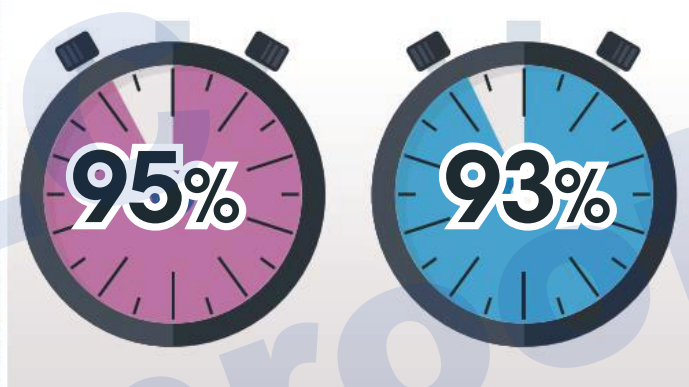
#### Local authority and private Welfare guardianship visits:

Target – 90%

% Completed on time

2021-22

2022-23



Target met ✓ Performance improving ✗

#### Percentage of drug/alcohol clients starting treatment/psychological intervention within three weeks of referral

Target – 90%



Target met ✓ Performance improving ✗

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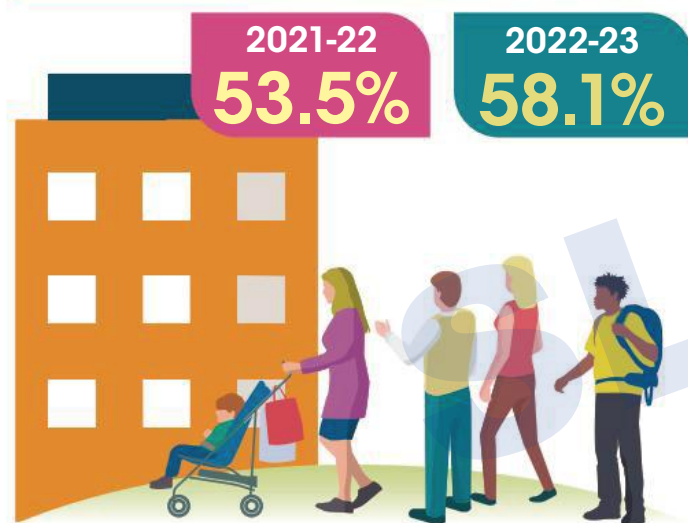


## How we did in 2022-23

Note: some 2022-23 results were impacted due to the Covid-19 crisis

### Percentage of lets to urgent housing (UH) need households

Target – 55%



Target met ✓ Performance improving ✓

### Percentage of new tenancies sustained for more than a year for all lets

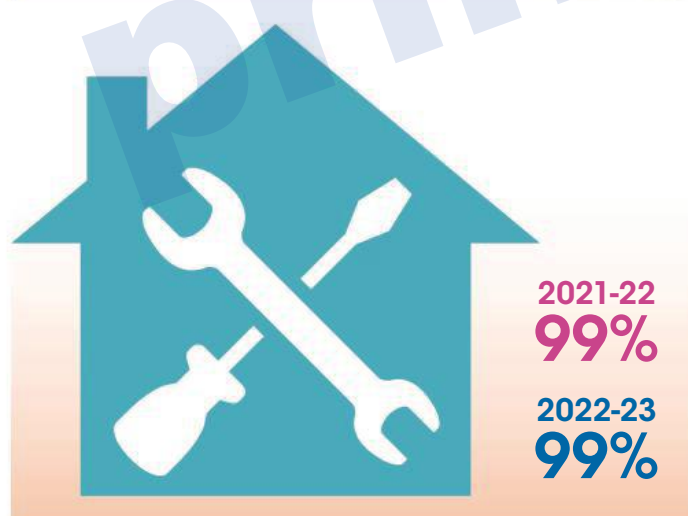
Target – 88%



Target met ✓ Performance improving ✗

### Housing repairs completed right first time

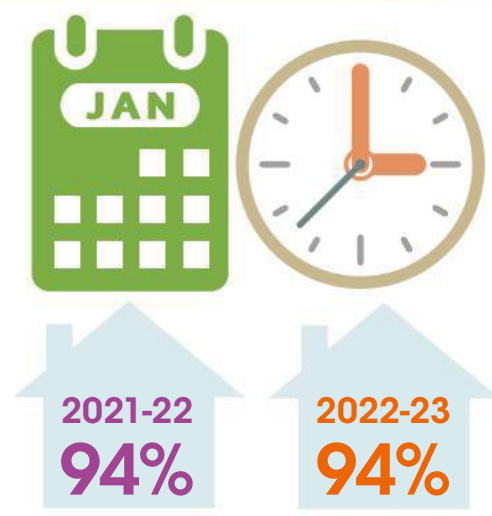
Target – 90%



Target met ✓ Performance maintained ↔

### Percentage of repairs appointments kept

Target – 90%



Target met ✓ Performance maintained ↔

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# Explanatory narrative for those measures where targets were not met or where performance was not improving in 2022/2023

4

Outcomes:	Measure	Target	Perf	Explanations/narrative
Education and learning	School leavers achieving 1 or more awards at level 5	✓	X	<p>This measure includes (but is not restricted to) SQA National 5 National Qualifications (A-D passes), SQA SCQF Level 5 Skills for Work courses, SQA SCQF Level 5 National Progression Awards, SQA SCQF Level 5 Group awards and other ungraded SCQF Level 5 awards. SCQF Level 5 equates to what was Standard Grade Credit. This measure includes learners who have achieved at least one of these SCQF accredited Level 5 qualifications. In 2022, which was the first 'back to normal' post covid year, 90.03% of the 3,440 learners in the Leavers cohort achieved at least 1 SCQF Level 5 qualification at point of school exit. This compares to 87.25% in 2018 and 86.53% in 2019, the most recent 2 'normal' comparable years.</p> <p>2020 and 2021 data includes learners who mostly undertook qualifications during SQA Alternative Certification Model (ACM) years. During the pandemic final exams were not possible, so learners achieved their qualifications via the ACM developed by schools in partnership with South Lanarkshire Council and National bodies. In most cases, attainment in these years was slightly higher due to the 'National Standard' not being applied through the SQA moderation process.</p> <p>In 2020 88.85% of Leavers achieved 1 qualification at SCQF Level 5 and in 2021 91.12% of Leavers achieved the same measure.</p>
	School leavers achieving 1 or more awards at Level 6	✓	X	<p>This measure includes (but is not restricted to) SQA National 6 National Qualifications (A-D passes), SQA SCQF Level 6 Skills for Work courses, SQA SCQF Level 6 National Progression Awards, SQA SCQF Level 6 Group awards, Level 6 Personal Achievement Award and other ungraded SCQF Level 6 awards. SCQF Level 6 equates to Higher. This measure includes learners who have achieved at least one of these SCQF accredited Level 6 qualifications. In 2022, which was the first 'back to normal' post covid year, 68.9% of the 3,440 learners in the Leavers cohort achieved at least 1 SCQF Level 6 qualification at point of school exit. This compares to 65.5% in 2018 and 66.48% in 2019, the most recent 2 'normal' comparable years.</p>

Outcomes:	Measure	Target	Perf	Explanations/narrative
				<p>2020 and 2021 data includes learners who mostly undertook qualifications in SQA Alternative Certification Model (ACM) years. During the pandemic, final exams were not possible so learners achieved their qualifications via the ACM developed in school in partnership with South Lanarkshire Council and National bodies. In most cases, attainment in these years was slightly higher due to the 'National Standard' not being applied through the central SQA moderation process.</p> <p>In 2020 69.91% of Leavers achieved 1 qualification at SCQF Level 6 and in 2021 72.3% of Leavers achieved the same measure.</p>
Our economy	Unemployed people supported via council operated employability programmes	✓	X	<p>The target of 1,200 was exceeded in 2022-23 with 1,687 unemployed people supported via council operated employability programmes. The comparative number of people supported in 2021-22 was 1,934, considerably higher than both the target and the result for 2022-23: as a result of the pandemic more unemployed people were engaging with the council programmes, a sign of increased confidence from both employers and jobseekers as the labour market recovers. Following the pandemic there has been a significant reduction in claimant count unemployment with the result that fewer people require support through traditional employability referral routes and there has been a corresponding reduction in referrals for unemployed adults. As a result of this and a shift in Scottish Government funding priorities, the focus of the Council's employability activity is shifting to key priority groups including young people aged 16-19, parents who require support to move into employment and people with additional support needs and health needs. These client groups often require longer term support to successfully progress to employment.</p>
	Business support interventions by Economic Development (grants, loans or advice)	✓	X	<p>The 2020-21 and 2021-22 figures were inflated due to the additional Scottish Government funding associated with Covid-19. Given this unique situation, these figures cannot be compared with pre/post Covid years. Whilst the number of interventions looks like it has reduced, in actual fact, it is above target figure and higher than the 2019-20 pre-Covid level.</p>

Outcomes:	Measure	Target	Perf	Explanations/narrative
Communities and environment	Percentage of our road network that should be considered for maintenance treatment (Road Condition Index)	X	X	<p>Since 2018 we have seen road maintenance costs increase by 60% (source: indices associated with roads construction rates) with the most notable increases in the past few years as a result of the covid pandemic and sustained construction inflation.</p> <p>In simple terms, projects are costing much more than before, and the equivalent/sustained scale of works to maintain road condition are not presently possible.</p> <p>Further regression in the condition of our road network is expected unless we can reverse the recent inflationary impacts. Our network remains extremely vulnerable to the impacts of extreme weather, climate change and utility openings. Severe weather continues to directly impact our roads and assets which further increases the pressure on our finite resources to maintain the condition of our network. In the meantime, efforts and being made to prioritise available spend, maximise external funding opportunities and to expand preventative maintenance techniques.</p>
	Percentage of household waste that is recycled	X	↔	<p>The Household Recycling Rate for 2022 was 41.2%. This remains below the target of 50%. A new bulky waste contract commenced on 1 April 2022, and continues to increase the quantities of bulky waste being recycled. The service has also now recruited additional Waste Education Officers to rollout a new service change for flatted properties to improve the recycling rates. The majority of the material at the flatted properties tends to be too badly contaminated to recycle and therefore is landfilled as residual waste. The service has also begun a review of the waste service that will include developing a new kerbside waste collection scheme that will deliver a more efficient service and encourage greater recycling.</p>

Outcomes:	Measure	Target	Perf	Explanations/narrative
	% of streets found to be acceptable during litter monitoring system (LMS) surveys	X	X	<p>South Lanarkshire Council continues to score higher for its street cleansing service than the Scottish average, with 92.10% of streets surveyed found to be of an acceptable standard, although this is down slightly from 94.05% in 2020-21.</p> <p>South Lanarkshire Council also scored higher than the Club 3 (local authority benchmarking club) average which is 91.1%.</p> <p>It should also be noted that the Street Cleansing service were finalists in the 2022 APSE Service Awards for the whole of the UK in the category of "Best Service Team of the Year for Streets Cleansing and Streetscene Service".</p> <p>Looking forward, the service has begun a review of litter bin provision across South Lanarkshire with the aim of replacing lower capacity pole mounted bins with higher capacity free standing bins, and ensuring bins are in the optimum location in relation to the population and footfall.</p>
Health and wellbeing	% of drug/alcohol clients starting treatment/psychological intervention within 3 weeks of referral	✓	X	<p>The target has been met; however, performance is down 4% on the previous year. This is a result of the national recruitment challenges facing both health and social work. Vacancies within localities are now being filled with staff taking up post during the summer months. Engagement protocols are also under review to encourage improved attendance at appointments. Peer Support workers are now in post and review referrals against set criteria to ensure vulnerable service users are prioritised.</p>
	% of drug/alcohol clients starting treatment/psychological intervention within 3 weeks of referral	✓	X	<p>The target has been met; however, performance is down 4% on the previous year. This is a result of the national recruitment challenges facing both health and social work. Vacancies within localities are now being filled with staff taking up post during the summer months. Engagement protocols are also under review to encourage improved attendance at appointments. Peer Support workers are now in post and review referrals against set criteria to ensure vulnerable service users are prioritised.</p>



Outcomes:	Measure	Target	Perf	Explanations/narrative
	Local authority and private welfare guardianship visits	✓	X	The target has been met; however, performance is down 2% on the previous year. The existing national workforce challenges are impacting on available staffing. The Social Work Workforce Plan 2022-2025 is focussed on maximising the use of available resources with the redesign of existing services and review of current recruitment practices. This statutory area of work is prioritised within the Resource to ensure that targets continue to be met. The availability of adults or guardians, or requests for alternative arrangements also contribute to overall performance. Engagement protocols remain under review and alternative arrangements are offered within timescale where possible.
Housing and land	% of new tenancies sustained for more than a year for all lets	✓	X	Tenancy sustainment has remained strong in year, significantly above target and favourably comparable with our peers. The slight reduction from previous year was something that was anticipated as the covid-19 stay-at-home message and legislative restrictions had resulted in an increase in tenancy sustainment over the past 3years, with pre-covid position being 90.08% in 2019/20. Tenancy sustainment continues to be a focus for management and is routinely monitored.

