

## **Social Work Resources**

# improve

## **Resource Plan**

**Performance Report 2018-19**

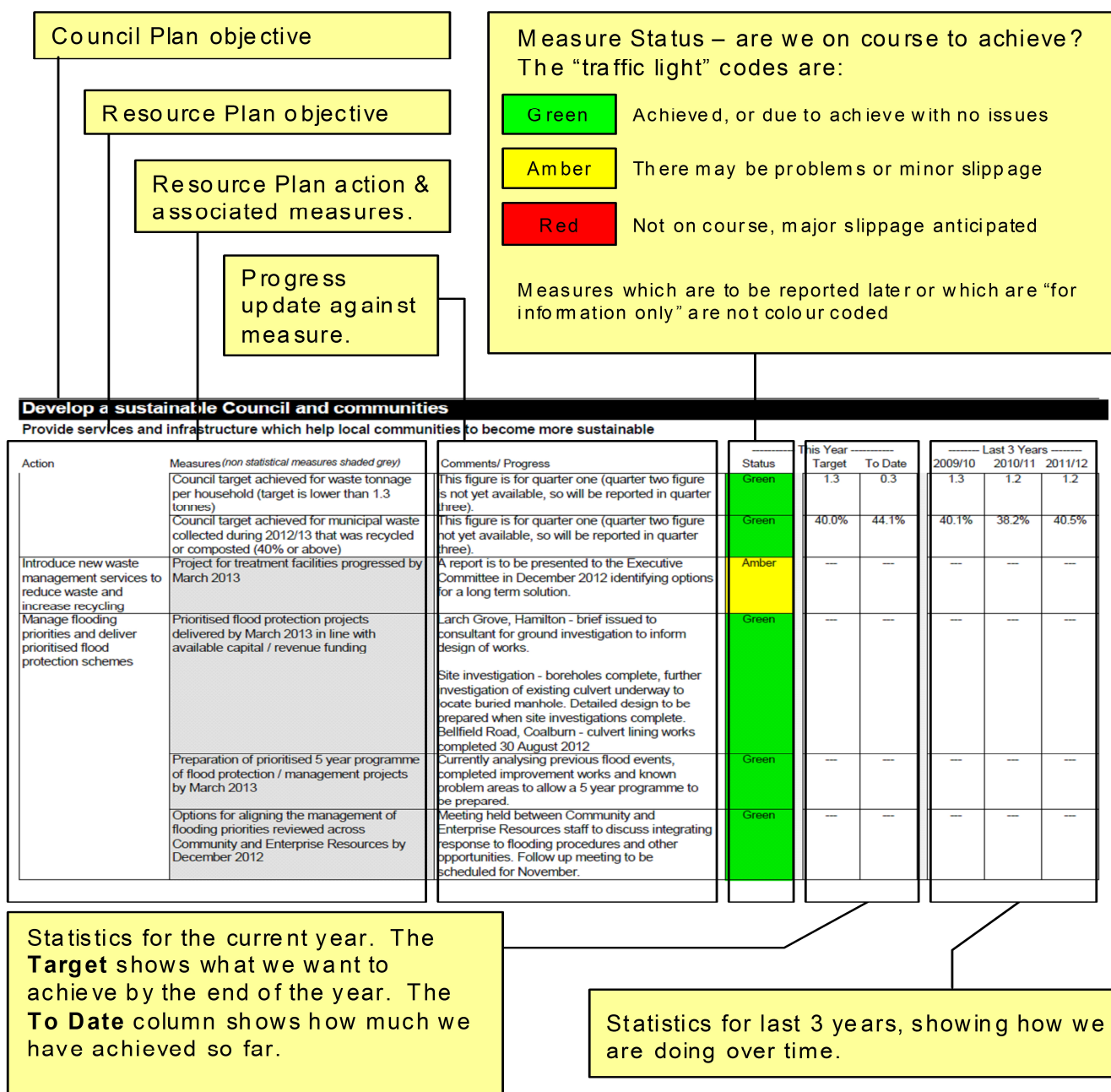
**Quarter 4 : April 2018 - March 2019**

(This represents the cumulative position to March 2019)



## 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.



**Develop a sustainable Council and communities**  
Provide services and infrastructure which help local communities to become more sustainable

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

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

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



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

All Plans (Council Objectives Summary)

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<b>Improve later life</b>	<b>6</b>	<b>1</b>			<b>7</b>
<b>Protect vulnerable children, young people and adults</b>	<b>33</b>	<b>1</b>			<b>34</b>
<b>Deliver better health and social care outcomes for all</b>	<b>15</b>				<b>15</b>
<i>Improve the quality, access and availability of housing</i>					
<i>Improve the road network, influence improvements in public transport and encourage active travel</i>					
<b>Work with communities and partners to promote high quality, thriving and sustainable communities</b>	<b>22</b>	<b>2</b>	<b>1</b>		<b>25</b>
<i>Support the local economy by providing the right conditions for inclusive growth</i>					
<b>Support our communities by tackling disadvantage and deprivation and supporting aspiration</b>	<b>1</b>				<b>1</b>
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
<i>Encourage participation in physical and cultural activities</i>					
<b>Delivering the plan and achieving best value</b>	<b>25</b>	<b>2</b>	<b>5</b>		<b>32</b>
<b>Total</b>	<b>102</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>114</b>

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
In partnership with NHS Lanarkshire, support the development and implementation of integration arrangements for adult health and social care services	Six monthly partnership performance reports are prepared and submitted to the Performance and Audit Sub Committee/Integrated Joint Board	Performance reports continue to be submitted to the Integration Joint Board on a quarterly basis and a more detailed report to the Performance and Audit Sub Committee (PASC) on a 6 monthly basis. Work is now underway on the third Annual Performance Report for 2018/19 and this will be presented to the IJB in June and published on the Partnership's website with the agreed timescales.	Green	---	---	---	---	---
	Report on the SMT workstream plan to the Senior Management Team on a monthly basis	The Senior Management Team workstream plan covers a programme of work which aims to transform/redesign services. The plan consists of 12 themes which were identified by the Director of Health and Social Care and wider stakeholder engagement. As we are now in the process of launching our new Strategic Commissioning Plan, it will be appropriate to reflect and prioritise our focus on each of the workstreams. Where appropriate these will continue to be led by a Head of Service and from a planning point of view supported by a Programme Manager.	Green	---	---	---	---	---



## Improve later life

### Support the development and implementation of integration arrangements for adult health and social care services for older people

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Support the development and implementation of the locality planning model	The Strategic Commissioning Plan for 2019/2022, was passed by the IJB on 25 March and is now in the process of being launched. This plan has been developed through extensive Partnership consultation and engagement to ensure that the strategic direction outlined in the plan reflects the wishes and aspirations of the people of South Lanarkshire, our staff, our Community Planning Partners and also reflects the national planning priorities set out by the Scottish Government. The plan sets out the overall strategy for health and social care services over the next three years and sets the scene for the locality plan which are being developed through the locality planning groups.	Green	---	---	---	---	---

### Improve services to support older people to live in their homes and communities

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
As a result of multi-agency inspections, continue to improve outcome for people to live in their own homes and communities for as long as possible	Continue to deliver robust action plans which may arise as a result of inspection activity across the Resource	The Partnership was issued with a draft report from the recent review of Self-directed Support on 29 March 2019. A task group has been set up to prepare an action plan in response to this. Further updates will be given in the next reporting period.	Green	---	---	---	---	---

## Improve later life

### Improve services and support to enable adults and older people to maximise their independence

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Continue to implement Supporting Your Independence approach across adult and older people services	Monitor and report on the percentage of home care referrals that go through the SYI Programme	During the year 2436 people were referred for Supporting Your Independence. Of these 1775 people successfully completed the programme. Of the 661 people which did not complete 279 (42%) were admitted to hospital.  We will continue to monitor across our home care services.	Amber	75.0%	72.0%	0.0%	0.0%	70.0%

### Promote good health and wellbeing in later life

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Maximise the use of our older people's day centres	Continue to monitor the percentage of occupancy rates in our Older People's Day Centres by locality	As at the end of quarter 4, 72% of older peoples' day service placements were occupied. The nature of service user dependencies have increased over recent years and in order to maintain a high quality service which ensures individuals' safety and dependency needs are able to be met, services generally are not able to operate at full capacity.	Green	-----	-----	0.0%	0.0%	66.0%
	Develop the Intermediate Care Model within Older People's Day Care Services	This model has been piloted in one of the Clydesdale day care services for older people. Consideration is being given to rolling out a similar model to other localities based on the evaluation of the Clydesdale activity.	Green	---	---	---	---	---

## Protect vulnerable children, young people and adults

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Monitor vulnerable children, young people and adults referrals / activity	Monitor trends on referral activity to ESWS on a quarterly basis for Home Care	During this period ESWS received a total of 8,562 calls. Of these 7,262 (84.8%) related to homecare. Of these calls ESWS had to create 4,260 entries on SWIS and 3,002 (70.4%) of these entries related to homecare. ESWS received a further 2,842 homecare enquiries which did not require a SWIS entry. These related to matters such as staff absence, enquiries by carers for information etc.	Green	-----	41,337	0	0	-----
	Monitor trends on referral activity to ESWS on a quarterly basis for Adult and Older People Services	In Quarter 4 received 273 referrals relating to Adult and Older Persons services. Of these 31 were dealt with under ASP procedures. 32 visits were required to this service group.	Green	-----	1,045	0	0	1,229
	Monitor trends on referral activity to ESWS on a quarterly basis for Children's Services	During this period ESWS received 547 referrals for children's services. Of these 38 were dealt with under Child Protection guidelines. 74 visits were made by ESWS staff to this service group.	Green	-----	2,323	0	0	2,389
	Monitor trends on referral activity to ESWS on a quarterly basis for Mental Health Officers	During this quarter ESWS received calls for the services of an MHO on 42 occasions. An MHO required to visit on 18 occasions.	Green	-----	156	0	0	97

## Protect vulnerable children, young people and adults

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Implement Care and Risk Management Procedures (CARM) for the few young people presenting with highest risk to others	Monitor the Progress of CARM implementation	CARM procedures have been implemented. Training on formulation for risk assessments is being planned and the Child Protection Committee (CPC) are intending to carry out an audit of CARM by the end of November 2019.	Green	---	---	---	---	---
Continue to address offending behaviour through prevention and diversion from prosecution as well as positive reintegration back into our communities	Report on a quarterly basis to the SL Community Justice Partnership Boards their work to address offending behaviour through prevention and diversion from prosecution as well as positive reintegration back into our communities	The Community Justice Partnership met on the 20th March with a busy agenda. The University of the West of Scotland has undertaken an evaluation of the Structured Deferred Sentencing (SDS) initiative within Hamilton Sheriff Court, and the experience of the young people participating in this initiative was very positive. Move the Goalposts had delivered a football skills training course in Shotts Prison which culminated in a family day. This initiative was also presented as a best practice example in Scottish Prison Service SPS.	Green	---	---	---	---	---

### Protect vulnerable children and young people

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Improve the effectiveness of response to child protection	Monitor the number of investigations undertaken (level of child protection activity)	There were 164 Child Protection referrals concerning 161 children undertaken across the service during Quarter 4. Emotional abuse was the most recorded reason 33.53% (55), followed by neglect 24.39% (40) and physical abuse 23.78% (39). There were 14 pre-birth risk assessments (8.53%) and 16 sexual abuse referrals (9.75%).	Green	-----	690	731	712	754

## Protect vulnerable children, young people and adults

### Protect vulnerable children and young people

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Strengthen the support offered to children on the Child Protection Register by improved data collection	Report to the SL Child Protection Committee on the work of the Quality Assurance Management Information Sub-Group on test of change in implementing, reporting and auditing outcomes from the new National Shared Minimum Data Set	The National Data Set is still currently in development, a few LA's are testing out a proposed Data Set to determine whether information requested is held before rolling it out.	Green	---	---	---	---	---

### Protect vulnerable adults

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	To date there have been 743 adult support and protection inquiries in relation to adults under the age of 65 leading to 267 investigations and 10 protection plans being progressed. Adult Support and Protection Management information is regularly reported to the Adult Support and Protection Committee.	Green	---	---	---	---	---
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	To date there have been 1240 adult support and protection inquiries in relation to adults over 65 years of age leading to 546 investigations and 9 protection plans being progressed. Adult Support and Protection Management information is regularly reported to the Adult Support and Protection Committee.	Green	---	---	---	---	---
Monitor Adults with Incapacity (AWI) activity	Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	During the year there were 241 supervising officers visits due of these 235 were completed within timescale.	Green	90%	98%	88%	91%	94%
	Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	During the year there were 2023 supervising officer visits due of these 1884 were completed within timescale.	Green	90%	93%	83%	87%	91%



## Protect vulnerable children, young people and adults

### Getting it right for children in need

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
The GIRFEC approach is utilised to ensure we get it right for young offenders	Percentage of young people seen within one week of receiving a CPO	During the year there were 18 CPO's issued with 11 being seen within timescale, 6 were seen outwith timescales and 1 failed to attend.	Green	-----	-----	71%	81%	87%
Implement the Corporate Parenting Strategy and Action Plan	Monitor the progress made on each of the six core commitments identified in the Action Plan	The Corporate Parenting Strategy and Action Plan 2018-2020 contains 4 core commitments. Lead officers have been identified from within the group to drive forward the actions and monitor progress relating to each commitment. Progress is reported to the group on a regular basis. Amongst other developments, in relation to core commitment 1, initial work has begun on the development of a Champions Board for South Lanarkshire and for core commitment 4, the outcome of the review of throughcare and after care has identified the priorities for future development.	Green	---	---	---	---	---
Implement Self Directed Support for Children in Need	Report to SDS Implementation Board on progress of implementing Self-directed Support (SDS) within Child and Family Services	Child's Plan swisplus development has been completed priority 1 for swisplus training to staff. Review screen still in development with IT Finance screen escalated to HOS SDS guidance document in final draft.  SWiSplus training team remains under resourced. The Manager post is vacant due to ill health retirement. The post has now been advertised.	Amber	---	---	---	---	---

## Protect vulnerable children, young people and adults

### Getting it right for children in need

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	Young Carer Service continues to work to the duties as detailed within the new Act. This year will see the review process for planned open cases. Referrals for young carers who are referred due to the cared for person requiring palliative care are fast tracked. All young carer statements have a child's plan.	Green	---	---	---	---	---
Continue to review and monitor the whole system approach to youth justice	The Whole Systems Approach Group will monitor the use of youth justice risk assessment tool in place for every child charged with an offence	Representatives from South Lanarkshire Council Children's Services have attended all available national risk assessment training for START AV and SAVRAY to ensure staff are trained in the dedicated tools required to make an assessment of risk for children and young people involved in offending behaviours. An audit of youth justice cases will be carried out by the performance and continuous improvement group later in the year which will offer evidence of the use of these tools with young people involved in offending behaviours.	Green	---	---	---	---	---
To deliver an intensive family support service for children who are at risk of being placed on the Child Protection register or have been discharged from the register	Provide a quarterly report to the Children and Justice Management meeting on the development of the Intensive Family Support Service for under 12s	The Service is now fully operational with regular updates provided and an oversight group is in place.	Green	---	---	---	---	---
Implement the Whole System Approach Youth Justice Strategy and Action Plan 2017-2020	Monitor the progress made on each of the four core commitments	Progress has been made with the implementation of all 4 core commitments.	Green	---	---	---	---	---

## Protect vulnerable children, young people and adults

### Getting it right for children in need

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Deliver proportionate and timely Early and Effective Interventions (EEI) to address offending	Monitor the EEI activity throughout the localities	Continued oversight arrangements are in place of EEI include WSA Strategy and Team Leader groups. EEI being delivered in all localities as review of process continues.	Green	---	---	---	---	---
Develop and implement a Transition Planning Protocol for young people supported by Education Resources and/or Child and Family Social Work through to Adult Social Work Services	Provide quarterly reports on the progress of the Transition Planning Protocol	Transition audit and review of protocol undertaken report due April 2019.	Green	---	---	---	---	---
Continue to embed the Children's Services Plan within partners existing planning processes	Report regularly on the Children's Services Plan to the GIRSLC Strategy Group	The Getting it Right for South Lanarkshire's Children's Services Strategy group met on the 6 March 2019. The Children Rights Reporting continues to develop alongside the Children's Services Plan. The Strategy Group are also preparing for a visit from representative from Scottish Government (15 May 2019) regarding our Children's Services Plan. The group have also contributed to two national consultations focused on Children's Service Plan and Statutory Guidance on Part 3: "Children's Services Planning" for the Children and Young People Act 2014.	Green	---	---	---	---	---

## Protect vulnerable children, young people and adults

### Getting it right for every looked after child

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Ensure timescale compliance with looked after children notifications to Health	Monitor and establish a baseline on the percentage of notifications to Health (CEL16 Assessment) within 5 working days	Information collected from the localities is collated and monitored by the Child and Family Services Performance and Continuous Improvement Group. Data is now available for comparison over time and work is ongoing to better align the information from Health and Social Work. From January 19 to February 19, 80% of notifications were sent within 5 days.	Green	---	---	---	---	---
Improve support for looked after children	Percentage of children seen by a supervising officer within 15 days	In Quarter 4 there were 9 children on Supervision Orders. All children (100%) were seen within 15 days by their supervising officer.	Green	100.0%	93.0%	99.0%	100.0%	100.0%
Provide timely and robust assessments to the Reporters Department	Continue to work to achieve percentage of reports submitted to the Children's Reporter within 20 days	From 01 April 2018 to 31 March 2019 79% of reports (375 out of 474) were submitted within timescale. This figure exceeds the target of 75%.	Green	75.0%	79.0%	83.0%	88.0%	75.0%
In light of the Children and Young People (Scotland) Act 2014 to develop appropriate services for young people in respect of continuing care and after care	Report six monthly to the Children and Justice Service Management Team meeting on the status of the developments	Paper is going to Social Work Committee to request for new staffing to progress to development of a continuing care/through care team on 8 May 2019.	Green	---	---	---	---	---
To develop Single Integrated Tailored Assessment (SITA) that encompasses risk/need and wellbeing across fieldwork services	Report to Children and Justice Management Team six monthly regarding the Single Integrated Tailored Assessment	Regular updates are provided to the Children and Justice Management meeting on the IT development of the Single Integrated Tailored Assessment (SITA).	Green	---	---	---	---	---

## Protect vulnerable children, young people and adults

### Getting it right for every looked after child

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Work in partnership to compile an integrated chronology at the first core group	Monitor the implementation through the Lanarkshire Practicum and safeguarding Group	This work continues to be progressed and has been supported by a new electronic element to the I38 screen which allows a multi-agency plan to be developed. Localities have been provided with training to ensure that staff are clear with regard to what information should be contained with a multi-agency chronology.	Green	---	---	---	---	---
Progress the work required to align the Corporate Parenting Action Plan with the Care Leavers Covenant	Report six monthly to GIRSLC Strategy Group on the status of developments	Lead officers have been identified to take forward the key themes (Health and Wellbeing, Housing and Accommodation, Education and Training, Employment, Youth and Criminal Justice, Rights and Participation) aligned to the Care Leavers Covenant. All leads are to provide a position statement at the next Corporate Parenting Group meeting.	Green	---	---	---	---	---
Review and monitor Transition Planning for young people supported by Education Resources and/or Child and Family Social Work through to Adult Services	Report and review of transition cases by December 2018	Review of Transition Paper has been undertaken and will be reported back to the Head of Service by May 2019.	Green	---	---	---	---	---



## Protect vulnerable children, young people and adults

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Review the service and changing support needs of individuals within the Care and Support service	Monitor and report on the changes to service delivery	Our two registered Care and Support Services (North and South) have seen the number of service users reduce in the last year. The number of service users across both these services is now 35. A briefing to consider how we move this service forward will entail a review of the service. This will provide options for the funding of the service to reduce overtime and align packages of care. How this service is registered will be considered alongside an option to outsource. One manager is retiring in June 2019, this would be a good opportunity to consider one combined service for registration purposes.	Green	---	---	---	---	---

## Protect vulnerable children, young people and adults

### Strengthen partnership working, community leadership and engagement

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Provide governance and leadership to ensure professional standards and key performance indicators are met in accordance with local and national policies and procedures	Evidence developments in service delivery through Social Work Resources' contribution to compiling The State Hospital's annual report	<p>The Minister for Mental Health, Clare Haughey, has announced a review in the way forensic mental health services are delivered.</p> <p>In recent years there has been a significant adjustment in the delivery of forensic mental health services. A ministerial review of the State Hospital examined a number of issues, not least, how the board responds to a decline in the number of patients detained in high security, and the development of medium secure services elsewhere an also the introduction of excessive security appeals for patients detained in medium security and a continued move towards community services.</p> <p>Partnership working between The State Hospital and Social Work Resources has been further strengthened by ongoing developmental work in relation to social work inputs to the Electronic Patient Record, improved working arrangements to support carer attendance at patient Care Programme Approach meetings, consistent performances in relation to the relevant Key Performance Indicators, and an ongoing contribution by Social Work Resources regarding the current review of The State Hospital's Clinical Model.</p> <p>The Social Work Service also inputs to The State Hospital's strategic planning and policy development in relation to national drivers including Welfare Reform and The Child Poverty Action Plan, and represents The State Hospital at key external forums including the Child and Adult Protection Committees.</p>	Green	---	---	---	---	---

## Protect vulnerable children, young people and adults

### Strengthen partnership working, community leadership and engagement

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Evidence the use of the Realigning Children's Services data to improve services	Report six monthly to the Children and Justice Services Management Team on developments	<p>An independent evaluation of the Realigning Children's Services (RCS) programme has been published. The evaluation considered the impact and effectiveness of the programme's delivery within the first five Community Planning Partnerships (CPPs) who took part in the programme: Clackmannanshire, South Lanarkshire and West Lothian (2015/2016) and Falkirk and North Lanarkshire (2016/2017).</p> <p>The evaluation found that by engaging in the RCS programme, stakeholders in all five CPPs reported that they have;</p> <ul style="list-style-type: none"> <li>•improved their collaboration and multi-agency working;</li> <li>•gained more of an understanding of local needs and how that aligns with service provision;</li> <li>•increased their use of evidence to inform decision-making;</li> <li>•earned a collective understanding of local priorities and their knowledge and</li> <li>•developed skills about ways of bringing about change.</li> </ul> <p>The evaluation recommends how the RCS programme can further support Scotland's Community Planning Partnerships to improve their joint strategic decision making in relation to children's services.</p> <p>A Data and Planning Group has been established that assists use evidence and statistics to inform service delivery.</p>	Green	---	---	---	---	---

## Protect vulnerable children, young people and adults

### Strengthen partnership working, community leadership and engagement

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
To work in collaboration with the Continuous Improvement Group and Child Protection Committee Quality Assurance Group to self-evaluate practice/performance and strengthen services	To support multi-agency self-evaluation activity and implement improvement actions	<p>The Child Protection Committee provides regular updates to the Children’s Service’s Planning Strategy Group and Partnership Board. The Child Protection Quality Assurance group lead on the following activity:</p> <ul style="list-style-type: none"><li>• Focussed on routine scrutiny and improving outcomes in all their work.</li><li>• Set up and completed Phase 1 of SLPCPC Self Evaluation Strategy &amp; Activity Programme (2017 – 2019). A total of 12 Activities.</li><li>• Established a new child protection monitoring system that included the identification of key strengths and areas for improvement in every multi-agency child protection report.</li><li>• Introduced PRIsE (Promoting, Reflecting &amp; Improving Systems Events) to offer an opportunity for staff whose work is part of audit activity to consider the findings offer comment on processes and assist in further improvements.</li><li>• Created a practice feedback system to evidence identified improvements at local level.</li><li>• Developed robust improvements in how we listened to children and young people.</li></ul>	Green	---	---	---	---	---

## Deliver better health and social care outcomes for all

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Implement the actions detailed within the Health and Social Care Delivery Plan	Report on progress against trajectories for the 6 areas identified in the Health and Social Care Delivery Plan: Emergency Admissions; Unscheduled Care Bed Days; Accident and Emergency Attendances; Delayed Discharge Bed Days; End of Life Care; Balance of Care	Progress overall against the Health and Social Care delivery plan measures is as follows: 1. Unscheduled Care Bed Days have decreased by 4.89% between 2017/18 and 2018/19. 2. Delayed Discharge Bed Days are similarly showing a reduction. However and importantly this is 15% year on year. 3. A and E Attendances and Emergency Admissions continue to show slight increase on demand year on year at 1.93% and 0.84% respectively. 4. There is a positive trend with regards to the number of people spending the last 6 months of life in the community. Since 2013/14 this figure has steadily increased from 82.4% and at 2018/19 now reports as 87%. 5. The Balance of Care - the number of people who continue to live supported or unsupported at home and in the community has been maintained at 91% over the last 6 years.	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	A revised Directions report was issued by the IJB at its meeting on 25 march 2019 to South Lanarkshire Council and NHS Lanarkshire. A total of 32 existing Directions were matched to the 44 new Commissioning Intentions detailed in the 2019/22 Strategic Commissioning Plan.	Green	---	---	---	---	---



## Deliver better health and social care outcomes for all

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Take forward, with partners, the Action Plan for See Hear (the Sensory Impairment Strategy for Scotland) throughout the course of the National Strategy 2014-2024	Evidence multi-agency developments in relation to developing See Hear within South Lanarkshire	A Planning and Development Officer took up post early March. The See Hear Strategy Group has been re-established with a meeting set for 30 April 2019. The post holder will refresh our information pages and resources available to those with a sensory impairment. The membership of the See Hear Strategic Group has been refreshed and widen evidencing multi-agency representation.	Green	---	---	---	---	---

### Promote mental health across the lifespan

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Implement Government Strategies eg Dementia Strategy, Autism Strategy, Mental Health Strategy, Learning Disability Strategy and Sensory Impairment	Provide reports on actions contained in service plans on the implementation of Government Strategies to Senior Management Team at quarter 2 and quarter 4	Good progress has been made with the implementation of the See Hear, Autism, and Mental Health individual Strategies. Reports have been presented to a number of Committees/Forums. These included: Autism - Equality Forum See Hear - Social Work Committee	Green	---	---	---	---	---

## Deliver better health and social care outcomes for all

### Promote mental health across the lifespan

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Continue to monitor and report on the numbers of staff trained in supporting people with dementia	For the period January to March 2019, the number of staff trained in supporting people with dementia are:  Skilled Level 76    Enhanced Level 21 Essentials in Psychological Care Dementia (New 2019)    14	Green	---	---	---	---	---
Implement the Mental Health Strategy	Continue to monitor the number of Mental Health Officers working within South Lanarkshire as part of the wider Workforce Strategy	South Lanarkshire Council currently employs 34.5 Mental Health Officers (MHOs). The number of MHOs employed includes four Team Leaders based in Community Mental Health Teams, one acting Service Manager and one acting Team Leader based at the State Hospital, one Staff Development Officer – Mental Health and one MHO currently on maternity leave. There currently twenty-six operational MHOs based across four Community Mental Health Teams and the State Hospital which includes 6 part-time MHOs. There are four permanent MHO vacancies and one temporary MHO vacancy for 12 months to cover maternity leave. The vacancies are likely to be filled in the near future. There are currently no MHOs based in other services.	Green	---	---	---	---	---
Report on the progress taking forward the Mental Health Act 2015	Provide quarterly updates in relation to the implementation of the new legislative duties	The draft mental health strategy and proposed communication plan was tabled and approved at South Lanarkshire Health and Social Care Partnership Integrated Joint Board on 16 April . Consultation engagement will now commence.	Green	---	---	---	---	---

## Deliver better health and social care outcomes for all

### Promote choice, control and flexibility in social care

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Implement the requirements of the Self-directed Support Act	Adult Carer Support Plan is developed and tested in accordance with the requirements of Self-directed Support and the Carers (Scotland) Act 2016	The Social Care (Self-directed Support) (Scotland) Act 2013 was implemented in April 2014 and continues to be realised by Social Work Resources and partner agencies. The Carers (Scotland) Act 2016 came into force in April 2018 and placed a duty on the Health and Social Care Partnership to develop and implement an Adult Carer Support Plan (ACSP). The ACSP aligned to both carers and service users eligibility criteria has been developed and is currently being applied by Social Work Resources staff. The use of the ACSP is in its infancy but begins to show viability as a conversational tool that will ensure the duties placed on the local authority are met and that carers know and understand the rights afforded them within both pieces of legislation.	Green	---	---	---	---	---
	Support Planning Module is further refined and tested in 2018	Review Module Work is progressing. Draft Specification of requirements is well underway.	Green	---	---	---	---	---
	Develop a reporting system to capture a range of Self-directed Support activity	Revised L10 assessment and L15 support plans went live on 15 April 2019. The new support plan will now provide details of the selected SDS option which will facilitate more accurate reporting.	Green	---	---	---	---	---
	Report on the number of people who are self directing their support	During the year 1 April 2018 - 31 March 2019 there were 2707 people who were directing their own support. This is detailed as: 451 choosing Option 1 - Direct Payment; 53 choosing Option 2 - Individual Service Fund; and 2203 choosing Option 3 - Council arranged.	Green	-----	2,707	-----	1,540	-----

## Deliver better health and social care outcomes for all

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Work in partnership to support carers to continue in their caring role	Quarterly progress on the impact of the implementation of the Carers Strategy for South Lanarkshire	The draft Carers Strategy 2019/ 2022 was launched at a Carers Conference held on 29th March 2019. Carers had previously been surveyed with over 300 providing responses. a further opportunity has been created to seek any final comments of the Strategy. An action plan is currently in development to align to the Carers Strategy and the remodelling of carers supports and services.	Green	---	---	---	---	---
	Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	<p>Money Matters Advice Service Outcomes – Fourth Quarter 18/19</p> <p>During the fourth quarter 18/19, outcomes for carers, supported by dedicated Welfare Rights officers were:</p> <p>Number of new cases: 261  Weekly benefits: £29,559  Backdated benefits: £228,978  Annual benefits: £1,766,046</p> <p>During the fourth quarter of 18/19, outcomes for people supported by the local Money Matters teams were:</p> <p>Number of new cases: 1586  Weekly benefits: £151,587  Backdated benefits: £1,174,245  Annual benefits: £9,056, 769  New debt dealt with: £2,028,193</p> <p>*Number of people provided with advice where issue was resolved at the initial contact: 1785  *this is additional to the number of new cases</p>	Green	-----	1,057	271	1,010	962

## Deliver better health and social care outcomes for all

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Work in partnership to take forward the Carers (Scotland) Act within South Lanarkshire	Develop an action plan through The Carers' Act Programme Board to take forward the duties contained within the Act	The Carers Act Programme Board met on 26th March and the Action Plan has been updated. Carers Act duties of: Local Eligibility Criteria, Short Breaks Statements, Carers Strategy, Information and Advice are nearing completion	Green	---	---	---	---	---
	Carers Act Programme Board continue to implement the Carers (Scotland) Act	The Programme Board met on the 26 March and on the 29 March, a Carers Conference was hosted by the Health and Social Care Partnership. The South Lanarkshire carer related organisations had information stalls, and the event showcased both our local carer organisations with presentations from Lanarkshire Carers Centre and South Lanarkshire Carers Network. Eligibility Criteria and the outcomes of the Carers Strategy were also presented.	Green	---	---	---	---	---



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

### Embed sustainable development strategy across Social Work Resources

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Reduce waste and increase recycling to contribute to the council's sustainability work	Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency	<p>The recycled total at the end of quarter 4 is</p> <p>Number of items – 614 Cost of items - £61,235.60</p> <p>Over the whole year, 2530 recycled items were provided with a saving of £185,640 to the council.</p> <p>In addition, over the year 115 recycled stairlifts were issued, with an additional saving to the council of £81,660.</p>	Green	-----	2,530	2,252	2,498	2,220
Contribute to Council's sustainability work	Develop and report on local initiatives involving service users which contribute to the Council's sustainability agenda	The Resource supports service users with a range of initiatives including transport use, food purchasing, and recycling initiatives. We support some service users involvement in local allotment activity in the Lanark area.	Green	---	---	---	---	---
Deliver at least a 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Continue to reduce vehicle emissions in 2018-19 against the baseline of 2014-15	The total baseline figure for Social Work Resources was 204,868.52 litres of fuel used in 14/15. The year end fuel usage for 2018/2019 is 201,391.26 a difference of 5677.47 litres of fuel less than the baseline figure. The movement on the base line figure is -1.7%	Green	-----	-----	0%	0%	0%

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

### Embed sustainable development strategy across Social Work Resources

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Engage with Community and Enterprise Resources' Fleet Services to agree service specific vehicle emissions reduction strategies in line with service delivery requirements	Fleet services have been contacted in order to provide regular reports to the Planning and Performance team.	Green	---	---	---	---	---
Ensure effective contribution to meeting the Council's Sustainable Development and Climate Change objectives outlined in the Sustainable Development Climate Change Strategy 2017-2022	Ensure sustainable development principles and climate change duties are incorporated in new or revised policies, plans, strategies and projects and initiatives where appropriate	Sustainable development principles and climate change duties are incorporated into new projects and initiatives and we ensure any new services commissioned also deliver on the sustainable development/climate change agenda.	Green	---	---	---	---	---

### Provide access to timely support and interventions for people/groups who are disadvantaged

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Support people affected by substance misuse	Percentage of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	For the year 2018-19 93% of substance misuse clients were seen within the 21 day target.	Green	90%	93%	100%	100%	94%
Continue to raise awareness of the impact of domestic abuse	Continue to monitor and analyse trends in referral activity through Domestic Abuse	During this period South Lanarkshire Council Social Work Resources dealt with a total of 118 domestic incidents that were reported to them. These incidents involved a total of 328 persons including victims, children and perpetrators.	Green	---	---	---	---	---

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

Provide access to timely support and interventions for people/groups who are disadvantaged

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Continue to work with partner agencies to address the behaviour of female offenders, resulting in better outcomes and reduced reoffending	Develop locality based services to meet the particular needs of female offenders and monitor the uptake of these services within localities	Services for women offenders are well established in each locality and women are supported to develop pro-social life style changes on re-integration in their community.	Green	---	---	---	---	---
Health and Social Care Services contribute to reducing health inequalities	Contribute to the Community Planning Partnership agenda by delivering preventative and anticipatory care interventions, in order to optimise wellbeing and help reduce unnecessary demand on our health and social care system	The Health and Social Care Partnership continue to contribute to the Community Planning Partnership agenda. We are now in the process of reporting progress for the year 2018/19 on the Community Plan and also the Partnership Improvement Plan. This will be presented to the IJB on 10 September.	Green	---	---	---	---	---

## Implement the Community Justice Outcome Improvement Plan

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Embed the new model for Community Justice in Scotland in South Lanarkshire Justice Services	Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board	<p>The last meeting of the Community Justice Partnership considered reports from:</p> <ul style="list-style-type: none"> <li>Community Payback Service</li> <li>Youth Justice Service</li> <li>Community Justice Network</li> <li>Rapid Rehousing transitional plans.</li> </ul> <p>All partners have been offered update meetings with the Community Justice Coordinator in order to progress their partnership contribution to the improvement plan.</p>	Green	---	---	---	---	---

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

### Implement the Community Justice Outcome Improvement Plan

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Drug Treatment and Testing Orders (DTTO) continue to provide treatment package to diminish or eliminate an individuals drug misuse and associated offending	Percentage of clients are first seen within 2 working days of a DTTO commencing	During the year there were 43 DTTO orders commencing. Of these 40 were seen on time. The three orders seen late were for the same person and was due to receiving late notification from court.  Justice Managers are monitoring this and monitoring documentation received from courts.	Red	98.0%	93.0%	100.0%	100.0%	100.0%

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Ensure high standards of compliance are maintained for Community Payback Orders	Ensure that the Community Payback Annual report is completed within timescale	Completed October 2018	Green	---	---	---	---	---
	Increase the programme of activities and personal placements available within the Community Payback Order and feedback to the Community Justice Partnership	Continues to be monitored through weekly performance management information and programme of activity and personal placement opportunity increasing.	Green	---	---	---	---	---
	Percentage of people seen within one working day of CPO	During the year there were 971 Community Payback Orders issued. Of these 709 were seen within timescale. Of the ones not seen the majority (36%) of offenders failed to attend.  Performance has been consistent over the past three quarters and has been on target.  Justice Managers are aware of this and are looking closely at month to month performance to try to identify and resolve any issues.	Amber	75.0%	73.0%	74.0%	64.0%	72.0%
	Percentage of offenders on CPO supervision requirement are seen within 5 working days by their case manager	At the end of Q4 461 of 570 offenders on CPO supervision were seen within five days by their case manager. This is 81% of cases.	Green	75.0%	81.0%	83.0%	77.0%	81.0%

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

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	75% of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	At the end of Q4 532 of 669 offenders on CPO unpaid work requirement were seen within five working days by their case manager. This is 80% of cases compared to a target of 75%.	Green	75.0%	80.0%	73.0%	73.0%	78.0%
	Percentage of people starting their placement within 7 days of a CPO unpaid work	515 of 669 people started their placement within seven days of receiving a CPO unpaid work requirement. This represents 77% of the caseload.	Green	75.0%	77.0%	72.0%	66.0%	81.0%
Improve management of all offenders including high risk offenders	Monitor the activity of MAPPA and report to Justice Management Team on a quarterly basis	The MAPPA Operational Group reports to the Strategic Oversight Group on a quarterly basis. The Justice Management team attend the MOG and engage with all aspects of workstreams. The statistical reporting for MAPPA levels and Risk management levels are available for informing trends and practice implications.	Green	---	---	---	---	---
	Monitor the impact of the new regulations for MAPPA (violent offenders)	A information session on ViSOR vetting was undertaken in March 2019 to all Justice staff. There has been a limited interest in staff undertaking the vetting. This is a national issue. SL Justice Services are undertaking work to look at employing a ViSOR administrator to assist with placing information on ViSOR and retrieving information for Justice staff to action. An update will be provided in due course.	Green	---	---	---	---	---

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

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Number of eligible offenders managed through MAPPA who were convicted of a serious sexual or violent offence: Categories 1, 2 and 3	There are currently 95 level 1 social work lead MAPPA cases with 10 MAPPA level 2 cases. There are no Level 3 cases or Category 3 cases.	Green	-----	-----	-----	-----	-----
	Maintain the percentage of Criminal Justice Social Work reports submitted to Court by the due date	During the year there were 1489 Community Justice Social Work Reports requested. Of these 1479 were returned to court within timescale.  Performance has consistently been on target at 100% for the previous three quarters. The current figure reflects 99%. Managers are reviewing why ten criminal justice social work reports were not submitted to court on time.	Amber	100.0%	99.0%	99.0%	99.0%	99.0%
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Continue to implement the Improvement Plan following the review of the Unpaid Work Service	The Improvement Plan for the Unpaid Work has continued to be progressed following the review of the Unpaid Work Service.	Green	---	---	---	---	---

## Strengthen partnership working, community leadership and engagement

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

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

### Strengthen engagement with service users and carers

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Continue to support the culture where consultation and participation is part of the planning, development and delivery of all our services	Services reflect evidence that participation and involvement activity is built into work across all client groups	As part of the Children Service Planning, the Continuous Improvement Group, has been concluding some work regarding the findings of "Viewpoint" the voices of children. Viewpoint will be replaced by a newly commissioned interactive engagement tool call Mind of My Own.	Green	---	---	---	---	---
	Participation and involvement activity is linked with existing Health and Care structure such as the South Lanarkshire Health and Social Care Forum and Third Sector Forums	A Participation and Engagement Strategy has been developed for the IJB and was approved at its meeting in June, 2018. The strategy outlines how the IJB will involve key stakeholders in developing key commissioning intentions within the Strategic Commissioning Plan and also how this sits alongside current consultation and engagement mechanisms within the Parties (Council and NHS Board). This has been evidenced in the recent consultation events held within the localities in September and December to develop the way forward with the new Plan for 2019-2022.	Green	---	---	---	---	---

## Support our communities by tackling disadvantage and deprivation and supporting aspiration

### Tackling poverty and deprivation

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Contribute to the tackling poverty agenda	Provide update reports to the Tackling Poverty Programme Board	Guidance is awaited from Regeneration Services regarding our annual inputs to the work of Tackling Poverty. Social Work Resources report on two projects historically funded from the Tackling Poverty Board. PACT (Parenting Assessment Capability Team) for vulnerable families and a Money Matters service for young pregnant mums.	Green	---	---	---	---	---

## Delivering the plan and achieving best value

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure high standards of governance are being exercised	85% of risk control actions completed by due date	There were no risk control actions to be completed in this quarter.	Green	85%	-----	-----	-----	100%
	90% of audit actions completed by due date	<p>In 18/19 the following list of Audits Actions remain outstanding across a number of audits undertaken during the year:</p> <p>(1) Procedures should be updated to include specific processes re medication for the intermediate care units. (2) A section should be added to the Support Plan for both Adult and Older People / Child and Family Services to clearly record that a discussion of the four options has taken place, with whom and the option(s) chosen,</p> <p>(3) The Support Plan for Child and Family Services should include a section to verify that the carer was asked if a carer's assessment was required and the outcome,</p> <p>(4) The D11 screen should be used at all times to record the service to be provided for the Service User within Child and Family Services.</p> <p>Older people day care services have updated procedures and this audit action is moving to completion.</p> <p>IT developments have taken place to ensure these options are included.</p> <p>Child and Family services are linking with SDS colleagues and the Carer Planning Officer to progress Adult Carers Support Plans for Adult and Older People / Child and Family Services</p>	Red	90%	81%	97%	90%	67%



## Delivering the plan and achieving best value

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Complete Resource Good Governance self assessment by due date and develop actions to address non compliant areas	A corporate working group have been improving the template for the Good Governance self assessment activity. A report will be presented the Senior Management Team (30/4/19) which includes: annual statement of assurance; self assessment; and improvement plan.	Green	---	---	---	---	---
	Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	The annual risk report was presented to Social Work Committee on 7 February 2019.  Risk Management issues are raised at the Social Work Governance Group.	Green	---	---	---	---	---
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented	2018 Information Governance Strategy and Action Plan is completed. Social Work Resources continues to monitor compliance with GDPR and any actions resulting from the information governance action plan.	Green	---	---	---	---	---
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA	96% of Freedom of Information (FOISA) requests to be processed within the 20 working day period	The data for this measure is reported one quarter behind. At Quarter 3, 84.2% of FOISA requests were processed within the 20 working day period. The late responses were due to the complexity of the FOI requests and the capacity within the team. The demand in Quarter 3 (35) was higher than the previous Q2 (30).  The Resource is currently taking action in relation to staff capacity and are looking at strategies to ensure that the timescales will be met.	Red	96%	84%	80%	83%	-----

## Delivering the plan and achieving best value

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	96% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	The data for this measure is reported one quarter behind. During Quarter 3, there were no requests received for Social Work Resources in terms of the Environmental Information (Scotland) Regulations 2004.	Green	96%	-----	0%	0%	-----

## Delivering the plan and achieving best value

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days	<p>The data for this measure is reported one quarter behind. During Quarter 3, 84% of requests were issued within the statutory timeframe. For DPA the statutory time changed in May 2018 from 40 calendar days to 30 calendar days. In relation to the late DPA requests the delay in releasing the information was due to the complexity and volume of information requested along with the capacity within the local teams. The Resource is currently taking action in relation to staff capacity and are looking a strategies to ensure that the timescales will be met. It is also worth mentioning that Social Work received 86 more DPA requests. 86 requests are a significant increase especially given the level of work involved.</p> <p>The Resource is currently taking action in relation to staff capacity and are looking a strategies to ensure that the timescales will be met.</p>	Red	90%	84%	0%	0%	0%

## Delivering the plan and achieving best value

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure monitoring, compliance and control of externally purchased services	Deficiency in care issues reported to management team and action plans in place to resolve	Performance across all our externally commissioned services remains good. From our externally purchased home care services we are starting to notice some grades of 3(Adequate) with two care companies. Within the Supported Living Providers three are showing grades of 3 (adequate). In the main however service grades for Home Care and Supported Living are good and above. In terms of Care Homes one service in the Hamilton area has a grade 2 in the new inspection framework: "How Well do we Support People's wellbeing" And another in Cambuslang has grades of 6 (excellent)and 5 very good across the five inspection areas.	Green	---	---	---	---	---

### Promote equality and the well being of staff

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Undertake Equality Impact Assessments for all relevant policies, strategies and procedures	Mainstreaming equalities is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	Mainstreaming equalities activity has been linked to the development of the See Hear Strategy as we ensure those with sensory impairments have service access like other service users groups. Work has also been undertaken in respect of Children's rights across the Children's Services Partnership based on the United Nations Convention on the Rights of the Child. Support to the protected characteristic groups is always considered as part of social work practice.	Green	---	---	---	---	---

## Delivering the plan and achieving best value

### Promote equality and the well being of staff

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Develop and implement Council wide equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Number of equality impact assessments undertaken for all new and relevant and reviewed policies and procedures	There were two equality impact assessment undertaken this quarter, one on the Strategic Commissioning Plan and one on the Carers Strategy.	Green	-----	-----	0	0	0
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes	The Annual Mainstreaming Equality Report and Autism Presentation was provided to the Equality Forum in December and well received by elected members.	Green	---	---	---	---	---

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Engage in self-evaluation activity and take forward any improvement actions	Self evaluation activity has commenced with the Money Matters Service. A customer and staff satisfaction survey is currently underway.	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery	The Resource utilises a range of information for the purposes of benchmarking and learning best practice from other areas. The LGBF comparator reports are something which is regularly used by the Resource for this purpose for example, home care unit cost information and care home costs have recently been used as part of improvement activity in each of these areas.	Green	---	---	---	---	---

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	In 2018/19 the following returns were submitted: DTTO; Adult Protection; Justice; Community Payback; Child Protection; Looked after and accommodated children; Eligible for Aftercare, Learning Disability and Social Care Survey. Initial work was completed on the Carers Census with further work continuing. The Children's Hearing Feedback Loop is currently being approved.	Green	---	---	---	---	---

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Maximise the use of performance information to enhance a more efficient service delivery model to evidence achieving the best possible outcomes for service users and carers	Quarterly updates to IT Programme Board on the progress of IMPROVe	The IT Programme Board continues to meet with regular updates against the current work plan provided. Some further prioritisation work to be undertaken from a range of demands for the Resource will include the replacement of SWiSPlus.	Green	---	---	---	---	---
	As at 31 March each year % of Care Inspectorate requirements with a due date within the reporting year have been completed within timescale	In this Quarter 4 period there are two services with outstanding requirements, one care home service (1 requirement) and one home care service (4 requirements).  The Care Home outstanding requirement relates to the completion of a full environmental audit with an on-going development plan regarding alert cords and sensor mats, accessible to any resident at any time in any area of the care home. Support in addressing this requirement sits with not just social work, but Housing and Technical Resources and an external contractor. A new Call system is in place and fully operational, this requirement has now been met  In terms of home care, the service has 4 outstanding requirements, and has now been inspected again and these requirements have now merged into the new inspection report. Improvement actions are currently being addressed for this specific home care service.	Red	100.0%	-----	100.0%	93.0%	97.0%

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Report on LGBF / Scottish Government Benchmarking Indicators	Older Persons (over 65) Home care costs per hour (SW1)	Home Care costs per hour have increased slightly by £0.11 and are lower than the Scottish average. Our ranking has improved from 11 (2016/17) to 10 (2017/18)	Green	-----	21	20	20	-----
	Self-directed Support (SDS) spend on adults 18+ as a % of total Social Work spend on adults 18+ (SW2)	<p>Self Directed Support can be a direct payment; and individual service fund/Personal Managed Budget (PMB); Local Authority arranged support; a mix of the above.</p> <p>Three local authorities tip the average for Scotland (Perth &amp; Kinross 10%; Glasgow 21%; West Lothian 19.5%).</p> <p>Performance has improved on 2016/17 and has been gradually improving year on year.</p> <p>A Themed Inspection by the Care Inspectorate regarding SDS has recently concluded, any lessons learned, once formal inspection feedback available, will be acted on to further improve performance.</p>	Green	-----	3%	-----	2%	-----



## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Percentage of people 65+ with intensive needs receiving care at home (SW3)	Our performance remains consistent with previous years and in 2017/18 is only 0.5% below the Scottish Average. (Note: due to difficulties in obtaining data in previous years, the definition and calculation of this indicator changed in 2017/18 and the historic data re-stated to ensure comparability).	Green	-----	61%	36%	36%	-----

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Percentage of adults receiving any care or support who rate it as excellent or good (SW4a)	<p>The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact not all of the people responding access any multi agency services.</p> <p>All LGBF measures will be judged on our performance in terms of an improvement/decline or below the Scottish average.</p> <p>There has been an increase in our performance from 2015/16 (76.7%) to 2017/18 (78.4%), we are however below the Scottish Average of 80.18%.</p> <p>We know from Customer Service Excellence and Care Inspectorate reports that adults receiving our support, rate our services as good.</p>	Amber	-----	78%	0%	0%	-----

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (SW4b)	<p>The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact that not all of the people responding access multi agency services.</p> <p>The Council participated in Customer Service Excellence for both residential and day care services, and also mental health. Year on Year the services have retained their customers service awards and increased compliance plus awards.</p> <p>Performance has improved by 0.5% and is above the Scottish Average.</p>	Green	-----	82%	0%	0%	-----

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Older Persons (over 65) residential care costs per week per resident (SW5)	Although our cost per week per resident decreased in 2017/18, it is still greater, therefore, worse than the Scottish average. The average placement cost is affected by the service user's financial circumstances - the more affluent the service user, the greater their contribution and the lower the cost to the council. Because of this, it is difficult to influence the result of this performance measure.	Green	-----	410	411	401	-----

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	The gross cost of "Children Looked After" in residential based services per child per week (CHN8a)	<p>The overall number of children has increased in this three year period from 70 in 2015-16 to 75 in 2017-18. The nature of placements has also changed with an increase in residential school placements and placements in small independent children units in localities. This increase is also a reflection of the council's commitment to Corporate Parenting and the Children and Young Peoples Act and promotion of the Staying Put Agenda and Continuing Care requirements for young people over the age of 16 years looked after and accommodated.</p> <p>The overall cost has decreased and South Lanarkshire's performance is better than the Scottish average.</p>	Green	-----	2,327	2,535	2,546	-----
	The gross cost of "Children Looked After" in a community setting per child per week (CHN8b)	<p>The overall number of children has increased in this three year period from 493 in 2015-16 to 580 in 2017-18. The nature of placements has also changed with an increase in kinship care from 106 in 2015-16 to 187 in 2017-18.</p> <p>This increase is a reflection of the council's commitment to ensuring children and young people are looked after within their own communities.</p> <p>The overall cost has decreased and South Lanarkshire's performance is better than the Scottish average.</p>	Green	-----	224	201	202	-----

## Delivering the plan and achieving best value

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Balance of care for looked after children: Percentage of "looked after" children cared for in the community (SW9)	South Lanarkshire's position is improving. Our performance is slightly lower than the Scottish average. The overall numbers of children and young people looked after in a community setting has increased from 493 2015-16 to 580 2017-18. We continue to strive to keep children at home with family and friends, maintaining local connections.	Green	-----	-----	87%	87%	-----

## Improve the skills, flexibility and capacity of the workforce

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Labour turnover rate	<p>The rate of labour turnover for Social Work Resource from Quarter 4, is 5.7% a 2.2% increase on our previous Quarter 3 performance.</p> <p>A recent exercise conducted by Child and Family Services and Personnel shows that Labour turnover can relate to internal promotion, or locality movement within the Resource.</p> <p>Further analysis will look more closely across the Resource to determine why turnover change has increased more in this quarter than any other.</p> <p>Further analysis is sought by Personnel but with support from Social Work.</p>	Amber	5.0%	-----	2.0%	2.2%	-----

## Delivering the plan and achieving best value

### Improve the skills, flexibility and capacity of the workforce

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	100% coverage of Performance Appraisals (PAs) of employees in scope	72% of Performance Appraisal (PA's) have been completed in 2017/18 compared to 89.8% of PDRs 2016/17.  Management action is underway in relation to improving performance as all Social Work Managers have been contacted to address this area of under performance.	Red	100.0%	-----	-----	90.0%	-----
Implement the Council workforce strategy toolkit and continue the cyclical reporting framework	Continue to review Resource Workforce plans and monitor actions to respond to workforce changes and meet future needs	A working group has recently met to develop a revised workforce strategy. Resource staff and Corporate Personnel are developing the plan.	Green	---	---	---	---	---
Manage land and property assets efficiently	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people	In 2018/19, 100% of Social Work Resources buildings, from which the council delivered services to the public and in which all public areas were suitable for, and accessible to, disabled people are SPI compliant. This is consistent with the previous two years, where we also reported 100%.	Green	100.0%	-----	-----	100.0%	-----
Progress the Council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource	The Resource alongside Corporate IT colleague are exploring options for potential replacements for the SWIS plus client index system	Green	---	---	---	---	---
Contribute to reducing the Council's reliance of avoidable single-use plastic items	Contribute to the development of the Council's single-use plastic action plan by prioritising items in use across the Resource. Progress will be reported to the Sustainable Development Member Officer Working Group	The Resource continues to contribute to the single use of Plastic action plan with an Audit complete in 18/19 and commencing again in 19/20. All Social Work establishments will be contacted to ensure all contribute to the overall resource record of all reduced plastic use.	Green	---	---	---	---	---