










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

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									<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 & 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>





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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









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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.

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	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







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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





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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

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									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

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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.