


## CONFIRMATION OF EFFICIENCIES DELIVERED IN 2015-16

1	Local Authority Name	South Lanarkshire Council
2	Total cash efficiency achieved for 2015-16 £'000	£10.233m
3	<p><b>Summary of efficiency activity e.g.</b></p> <p>The main initiatives the local authority has taken over the year to ensure a strategic approach to increased efficiency and productivity and the improvements achieved in these areas.</p> <p>The main information that the local authority uses to assess productivity, service quality and performance and how the scope, usefulness or reliability has been improved during the year.</p> <p>Specific steps the local authority has taken during the year to improve collaboration and joint working to deliver efficient and user-focussed services and the improvements achieved.</p>	<p>As part of the budget preparation exercise the Council formally agreed the level of savings for each Resource for the year ahead. These were supported by detailed explanations which enabled them to be monitored and reported during the year to ensure that the commitment in terms of service delivery remained. Examples of efficiency savings include:</p> <ul style="list-style-type: none"> <li>• Reviews of management and staffing structures</li> <li>• Cross-Resource review of service provision</li> <li>• Procurement savings</li> <li>• Property rationalisation</li> </ul> <p>The South Lanarkshire Community Planning Partnership agreed a new 10 year Single Outcome Agreement (SOA) in September 2013. The SOA is underpinned by 5 Partnership Improvement Plans (PIPs), which set out in detail the actions the partners will take and the outcomes (with targets) that are anticipated over the life of the SOA. The PIPs are very closely aligned with the work of the Community Planning Partnership's thematic groups, which oversee the key elements of collaborative and joint working in South Lanarkshire.</p> <p>The Council benchmarks its performance where appropriate and uses the results to consider any improvements. During 2015/2016 the Council has continued its involvement with the Local Government Benchmarking Framework.</p> <p>The Council's Performance Management Framework is supported by a range of customer consultation information and feedback, which helps inform service planning and delivery. The Council has for many years retained its status as an Investors in People organisation, and recently received the gold award, this reflects the continued commitment to ensuring employees are provided with the skills and expertise necessary to deliver high quality services. There continues to be a range of services which are accredited with Customer Service Excellence and all have a number of compliance plus components in their awards. These are all underpinned by what is regarded as a very strong Corporate application. The Council also undertakes a wide range of quality assessments</p>

		<p>e.g. ISO, BS, Quest.</p> <p>The Council is the lead authority for the Lanarkshire Valuation Joint Board (LVJB). It can therefore be noted that the Council efficiencies figure of £10.233m reported for 2015/2016 includes efficiencies generated in the year by the LVJB which total £0.114m.</p>
4	<b>Breakdown of efficiency saving by Procurement, Shared Services or Asset Management £'000</b> (only where relevant – not all efficiencies will fall into these categories, so the figures here do not have to match the overall total.	<p>Procurement = £4.270m</p> <p>Shared Services = £0.000m</p> <p>Asset Management = £1.715m</p>
5	<b>Evidence:</b> What performance measures and/or quality indicators are used to ensure that efficiencies were achieved without any detriment to services?	<p>The Council continues to monitor a variety of performance measures to confirm that efficiencies has been delivered without any detrimental effect to services. These include KPIs and SPIs, the Customer Complaints process, SLA monitoring, continued achievement of Customer Excellence Awards, achievement of national targets, level of service standards maintained, Customer Satisfaction surveys, Care Inspectorate reviews and HMIE report results.</p>

Signed .....  ..... (Chief Executive or equivalent)

Signed (if applicable).....  ..... (Council Leader or equivalent)

Date ..... 16<sup>th</sup> August 2016 .....