



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
Children's Services	CHN 1	Cost per primary school pupil	£6,018.00	£5,963.00	£6,177.00	↓	£6,330.00	✓	Our cost per primary school pupil has risen in 2021-22. However it is below the Scotland average and in line with the family group median. There has been increased expenditure within the primary sector on staff costs as a result of the national pay settlement; additional support for council investment in teachers and classroom support and Children and young people wellbeing including digital inclusion. There have been teacher savings implemented during the year including removal of class size reduction staffing in the primary sector and support for specialist teachers. Whilst the overall cost per pupil is increasing, these latter two areas account for an increase below the national average. These cost results give no indication of the quality of education delivered. SLC's results are linked directly to our position in ensuring our level of spending on education is supporting the delivery of a high quality learning experience and environment for all South Lanarkshire's pupils at all levels of their education.
	CHN 2	Cost per secondary school pupil	£7,573.00	£7,538.00	£7,715.00	↓	£7,905.00	✓	The cost per secondary school pupil in South Lanarkshire has increased and is again in line with the family group median but is lower than the Scottish Average. The increase can be attributed to a number of areas including the continuing investment in the secondary school estate schools and costs for our PPP contract commitments; costs associated with teachers' salaries including pay award as well as council investment in staffing supporting Children and young people wellbeing and digital inclusion and continuation of investment in teachers and classroom support in the secondary sector. There have been teacher savings implemented during the year including reduction in secondary staffing allocations as well as behaviour support and specialist teachers. Whilst the overall cost per pupil is increasing, these areas account for an increase below the national average. In isolation this measure gives no indication of the quality of the education delivered. South Lanarkshire's results are linked directly to our position in maintaining our level of spending on education relative to other local authorities during a challenging

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									economic period. In addition, the council has invested significantly in modernising its school estate for all pupils at all levels of their education.
	CHN 3	Cost per pre-school education place	£7,242.00	£8,557.00	£9,933.00		£10,291.00	✓	<p>The cost per pre-school education place in South Lanarkshire has significantly increased and is higher than the family group median but below the Scottish average for a few main reasons: South Lanarkshire has invested in its ELC service via additional staffing support through modern apprenticeships. The reduction in ranking is as a result of the reduced funding received for 1140 expansion due to population as well as our efficiency programme to move to a peripatetic model of ELC teachers across nursery classes and ELC establishments, similar to other authorities. Actions to improve will include efficient use of resources through our admission process, maximising pupil to staff ratio whilst continuing to provide parental choice and funding follows the child provision</p> <p>Expenditure on pre-school education is a significant cost in terms of local authority education. Comparisons between councils enable an informed debate as to why variations exist and where best practice exists and lessons to be learned. Looked at in isolation this measure gives no indication of the quality of the education delivered.</p>
	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 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</p>







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									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.
	CHN 5	Percentage of pupils gaining 5 or more awards at level 6	39.0%	43.0%	41.0%	↓	40.0%	✓	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. The negative difference in performance from 2020-21 to 2021-22 in South Lanarkshire is slightly above both the Scottish Average and 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.
	CHN 6	Percentage of pupils from deprived areas gaining 5 or more awards at level 5	46.0%	46.0%	52.0%	↑	52.0%	↕	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. The positive difference in performance from 2020-21 to 2021-22 in South Lanarkshire above both the Scottish Average and 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.
	CHN 7	Percentage of pupils	22.0%	22.0%	21.0%	↓	23.0%	✗	Attainment figures for the years up to and including 2019 are







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		from deprived areas gaining 5 or more awards at level 6							<p>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>When compared to the most recent pre-covid performance there has been an increase from 19.0% to 21.0%.</p> <p>The negative difference in performance from 2020-21 to 2021-22 in South Lanarkshire is slightly lower than the Family Median which also reduced. The Scottish Average remained static.</p> <p>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.</p> <p>All attainment data for 2019-20 and 2020-21 must be considered in the context of the ongoing Covid-19 pandemic.</p>
	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
	CHN10	Percentage of Adults satisfied with local schools	75.80%	75.80%	-----	---	-----	---	Data from the Scottish Household Survey is not yet available for this year
	CHN11	Percentage of pupils entering positive destinations	94.8%	96.2%	-----	---	-----	---	Data not yet available



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	CHN12a	Overall Average Total Tariff	936	1,009	1,007		981		<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 overall tariff level in South Lanarkshire in 2021-22 is above the National level and in line with the Family Median. Qualifications are awarded tariff points based on their Scottish Credit and Qualification Framework (SCQF) level. Average tariff scores are calculated from the latest and best achievement of pupils during the senior phase (S4-S6) across a range of awards included in a national benchmarking tool. This offers a wider measure of achievement to consider alongside the narrower LGBF attainment measures (CHN 4 to CHN7). This measure can be influenced by curricular models and the selection of more appropriate routes to positive destinations for young people. All attainment data for 2019-20 and 2020-21 must be considered in the context of the ongoing Covid-19 pandemic.</p>
	CHN13a	% of P1, 4, 7 pupils combined achieving expected Curriculum for Excellence Level in Literacy	-----	70.0%	71.0%		71.0%		<p>South Lanarkshire is slightly above both the National Average and the Family Median. This measures 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: reading, writing and listening & talking. Curriculum for Excellence is designed to encapsulate in the four capacities - to enable each child or young person to be a successful learner, a confident individual, a responsible citizen and an effective contributor.</p>
	CHN13b	% of P1, 4, 7 pupils combined achieving expected Curriculum for Excellence Level in Numeracy	-----	78.0%	79.0%		78.0%		<p>South Lanarkshire is above the National Average but slightly below the Family Median. This measures 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. Curriculum for Excellence is designed to encapsulate in the four</p>









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									capacities - to enable each child or young person to be a successful learner, a confident individual, a responsible citizen and an effective contributor.
	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.
	CHN17	% of children meeting developmental milestones	82.85%	82.29%	-----	---	-----	---	Data not yet available
	CHN18	% of funded early years provision which is graded good/better	88.50%	89.68%	88.55%		89.40%		During the period following the re-opening of settings after the limitations of delivery during COVID, as well as dealing with the demands of the implementation of the delivery of 1140 hours, settings have been faced with a number of challenges which has reflected on inspection outcomes during this time. There has been a huge change in staffing, including management teams,







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									across settings which in turn has impacted on the quality agenda as well as increased expectations from inspecting bodies during a time of change. Following support from South Lanarkshire Council and the Scottish Government Inspection Unit, we are seeing improvement within establishments and reinspection is confirming the improvements in most settings. All setting not achieving grades of good or above are participating in the Care Inspectorate ELC Improvement Programme.
	CHN19a	School attendance rate	-----	91.60%	-----	---	-----	---	2019-20 No data due to Covid 2021-22 Data not yet available
	CHN19b	School attendance rate - looked after children	-----	86.01%	-----	---	-----	---	2019-20 No data due to Covid 2021-22 Data not yet available
	CHN20a	School exclusion rates (per 1,000 pupils)	-----	12.57	-----	---	-----	---	Data not yet available (published every 2 years)
	CHN20b	School exclusion rates (per 1,000 looked after children)	-----	81.57	-----	---	-----	---	Data not yet available (published every 2 years)
	CHN21	Participation rate for 16-19 year olds	92.70%	92.79%	92.31%		92.35%		A young person is deemed to be participating when they are actively engaged with an organisation for the purpose of learning, training or work – work includes volunteering. This annual participation measure reports on the activity of the wider 16-19 year old cohort, including those at school. South Lanarkshire's performance reduced slightly compared with the previous years but is still in line with both the National Average and the Family Group. A partnership plan to increase the participation rate was developed. The action plan includes detailed local tracking arrangements including door knocking to establish destinations and offering support where required. These actions have been in place since June 2022 - it is anticipated to have a positive impact on the 2022-23 LGBF result.
	CHN22	% of child protection re-registrations within 18 months	5.82%	6.47%	-----	---	-----	---	Data not yet available
	CHN23	% Looked After Children (LAC) with more than 1	11.96%	13.96%	-----	---	-----	---	Data not yet available









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		placement in the last year (Aug-July)							
	CHN24	Percentage of children living in poverty (After Housing Costs) (New)	23.1%	19.6%	-----	---	-----	---	Data not yet available
Climate Change	CLIM 1	CO2 Emissions area wide per Capita	4.79	4.13	-----	---	-----	---	Data on CO2 Emissions is not yet available for this year. There is a 2-year time lag with this data.
	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.
Corporate Asset	CORP-ASSET1	Percentage operational buildings that are suitable for their current use	96.79%	96.41%	94.73%		85.26%		Performance has declined slightly, compared to last year. The total buildings classified as suitable for their current use fell due a number of pavilions now advised as unsuitable and the closure of the Q&As. Continued implementation of the council's asset management strategy and plans will ensure a clear focus which will optimise council buildings to ensure they are suitable.
	CORP-ASSET2	Percentage internal floor area of operational buildings in satisfactory condition	87.53%	87.78%	88.12%		90.12%		Performance has improved slightly, compared to last year. Despite the current financial climate and reduced funding to Scottish Local Authorities the figures show that, through programmes of prioritised capital investment and planned preventative maintenance, performance remains positive for the majority of categories of property. Through the asset management process and discussions with services on the opportunities to reduce the number of assets we continue to work towards our aim of achieving a sustainable core estate.
Corporate Services	CORP1	Support services as a percentage of total gross expenditure	4.01%	3.59%	3.87%		4.07%		There has been a small increase in the cost of support as a percentage of total budget – this is a combination of an increase in support costs and also an increase in the total net budget. These result in an overall minor increase in the percentage.
	CORP3b	The percentage of the highest paid 5% employees who are women	51.98%	55.27%	56.71%		58.96%		There has been an increase in the proportion of women in the top 5% earners in the Council between 2020-21 and 2021-22. We continue to work in line with our current policies and processes to ensure that our female employees at that top end (which can shift depending on where the 5% falls), are being





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									progressed appropriately. Our picture is improving year on year and we need to keep a focus on that along with the work that we continue to do in line with our equalities duties.
	CORP3c	The gender pay gap	5.08%	4.83%	4.00%		3.51%		<p>Although the gender pay gap position in South Lanarkshire Council is improving, South Lanarkshire's performance compares less favourably to some other councils where they have outsourced services with predominantly female workforces. Personnel services carry out regular Equal Pay Audits to monitor pay to identify any unfair, unjust or unlawful practices that impact on pay, and take appropriate remedial action. We will continue to plan and implement actions in partnership with trades union representatives in the line with the principles of 'Delivering a fairer future'; provide training and guidance for those involved in determining pay; monitor pay statistics annually in addition to conducting council-wide Equal Pay Reviews in accordance with our equalities duties.</p> <p>The council has living wage accreditation. We have restructured and streamlined Pay Grades and levels to ensure consistency and fairness across all levels.</p> <p>We continue to implement our Delivering a Fairer Future policy with a focus on areas identified with specific occupational segregation anomalies.</p>
	CORP4	The cost per dwelling of collecting Council Tax	£6.83	£6.63	£6.90		£6.60		<p>The cost of collecting council tax per dwelling in 2021-22 has increased compared to 2020-21 primarily due to increases in postages, legal costs and IT leasing recharges. These cost increases have resulted in a lower rank position for SLC as some local authorities' costs have either stayed broadly the same or have reduced.</p> <p>The cost of collecting council tax will continue to be managed closely through regular monitoring and reporting of expenditure in this area.</p>
	CORP6a	Sickness absence days per teacher	7.25	5.12	7.24		5.84		<p>The number of days lost due to sickness has increased compared to 2020-21, largely due to the level of absences returning to pre-lockdown levels following the relaxation/ removal of Covid-19 with people returning to their normal place of work.</p> <p>Actions We have provided additional HR support to assist</p>





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									managers to enable appropriate actions and supports are in place in line with our Maximising Attendance Policy, including a dedicated Maximising Attendance team (3 x officers and 2 x assistants) and also producing reports to enable activity to be monitored.
	CORP6b	Sickness absence days per employee (non teacher)	12.76	10.11	12.98		12.43		The number of days lost due to sickness has increased compared to 2020-21, largely due to the level of absences returning to pre-lockdown levels following the relaxation/ removal of Covid-19 with people returning to their normal place of work. Actions We have provided additional HR support to assist and guide managers to enable appropriate actions and supports are in place in line with our Maximising Attendance Policy, including a dedicated Maximising Attendance team (3 x officers and 2 x assistants) and also producing reports to enable activity to be monitored.
	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 methods.
	CORP8	Percentage of invoices sampled that were paid within 30 days	89.54%	90.70%	92.94%		92.20%		A continued increase to the number of payment runs per week and changes to payment terms in 2021-22 for essential services during Covid led to suppliers being paid earlier than normal. We have now reverted back to standard payment terms and one payrun per week, with the annual target of 90% continuing to be achieved.
	CORP9	% of Crisis Grant decisions within 1 day	98.00%	97.75%	99.00%		93.25%		Following an increase in Crisis Grant applications, particularly during the final quarter of 2021/22, additional resources were allocated to ensure processing timescales remained within target levels. This resulted in a slight improvement in the percentage of decisions made within target when compared to 2020-21. Actions: The timescales for processing Crisis Grants will continue to be monitored closely through regular reporting,



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									ensuring adequate resources are allocated to process these applications.
	CORP10	% of Community Care Grant (CCG) Grant Decisions within 15 days	96.25%	98.25%	97.50%		85.75%	✓	The significant increase in Crisis Grant and Self Isolation Support Grant applications from December 2021 linked to the Omicron Covid-19 variant had a detrimental impact on processing times for Community Care Grants, resulting in the percentage of decisions made within 15 days being slightly less than in 2020-21. Actions: The timescales for processing Community Care Grants will continue to be monitored closely through regular reporting, ensuring adequate resources are allocated to process these applications.
	CORP11	The proportion of Scottish Welfare Fund (SWF) Budget Spent	122.59%	110.08%	181.57%		115.15%	✓	The increased proportion of SWF expenditure in 2021-22 when compared to the Scottish Government funding allocation is due to additional discretionary funding being provided by the Council to supplement the SWF budget in 2021-22. Actions: The administration of the SWF will continue to be monitored closely and reported on a regular basis to ensure effective financial management of the fund.
	CORP12	The Proportion of Discretionary Housing Payments (DHP) Funding Spend	105.70%	108.18%	101.94%		95.99%	✓	Despite showing as a decline in performance, full DHP expenditure against budget was once again achieved in 2021-22. South Lanarkshire's performance also continues to be better than the Scottish average. Actions: The administration of DHP funding will continue to be monitored closely and reported on a regular basis to ensure effective financial management of the fund.
Culture & Leisure Services	C&L1	Cost per attendance at sports facilities	£2.92	£54.05	£5.90		£6.44	✓	The cost per visit in South Lanarkshire in 2021-22 was £5.90, which is better (less than) the Scottish Average of £6.44. South Lanarkshire's rank positioning has also improved by 5 places to 18th in the overall ranking. Following a robust recovery plan the hard work of SLLC is being realised with excellent recovery rates across services in what continues to be very challenging circumstances. Our attendances at sports facilities exceeded our realistic target by almost 2% (29,036).



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									Efficient and effective use of staff across services has been a key factor in keeping costs low whilst maintaining service delivery.
	C&L2	Cost per library visit	£3.17	£6.09	£4.76		£2.90		<p>The cost per library visit in South Lanarkshire in 2021-22 was £4.76, which is an improvement on the previous year but remains higher than the Scottish Average of £2.90. South Lanarkshire's rank positioning has improved this year by 2 places, to 19th in the overall ranking.</p> <p>Following a robust recovery plan the hard work of SLLC is being realised with excellent recovery rates across services in what continues to be very challenging circumstances. Library (physical and virtual) visitors exceeded our target by 13% (99,222), as our virtual users continue to develop and grow, and physical visitors returned.</p> <p>Efficient and effective use of staff across services has been a key factor in keeping costs low whilst maintaining service delivery.</p>
	C&L3	Cost of museums per visit	£3.09	£13.49	£3.52		£4.75		<p>The cost per museum visit in South Lanarkshire in 2021-22 was £3.52, which is better (less than) the Scottish Average of £4.75. South Lanarkshire's rank positioning has also improved by 3 places to 11th in the overall ranking.</p> <p>Following a robust recovery plan the hard work of SLLC is being realised with excellent recovery rates across services in what continues to be very challenging circumstances. Physical and virtual visitors to museums exceeded the target by almost 68,097, partially due to the growing confidence of customers now returning, the re-opening of David Livingston Centre and an increase in virtual visits.</p> <p>Efficient and effective use of staff across services has been a key factor in keeping costs low whilst maintaining service delivery.</p>

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	C&L4	Cost of parks and open spaces per 1,000 population	£26,915	£32,076	£29,493		£20,315		<p>The cost of parks and open spaces per 1,000 population in 2021-22 was £29,493. This is an improvement (reduction) from the previous year but remains higher than the Scottish Average of £20,315.</p> <p>SLC work to a high output specification on all council land and all maintenance operations including, general open spaces, parks, sports areas, golf courses, bowling greens, care of gardens, back courts and cemeteries, and all of which are included within the overall net controllable expenditure.</p> <p>SLC operate with a large fleet of both cut and collect and cut and drop ride-on mowers as well as a large fleet of tractors with batwing mowers to ensure our grass is maintained: in excess of 10 million m2 is cut on 14 occasions throughout the summer season.</p> <p>We maintain 6 golf courses which are high maintenance areas requiring specialist skills and machinery to ensure they are of the highest possible standard. Likewise, we have a number of high maintenance bowling greens.</p> <p>We have 55 cemeteries spread throughout South Lanarkshire to maintain - we appreciate what they represent to the local community.</p> <p>Notably, South Lanarkshire was shortlisted as an APSE Finalist for Parks and Grounds as best and most improved performer in 2022.</p>
	C&L5a	Percentage of adults satisfied with libraries	69.90%	69.23%	-----	---	-----	---	<p>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.</p> <p>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.</p>
	C&L5b	Percentage of adults	77.10%	79.43%	-----	---	-----	---	Data from The Scottish Household Survey is not yet available for




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		satisfied with parks and open spaces							this year. During 2022 we undertook some consultation as part of a Participatory Budgeting exercise, which was useful, and we will use this as the basis for developing our own consultation document going forward.
	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.
Economic Development	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.



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 2	Cost of planning and building services per application	£5,118.00	£4,334.00	£4,405.00	↓	£4,341.00	✗	<p>The overall cost of Planning and Building Standards per application increased slightly from £4,334 in 2020-21 to £4,405 in 2021-22. This takes South Lanarkshire marginally above the Scottish Average (£4,341). The number of applications received during the period increased by 4% (planning applications) and 15.6% (building warrants), however total income across the service fell from £3.3m to £2.9m.</p> <p>The period saw a significant turnover in staff which meant the service was not fully resourced at any point during 2021-22 however, additional resources have also been brought into the Planning Service which will positively impact on the processing of planning applications.</p>
	ECON 3	Average time per business and industry planning application (weeks)	18.34 Wks	16.75 Wks	20.59 Wks	↓	11.71 Wks	✗	<p>The average time for processing business/industrial planning applications in South Lanarkshire increased from 16.75 weeks in 2020-21 to 20.59 weeks in 2021-22. This remains higher (worse than) the Scottish Average of 11.71 weeks.</p> <p>Through 2021-22 a number of "legacy" applications were decided which impacted on overall processing times. Clearing this backlog of applications, which were effectively on hold as further information was being sought from applicants, should result in improved performance against this indicator in the future.</p> <p>Additional resources have also been brought into the Planning Service which will positively impact on the processing of planning applications and reflect the priority that is given to business and industrial proposals that support economic growth and recovery.</p>
	ECON 4	Percentage of procurement spend on local enterprises	18.02%	16.99%	18.21%	↑	29.88%	✗	<p>Percentage of spend on local enterprises increased from 16.99% in 2020-21 to 18.21% in 2021-22, however this remains below the Scottish average of 29.88%.</p> <p>Construction is an area of high spend where opportunities to improve local spend has been sought. High level analysis of the construction sector shows that there are more medium-to-large sized construction enterprises in neighbouring authorities, with a greater proportion of smaller enterprises in South Lanarkshire.</p>





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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
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									<p>Large enterprises have more capacity to compete for public sector work than smaller businesses.</p> <p>The perceived complexity of public sector procurement and the required investment in completing tender submissions is deterring some small businesses that might lack sufficient administrative resources. Supplier engagement and promotion of the free to access support, is being undertaken to encourage participation in tendering exercises.</p> <p>Local supplier engagement is also being encouraged by a Meet the Real Buyer event being held in conjunction with North Lanarkshire Council on 22 February 2023. This will give local businesses access to the officers in each local authority who purchase our goods and services.</p>
	ECON 5	No of business gateway start-ups per 10,000 population	13.98	8.95	15.71		14.41	✓	<p>The number of business gateway start-ups per 10,000 population has increased from 8.95 in 2020-21 to 15.71 in 2021-22. This is higher (better than) the Scottish Average of 14.41, and places South Lanarkshire in 17th place in the rankings (an improvement from 23rd in 2020-21).</p> <p>Economic Development continue to work with the Lanarkshire Business Gateway contractor, Elevator, to increase business start-up and sustainability.</p>
	ECON 6	Investment in Economic development and Tourism per 1,000 population	£47,216	£44,293	£69,538		£119,486	✓	<p>Investment in Economic Development and Tourism per 1,000 population in South Lanarkshire increased from £44,293 in 2020-21 to £69,538. This level of 'spend' is considered to be better (less than) the Scottish Average of £119,486. Less expenditure in these services however is not necessarily an indicator of efficiency or value for money, as some authorities, as a result of council policy decisions, choose to invest more resources into Economic Development and Tourism.</p>
	ECON 7	Proportion of people earning less than the living wage	17.80%	20.80%	12.50%		14.40%	✓	<p>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</p>





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									<p>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.</p> <p>The pan Lanarkshire Living Wage Campaign Group has 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.</p>
	ECON 8	Proportion of properties receiving superfast broadband	95.60%	96.20%	97.00%		94.10%	✓	<p>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%.</p> <p>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.</p>
	ECON 9	Town vacancy rates	12.75	8.80	9.85		11.40	✓	<p>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.</p> <p>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</p>





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
	ECON10	Immediately available employment land as a % total land allocated for employment purposes in the local development plan	38.50%	37.47%	12.73%		27.19%		<p>been for a few years although much still needs to be achieved.</p> <p>In 2021-22, there was a decrease in the supply of marketable land as a proportion of total allocated employment land at 12.73%, which is down from 37.47% in 2020-21. As such, South Lanarkshire remains below the Scottish average of 27.19%. It should be noted that the methodology for categorising business and industrial land supply has changed.</p> <p>Following the approval of the National Planning Framework (NPF4) by the Scottish Parliament on 13 February 2023. Formal authority to commence work on the next iteration of the South Lanarkshire Local Development Plan will be sought from the Planning Committee in May 2023. This will provide an opportunity to identify new land and sites for economic and employment purposes.</p>
	ECON11	Gross Value Added (GVA) per capita (New)	£21,411	£19,447	-----	---	-----	---	2021-22 data for this indicator is not currently available
	ECON12 a	Claimant Count as % of Working Age Population (New)	3.5%	6.3%	3.8%		3.7%		<p>As of March 2022, 3.8% of the working age population in South Lanarkshire are claimant unemployed, marginally above the Scottish average of 3.7% (the benchmark figure). The gap between the local and national claimant unemployment rates has narrowed over the past year indicating good progress against the benchmark. Analysis of the trend in claimants for the period up to March 2022 also indicates that claimant count locally has been falling consecutively for the past 13 months, and now stands at the lowest level recorded in South Lanarkshire for 2 years (since the first COVID-19 lockdown in March 2020). The position of South Lanarkshire relative to the other council areas has also been improving over the past 12 months, with the authority ranking 21st out of 32 councils for claimant rate at March 2022, compared to 22nd out of 32 in March 2021.</p> <p>Council operated employability programmes continue to contribute to the overall claimant count reduction moving unemployed people from welfare to work. This is in part reflected in current levels of employment in South Lanarkshire, where the percentage of the working age population in work (for the 12</p>







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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									months up to March 2022) is at 78.1%, the highest-level ever recorded, and well above the Scottish average (74.4%).
	ECON12 b	Claimant Count as % of 16-24 Population (New)	4.40%	7.83%	3.74%		3.68%		<p>As of March 2022, the percentage of the 16-24 population unemployed and claiming benefits stands at 3.7%, equal to the Scottish average (the benchmark). The gap between the local and national claimant unemployment rates has narrowed over the past year, signifying appreciable progress against the benchmark. It is also worth noting that the current rate of 16-24 claimants in South Lanarkshire is the lowest recorded for over 4 years, and has dropped below the working age population (16-64) average of 3.8% for the first time.</p> <p>The impact of Covid adversely impacted the younger client groups compared to the general age working population. This was largely due to young people leaving university and college with limited job opportunities due to economic lockdowns, business closures and furlough.</p> <p>Young people were disproportionately affected in 2020-21 with more young people working in the service sector, particularly hospitality that bared the brunt of the pandemic. Council operated employability programmes contribute to the overall claimant count reduction moving unemployed people from welfare to work. Other Local Employability Partners (LEPs) and providers deliver employability services including the national Fair Start Scotland (FSS) programme who also move clients into work. The on and off flows of claimant unemployment will vary month to month subject to changes in the labour market.</p>
Environmental Services	ENV1a	Net cost of waste collection per premise	£81.24	£81.97	£81.10		£70.15		<p>The net cost of waste collection per premises in South Lanarkshire decreased slightly to £81.10 in 2021-22, but is above (worse than) the Scottish Average of £70.15.</p> <p>The higher costs reflect the council's continued decision to provide a range of services free of charge to residents. Unlike most councils in Scotland, South Lanarkshire continues to provide a free uplift service for bulky waste. The council also does not charge for garden waste bin collections. Chargeable garden waste uplifts are becoming increasingly more common in</p>







Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									<p>Scotland and allow the councils who implement a charge to offset collection costs. The council also provides free compostable bags to residents whilst the majority of other councils do not.</p> <p>Despite the slight increase in cost, South Lanarkshire's ranking has improved from 26th to 25th out of all the local authorities.</p>
	ENV2a	Net cost of waste disposal per premise	£103.15	£113.48	£106.47		£100.33		<p>The net cost of waste disposal per premises in South Lanarkshire reduced to £106.47 in 2021-22. This is an improvement on the previous year and the overall rank position remains unchanged (20th), however, the figure remains slightly higher (worse) than the Scottish Average of £100.33.</p> <p>It is worth noting that South Lanarkshire sends the residual waste it collects from householders to an Energy from Waste (EfW) facility, rather than to landfill. This means that the council has a high landfill diversion rate in comparison to local authorities that are still procuring a solution to the forthcoming landfill ban; however, treatment costs are higher than landfill and that impacts on the net cost of waste disposal.</p>
	ENV3a	Net cost of street cleaning per 1,000 population	£18,433.00	£16,020.00	£16,538.00		£14,860.00		<p>The costs associated with our street cleaning operations increased to £16,538 in 2021-22. The figure is above the Scottish average of £14,860, and South Lanarkshire ranks in 24th place out of all the local authorities.</p> <p>The higher costs associated with our street cleaning operation are attributed to the high levels of services that we provide: graffiti removal, street cleaning including shifts, fly tipping uplift, fly posting removal, blood spills, hypodermic needle uplift, dead animal uplift and the large mechanical fleet that we utilise. This equipment performs an essential and legislatively required service including the removal of detritus from roads/channels.</p> <p>The new Environmental Initiatives Officer has been raising the profile of litter and the impacts on the environment and on the council budget, such as fly tipping and general littering.</p>



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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
	ENV3c	Street cleanliness score	94.75%	94.05%	92.10%		89.70%		<p>The Litter Strategy was approved in 2022 and we will see more sustained work on the ground to deal with littering and fly tipping.</p> <p>South Lanarkshire Council continues to score higher for its street cleansing service than the Scottish average, with 92.10% of streets surveyed found to be of an acceptable standard, although this is down slightly from 94.05% in 2020-21.</p> <p>South Lanarkshire Council also scored higher than the Club 3 (local authority benchmarking club) average which is 91.1%.</p> <p>It should also be noted that the Street Cleansing service 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>
	ENV4a	Cost of roads per kilometre	£17,386.00	£20,056.00	£18,090.00		£11,107.00		<p>Spend per kilometre of road has marginally decreased compared to the previous year (from £19,542 in 2020-21 to £18,090 in 2021-22). This is partly due to less funding being allocated to carriageway resurfacing due to increased overhead costs associated with increased fleet costs. The spend figure also varies year upon year dependant on the level of City Deal project spend.</p> <p>In 2020-21, South Lanarkshire has moved from the 4th to the 7th highest investing local authority per kilometre of road. However, the level of spend in South Lanarkshire remains higher than the Scottish average, reflecting the council's decision to continue to invest in our road network. It should be noted that the industry is currently encountering significant construction inflation and as a result projects are costing much more than before, and the equivalent scale of works are not presently possible with the same level of investment.</p>
	ENV4b	Percentage of A class roads that should be considered for maintenance treatment	23.18%	23.90%	23.99%		27.60%		<p>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</p>











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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									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.
	ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1000	£3,226.00	£2,911.00	£3,330.00		£5,932.00	✓	The cost of Trading Standards per 1,000 population had reduced in 2020-21 when the service was disrupted, and elements suspended due to Covid-19. As services resumed in 2021-22, the costs have increased, however, South Lanarkshire remains well below the Scottish average. Despite being below the Scottish average, the service provides a good level of protection for local consumers.
	ENV5b	Cost of environmental health per 1,000 population	£11,721.00	£12,549.00	£12,450.00		£15,032.00	✓	The cost of environmental health per 1,000 population decreased slightly in 2021-22, compared to the previous year, and continues to remain below the Scottish average. Costs were affected as the recovery phase from Covid-19 progressed and the additional funding from Scottish Government for Covid enforcement was continued to March 2022.
	ENV6	The percentage of total household waste arising that is recycled	46.37%	40.48%	40.40%		42.70%	✗	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%.





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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									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.
	ENV7a	Percentage of adults satisfied with refuse collection	79.17%	81.50%	-----	---	-----	---	Satisfaction data is not yet available for this year.
	ENV7b	Percentage of adults satisfied with street cleaning	64.33%	60.33%	-----	---	-----	---	Satisfaction data is not yet available for this year. Consultation during the development of the Litter Strategy found that 99% of respondents strongly agreed or agreed with the strategy's vision, 98% strongly agreed or agreed to the Education objectives, 97% strongly agreed or agreed to the Engagement objectives and 97% strongly agreed or agreed to the Enforcement objectives. These results give a positive picture of the satisfaction with the Litter Strategy, and this is encouraging for moving forward with our future plans and initiatives.
Financial Sustainability	FINSUS1	Total useable reserves as a % of council annual budgeted revenue)	13.29%	18.33%	14.74%		24.44%		The council has seen a slight reduction in useable reserves as a percentage of Council budget. While there was an actual increase in the level of useable reserves (as a result of the Loans Fund Review and also the carry forward of residual COVID funding at the end of 2021-22), there was a greater increase in the council's annual expenditure Budget, meaning that arithmetically, the percentage of useable reserves to annual budget reduces. The important factor to consider is the purpose and use of reserves, and the fact is that the council is clear on what





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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
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									reserves we have, and the purpose of them. The carrying forward of Covid funding will diminish as it is utilised in the coming year, however, the use of Loans Fund Review Reserves will affect the figures for the next few years and will be a main part of the reason for our increased level of reserves. The key factor is that the reserves are sufficient.
	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.
	FINSUS3	Ratio of Financing Costs to Net Revenue Stream-General Fund	7.76	5.32	5.18		5.89		This ratio shows a minor reduction in the council's ratio of financing costs to net revenue stream. The overall reduction reflects reduced loan charges combined with an increase in income (Council Tax, NDR and Non Ring Fenced Government Grants). The position reflects the product of strategic, sustained capital investment in schools and roads over more than twenty years.
	FINSUS4	Ratio of Financing Costs to Net Revenue Stream-Housing Revenue Account	16.83	16.31	16.04		22.12		There is a minor reduction in percentage terms.
	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.
Housing Services	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 economic position and the Welfare Reform Agenda - specifically



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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
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									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%	✓	<p>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.</p> <p>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.</p>
	HSN3	Percentage of dwellings meeting Scottish Housing Standards	93.22%	93.50%	78.32%		69.70%	✓	Performance decreased during 2021-22 due to the inclusion of Fixed Electrical Testing and Tolerable Standards, as directed by Scottish Housing Regulator. This has been evident across other Local Authorities with the Scottish average also decreasing.
	HSN4b	Average number of days taken to complete non emergency repairs	14.19 days	13.07 days	11.76 days		9.19 days	✗	<p>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.</p> <p>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.</p>
	HSN5	Percentage of council dwellings that are energy efficient	93.39%	93.88%	98.64%		87.26%	✓	<p>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.</p> <p>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.</p>







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Social Work Services	SW 1	Home Care costs per hour for people aged 65 or over	£24.74	£25.50	£28.56		£28.59		<p>Home care costs per hour increased from 2020-21 to 2021-22, however South Lanarkshire is still in line with the Scottish average result of £28.59.</p> <p>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.</p>
	SW 2	Self Directed Support (Direct payments and managed personalised budgets) spend on adults 18+ as a percentage of total social work spend on adults 18+	4.24%	3.78%	3.98%		8.16%		<p>This indicator highlights only the social work spend allocated via Direct Payments, Personalised Managed Budgets and Individual Service Fund (ISF) - options 1 and 2. It does not recognise local authority managed services - option 3, which provide a legitimate choice for individuals, or a default position in the legislation for individuals who do not wish to exercise their right to choose.</p> <p>Several key developments have been introduced to strengthen our approach to SDS in South Lanarkshire. In-line with the legislation and Audit Scotland recommendations, these developments aim to put SDS at the forefront of service review activity so that it is outcome driven and not led by a service focus. A review of our public information has commenced to ensure people can access good quality information and advice about choice and control.</p> <p>Within South Lanarkshire, we continue to work to our action plan to deliver critical changes to our processes and procedures. In terms of the processes for option 2, work is underway to develop staff confidence in explaining each of the options and how these</p>







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South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									<p>work in practice. The development of an SDS team and a Commissioning and Quality Assurance team will support the work to address this.</p> <p>Since 2010-11, the proportion of total social work spend in South Lanarkshire allocated via DP and PMB / ISF has grown steadily from 1.77% to 3.98%. It is recognised that many of our care at home recipients did not go through the same SDS process as and did not exercise choice. This has been rectified with the introduction of the revised Living the Life You Choose assessment. This should increase the total numbers going through the SDS process but won't necessarily change the uptake of direct payments or ISF. Historically service users are content with the local authority managing the care arrangements on their behalf.</p>
	SW 3a	Percentage of people aged 65 and over with long-term care needs receiving personal care at home	62.04%	63.88%	61.89%		62.34%		<p>Our performance decreased from 63.88% in 2020-21 to 61.89% in 2021-22, resulting in our ranking dropping from 14 to 18. However, this indicator excludes individuals who are assessed and waiting for a service which currently accounts for approximately 3,000 hours each week.</p> <p>The modernisation of the Care at Home Service continues to support people to continue to live at home. In addition, a new electronic scheduling system has been implemented across all localities and Home Carers have mobile devices to support communication with them and providing access to MS Teams and organisational email. Due to pro-active working between the Care at Home Service and Human Resource colleagues recruitment to key management, coordination and assessment and care management posts within the revised structure has been progressing.</p> <p>The Home First programme is a multi-disciplinary initiative with a focus on early intervention, reablement and rehabilitation, which supports people home from hospital and avoids admission where possible. Offering combined support of Allied Health</p>

Local Government Benchmarking Framework Results

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									Professionals and Care at Home the service aims to maximise independence and outcomes by ensuring individuals have a personalised assessment and package of care that best meets their needs. The service will continue to embed during 2023.
	SW 4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	78.08%	-----	80.00%		78.12%		Our performance for this indicator improved from 78.08% in 2019-20 to 80% in 2021-22, resulting in our national ranking improving from 23 to 11. In terms of our comparator family group we performed second best, and performed above the national average position of 78.12%. These results are drawn from the Health and Care Experience (HACE) survey which asks about people's experiences of accessing and using their GP practice and other local health and social care services; receiving care, support and help with everyday living; and caring responsibilities. It is important to note that respondents of the survey are selected from a sample of people registered with GPs which may not include service users.
	SW 4c	Percentage of adults supported at home who agree that they are supported to live as independently as possible	84.22%	-----	82.16%		78.82%		Although our performance for this indicator declined from 84.22% in 2019-20 to 82.16% in 2021-22, our ranking remained unchanged at 9. SLC remain ahead of the national average position of 78.82%. In terms of our comparator family group SLC were the highest performer. These results are drawn from the Health and Care Experience (HACE) survey which asks about people's experiences of accessing and using their GP practice and other local health and social care services; receiving care, support and help with everyday living; and caring responsibilities. It is important to note that respondents of the survey are selected from a sample of people registered with GPs which may not include service users.
	SW 4d	Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	75.32%	-----	65.58%		70.59%		Nationally, performance for this indicator declined from 75.43% in 2019-20 to 70.59% in 2021-22. South Lanarkshire also reports a decline in performance from 75.32% to 65.58% and a resulting drop in ranking from 18 to 27. These results are drawn from the Health and Care Experience (HACE) survey which asks about people's experiences of accessing and using their GP practice and other local health and social care services; receiving care, support and help with everyday living; and caring responsibilities.

Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2021/22			2019/20	2020/21	2021/22	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2021/22 Scottish Average	Comparison with Scotland: better or worse?	
									It is important to note that respondents of the survey are selected from a sample of people registered with GPs which may not include service users. These results are drawn from the Health and Care Experience (HACE) survey which asks about people's experiences of accessing and using their GP practice and other local health and social care services; receiving care, support and help with everyday living; and caring responsibilities. It is important to note that respondents of the survey are selected from a sample of people registered with GPs which may not include service users.
	SW 4e	Percentage of carers who feel supported to continue in their caring roles	31.05%	-----	28.70%		29.69%		Nationally, performance for this indicator declined from 34.28% in 2019-20 to 29.69% in 2021-22. South Lanarkshire also saw a decline in performance from 31.05% to 28.7%. However, our ranking improved from 28 to 20 and putting SLC at third highest performer in our comparator family group.
	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

Local Government Benchmarking Framework Results

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									quarterly basis to the Integrated Joint Board, Performance Audit and Finance Sub Committee and Social Work Committee.
	SW 7	Proportion of care services graded 'good' or better in Care Inspectorate Inspections	79.92%	80.10%	76.08%	↓	75.80%	✓	The proportion of care services graded 'good' or better in Care Inspectorate Inspections decreased nationally from 82.5% in 2020-21 to 75.8% in 2021-22. Similarly, South Lanarkshire saw a decrease from 80.1% in 2020-21 to 76.08% in 2021-22. This report focusses on 2021-22 timeframe which reflects a reduction in standard inspection activity across the care sector due to the pandemic. However, it is anticipated that service and thematic inspections will resume as restrictions ease. The council has continued to implement improvement actions from inspection and Care Inspectorate throughout the pandemic with regular reports to the Social Work Committee, the Integration Joint Board and details included within the Chief Social Work Officer Annual Report.
	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	✗	<p>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.</p> <p>Discharge without Delay (DWD) is our overarching programme which establishes a clear timeframe of when someone will go home from hospital with community, hospital staff and other partners working together closely.</p> <p>Early and effective discharge planning puts the patient at the centre of the process, it improves the benefits for those currently in hospital by discharging home at the earliest and safest opportunity and creates capacity for patients who require admission.</p> <p>DWD incorporates other elements of support, including the Home First approach which focuses on multi-disciplinary support, specifically in relation to early intervention, reablement and rehabilitation.</p>