

## Improve later life

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
As a result of multi-agency inspections, continue to improve outcome for people to live in their own homes and communities for as long as possible	Continue to deliver robust action plans which may arise as a result of inspection activity across the Resource	A report, including action plan was presented to both Social Work Committee on 7 August 2019, and Integrated Joint Board on 10 September 2019. Social Work Resource continue to address the actions, and provide regular updates on progress to the Self Directed Support Programme Board.	Green	Detailed Actions Plans have been developed in relation to two of our Home Care Services.  A draft report of the Joint Inspection of Children's Services has been issued, the partnership has provided supporting narrative and evidence in response to the report content.  At the time of writing, all service areas are coping with the unrepresented demands placed on them as a result of COVID-19 pandemic.	Amber
Report on the LGBF/Scottish Government Benchmarking Indicators	Maintain performance of the LGBF: Percentage of people aged 65 and over with long term care needs receiving free personal care at home (SW3) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	Our performance remains consistent with previous years with a slight increase of 0.1%. We are also performing better than the overall Scottish average. Our ranking has improved from 23 (2017/18) to 18 (2018/19)	Green
	Maintain performance of the LGBF: Home care costs per hour for people aged 65 or over (SW1) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	Home care costs per hour have decreased slightly by £1.10 and are lower than the Scottish Average. Our ranking has improved from 10 (2017/18) to 8 (2018/19)	Green
	Maintain performance of the LGBF: Residential cost per week per resident for people aged 65 or over (SW5) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	The residential cost per week has increased by £18 since last year and is higher than both the Scottish and the family group average. This is a complicated indicator and does not take into account the varying funding arrangements that are in place, including free personal care/free nursing care as well as the service user's financial circumstances. Because of this, it is difficult to influence the results of this performance measure.	Green

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

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Continue to improve outcomes for people to live in their own homes and communities for as long as possible	Number of people receiving intensive (10 hrs+) home care as a proportion of all care at home provided	During the week commencing 23 September 2019, the proportion of all care at home provided was 46% or 1746 people out of a total of 3818 people were supported to remain at home receiving 10 hours or more of support. This is split as 682 supported by the inhouse service and 1064 by external providers.	Green	As at 31 March 2020, the proportion of all care at home provided was just over 29% or 1,066 people out of a total of 3,715 people were supported to remain at home receiving 10 hours or more of support. All those in receipt of 10 hours or more of home care were supported by external providers.	Green
	Number of hours provided for intensive (10 hrs+) home care as a proportion of all care at home provided	During the week commencing 23 September 2019, the proportion of all care at home provided was 78% or 35,657 hours out of a total of 46,204 hours were provided to support people to remain at home receiving 10 hours or more of support. This is split as 12,044 provided by the inhouse service and 23,613 provided by external providers.	Green	As at 31 March 2020, the proportion of all care at home provided was 53% or 23,759 hours out of a total of 44,659.66 hours were provided to support people to remain at home receiving 10 hours or more of support. All 23,759 hours of intensive home care packages were provided by external providers.	Green

Report on the LGBF/Scottish Government Benchmarking Indicators	Maintain performance of the LGBF: Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (SW4b) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later
	Maintain performance of the LGBF: Percentage of adults supported at home who agree that they are supported to live as independently as possible (SW4c)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later
	Maintain performance of the LGBF: Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided (SW4d)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later

## Promote good health and wellbeing in later life

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Extend the range and choice of day opportunities for older people	Develop and modernise day care services for older people which supports personal outcomes	Papers were taken to the Social Work (SW) Committee on 7 August 2019 to give approval to review Older People Day Services. A range of sub-groups are working on the Review which is due to report back to SW Committee early in 2020. Working sub-groups are; profiling of service users and usage of day services, Best Practice and Knowledge Enquiry, Communication and Consultation, Equality Impact and Workforce Planning. A review development session has been scheduled for 27th November 2019 and option appraisals going forward will be devised for consideration.	Green	At the time of writing, all service areas are coping with the unprecedented demands placed on them as a result of COVID-19 pandemic. It is anticipated that the work of the Day Services Review will be reported upon and an options appraisal presented later in the year. It is intended that evidence from the DSR will inform the future direction and development of Older People day care services going forwards.	Green

## Protect vulnerable children, young people and adults

### Protect vulnerable children and young people

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Improve the effectiveness of response to child protection	Monitor the number of investigations undertaken (level of child protection activity)	To date there was a total of 318 investigations undertaken during 2019/20.  During the second quarter of 2019/20 there were 151 referrals relating to 150 children undertaken across the service. Neglect was the most recorded reason 41.05% (62), followed by emotional abuse 25.82% (39), sexual abuse 12.58% (19) and physical abuse 11.26% (17). There were also 13 pre-birth risk assessments (8.60%) and 1 child care concern referral (0.66%).	Green	During the fourth quarter of 2019/20 there were 198 referrals relating to 193 children received across the service. This brought the total referrals to date to 685 for the year.  Neglect and emotional abuse have continually been the highest source of harm across the year, with neglect accounting for 31% of all referrals and emotional abuse for 32%.	Green
Report on the LGBF/Scottish Government Benchmarking Indicators	Maintain performance of the LGBF: Percentage of children being looked after in the community (CHN9) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	South Lanarkshire Council's position has improved and is now the same as the Scottish average. The overall numbers of children and young people looked after in a community setting has increased and for those supported in the community.	Green

### Protect vulnerable adults

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
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Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	<p>To date there has been 501 Inquiries, 204 Investigations and 2 Protection Plans carried out in 2019/20.</p> <p>In Quarter 2, the resource received 238 Adult Support and Protection (ASP) inquiries, carried out 89 investigations in the period which led to 1 protection plan being progressed for under 65 years old.</p>	Green	<p>Since 1 April 2019, there has been 939 Adult Protection Inquiries, 394 investigations and 17 Protection Plans progressed.</p> <p>Quarter 4 data shows the resource received 228 Adult Protection inquiries, carried out 99 Investigations which led to 3 Protection Plans being progressed.</p>	Green
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	<p>To date there has been 863 Inquiries, 436 Investigations and 5 Protection Plans carried out in 2019/20.</p> <p>In Quarter 2, the resource received 450 Adult Support and Protection (ASP) inquiries, carried out 243 investigations in the period which led to 1 protection plan being progressed.</p>	Green	<p>Since 1 April 2019, there has been 1,953 AP Inquiries, 925 AP investigations and 19 Protection Plans carried out.</p> <p>Quarter 4 data shows the resource received 570 Adult Protection Inquiries, carried out 240 AP Investigations with 6 Protection Plans progressed.</p>	Green
Monitor Adults with Incapacity (AWI) activity	90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	<p>To date there was a total of 130 local authority welfare guardianship visits due with 98% (127) being completed on time.</p> <p>During 1 July 2019 - 30 September 2019 (Quarter 2) there were 80 visits due with 78 (98%) completed within timescale.</p>	Green	<p>To date there has been a total of 240 LA Guardianship visits undertaken with 93% (224) completed within timescale.</p> <p>Quarter 4 data shows a total of 51 visits with 88% (45) completed on time. Many visits have been postponed or rescheduled in this quarter due to staff availability and social distancing measures in response to COVID 19.</p>	Green
	90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	<p>To date there was a total of 1249 Private Welfare Guardianship visits due with 1106 completed on time (89%).</p> <p>During 1 July 2019 - 30 September 2019 (Quarter 2) there were 681 visits due with 616 (90%) seen within timescale.</p> <p>Even know performance is slightly below target this is against a backdrop of a 45% increase the number of people who are now on a guardianship order when compared with the figures 5 years ago.</p> <p>This measure will be performance monitored at Fieldwork Manager and Social Work Governance forums.</p>	Amber	<p>To date there has been a total of 2,322 private guardianship visits undertaken with 86% (1,995) completed on time.</p> <p>Quarter 4 there were 496 private welfare guardianship visits with 81% (403) completed on time. Many visits have been postponed or rescheduled in this quarter due to staff availability and social distancing measures in response to COVID 19.</p>	Red

## Getting it right for children in need

Action	(non statistical measures shaded grey)	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Implement the Corporate Parenting Strategy and Action Plan	Report the number of looked after children by placement type in order to compare home and community placements on a 6 monthly basis	<p>In the period 1 April to 30 September 2019 the total number of looked after children increased by 31 to 706, with the balance of care being 636 (90%) in a Community setting and 70 (10%) in a residential setting. This is in line with the Scottish average. Within this split is a wide range of placement types and options, aimed at ensuring that all our children and young people are cared for in a setting appropriate to their needs.</p>	Green	<p>As at 31 March 2020, there were a total of 759 looked after children. This is an increase of 69 children since 1 April 2019. The balance of care being 680 (90%) in a Community setting and 79 (10%) in a residential setting. This is in line with the Scottish average. Within this split is a wide range of placement types and options, aimed at ensuring that all our children and young people are cared for in a setting appropriate to their needs.</p>	Green
	Maintain performance of the LGBF: Percentage LAC with more than one placement in last year (Aug-Jul) (CHN23)	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.</p>	Report Later	<p>The number of children whose placements have been maintained has improved significantly and is more favourable than the Scottish average.</p>	Green

Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	The young carer's service continues to deliver on the Carer's Act as it relates to young carers. Staff have attended additional training in respect of the young carer's grant and travel passes. Young Carer's have benefited from better outcomes due to the funding that is now available. This funding has allowed young carers to take part in more opportunities and has reduced isolation, enabled the development of social skills, self esteem, resilience and self efficacy.	Green	The Young Carer's service continues to complete statements and reviews of young carers. We have delivered a young carer's festival that took place at Fordell Firs in Fife-Scottish Scouting Headquarters. We have worked with colleagues within Burnbank Family Centre to deliver a parents group in order to better inform them of the impact of caring on their child's life and the break down and support the isolation that these parents are experiencing. We have organised for Columba 1400 to work with some of our young carers. This is part of their leadership programme and this investment will provide additional skills and knowledge. This in turn will help them to achieve better outcomes in line with their non-caring peers.	Green
	By 1 April 2020 current commissioned carer support services, information and engagement services in respect of young carers will be remodelled	Service remodelling during Quarter 2 has continued with a range of procurement activities to encourage a new range of providers to consider delivering this service.	Green	The contract for our Young Carer Support Service has been awarded to Action for Children, who already provide a similar service in a neighbouring local authority.  Early engagement with the service provider has been hampered with the current COVID 19 situation.  A letter has been drafted to the provider with an estimated service start date of early July.	Report Later

#### Getting it right for every looked after child

Action *(non statistical measures shaded grey)* Qtr 2 Comments Q2 Status Qtr 4 Comments Q4 Status  
Measures

Improve support for looked after children	75% of children seen by a supervising officer within 15 days	To date, 97% of children were seen by a supervising officer within 15 days in 2019/20.  In Quarter 2, 14 children were made subject to a Compulsory Supervision Order. Of these 14 children, <u>100% were seen within 15 days of the hearing date.</u>	Green	To date, 90% of children were seen by a supervising officer within 15 days in 2019/20.  In Quarter 4, 15 children were made subject to a Compulsory Supervision Order. Of these 14 children, <u>93% were seen within 15 days of the hearing date.</u>	Green
Provide timely and robust assessments to the Scottish Children's Reporters Administration (SCRA)	75% of reports submitted to the Children's Reporter within 20 days	To date, 69% (164 out of 236) reports were submitted to the Scottish Children's Reporters Administration within the 20 day timescale.  In Quarter 2, 62% (71 out of 115) reports were submitted to the Scottish Children's Reporters Administration within the 20 day timescale.  Number of pressures in the service at the moment emerging from staffing issues and staff time being taken up by inspection requirements. This issue will be monitored by the Head of Children and Justice Services to address issues with the teams to improve <u>locality timescales</u> .	Red	To date, 72% (335 out of 473) reports were submitted to the Scottish Children's Reporters Administration within the 20 day timescale.  In Quarter 4, 75% (87 out of 117) reports were submitted to the Scottish Children's Reporters Administration within the 20 day timescale. This evidences an incremental improvement over time.  Performance is being monitored by the Head of Children and Justice Services and Service Managers to ensure clear processes and systems are operating in localities prioritising these reports for submission.	Red
Report on the LGBF/Scottish Government Benchmarking Indicators	Maintain performance of the LGBF: The gross cost of "Children Looked After" in residential based services per child per week (CHN8a) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	Continuing work regarding supporting young people within the community having positive effect on numbers requiring residential based services.	Green
	Maintain performance of the LGBF: The gross cost of "Children Looked After" in a community setting per child per week (CHN8b) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	While the costs have increased over the last year South Lanarkshire Council has maintained position of lower costs than the Scottish average.	Green

	Maintain performance of the LGBF: Percentage of child protection re-registrations within 18 months (CHN22)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	The figures show that incrementally over the past few years children are less likely to be re-registered on the child protection register following intervention which is sustaining improvements in wellbeing.	Green
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## Deliver better health and social care outcomes for all

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

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Implement eligibility criteria/prioritisation framework for equal access to personal outcomes	Roll out and monitor the impact of eligibility criteria/prioritisation for service users and carers on a six monthly basis	On-going IT development to scope the requirements which will provide a before and after position relating to the recent implementation of the eligibility criteria are underway. A programme of training is planned for November 2019 – January 2020. Revision to the Outcome Support Plan and Review Module which will provide evidence on how outcomes have been achieved and the impact on the persons health and social care outcomes.	Green	Completed. No known complaints since the roll out in April 2019 therefore not required to continue this measure	Green
Implement the actions detailed within the Health and Social Care Delivery Plan	Report on progress against trajectories for the 6 areas identified in the Health and Social Care Delivery Plan: Emergency Admissions; Unscheduled Care Bed Days; Accident and Emergency Attendances; Delayed Discharge Bed Days; End of Life Care; Balance of Care	<p>Information on the 6 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. The most recent trends against the 6 areas indicate the following:</p> <ul style="list-style-type: none"> <li>•Accident and Emergency demand continues to show an upward trend of 3.05% when compared with 2017/18 figures. These figures are not dissimilar to the national trends observed across Scotland</li> <li>•Emergency admissions have increased by 1.91% in comparison to 2017/18</li> <li>•Unscheduled care bed days continue to show a positive trend with a 2.41% decrease observed between 2017/18 and 2018/19</li> <li>•In total, the Partnership has reduced bed days associated with non-code 9 delayed discharges by 3,652 over the period April to March 2018/19</li> <li>•The last six month of life by setting shows a positive shift from 84.2% in 13/14 to 87% in 2018/19 for people remaining supported in the community as opposed to a hospital setting</li> <li>•In terms of the balance of care, 83% of people aged 75+ in South Lanarkshire remain at home unsupported. These figures have remained broadly consistent over the last 6 years.</li> </ul>	Green	Information on the 6 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.	Green

Support the implementation of the IJB Directions which focus on the shifting the balance of care	Provide progress reports to the IJB in relation to the Directions	A revised Directions report was issued by the Integrated Joint Board (IJB) at its meeting on 25 March 2019 to South Lanarkshire Council and NHS Lanarkshire. A total of 32 existing Directions were matched to the 44 new Commissioning Intentions detailed in the 2019/22 Strategic Commissioning Plan. At the April 2019 IJB meeting a further direction was issued with regards to Carers. In the first 6 months of this year, several updates on Directions have been given to the IJB and Social Work Committee with regards to: 1)the modernisation of South Lanarkshire Care Facilities 2)the review of day opportunities 3)progress with the implementation of Self Directed Support and improvement planning.	Green	A revised Directions report was issued by the Integrated Joint Board (IJB) at its meeting on 25 March 2019 to South Lanarkshire Council and NHS Lanarkshire. A total of 32 existing Directions were matched to the 44 new Commissioning Intentions detailed in the 2019/22 Strategic Commissioning Plan. At the April 2019 IJB meeting a further direction was issued with regards to Carers. In the first 6 months of this year, several updates on Directions have been given to the IJB and Social Work Committee with regards to: 1)the modernisation of South Lanarkshire Care Facilities 2)the review of day opportunities 3)progress with the implementation of Self-Directed Support and improvement planning.	Green
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#### Promote mental health across the lifespan

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Implement Government Strategies relating to mental health, additional support needs, physical, sensory and learning disability	Provide updates on national strategies, e.g. See Hear, Mental Health	Lanarkshire Mental Health & Wellbeing Strategy will have a formal launch on 24 October 2019. The Community Planning Partnership and South Lanarkshire Council (SLC) have already signed off on this and North Lanarkshire Council Integrated Joint Board (NLC IJB) will sign off at the beginning of October 2019. South Lanarkshire Council Integrated Joint Board (SLC IJB) endorsed the strategy in September 2019. An Executive Strategy Board has been set up with representatives from SLC, NLC & NHS.	Green	Progress continues to be made in relation to the See Hear Framework implementation.  The Lanarkshire Mental Health & Wellbeing Strategy reflects the mental health and wellbeing needs of the population and sets out the mental health & wellbeing priorities for Lanarkshire organisations 2019-2024.	Green

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

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Report on the LGBF/Scottish Government Benchmarking Indicators	Maintain performance of the LGBF: Self-directed Support (Direct payments and manage personalised budgets) spend on adults 18+ as a percentage of total social work spend on adults 18+ (SW2) in line with national average	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	The percentage of Self Directed Support (SDS) spend on adults continues to improve with an increase from 2.9% in 2017/18 to 3.7% in 2018/19. This upward trend is in line with the Scottish and the Family group, however, the result is still below the Scottish average of 7.3%. A robust action plan has been developed following the themed inspection of SDS, which included dedicated training sessions for all staff across the locality, and specific system improvements and guidance for staff. An independent consultation exercise was undertaken with Self Directed Support Scotland and actions arising from this will be implemented thereafter.	Green
	Maintain performance of the LGBF: Percentage of carers who feel supported to continue in their caring roles (SW4e)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and will be reported in Quarter 4.	Report Later	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later
	Maintain performance of the LGBF: Rate of readmissions to hospital within 28 days per 1,000 discharges (SW6)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	Information on the 6 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.	Green

	Maintain performance of the LGBF: Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (SW8)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	whilst South Lanarkshire's performance continues to improve, our results are still below the Scottish and Family group average. This data is monitored monthly and reported to the IJB. Performance is linked to the provision of Care at Home for people being discharged from hospital and as a council there is a challenge to get care packages in place. There has also been a 4% rise in A&E attendances in 2018/19 which affects performance.	Amber
Work in partnership to support carers to continue in their caring role	Remodel current commissioned carer support, information and engagement services by 1 April 2020	Service remodelling for Adult Support, information and engagement services during Q2 has continued with a range of activities to bring the new service to life.  Under the steer of the Carers Commissioning Group the Adult Carers Service Specification document has been approved. The Open Tender Process is currently underway with the Adult Carer Service being offered as a specific Lot. The Invitation to Tender alongside the Commercial Envelope and PCS-T have been uploaded with a range of Providers showing initial interest in delivering the new service  The Carers Partnership Group has been established with the first meeting taking place in September where a wide range of third sector organisations alongside HSCP staff and other interested parties met to identify the initial activities, plans and actions required to deliver the remodelled service	Green	The contract for our Adult Carer Support Service has been awarded to Lanarkshire Carer Centre, who have provided Carers Support for over 20 years in Lanarkshire.  Engagement with the provider commenced just before COVID 19 lock down. Lanarkshire Carers Centre are currently addressing TUPE (Transfer undertakings of public employees) with South Lanarkshire Carers Network.  Draft letters for both organisations are being issued, with a potential start date of services on 1 June 2020.	Green
	Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	To date there were 523 new cases supported by dedicated Welfare Rights Officers with £520,425 of benefits awarded within 2019/20.  The second quarter figures have been broken down below, but are included within the cumulative figures above.  Quarter 2: Number of new cases: 276 Weekly benefits: £25,463 Backdated benefits: £227,422	Green	In 2019-2020 there were 1080 new cases supported by dedicated Welfare Rights Officers.  There were 273 new cases in the fourth quarter. During Q4 the outcomes for carers, supported by dedicated Welfare Rights officers were: Weekly benefits: £29,498 Backdated benefits: £249,509 Annual benefits: £1,783,405  In total for 19-20, the outcomes for carers, supported by dedicated Welfare Rights officers were: Weekly benefits: £106,837 Backdated benefits: £920,109 Annual benefits: £6,475,633	Green

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

### Embed sustainable development strategy across Social Work Resources

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Reduce waste and increase recycling to contribute to the council's sustainability work	Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency	The recycled total at the end of Q2 was: No of items - 1265 Cost of items - £109,205 Value of items - £246,223 Since April there has been a saving over new to the council of - £138,870	Green	The recycled total at the end of Q4 was: No of items - 2450 Cost of items - £239,168 Value of items - £244,881 Since April there has been a saving for the council of - £283,041	Green
Deliver at least a 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Continue to reduce vehicle emissions in 2019-20 against the baseline of 2014-15	Social Work managers continue to monitor the level of mileage undertaken by employees. Whilst this can be challenging due to the need for Social Work Services to respond to crisis, there has been a positive reduction in movement of 2.3% in this quarter, with the year to date reduction in movement of 8.75%.	Green	Due to the current COVID 19 pandemic and staff working from home and other locations, pulling the usual statistical data together has not been possible. Social Work managers continue to monitor the level of mileage undertaken by employees.	Report Later

	Engage with Community and Enterprise Resources' Fleet Services to agree service specific vehicle emissions reduction strategies in line with service delivery requirements	Reports and updates are received from the Fleet Manager and Fuel Efficiency Officer which detail progress made with regards to vehicle emissions reduction strategies. The Fleet and Environmental Services team for the recent National Clean Air Day put on an event demonstrating the choice and affordability of electric and low emission vehicles. All staff were invited to attend and the option to try one of the vehicles was available.	Green	Fleet services continue to liaise with the designated Planning and Development Officer in Social Work Resources to agree vehicle emissions reduction strategies.	Green
Ensure effective contribution to meeting the Council's Sustainable Development and Climate Change objectives outlined in the Sustainable Development Climate Change Strategy 2017-2022	Ensure sustainable development principles and climate change duties are incorporated in new or revised policies, plans, strategies and projects and initiatives where appropriate	Social Work Resources continues to have an active role in delivering aspects of the council's Sustainable Development Strategy; Climate Change Duties Improvement Action Plan; and the Biodiversity Duty Implementation Plan.	Green	Social Work Resources continues to have an active role in delivering aspects of the council's Sustainable Development Strategy; Climate Change Duties Improvement Action Plan; and the Biodiversity Duty Implementation Plan.	Green

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

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
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Support people affected by substance misuse	90% of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	To date, 90% of drug/alcohol clients started treatment/psychosocial intervention within 3 weeks of referral within 2019/20.  In quarter 2 there were 128 referrals made and of these 115 (90%) of clients started their treatment within 3 weeks of referral.	Green	In 2019/20 there have been 606 referrals made to the service with 571 (94%) of cases have started their treatment within 3 weeks of referral.  In Quarter 4 from 01 January 2020 to 31 March 2020 there were 111 referrals, 107 (96%) of these referrals started their treatment within 3 weeks of referral.	Green
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#### Implement the Community Justice Outcome Improvement Plan

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
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Embed the new model for Community Justice in Scotland in South Lanarkshire Justice Services	Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board	The Community Justice Partnership continues to meet on a quarterly basis to progress the shared agenda. The Partnership met in June 2019 to self-assess their performance and consider how to improve the performance of the partnership during future years. New processes to report on activities were agreed and will be implemented in the current financial year, by partners submitting high-light reports to the partnership, they also endorsed the priority setting activities that take place throughout the year and are updated at the autumn annual conference for implementation in the following financial year. The current areas for collective priority partnership attention are: •Employability •Poverty •Accommodation The priority groups remain; women, young people and people returning to the area from prison. Annual reports to the SSLB are submitted and the coordinator for the Board is a member of the Partnership.	Green	Due to a range of circumstances the Community Justice Partnership has not met in the last quarter. The partnership Co-ordinator has provided commentary on the Community Justice Scotland Corporate Plan 20/23 the deadline for which has been extended until 30th April 2020.	Green
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Drug Treatment and Testing Orders (DTTO) continue to provide treatment package to diminish or eliminate an individuals drug misuse and associated offending	98% of clients are first seen within 2 working days of a DTTO commencing	To date, 100% of clients were first seen within 2 working days of a DTTO commencing within 2019/20.  In quarter 2 there were 2 Drug Treatment and Testing Orders commenced, both were seen within two days of the DTTO commencing.	Green	In 2019/20 100% of clients were first seen within 2 working days of a DTTO commencing.  In quarter 4 there were 5 Drug Treatment and Testing Orders commenced, all of which were seen within two days of a DTTO commencing.	Green
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### Safely and effectively manage and support those who have committed offences to help them reintegrate into the community and realise their potential

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Ensure high standards of compliance are maintained for Community Payback Orders	75% of offenders on CPO unpaid work requirement are seen within 5 working days by their case manager	To date, 79% of offenders on a Community Payback Order (CPO) unpaid work requirement were seen within the timescale.  In Quarter 2 there were 149 CPOs with an unpaid work requirement received; of these 115 orders (77%) were seen within timescale.	Green	In 2019/20 77% of offenders who have an unpaid work requirement have been seen within 5 working days.  In Quarter 4 (01 January 2020 to 31 March 2020) there were 124 unpaid work requirements. 98 (79%) were seen within 5 working days.	Green
	75% of people starting their placement within 7 days of a CPO unpaid work	To date, 78% of people starting their placement within 7 days of a Community Payback Order (CPO) were seen within the timescale.  In Quarter 2, 117 (78%) of unpaid work placements commenced within 7 days of orders being imposed out of a total of 150.	Green	In 2019/20 79% of people started their placement within 7 days of a Community Payback Order (CPO) commencing.  In Quarter 4 (1 January 2020 to 31 March 2020), 98 (79%) of unpaid work placements commenced within 7 days of orders being imposed out of a total of 124.	Green
Improve management of all offenders including high risk offenders	Produce MAPPA annual report and present to the Community Justice Partnership	The MAPPA annual report has been completed but is slightly delayed for publication. The intention is to present at the next Community Justice Partnership meeting scheduled for 18 December 2019.  North and South Lanarkshire Justice Services have undertaken a review of the MAPPA unit and the contingency arrangements to support its functions. A report is being made available to the Strategic Oversight Group on the findings. It is due to meet on 21 November 2019.	Green	The MAPPA annual report (2019) has now been published and available on the website.	Green
	100% of Criminal Justice Social Work reports submitted to Court by the due date	To date, 99% of Criminal Justice Social Work reports were submitted to Court by their due date within 2019/20.  In quarter 2 there were 360 criminal justice social work reports submitted to the court of these reports 354 (98%) were submitted by the due date.  The 2% not met in time related to six cases and they are currently being reviewed by local offices.	Amber	In 2019/20 98% of Criminal Justice Social Work reports were submitted to Court by their due date.  In quarter 4 there were 402 criminal justice social work reports submitted to the court of these reports 394 were submitted by the due date.	Amber

### Strengthen engagement with service users and carers

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
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Continue to support the culture where consultation and participation is part of the planning, development and delivery of all our services	Participation and Involvement Strategy is updated by 1 April 2020	The Participation and Involvement Strategy is being updated to include current legislation and practice within the service and to reflect our aim of consistent and meaningful service user and carer participation and involvement, built on the principles of citizen leadership. A draft document is available and it is anticipated that this work will be completed by April 2020.	Green	A proof of the Participation and Involvement Strategy is now available and publication is expected in April 2020.	Green
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## Support our communities by tackling disadvantage and deprivation and supporting aspiration

### Tackling poverty and deprivation

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Contribute to the tackling poverty agenda	Provide detail of the income generated (benefit awards/back dated benefits/debt advice) for clients of the Money Matters Advice Service on a quarterly basis	<p>To date, there were 2,117 new cases with a total of £6,946,810 benefits awarded for clients of the Money Matters Advice Service within 2019/20.</p> <p>A breakdown of the Quarter 2 figures are detailed below:</p> <p>Number of new cases: 1658  Weekly benefits: £130,579  Backdated benefits: £1,166,268  New debt dealt with: £2,318,374</p> <p>In addition to the number of new cases, during Quarter 2, 1507 people were provided with advice where the issue was resolved at the initial contact.</p>	Green	During 19/20, outcomes for people supported by the local Money Matters teams were: Number of new cases: 6450 Weekly benefits: £547,878 Backdated benefits: £4,718,507 Annual benefits: £33,208,163 New debt dealt with: £8,662,373 *Number of people provided with advice where issue was resolved at the initial contact: 6535 *this is additional to the number of new cases	Green

## Delivering the plan and achieving best value

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

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Ensure high standards of governance are being exercised	90% of risk control actions completed by due date	There were no risk control actions to be completed in this quarter.	Green	There were no risk control actions to be completed in this quarter.	Green
	90% of audit actions completed by due date	<p>To date, 93% of audit actions were completed within the timescale.</p> <p>As at the end of Quarter 2, 13 out of 14 (93%) of audit actions due were complete. The target of 90% has been achieved.</p>	Green	As at the end of Quarter 4, 25 out of 29 (86%) of audit actions due were complete. The target of 90% has not been achieved.	Amber

	<p>Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group</p>	<p>An update of the Social Work Resources Risk Register and Risk Control Plan 2019 was provided to the Insurance &amp; Risk Management Adviser which will be presented at the Corporate Management Team (CMT) meeting scheduled for the beginning of October.</p> <p>The Council's top risk register and risk control plan has been reviewed. This work was completed in September 2019. There were changes to the register and these are summarised as follows:</p> <ul style="list-style-type: none"> <li>• Failure to evidence sufficient progress against Care Inspectorate requirements</li> <li>• Failure to prepare for the analogue to digital switchover</li> <li>• Failure in multi-agency public protection procedures that result in harm to vulnerable children and adults.</li> </ul>	Green	<p>In this quarter the risk register has been reviewed in light of the performance of one of our registered care at home services.</p> <p>Corporate Resources have also issued the 2020/21 timetable for Top Risks and Resource Risk Register Review which will commence on 1 April 2020.</p>	Green
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA	96% of Freedom of Information (FOISA) requests to be processed within the 20 working day period	<p>Data for Freedom of Information (Scotland) Act (FOISA) requests is reported one quarter in arrears. In Quarter 1, 53 requests were received and 51 (96.2%) were responded to within the statutory time period.</p> <p>To date 96.2% of FOISA requests were processed within the statutory time period meeting the target.</p>	Green	<p>Data for Freedom of Information (Scotland) Act (FOISA) requests is reported one quarter in arrears. In Quarter 3, 39 requests were received and 39 (100%) were responded to within the statutory time period.</p> <p>To date 154 requests have been received and 94.81% of requests were processed within the statutory time period just missing the target.</p> <p>An Action plan has been created to address this. The plan includes a change to internal procedure/internal due dates and continually monitoring the volume of requests and where they are allocated.</p>	Green
	96% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	<p>Data for Environmental Information (Scotland) Regulations requests are reported one quarter in arrears. In Quarter 1, 0 requests were received. To date, 0 requests were received.</p>	Green	<p>Data for Environmental Information (Scotland) Regulations EI(S)R requests is reported one quarter in arrears. In Quarter 3, 0 requests were received.</p> <p>To date 0 EI(S)R requests have been received.</p>	Green
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days	<p>Data for General Data Protection Regulation/Data Protection Act requests are reported one quarter in arrears. In Quarter 1, 37 requests were received and 27 (73%) were responded to within the statutory time period.</p> <p>To date 73% of Data Protection Act requests were processed within the statutory time period not meeting the target.</p> <p>The delay in releasing the information was due to the complexity and volume of information requested. There was also a delay in identifying what information was held. The Resource is currently looking at additional strategies to ensure that the timescales will be met.</p>	Red	<p>Data for Data Protection Act (DPA) requests is reported one quarter in arrears. In Quarter 3, 36 requests were received and 31 (86.11%) were responded to within the statutory time period.</p> <p>To date 106 requests have been received and 81.13% of requests were processed within the statutory time period missing the target.</p> <p>An Action plan has been created to address this. The plan includes a change to internal procedure/internal due dates and continually monitoring the volume of requests and where they are allocated. A webinar in conjunction with Legal specifically for Social Work is also being created.</p>	Red

Ensure monitoring, compliance and control of externally purchased services	Ongoing monitoring of the quality of care provided by externally purchased services	Of the 38 external Care Homes for Older People, 36 have been inspected under the new quality framework. Four care homes have grade 2 (weak) under key question 1:How well do we support peoples wellbeing? The new care home, Bothwell Castle has yet to be inspected. All other care homes are performing at a good and above level. We continue to have evidence of good/very good performance across 11 external Day Care Services. Of the 18 Supported Living Providers, 15 are performing at a good and above level. Of the 16 Children's Care Home Services,15 are performing at good and above levels and 18 out of the 20 Home Care providers are operating at a good or above level.	Green	Most of our externally purchased services continue to perform at a good or above level.  In this Quarter 4, the Care Inspectorate has reduced its inspection footfall.  At the time of writing, all registered care service are coping with the unpresented demands placed on them as a result of COVID-19 pandemic.	Green
Produce annual Chief Social Work Officer Report	Chief Social Work Officer Report is produced and forwarded to Scottish Chief Social Work Officer by September 2019	The annual 2018/19 Chief Social Work Officer Report has been drafted, and the draft has been shared with the Scottish Government. The report will be presented to the Social Work Committee on 11th December 2019.	Green	The Chief Social Work Officer report (2019) has now been published and available on the website.	Green

#### Promote equality and the well being of staff

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Utilise the council workforce strategy toolkit to review and monitor Resource Workforce plans to be in place by 2020	Continue to review Resource Workforce plans and monitor actions to respond to workforce changes and meet future needs in line with the workforce planning review cycle	As part of the Council's performance management arrangements, regular workforce monitoring reports are submitted to Social Work Committee. The last report was submitted on 2 October 2019 and provided employment information for period June to July 2019.	Green	As part of the Council's performance management arrangements, regular workforce monitoring reports are submitted to Social Work Committee.	Green

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Ensure that Scottish Government Performance Reports are submitted within timescale: LAAC; Child Protection; Justice Services; Mental Health; Learning Disability; Homecare and Respite	The Adult Protection, Drug Treatment and Testing Orders (DTTO), Justice, Community Payback Order and Social Care Survey Q3 and Q4 returns have all been submitted within deadlines in Quarter 2.	Green	All returns due in for the period have been submitted within timescales .	Green
Ensure registered care services are compliant with health and social care standards	Report on annual care inspectorate evaluations of our 42 registered services	Social Work Services are regulated and inspected by the Care Inspectorate and we currently have 42 registered services as well as two Family Centres:  8 Care Homes for Older People 6 Care Homes for Children and Young People 13 Day Care Services for Older People 6 Day Care Adult Lifestyles Services Centres for Adults 2 Community Support Services for Adults (Care and Support) 4 Home Care Services 3 Children's Family Services: Adoption, Fostering, Supported Care  During 2019/20, there has been a total of eight inspections carried out; Children's Home x2, Day Centre x4, Home Care Provisionx1 and Residential Home x1.	Green	The annual return of our registered services inspected in 2019/2020 has been forwarded to Internal Audit. Of the 18 services inspected (one being inspected twice in the year) the evaluations of two home care services has involved the development of detailed action plans. An oversight Home Care Inspection Core Group consisting of senior managers has also been established.	Green

Report on the LGBF/Scottish Government Benchmarking Indicators	Maintain performance of the LGBF: Proportion of care services graded 'good' or better in Care Inspectorate Inspections (SW7)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	The proportion of care services graded 'good' or better in 2018/19 has been broadly maintained for the majority of services. The slight differential in this relates to home care, whereby grading for Hamilton was unsatisfactory and Rutherglen weak. In terms of improvement activity, there is a full review of the Hamilton service and also work being extended to cover improvement activity for the Rutherglen locality.	Amber
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### Improve the skills, flexibility and capacity of the workforce

Action	(non statistical measures shaded grey) Measures	Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	5% Labour turnover rate	To date, the labour turnover rate is 2.7% which is below the target.	Green	In 2019-20 the labour turnover rate is 5.6% which is above the target.  At the time of writing, all service areas are coping with the unrepresented demands placed on them as a result of COVID-19 pandemic.	Red
	100% coverage of Performance Appraisals (PAs) of employees in scope	To date, there has been a 40% coverage of Performance Appraisals (PAs). It is anticipated that the target of 100% will be achieved by Quarter 4	Amber	In 2019/20 there were 38.8% of Performance Appraisals completed.  At the time of writing, all service areas are coping with the unrepresented demands placed on them as a result of COVID-19 pandemic.	Red
Progress the Council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource	A Project Governance Coordinator for Technology enabled Care has now been successfully recruited. Work will now commence to recruit further technology enabled care capacity and expertise in line with Social Work Committee approval later this year. This new team will provide the necessary knowledge, skills and expertise to increase the use of technology enabled care in supporting people to remain at home. Work is also underway to consider a replacement system within Social Care for SWiSplus. An outline Business Case has been developed for consideration and will be presented to the Senior Management Team in due course.	Green	A Technology Enabled Care Team consisting of a Project manager and three Assistive Technology Officers as part of scaling up and rolling out the use of technology solutions to support people in managing their care has now been recruited. This new team provides the necessary knowledge, skills and expertise to increase the use of technology enabled care in supporting people to remain at home. Work is also underway to consider a replacement system within Social Care for SWiSplus. An outline Business Case has been developed for consideration and will be presented to the Senior Management Team in due course.	Green
Contribute to reducing the Council's reliance of avoidable single-use plastic items	Contribute to the development of the Council's single-use plastic action plan by prioritising items in use across the Resource. Progress will be reported to the Sustainable Development Member Officer Working Group	The Resource continues to contribute to the Council's single use plastic action plan having undertaken an exercise across all our establishments this quarter.  Work is continuing within our registered care services in terms of awareness raising to the impact of the use of plastics and alternative products.	Green	The Resource continues to contribute to the Council's single use plastic action plan.  We continue to work with our registered care services in terms of awareness raising of the impacts of single-use plastic.	Green
Contribute to a fair, healthy and sustainable food system	Contribute to the development of the Council's Food Strategy which will encompass social, health, economic and environmental concerns related to food	There has been no further activity since Quarter 1.  The Food Strategy and Action Plan is scheduled to go to Committee in January 2020. Once it has been approved a further meeting will take place of the Food Growing Group.	Green	The Food Strategy and Action Plan went to Committee in January 2020. However, at the time of writing, all service areas are coping with the unrepresented demands placed on them as a result of COVID-19 pandemic and therefore unable to report on Resource progress at this time.	Green