

Social Work Resources

improve

Resource Plan

Performance Report 2019-20
Quarter 4 : April 2019 - March 2020

(This represents the cumulative position to March 2020)

How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – are we on course to achieve?
The “traffic light” codes are:

Green

Achieved, or due to achieve with no issues

Amber

There may be problems or minor slippage

Red

Not on course, major slippage anticipated

Measures which are to be reported later or which are “for information only” are not colour coded

Develop a sustainable Council and communities

Provide services and infrastructure which help local communities to become more sustainable

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

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

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

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

Council Objective / Theme	Green	Amber	Red	Report later / Contextual	Total
Improve later life	6	1		3	10
Protect vulnerable children, young people and adults	12		2	1	15
Deliver better health and social care outcomes for all	8	1		1	10
<i>Improve the quality, access and availability of housing</i>					
<i>Improve the road network, influence improvements in public transport and encourage active travel</i>					
Work with communities and partners to promote high quality, thriving and sustainable communities	10	1		1	12
<i>Support the local economy by providing the right conditions for inclusive growth</i>					
Support our communities by tackling disadvantage and deprivation and supporting aspiration	1				1
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
<i>Encourage participation in physical and cultural activities</i>					
Delivering the plan and achieving best value	12	2	3		17
Total	49	5	5	6	65

Improve later life

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	<p>Detailed Actions Plans have been developed in relation to two of our Home Care Services.</p> <p>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.</p> <p>At the time of writing, all service areas are coping with the unrepresented demands placed on them as a result of COVID-19 pandemic.</p>	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	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	-----	61%	36%	-----	61%
	Maintain performance of the LGBF: Home care costs per hour for people aged 65 or over (SW1) in line with national average	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	-----	20	20	-----	21
	Maintain performance of the LGBF: Residential cost per week per resident for people aged 65 or over (SW5) in line with national average	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	-----	430	401	-----	410

Improve later life**Improve services and support to enable adults and older people to maximise their independence**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	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	-----	29%	0%	0%	0%
	Number of hours provided for intensive (10 hrs+) home care as a proportion of all care at home provided	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	-----	53%	0%	0%	0%
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	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later	-----	-----	0%	-----	82%
	Maintain performance of the LGBF: Percentage of adults supported at home who agree that they are supported to live as independently as possible (SW4c)	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later	-----	-----	0%	0%	0%
	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)	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later	-----	-----	0%	0%	0%

Improve later life**Promote good health and wellbeing in later life**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Extend the range and choice of day opportunities for older people	Develop and modernise day care services for older people which supports personal outcomes	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	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Improve the effectiveness of response to child protection	Monitor the number of investigations undertaken (level of child protection activity)	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	-----	685	712	754	690
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	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	-----	-----	87%	-----	-----

Protect vulnerable children, young people and adults**Protect vulnerable adults**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	Since 1 April 2019, there has been 939 Adult Protection Inquiries, 394 investigations and 17 Protection Plans progressed. Quarter 4 data shows the resource received 228 Adult Protection inquiries, carried out 99 Investigations which led to 3 Protection Plans being progressed.	Green	---	---	---	---	---
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	Since 1 April 2019, there has been 1,953 AP Inquiries, 925 AP investigations and 19 Protection Plans carried out. Quarter 4 data shows the resource received 570 Adult Protection Inquiries, carried out 240 AP Investigations with 6 Protection Plans progressed.	Green	---	---	---	---	---
Monitor Adults with Incapacity (AWI) activity	90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there has been a total of 240 LA Guardianship visits undertaken with 93% (224) completed within timescale. 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.	Green	90%	93%	91%	94%	98%

Protect vulnerable children, young people and adults

Protect vulnerable adults

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there has been a total of 2,322 private guardianship visits undertaken with 86% (1,995) completed on time. 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.	Red	90%	86%	87%	91%	93%

Getting it right for children in need

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
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	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.	Green	---	---	---	---	---

Protect vulnerable children, young people and adults**Getting it right for children in need**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Maintain performance of the LGBF: Percentage LAC with more than one placement in last year (Aug-Jul) (CHN23)	The number of children whose placements have been maintained has improved significantly and is more favourable than the Scottish average.	Green	-----	16%	0%	0%	0%
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 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	<p>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.</p> <p>Early engagement with the service provider has been hampered with the current COVID 19 situation.</p> <p>A letter has been drafted to the provider with an estimated service start date of early July.</p>	Report Later	---	---	---	---	---

Protect vulnerable children, young people and adults**Getting it right for every looked after child**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Improve support for looked after children	75% of children seen by a supervising officer within 15 days	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, 93% were seen within 15 days of the hearing date.	Green	75.0%	90.0%	100.0%	100.0%	93.0%
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, 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	75.0%	71.0%	88.0%	75.0%	79.0%
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	Continuing work regarding supporting young people within the community having positive effect on numbers requiring residential based services.	Green	-----	2,817	2,546	2,853	2,327
	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	While the costs have increased over the last year South Lanarkshire Council has maintained position of lower costs than the Scottish average.	Green	-----	240	202	242	224

Protect vulnerable children, young people and adults**Getting it right for every looked after child**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Maintain performance of the LGBF: Percentage of child protection re-registrations within 18 months (CHN22)	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	-----	6%	0%	0%	0%

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
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	Completed. No known complaints since the roll out in April 2019 therefore not required to continue this measure	Green	---	---	---	---	---

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	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	---	---	---	---	---

Deliver better health and social care outcomes for all**Promote mental health across the lifespan**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
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	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	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
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	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	-----	4%	2%	-----	3%

Deliver better health and social care outcomes for all**Promote choice, control and flexibility in social care**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2016/17	2017/18	2018/19
	Maintain performance of the LGBF: Percentage of carers who feel supported to continue in their caring roles (SW4e)	Data is collected every two years - the next set of results will be available in 2019/20.	Report Later	-----	-----	0%	0%	0%
	Maintain performance of the LGBF: Rate of readmissions to hospital within 28 days per 1,000 discharges (SW6)	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. Rate of readmissions has increased by 1.1% but our ranking has improved from 14 (17/18) to 13 (18/19). Although performance has decreased, we are still above the Scottish Average by 4.9%.	Green	-----	98	0	0	0

Deliver better health and social care outcomes for all**Promote choice, control and flexibility in social care**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Maintain performance of the LGBF: Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (SW8)	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	-----	1,025	0	0	0

Deliver better health and social care outcomes for all**Promote choice, control and flexibility in social care**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	<p>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.</p> <p>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.</p> <p>Draft letters for both organisations are being issued, with a potential start date of services on 1 June 2020.</p>	Green	---	---	---	---	---
	Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	<p>In 2019-2020 there were 1080 new cases supported by dedicated Welfare Rights Officers.</p> <p>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</p> <p>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</p>	Green	-----	1,080	1,010	962	1,057

Work with communities and partners to promote high quality, thriving and sustainable communities**Embed sustainable development strategy across Social Work Resources**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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 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	-----	2,450	2,498	2,220	2,530
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	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	-----	-----	0%	0%	-----
	Engage with Community and Enterprise Resources' Fleet Services to agree service specific vehicle emissions reduction strategies in line with service delivery requirements	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	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide access to timely support and interventions for people/groups who are disadvantaged**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Support people affected by substance misuse	90% of drug/alcohol clients start treatment/psychosocial intervention within 3 weeks of referral	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	90%	94%	100%	94%	93%

Implement the Community Justice Outcome Improvement Plan

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	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	---	---	---	---	---
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	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	98.0%	100.0%	100.0%	100.0%	93.0%

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

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	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	75.0%	77.0%	73.0%	78.0%	80.0%
	75% of people starting their placement within 7 days of a CPO unpaid work	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	75.0%	77.0%	66.0%	81.0%	77.0%
Improve management of all offenders including high risk offenders	Produce MAPPA annual report and present to the Community Justice Partnership	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	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	100.0%	98.0%	99.0%	99.0%	99.0%

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

Strengthen engagement with service users and carers

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	A proof of the Participation and Involvement Strategy is now available and publication is expected in April 2020.	Green	---	---	---	---	---

Support our communities by tackling disadvantage and deprivation and supporting aspiration

Tackling poverty and deprivation

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	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	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Ensure high standards of governance are being	90% of risk control actions completed by due date	There were no risk control actions to be completed in this quarter.	Green	90%	----	----	100%	----

Delivering the plan and achieving best value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
exercised	90% of audit actions completed by due date	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	90%	86%	90%	67%	81%
	Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	In this quarter the risk register has been reviewed in light of the performance of one of our registered care at home services. Corporate Resources have also issued the 2020/21 timetable for Top Risks and Resource Risk Register Review which will commence on 1 April 2020.	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	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. To date 154 requests have been received and 94.81% of requests were processed within the statutory time period just missing the target. 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.	Green	96%	95%	83%	-----	82%

Delivering the plan and achieving best value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
	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	Data for Environmental Information (Scotland) Regulations EI(S)R requests is reported one quarter in arrears. In Quarter 3, 0 requests were received. To date 0 EI(S)R requests have been received.	Green	96%	-----	0%	-----	-----
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days	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. To date 106 requests have been received and 81.13% of requests were processed within the statutory time period missing the target. 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.	Red	90%	81%	0%	0%	76%
Ensure monitoring, compliance and control of externally purchased services	Ongoing monitoring of the quality of care provided by externally purchased services	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 unrepresented demands placed on them as a result of COVID-19 pandemic.	Green	---	---	---	---	---

Delivering the plan and achieving best value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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 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	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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.	Green	---	---	---	---	---

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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	All returns due in for the period have been submitted within timescales .	Green	---	---	---	---	---

Delivering the plan and achieving best value

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Ensure registered care services are compliant with health and social care standards	Report on annual care inspectorate evaluations of our 42 registered services	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)	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	-----	78%	0%	0%	0%

Improve the skills, flexibility and capacity of the workforce

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and	5% Labour turnover rate	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	5.0%	5.6%	2.2%	-----	-----

Delivering the plan and achieving best value**Improve the skills, flexibility and capacity of the workforce**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
development opportunities	100% coverage of Performance Appraisals (PAs) of employees in scope	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	100.0%	38.8%	90.0%	-----	-----
Progress the Council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource	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 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	---	---	---	---	---
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. 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	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	---	---	---	---	---