

## **Social Work Resources**

# improve

### **Resource Plan**

**Performance Report 2019-20**

**Quarter 2 : April 2019 - September 2019**

(This represents the cumulative position to September 2019)

## 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	To be reported later / Contextual	Total
<b>Improve later life</b>	<b>4</b>			<b>6</b>	<b>10</b>
<b>Protect vulnerable children, young people and adults</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>15</b>
<b>Deliver better health and social care outcomes for all</b>	<b>6</b>			<b>4</b>	<b>10</b>
<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>					
<b>Work with communities and partners to promote high quality, thriving and sustainable communities</b>	<b>10</b>	<b>1</b>		<b>1</b>	<b>12</b>
<i>Support the local economy by providing the right conditions for inclusive growth</i>					
<b>Support our communities by tackling disadvantage and deprivation and supporting aspiration</b>	<b>1</b>				<b>1</b>
<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>					
<b>Delivering the plan and achieving best value</b>	<b>14</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>17</b>
<b>Total</b>	<b>43</b>	<b>3</b>	<b>2</b>	<b>17</b>	<b>65</b>

## Improve later life

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	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	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	---	---	---	---	---
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	-----	-----	36%	-----	61%
	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	-----	-----	20	-----	21
	Maintain performance of the LGBF: Residential costs per resident for people aged 65 and 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	-----	-----	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	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	-----	46%	0%	0%	0%
	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	-----	78%	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	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	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	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	0%	0%	0%
	Maintain performance of the LGBF: Percentage of adults supported at home who agreed that they had a say in how their help, care or support was provided	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	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	----- This Year -----			----- Last 3 Years -----		
			Status	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	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	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	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)	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	-----	318	712	754	690



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

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
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	----	----	87%	----	----

**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
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	To date there has been 501 Inquiries, 204 Investigations and 2 Protection Plans carried out in 2019/20.  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.	Green	---	---	---	---	---
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	To date there has been 863 Inquiries, 436 Investigations and 5 Protection Plans carried out in 2019/20.  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.	Green	---	---	---	---	---

**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 Adults with Incapacity (AWI) activity	90% of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there was a total of 130 local authority welfare guardianship visits due with 98% (127) being completed on time.  During 1 July 2019 - 30 September 2019 (Quarter 2) there were 80 visits due with 78 (98%) completed within timescale.	Green	90%	98%	91%	94%	98%
	90% of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there was a total of 1249 Private Welfare Guardianship visits due with 1106 completed on time (89%).  During 1 July 2019 - 30 September 2019 (Quarter 2) there were 681 visits due with 616 (90%) seen within timescale.  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.  This measure will be performance monitored at Fieldwork Manager and Social Work Governance forums.	Amber	90%	89%	87%	91%	93%



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

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 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	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.	Green	---	---	---	---	---
	Maintain performance of the LGBF: Percentage LAC with more than one placement in last year (Aug-Jul) (CHN23)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	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 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	---	---	---	---	---
	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	---	---	---	---	---

**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, 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, 100% were seen within 15 days of the hearing date.	Green	75.0%	97.0%	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, 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 locality timescales.	Red	75.0%	69.0%	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	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	2,546	-----	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	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	202	-----	224
	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	-----	-----	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	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	---	---	---	---	---

**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 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	---	---	---	---	---

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

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

**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	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	---	---	---	---	---

**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
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	-----	-----	2%	-----	3%
	Maintain performance of the LGBF: Percentage of carers who feel supported to continue in their caring role	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	0%	0%	0%
	Maintain performance of the LGBF: Readmissions to hospital within 28 days of discharge	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	0	0	0
	Maintain performance of the LGBF: Number of days people spend in hospital when they are ready to be discharged	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	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
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>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.</p> <p>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</p> <p>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 services.</p>	Green	---	---	---	---	---
	Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	<p>To date there were 523 new cases supported by dedicated Welfare Rights Officers with £520,425 of benefits awarded within 2019/20.</p> <p>The second quarter figures have been broken down below, but are included within the cumulative figures above.</p> <p>Quarter 2:            Number of new cases: 276            Weekly benefits: £25,463            Backdated benefits: £227,422</p>	Green	-----	523	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	Quarter 2 will be reported in Quarter 3 as information is not currently available until 14 October 2019.	Report Later	-----	319	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	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	-----	9%	0%	0%	-----
	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	---	---	---	---	---
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 <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	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	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	90%	90%	100%	94%	93%

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

### Implement the Community Justice Outcome Improvement Plan

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	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	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	---	---	---	---	---
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	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 (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 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	75.0%	79.0%	73.0%	78.0%	80.0%
	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	75.0%	78.0%	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 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	---	---	---	---	---

**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 (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
	100% of Criminal Justice Social Work reports submitted to Court by the due date	<p>To date, 99% of Criminal Justice Social Work reports were submitted to Court by their due date within 2019/20.</p> <p>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.</p> <p>The 2% not met in time related to six cases and they are currently being reviewed by local offices.</p>	Amber	100.0%	99.0%	99.0%	99.0%	99.0%

**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	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	---	---	---	---	---



## Support our communities by tackling disadvantage and deprivation and supporting aspiration

## Tackling poverty and deprivation

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	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	<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	---	---	---	---	---

## 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	----- This Year -----			----- Last 3 Years -----		
			Status	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	To date, 93% of audit actions were completed within the timescale.  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.	Green	90%	93%	90%	67%	81%
	Risk register is regularly reviewed, agreed and updated through the Performance and Continuous Improvement Groups and Social Work Governance Group	An update of the Social Work Resources Risk Register and Risk Control Plan 2019 was provided to the Insurance & Risk Management Adviser which will be presented at the Corporate Management Team (CMT) meeting scheduled for the beginning of October.  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:  •Failure to evidence sufficient progress against Care Inspectorate requirements •Failure to prepare for the analogue to digital switchover •Failure in multi-agency public protection procedures that result in harm to vulnerable children and adults.	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	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
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 1, 53 requests were received and 51 (96.2%) were responded to within the statutory time period.  To date 96.2% of FOISA requests were processed within the statutory time period meeting the target.	Green	-----	96%	83%	-----	82%
	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 requests are reported one quarter in arrears. In Quarter 1, 0 requests were received. To date, 0 requests were received.	Green	-----	0%	0%	-----	-----

## 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	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	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	90%	73%	0%	0%	76%
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, 30 have been inspected under the new quality framework. Two care homes have grade 2 (weak) under key question 1:How well do we support peoples wellbeing? A new care home (Bothwell Castle) has yet to be inspected. We continue to have evidence of good/very good performance across 11 external Day Care Services, 19 Supported Living Providers, 16 Children's Care Home Services, and 19 out of the 21 Home Care providers are operating at a good or above level.	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	---	---	---	---	---

## Delivering the plan and achieving best value

### Promote equality and the well being of staff

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
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	---	---	---	---	---

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 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	---	---	---	---	---

## 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	<p>Social Work Services are regulated and inspected by the Care Inspectorate and we currently have 42 registered services as well as two Family Centres:</p> <p>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</p> <p>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.</p>	Green	---	---	---	---	---
Report on the LGBF/Scottish Government Benchmarking Indicators	Maintain the performance of the LGBF: Proportion of care services graded 'good' 4 or better in Care Inspectorate inspections	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020.	Report Later	-----	-----	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	5% Labour turnover rate	To date, the labour turnover rate is 2.7% which is below the target.	Green	5.0%	2.7%	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
of personnel policies and employee learning and development opportunities	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	100.0%	40.0%	90.0%	-----	-----
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	---	---	---	---	---
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	---	---	---	---	---
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	---	---	---	---	---