

South Lanarkshire Council

Annual Performance Report

2015 – 16

SOUTH
LANARKSHIRE
COUNCIL



New Lanark



Annual
Performance
Report

2015 – 16

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Introduction



Hamilton Mausoleum

Welcome to South Lanarkshire Council's Annual Performance Report 2015-16.

As a council, we continue to strive to improve our services in order to fulfil our vision: **'Improve the quality of life of everyone in South Lanarkshire'**

We are committed to ensuring that our residents and customers are kept properly informed about our services, how they are performing and what areas of improvement we will tackle in the years ahead.

In order that the council's performance information is as accessible and understandable as possible, in this report:

- We identify the range of the services provided by the council
- We explain the framework within which we progress performance management and improvement
- We summarise the relevant financial information for South Lanarkshire Council for 2015-16
- We identify the council's 19 objectives, as set out in the Council Plan, Connect 2012-17. In order to provide a more balanced picture we have reported on the highlights for 2015-16, the areas for improvement and action, how we respond to customer views and the next steps in achieving these objectives
- We also compile [Performance at a glance](#) reports. These short, summary reports are prepared for

each of the main service areas as well as the corporate services which shape the development of our organisation. The latest versions are on the [council's website](#)

Signposts and links to further reports and information on our own website and external organisations' websites are also included for your convenience (in the coloured writing).

Suggestions and comments on our reports are always welcome. Please use the [feedback survey](#) or email us at performance@southlanarkshire.gov.uk.

If you need this information in another language or format, please contact us to discuss how we can best meet your needs: Phone: 0303 123 1015
Email: equalities@southlanarkshire.gov.uk

The information contained within this document reflects the position based on the available data at the time of publication. (August 2016)

Forewords by the Leader of the council, Eddie McAvoy and by the Chief Executive, Lindsay Freeland

Public performance reporting is essential as we continue to strive for improvements in our day-to-day service delivery.

This Annual Performance Report gives a balanced overview of the council's work in context.

It is important that both the satisfaction and any dissatisfaction of our customers is recognised.

This is vital in highlighting areas where we are getting things right and where we need to make further progress.

We have to be innovative as we adapt and make improvements, working as we do against a backdrop of financial and economic challenges.

Delivering the best possible services for the people of South Lanarkshire is our council's top priority.

We track our progress by looking at relevant facts and figures throughout the year and, importantly, we also compare our work with that of other local authorities and partner organisations.

As such, all information we receive informs our thinking and helps us develop our service delivery as we endeavour to improve the quality of life of everyone in South Lanarkshire.

To help us going forward, feedback on our service delivery is important.

I value your ideas and opinions and look forward to receiving your comments on the [feedback survey](#) form.

Thank you for taking the time to read this report.



Eddie McAvoy
Leader of the Council

Improving the quality of life of everyone in South Lanarkshire is the core vision of the council.

We strive to achieve that goal and work hard to do so, in partnership with our communities.

We have a duty to strive to continually improve, and ongoing monitoring plays an important part in helping us do that.

Our vision is laid out in the Council Plan [Connect](#) 2012-17 and informs all we do as a council.

This Annual Performance Report outlines our progress, highlighting our performance and achievements for 2015-16 measured against the council's 19 service objectives and nine priorities. These are grouped under our 'Partnership Ambitions' – explained in the Connect diagram in the Our Objectives section. This report notes improvements we have made but also, importantly, it also highlights areas where further progress is required. Furthermore, this report explains how we plan to make such progress. It also notes how we managed our budget for the year.

[Performance at a glance](#) reports give a useful snapshot summary of our key service delivery areas.

Suggestions and comments are welcome by either completing the [feedback survey](#) or emailing performance@southlanarkshire.gov.uk

I hope you find this report both informative and helpful.



Lindsay Freeland
Chief Executive

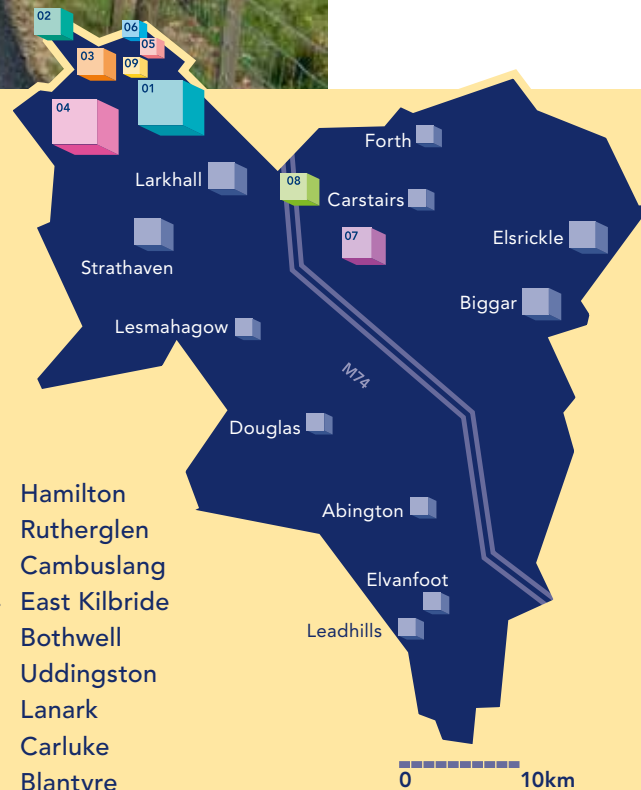
Our council



South Lanarkshire is Scotland's fifth largest local authority in terms of population with 315,000 residents. It covers an area of 1,772 square kilometres of land in central and southern Scotland, almost 80% of which is agricultural. The council provides services for everyone in this large and diverse geographical area.

Within South Lanarkshire there are four towns with a population of over 20,000 (East Kilbride, Hamilton, Rutherglen and Cambuslang) and a further 17 towns and settlements with a population of over 1,000.

South Lanarkshire Council is divided into 20 wards which are represented by 67 **councillors** who are responsible for agreeing the council's plans and policies and deciding how the council's budget should be spent.



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Our council

The council's most senior officer is the **Chief Executive**, supported by the senior management structure of **Executive Directors** and Heads of Service.

The council provides a wide range of services through different departments, known as **Resources**. There are five Resources in the council delivering the range of services identified below:

Community and Enterprise Resources

Community and Enterprise Resources comprises various services operating from a wide variety of locations throughout South Lanarkshire. The diverse range of services contributes significantly to the quality of life experienced by both residents and visitors to South Lanarkshire. Activities include:

- promoting economic development, access to jobs and delivering support for local businesses
- managing programmes to tackle disadvantage and deprivation
- collecting and disposing of waste and recycling



- setting and managing the framework for development in the area
- assisting and guiding physical development and regeneration
- providing consumer and trading standards services
- road maintenance and reconstruction; supporting safe and effective transport
- maintaining and developing community facilities, play parks, gardens and open spaces
- protecting public health through the delivery of environmental health services
- keeping our streets clean and free from pests
- providing facilities management services, including school meals, crossing patrols and public conveniences
- leading the council in developing and promoting sustainability
- providing bereavement services
- managing the council's vehicle fleet including: refuse collection, roads maintenance, street sweeping and passenger transport

The responsibility for the operation, management and development of indoor and outdoor sport and leisure facilities, community halls, arts venues, country parks, and libraries and museum service lies with **South Lanarkshire Leisure and Culture (SLLC)**, a charitable trust set up by South Lanarkshire Council to deliver these services on behalf of the council. SLLC produces its own Annual Report detailing its main areas of activity, highlights and achievements during **2015-16**, which is available on the SLLC website.

Our council



Auchengray Primary School

Education Resources

Education Resources is South Lanarkshire's largest service in terms of spend. There are 49,000 young people attending nursery, primary, secondary and additional support needs schools in South Lanarkshire. There are 123 primary schools, 17 secondary schools, seven additional support needs schools and 22 additional support needs bases in the South Lanarkshire area. Pre-school education is provided in 71 early years establishments, along with our partnership agreements with external providers: facilities include one nursery school, 59 nursery classes, 11 community nurseries and partnerships with 62 external providers.

The Resource is also responsible for the work of staff responsible for services in Inclusive Education Services, Integrated Children's Services, Psychological Services, the Curriculum and Quality Improvement Service, Community Learning and Youth Learning, Support Services, Schools Modernisation and Learning Community Teams.

Finance and Corporate Resources

Finance and Corporate Resources plays a central role in the council. It oversees the council's budget through Finance Services, provides IT services, provides an Internal Audit function and arranges for the council's approach to improvement and risk management.

It also provides all committees with administrative support and provides services for councillors. In addition, it provides personnel services, consultation and equalities advice; legal services; registration of births, deaths and marriages; licensing services; and communications services for all council Resources.

Responsibilities also include the Q and A and Customer Service Centre, collection and administration of money, including Council Tax for over 147,000 properties and rent for 25,201 council houses and the administration of housing benefit.

Housing and Technical Resources

Housing and Technical Resources comprises three main service areas. These are Area, Property and Support Services, which are responsible for developing and delivering a wide range of services, including:



New housing, Fernhill

Housing and Technical Resources (continued)

- provision of comprehensive housing management and homelessness services, delivered from our decentralised Area housing offices
- housing repairs and maintenance
- property advice, maintenance, design and improvement services, new build housing, community and other facilities and a responsive maintenance service for council premises
- provision of antisocial behaviour investigation, community warden and mediation services
- management of the council's non operational assets including management of the lease portfolio and delivery of the capital receipts programme; corporate property information development and provision of a professional valuation service
- development and implementation of the Local Housing Strategy, Strategic Housing Investment Plan, Anti social Behaviour Strategy, Tenant Participation Strategy and other related plans, to ensure an appropriate supply of good quality housing and services that meet the needs of the residents

Social Work Resources

The aim of **Social Work Resources** is to promote social welfare and provide effective care and support to meet the needs of vulnerable people in South Lanarkshire. We are committed to providing responsive and accessible services, with defined standards for service provision and supporting people to maximise their potential, maintain their independence and improve outcomes.



Whilst there are challenges facing Social Work, there are also real opportunities, in particular the continuing implementation of health and social care integration, which builds on and enhances the existing joint working relationships across the partner agencies in South Lanarkshire.

Social Work Resources, along with community planning partners and voluntary and independent provider organisations, offers a range of services designed to enable, support, improve and protect the health and social care of people using our services. Social Work Resources' activities include:

- dealing with over 40,000 referrals a year
- assessment, specialist assessment and support
- providing targeted services for vulnerable children, young people and adults
- providing care at home
- support services, day, respite and residential services
- enabling carers to continue in their caring role
- supervision and monitoring in the protection of vulnerable children and adults
- working with those subject to requirements within justice and mental health legislation

Our Strategic Framework for Performance Management and Improvement

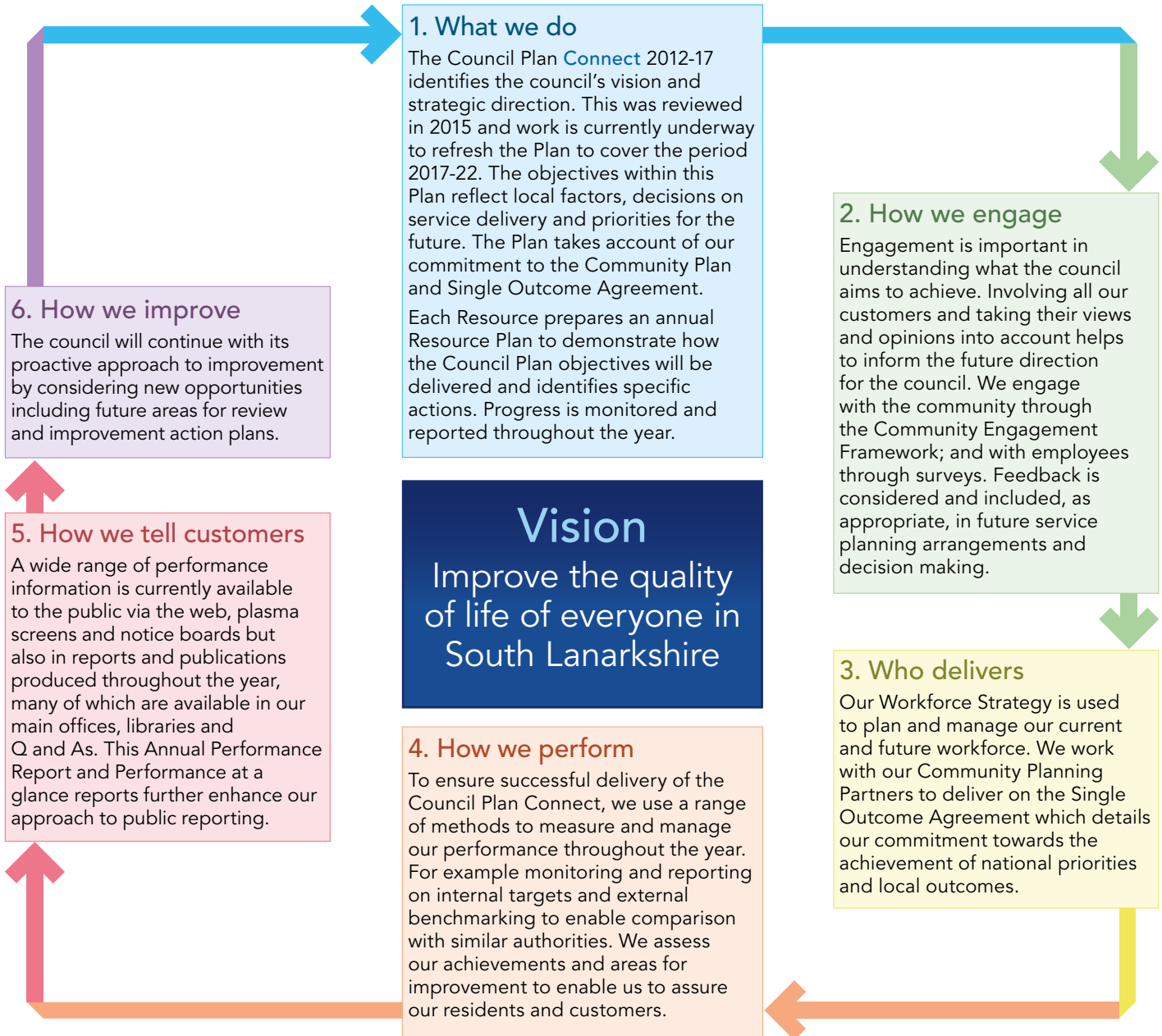
We rely on having good information on which to base our decisions on how to deliver our services more efficiently and more effectively. Successful performance management is organised and structured to allow people to work together and do the right things.



East Milton Primary School

The council's framework for managing performance and improvement is shown in the diagram on the page following and follows a continuous approach. Each of the stages in the framework is explained briefly.

Our Strategic Framework for Performance Management and Improvement



Our financial performance

General Fund

South Lanarkshire Council's General Fund accounts for all services provided by the council, other than Housing Services (which must be accounted for separately – see section on Housing Account).

Council expenditure falls into two categories:

1. Revenue expenditure is the cost of running services: for example salaries, electricity, supplies and minor repairs. This will be off-set by **Revenue income** or money received from, for example the sale of goods or services, admission fees and commissions.

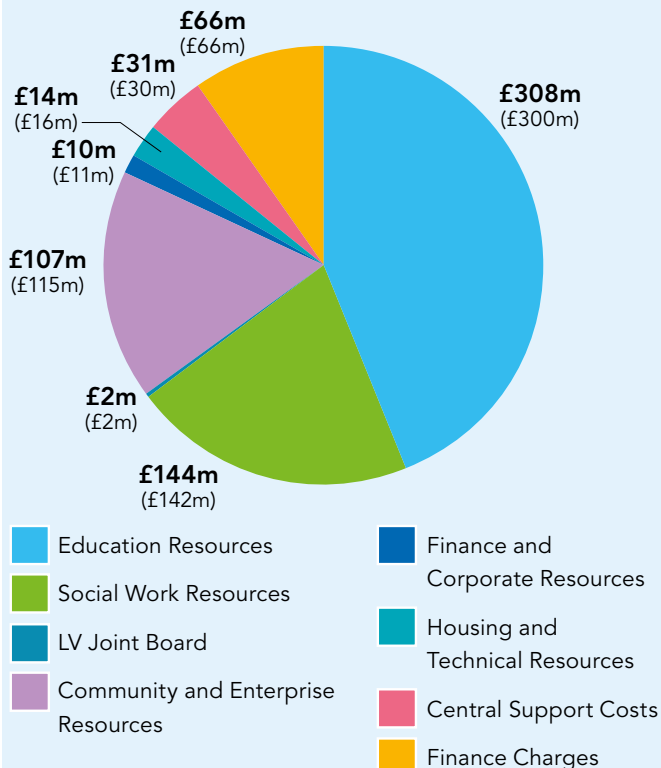
In 2015-16 revenue funding of £682million was raised from two main sources:

- funding from Scottish Government grants, Non domestic rates and charging for certain services – £576million (84%)
- Council Tax – £106million (16%)

This funded a wide range of services. Chart 1 details the 2015-16 revenue expenditure for each of the council's Resources, a contribution to the Lanarkshire Valuation Joint Board and Central Support Costs and Finance Charges. The comparative figures for 2014-15 are shown in brackets.

Almost 66% of expenditure in 2015-16 related to the services provided by Education and Social Work.

Chart 1: Revenue expenditure of £682m in 2015-16 (£682m in 2014-15)



A key part of the council's funding comes directly from you in the form of Council Tax. Chart 2 shows how each £1 of your Council Tax was spent in 2015-16.

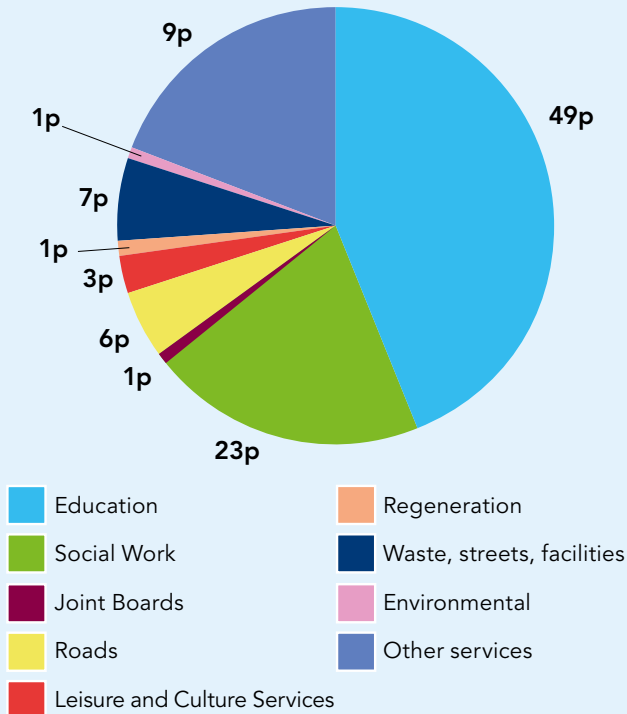
[Link to:](#)

[Revenues and service costs performance](#) at a glance report

[Annual Report and Accounts 2016](#)

Our financial performance

Chart 2: How we spent each £1 of funding in 2015-16



Capital Expenditure for 2015-16 totalled £95.6million, compared with £109million in 2014-15. The major capital projects that were underway during 2015-16 included: the Primary Schools Modernisation Programme and Roads and Rural Investment Programme.



2. Capital expenditure creates and improves the council's assets. Assets include buildings like schools, sports centres, offices, vehicles and equipment. Spending will include major repairs to buildings, reconstruction of roads and purchase of computers. This will be off-set by **capital income**, for example, receipts from the sale of assets or grants from external organisations (such as Heritage Lottery and Scottish Government).

Follow the link to the council's magazine for relevant articles:

[The Reporter Spring 2016](#) – see articles:

- 'New schools have 9 out of 10 pupils learning in modern accommodation' (page 6)
- 'On the road to success' (page 20)

Our financial performance



Housing Account

The Housing (Scotland) Act 1987 dictates that every local authority must maintain a separate account detailing the income and expenditure on specific houses, buildings and land.

Similar to the general fund, expenditure for the Housing Account falls into two categories:

1. Revenue expenditure is the cost of running the Housing service, which includes spend on salaries, electricity and supplies. This will be off-set by **Revenue income**, generated primarily from your rent payments.

In 2015-16 Housing revenue funding of £84million (compared with £80million in 2014-15) was raised from the following sources:

- House rents – £81million, 96% (£78million, 98%)
- Non dwelling rents – £3million, 4% (£2million, 2%)

2. Capital expenditure on the Housing Programme in 2015-16 totalled £42million (compared with £37million in 2014-15). This programme continues the council's plans to meet the **Scottish Housing Quality Standards (SHQS)** and both tenants and residents benefited from new build housing, improved heating systems, windows, doors, fabric and insulation upgrades to save energy and help address fuel poverty.

Follow the link to the council's magazine for relevant articles:

[The Reporter Spring 2016](#) – see article: 'Energy Saving Technology' (page 18)

Our objectives

The council's vision, values and objectives are set out in the Council Plan **Connect 2012-17**. This is one of the most important documents prepared by the council as it sets out what we aim to achieve over the five year period and how we aim to do it.

Central to this is the council's vision to 'improve the quality of life of everyone in South Lanarkshire'.

At the mid point of the five year Council Plan Connect, we undertook a review of the plan which gave us an opportunity to take stock, to assess the progress we had made so far and to re-assess our objectives and priorities for the remaining time of the plan. The council does not exist in isolation and the review saw the introduction of 'Partnership Ambitions', linking what we do as a council into the wider context of the efforts being made collectively by the council and our wider partnerships, to help bring about better outcomes for the people and communities of South Lanarkshire.

This diagram identifies the council's vision, values and objectives. The objectives cover the full range of council services delivered to the community and also reflect our contribution to the **Community Plan** and the outcomes set out in the **Single Outcome Agreement**.

Work has begun on the refresh of the Council Plan Connect to cover the period 2017-2022.

To find out more information, please contact us at: performance@southlanarkshire.gov.uk.

This annual performance report covers all the council's objectives. It explains what we have achieved, where improvement continues and what our next steps are. Detailed performance information across a range of service and management themes are refreshed annually and links to the individual **Performance at a glance** reports are listed at the end of this report.

Make communities safer and stronger

- ◆ Improve the quality of the physical environment
- ◆ Promote participation in cultural activities and provide quality facilities to support communities
- ◆ Improve community safety

Promote recovery and sustainable economic growth

- Improve road network and influence improvements in public transport
- Support the local economy by providing the right conditions for growth, improving skills and employability
- Develop a sustainable council and communities

Get it right for children and young people

- ◆ Get it right for every child
- ◆ Increase involvement in lifelong learning
- Raise educational achievement and attainment

Vision

Improve the quality of life of everyone in South Lanarkshire

Tackle poverty, disadvantage and deprivation

- Improve the quality, access and availability of housing
- Tackle disadvantage and deprivation

Achieve results through leadership, good governance and organisational effectiveness

- ◆ Provide vision and strategic direction
- ◆ Promote performance management and improvement
- ◆ Achieve efficient and effective use of resources
- ◆ Embed governance and accountability
- Strengthen partnership working, community leadership and engagement

Improve health, care and wellbeing

- Protect vulnerable children, young people and adults
- ◆ Improve and maintain health and increase physical activity
- Improve services for older people

- ◆ Objective
- Priority Objective

Values

Accountable, effective and efficient
Working with and respecting others

Self aware and improving
Excellent employer

People focused
Fair and open

Our performance against our objectives

We have many different customers accessing all sorts of goods and services, all with different interests in how South Lanarkshire Council is performing. With this in mind, our Annual Performance Report 2015-16 includes information for all of our objectives as set out in the Council Plan **Connect** 2012-17. These are listed in this section of the Annual Performance Report with details of:

- Our achievements for 2015-16
- Our areas for improvement and action: we will identify areas where we want to improve and how we plan to do this
- Responding to customer views: we will summarise some of the consultation and engagement activity we have been involved in and what that means to the public
- Our next steps

Our performance management system is set up to monitor and report on the actions and measures we have in place to ensure that we are achieving our objectives. Progress reports are prepared and analysed by committee every six months and links to this information are now included in this report for each of our objectives – click **Quarter 4 Progress Reports 2015-16** to see the full list.

More detailed information, reports and documents including performance measures on all the objectives can be found on the **performance** pages of the council's website. If there is something that you would like further information on, please do not hesitate to contact us at performance@southlanarkshire.gov.uk.

Our performance trends and comparisons



In South Lanarkshire Council we continually monitor the performance of our services through a range of performance indicators and measures. This ensures that issues are identified quickly and corrective action can be taken wherever possible. The results are publicly available, not only in our committee reports and on our website but in magazines, leaflets, newsletters, flyers, notices, plasma screens and press releases.

In understanding that the needs and interests of the public are wide and varied, we produce a suite of **Performance at a glance reports**. These contain relevant performance results to make it easier to understand what we do, how we have been performing and how we are actively seeking the best use of our resources in relation to:

- Service delivery for our customers for the following main **service areas**: Community care, child protection/children's social work, education of children, housing/homelessness, planning, protective services, culture/community, roads/lighting, waste management, criminal justice social work and benefits.
- Developing the management of our organisation and **corporate services** in terms of employees, sustainability, equalities/diversity, responsiveness to communities, complaints, consultation and engagement, assets, costs and procurement

These reports explain what we do, present national and local performance results over time with comparisons against targets (where appropriate), explanations of the performance (improving or not) and signposts to help you find additional information. In the process of assessing our performance and in making comparisons over time and with other organisations, we consider the following:

Our performance against our objectives

Local Government Benchmarking Framework (LGBF)



All councils in Scotland collect and publish the results for a suite of performance measures covering all the main services provided. This is known as the Local Government Benchmarking Framework. The results for South Lanarkshire Council for 2015-16 will not be officially published by the **Improvement Service** until November 2016. However, the results for previous years can be viewed on our website (www.southlanarkshire.gov.uk) and the results for all Scottish councils can be viewed using a simple online tool – follow the link to mylocalcouncil.

The results are only part of the benchmarking story. Family groups of comparable councils meet to discuss, amongst other issues, how they provide services. This sharing of knowledge and experience is invaluable in identifying areas of good practice, innovative ideas and practices which, in the future, may be shared and adopted by us in our pursuit of continuous improvement.

Awards and recognition



External assessors visit the council annually to review and assess services. We will highlight those services receiving an award or other formal recognition in 2015-16.

Responding to customer views



There is a variety of information received both directly and indirectly from customers which we use to monitor and improve our performance, including our

Household Survey results and the **Housing Residents' Survey**. Resources also make use of specific surveys to provide additional feedback from service users. For example, Housing and Technical Resources has a comprehensive survey programme which assesses customer satisfaction with a wide range of its services throughout the year and on a year to year basis. Our **Have your say** procedure on the website gives us an indication of how we are performing based on **comments, compliments or complaints** received. From these, we can better understand how our customers feel about the services we deliver and where a small change can make a difference to both the customer and the service. We also produce a separate **Performance at a glance report on Consultation and engagement** with the public which gathers all relevant information into one place.

Inspection and assessment



There are many external organisations as well as internal departments with responsibilities for inspecting and assessing the council:

The **Care Inspectorate** is the independent scrutiny agency which regulates and inspects care services. A framework of quality themes and statements are used and services are given grades based on the inspections. All inspection reports are posted on the Care Inspectorate website and provide information about the standard of care given and the performance of the establishments. The services within the council that are subject to these inspections include: Social Work establishments and commissioned care services, children's educational establishments, child protection, Housing support and Sheltered Housing Services. Council services provided along with our partners can be inspected by a combination of scrutiny agencies led by the Care Inspectorate. Education Scotland, Healthcare Improvement Scotland and Her Majesty's Inspectorate of Constabulary for

Our performance against our objectives

Scotland all lend their unique experience to joint inspections. These joint inspections look at how well Community Planning Partnerships are improving outcomes for everyone in South Lanarkshire.

Education Scotland aims to provide assurance on the quality of Scottish education by inspecting a sample of establishments and reporting its findings and any recommendations for improvement. The focus is on the quality of children and young people's learning and achievements.

The **Scottish Housing Regulator** aims to protect the interests of tenants, homeless people and others who use Housing services. The focus is on securing good outcomes for tenants and other service users, helping them to hold their landlords (not just the council) to account and improving the standards and management of social rented housing.

Internal Audit provides an independent opinion on the effectiveness of the council's systems of internal control, risk management and governance arrangements. Audits are conducted in compliance with **Public Sector Internal Audit Standards (PSIAS)** to ensure that all reviews are undertaken in accordance with these mandatory standards.

As well as a range of external arrangements for assessment and **scrutiny**, the council has adopted the Public Sector Improvement Framework (PSIF) to provide a comprehensive way of self assessing all of its key services. The council's model (Empower) enables services to assess and review how well they are performing and assists in identifying areas for ongoing improvement.

Sustainability



The council has an overarching **Sustainable Development Strategy (SDS)** which reflects its responsibilities under the **Climate Change Act**

(Scotland) Act 2009. We must publish an annual sustainability report which explains how we are reducing carbon emissions arising from our own activities and to work with others to reduce those of the South Lanarkshire area in general, adapt to current and future changes in climate to ensure continued service delivery and promote the sustainability of the council and our local communities. In this report we provide information on our environmental targets and the performance of the council in terms of sustainability.

The council also has a statutory requirement to further the conservation of biodiversity which will be addressed via the **Biodiversity Duty Implementation Plan**.

Next steps



South Lanarkshire Council is committed to continuous improvement in the performance and delivery of services to all residents and customers. For each objective we have identified specific areas of work that are being targeted for improvement.

Summary

We have included links throughout this report (coloured text) to signpost you to further, detailed information, explanations, statistics and comparisons, should this be of interest to you.

As part of our efficiency savings and a movement towards a Digital First approach, paper copies of performance related information are only produced when necessary. All information is available in web based reports and documents, and in the South Lanarkshire Council's offices and establishments accessed by the public, on the screens and notice boards. If you have any comments or ideas about other opportunities to allow us to raise awareness of the council and how we are performing, please let us know by contacting us at performance@southlanarkshire.gov.uk.

1. Improve services for older people

Lead – Social Work Resources

Other contributing services: Housing and Technical Resources

Both nationally and locally, the most significant changes in the population will occur in the over 65 age group. People are living longer but not always healthier lives. The council and its partners must prepare services to support changing demographic trends.



Day care centre

In addressing this, the **Scottish Government** has challenged local partners to re-shape current services in line with the wishes of older people. It is widely recognised that older people want to live more independently and have more control over their lives. Therefore, a shift from more traditional types of care provided such as hospitals and residential homes to more community based alternatives is needed so older people can remain at home for as long as possible.

The Public Bodies (Joint Working) (Scotland) Act 2014 (hereafter known as The Act) requires Health Boards and Local Authorities to integrate planning for, and delivery of, certain adult health and social care services.

The creation of an Integrated Partnership requires the council and NHS Board to undertake a significant change agenda, whilst creating services and supports which build on a solid foundation of success to date. The overall aim of the new arrangement will be the creation of a partnership which strives to further improve outcomes for people who use health and social care services and their carers. To find out more about this partnership, go to [Health and Social Care Integration](#).

From a South Lanarkshire perspective, good progress is being made to deliver the national milestones referred

to in the **Strategic Commissioning Plan 2016-2019** and locality planning.

The council's commitment to **older people services** includes:

- implementing a more personalised approach to assessment and support planning arrangements;
- continuing to implement the initiative **Supporting Your Independence (SYI)** across adult and older people services and
- protecting older people who may be at risk.

Achievements for 2015-16



- We delivered 2,023 episodes of **Supporting Your Independence (SYI)** over 2015-16. By delivering this we enabled more people to be independent in their own homes, resulting in a reduction of 25% in home care hours.
- The Partnership has ring fenced eight beds within a local authority residential care home to facilitate 'step down'. This facility is for service users who are medically fit for discharge, but still require an element of supervision, rehabilitation and support to enable them to return home.

Improve services for older people

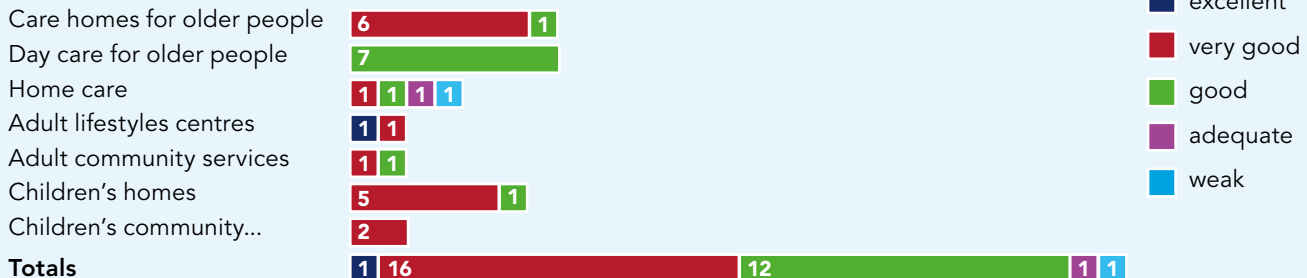
Achievements (continued)



Partnership working

- Through Integration of Health and Social Care we have further developed the hospital at home service, a multi-disciplinary acute care team that deliver specialist care to frailer older adults in their home, as an alternative to moving to hospital. This has now been extended beyond East Kilbride boundaries into neighbouring localities. Since it became operational nine months ago, on average, 17 people are being supported to remain at home at any given time.
- We currently supply 1,508 day care places across 16 older peoples units every week.
- We provided 13,689 items of equipment to people to enable them to stay at home for example grab rails, bed rails, bath lifts, shower seats and stools.
- At any time, Social Work Resources can support up to 227 older people with a home like environment in the council's own residential homes and up to 1,571 older people in private or voluntary care homes.
- Over 1,700 adaptations have been completed in council and private homes, allowing older people to remain in their own home – 99.2% of these aids and adaptations were completed on time, exceeding our target of 97%. All demand has been met for adaptations to council housing and there is no waiting list.
- 196 properties have now been brought up to amenity standard since the programme started in 2012-13. Amenity housing is ground or first floor properties, or properties served by a lift, that have been specially designed or adapted for older people, including handrails, raised electrical sockets and non-slip bathroom flooring.
- We have a two year contract with Alzheimer's Scotland to deliver four levels of the Dementia Strategy Training. To date, 733 staff have been trained to "skilled" level and 210 at enhanced, allowing a better level of service.
- Of the 31 care services inspected, 94% achieved the grade range 'excellent/very good/good', with the remaining 6% in the grade range 'adequate/weak'. (see diagram below)

Grades from 31 inspected services



Improve services for older people

Areas for improvement and action



- We will continue to implement the **Supporting Your Independence (SYI)** approach by increasing the number of suitable referrals to home care going through the SYI intervention process.
- We will continue to maintain grades of “good” and above for external inspections of our registered care services so that customers have confidence that the services are delivered to a high standard.
- We will take forward the action plan resulting from the multi-agency inspection of older peoples services carried out by the Care Inspectorate and Health Improvement Scotland.

- The Doorstop Crime Initiative on cold calling helps prevent the elderly being ‘ripped off’ within their own homes. It helps people to feel safe and enables them to remain independent. To date, the Lanarkshire based full time Police team report that 246 people have been arrested with a total of 401 charges being made involving over £500,000 of frauds or thefts.
- The Customer Services Excellence (CSE) standard aims to make a real difference to service users by encouraging service providers to focus on the individual’s needs and preferences. Social Work Resources have retained the following CSE Awards and improved upon their score, gaining additional areas of Compliance Plus.

Responding to customer views



- All of our registered care services, inspected by the Care Inspectorate have a clear customer satisfaction element. Part of the inspection process involves the use of service user specific questionnaires, the results of which are captured within the inspection report. Taking into account the views of people using the care service and their carers is an important part of the inspection process.
- The 2015 annual home care service user survey was completed by 913 home care service users and focused on the following areas: the communication and support planning, the home care staff and the overall home care service. 98% of service users believe the quality of the home care service is good or very good with 97% saying that their home carers were always polite and courteous, which is an increase on the previous year.

	2014-15	2015-16
Service Area	Compliance Plus	Compliance Plus
Home care	7	9
Older Peoples Day Care Services	9	11
Older Peoples Residential Care	9	10



Hamilton Library is dementia friendly

Improve services for older people

Next steps



- We will implement the recommendations arising from the multi-agency inspection of older people's services.
- We will continue to monitor performance around [Local Government Benchmarking Framework \(LGBF results\)](#) Older Peoples Services indicators with a view to improving the results, particularly in comparison against the Scottish average – the full list of results are available at [mylocalcouncil](#).
- We will implement the [Carers \(Scotland\) Act 2016](#) throughout South Lanarkshire Council to ensure that the needs of all carers are supported.
- We will continue the journey to integrate health and social care services. The Integration Joint Board is now a formal entity within the public sector. One of the key areas of work over the next year includes the production of annual performance reports to monitor progress.



Glebe Gardens Day Care Centre



Link to:

[Community Care performance at a glance report](#)

[Improve services for older people](#)

– Quarter 4 Progress report 2015-16

[Lanarkshire Carers Centre](#)

[South Lanarkshire Carers Network](#)

[Social Work Resource Plan 2016-17](#)

[The Reporter Spring 2016](#) – see article: 'Hub for caring' (page 42)

[Hamilton Library is Dementia friendly](#)

[High standards achieved in sheltered housing](#)

[Groups benefit from community grant](#)

In **2015-16** we successfully assisted **2,023 people** under the Supporting Your Independence initiative, allowing more people to be independent in their own homes and resulted in a reduction of **25%** home care hours.



Improve services for older people

Case study 1:

Lanarkshire Carers Centre

Gill became known to Lanarkshire Carers Centre (LCC) in June 2015. She provides care to her husband Jack and her brother Tom. Gill was very emotional at the time of approaching LCC stating her dual caring role left her exhausted, stressed and with no time for herself. Gill is a full-time carer to Jack and she was visiting Tom twice each day to provide help with meals, shopping, washing etc as he was not getting any formal support. Tom has several health conditions that had left him entirely reliant on Gill. A referral for a Self-directed Support Assessment and a Carers Assessment were made to Social Work Resources resulting in support for both Tom and Gill. Gill accesses the services offered at Lanarkshire Carers Centre and has recently been awarded Creative Breaks funding to enable her to go on holiday.

Case study 2:

Home Care Service

Violet is a 66 year old lady who was diagnosed at the age of 48, with Parkinson's disease and then diagnosed with dementia at age 57. Violet and her husband have four daughters, one of whom lives close by. Violet has been in receipt of South Lanarkshire Home Care Services since February 2013 twice per day to assist with personal care and mobility transfers.

During that time she and her husband have had an extremely positive relationship with in-house home care and at no time have ever wished to consider an alternative provider. This is mainly due to the easy going, comfortable relationship with all staff involved. Everyone concerned is on first name terms and all report a relaxed family atmosphere whenever home visits take place. Violet's husband has benefitted greatly from the supports provided, as lately he has had his own health issues and is waiting for an operation. He is comfortable with this as he knows home care will provide additional supports as and when required, which will give him and their daughters much needed respite, during his recovery.

The Integration with Health has enhanced this provision as Health colleagues and Home Carers liaise routinely to make joint working run seamlessly. Feedback has been very positive and the family is very appreciative of the supports from all staff concerned.



2. Protect vulnerable children, young people and adults

Lead – Social Work Resources

Other contributing services: Education Resources, Housing and Technical Resources and partner organisations, particularly Health, Police and the voluntary sector

The council has a statutory responsibility to protect vulnerable children, young people and adults from harm and abuse. We also provide support to people with substance misuse and mental health issues, people affected by domestic abuse and those with a physical and/or learning disability.



Give Us A Break support

Achievements for 2015-16



- We supported 1,051 people with a learning disability to live in their own communities and supported them to access various activities within the community.
- We worked with 7,308 adults with a physical disability who were referred to the physical disability teams. For example, our occupational therapists play a key role in maximising people's independence.
- We worked with 837 individuals with a mental health problem who were referred to **Community Mental Health Teams**, who keep people safe whilst upholding their rights.
- We supported 648 offenders to complete a **Community Payback Order** for the benefit of the community, whilst also providing the opportunity for personal development or learning opportunities. There is a high level of satisfaction and appreciation from local communities both during and on completion of work. This has been captured through the customer survey, appreciation comments and offender feedback, contained in the **Community Payback Annual Report**.
- Following a referral, 1,137 individuals were supported by drug/alcohol misuse services.
- During the past year **Money Matters Advice Service** has helped residents of South Lanarkshire to claim over £26.5million in benefits and backdated payments. As well as this, Money Advisors have helped people to deal with over £10.9million worth of debt.
- We supported 6,313 carers through our carers organisations in 2015, which is an increase of 1,149 from 2014. We offer a range of support to carers such as carers' support groups, dedicated

Protect vulnerable children, young people and adults

Achievements (continued)

- Welfare Rights Officers, alternative therapies and podiatry sessions at reduced rates and dedicated Carer Support Workers within the hospitals across Lanarkshire.
- The Education Resources Child Protection Officer developed learning materials to provide guidance to all Child Protection Coordinators on Child Sexual Exploitation to deliver the actions from the **Scottish Government** document "**Scotland's National Action Plan to Tackle Child Sexual Exploitation**".
 - During 2015-16 a total of 4,537 vulnerable young people benefited from participation in nearly 200 targeted one-to-one and group work sessions and programmes to improve vulnerable young people's skills for learning, life and work, and health and wellbeing.

Areas for improvement and action



- The Social Care (Self-directed Support) (Scotland) Act 2013 places significant new duties on local authorities which we continue to develop, including developing a reporting system to capture the range of self-directed support activity.
- We will continue to improve our performance for Private Welfare Guardianship visits to ensure that they are carried out within target timescales.
- We will continue to maintain grades of 'good' and above for external inspections of our registered care services.

Responding to customer views



- We provide throughcare and aftercare services to young people looked after and accommodated by the council who are approaching school leaving age. We provide advice, guidance and support to help the young persons to develop independent living skills to help them make a successful transition into the adult world.
- The Countryside and Greenspace service in partnership with NHS Lanarkshire developed a Greenspace and wellbeing programme which was delivered to Phoenix Futures (Addiction Recovery) on two days per week. An evaluation showed that Phoenix Futures clients undertaking 'Recovery through nature' are 57% more likely to complete the recovery programme successfully than those undertaking a conventional programme. The programme continues to run and delivers about 300 volunteer days each year.
- Many women feel socially isolated as a result of issues such as domestic abuse, mental health and substance misuse. The Young Mums Group (for ages 13 to 21) operates from Cambuslang Family Centre each week and helps to build self confidence, esteem, resilience and improved parenting skills as well as cooking skills that allow them to provide nourishing meals on a budget. At the end of the programme, participants are encouraged to move on to college, work or to other programmes to develop their skills further.

Protect vulnerable children, young people and adults

Next steps



- We will prepare for the implementation of the Carers (Scotland) Act 2016.
- We will continue to protect children and adults from all forms of harm, abuse and neglect.
- We will provide support for people with substance misuse and mental health issues and people affected by domestic abuse.
- We will support people who have a physical and/or learning disability.

Link to:

[Child Protection and Children's Social Work and Criminal Justice Social Work performance at a glance reports.](#)

[Protect vulnerable children, young people and adults – Quarter 4 Progress report 2015-16](#)

[Social Work Resources Plan 2016-17](#)

[The Reporter Spring 2016](#) – see article: 'Helping young people through tough times' (page 12)

[Seen something say something](#)

[Help protect vulnerable adults](#)

[National campaign highlights how to spot signs of abuse](#)

[Cold callers given cold shoulder at sheltered housing](#)

Case study:

John is a carer for his son, Stuart. Stuart has profound and multiple learning disabilities and has been supported at home by John until recently. A few years ago Stuart stated his wish to leave the family home and move into his own place. Stuart went on to have his needs assessed through a Co-produced Assessment as part of the Self-directed Support process. Stuart has now moved into his own home; this is in a new development within South Lanarkshire. He has identified the changes he wants to make in his life through planning his support with his Social Worker, his family and his Advocate. John has been very pleased with the Partnership working between NHS Lanarkshire, Social Work Resources and Speak Out Advocacy in supporting Stuart's move. John is also supported by South Lanarkshire Carers Network and Lanarkshire Carers Centre as well as PAMIS (Promoting a More Inclusive Society).



Money Matters Advice Service has helped residents of South Lanarkshire to claim over £17.4million in benefits, over £3.3million in backdated payments and deal with over £10.6million worth of debt.

3. Improve road network and influence improvements in public transport

Lead – Community and Enterprise Resources

A high quality and well maintained road network matters to everyone in South Lanarkshire and beyond – businesses use it to deliver goods and services; workers use it to get to and from their place of work; families use it every day. We aim to ensure that the road and public transport network enables the flow of people, goods and services safely throughout the area, thereby supporting the local economy.



We said that we would improve and maintain the road network through allocation of significant additional resources over a number of years and support a range of public transport schemes.

Achievements for 2015-16



- We continued to implement the [Roads and footpath improvements](#) Plan, completing 243 carriageway schemes and 46 footway schemes within the year. As a result, 6.2% of the road network was resurfaced last year, leading to an improvement in the condition of the road network in South Lanarkshire and a reduction in the amount of our road network that still needs to be considered for maintenance treatment: 33.5% compared to 33.8%.
- We undertook work to reduce congestion on three roads – Cambuslang Main Street; A73 Stewarton Street/Kirkton Street, Carluke; and A730 Mill Street at Rodger Drive and Kings Park Avenue. This included the installation of traffic control systems as well as the upgrading of signal equipment.
- We completed routine condition inspections of 360 bridges and undertook bridge improvements at Old Bridge (Carluke), A72 Dublin Bridge (Kirkfieldbank), Springhall Underpass (Rutherglen) and Throughburn Bridge (Carnwath).
- We undertook a number of road safety projects and road infrastructure improvements which have helped contribute to a lower number of serious and fatal casualties in the calendar year 2015: 74 compared to 96 in the previous year.
- The council is responsible for almost 65,000 lighting columns (including street lighting and sign lights) and luminaires, many of which have reached the end of their useful lives and are in poor condition. We are working towards renewing all potentially defective items and renewed or improved 2,588 lighting columns in 2015-16. We also installed over 31,000 cost effective and environmentally friendly LEDs in street lights as part of the LED lighting improvement programme, which commenced at the start of June 2015.
- We progressed the three major road infrastructure projects within the [Glasgow City Region City Deal](#),

Improve road network and influence improvements in public transport

Achievements (continued)

commencing site works on the [Cathkin relief road](#) which aims to ease congestion and relieve pressure on Rutherglen town centre.

- In response to the increasing challenge of severe and changing Winters, we treated over 1,000 km of our road network and almost 100 km of footways, using 39,000 tonnes of salt.
- We continued to encourage more people to travel actively and sustainably by promoting walking, cycling and the use of public transport. We did this through the installation of cycle routes, including completion of the Larkhall to Stonehouse route; completion of the first phase of the route between Lesmahagow and Happendon; and the continued development of routes in East Kilbride. We also delivered a programme of [road safety](#) education training [initiatives](#) in various schools and promoted the use of school travel plans aimed at providing children with healthy travel alternatives to and from school; in 2015-16, 65 schools developed [travel plans](#) and a further 60 schools were in the process of developing plans.
- We completed flood protection projects identified within the capital programme for 2015-16, including flood protection works at Wellhall Road, Pollock Avenue, and Cameron Crescent (all Hamilton) – see [flooding advice and support](#).

Areas for improvement and action



- A key performance indicator related to road maintenance is the percentage of road network requiring maintenance treatment. In 2008, the proportion of the road network still requiring

maintenance treatment was higher than that of the Scottish average (39% compared to 34%). Implementation of the Roads Investment Plan over recent years, however, is now showing improvements, with the proportion of the road network requiring maintenance treatment reducing to 33.5% (based on surveys undertaken in 2014 and 2015). We will continue to improve the condition of our road network through implementation of our Roads Investment Programme which extends to the period 2019, and in 2016-17 alone, will complete road improvement work on 178 carriageway and 55 footway schemes.

Responding to customer views



- Through the council's own customer satisfaction survey and the National Highways and Transport (NHT) public satisfaction survey, the council seeks public opinion on the condition of the road network and street lighting. These surveys have been instrumental in terms of investment priorities, for example, the decision to redirect further investment into improving minor and residential roads is in line with the results of the council's customer satisfaction survey. The [NHT Public Satisfaction Survey 2015 results](#) have been published, and along with our own council customer satisfaction survey, these results will continue to influence our investment.
- Disabled persons, especially those with visual or hearing impairments, are now assisted to cross roads safely. Measures include dropped kerbs at crossings, tactile slabs to define the edge of a footway, audible tones activated when the green man is on and relocation of obstacles such as bins, cycle stands and illegal street advertising.

Improve road network and influence improvements in public transport

Next steps



- We will continue to work with developers and public sector partners to deliver road infrastructure improvements which will support both new developments and existing bus and rail infrastructure.
- We will continue to undertake safety checks and maintenance on our bridges.
- We will continue to focus on road safety projects in order to reduce road casualties on the roads of South Lanarkshire and to make roads safer for all users.
- As part of the new £1.13billion [City Deal](#) for Glasgow and the surrounding areas, we will progress three major road infrastructure projects at Cathkin Relief Road, Greenhills Road and Stewartfield Way.
- We will deliver improvements to local infrastructure to encourage walking and cycling. This includes the extension of cycling routes, the delivery of three road safety education training initiatives, and the promotion of school travel initiatives.
- The period 2016 to 2020 will see significant additional investment in the replacement of our lighting units, with 3,600 lighting columns improved/renewed in 2016-17 alone.
- We will deliver traffic signal and pedestrian crossing maintenance improvements and complete 95% of traffic signal repairs within 48 hours.
- We will continue to deliver flood protection projects and will continue to deliver a Winter maintenance service, allowing the safe passage of vehicles and pedestrians, and minimising delays, diversions or road closures due to Winter weather.

 Link to:

[Are you ready for Winter?](#)

[Road and footpath improvements](#)

[Transport and streets](#)

[Local Transport Strategy](#)

[Roads and Lighting performance at a glance report](#)

[Improve road network and influence improvements in public transport](#)

– Quarter 4 Progress Report 2015-16

[Community and Enterprise Resources Plan 2016-17](#)

[The Reporter Spring 2016](#) – see articles:

'Deal brings investment to local communities' (page 13)

'On the road to success' (page 20)

[LED street lighting to halve energy costs](#)

[10 Additional Funding – Street Lighting Replacement Programme](#)

[East Kilbride cycle network, Routes one to three](#)

[Works herald £1million investment in traffic-free cycle route](#)

[Walking cycling and horse riding routes](#)

[Cycling maps for your smartphone](#)




Improve road network and influence improvements in public transport

Independent surveys assess the quality of the council's roads and identify if they should be considered for treatment. A lower percentage of the road network requiring treatment indicates that more of the road network is in good condition. The council's results show that the condition of our roads is steadily improving and this can be attributed to the above ongoing investment programme.



Percentage of the road network to be considered for maintenance:

	2013-14	2014-15	2015-16	Are we improving?
SLC	35.9%	33.8%	33.5%	Yes 
Scotland	36.7%	37%	36.7%	

Case study:

from *The Reporter* – Spring 2016 (page 20)

On the road to success

The council is now almost three quarters of the way through its massive 12-year roads improvement programme which represents a total investment of £126million. With more than 200 individual schemes, it is the only programme of its size in Scotland.

And it has been sustained in a challenging economic climate, demonstrating that this expenditure is a high priority for the council. The investment in improving South Lanarkshire's roads network has been delivered on time and on budget year-on-year since 2008, resulting in significant benefits for all residents, visitors and commuters.

Around £12million has been invested over the last year alone on key roads improvements, with major resurfacing work in areas across South Lanarkshire, including:

Clydesdale area

Harelaw roundabout to Muirhead – £215,514
 Mauldslie Road in Carluke – £171,640
 Wester Heathland to West Lothian Boundary, Forth – £324,542

East Kilbride, Rutherglen and Cambuslang

A71 Darvel Road, Caldermill – £378,000
 Greenhills Road, East Kilbride – £281,000
 Stround Road, East Kilbride – £155,000
 Kings Park Avenue, Rutherglen – £101,000
 Hamilton Road – Hallside Boulevard, Cambuslang – £108,000
 Lightburn Road, Cambuslang – £95,000

Hamilton area

Wellhall Road, Hamilton – £128,000
 Fallside Road, Bothwell – £170,000
 Fernslea Avenue, Blantyre – £117,000

Now that most of the major routes have been resurfaced, we will move onto the next phase to improve residential roads.

4. Support the local economy by providing the right conditions for growth, improving skills and employability

Lead – Community and Enterprise Resources

Other contributing services: Education Resources and Social Work Resources

A strong local economy is a key component of a flourishing South Lanarkshire. The council has a significant role to play in creating the right environment for business growth. This in turn enables local people to find employment and local communities to thrive.



Achievements for 2015-16



- We continued to put into action the [South Lanarkshire Economic Strategy 2013-2023](#) – ‘Promote’ with our community planning partners. This strategy aims to improve South Lanarkshire’s economy for businesses, communities and residents, recognising the current challenging economic conditions and providing a joint agenda which partners across all sectors can work towards.
- Businesses in South Lanarkshire continue to find conditions difficult. Last year the council helped support 1,560 businesses with grants, loans or property advice, helping to generate £10.13million in sales and creating or sustaining 718 jobs. For more information on the support we provide to businesses, visit [Support for businesses](#)
- With our partners, and through the delivery of employability programmes, we helped 2,542 people to secure employment or start education/training.
- We continued to deliver the 16+ Learning Choices programme in all South Lanarkshire secondary schools; current figures from [Skills Development Scotland](#) show a positive destination rate of 93% for South Lanarkshire school leavers: 0.7% higher than last year, and 0.1% better than the Scottish average.
- Schools have been supported to increase the range of vocational opportunities available to pupils in the Senior Phase. This includes expanding the portfolio of SQA qualifications and Youth Learning Awards, extending opportunities for Foundation Apprenticeships in partnership with South Lanarkshire College and access to an increasing number of college based activities.
- We completed the City Deal Business Case leading to the site start of the new [Community Growth Area project](#) (see case study at the end of this section).
- We worked in partnership to develop and deliver [Lanarkshire Business Week](#); key events included the business conference, the Lanarkshire Business Show, and the [Lanarkshire Business Excellence Awards](#), which together brought in 1,300 attendees.

Support the local economy by providing the right conditions for growth, improving skills and employability

Achievements (continued)

- We continued to work with the tourism sector (including [VisitScotland](#)) to develop the area as a visitor destination; key activity included the Autumn and Spring seasonal marketing campaigns.
- Our [Consumer and Trading Standards Service Team](#) added 10 more local businesses to the council's [Buy with Confidence](#) approved trader scheme (there are now just under 50 businesses in the scheme which offers consumers a reliable way of finding trustworthy local businesses). The team also provides an advice service to consumers, and during the year, achieved over £384,000 of redress for local consumers who were in dispute over the purchase of goods and services.
- Our Consumer and Trading Standards Team worked on an innovative three month pilot project with Police Scotland and North Lanarkshire Council's Trading Standards team. The hugely successful partnership project had a number of key successes, including the removal of £1.5million of counterfeit goods from the local economy, the closure of an illegal business operating a "short firm" fraud, and the prosecution of a notorious rogue trader. Over £2million of illegal assets were the subject of Proceeds of Crime action as a result of the project.
- We continued to promote volunteering through our support of [Voluntary Action South Lanarkshire \(VASLan\)](#), with 355 volunteering organisations in South Lanarkshire engaging volunteers in 2015-16.
- Four regulatory bulletins were issued to the business community to assist with the competitiveness of local businesses through providing advice and education: for example on the Consumer Rights Act 2015, on data scams affecting local businesses and how to become an approved trader.

Areas for improvement and action



- The Consumer and Trading Standards Team will repeat the partnership project with Police Scotland and North Lanarkshire Council's Trading Standards team in 2016. Two key improvements will be made for 2016: firstly, a period of information sharing will occur prior to the project commencing, to allow targets to be identified, intelligence packages to be compiled, and initiatives to be scheduled at the earliest opportunity, thereby maximising opportunities for action during the three month project period; secondly, the project will act on intelligence regarding the involvement of serious and organised crime in the sale and distribution of fireworks around Bonfire Night and involvement in apparently legitimate "front" businesses to launder illegal money.
- Along with our partners, we will implement the Sustainable [Economic Growth](#) Partnership Improvement Plan for 2016-17. This plan aims to achieve two outcomes:
 - to ensure that a supportive business environment exists in South Lanarkshire; and
 - to ensure that employment and further education opportunities are maximised for South Lanarkshire residents, especially young people.Specific partnership activity this year includes:
 - enhancing our engagement with the business community in order to improve companies' performance and turnover;
 - delivering the national [Developing the Young Workforce](#) Initiative which aims to improve youth employment levels via our schools, colleges, and local employers; and
 - maximising job and training opportunities arising from the [City Deal](#).

Support the local economy by providing the right conditions for growth, improving skills and employability

Responding to customer views

- The council has identified the food and drink sector and tourism sector as two of the key growth industries important to the development of the South Lanarkshire economy. To this end, the council regularly engages with both sectors in an effort to best support them:
 - Last Autumn, South Lanarkshire Council, North Lanarkshire Council and **Scotland Food and Drink** undertook a survey aimed at finding out how best to support food and drink businesses in the Lanarkshire area, particularly in terms of achieving sustainable growth. Based on the responses received, group workshops, surgeries and one to one meetings were then held. One of the outcomes of the consultation exercise was the need for South Lanarkshire Council, along with the other EatLanarkshire partners, to support food and drink companies access new markets, hence the decision to exhibit at the Royal Highland Show with six local artisan food and drink producers – see news [article](#) on our website.
 - Lanarkshire's new [Tourism Strategy 2020](#) was approved in May 2016. In developing the new strategy, an independent evaluation was carried out on the existing [Tourism Action Plan](#), part of which involved interviews with key industry stakeholders such as accommodation providers and tourism operators. A workshop also took place with the Lanarkshire Area Tourism Partnership (made up of representatives from North Lanarkshire and South Lanarkshire councils, [VisitScotland](#), and private organisations across Lanarkshire). This workshop helped to shape the strategic aims and objectives of the new strategy.

Next steps

- We will continue to support the local economy by providing the right conditions for growth, by promoting the new [South Lanarkshire Economic Strategy 2013-2023 – Promote](#) and by implementing the Sustainable [Economic Growth Partnership Improvement Plan](#) for 2016-17.
- We will progress the delivery of the [Glasgow City Region City Deal](#) programme. This £1.13billion programme will enhance not only transport infrastructure, but will support businesses and investment in skills for young people.
- We will continue to provide support to businesses with grants, loans or property advice, focus on innovation and growth, and ensure business support activities are targeted to achieve the best outcomes.
- We will continue to deliver innovative employability services focused on priority client groups, with a minimum of 1,500 people supported going on to access employment or training/education.
- In terms of [Developing the Young Workforce](#), we will continue to focus on key recommendations such as work placements, vocational and apprentice opportunities and engagement with local businesses.
- We will continue to maintain town centres and work with businesses and owners to market and promote our town centres, ensuring they are sustainable in a modern context. This includes project managing the refurbishment of the [East Kilbride Ice Rink](#).
- We will implement the [Tourism Strategy 2020](#) and work with the sector to develop the profile of the South Lanarkshire area as a visitor destination.

Support the local economy by providing the right conditions for growth, improving skills and employability

 Link to:

[Responsiveness to Communities](#) performance at a glance report

[Support the local economy by providing the right conditions for growth, improving skills and employability](#)

– Quarter 4 Progress report 2015-16.

[Community and Enterprise Resources Plan 2016-17](#)

Further information can be found on our website: [Business and trade](#) and [Tourism, food and drink support](#)

[Tourism Strategy 2020](#)

[The Reporter Spring 2016](#) – see articles: 'Deal brings investment to local communities' (page 13)


'New ice rink at heart of leisure development in East Kilbride' (page 35)

'Derelict site back in use' (page 39)

[The View Spring 2016](#) – see article: 'Business is booming' (page 6)

[Local food and drink companies whet appetite for success](#)

Our target is to support a minimum of 1,500 people to access employment or training / education

	2013-14	2014-15	2015-16	Are we improving?
Target	1,500	1,500	1,500	Yes 
Actual	2,516	2,532	2,542	

Case study:

Community Growth Area project from [The Reporter – Spring 2016](#) (page 13)

Deal brings investment to local communities

A new primary school, 1,500 new homes and a local retail centre are to be built in Newton thanks to the £1.13billion [Glasgow City Region City Deal](#).

The Newton Community Growth Area project will also see improvements to roads in and around the area, enhanced park and ride facilities at Newton station and sustainable improvements to the local environment.

Leader of South Lanarkshire Council, Councillor Eddie McAvoy said: "I am delighted that we are now moving forward with the first of our exciting Community Growth Area projects.

We are obviously aware that there is a need for more primary school places in Newton and this will only increase with the new homes that are also part of the Community Growth Area project. We simply do not have the resources on our own to move forward with a plan such as this, which is one of the many reasons why I am so enthusiastic about City Deal.

I look forward to working closely with our partners to deliver this significant and large-scale project over the coming years.

It will create jobs and help cement the Clyde Valley region as one of Europe's leading areas with a vibrant, thriving economy."

Further Community Growth Area projects are planned for Hamilton, Larkhall and East Kilbride.

5. Tackle disadvantage and deprivation

Lead – Community and Enterprise Resources

Other contributing services: Education Resources, Social Work Resources and Housing and Technical Resources

Everyone in South Lanarkshire should have access to the same opportunities and should be able to enjoy the same quality of life, regardless of their social circumstances or where they live. However, there is significant inequality within South Lanarkshire. Levels of poverty vary greatly between our most and least deprived neighbourhoods and between different groups. For example, lone parents, young adults, and residents with disabilities or caring for children with disabilities are more likely to experience poverty than others.



Money Matters advisors

Individually, our mainstream services make a significant contribution to tackling disadvantage and deprivation; this is shown in the achievements outlined below. However, the council recognises that partnership working is key to addressing poverty and inequalities. This partnership working takes place via the [South Lanarkshire Tackling Poverty and Inequalities Partnership Board](#), with representation from relevant council Resources, partner agencies, the voluntary sector and communities. This Board oversees the Tackling Poverty programme, and also identifies key partnership improvement priorities, sets annual improvement targets and monitors progress. This ensures that we have continued and collective support and commitment from all partners to reducing disadvantage and inequalities. More information is available in the [Tackling Poverty in South Lanarkshire Annual Report 2015-16](#).

Achievements for 2015-16



- We implemented the 2015-16 Tackling Poverty Programme with a budget of £4.6million. This programme aims to reduce inequalities and tackle the causes and effects of poverty. A wide range of interventions are undertaken with a strong focus on vulnerable families. In 2015-16, 89% of targets set were achieved or exceeded – here are some of the programme achievements:
 - Our employability programme continued to support very significant numbers of those seeking work, with 3,189 residents engaged on the [South Lanarkshire Works 4U](#) employability programme. Of those, 1,417 residents progressed into employment, with the remainder building skills and confidence through training and educational programmes.

Tackle disadvantage and deprivation

Achievements (continued)

- Our Youth Diversion programme engaged with almost 9,000 young people, the majority of whom live in areas where youth crime and disorder have been key challenges.
- We continued to implement our financial inclusion services to meet the increasing demands for welfare/money advice, support and advocacy services: 778 pregnant women and families with young children were supported through our [Money Matters telephone advice line](#), and our Welfare Reform Prevention Project has enabled a coordinated and focused approach to understanding the impacts of Welfare Reform, in particular on vulnerable households. This work will help us to minimise the impact on homelessness and establish new ways of working which reduce the risk of homelessness.
- Through council and [Citizens Advice](#) welfare/money advice and support, over £1million in additional benefits and income has been realised for individuals and families and hundreds of services users have had debt issues dealt with.
- We continued to target community engagement in eight of our most deprived neighbourhoods in our efforts to improve community spirit and support residents to become more involved in their communities.
- Significant external funding was received to supplement and deliver insulation work programmes to improve the energy efficiency of homes.
- We continued to pay our staff above the recognised Living Wage, with a current minimum hourly rate of £8.44. This is a significant contribution to tackling in-work poverty, which is a growing issue across the UK. We also established a [Living Wage Steering Group](#), involving a range of partners, to encourage other local employers to

take similar action, and have piloted and extended a programme of support for those in low paid jobs to help them to up skill and maximise their earning potential.

- A wide range of programmes were delivered by the [Community Learning/Home School Partnership](#) to support families address poverty issues including [Family Learning](#) and [Adult Learning](#). The programmes address the literacy and numeracy gap by raising the attainment in basic skills and foster closer partnership between home and school encouraging parents from deprived backgrounds to be more involved in the education of their children.
- The 2014-15 [School Leavers Destination Report](#) has the best recorded figures in South Lanarkshire of 93%, up 0.7% on last year's figures, and in line with the national average.

Areas for improvement and action



- Poverty levels had been reducing, but are expected to increase in the future for a number of reasons, including benefit changes linked to Welfare Reform, low wages, and under employment/zero hour contracts. This may lead to increased demand for council services at a time when public finances are facing significant financial challenges. In this context, the council is tackling disadvantage and deprivation by focusing efforts to target resources at those who need them most and improve the efficiency of our services.

Tackle disadvantage and deprivation

Responding to customer views



- In January 2016, we organised four Participatory Budgeting events in Burnhill, Springhall, Westburn and Whitlawburn, with nearly 400 attendees. The aim of these events was for local residents to help determine how Participatory Budgeting funds could be used to make communities better and safer places for children and young people. Residents took part in the discussion and identified local priorities, and by the end of the community decision making days 21 project proposals had been developed and an investment of £72,000 had been allocated for a whole range of community-led activities – see the [Community Matters](#) newsletter.

Next steps



- We will work with partners to deliver the priority outcomes outlined in the Community Planning Partnerships Improvement Plan for 2016-17, which relate to tackling poverty and inequalities.
- We will continue to work in partnership to implement the [2016-17 Tackling Poverty Programme](#) which supports a range of activities to tackle the effects of poverty.
- We will continue to support a range of programmes to tackle adult and youth unemployment, with a focus on the worst 15% deprived areas.
- We will continue to target capacity building work to encourage and support community involvement in local priority setting and in delivering community led activities.

Link to:

[Benefits Administration](#) performance at a glance report

[Housing and Homelessness](#) performance at a glance report

[Equalities and diversity](#) performance at a glance report

[Tackle disadvantage and deprivation](#) – Quarter 4 Progress report 2015-16

[Tackling Poverty in South Lanarkshire Annual Report 2015-16](#)

[Community and Enterprise Resource Plan 2016-17](#)

Benefits are changing under the welfare reform system – further information is available by clicking on the following link: [Benefits are changing booklet](#)

The [School Leavers' Destinations Report](#), published by [Skills Development Scotland](#) (SDS), provides further information on the proportion of pupils entering positive destinations

[The Reporter Spring 2016](#) – see articles: 'Welfare Reform in South Lanarkshire' (page 38) 'Energy Saving Technology' (page 18)

[Council helps cut tenants fuel bills](#)

[Council backs campaign challenging poverty stigma](#)

Tackle disadvantage and deprivation

Case study:

Up Skilling aims to reduce in-work poverty for South Lanarkshire

South Lanarkshire's Works4U programme offers a range of initiatives to help people into work and to enhance skills and promotion prospects for those in low paid or low skilled employment.

One such initiative is **Up Skilling**, which is funded by South Lanarkshire Council's Tackling Poverty Programme and the European Social Fund. Up Skilling aims to reduce in-work poverty for South Lanarkshire residents by providing training and support as a route out of low incomes and poor contractual terms, such as zero hours contracts.

In the pilot phase to April 2016, the service has engaged with 115 people, with 26 people completing training and increasing their earnings on average by £1,000 per annum. Another 22 completed short, job-focused training and 56 are still taking part in programmes.

David, 34, from Blantyre is one of the beneficiaries. Because of his learning difficulty, dyslexia, he had always been in low paid, insecure jobs with limited contractual terms. Employed part time in a care home in Hamilton as a cleaner, David boosted his earning by working any extra hours available in the laundry, pantry and kitchen. Despite always being keen on cooking, he never had the opportunity or finances available to gain the necessary qualification to pursue this as a career. Although he was working very hard, David still relied on welfare benefits and was keen to be self-reliant. The Up Skilling Coordinator, Peter Shiels, worked with the care home manager to look at options to support David realise his ambitions and help the employer retain a good member of staff. David completed an SVQ in Professional Cookery and now cooks for 30 residents.

David's manager has seen significant and positive changes in him. He has grown in confidence and fulfils all aspects of his role, from costing menus to consulting with residents. His earning capacity has increased and he is better off on his 34-hour per week contract.

David himself cannot believe how far he has come: "Before I did my SVQ, I didn't have two pennies to rub together. Now I have a wee Mini Cooper on the road and have savings towards my first house. I'm delighted."



Up Skilling initiative

6. Develop a sustainable council and communities

Lead – Community and Enterprise Resources

Other contributing services: Education Resources, Finance and Corporate Resources and Housing and Technical Resources

The council wishes to be environmentally responsible in the way in which services are provided and also to help everyone living in South Lanarkshire to be more environmentally responsible in their everyday lives.



We also have a statutory duty to contribute to national climate change targets by reducing greenhouse gas emissions, reducing the environmental impact of the services provided by the council and helping communities to be better prepared for a low carbon future. All these actions are included in the [Sustainable Development Strategy 2012-17](#).

Achievements for 2015-16



- We have installed over 31,000 LED street lights as part of the LED street lighting improvement programme, which commenced at the start of June 2015.
- We were awarded Cycle Friendly Employer status for both the Council Headquarters and Montrose House buildings.
- We introduced food waste collection services in all council buildings (including schools) which produce more than 5kg of food waste per week.
- We published the new statutory Public Sector Climate Change Duties report and the council's [State of the Environment report](#).
- We delivered projects supported through the **Scottish Government** Air Quality grant, including: eco fleet recognition scheme, air quality/active travel school workshops; cycle promotion campaign, upgrade to electric car charging infrastructure, cycle route design and cycle parking initiatives.
- We completed flood protection projects at Wellhall Road, Pollock Avenue, and Cameron Crescent (all Hamilton) identified within the capital programme.
- Over 300 young people were involved in environmental volunteering which involved developing skills and social capital whilst learning more about the environment.
- We rolled out the new waste collection service, including food and garden waste collection to households in Hamilton and East Kilbride.
- We adopted the new South Lanarkshire [Local Development Plan](#) and supplementary guidance on sustainable development and climate change, and renewable energy.

Sustainable
South Lanarkshire



Develop a sustainable council and communities

Achievements (continued)

- We maintained 100% registration with **Eco Schools** Scotland with 133 schools achieving bronze award, 118 achieving silver award and 71 achieving green flag status. In addition, an increasing number of Early Years Partner providers registered with Eco-schools.
- A total of 23 programmes were delivered within **Youth Learning Service** establishments encouraging innovation and creativity in sustainable development, including an environmental challenge through H2O, community gardens, **Duke of Edinburgh** and young people undergoing **John Muir Award**.

Areas for improvement and action

- Improve the council's compliance with public sector climate change duties, including new statutory reporting, with the implementation of the climate change duties improvement plan.

Responding to customer views

- Our Countryside and **Greenspace** Service works with environmental volunteers across South Lanarkshire in a number of ways, including working closely with a number of groups to help improve sites and engage with local communities. We also provide training and arrange events for volunteer groups so they can learn new things and meet new people. The volunteer groups include 'Friends of' groups that look after their local woodland; horticultural groups with polytunnels and raised beds; Health Walk groups that lead weekly walks; as well as practical conservation groups such as the Cadzow Crew and the South Haugh conservation group. **Environmental Volunteering South Lanarkshire Autumn 2015**.



Next steps

- We will develop and publish the Carbon Management Plan update report 2016.
- We will develop a new Sustainable Development Strategy 2017-2022 with a view to publish in 2017.
- As members of the **South Lanarkshire Biodiversity Partnership** we will contribute to the development of the new Biodiversity Strategy. We will also update the council's own **Biodiversity Duty Implementation Plan**.
- We will continue the roll out of the new waste collection service to the rest of South Lanarkshire households.
- We will continue the LED street lighting replacement programme.
- We will continue to invest in our domestic properties to ensure they meet energy efficiency standards.
- We will continue with our new homes and home happening programmes using the latest energy saving technologies, including the installation of high efficiency boilers and investment in renewable

Develop a sustainable council and communities

Next steps (continued)

- energy systems such as solar power and heat pumps which will minimise running costs for tenants and contribute to reducing carbon emissions.
- We will install natural rock fish passes at the Avonmill and Millheugh weirs to help the Clyde salmon population recovery.
- We will complete works on the final section of the National Cycling Network 74. The new section will help cyclists to travel between Glasgow and Gretna and beyond by constructing a completely traffic-free dedicated path from Lesmahagow to Happendon.
- We will continue to work in partnership with **Scottish Environment Protection Agency (SEPA), Scottish Water** and other local authorities to develop local flood risk management plans for Scotland. South Lanarkshire Council are designated a responsible authority for both the Clyde and Loch Lomond and Tweed Local Flood Risk Management Plans.



Link to:

[Sustainable development](#) performance at a glance report

[Develop a sustainable council and communities](#) – Quarter 4 Progress Report 2015-16

[Community and Enterprise Resources Plan 2016-17](#)

[The Reporter Spring 2016](#) – see articles: 'New bins mean even more being recycled' (page 10) 'Energy Saving Technology' (page 18)

[The View May 2016](#) – see articles: 'New housing is key to success' (page 1) 'Project to transform woodland' (page 3)

[The View December 2015](#) 'Schools can take the lead on air quality improvement' (page 5)

[Salmon to return to Avon water](#)

[Recycling means next to nothing is going to waste](#)

[Drive to reduce air pollution](#)

[Our area helping keep Scotland clean and green](#)

[Help reduce waste](#)

We have reported our climate change and sustainability actions annually since signing Scotland's Climate Change Declaration in 2007. We also have a duty to report our actions in meeting our Public Sector Climate Change Duties. The 2014-15 [Annual Report](#) can be found on our website.

Develop a sustainable council and communities

Recycling:



Recycling: The percentage of waste that is recycled is increasing year on year, thanks to your efforts and commitment.

	2013-14	2014-15	2015-16	Are we improving?
SLC	39.1%	45.0%	49.8%	Yes
Scotland	42.2%	42.8%	n/a*	

(* The Scottish figure for the percentage of waste that is recycled is not yet available from the Improvement Service.)

Energy efficient council dwellings: the proportion of council dwellings that are energy efficient has been steadily increasing over the past three years, as a direct result of the council's investment programme targeting insulation and the renewal/upgrade of heating systems.

	2013-14	2014-15	2015-16	Are we improving?
SLC	90.5%	100%	100%**	Yes
Scotland	94.0%	95.0%	n/a*	

(* The Scottish figure for the number of council dwellings meeting the energy efficiency criterion of the **Scottish Housing Quality Standard (SHQS)**, subject to excluding allowable exemptions and abeyances, are not yet available from the Scottish Housing Regulator.)
 (** The figure includes allowable exemptions and abeyances for stock where for example work has been refused or it is scheduled for demolition)

Case study:

from *The Reporter* – Spring 2016 (page 10)

New bins mean even more being recycled

In June 2015, an improved waste and recycling service was introduced in the Hamilton, Blantyre, Bothwell and Uddingston areas. This has resulted in more than 2,400 tonnes of food and garden waste being collected. Since then the service has been extended to more than 40,000 homes in East Kilbride and Strathaven.

The improved service has led to a reduction in the amount of waste the council has sent to landfill. Reducing the amount of landfill waste has not only environmental and financial benefits, it also helps the council towards meeting the **Scottish Government's** recycling targets for household waste.

The majority of householders in these initial areas have responded well to using the new service and the council has noticed an improvement in the way waste is being recycled by residents.

The final two stages of this service will be introduced in the Rutherglen and Cambuslang area during the Summer of 2016, and in Clydesdale (Lanark, Carluke, Biggar and surrounding areas) towards the end of 2016.

Sustainable
South Lanarkshire



7. Raise educational achievement and attainment

Lead – Education Resources

Other contributing services: Social Work Resources

Education remains both a national and a council priority. The **Standards in Scotland's Schools Act (2000)** sets out the national agenda for education and establishes an improvement framework for Scottish education with a legal basis for children's rights within the education system.

Our aim is that **"All learners in South Lanarkshire achieve the highest possible levels of attainment and achievement"**. This means delivering services which inspire learners, transform learning and strengthen communities. Our services are underpinned by a culture of meaningful self evaluation which enables us to identify strengths and areas for development. Key areas of focus are:

- ensuring a combined commitment to provide high quality learning and teaching to motivate learners in our modernised school estate.
- challenging and supporting the continued implementation of **Curriculum for Excellence**.
- continually improving the delivery of learning experiences in literacy, numeracy and health and wellbeing.
- meeting the needs of all learners through **Getting It Right For Every Child** and our statutory duties.
- engaging in building leadership capacity and providing opportunities for professional learning to enable establishments and services to deliver their priorities.



First Steps Nursery

Achievements for 2015-16



Additional achievements can be found on page 54 of the Education Resources' Resource Plan 2016-17

- Twelve South Lanarkshire Council primary schools were identified by the **Scottish Government** to participate in the **Scottish Attainment Challenge**. The schools are working in a partnership that focuses to raise attainment levels in literacy and numeracy for all pupils but particularly those from backgrounds of disadvantage.
- Nursery capacity for two year-olds has been increased to meet new **Scottish Government** legislative requirements of **the Children and Young People (Scotland) Act 2014**.
- Ten primary schools (Auchengray, Bankhead, Biggar, Braidwood, Carnwath, Gilmourton, Libberton, Machanhill, Muiredge and New Lanark) opened to pupils in 2015-16 taking the total number of modernised primary schools to 114 with 90% of primary aged pupils now being taught in a vibrant, modern and stimulating environment.

Raise educational achievement and attainment

Achievements (continued)

- The percentage of pupils gaining five or more awards at SCQF Level 6 or better, by the end of S6, increased to 29% and is the highest level recorded in the last five years.
- The Languages 1+2 Strategy was launched in May 2015 contributing guidance on providing curricular experiences which enable children and young people to make connections with different people and their cultures.
- The Outdoor Learning Strategy was launched in May 2015 to all establishments, providing comprehensive guidance to practitioners in providing appropriate learning experiences.
- The Instrumental Music Service has engaged with schools, community partners and other stakeholders to produce events that have featured the musical skills of over 1,000 young people. See the Daily Record article [South Lanarkshire's Annual Instrumental Showcase](#).

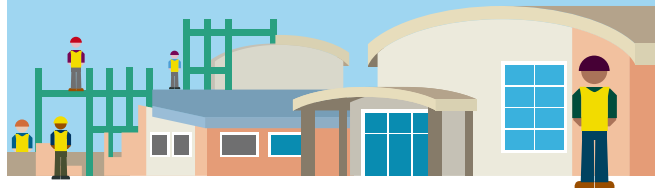
Areas for improvement and action



- We will report to the Education Resources Committee to outline proposed future flexible service delivery to meet the requirements of the [Children and Young People \(Scotland\) Act 2014](#).
- We will lead a range of consultation events to evaluate current uptake and impact on learning of 600 hours Early Learning and Childcare provision.
- We will undertake a strategic review of approaches across establishments to address the ambitions of 'closing the attainment gap'. See [South Lanarkshire's Annual Instrumental Showcase](#).

Schools modernisation programme

90% of pupils now learn in a transformed learning environment



Responding to customer views



- Education Resources completed 40 surveys on a wide range of topics. This included South Lanarkshire's Community Learning and Development (CLD) Partnership requesting that the Adult Literacy and Numeracy (ALN) Strategy update the key aims and aspirations. A sub group of the CLD Partnership was established and key themes were identified for inclusion in the Strategy. An initial draft was produced and circulated and a wide range of consultation events were set up across the Partnership. The views and experiences of learners involved with ALN in South Lanarkshire helped shape the Strategy and the Action Plan and will guide ALN developments over the next three years, ensuring that there is a continued and sustained focus on priorities for improvement.
- In June 2014, at the annual achievement ceremony, 500 young people were presented with a 'Celebrating Success Award' in recognition of their achievement. A further 23 celebration award events have taken place to recognise and celebrate young people's achievements and abilities across their communities: these have included [Princes Trust Team programme](#), Youth Achievement For Tomorrow's Adults (YAFTA), [Youth Achievement](#) and [Dynamic Youth Awards](#), [Sportworx](#) and Links-2-Life.

Raise educational achievement and attainment

Next steps



To enable establishments to focus on the best ways of delivering improvement, Education Resources' long term objectives remain consistent: we will

- Continue to implement the **National Improvement Framework** focusing on the work to continually improve education in South Lanarkshire and close the attainment gap, delivering both 'excellence and equity'.
- Continue to transform the children's learning environments through the **Schools Modernisation Programme**, supported by our investment in information and computer technology (ICT), creating inspiring opportunities for learning.
- Continue to prioritise raising attainment, whilst recognising the achievement of all children and young people, to ensure they are best prepared for life beyond school.
- Ensure all learning and teaching is of the highest quality with an appropriate improvement focus on 'how best to teach' to ensure that every lesson counts.
- Ensuring our learners are able to read at a level that allows them full access to the curriculum and the world beyond school.
- Progress recommendations to develop **Scotland's young workforce**, including a continued focus on preparing young people for employment.
- Progress the key themes of self evaluation and leadership in all establishments and services. A range of approaches will be used to implement and gather evidence of improvements and

innovative methodologies will be adopted in the **Raising Attainment for All programme**. Areas for action will include literacy; numeracy; parental involvement; teaching quality; study skills/home learning; nurture; resilience and emotional wellbeing; and leadership.



Link to:

[Education of children](#) performance at a glance report

[Raise educational achievement and attainment – Quarter 4 Progress Report 2015-16](#)

[Education Resources Plan 2016-17](#)

[parentzone](#) – Parentzone Scotland aims to enable parents and carers to access high quality information related to their child's education.

[Journey to Excellence](#) website provides examples of excellence in Scottish education and other children's services.

The [School Leavers' Destinations Report](#), published by Skills Development Scotland (SDS), provides further information on the proportion of pupils entering positive destinations

[The Reporter Spring 2015](#) – see articles: 'New schools have 9 out of 10 pupils learning in modern accommodation' (page 6) 'National Honour Award' (page 8) 'Shared school campus is a uniform success' (page 10)

[Young people reap reward of early learning increase](#)

Raise educational achievement and attainment

Case study:

National Nurture Award

Trinity High School is the first secondary school in Scotland to be awarded the prestigious Marjorie Boxall Quality Mark Award by national charity the **Nurture Group Network (NGN)**. This prestigious accolade is awarded to schools who demonstrate exemplary practice in supporting a range of pupil needs in their school nurture groups. Nurture groups are in-school, teacher-led groups that help children overcome barriers to learning.

Nurture groups are an excellent 'sharp end' intervention, allowing teachers dedicated time and a framework through which to work with individual children and young people, unpicking their particular issues and working to address them. They allow teachers to identify if the child's needs can be met in school or if another course of action is necessary.



8. Improve the quality, access and availability of housing

Lead – Housing and Technical Resources

Meeting the housing needs and promoting access to good quality, affordable homes, to all the people of South Lanarkshire remains a key priority for the council. Access to housing for those in need continues to be an area of key importance.



A primary focus of our work relates to improving the quality of housing in all tenures. Through significant investment in our housing stock, we have made excellent progress and have achieved the **Scottish Housing Quality Standard (SHQS)** as required by March 2015. As part of the works to meet the standard, we have made a considerable impact on key housing priorities – improving energy efficiency, tackling fuel poverty and lowering carbon emissions. We recognise that improving the energy efficiency of homes and lowering the running costs of heating systems is one of the main ways in which the council can help to tackle fuel poverty.

Achievements for 2015-16



- Over 1,700 adaptations have been completed in council and private homes, allowing older people to remain in their own home – 99.2% of these aids and adaptations were completed on time, exceeding our target of 97%. All demand has been met for adaptations to council housing and there is no waiting list.
- 196 properties have now been brought up to amenity standard suitable for older people since the programme started in 2012-13.
- Significant external funding from the Home Efficiency Programme (HEEPS) was received to supplement and deliver insulation work programmes to improve the energy efficiency of homes in the private sector.
- We continued to meet and exceed our letting targets for the year and improved on the number of tenants being able to sustain their tenancy.
- The average time to relet empty houses was 22 days which is better than the target and the results from last year – 24 days. With over 15,500 people on the waiting list for housing, we know how important it is to let empty homes as quickly as possible. Even with efficient performance in turning round empty homes, there will always be a period where properties are empty while we find the next tenant and carry out essential repairs, however, we focus on keeping this time to a minimum.
- We met our targets for assessing homelessness applications within the 28 day target and exceeded our target for providing a housing support assessment for those households who required one.
- With our **Registered Social Landlords (RSL)** partners, we completed 110 new homes – 28 new

Improve the quality, access and availability of housing

Achievements (continued)

council homes and 82 new RSL homes and started on site with a further 276 new homes across South Lanarkshire. We added a further 10 new homes through our Px Plus and Buy back schemes.

- The council's **sheltered housing** service was assessed as 'very good' by the **Care Inspectorate**. Inspectors visited sheltered schemes, taking on board comments and views of staff and tenants through a questionnaire survey and local meetings.

Areas for improvement and action



- We will continue to work with RSL partners to ensure that they meet their locally agreed targets for lets to homeless households.

Responding to customer views



- The views of our tenants are important to Housing services. Consultation and engagement is wide and varied, and in 2015-16, Housing and Technical Resources conducted a number of surveys, which highlighted positive satisfaction levels with a range of key services.
- To enhance our ability to provide suitable homes to meet the changing needs of the people of South Lanarkshire, we ensure that there is an adequate provision of suitably designed homes, allowing people to continue to live independently. We have implemented a rolling programme of works to convert mainstream homes into amenity standard, as they become available to re-let. Amenity housing is ground or first floor properties, or properties served by a lift, that have been specially designed or adapted with handrails, raised electrical sockets and non-slip bathroom flooring.



Improve the quality, access and availability of housing

Responding to customer views (continued)

- The Tenant Participation Coordination Group and Local Area Forums actively encourage tenants to become more involved with issues affecting tenants. Over the last 15 years tenants and customers have made a significant difference through involvement in the review and development of a range of council policies relating to housing, for example, rent setting and arrears, antisocial behaviour, repairs and housing investment. As part of engagement and input from tenants last year, the rent increase for 2016-17 was limited to 3% instead of 3.5%. 56% of tenants responding to the consultation chose the lower option and this was subsequently agreed by the Housing and Technical Resources Committee.
- A rolling programme of engagement with service users affected by homelessness provides good feedback on experience with services and scope for service improvement working with agencies.
- For further information about how you can get involved contact the South Lanarkshire Tenants' Development Support Project on 01698 527 108 or email SLproject@tis.org.

Next steps



- Over the coming year, a comprehensive programme of tenant involvement has been established and includes a focus on performance and service scrutiny and a review of the current tenant participation strategy. In addition, a rolling programme of customer surveys help to confirm how well services are being delivered and scope for improvement.

Link to:

[Housing and Homelessness](#) performance at a glance report

[Improve the quality, access and availability of housing](#) – Quarter 4 Progress Report 2015-16

[Housing and Technical Resources Plan 2016-17](#)

[Benefits are changing](#) booklet

[The Reporter Spring 2016](#) – see article: 'Energy Saving Technology' (page 18)

[Council helps cut tenants fuel bills](#)

South Lanarkshire Council has 1,250 sheltered tenants in 46 sites. A recent inspection by the **Care Inspectorate** assessed the service as 'very good'.

The overall grades were:

- Quality of Care and Support
very good
- Quality of Staffing
very good
- Quality of Management and Leadership
very good



care
inspectorate

Improve the quality, access and availability of housing

Case study 1:

from **The View – Spring 2016** (page 3)

Good practice recognised at traveller sites

South Lanarkshire's two Gypsy/Traveller sites have been highlighted for good practice in an independent report by the **Scottish Housing Regulator**. The report looks into how landlords are meeting their obligations in relation to Gypsy/Travellers under the **Scottish Social Housing Charter 2012**.

South Lanarkshire Council manages two sites – one in Larkhall and one in East Kilbride. They have been highlighted for positive practice across four areas:

- Equalities – the communal facility at the Larkhall site has been used effectively for multi-agency working with agencies such as health, education, and Scottish Fire and Rescue.
- Communication – reflecting consultation with site residents in developing the allocation policy and occupancy agreement.
- Participation – the council introduced a satisfaction survey of all Gypsy/Traveller site residents and has used this to develop an improvement action plan.
- Rents and service charges – the council has established annual consultation events with residents on its Gypsy/Traveller sites to discuss issues such as rent setting and site investment.

The 2015 customer satisfaction survey revealed that the residents were 100% satisfied overall with their site.

Case study 2:

from **Housing News Edition 22, Summer 2016**

East Kilbride welcomes tenants to their new homes

Residents in Creed Grove and Forbes Place, Murray, East Kilbride were delighted to move into their new council homes.

Twenty eight homes have been completed as part of South Lanarkshire Council's ambitious new housing programme. The development provides a range of semi-detached houses and wheelchair accessible bungalows that have been designed to meet a range of needs, now and in the future.

Housing and Technical Resources staff arranged a welcome meeting at the end of April 2016 to bring tenants from the 28 newly built council homes together, as a community, to help them get to know each other and to establish a residents' association. Staff from the local housing office were on hand to provide information and advice as well as answer questions. Officers from Police Scotland and the Scottish Fire and Rescue Service also took part to talk about a variety of issues including fire prevention and bogus callers.

Feedback from tenants at the meeting was positive and the initiative will continue across all council new build estates in the future.



9. Improve the quality of the physical environment

Lead – Community and Enterprise Resources

A high quality environment, with an attractive built heritage and an active cultural life strengthens civic pride and gives communities a positive sense of place. South Lanarkshire aims to be a clean, attractive and well-designed, sustainable place to live, work and play.



Low Parks Gala Day

The [South Lanarkshire Local Development Plan](#) sets out policies and proposals to guide development in South Lanarkshire from 2014 to 2019.

Achievements for 2015-16



- Over the year, we processed 4,187 **planning** and building warrant applications, representing several hundred million pounds of investment.
- We secured the adoption of the council's Local Development Plan which sets out a framework for the growth and regeneration of South Lanarkshire.
- We worked in partnership with all the council's services to ensure that, where appropriate, the environmental impact of our plans policies and strategies were assessed.
- We acted on over 3,700 **pest control** requests, 451 reports of **stray dogs** and 2,086 **noise complaints**, and conducted 2,812 **litter** and **dog fouling** patrols.
- We cleaned up just over 260 items of **graffiti**, with 92.8% of graffiti removed within two working days, exceeding the annual target of over 90% of graffiti removed within this timescale.
- We achieved high independently assessed scores for grounds maintenance (72, against our annual target score of 70) and maintained almost 2,700 hectares of council land.
- We maintained around 3,210 gardens as part of the council's **Care of gardens scheme** and the scheme received a 99.8% customer satisfaction rating.
- Our streets were inspected for street cleanliness over the year by **Keep Scotland Beautiful**: 97.9% of these were found to be acceptably clean, ranking us third best in Scotland in comparison to all other Scottish local authorities.
- We responded to 99.6% of **fly-tipping** complaints and 97.9% of dog fouling complaints within two working days, exceeding the annual target of 90%.
- We attended to domestic noise complaints on average within 31 minutes (exceeding the annual service target of two hours).
- Cambuslang Park and Strathaven Park retained the **green flag award**, and Beautiful Scotland and **Royal Horticultural Society (RHS)** Britain in Bloom issued a number of other awards to towns and villages across South Lanarkshire. Our Grounds Services teams offer advice and practical help to the towns and villages taking part in these horticulture awards.

Improve the quality of the physical environment

Achievements (continued)

- We provided landscape design and horticultural service advice to 23 local community groups and attended to over 1,650 arboricultural enquiries, 69% of which were responded to within the designated five day turnaround.
- We completed the last year of our £490,290 five year investment programme on fixed **play areas**; the following parks were all completed on programme within the year – Strathaven Park, Rosebank, Chapelton, Crofthead Park, Calderglen Country Park, Moor Park and Alexander Hamilton Memorial Park.
- We completed design projects at Bosfield Place sheltered housing and Dewar House Care Home.
- We continued to roll out our **Environmental Volunteer** Programme which is contributing substantial improvements to the council's greenspace – there were 2,020 volunteer days worked in 2015-16 – see article on **volunteer projects funding boost**.
- We progressed the burial ground programme, with improvement works completed at Philipshill (East Kilbride), Priestfield (Blantyre), Wilton (Carluke) and the Glebe (Stonehouse).
- We worked in partnership with the Urban Regeneration Company and **Forestry Commission Scotland** to develop the **Cuningar Loop riverside woodland park** (article on page 39) – these 15 hectares of land have been transformed into a community greenspace for local residents and visitors.

Areas for improvement and action



- The Planning Service remains conscious of the need to continually improve the timescales for decisions on applications. We will continue to critically assess and review our processes and procedures in order to ensure they are fit for purpose.
- The cost of maintaining our parks and open spaces has been increasing compared with previous years, due to increased living wage costs. This has resulted in higher costs compared with the Scottish national average figure. The council is currently reviewing these service costs as part of the cross-council efficiency savings required for 2016-17 onwards. These proposed efficiency savings should reduce our overall grounds maintenance costs.

Responding to customer views



- We are currently preparing the second South Lanarkshire Local Development Plan and are in the consultation and engagement stage. The Local Development Plan guides the future development of our area. It is the basis for decision making on planning applications and contains policies and proposals for future development and use of land. Consultation and engagement to date has involved the general public, all council departments, community councils and our other key stakeholders. Methods have included a questionnaire issued at different venues and on the internet, meetings, events, and drop-in sessions. An update on the outcome of this consultation and engagement will be produced in December 2016 and used to establish the direction of the Local Development Plan.

Improve the quality of the physical environment

Responding to customer reviews (continued)

- Our Planning Service deals with planning applications for wind turbines. Planning decisions on these types of applications are made subject to a legal agreement between the applicant and the council. This legal agreement aims to ensure certain payments for community benefit and site restoration are made by the applicant to the council. Last year, the timescales and procedures involved in securing this legal agreement were having an impact on one particular developer's ability to progress with their projects. To assist them with this, we modified our procedures and this new procedure is being successfully rolled out in future similar situations.

Next steps



- We will maintain land and streets to a high standard, achieving high independently assessed scores for our **grounds maintenance** and **street cleanliness** services and responding to requests for the removal of **fly-tipping**, **hazardous items**, and graffiti within agreed timescales. Where necessary, we will also take enforcement action in relation to fly tipping, graffiti, **dog fouling** and **noise**.
- We will protect **biodiversity** and enhance **greenspace** in South Lanarkshire through the delivery of core Countryside and Greenspace projects, for example, the felling of conifer plantations on the western side of Chatelherault Country Park and the installation of rock fish passes at the Ferniegair and Millheugh weirs.
- We will commence a new major fixed play area in Bothwell Road Public Park.

- We will aim to retain Green Flag accreditation at both Cambuslang and Strathaven Parks and achieve Green Flag status at Castlebank Park, Lanark.
- We will continue discussions with over 20 community groups seeking environmental and fixed play area improvements.
- We will unlock the development potential of vacant, derelict and **contaminated land** sites and remove and control health risks.
- We will provide a responsive public health service to protect the community from infectious diseases, contamination or other hazards which constitute a danger to public health.
- We will assess and determine development proposals in line with Planning and Building Standards legislation and the council's Local Development Plans.
- We will continue to maintain town centres and work with businesses and owners to market and promote our town centres, ensuring they are sustainable in a modern context. This includes project managing the refurbishment of the **East Kilbride Ice Rink** (The Reporter 2016 article on page 35).



Improve the quality of the physical environment

[Link to:](#)

[Planning](#) and Building services performance at a glance report

[Protective services](#) performance at a glance report

[Improve the quality of the physical environment](#)
– Quarter 4 Progress Report 2015-16

[Community and Enterprise Resources Plan 2016-17](#)

[Drive to reduce air pollution](#)

[Our area helping keep Scotland clean and green](#)

Case study:

Cuningar Loop Woodland Park now open

A little-known, remote and previously difficult to access corner of Rutherglen is set to become one of Scotland's most popular free visitor attractions.

Cuningar Woodland Park opened this Spring after being developed for the past two years, thanks to the combined efforts of Clyde Gateway and Forest Enterprise Scotland.

The land at Cuningar, which extended to 30 hectares in size, had last been used as a landfill site for rubble from the demolition of tenements in the 1970s, and to begin the process of creating the new park, the entire site was transferred over to Clyde Gateway by South Lanarkshire Council.

The area has traditionally been known as Cuningar Loop and is situated behind show homes just off Downiebrae Road, but the lack of any pathway or road onto the site made it something of a secret.

More than £5million has now been spent on the creation of Cuningar Woodland Park which takes up half of the site that now sits in the ownership of Clyde Gateway. More than 15,000 trees have been planted together with an extensive path network, a riverside boardwalk and a large meadow and series of picnic areas. There is also plenty on offer for those who want to be particularly active, with an adventure play area, a bike skills track, and Scotland's first ever bouldering park.

Cuningar Woodland Park is currently open to the public every Saturday and Sunday between 10am and 4pm.

Cuningar Loop, Rutherglen



10. Increase involvement in lifelong learning

Lead – Education Resources

Scottish Government guidance outlines a commitment to improving core literacies, knowledge, skills, confidence and creativity for Scotland's adults.



In addition the **More Choices, More Chances** and the **16+ Learning Choices** agendas will continue to be pursued as models for assisting young people to stay in learning after their 16th birthday in order to secure long term employability prospects and prevent youth unemployment. We are committed to progressing the recommendations from the government's **Youth Employment Strategy**, to develop the young workforce through joint activity.

Our aim is to **“Empower people, individually and collectively to make positive changes in their lives and in their communities through participation in community life and learning activity”**. This means delivering high quality learning opportunities which are inclusive, learner focused and enable individuals to grow and prosper.

Achievements for 2015-16



- 1,058 young people have engaged in over 100 programmes that improve life chances and wellbeing, developing skills for learning, work and life and 'Opportunities for All'.
- Over 1,500 young people participated in 120 programmes delivered through the Community Learning and Development Partnership to

further improve literacy and numeracy skills. The programmes provide innovative learning opportunities in a range of settings including **Universal Connections**, area based clubs and schools. Participation means that young people are better equipped to engage with their learning and improves their confidence and self-esteem.

- Over 8,500 adults achieved at least one learning outcome from participation in **Community Learning and Home School Partnership** programmes with 551 adults achieving nationally recognised awards that will support their progression in work and further education. Certification was gained in a range of areas including: Alternative Therapies, Royal Environmental Health Institute of Scotland, Adult Literacy and Numeracy, First Aid, Healthy Living and Mental Health First Aid.
- We delivered a range of activities for groups and individuals of **English for Speakers of Other Languages (ESOL)** which was highlighted as good practice within the national **ESOL Strategy**.
- In our activities to encourage young people to become involved in decisions affecting their community, 25 young people from Douglas Universal Connections took part in a consultation with town planners, which should improve facilities in the area shape the future of their village.

Increase involvement in lifelong learning

Areas for improvement and action



- Organise a minimum of 20 Youth Learning events and awards ceremonies to recognise and celebrate the progress and achievements.
- We will provide targeted support and training to communities to improve community engagement and involvement. In particular, we want to maintain the number of English for Speakers of Other Languages learners reporting increased confidence in applying skills to daily life.
- In developing stronger, more resilient, supportive, influential and inclusive communities, we will increase the annual percentage of young people involved in decision making processes affecting their community through **Youth Learning** activities.

Responding to customer views



- Young people in South Lanarkshire have lots of opportunities to get together, to learn and have fun in a variety of settings, equipping them with the skills they need to play an active role in their communities. Services for young people are planned through the **Corporate Connections Board** (The South Lanarkshire Youth Partnership) which has representatives from all council services as well as partner agencies and the South Lanarkshire **Youth Council**. This group monitors the implementation of the Youth Strategy and Action Plan.

Next Steps



- We will deliver services and programmes through the Community Learning and Development Partnership to further improve literacy and numeracy skills among young people, increasing resilience and personal development.
- We will deliver a range of opportunities for people of all ages through **Community Learning and Home School Partnership** programmes.



Increase involvement in lifelong learning

 Link to:

[Education of children performance at a glance report](#)

[Increase involvement in lifelong learning – Q4 Progress report 2015-16](#)

[Education Resources Plan 2016-17](#)

The [School Leavers' Destinations Report](#), published by [Skills Development Scotland \(SDS\)](#), provides further information on the proportion of pupils entering positive destinations.

Case study:

Duke of Edinburgh Gold Awards

In July 2015, a very special awards presentation took place at The Palace of Holyroodhouse for eight young people from South Lanarkshire who achieved Duke of Edinburgh Gold Awards. Hosted by HRH Prince Edward, the Earl of Wessex the highly prestigious Awards were presented by Commonwealth Silver Medallist for Badminton, Bothwell's Kirsty Gilmour. The young people and their families could barely contain their excitement as the moment of actually receiving their awards approached. HRH Prince Edward made special mention of the dedication and commitment of Duke of Edinburgh leaders, teachers, parents and support teams in helping the young people to achieve their goal. A proud moment in the recipients lives in which they should be very proud. Anne Donaldson, Head of Education (Inclusion) said: "Our congratulations go to each of the young people whose success was celebrated at the awards presentation. The achievement of the Duke of Edinburgh Gold Award by our young people is highly impressive. They have all worked extremely hard and the award is quality evidence of their sustained hard work, positive attitude and commitment."



During the year a total of 1,061 young people received, or are working towards, awards through their participation in Youth Learning Service activity. Here are some of the awards achieved: **Youth Achievement**, **Dynamic Youth**, **SQA Working with others**, **Food Hygiene**, **Customer Service**, **Royal Environmental Health Institute for Scotland**, **John Muir Award**, **Duke of Edinburgh** and **Saltire Awards**



11. Getting it right for every child

Lead – Social Work Resources

Other contributing services: Education Resources

Getting it right for every child (GIRFEC) places the child at the centre and ensures children's service partners work together to improve wellbeing outcomes for children, young people and families. GIRFEC sets out an approach to continually improve outcomes for children in the areas of: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.



Kirkton Primary School pupils

GIRFEC continues to be a significant element of Social Work Resources' **Child and Family Services** as we continue to work with partners in support of the **Children's Service Plan** and arrangements.

Furthermore, we will implement the **Children and young people (Scotland) Act 2014** which is one of the most significant pieces of legislation affecting children, young people and their families since the Children (Scotland) Act 1995.

Achievements for 2015-16

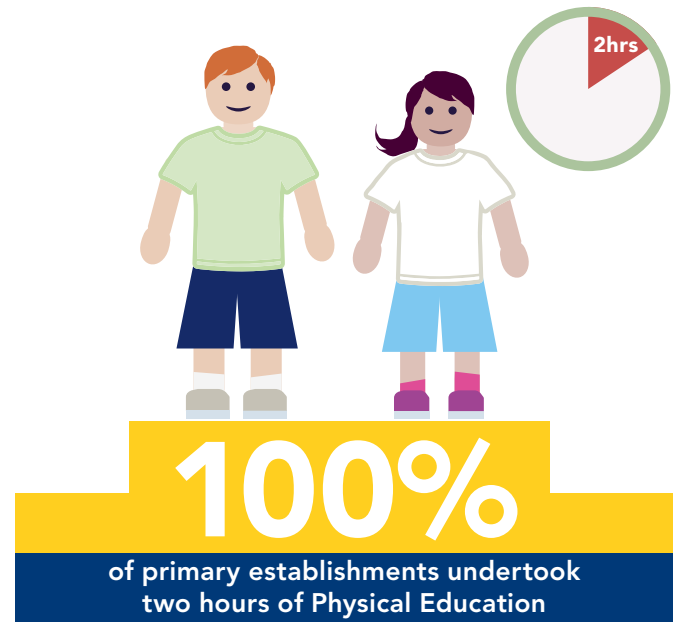


- We protected 662 children through child protection investigations. At 31 March 2016, there were 172 children on the Child Protection Register (compared with 151 last year).
- We prepared 570 reports for children who were supported through the Children's Hearing system (compared with 693 last year).
- We supported 190 children and young people in foster placements on a full time basis (compared with 191 last year).
- 548 children were looked after by the council. Of these children: 178 (52.6%) were looked after at home; 110 of these with friends and relatives; 190 (34.7%) were looked after by foster carers/prospective adopters. 70 children were in residential accommodation broken down as follows: 41 (7.5%) in the council area, 13 (2.4%) in residential schools and 12 (2.2%) required specialist/out of area placements to meet their needs.
- We continue to monitor the volume of child protection activity and this remains fairly consistent across localities. We had 731 child protection referrals which proceeded to investigations in 2015-16.

Getting it right for every child

Achievements (continued)

- The Young Carers Steering Group, in partnership with **Lanarkshire Carers Centre**, has identified gaps for young adult carers moving on from the current group settings. A successful bid to the **NHS Lanarkshire Carers Information Strategy** fund to appoint an adult carer worker was completed earlier in the year and funding has been secured from the **Caring for Carers** Project to allow for the purchase of leisure passes for our young carers.
- 99% of children on a supervision order were seen by a supervising officer within timescale (15 days).
- We have continued to exceed the target (75%) of getting reports to the Scottish Children's Reporters Administration, submitting a total of 83% within the timescale of 20 days.
- Of the 19 actions identified following the joint inspection of Children's Services, the partnership has completed 14 actions and the five remaining are well in progress.
- We drafted our **Corporate Parenting** Strategy and Action Plan to uphold the rights and safeguard the wellbeing of a looked after child or care leaver.
- Adaptation works at Carluke Primary School and Lanark Grammar were completed to ensure the accommodation meets the needs of those pupils requiring additional support for learning.
- Results of the **Healthy Living Survey 2015-16** maintained that 100% of primary establishments were undertaking two hours of physical education. Providing opportunities for learners to engage in activity which encourages and enables physical confidence and competence from the earliest age and supports wellbeing and resilience across our communities of learning through physical activity and sport.



Areas for improvement and action

- We will progress the remaining actions from the Joint Inspection of Services for Children and Young People.
- We will continue to maintain grades of 'good' and above for external inspections of our registered children's care services.
- In partnership, we will continue to contribute to the **Scottish Government's Realigning Children's Services** Programme, aimed at jointly creating strategies that help children and families get the support they need as early as possible.
- The Education Resources Strategy on Physical Education, Physical Activity and Sport will be rolled out to schools before the end of June 2016.

Getting it right for every child



Responding to customer views



- All of our registered care services, inspected by the **Care Inspectorate** have a clear customer satisfaction element. Taking into account the views of people using the care service and their carers is an important part of the inspection process. One of our children's homes recent inspection report records: 'The young people we spoke to at Hillhouse were relaxed and happy with their care. They described very positive relationships with staff and we saw evidence of this throughout our inspection visit. Young people described different situations they had experienced where staff had provided specific types of support, guidance and advice which had made a clear difference to their situation and which they particularly appreciated'.
- The software package Viewpoint helps children and young people, who are on the child protection register or are looked after, communicate their wishes and feelings in relation to a range of topics. In 2015-16 we received 204 responses which are fed into both the Child Protection Committee, and the Continuous Improvement Group of the Getting it Right for South Lanarkshire Children's Partnership framework.

Next steps



- We will implement the actions of the **Corporate Parenting Strategy**.
- With our partners we will use the data gathered from the Realigning Children's Services programme to shape our future **Children's Services Plan**.
- We will consider the implications of the **Carers Scotland Act 2016** in respect of the Young Carers Statement
- In partnership we will consider the implications of participating in a **Home Office** scheme to receive Unaccompanied Asylum Seeking Children (UASC).

Link to:

[Child Protection and Children's Social Work performance at a glance report](#)

[Getting it right for every child](#)

– Quarter 4 Progress report 2015-16

[Social Work Resources Plan 2016-17](#)

[The Reporter Spring 2016](#) – see articles:

'National Award Honour' (page 8)

'Helping young people through tough times' (page 12)



Getting it right for every child

Case study:

Young Carers Festival

Every year, the **Carers Trust in Scotland**, organise the **Young Carers Festival** which is funded by the **Scottish Government**. The Festival this year took place in August at Broomlee Outdoor Centre in West Linton and activities included a Festival's Got Talent show, performances from live bands, a silent disco, workshops on animation, dj-ing and stage make-up, and dozens of other activities.

This year 700 young carers attended the event. The young people did not know one another, therefore it was essential that they had the opportunity to bond and develop relationships within the group. Prior to the two day festival, a period of pre-planning activity sessions were organised. Young people were invited to attend two separate sessions, which promoted confidence building, team building, communication, and peer support. These planned activities were effective in developing a close bonded group who went on to attend the residential opportunity.

Positive outcomes which were identified, included the opportunity to have a lengthy break from their caring role; the opportunity to participate in new and exciting activities; to gain and develop new friendships and to promote positive health and wellbeing. However, most importantly the young people had fun and the festival was full of laughter!

You can see how much fun they had by viewing the film in the following link:

[#sycf15 vimeo com/136848306](https://vimeo.com/136848306)



12. Improve community safety

Lead – Housing and Technical Resources

Other contributing services: Community and Enterprise Resources, Education Resources and Social Work Resources

The council recognises that effective partnerships play a crucial role in tackling community safety issues, including crime, antisocial behaviour, road/fire/home safety and reduction of violence. Our main focus and actions are set out in the [Community Safety Strategy 2012-17](#).



Junior Road Safety Officers

Achievements in 2015-16



- We undertook a number of road safety projects and road infrastructure improvements which have helped contribute to a lower number of serious and fatal casualties in the calendar year 2015: 74 compared to 96 in the previous year.
- We responded to 2,086 domestic noise complaints, and for those complaints requiring attendance on site, responded within an average time of 31 minutes (exceeding the annual service target of two hours).
- We continued to promote and develop the Doorstep Crime Initiative Cold Calling Control Zones: 100% of intelligence reports of door step crime were responded to the same or next working day.
- Our Trading Standards service processed 87% of consumer complaints within 14 days (against an annual target of 65%); this is a higher proportion than in the previous three years.

- We dealt with over 1,700 cases of antisocial behaviour. 79.7% of cases reported were resolved within local target times and our efforts to reduce incidences of crime to council property are 8% ahead of target.
- We continued to implement the council's security strategy and reduced the cost and number of incidents of damage to council properties.
- In assisting with the provision of safe routes to and from school, school crossing patrol cover was provided at 160 sites, in line with our annual target.



Improve community safety

Achievements (continued)

- We continued to deliver road safety improvements at identified accident routes or locations. This included route action plan works and road infrastructure improvements such as road marking and signs, engineering measures at schools and speed limit initiatives.
- In terms of community safety awareness initiatives, we supported vulnerable groups and neighbourhood watch areas by responding to 100% of door stop crime reports on the same or next working day.
- During the year over 24,000 young people were involved in diversionary activities to improve the safety of young people – for example sports, music and area based youth clubs.

Areas for improvement and action



- The council ensures high standards of compliance for Community Payback Orders (CPO), with a target of 75% of all offenders to be seen within one working day of the CPO commencing. This year we missed the target, achieving 74%. However, this represents an increase of 1% on the previous year, where we achieved 73%. There were better responses by the service users and more accurate recording linked to receipt of CPOs. Further improvements are dependent on more positive responses and attendance of the service users, which we will continue to encourage.

Responding to customer views



- **Police Scotland** launched their public consultation to seek the views of people living in the South Lanarkshire area – tenants, residents and people working here – to help make South Lanarkshire a safer place to live and work. Tenants are encouraged to go online and have their say by completing the **your view counts** survey.
- Resulting from feedback received during Lesbian Gay Bisexual and Transgender (LGBT) **History month** (February 2015), the council signed up to the **No Bystanders** pledge in May 2015 as part of its **International Day Against Homophobia** activities. This was promoted across the workforce and the community to show that the council will call out against all forms of discrimination where and when it sees it happening, whether in service delivery, within our working environment, or in our communities.

Next steps



- We will continue to provide school crossing patrol cover to assist in the provision of safe routes to and from school.
- We will continue to deliver prioritised traffic signal and pedestrian crossing maintenance improvements and new installations.
- Our work to continue to raise awareness of the impact of domestic abuse involves the further development of a reporting system to monitor trends in referral activity. Statistics are now being provided by Social Work, Housing, Police Scotland, health, the Procurator Fiscal and voluntary organisations.

Improve community safety

[Link to:](#)

[Protective services and Equalities and diversity performance at a glance reports](#)

[Improve community safety – Quarter 4 Progress Report 2015-16](#)

[Housing and Technical Resources Plan 2016-17](#)

[Your views on antisocial behaviour](#)

[Stay safe on bonfire night](#)

[Consumers urged to guard against scammers](#)

[Christmas crackdown on bogus callers](#)

[Know your consumer rights](#)



Tackling antisocial behaviour

Case study:

Positive communities – your views on antisocial behaviour

During 2015, and for the seventh year running, South Lanarkshire Council invited residents to give their views on how the council can help improve its communities.

'Positive Communities' events were held to encourage residents to come along and tell the council what they thought about local services and also provide information about antisocial behaviour issues in their area.

During the event residents were provided with information about projects and initiatives in their area to help tackle antisocial behaviour.

A wide range of advisers were on hand at the events including partner organisations, such as Police Scotland and Scottish Fire and Rescue. The council's Housing Community Wardens and Anti Social Investigation Team also participated.

An online survey was available for residents who were unable to attend but who still wished to provide feedback.

13. Improve and maintain health and increase physical activity

Lead – Community and Enterprise Resources

Other contributing services: **South Lanarkshire Leisure and Culture**

Improving the health of individuals and communities is a key challenge for South Lanarkshire and Scotland as a whole. Lifestyle, poverty and environmental factors all have a part to play and the council's approach to improving health will involve working with partners to target the most disadvantaged communities.



Netball, Holy Cross High

The council also has a significant role to play in promoting healthier lifestyles through local sports and community facilities operated on its behalf by South Lanarkshire Leisure and Culture (SLLC).

Achievements for 2015-16



- We recorded 1,646,136 attendances at our swimming pools and 2,104,000 attendances at Outdoor Recreation and Country Parks, both representing a small increase compared to the previous year.
- Membership of the over 60s 'Activage' scheme rose to 7,100, an 18% improvement on the previous year, with usage of facilities by the same group rising by 5.5% to 418,734.
- Active Schools staff and volunteers provided more opportunities for participation than ever, organising 17,765 activity sessions across South Lanarkshire, an increase of 4.9% on the previous year.
- We recorded 919,569 attendances at indoor and outdoor facilities by the under16s clubs, who benefit from a reduced rate.
- Over 1,100 young people accessed sports training sessions organised by the Sports Development section and 3,567 adults took part in over 91 training courses (such as Level 1-3 SFA football courses).
- Over 11,100 people 'liked' the 'Children's activities in South Lanarkshire' facebook page, a 66% increase on the previous year.
- We upgraded our leisure facilities, including: the development of Strathaven tennis courts to an all weather surface (opened in May 2015), achieved a site start in January 2016 of **East Kilbride Ice Rink** refurbishment (which is part of the wider town centre major refurbishment project) and achieved site start in January 2016 for the development of a new community facility and 3G pitch at Newton in conjunction with the new primary school project.
- We completed the last year of our £490,290 five year investment programme on fixed play areas. The following parks were all completed on programme within the year; Strathaven Park, Rosebank, Chapelton, Crofthead Park, Calderglen Country Park, Moor Park and Alexander Hamilton Memorial Park.

Improve and maintain health and increase physical activity

Achievements (continued)

- We provided 4.718 million nutritious school meals and over 96,400 community meals to Social Work clients.
- Our Environmental Health service helped ensure that the number of incidents of food borne infection in 2015-16 was kept to a minimum (there were 160 incidents in 2015-16, against the annual target of fewer than 170 incidents) and we responded to 97.2% of public health incidents within two working days (against a target of 90%).

Areas for improvement and action

- We will develop new and existing partnerships to support the development of new opportunities for people to participate in physical activity, and in particular, strengthen the partnerships with the new Health and Social Care Partnership in extending the provision of health intervention programmes.
- We will continue to develop the use of social media as a marketing tool in order to raise awareness of our services, through the implementation of our Social Media Strategy aimed at providing cost effective promotional tools in a forum with which customers are familiar and comfortable.



Responding to customer views



- SLLC operates a programme of mystery visits, carried out by a group of customers who feedback on their personal experience of using the cultural venues, leisure centres, libraries, museums and outdoor facilities. Throughout 2015-16, 67 visits were carried out which provide feedback on services, which in turn helped SLLC maintain and improve its service delivery. The positive themes across these reports highlight the importance of staff within the organisation: the high standard of customer service was once again highlighted by the mystery visitors. Areas for improvement included the (inconsistent) wearing of name badges, SLLC website navigation, as well as some slight discrepancies between information on the printed leaflet and the website.
- During 2015-16, SLLC recorded 525 complaints and comments against the Sport and Physical Activity Service and the Outdoor Recreation and Country Parks Service. Year on year, the top five areas of complaints have remained largely the same. However, during 2015-16, there was a reduction in the number of complaints against the following headings: maintenance (down 33%), programming (down 43%), staff performance (down 40%), communication (down 1%) and policy (down 50%). Improvements which have been made as a result of customer feedback include; introducing a new process ('Learn 2') into the swimming lesson programme to advise parents of their children's swimming ability and progression; purchasing additional equipment to support programmed activities at Blantyre Leisure Centre, and improved maintenance of the gym equipment at Forth Sports and Community Centre.

Improve and maintain health and increase physical activity

Next steps



- We will work closely with strategic partners, in particular the South Lanarkshire Health and Social Care Partnership, in identifying and addressing the health inequalities prevalent across South Lanarkshire.
- We will develop physical activity provision, club engagement and partnership programmes aimed at encouraging all members of the community to lead more active lives.
- We will continue to promote leisure activities for over 60s, under 16s and those most disadvantaged (economically as well as physically).
- We will upgrade our leisure facilities, including the completion of East Kilbride Ice Rink refurbishment (with an anticipated opening in Winter 2016) and the progression of Newton Community Facility and 3G pitch (due to open Autumn 2017). We will also complete a 3G carpet and shock pad replacement of Bent Recreation Area 3G pitch in Summer 2016.
- We will continue to provide nutritious school meals and a comprehensive and responsive public health service to the community.
- We will promote and maintain opportunities for walking, cycling and horse riding using South Lanarkshire's network of core paths and develop a new Outdoor Access Strategy.

Link to:

[Cultural and community services performance at a glance report](#)

[Improve and maintain health and increase physical activity – Quarter 4 Progress Report 2015-16.](#)

[SLLC Annual Report 2015-16](#)

[Community and Enterprise Resources 2016-17](#)

[The Reporter Spring 2016](#) – see articles:

'Sense of identity' (page 29)

'Holy Cross gives girls a sporting chance' (page 45)



As we continue to improve the nutrition and health value of school meals, uptake of school meals continues to increase and exceed our annual targets:

	2014	2015	2016 target	2016
Primary schools	49.9%	50.8%	51.8%	68.6%
Secondary schools	62.9%	54.8%	55.8%	56.5%

Improve and maintain health and increase physical activity

Case study:

Clydesdale School Triathlon 2015

The Clydesdale Schools Triathlon took place in May 2015 targeting P5-P7 primary school pupils and S1-S3 secondary school pupils. The event took place at Carluke Leisure Centre/John Cumming Stadium. Over the two days, there were 1,082 primary school pupils swimming, cycling and running. Schools attending this year came from the Carluke, Lanark, Lesmahagow and Biggar Learning Community. There were over 60 secondary school pupils from Carluke High School and Lanark Grammar completing a timed competitive triathlon and 40 secondary pupils participating for fun.

All pupils received a t-shirt, bag, water, fruit and local club information.

On completion of their triathlon, pupils had the opportunity to 'come and try' various sports provided by local sports clubs. Clubs delivering taster sessions this year were; Law and District

Athletics Club, Dynamic Judo, Reach for the Sky Basketball, Cherry Dance Studios and Lanark Triathlon Club.

Representatives from the local triathlon club, Lanark Triathlon, provided taster fun sessions and information to promote the pathway for pupils to continue to participate in the sport at club level.

Ten student volunteers from City of Glasgow College, Active School volunteers, SLLC coaches, Carluke Leisure Centre staff, Triathlon Scotland, Lanark Triathlon and Carluke Community Hub Clubs ensured all pupils had a fantastic two day experience. The Clydesdale Triathlon Event is well established in Clydesdale and schools look forward to the event year on year.

To give you a taste of the Clydesdale Triathlon Event, visit Youtube to watch the [video](#).



Clydesdale
Tri-fest 2016



Clydesdale School Triathlon 2015

14. Promote participation in cultural activities and provide quality facilities to support communities

Lead – Community and Enterprise Resources

Other contributing services: **South Lanarkshire Leisure and Culture**

South Lanarkshire Council aims to provide quality facilities which provide maximum benefit to the wellbeing of local communities and individuals, in both urban and rural communities. We provide a focus for community learning and recreational activities.



People, pits, ponies and stories

We also promote participation in cultural activities through local community halls, cultural venues, and libraries and museums, operated on its behalf by South Lanarkshire Leisure and Culture (SLLC).

Achievements for 2015-16



- Over 1,500 children, 300 volunteers, community groups and retired miners helped research and celebrate South Lanarkshire's mining heritage through the '**Pits and Ponies**' exhibition at **Low Parks Museum**.
- **Hamilton Town House Library** became the first of our facilities to be awarded Dementia Friendly status following partnership work with Alzheimer Scotland and Seniors Together.
- Hollywood composer Patrick Doyle led a 'Creative Industries' schools project at **The Town House Hamilton** which included writing and conducting the live score of a silent movie and culminated in a performance alongside members of the Junior Royal Conservatoire of Scotland.
- More than 3,000 children participated in the Libraries **Summer Reading Challenge**, borrowing over 40,000 children's books and taking part in a range of library themed events.
- Over 4,000 people attended **EK Summer Fest** which took place over two days in June in the building and grounds of East Kilbride Arts Centre.
- Following the extensive refurbishment of **Cambuslang Institute**, a heritage exhibition was delivered in May 2015. The project studied three donated maps dating from 1895, 1913 and 1938 and related the maps to local history, concentrating on eight subject areas: housing, education, shopping, industry and work, health and environment, recreation and entertainment, social issues, and living standards.
- We improved facilities for arts and cultural activities by completing a community wing at Braidwood Primary School which opened in Autumn 2015.

Promote participation in cultural activities and provide quality facilities to support communities

Areas for improvement and action



- We will develop and utilise existing customer databases to increase sales and participation in cultural activities through the use of target marketing.
- We will market and promote cultural facilities to raise awareness of programmes and activities on offer through the development of cross service marketing as well as targeted social media campaigns.

Responding to customer views



- SLLC recorded 84 complaints and comments against the Libraries and Museum Service and Cultural Services. Year on year, the top five areas of complaints across all SLLC services have remained largely the same, however during 2015-16 there was a reduction in the number of complaints against these areas: maintenance (down 33%), programming (down 43%), staff performance (down 40%), communication (down 1%) and policy (down 50%). Improvements within cultural facilities which have been made as a result of customer feedback include improved staffing provision at Book Bug sessions at Lesmahagow Library and an alteration to the opening hours at East Kilbride Arts Centre.

Next steps



- We will continue to focus on maximising opportunities for participation in cultural activities.
- We will continue to develop Library Services for children, providing positive parent and child experiences through family oriented literacy events.
- We will work in partnership to maximise the impact that arts, culture and learning activities can have on people's lives through the improved use of research to identify those most in need, and through the development of new targeted initiatives such as literacy programmes in libraries and arts activities in care homes and day centres.
- We will develop quality facilities to support communities by commencing on site in Summer 2016 a joint facility to replace St Patrick's School, Ballgreen Hall and Strathaven Library in conjunction with St Patrick's Primary School.
- We will continue work in pursuing benchmarking and good practice with other comparable providers.



Confucius event

Promote participation in cultural activities and provide quality facilities to support communities

 Link to:

[Cultural and community services performance at a glance report](#)

[Promote participation in cultural activities and provide quality facilities to support communities – Quarter 4 Progress Report 2015-16](#)

[SLLC Annual Report 2015-16](#)

[Community and Enterprise Resources 2016-17](#)

[The Reporter Spring 2016](#) – see articles:

'Gifts give zoo animals social skills' (page 32)

'New ice rink at heart of leisure development in East Kilbride' (page 35)

'Pupils embrace Chinese language and culture' (page 36)

'£5million park transforms hidden corner' (page 39)

'Superheroes land in South Lanarkshire' (page 40)

[Hamilton Library is Dementia friendly](#)

Case study:

Every Child an Active Library Member

In 2015, First Minister Nicola Sturgeon, in partnership with The Scottish Library and Information Council, awarded South Lanarkshire Leisure and Culture funding to pilot the national 'Every Child a Library Member' project aimed at increasing literacy and attainment levels in young children.

The Library Service has taken the initiative a step further, to encourage every child to become not only a member, but an 'active' one, in regular participation in a wide range of library activities.

Active members, all of whom hold a uniquely designed library ticket, are encouraged to participate regularly in the huge range of activities on offer.

A pilot of the programme in East Kilbride Central Library during 2015-16 resulted in an increase of 6% in library visits by children.

The full project will be rolled out across all our libraries during 2016-17.

"I had no idea there were so many opportunities and activities for children in libraries"

Beth, East Kilbride

"Our ACE membership is the passport to a whole world of library activities I had never even dreamed about for my two grandchildren"

Grandmother, Rutherglen

15. Strengthen partnership working, community leadership and engagement

Lead – Finance and Corporate Resources

Other contributing services: Community and Enterprise Resources, Education Resources, Housing and Technical Resources and Social Work Resources

South Lanarkshire is one of the largest and most diverse areas in Scotland and provides services to a wide range of communities.

The [Single Outcome Agreement \(SOA\) 2013-23](#) sets out priorities which will focus on the delivery of better outcomes for individuals and communities in South Lanarkshire. It supports a working relationship between the [Scottish Government](#) and local government based on mutual respect and involves partnerships drawn from the following organisations: [NHS Lanarkshire](#), [Police Scotland](#), [Scottish Fire and Rescue](#), [Scottish Enterprise](#), [Strathclyde Partnership for Transport \(SPT\)](#), [Community and Voluntary Sector \(VASLAN\)](#), [Lanarkshire Chamber of Commerce](#), [Skills Development Scotland \(SDS\)](#) and all the [Resources](#) of the council working together towards common goals.

The council is in a unique position and serves to both represent and lead communities, acting as a voice for local people and a champion of local identity. Local communities can be empowered to influence decisions and make positive changes which affect them. The [Citizens' Panel](#) is an excellent way to get involved and share your views on a whole range of topics.



Achievements for 2015-16



- Partnership working with [Police Scotland](#) and other agencies including joint operations and a session for licensees to raise awareness of sexual assault and drugs.
- The [Partnership Improvement Plan \(PIP\) for 2016-17](#) was refreshed with a renewed focus on where the Partnership can add most value. This was presented to the Community Planning Partnership Board on 2 March 2016.
- We published an eight-page leaflet 'Balancing our Budget in Tough Times' which was delivered to the 149,000 households in South Lanarkshire. To complement the leaflet, a dedicated public consultation page was established on the council website, to allow anyone to engage in the process.
- The council's website was awarded the highest rating of 4 stars by the [Society of Information Technology Management \(SOCITM\)](#) confirming continuous improvement of the website for mobile and transactional use. The website is also available to the public 98% of any given working day.

Strengthen partnership working, community leadership and engagement

Achievements (continued)

- We issued 230 press releases, answered 744 media enquiries, issued 2,134 informative tweets, published four editions of 'The View', distributed in local newspapers and published two editions of [The Reporter](#), to keep the public informed.
- Print equipment and software was successfully implemented, allowing greater access to partner organisations and community groups via the online shop.

Areas for improvement and action

- Emphasis on the 'digital first' approach continues across all Resources to help identify savings in line with the commitment to meet changing communication needs and reduce paper copies, including the use of social media and other direct communications with customers.
- The consultation database continues to be updated with the broad range of activities being facilitated across the council. Work continues to ensure that customers can find and access information regarding ongoing and upcoming consultations.
- Work is ongoing with [Community Links](#) to raise awareness of community engagement projects. [Community Matters](#) carries information regarding consultation and engagement events. An extremely successful example was the Tobacco Control Strategy review session where over 150 professionals and members of the community got together to help identify key priority areas for the future and how these can be taken forward. The session was facilitated with the KETSO engagement tool and ensured over a two hour session individuals got to have their say.

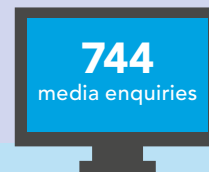
- Consider what improvements can be made to ensure employees know the national complaints handling process and are encouraged to be more proactive when dealing with complaints.

Responding to customer views



- Between February and May 2015, the council consulted with residents and other key stakeholders on a proposal to increase the qualification for entitlement to free mainstream school transport to secondary schools from more than two miles to more than three miles (the resultant saving would contribute approximately £650,000 per year to the council's overall savings package). We carried out a formal consultation under the terms of the [Schools \(Consultation\) \(Scotland\) Act 2010](#). The [proposal](#) was almost universally opposed by school pupils, their parents and the wider communities across the council area and, as a result, in February 2016 the council's Executive Committee approved the recommendation to remove the school transport saving from the overall revenue budget for 2016-17. In the light of this decision, pupils who live more than two miles from their catchment school are continuing to be transported to school.

To keep the public informed in 2015-16, we achieved:



Strengthen partnership working, community leadership and engagement

Responding to customer views (continued)

- When a resident had problems renewing their **Blue Badge** online, we alerted the national system to the fault and reviewed how we dealt the situation. Members of staff have now been retrained and are better able to assist and support residents through the process.

Next steps



- We will implement the new **Partnership Improvement Plan** which is working towards achieving outcomes like more people earning the living wage, fewer pregnancies among under 16s, reducing fuel poverty and residents feeling safer when out alone at night.
- We will continue to ensure that all effective communication channels using all digital and print formats and channels are promoted. For example, when we consulted with residents on the 2016-17 budget proposals, a multi-channel approach used an online response form on the council's website, a bespoke email address created for correspondence and a printed leaflet sent to all households seeking their comments.
- As more residents access the website through mobiles and tablets we will continue to review the structure and edit the content of communications to meet users' needs and priorities.



 Link to:

[Responsiveness to communities, Consultation and Engagement and Complaints handling performance at a glance reports.](#)

[Strengthen partnership working, community leadership and engagement – Quarter 4 Progress Report 2015-16](#)

[Finance and Corporate Resources Plan 2016-17](#)

Strengthen partnership working, community leadership and engagement

Case study:

The council carries out a huge number of [consultations](#) each year:

	2014-15			2015-16		
	SNAP online surveys	Others	Total	SNAP online surveys	Others	Total
Community and Enterprise	39	5	44	55	2	57
Finance and Corporate	118	19	137	90	11	101
Education	14	6	20	38	2	40
Housing and Technical	17	9	26	23	3	26
Social Work	68	11	79	72	11	83
South Lanarkshire Leisure and Culture	9	2	11	9	1	10
TOTAL	265	52	317	287	30	317

Consultations deal with a variety of topics, including how people rate the wide range of services and facilities provided by the council, the quality of homecare services, school uniform policies and the effectiveness of transition days for primary pupils moving up to secondary school. There are also topics relating to national issues such as [Creating a Fairer Scotland](#) and the British Sign Language Bill.

We continue to use a variety of options to engage with the community, like on line, paper, face to face formats, focus groups, customer experience

mapping, standpoint kiosks, video diaries and work is continuing to refresh our [Citizens Panel](#) to allow us to reach people who live in all parts of our community.

Community groups also have an opportunity to engage through regular meetings and forums. The groups include [South Lanarkshire Access Panel \(SLAP\)](#), South Lanarkshire Disability Partnership, [tenant involvement](#) groups, [youth council](#), Employee Network, and [Lanarkshire Ethnic Minority Action group \(LEMAG\)](#).

16. Provide vision and strategic direction

Lead – Finance and Corporate Resources

Other contributing services: Community and Enterprise Resources, Education Resources, Housing and Technical Resources and Social Work Resources

The council's vision remains constant: **'To improve the quality of life of everyone in South Lanarkshire'**.



To realise our vision, we have identified a number of objectives which set out what we aim to achieve across our wide range of responsibilities. In relation to service areas as diverse as roads, social work, leisure, educational attainment and housing, we have clearly defined objectives which focus our work on achieving continuous improvement and results. In terms of how the council manages its business, there are objectives which spell out our aspirations here too.

All these are included in the Council Plan **Connect**, supported by **Resource** and Service Plans which translate the aims and objectives to an operational level, understood by services users and employees alike.

Achievements for 2015-16



- A **mid-term review of the Council Plan Connect** was concluded, ensuring that the existing priorities are still appropriate in light of changing internal and external pressures impacting on the council. The introduction of 'partnership ambitions' shows how our objectives contribute to the efforts made by all organisations and the voluntary sector in South Lanarkshire and beyond.

- New Fair Work Practices clauses were included in all tenders over £50,000 to promote **Living Wage** and improve workplace conditions.
- The council facilitated consultations on a **Fairer Scotland** and the British Sign Language Act with a broad range of community representatives. We also led on the annual Lesbian Gay Bisexual and Transgender (**LGBT**) **History month** activities, actively promoting the elimination of discrimination and harassment and fostering good relations across our communities by busting myths that hold many people back from participating fully in our communities.
- To ensure that our services are available to and accessible by our Black, Minority and Ethnic (BME) communities, we now employ a BME worker and a Chinese community worker to deliver bilingual and culturally sensitive services.
- As part of the council's ongoing commitment to tackling discrimination and harassment the Chief Executive signed up to the **No Bystanders** pledge, to call out where and when we see discrimination taking place. This was part of our activity to mark

Provide vision and strategic direction

Achievements (continued)

International Day Against Homophobia (IDAHO) but cuts across all parts of our community. As part of the pledge employees across the council were given the opportunity to and encouraged to sign up themselves.

- The **Mainstreaming Equalities Report December 2015 update** raises awareness of equality obligations throughout the council and identifies areas / issues for development. For example, Disability Awareness training has been developed into an online course and will be rolled out across the council. In addition, an equality awareness-raising session was delivered to the recent intake of modern apprentices.
- All annual **Resource Plans** were completed consistently in line with the corporate guidance, were reported to their respective **Committee** and uploaded onto the website.

Areas for improvement and action



- To ensure equality in pay, we will continue to monitor review and revise the Equal Pay action plan.
- In supporting the **elected Members**, we will continue to develop learning and development programmes, including awareness sessions and access to the e-learning and interactive learning facilities.
- Online courses for Disability Awareness training have been developed and are under final review for publication during 2016.

Responding to customer views



- The council is committed to ensuring its buildings are accessible to all. In response to complaints and requests from members of the South Lanarkshire Disability Partnership, the blue badge parking facilities at the council headquarters in Almada Street were extended to allow for more access. In addition, work is being undertaken to create toilet and changing facilities to enable those with multiple and profound disabilities to access and use the council headquarters.
- As part of the Tackling Poverty work the council signed up to the '**Stick Your Labels**' campaign to highlight the impact the stigma of poverty can have on people's lives. Myth busting was conducted to raise awareness amongst employees on the effect of negative language and work is ongoing to promote the campaign alongside the living wage initiative.

Next steps



- A refresh of the Council Plan Connect will be worked on during the next financial year and will involve much consultation, both within the council and outwith, involving communities, partners and the public.
- Equality Impact Assessment training will be delivered early in 2016-17 to ensure the needs of the council and the personnel undertaking the assessments are met.
- Following the successful securing of funding, the Dementia Friendly communities work of **Seniors Together** is expanding out to a further urban and a rural area.

Provide vision and strategic direction

 Link to:

[Equalities and diversity performance at a glance report](#)

[Provide vision and strategic direction – Quarter 4 Progress Report 2015-16](#)

[Finance and Corporate Resources Plan 2016-17](#)

[Pledge to end bullying and discriminatory language](#)

% of employees in the highest 5% of earners in the council that are female:

	2012-13	2013-14	2014-15	2015-16
SLC	47.4%	47.8%	48.0%	47.8%
Scotland	48.7%	50.7%	51.7%	n/a

We are maintaining a consistent level of female employees in the top posts in the council.

Case study:

from [The Reporter – Spring 2016](#) (page 30)

Joiners nail excellent team work approach

Three joiners, based in Hamilton, are hammering home the equality message in South Lanarkshire. Colleagues, Andrew Clelland, Mark Kennedy and James McGuire are not only skilled tradesmen, all three of them are deaf.

Andrew Clelland, who joined the council more than 15 years ago as an apprentice, says that as well as his love for the job, it has been the support of his supervisors and colleagues that have helped him become the excellent carpenter he is today. Andrew feels strongly that the unique set up in his team has led to a happy working life. He commented: 'The team are all fantastic and such a support to each other, but what is a real help is that I have colleagues who have the same difficulty as me and if I'm having a bad day they know exactly how I feel'.

Mark Kennedy, who also joined as an apprentice 18 years ago, says: 'I really like the fact that my job is so varied and I am treated like every other tradesman. There is no difference between me and my hearing colleagues'. Mark has a small amount of

hearing and had never relied on signing as a means of communication, however, in order that he could communicate better with his colleagues, he decided that he would learn.

James Maguire has worked in the building trade for years and joined the council three years ago. He is the only joiner of the three who has experience of working outwith the council. James said: 'I have had many different jobs in the building trade and at times I do feel that my disability has stopped me from getting on. However, since joining the council, I am happy that it really does not seem to make a difference'.

Supervisor, Stuart Grant, is full of praise for the workers saying: 'I have learned so much by having the guys here. We have had to think more about how we communicate with all staff and we have learned sign language to enable us to better speak with the team. The signing has become the main way we communicate with each other as a team'.

17. Promote performance management and improvement

Lead – Finance and Corporate Resources

Other contributing services: Community and Enterprise Resources, Education Resources, Housing and Technical Resources and Social Work Resources

The council has a structured approach to improvement by managing, monitoring and reporting performance. This allows us to understand our progress, enabling us to identify and act upon areas where we need to do better, without losing sight of our successes and achievements.



This is reported to the wider community through our Public Performance Reporting material which can be accessed on the [performance](#) pages of our website.

Our commitment to continuous improvement does not stop there. In addition to comparing our own performance year on year, we are actively involved in benchmarking activity across many other councils and comparable organisations in Scotland. By engaging in these activities, we not only have opportunities to share experience and knowledge but we also anticipate benefits in the longer term resulting from adopting innovations and good practices.

Achievements for 2015-16



- As part of our public performance reporting duties, the council completed the 2014-15 [Annual Performance Report](#) in digital format and uploaded it onto the website in November 2015, well in advance of the statutory deadline of March 2016.
- Further changes to the [performance](#) pages on the website ensure that performance information is easily accessible – this is confirmed by the high volume of hits on the web pages and associated reports.
- Action Plans for all [Resource Plans](#) were uploaded onto the council's performance management system IMPROVe, enabling monitoring and reporting throughout the year by Resource Management Teams and council [Committees](#).
- Successful implementation of new equipment and software within the print section will drive forward the digital first approach and continue to reduce the volume of printed material.
- The establishment of a dedicated public relations inbox and phone line for media enquiries has been well received.

Promote performance management and improvement

Areas for improvement and action



- Review the Performance and Development Review (PDR) and associated processes to ensure that there are links between competence, performance and career development, ensuring that our employees are appropriately equipped and skilled to perform their duties effectively.
- The **Local Government Benchmarking Framework (LGBF)** is a suite of national indicators, covering approximately 70% of the services delivered by the council. A review was carried out of the latest results and for those indicators where South Lanarkshire results are below the Scottish average, an action plan has been drawn up to improve the results, where appropriate, and will be implemented.

Responding to customer views



- In September 2015, we invited a sample of volunteers from the public to critically assess the performance pages on our website and make suggestions for improvements.

The following suggestions have already been implemented:

- simplifying the layout of the performance pages
- ensure relevant and up to date information is returned from using the 'search' box
- summarise content and improve navigation for the **performance at a glance** reports

The following suggestions are being progressed as part of a longer term improvement plan:

- Menu of information which can be found within the performance reports

- Use of logos or pictures rather than links to access information
- Development of 'feedback' box to make the process simpler and easier
- Consider reviewing the location of twitter, YouTube links
- Over recent years, the number of residents using Q and A facilities has significantly decreased with advances in technology meaning that more and more people are going on line to do business with the council. Larkhall was the first of the Q and A offices to relocate and move on to a new operating model. The modernised facilities have been redesigned to connect customers to council services through computer and phone booths that are free of charge and easy to use. Although the emphasis of the Q and A service is changing, a Customer Service Assistant will be on hand to advise members of the public.
- Following customer feedback, the member of staff allocated to a wedding ceremony will be available for the pre-meeting ceremony as well as to conduct the ceremony on the couple's special day. A familiar face on the run up to as well as on the day helps to put the couple at ease and this continuity of service improves the overall experience.

Next steps



- The council identifies areas for improvement by carrying out a programme of self assessments each year. This approach is currently under review to ensure that robust self assessment remains at the centre of how the council achieves continuous improvement. The new approach will focus self assessment activity on services which stand to benefit the most, and will be delivered through a flexible framework which meets the changing needs of the council.
- We will continue to engage in benchmarking activity with other similar councils, to discuss service delivery and performance, share experiences and identify areas of good practice, and will implement improvements where appropriate.

Link to:

[Performance at a glance reports](#) focus on the key areas of council business.

[Promote performance management and improvement](#) – Quarter 4 Progress Report 2015-16

[Quarter 4 Progress Reports 2015-16](#) for all council objectives

[Finance and Corporate Resources Plan 2016-17](#)

[Improvement Services](#) (Local Government Benchmarking Activity LGBF)

The council uploads a report annually, detailing our latest [LGBF results](#)

Case study:

Our Annual Performance Report was first produced showing the council's results for the financial year 2011-12. Since then, although the document has changed, it still remains the main publication which ensures that our residents and customers are kept properly informed about our services, how they are performing and what areas of improvement we will tackle in the years ahead.

The [Annual Performance Reports](#) can all be found on our website and each year we 'advertise' their availability on our website and in various committee reports. Public Performance Reporting is a key statutory duty under Best Value and the figures show that the Annual Performance Reports are reaching an ever-wider audience. In the 12 months following its publication the 2013-14 Annual Performance Report received over 450 'hits'. In the six months following the publication of the 2014-15 Annual Performance Report the number of 'hits' had risen to over 650.

As a supplement to the 2013-14 Annual Performance Report, we introduced a suite of [Performance at a glance reports](#) which focus on key areas of council business like [Roads and Lighting](#), [Housing and Homelessness](#), [Child Protection and Children's Social Work](#) and [Education of Children](#). The mini performance reports have been extremely successful. The reports were uploaded onto the website in March 2015 and in the 12 months following publication they collectively received more than 5,500 hits

We are continually striving to improve the information that we make available about our performance. If you have any feedback you would like us to consider, please complete the short [feedback survey](#) or contact us via our dedicated performance email address performance@southlanarkshire.gov.uk.

18. Embed governance and accountability

Lead – Finance and Corporate Resources

Other contributing services: [Community and Enterprise Resources](#), [Education Resources](#), [Housing and Technical Resources](#) and [Social Work Resources](#)

The council conducts its business with integrity and transparency, operating to the highest standards as detailed in the [Code of good governance](#). A well-governed organisation will find it easier to comply with the law and meet its objectives effectively. Councils are local democratic structures and are uniquely placed to represent and be accountable to local people.

The [Commission on strengthening local democracy](#) places democracy at the heart of Scotland's future, encouraging communities to solve problems locally.

We must be open to scrutiny or challenge and accountable for our actions. It is essential that the risks associated with delivering our objectives are identified, evaluated and managed and that good governance principles and values are followed in every area of work, activity, or decision taken on behalf of the council.

Achievements for 2015-16



- The council's [Annual Accounts](#) for 2015-16 were completed in advance of the statutory deadline and a clean audit certificate was received.
- The revenue budget was set and the council tax declared for 2015-16 by the statutory deadline.
- 95% of all invoices received were paid within the statutory timescale of 30 days.
- We exceeded our target for Council House Sales, completing 165 house sales generating income of £6.046million.



Q and A, Larkhall

- A number of new Information Governance Policies have been rolled out and the [Think privacy](#) campaign was launched by the Information Governance Board.
- We successfully delivered the UK Parliamentary poll and count arrangements in May 2015 and Local Government By-elections for Electoral Wards 19, 15 and 17 (in August 2015, December 2015 and January 2016, respectively).
- In producing the annual [Good Governance](#) Statement, the council undertakes a comprehensive review of the internal arrangements to ensure that public money is safeguarded, properly accounted for and used economically, efficiently and effectively.
- Under the terms of the [Data Protection Act 1998](#), you can ask the council for any personal information that it holds about you. This year, 100% of all such requests were processed within the target of 40 calendar days.
- We successfully completed the verification process for European structural grants to a value in excess of £6million. These included:

Embed governance and accountability

Achievements (continued)

Project	Grant	Benefits
South Lanarkshire Works 4 U (SLW4U) implements a skills pipeline to support the needs of targeted groups	£4m	The programme supported 3,877 participants – 563 into sustainable employment and assisting 1,424 in gaining a qualification.
Childcare training – improving skills in the childcare sector	£0.5m	This programme supported 759 participants, assisting 511 in gaining a qualification.
Job Brokerage Initiative links unemployed residents to job vacancies	£1m	The number of residents assisted into employment was 2,906.
Creating rural industrial and business sites stimulate development and regeneration	£0.4	The area of space created was 2,660m ² and the occupancy rates of the space was high – 100% for the business sites.

Areas for improvement and action

- Due to temporary staff shortages and sickness absences, the liquor licensing and nationality and settlement checking services did not meet the targets set. Actions, including recruitment, are being implemented to improve performance in the future.
- We will continue to ensure that **Freedom of Information** requests are processed within the target of 20 working days.
- To support the democratic functions of the council, development work on the Election Management System to streamline the process is ongoing.
- Improvement measures resulting from the survey to measure awareness and satisfaction of the Employee Assistance Programme will be implemented over the coming months.

Responding to customer views



- As part of its role in delivering open and accessible elections, the council undertook a series of consultation sessions with a range of service user groups from Social Work to consider how best to make the process accessible to all. This led directly to clearer information and signage being produced for polling stations, a review of the posters and adverts used to promote electoral registration and voting, as well as reviews of polling station layouts to ensure ease of access.

Next steps



- The final procedures relating to the South Lanarkshire **Health and Social Care Integration** were approved by the joint board. We await further guidance from the **Scottish Government** on the Scheme of Delegation, which sets out who has authority to make decisions and authorise actions.
- In terms of promoting sound **Information Governance**, our strategy is designed to protect individuals and the council from the risk of data loss, theft or misuse. We will continue to implement the actions arising from the plan.
- Consider the findings of the Glasgow Bin Lorry Fatal Accident Enquiry and implement improvement actions where appropriate.

 Link to:

[Complaints Handling](#) and [Revenues and service costs](#) performance at a glance reports.

[Embed governance and accountability](#) – Quarter 4 Progress Report 2015-16.

[Finance and Corporate Resources Plan 2016-17](#)

19. Achieve efficient and effective use of resources

Lead – Finance and Corporate Resources

Other contributing services: Community and Enterprise Resources, Education Resources, Housing and Technical Resources and Social Work Resources

The council must respond to legislative rules and regulations, ensuring that there is sound financial management in spending public money and that there is an effective financial plan in place.



Local Development Plan consultation

We must ensure that we have the right people with the right skills and knowledge to deliver services to you. It is also essential that our assets, for example buildings, IT equipment and vehicles, are fit for purpose.

Achievements for 2015-16



- The absence rate for all council employees was 4.1%, which is below our target of 4.5%, ensuring that staff are available to deliver services to you, when you need them.
- The council has been awarded gold status in the **Investors in People (IiP)** Standard, supporting our commitment to people management.
- We achieved the **Cycle Friendly Employer Award** for headquarters, Almada Street and Montrose House, Hamilton.
- The percentage of public buildings that are suitable for and accessible to disabled persons has increased to 99.5% thereby ensuring that everyone can access the services they want at these locations when they want them.

Areas for improvement and action



- Our Data Centre at Caird continues to be offered as a shared service to the Scottish Public Sector and beyond – see **Scottish Government advert**.
- In light of workforce changes, we will review our workforce plan to develop actions to enable us to meet our future needs.
- We will be implementing an online licensing booking system to improve this service.
- We will continue to promote sustainable travel by employees through more efficient use of fleet vehicles, greater use of public transport, car sharing, walking and cycling.
- Fuel efficiency measures will continue to be implemented across the council to achieve a 2% reduction in vehicle emissions by March 2017.

Achieve efficient and effective use of resources

Responding to customer views



- The Mystery Shopper survey involves not only employees but members of the community. In the 2015-16 Mystery Shopper exercise we asked questions relating to the public information in council facilities. The following is a summary of responses, along with the results from the previous survey:

Public Information	2014-15	2015-16
There were notices advising of the availability of Induction Loops	49%	73%
There were notices advising of the availability of Language Line	35%	74%
There were notices advising of the availability BSL signers	New question in 2015-16	60%
Public information posters/leaflets current	98%	96%
Public information posters/leaflets relevant	87%	92%
Information posters were located in an appropriate area	94%	96%
Public information posters/leaflets well displayed	81%	92%
'Have Your Say' comments and complaints cards were clearly on display	58%	65%

There have been improvements recorded to most of the above questions asked. These results and any comments have been used to review the information on display, conduct a refresh of appropriate materials and revise the corporate standards on how information is to be displayed.

Next steps



- To ensure that our procurement processes identify opportunities and in a move to further enhance environmental outcomes, all tenders for contracts over £50,000 must now consider environmental issues and if not they must justify why they do not consider their environmental obligations.
- IT Services will engage with the **Scottish Local Government Digital Transformation** Board to identify opportunities for shared technology and projects, where appropriate.
- We will continue to analyse data and intelligence to support the development of key strategies and policies.
- New Q and A model: the programme of work to implement the new operating model is on target with Larkhall and Carluke complete. Feedback from the public has been positive and there are no remedial actions noted to date.



Link to:

[Employees, Revenues and service costs and Assets performance at a glance reports](#)

[Achieve efficient and effective use of resources – Quarter 4 Progress Report 2015-16](#)

[Finance and Corporate Resources Plan 2016-17](#)

[The Reporter Spring 2015 – see article: 'A budget which secures services in tough times' \(page 4\)](#)

[Frontline services secured as council agrees budget](#)

Performance at a glance and feedback survey

The Council Plan **Connect**, outlines the council's objectives for 2012-17. Each year we produce an Annual Performance Report which details how we have performed in achieving these objectives, highlighting our achievements, areas for improvement and action and the next steps. This year, we introduced another category responding to customer views, to illustrate how we use the feedback from surveys, consultations, complaints, comments and compliments to inform our delivery of services and make improvements.

To complement the Annual Performance Report we compile a suite of individual 'Performance at a glance' reports which focus on key areas of council business. Each report includes a clear presentation of data, targets (where available), narrative to introduce and explain the performance indicators and results, comparisons (where available), customer feedback, satisfaction statistics and links or signposts to further relevant information. We hope that this will make it easier for our customers to understand how we are performing and how we are seeking to improve.



Performance at a glance and feedback survey

Please click on the links to access the following reports:

Services

- [Benefits administration](#)
- [Child protection and social work](#)
- [Community care](#)
- [Council Tax Administration](#)
- [Criminal justice social work](#)
- [Cultural and community services](#)
- [Education of children](#)
- [Housing and homelessness](#)
- [Planning](#)
- [Protective services](#)
- [Roads and lighting](#)
- [Waste management](#)

Management of the council

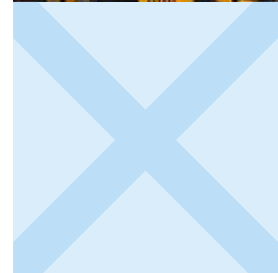
- [Assets](#)
- [Complaints](#)
- [Consultation and engagement](#)
- [Employees](#)
- [Equalities and diversity](#)
- [Procurement](#)
- [Responsiveness to communities](#)
- [Revenue and service costs](#)
- [Sustainable development](#)

The results of many performance indicators and measures are gathered throughout the year on our performance management system and reported to management teams and committees where they are discussed and actions agreed. The latest progress reports can be accessed at [Quarter 4 Progress Reports 2015-16](#).

If there is any other information or a service whose performance you would like reported on in the future, please contact us at performance@southlanarkshire.gov.uk.

We hope you found our Annual Performance Report both interesting and informative. In shaping this report in the future, your feedback is very important.

Please complete a short [survey](#) to let us know what you thought.





If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015

Email: equalities@southlanarkshire.gov.uk



www.southlanarkshire.gov.uk

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