



Local Government Benchmarking Framework 2015-16

(data V4 as at 17 February 2017)

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

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Introduction

What is the Local Government Benchmarking Framework?

The Local Government Benchmarking Framework (LGBF) was developed to enable councils to work together to use performance information in a way which will help understand variations and share good practice. At the core of the framework is an agreed suite of performance indicators, collated under the following headings:

- Children's Services
- Corporate Services
- Social Work Services
- Culture and Leisure Services
- Environmental Services
- Housing Services
- Corporate Assets
- Economic Development

Publication of South Lanarkshire Council's results

This document details the available South Lanarkshire Council (SLC) results for the financial years 2013-14, 2014-15 and 2015-16. The movement in performance (SLC trend) between 2014-15 and 2015-16 is included, where available. The key to the symbols in the following tables is:

↑	improvement in our performance between 2014-15 and 2015-16
↓	decline in our performance between 2014-15 and 2015-16
↔	no change in our performance between 2014-15 and 2015-16
✓	South Lanarkshire Council result is better than the Scottish average- 2015-16
X	South Lanarkshire Council result is worse than the Scottish average- 2015-16
N/A	information not available

Results for Scotland as a whole for 2015-16 are also included, where available. Explanatory narrative is included within this report under each service heading, to provide some local context and explanations of the local trend comparing 2014-15 and 2015-16 results and comparisons within the national context, to help you understand how we are performing across the range of services identified above.

The release of this report coincides with the official publication by the Improvement Service of the 2015-16 Local Government Benchmarking Framework (LGBF) results and the national overview report, published 17 February 2017.

Public Performance Reporting Tool

There is a link to a Public Performance Reporting tool called [mylocalcouncil](#) developed and managed by the Improvement Service. It presents the LGBF data for South Lanarkshire against the national average result, in comparison against all other Scottish local authorities and, new for 2015-16, showing our results against data for similar councils called the 'Family Group'.

This tool has been designed to improve the accessibility of the results for the public and promote better engagement with the benchmarking information.

Simply click on the link, pick South Lanarkshire Council from the dropdown menu (if not already selected), choose the service, then the indicator in which you are interested and follow the instructions.

Introduction (continued)

What we will do with these results

Benchmarking is an important aspect of understanding variations in performance against comparable councils, called the Family Group, rather than Scotland as a whole. It is a learning process which will allow us to gain a more in-depth knowledge and understanding of performance within Family Groups. This work is ongoing and South Lanarkshire Council will consider these results fully as part of its commitment to continuous improvement and the wider approach to Public Performance Reporting, performance management and improvement in the months ahead. The results are considered and analysed fully in our local public performance reports which are published annually on our website and contribute towards a balanced picture of how we are performing, what we are doing well and what plans we have or are putting in place to make improvements in the future. It is important that residents, service users, customers and partners can easily and quickly access performance information that is both relevant and informative.

The Annual Performance Report for 2015-16 can be accessed [here](#) and summarises our achievements, our areas for improvement/action, how we are responding to customer views and our next steps for each of our objectives. More up to date progress on these objectives can be found in the [Quarter 2 Progress Reports 2016-17](#).

To better explain the results and our performance, we also publish a range of Public Performance Reporting reports which pull together relevant information, results and explanations for the main service and corporate themes. These are available on our website and can be accessed [here](#). (These will be updated for the 2015-16 results by the statutory deadline of 31 March 2017.)

Further information

If you would like further information on the council's performance or our approach to benchmarking, please contact: performance@southlanarkshire.gov.uk.

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17 February 2017

Children's Services

This section includes results on primary, secondary and pre-school education provision relative to spend, satisfaction and attainment.

Indicators and results:

Key: N/A – figures not available

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Children's Services					
CHN1	Cost per primary school pupil	£4,538.80	£4,607.22	£4,774.67	↓	£4,733.06 x
CHN2	Cost per secondary school pupil	£6,034.53	£6,152.53	£6,230.35	↓	£6,736.84 ✓
CHN3	Cost per pre-school education registration	£2,498.80	£2,611.18	£2,968.25	↓	£3,853.71 ✓
CHN5	Percentage of pupils in S6 gaining 5 or more awards at level 6	29.0%	31.0%	34.0%	↑	33.0% ✓
CHN7	Percentage of pupils living deprived areas gaining 5 or more awards at level 6	12.0%	12.0%	15.0%	↑	15.0% same
CHN8a	The gross cost of "Children Looked After" in residential based services per child per week	£2,586.67	£2,535.16	N/A Mar 2017	N/A	N/A
CHN8b	The gross cost of "Children Looked After" in a community setting per child per week	£178.29	£201.52	N/A Mar 2017	N/A	N/A
CHN9	Balance of care for looked after children: Percentage of children being looked after in the community	88.1%	87.2%	N/A Mar 2017	N/A	N/A
CHN10	Percentage of adults satisfied with local schools	79.7%	79.0%	77.7%	↓	78.0% x
CHN11	Proportion of pupils entering positive destinations	92.3%	93.0%	N/A Mar 2017	N/A	N/A

The Improvement Service continues to refine and develop the LGBF suite of indicators. A number of new attainment and achievement indicators were added to the framework in February 2017. The Improvement Service acknowledges that these are pilot/experimental statistics which will be refined over time. The South Lanarkshire position for these new indicators will be analysed over the coming months to allow a full narrative, with explanations and actions, to be reported when the final 2015-16 LGBF results are published on 31 March 2017.

Children's Services (continued)

Provision of school education (CHN 1, 2 and 3)

Although the cost of primary, secondary and pre-school education (CHN 1,2,3) has increased resulting in a recorded decline in performance compared with the previous year, South Lanarkshire Council's costs are lower than the Scottish average for Pre-school and Secondary education and only marginally above for Primary education. However, these cost results give no indication of the quality of education delivered.

South Lanarkshire Council's results are linked directly to our position in maintaining our level of spending on education relative to other local authorities during a challenging economic period. In addition, the schools estate modernisation programme is supporting the delivery of high quality learning environments for all South Lanarkshire's pupils at all levels of their education.

Satisfaction with local schools (CHN 10)

The results show that 77.7% of adults in 2015-16 were satisfied with local schools, which is slightly below the Scottish average of 78.0%. The customer satisfaction scores come from the Scottish Household Survey, which is undertaken by the Scottish Government where only a small sample of residents are asked questions about our services. This survey is not routinely conducted with parents/carers of pupils attending schools and actually using our services. The South Lanarkshire Council Household Survey 2014 recorded a satisfaction level with schools and nurseries of 96%. This rating is given by service users and shows an improvement on the rating of 90% recorded in the corresponding survey conducted in 2010.

Positive Destinations (CHN 11)

Information not yet available – March 2017

Looked after children (CHN 8a, 8b, 9)

Information not yet available - March 2017

Corporate Services

Results included in this section cover a range of both internal and front line council services. Internally we monitor the collection of Council Tax, the payment of invoices, equal opportunities, employee absence and the cost of our central support services. At an operational level, we monitor domestic noise complaints.

Indicators and results:

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Corporate Services					
Corp1	Support Services as a percentage of total gross expenditure	4.0%	4.2%	4.1%	↑	5.4% ✓
Corp2	Cost of democratic core per 1,000 population	£25,729.71	£25,865.68	£24,640.29	↑	£29,980.64 ✓
Corp3b	The percentage of the highest paid 5% employees who are women	47.8%	48.0%	47.9%	↓	51.9% x
Corp 3c	The gender pay gap (New)	N/A	N/A	8.1%	N/A	4.9% x
Corp4	The cost per dwelling of collecting Council Tax	£14.33	£11.35	£7.60	↑	£10.34 ✓
Corp5	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.8 hours	0.5 hours	0.5 hours	↔	70.3 hours ✓
Corp6a	Sickness absence days per Teacher	7.4 days	6.9 days	6.5 days	↑	6.1 days x
Corp6b	Sickness absence days per employee (non teacher)	10.0 days	11.1 days	10.3 days	↑	10.6 days ✓
Corp7	Percentage of income due from Council Tax received by the end of the year	95.7%	95.8%	95.9%	↑	96.2% x
Corp8	Percentage of invoices sampled that were paid within 30 days	87.2%	94.8%	95.8%	↑	92.8% ✓

Support Services

The cost of support services as a percentage of the council's total expenditure (Corp1) decreased in 2015-16 and is 1.3% better than the Scottish average, ranking us 8th out of 32 councils. This positive performance trend resulted from savings including Information Technology savings and the results of the Human Resources Review.

Corporate Services (continued)

Democratic Core

An important support function for elected members is provided by council officers in the democratic core (Corp2). The cost of the democratic core per 1,000 population decreased in 2015-16 as a result of savings: less time is being spent on these tasks and an increase in the South Lanarkshire population positively affected the result. Again, our result was better than the Scottish average and we are ranked 78th out of 32 councils.

Equal opportunities

It is possible to measure equality of opportunity in an organisation by considering the percentage of highest paid employees who are women (Corp3). Our performance in 2015-16 fell slightly to 47.9% which was due to personnel changes at a senior level, however, this should improve in 2016-17 due to recent appointments. Our rigorous approach to recruitment continues to ensure we appoint the best candidate regardless of age, gender, disability, ethnicity, sexual orientation or transgender identity and we continue to encourage applications from the widest possible range of candidates by being an employer of choice.

The gender pay gap (Corp3c) is a new indicator. Year on year comparisons will be made as more data is available. South Lanarkshire's position is improving due to the implementation of the living wage across the workforce. It is difficult to make comparisons against the Scottish average due to different ways in which the councils organise their workforce, including arms length and direct labour organisations.

Council Tax

The annual Council Tax collection target for South Lanarkshire Council in 2015-16 was exceeded with 95.9% of Council Tax received (Corp 7). However, the result was lower than the Scottish average of 96.2%. The council aims to improve performance each year in order to increase revenue collection.

The cost of council tax collection (Corp 4) decreased by 33% from £11.35 to £7.60 in 2015-16 and is well below the Scottish average of £10.34, ranking us 8th out of 32 local authorities. This was due to an anticipated reduction in legal costs as a result of a change in debt management contract arrangements and brings us into line with most other Scottish councils.

Noise complaints

In 2015-16, we dealt with domestic noise complaints (Corp 5) within an average timescale of 0.5 hours (30 minutes). This is the same response time as in 2014-15 and is lower than our two hour target. It is also substantially lower than the Scottish average figure of 70.3 hours (70 hours and 18 minutes). The reason our response time is considerably lower than the Scottish average relates to the nature and scope of the service provided by our Environmental Health team: we respond to noise complaints seven days per week until 3.00am. Not all Scottish councils provide this level of service which impacts on their response time in dealing with noise complaints.

Sickness absence

Absence for both teaching and non teaching staff (Corp 6a and 6b) continues to improve as a result of absence being prioritised through the centralised personnel function. The introduction of automated referrals has helped response times when managers and employees identify a need and the continued development of early intervention supports are offering a wide range of assistance to ensure employees are able to return not only more quickly but more healthily to work.

Payment of invoices

Our performance in paying invoices on time (Corp 8) continues to improve and exceed the national average with us being placed 8th out of 32 councils in 2015-16.

It is believed that the increased performance is as a result of a reduction in the invoices received in 2015-16, primarily due to the promotion of consolidating invoices and payments to be processed. The number of invoices received year-on-year can fluctuate due to supplier demand and this has been demonstrated in previous years.

Social Work Services

Results are included relating to the cost and percentage of people over 65 years old receiving care at home or in a residential setting. Also included are the results for [Self Directed Support](#) for 18+ year olds and customer satisfaction levels relative to social work services.

Indicators and results:

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Social Work Services					
SW1	Older Persons (over 65) Home care costs per hour	£19.40	£19.66	£20.38	↓	£21.58 ✓
SW2	Self Directed Support (SDS) spend on adults 18+ as a percentage of total social work spend on adults 18+	1.8%	1.8%	1.8%	↔	6.8% x
SW3	Percentage of people aged 65+ with intensive needs receiving care at home	36.1%	35.8%	36.0%	↑	34.8% ✓
SW4a	Percentage of adults receiving care or support who rate it as excellent or good (new)	N/A	86.3%	76.7%	↓	84% x
SW4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (new)	N/A	85.3%	81.0%	↓	81.0% same
SW5	Average weekly cost per resident (over 65)	£402.08	£410.83	£401.21	↑	£368.85 x

Home care (SW1)

The actual home care cost per hour for Older Persons over 65 was £20.38. Although this is a slight increase on the previous year's figures of £19.66 our performance is better the Scottish average of £21.58.

Social Work Services (continued)

Self Directed Support (SW2)

South Lanarkshire Council's results have been consistent over the three year period. Social Work Resources currently have 323 service users managing their own support arrangement through a Direct Payment. Option 3 remains the preferred option for the majority of service users, and although no one uses an Individual Service Fund (option 2), we will continue to promote all of the four SDS options. As our process develops, it is anticipated that more service-users will choose to direct their own support and chose an SDS option which best suits their care and support needs. This will positively affect our performance and results in future.

Social care/Social Work Services - satisfaction (new indicators)

The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population and some of the responses recorded very low ratings due to the fact that some of the people responding do not access any multi agency services. Whilst the data is a useful guide for partnerships, the strategic planning group is in the process of agreeing the next steps that will be undertaken to gain a better understanding of this data.

Adults receiving care or support who rate it as excellent or good (SW4a) - 76.7%.

- Our performance is lower than the Scottish average of 84%.

Adults supported at home where their quality of life is maintained or improved (SW4b)

- Performance fell slightly to 81% in 2015-16, however, this is in line with the Scottish average.

Average weekly cost per resident (SW5)

This is a complicated indicator and does not take into account the varying funding arrangements that are in place, including Free Personal Care/Free Nursing Care payments and individual financial assessments for service users. The fee structure of local authority placements changed from £624.54 from April 2016 to £648.92 as of 1 October 2016 and this was due to increases arising from the living wage.

We will continue to monitor our performance in terms of the national average and within our family group of comparable authorities.

Leisure and Culture Services

Results are included for cost and customer satisfaction results relating to a range of leisure and cultural facilities, including sports centre, swimming pools, museums, libraries, parks and open spaces.

Indicators and results:

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Leisure and Culture					
C&L1	Cost per attendance at sports facilities	£2.33	£2.20	£2.24	↓	£2.99 ✓
C&L2	Cost per library visit	£3.71	£3.54	£3.72	↓	£2.44 x
C&L3	Cost of museums per visit	£2.75	£2.90	£2.71	↑	£3.07 ✓
C&L4	Cost of parks and open spaces per 1,000 of the population	£31,498	£32,458	£33,472	↓	£22,232 x
C&L5a	Percentage of adults satisfied with libraries	81.2%	77.7%	72.7%	↓	77.3% x
C&L5b	Percentage of adults satisfied with parks and open spaces	74.8%	74.7%	75.7%	↑	85.7% x
C&L5c	Percentage of adults satisfied with museums and galleries	71.3%	70.0%	67.3%	↓	74.0% x
C&L5d	Percentage of adults satisfied with leisure facilities	76.5%	77.3%	74.0%	↓	75.7% x

General

Sport and leisure facilities, libraries and museums/galleries facilities are provided on behalf of the council by [South Lanarkshire Leisure and Culture](#) (SLLC) – follow the link to find out more.

Cost indicators

C&L 1: Sports facilities

In South Lanarkshire, the cost per attendance at sports facilities is lower than the Scottish average figure. Tight budgetary control is helping to maintain the cost of this service. However, this measure is impacted by the number of actual attendances at sports facilities in the year. The closure of East Kilbride Ice Rink, along with Lanark and Fairhill gyms for refurbishment and the ongoing impact of budget gyms all served to reduce the number of attendances at sports facilities in 2015-16, leading to the slight increase in cost per attendance at sports facilities.

Leisure and Culture Services (continued)

C&L 2: Library visits

South Lanarkshire Council's cost per attendance at libraries increased in 2015-16 and is higher than the Scottish average figure. This measure is impacted by the number of actual attendances at libraries in the year. Refurbishment work in East Kilbride town centre (which impacted on East Kilbride Central Library attendances) and the closure of Calderwood Library in June 2015 led to a decline in the number of physical visits to libraries in the year and a consequent increase in the cost per library visit in 2015-16. However, there were almost 80,000 virtual visits to library e-services as people continued to move to digital services. Notwithstanding these issues, the library service will continue to market its services and in particular, develop its children's programme in order to attract and retain customers.

C&L 3: Museum visits

In South Lanarkshire, the cost per attendance at museums facilities is lower than the previous year and lower than the Scottish average figure. Tight budgetary control is helping to reduce the cost of this service.

C&L 4: Parks and open spaces

South Lanarkshire Council's cost of parks and open spaces is higher than the previous year and higher than the Scottish average figure. The increase in costs from 2014-15 to 2015-16 can be explained by additional capital works, including improvements to cemetery infrastructure, upgrade to hard and soft landscaping within sheltered housing complexes, and the rebuild of Calderglen Play Area. These additional projects resulted in increased expenditure costs. Higher costs can also be explained by the range of services provided in South Lanarkshire across a broad spectrum of geographical landscapes and including a number of services which are provided more frequently than by other local authorities. Service efficiency savings which are being implemented in 2016-17, should lead to a reduction in our cost of parks and open spaces going forward.

Leisure and Culture - satisfaction results

These indicators (C&L 5a, 5b, 5c, 5d) are derived from the Scottish Household Survey. Compared to the previous year, the levels of satisfaction have increased for parks and open spaces, but decreased in the year for libraries, museums and leisure facilities and all are below the Scottish average.

South Lanarkshire Leisure and Culture carries out its own satisfaction survey and, unlike the Scottish Household Survey, this survey asks for feedback from residents who have physically used the service. In 2015-16, service users reported a 96% satisfaction rate with SLLC facilities.

The council also carries out its own specific surveys of council residents who have accessed services related to our parks and open spaces. During 2015, this revealed that 83% of respondents rated the service provision positively, which is nearer to the 2015-16 Scottish average figure of 85.7%. The council was a finalist in the APSE Performance Networks 2016 national awards under the category of Most Improved Performer for its parks, open spaces and horticultural services.

Environmental Services

Results are included for cost and customer satisfaction levels relative to waste collection, waste disposal, street cleaning, environmental health, trading standards services and roads maintenance. Also included is the overall cleanliness score for the council.

Indicators and results:

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Environmental Services					
ENV1a	Net cost of waste collection per premise	£62.85	£67.37	£66.26	↑	£63.40 x
ENV2a	Net cost of waste disposal per premise	£94.59	£88.38	£94.12	↓	£97.02 ✓
ENV3a	Net cost of street cleaning per 1,000 population	£15,795	£16,943	£16,583	↑	£15,480 x
ENV3c	Cleanliness score	99%	98%	98%	↔	93% ✓
ENV4a	Cost of maintenance (expenditure) per kilometre of road Note 1	£13,530	£13,052	£13,936	↑	£10,791 ✓
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	22.7%	21.0%	22.2%	↓	29.0% ✓
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	25.0%	22.7%	23.7%	↓	34.8% ✓
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	40.0%	38.9%	36.8%	↑	34.7% x
ENV4e	Percentage of U (unclassified) roads that should be considered for maintenance treatment	39.5%	37.0%	36.8%	↑	40.1% ✓
ENV5a	Cost of trading standards per 1,000 population	£3,808.20	£3,633.90	£3,715.70	↓	£5,873.30 ✓

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
ENV5b	Cost of environmental health per 1,000 population	£14,906	£14,247	£14,297	↓	£16,849 ✓
ENV6	The percentage of total household waste arising that is recycled	39.1%	45.0%	49.0%	↑	44.3% ✓
ENV7a	Percentage of adults satisfied with refuse collection	84.9%	85.7%	83.7%	↓	83.0% ✓
ENV7b	Percentage of adults satisfied with street cleaning	74.8%	76.0%	74.7%	↓	73.7% ✓

Waste collection

The council aims to keep its refuse collection costs (ENV 1a) as low as possible. Between 2014-15 and 2015-16, the net cost of waste collection per premise decreased, although it is slightly above the Scottish average. It is anticipated that costs may rise in 2016-17 as a result of the council continuing to roll out the new waste and recycling collection service, including the delivery of the enhanced garden and food waste collection service in the Rutherglen, Cambuslang and Clydesdale areas.

The percentage of adults satisfied with refuse collection (ENV 7a) has decreased by 2% to 83.7% in 2015-16 compared to 2014-15, but is slightly higher than the Scottish average figure (83%).

Waste disposal

The council aims to keep its refuse disposal costs (ENV 2a) as low as possible. Between 2014-15 and 2015-16, the net cost of waste disposal per premise increased due to inflation and additional landfill tax, but is still slightly below the Scottish average figure.

Street cleaning

The net cost of street cleaning per 1,000 population (ENV 3a) decreased in 2015-16, but is still above the Scottish average. South Lanarkshire Council provides a range of services not provided by other local authorities, including an increased level of mechanical sweeping and the removal of offensive graffiti within 24 hours of notification. We also deliver the service to a high standard (see street cleanliness score below). These factors impact on the cost of the service. Service efficiency savings have been identified and are being implemented in 2016-17 and it is therefore anticipated that this will reduce our cost of street cleaning going forward.

Our street cleanliness survey scores (ENV 3c) have remained the same as last year and are higher than the Scottish average. These scores are based on a series of both local and independent inspections of a sample of streets and other relevant land held in council ownership. In 2015-16, 98% of streets were found to be of an 'acceptable' standard placing us 3rd of 32 local authorities in Scotland.

The Scottish Household Survey shows that there was a 1.3% decrease in adults satisfied with street cleaning (ENV 7b) in South Lanarkshire between 2014-15 and 2015-16, but the 2015-16 figure is still 1% higher than the Scottish average figure. The council also carries out its own service specific survey of South Lanarkshire residents who have accessed the council's street cleansing service. During 2015, this survey revealed that 80% of respondents rated the service positively. The council was a recent winner in the APSE Performance Networks 2016 national awards under the category of Most Improved Performer for street cleansing.

Environmental Services (continued)

Waste recycling

The percentage of total waste that is recycled (ENV 6) increased in 2015-16 and is higher than the Scottish average. This was achieved through extension of recycling services throughout South Lanarkshire, in particular the new kerbside food and garden waste service provided in Hamilton and East Kilbride. In 2016-17, the proportion of recycled waste will continue to increase as a result of the extension of this new service to Cambuslang, Rutherglen and Clydesdale. This is part of an overall programme to create greener recycling for more than 148,000 households across South Lanarkshire.

Roads

Performance relating to the roads maintenance indicators is generally better than the Scottish average for all categories of roads (ENV 4b, 4c, 4d, 4e). The exception to this is the C class roads, where our performance is below the Scottish average. It should be noted that the condition of these roads are improving, with the proportion of C class roads that need to be considered for maintenance treatment having declined over the last two years.

The maintenance spend per kilometre of road (ENV 4a) has increased compared to the previous year and is higher than the Scottish average. This should be considered in the context of a large urban area with high volumes of buses and heavy goods vehicles.

Trading standards and environmental health

The costs of providing trading standards and environmental health services per 1,000 population in South Lanarkshire (ENV 5a, 5b) increased very slightly in 2015-16 compared with the previous year, but are substantially lower than the Scottish average. This represents good value for money taking into account the range of services provided, not all of which continue to be provided by other councils.

Housing Services

Results are included in respect of rent arrears and rent lost due to voids (periods in which council houses remain unoccupied). Also included are results on the energy efficiency of our houses, the time taken to carry out repairs on council dwellings and how the council's housing stock is progressing towards meeting the Government's [Scottish Housing Quality Standard](#) (SHQS).

Indicators and results:

Key: N/A – figures not available

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Housing					
HSN1b	Gross rent arrears (all tenants) as at 31 March, as a percentage of rent due for the year	4.4%	5.4%	5.6%	↓	6.3% ✓
HSN2	Percentage of rent due in the year that was lost due to voids	0.9%	0.7%	0.7%	↔	1.1% ✓
HSN3	Percentage of dwellings meeting SHQS	82.8%	91.1%	90.9%	↓	92.5% x
HSN4b	Average time taken to complete non emergency repairs	12.9 days	13.9 days	13.7 days	↑	9.4 days x
HSN5	Percentage of council dwellings that are energy efficient	90.5%	95.9%	95.8%	↓	96.2% x

Tenants' rent arrears (HSN1b)

There has been a 0.2% fall in performance compared with last year, however, we are showing a stronger position compared to the Scottish average. The pressure to collect rent continued throughout 2015-16 with the Welfare Reform Agenda and the overall economy.

Rent lost due to voids (HSN2)

Our results are not only consistent with previous years but better than the Scottish average.

Scottish Housing Quality Standard ([SHQS](#)) (HSN3) and Energy Efficiency (HSN5)

Properties where works had previously been classified as either 'no access' or 'disclaimed' are no longer considered as abeyances (ie outwith the scope of this indicator) and have been added back into the programme of works. These properties and works will be completed during 2016-17. Recent surveys undertaken identified Health and Safety works that require to be completed. Works will be undertaken either through the repairs service or programmed for future years.

Non Emergency Repairs (HSN4b)

The average time taken to carry out non emergency repairs decreased in 2015-16. However, the result of 13.7 days remains higher than the Scottish average of 9.4 days.

Work is ongoing to reduce geographical repairs from 90 to 30 days and a reduction across all areas of planned packaged works. The council's aim is to achieve an improvement in performance year on year.

Corporate assets

Results are provided in respect of the condition of the council's operational buildings and their suitability for current use.

Indicators and results:

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Corporate assets					
Corp Asset1	Proportion of operational buildings that are suitable for their current use	94.3%	95.4%	95.1%	↓	79.6% ✓
Corp Asset2	Proportion of internal floor area of operational buildings in satisfactory condition	86.5%	86.3%	85.3%	↓	81.5% ✓

Operational buildings

The minor decreases in performance noted above can be explained by the restrictions placed on capital investment during the last capital programme. These are likely to continue in the next three year capital programme.

Measures are in place through our Asset Management Strategy to mitigate any risks and sustain the performance of our assets.

Economic development

The percentage of unemployed people accessing jobs via council funded/operated employability programmes is recorded.

Indicator and results:

LGBF Ref	Indicator	2013-14	2014-15	2015-16	SLC Trend	2015-16 Scotland
	Economic development					
ECON1	Percentage of unemployed people assisted into work from council funded/operated employability programmes	13.0%	20.6%	16.1%	↓	13.9% ✓
ECON2	Cost per planning application	£4,268.20	£4,120.20	N/A Mar 2017	N/A	N/A
ECON3	Average time (weeks) per planning application	12.8 weeks	11.5 weeks	10.3 weeks	↑	11.2 weeks ✓
ECON4	Percentage of procurement spend on local small/medium enterprises	9.4%	11.0%	11.9%	↑	19.7% x
ECON5	Number of business gateway start-ups per 10,000 population	16.3	15.9	14.9	↓	16.9 x

Employability programmes:

The percentage of unemployed people accessing jobs via council funded/operated employability programmes (ECON1) has decreased by 4.5% to 16.1% in 2015-16, with delays in the new European Union programme (which underpins these council employability programmes) a contributory factor. However, the council's performance in this area is still better than the Scottish average of 13.9%. In 2015-16, the council supported just over 2,540 people into jobs, training, or education.

Planning applications

On average, the council processed planning applications (ECON3) 1.2 weeks quicker in 2015-16 compared to the previous year and 1.9 weeks quicker than the Scottish average. This improvement in decision making timescales resulted from a planning process review which was undertaken in 2014-15 and which improved the overall efficiency of the planning process.

Procurement spend on small/medium enterprises

The percentage of procurement spend on small/medium enterprises (ECON4) relates to the value of council contracts and services which are awarded to small and medium sized businesses in South Lanarkshire. In 2015-16, this was higher than in the previous year; although still lower than the Scottish average. It remains a council objective to increase local procurement spend to match the Scottish average.

Business Gateway start ups

The number of Business Gateway start-ups per 10,000 population (ECON5) within South Lanarkshire Council has declined compared to the previous year and is lower than the Scottish

average. The National Business Gateway unit is the centralised service for managing enquiries from potential business start-ups. In 2015-16, the number of referrals which were made from the National Business Gateway to the local Lanarkshire Business Gateway service declined and this has been partly responsible for the decline in number of Business Gateway start ups within South Lanarkshire within the year. Local marketing of the Lanarkshire Business Gateway service has been increased to redress this issue.