



Local Government Benchmarking Framework 2016-17

(Final data as at 9 April 2018)

v2

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 2014-15, 2015-16 and 2016-17. The movement in performance (SLC trend) between 2015-16 and 2016-17 is included, where available. The key to the symbols in the following tables is:

↑	improvement in our performance between 2015-16 and 2016-17
↓	decline in our performance between 2015-16 and 2016-17
↔	no change in our performance between 2015-16 and 2016-17
✓	South Lanarkshire Council result is better than the Scottish average- 2016-17
X	South Lanarkshire Council result is worse than the Scottish average- 2016-17
N/A	information not available

Results for Scotland as a whole for 2016-17 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 2015-16 and 2016-17 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 updates the official publication by the Improvement Service of the draft 2016-17 Local Government Benchmarking Framework (LGBF) results and the national overview report, published 12 February 2018

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 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 and is a learning process which will allow us to gain a more in-depth knowledge and understanding of performance. This work is ongoing and South Lanarkshire Council will consider the results, discussions and case studies fully as part of its commitment to continuous improvement and the wider approach to Public Performance Reporting, performance management and improvement in the months and years 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. (These will be updated for the 2016-17 results by the statutory deadline of 31 March 2018.)

The [Annual Performance Report](#) for 2016-17 can be accessed on the council's website and summarises our achievements, our areas for improvement/action, how we are responding to customer views and our next steps for each of our Council Plan [Connect](#) objectives. More up to date progress on these objectives can be found in the [Quarterly Progress Reports](#).

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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9 April 2018

Children's Services

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

Indicators and results:

LGBF Ref	Indicator	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Children's Services					
CHN1	Cost per primary school pupil	£4,560.49	£4,711.20	£4,773.98	↓	£4,788.32 ✓
CHN2	Cost per secondary school pupil	£6,133.34	£6,208.95	£6,429.95	↓	£6,805.84 ✓
CHN3	Cost per pre-school education registration	£2,609.47	£2,963.86	£3,754.36	↓	£4,246.42 ✓
CHN5	Percentage of pupils in S6 gaining 5 or more awards at level 6	31%	34%	35%	↑	34% ✓
CHN7	Percentage of pupils living deprived areas gaining 5 or more awards at level 6	12%	15%	19%	↑	16% ✓
CHN8a	The gross cost of "Children Looked After" in residential based services per child per week	£2,535.16	£2,510.71	£2,852.76	↓	£3,404.36 ✓
CHN8b	The gross cost of "Children Looked After" in a community setting per child per week	£201.52	£214.39	£242.03	↓	£312.73 ✓
CHN9	Balance of care for looked after children: Percentage of children being looked after in the community	87.2%	87.6%	88.3%	↑	89.9% X
CHN10	Percentage of adults satisfied with local schools	79.0%	77.7%	75.7%	↓	75.3% ✓
CHN11	Proportion of pupils entering positive destinations	93.1%	94.1%	95.8%	↑	93.7% ✓
CHN12a	Overall average total tariff	841	877	885	↑	886 X
CHN12b	Average total tariff SIMD quintile 1	521	553	622	↑	624 X
CHN12c	Average total tariff SIMD quintile 2	709	728	785	↑	750 ✓

LGBF Ref	Indicator	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
CHN12d	Average total tariff SIMD quintile 3	864	929	876	↓	880 X
CHN12e	Average total tariff SIMD quintile 4	958	1,045	1,065	↑	999 ✓
CHN12f	Average total tariff SIMD quintile 5	1,172	1,162	1,177	↑	1,207 X
CHN17	% of children meeting developmental milestones (New)	77.2%	78.3%	N/A		N/A
CHN18	% of funded early years provision which is graded good/better (New)	90.0%	92.7%	95.2%	↑	91.7% ✓
CHN19a	School attendance rates (New)	93.9%	Note 1	93.4%	↓	93.3% ✓
CHN19b	School attendance rates - looked after children (New)	91.1%	Note 1	N/A		N/A
CHN20a	School exclusion rates (per 1,000 pupils) (New)	25.6	Note 1	28.0	↓	26.8 X
CHN20b	School exclusion rates (per 1,000 looked after children) (New)	80.3	Note 1	N/A		N/A
CHN21	Participation rate for 16-17 year olds (New)	N/A	90%	91%	↑	91% ↔
CHN22	% of child protection re-registrations within 18 months (New)	10%	6%	11%	↓	6% X
CHN23	% LAC with more than 1 placement in the last year (Aug-July) (New)	14.2%	18.5%	19.5%	↓	21.2% ✓

(New): following approval by SOLACE, these new measures (CHN 17-23) are included this year to strengthen the framework coverage of Children's Services

Note 1 - figures collected every 2 years

Provision of school education

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 all 3 measures. 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.

Attainment (CHN 5 and 7)

South Lanarkshire's performance continues to increase and is above the national level. These indicators provide a measure of achievement for senior phase (S4-S6) pupils. This is provided for all pupils and for those from more deprived areas. A key stage of the education journey for Scottish students is their performance in their senior phase of secondary school. In comparing the achievement levels of young people councils can share good practice to aid improvement across all council's areas.

Looked after children (CHN 8 and 9)

The cost of children looked after in residential based services (CHN8a) has increased. One of the factors attributable to this is that the council has moved those more challenging young people from external placements to residential based placements within the local authority area. South Lanarkshire Council's performance is better than the Scottish average.

The gross cost of "Children Looked After" in a community setting per child per week CHN8b
The gross costs "Children Looked After" in a community setting per child per week (CHN8b) have risen in 2016-17 however, South Lanarkshire Council's results are better than the Scottish average

Balance of care for looked after children: Percentage of children being looked after in the community (CHN9)

South Lanarkshire Council's position is improving. Performance is slightly lower than the Scottish average. The overall numbers of children and young people looked after in a community setting has increased and for those supported in the community.

Satisfaction with local schools (CHN 10)

The results show that 75.7% of adults in 2016-17 were satisfied with local schools, which although a slight decline is above the Scottish average of 75.3%. The customer satisfaction scores come from the Scottish Household Survey, which is undertaken by the Scottish Government where only a small sample of residents is 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.

Similarly, at the national level evidence from the National Improvement Framework indicates that overall satisfaction levels with schools has fallen over the last five years however satisfaction levels amongst parents appear to be higher than amongst the general population.

Average total tariff (CHN 12)

Performance in South Lanarkshire has improved in five out of six measures. Performance in 2016-17 is in line with the national level with only minimal differences in the average total tariff scores. The average tariff is only one of a range of benchmarking measures available to schools and local authorities to help support school improvement.

As the school leaver data is not yet available for 2017, the basis for the data included in these measures is different from published data available on Parentzone which is based on school leavers.

The 2017 data is pre-review service and may change slightly after February when the Improvement Service is provided with updated information from the Scottish Qualifications Authority.

Early year's provision (new measure CHN 18)

South Lanarkshire's performance continues to increase and is above the national level. The Children and Young People (Scotland) Act 2014 introduced a commitment to increasing entitlement to funded early learning and childcare to 1,140 hours a year by 2020 for all three and four-year olds and eligible two-year olds. The aim is to provide a high quality experience for all children, which complements other early years and educational activity to close the attainment gap, and recognises the value of those we entrust to give our children the best start in life.

School attendance (CHN 19a)

There has been a slight decrease in the attendance rate in South Lanarkshire for 2016-17. Similarly, the attendance rate nationally also decreased from 93.6% in 2014-15. South Lanarkshire remains above the national average. A high level of pupil attendance will ensure that there is more opportunity for all pupils to engage and increases the continuity of their learning. Through the Youth, Family and Community Learning Service each locality has an attendance tracking process that ensures there is early identification of any issues and provides children and their families with additional support if required.

School exclusion (CHN 20a)

There has been an increase in the overall rate of exclusion per 1,000 pupils in South Lanarkshire which is slightly above the national average. Overall the level of exclusion in South Lanarkshire remains very low and is around 0.04% of possible attendances. Councils strive to keep all learners fully included, engaged and involved in their education and to improve outcomes for those learners at risk of exclusion. While the power exists to exclude children and young people from school, there have been significant, concerted efforts by schools to implement a range of approaches and solutions to positively engage young people in their education and improve relationships and behaviour. This is based upon a shared approach with agencies working together, responding to the needs of learners early and effectively, in line with the principles of Getting it Right for Every Child. Exclusion is considered only when to allow the child or young person to continue attendance at school would be seriously detrimental to order and discipline in the school or the educational well being of the learners there.

Participation rate (new measure CHN 21) and Pupils entering positive destinations (CHN 11)

South Lanarkshire's performance has increased and is in line with the national level. The participation measure reports on the activity of the wider 16-19 year old cohort, including those at school, and will help to inform policy, planning and service delivery. Within the context of Opportunities for All, all participation is positive and should be regarded as transitional - education and training are important phases in a young person's life that can improve their job options but are not destinations in themselves. The percentage of pupils leaving school and entering a positive destination has also increased and is above the national average.

Percentage of child protection re-registrations within 18 months (New measure CHN22)

This is a new indicator and the council will monitor this on a continuing basis. While re-registrations are higher than the national average this may be attributable to a small number of large sibling groups which could have an impact on the overall figure.

Percentage of looked after children (LAC) with more than 1 placement (new measure CHN 23)

There has been an increase in the number of children in foster care including those with multiple complex needs and consequently there has been an increase in movement of placements. While the percentage has increased South Lanarkshire is below the Scottish average and this is being monitored closely to achieve a decrease.

Data not available at March 2018 – the Improvement Service will advise as soon as the data becomes available

- **Developmental milestones** (new measure CHN 17)
- **School attendance/exclusion** (new measures CHN 19b and 20b)

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	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Corporate Services					
Corp1	Support Services as a percentage of total gross expenditure	4.3%	4.3%	4.6%	↓	5.0% ✓
Corp3b	The percentage of the highest paid 5% employees who are women	48.0%	47.9%	46.7%	↓	52.0% X
Corp 3c	The gender pay gap	N/A	8.1%	5.9%	↑	4.1% X
Corp4	The cost per dwelling of collecting Council Tax	£11.35	£7.60	£7.21	↑	£8.98 ✓
Corp6a	Sickness absence days per Teacher	6.9 days	6.5 days	6.5 days	↔	6.1 days X
Corp6b	Sickness absence days per employee (non teacher)	11.1 days	10.3 days	11.6 days	↓	10.9 days X
Corp7	Percentage of income due from Council Tax received by the end of the year	95.8%	95.9%	96.0%	↑	95.8% ✓
Corp8	Percentage of invoices sampled that were paid within 30 days	94.8%	95.8%	95.0%	↓	93.1% ✓

Support Services

The marginal increase in the cost of support services as a percentage of total gross expenditure is due to a decrease in the gross expenditure of the council. Looking forward, work is ongoing across a number of services that will see reductions in the level of support costs, specifically in relation to Finance, IT, Personnel, Legal and Business Support. Achievement of these savings will be monitored through the savings achievement updates prepared for the Corporate Management Team.

Equal opportunities

The number of employees captured within the highest 5% of earners (Corp 3b) has changed as a result of pay increases and the 5% cut off. The number of males captured within this band has increased too resulting in a downward trend. The council continues to monitor this indicator.

We will continue to encourage a diverse range of applicants for senior posts. Our robust recruitment practices will ensure that the best person will be appointed.

The council's commitment to the Scottish Living wage and ongoing commitment to monitor equal pay have contributed to the improved result for the gender pay gap indicator (Corp 3c). We will

continue to actively monitor this and work with colleagues to reduce the pay gap, as well as with national groups to ensure that comparisons across councils are clearly understood.

Council Tax

The cost of council tax collection (Corp 4) decreased by 5% from £7.60 to £7.21 in 2016-17 and is well below the Scottish average.

The annual Council Tax collection target for South Lanarkshire Council in 2016-17 was exceeded with 96.0% of Council Tax received (Corp 7). The council aims to improve performance each year in order to increase revenue collection.

Sickness absence

Performance in relation to sickness absence (Corp 6a and 6b) is not improving and is below the Scottish average.

Improvement Action: Heads of Service meet with their managers and the Personnel Adviser to review each long term absence case and employees with four or more absences i.e. short term/persistent absence cases. The purpose of these meetings is to effectively and robustly manage each absence and assist the employee's return to work.

Payment of invoices

Our performance in paying invoices on time (Corp 8) in 2016-17 is consistent with the previous year and continues to exceed the national average.

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	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Social Work Services					
SW1	Older Persons (over 65) Home care costs per hour	£19.66	£20.38	£21.25	↓	£22.64 ✓
SW2	Self Directed Support (SDS) spend on adults 18+ as a percentage of total social work spend on adults 18+	1.8%	1.9%	2.6%	↑	6.5% X
SW3	Percentage of people aged 65+ with intensive needs receiving care at home	35.8%	35.6%	38.1%	↑	35.3% ✓
SW4a	Percentage of adults receiving care or support who rate it as excellent or good (new)	85.3%	76.7%	N/A		N/A
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)	86.3%	81.0%	N/A		N/A
SW5	Average weekly cost per resident (over 65)	£410.83	£401.22	£416.08	↓	£372.36 X

Older Persons (over 65) Home care costs per hour (SW1)

Home care costs per hour have increased slightly but our performance is better than the Scottish average.

Self Directed Support (SW2)

As stated last year we expected South Lanarkshire Council's results to increase. In 2016-17 there has been an increase in people accessing SDS as reported in the Social Care Return. The percentage of adult spend has increased from 1.8% in 2014-15 to 2.6% in 2016-17. The vast majority of service users have indicated a preference for option 3 which for the same timeframe equated to almost £41million of expenditure. This indicator only takes account of options 1 and 2 which amounts to £4.2 million of spend on adults 18+ as a percentage of total social work spend on adults 18+.

Social Work Resources 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 choose an SDS option which best suits their care and support needs.

Percentage of people aged 65+ with intensive needs receiving care at home (SW3)

South Lanarkshire continues to improve its performance year on year on the number of people 65+ with intensive needs being supported at home. It also performs better than the Scottish average.

Percentage of adults receiving care or support who rate it as excellent or good (New measure SW4a)

The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact not all of the people responding access multi agency services.

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 SW4b)

The Health and Care Survey is a random survey sent out to approximately 10% of the South Lanarkshire population. Some of the responses recorded very low ratings due to the fact not all of the people responding access multi agency services.

Average weekly cost per resident (over 65) (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. We will continue to monitor our performance in terms of the national average and within our family group of comparable authorities.

Culture and Leisure 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	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Culture and Leisure					
C&L1	Cost per attendance at sports facilities	£2.20	£2.23	£2.21	↑	£2.81 ✓
C&L2	Cost per library visit	£3.54	£3.72	£3.67	↑	£1.97 X
C&L3	Cost of museums per visit	£2.90	£2.71	£3.14	↓	£3.15 ✓
C&L4	Cost of parks and open spaces per 1,000 of the population	£32,458	£32,834	£28,480	↑	£20,432 X
C&L5a	Percentage of adults satisfied with libraries	77.7%	72.7%	69.3%	↓	74.7% X
C&L5b	Percentage of adults satisfied with parks and open spaces	74.7%	75.7%	79.0%	↑	86.0% X
C&L5c	Percentage of adults satisfied with museums and galleries	70.0%	67.3%	70.0%	↑	72.0% X
C&L5d	Percentage of adults satisfied with leisure facilities	77.3%	74.0%	72.3%	↓	74.0% 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.

Sports facilities

In 2016-17, the cost per attendance at sports facilities (C&L1) in South Lanarkshire is lower than the 2015-16 result and lower than the Scottish average. Tight budgetary control is assisting in the control of these service costs.

Library visits

Whilst the cost per library visit (C&L2) in South Lanarkshire in 2016-17 is higher than the Scottish average, it is lower than the cost in 2015-16. This decrease in cost was achieved as a result of changes in staff numbers and library opening hours.

Museum visits

In 2016-17, the cost per museum visit (C&L3) in South Lanarkshire increased compared to 2015-16. This is largely due to a reduction in visits resulting from the closure of the David Livingstone Museum for refurbishment and reduced attendances at Chatelherault Visitor Centre. Despite this, our cost per visit is still lower than the Scottish average.

Parks and open spaces

South Lanarkshire Council's cost of parks and open spaces (C&L4) is lower than the previous year, in spite of continued pay awards.

Despite this, our costs are higher than the Scottish average – the reason for this is the range of services provided in South Lanarkshire across a broad spectrum of geographical landscapes, and also a number of services which are provided more frequently compared with other local authorities. Any future savings via service reduction will contribute to closing the gap on the Scottish average, although this comes at a time when the majority of local authorities are considering similar action.

Culture and Leisure - satisfaction results

Indicators C&L 5a, 5c, and 5d are derived from the Scottish Household Survey. Compared to the previous year, the level of satisfaction has declined for libraries and leisure facilities and increased for museums and galleries. All are below the Scottish average.

South Lanarkshire Leisure and Culture (SLLC) 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. The satisfaction rate for 2016-17 was 96% (the same as in the previous year and 1% higher than the SLLC target).

The percentage of adults satisfied with parks and open spaces (C&L5b) has shown a year on year improvement since 2014-15, with a healthy 3.3% increase from 2015-16 to 2016-17. This is the case despite the significant reduction in the cost of the service – see note above for C&L4.

Our 2016-17 satisfaction level brings us closer to the Scottish average which, itself, has stalled in recent years.

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	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Environmental Services					
ENV1a	Net cost of waste collection per premise	£67.37	£66.26	£73.62	↓	£64.54 X
ENV2a	Net cost of waste disposal per premise	£88.38	£94.12	£92.62	↑	£98.77 ✓
ENV3a	Net cost of street cleaning per 1,000 population	£16,943	£16,529	£15,929	↑	£14,431 X
ENV3c	Cleanliness score	98%	98%	96%	↓	94% ✓
ENV4a	Cost of maintenance (expenditure) per kilometre of road Note 1	£13,168	£13,771	£17,943	↑	£10,308 ✓
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	21.0%	22.2%	22.9%	↓	29.5% ✓
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	22.7%	23.7%	24.1%	↓	34.7% ✓
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	38.9%	36.8%	37.9%	↓	34.6% X
ENV4e	Percentage of U (unclassified) roads that should be considered for maintenance treatment	37.0%	36.8%	35.5%	↑	39.5% ✓
ENV5a	Cost of trading standards per 1,000 population	£3,517	£3,624	£3,513	↑	£5,494 ✓

LGBF Ref	Indicator	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
ENV5b	Cost of environmental health per 1,000 population	£13,971	£14,002	£12,851	↑	£15,883 ✓
ENV6	The percentage of total household waste arising that is recycled	45%	49%	53%	↑	45% ✓
ENV7a	Percentage of adults satisfied with refuse collection	85.7%	83.7%	83.0%	↓	82.0% ✓
ENV7b	Percentage of adults satisfied with street cleaning	76.0%	74.7%	72.0%	↓	72.0% ↔

Waste collection /Waste disposal

The council aims to keep its refuse collection costs (Env1a) as low as possible. Between 2015-16 and 2016-17, the net cost of waste collection per premise increased. The additional costs resulted from the council's improvement to the kerbside recycling service and introduction of a new food and garden waste collection service to comply with the Waste (Scotland) Regulations 2012. Households in Rutherglen, Cambuslang and Clydesdale received the new services during 2016-17. South Lanarkshire Council costs are higher than the Scottish average due to the level of service provision delivered by the council e.g. not all councils carry out a food and garden waste collection service.

The council keeps its refuse disposal costs (Env2a) as low as possible. Between 2015-16 and 2016-17, the net cost of waste disposal per premise decreased and is lower than the Scottish average.

Street cleaning

South Lanarkshire's net cost of street cleaning (Env3a) has reduced year on year since 2014-15, despite the pay awards.

Our 2016-17 cost is higher than the Scottish average; however, this cost indicator does not take account of the level of service provided in South Lanarkshire e.g. the level of commitment to mechanical sweeping and the tight timescale for removing offensive graffiti (24 hours).

The percentage of adults satisfied with street cleansing (Env7b) in 2016-17 is the same as the Scottish average, but has reduced in recent years. This can be linked to the reduction in costs (ENV3a).

However, it should also be noted that South Lanarkshire Council's street cleansing service was awarded the Most Improved Performer in Street Cleansing at the Association for Public Service Excellence (APSE) 2016 Performance Networking Awards.

Any future savings via service reduction will contribute to closing the gap on the Scottish average, although this comes at a time when the majority of local authorities are considering similar action.

Cleanliness Score

South Lanarkshire Council continues to score higher for its street cleansing service (Env3c) than the Scottish average, with 96% of streets surveyed found to be of an acceptable standard. This cleanliness score places us fifth equal of the 31 participating local authorities.

The reduction in the cleanliness score from 2015-16 to 2016-17 can be linked to the overall reduction in the cost of street cleansing (ENV3a).

Roads

The spend per kilometre of road (Env 4a) has increased markedly compared to the previous year and is higher than the Scottish average. The sharp increase in 2016-17 resulted from the City Deal investment, specifically, the cost of the Cathkin Relief Road, which accounted for 30.5% of the cost of road maintenance in the year. Excluding the City Deal expenditure from this indicator would reduce the cost of maintenance per kilometre of road to £12,473, a reduction on our costs compared to the previous two years.

While the overall condition of A class routes (Env4b) has marginally regressed since the previous year, their condition is still 6.6% better than the Scottish average. The marginal regression is primarily due to more investment being directed towards unclassified roads, which are often now in the poorest condition, with much of the A class network having been treated in earlier years of the Investment Plan.

There has also been marginal regression in the road condition of B class roads (Env4c) in South Lanarkshire, but their condition remains a substantial 10.6% better than the Scottish average. Again, the modest regression noted is due to many B class roads having been improved in recent years, and investment increasingly shifting towards more minor roads, which are in the worst condition and hence have priority for treatment.

Although the council's investment has shifted towards more minor roads in recent years, this has yet to be reflected in the Roads Condition Indicator for C class routes (Env4d).

With unclassified roads (Env4e) making up a sizeable proportion of our road network in South Lanarkshire, it is reassuring to note a 1.3% improvement in their condition since the previous year, as well as being 4% better than the Scottish average. This improvement reflects investment increasingly being directed towards more minor roads.

Trading standards and environmental health

The reduction in the cost of trading standards (Env5a) and environmental health (Env5b) in South Lanarkshire Council in 2016-17 has resulted from efficiency savings linked to establishment reductions.

Waste recycling

The percentage of total household waste that is recycled (Env6) increased in 2016-17 and is higher than the Scottish average. The improvement can be attributed to the introduction of improved kerbside recycling services such as the food and garden waste collection service. The percentage of adults satisfied with refuse collection (Env 7a) has decreased slightly by 0.7% to 83% in 2016-17, compared with 2015-16, but is higher than the Scottish average of 82%. This indicator is derived from the Scottish Household Survey. The service also issues its own customer satisfaction survey throughout the year based on a random sample of service users. In 2016-17, this survey showed that 96% of users rated the overall service provided by Refuse Collection Services as good or excellent.

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:

LGBF Ref	Indicator	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Housing					
HSN1b	Gross rent arrears (all tenants) as at 31 March, as a percentage of rent due for the year	5.5%	5.6%	5.7%	↓	6.5% ✓
HSN2	Percentage of rent due in the year that was lost due to voids	0.7%	0.7%	0.4%	↑	0.9% ✓
HSN3	Percentage of dwellings meeting SHQS	91.1%	90.9%	91.5%	↑	93.6% X
HSN4b	Average time taken to complete non emergency repairs	13.9 days	13.7 days	13.4 days	↑	8.7 days X
HSN5	Percentage of council dwellings that are energy efficient	95.9%	95.8%	96.5%	↑	96.6% X

Tenants' rent arrears

There has been a slight fall (0.1%) in rent arrears (HSN1b) performance compared with last year, however, we are continuing to show a stronger position compared to the Scottish average. The pressure to collect rent continued through 2016-17 due to the Welfare Reform Agenda and the overall economic position.

Rent lost due to voids

There has been a 0.3% decrease in our rent lost due to voids (HSN2), showing our pro-active approach to letting properties. We continue to perform well above the Scottish average.

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

There has been a slight increase in our housing quality and energy efficiency (HSN3 and 5) performance as we continue with our scheduled programme of works. These works will continue during 2017-18.

Non Emergency Repairs

The average time taken to carry out non emergency repairs (HSN4b) decreased in 2016-17. Although above the Scottish average, the time taken to complete is within the 30 day target agreement with our tenants for this type of repair. 62% of our non-emergency repairs are completed by appointment on a date and time agreed with our tenants. Overall satisfaction with the repairs service has been showing an improving trend with complaints reducing. The aim is to continually reduce the time taken 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	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Corporate assets					
Corp Asset1	Proportion of operational buildings that are suitable for their current use	95.4%	95.1%	96.1%	↑	79.8% ✓
Corp Asset2	Proportion of internal floor area of operational buildings in satisfactory condition	86.3%	85.3%	86.7%	↑	84.5% ✓

Operational buildings

There has been an increase in our performance and we still remain significantly above the Scottish average. 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.

Indicators and results:

LGBF Ref	Indicator	2014-15	2015-16	2016-17	SLC Trend	2016-17 Scotland
	Economic development					
ECON1	Percentage of unemployed people assisted into work from council funded/operated employability programmes	20.6%	16.1%	26.8%	↑	14.0% ✓
ECON2	Cost per planning application	£4,120	£4,889	£3,930	↑	£4,565 ✓
ECON3	Average time (weeks) per planning application	11.5 weeks	10.3 weeks	9.9 weeks	↑	9.3 Weeks X
ECON4	Percentage of procurement spend on local small/medium enterprises	10.8%	11.5%	11.5%	↔	20.2% X
ECON5	Number of business gateway start-ups per 10,000 population	15.9	14.9	16.9	↑	16.6 ✓

Employability programmes

The percentage of unemployed people assisted into work from council funded/operated employability programmes (Econ 1) dramatically increased in South Lanarkshire in 2016-17 and is higher than the Scottish average.

The council benefitted from additional European Union (EU) funds in 2016-17 which supported its successful Youth Employment Initiative. An effective employer recruitment incentive also contributed to improved job outcomes for young people during this period.

Planning applications

The cost per planning application (Econ 2) in South Lanarkshire has reduced in 2016-17 as service savings take effect. It is also below the Scottish average.

The average time to process a business/industrial planning application (Econ 3) in South Lanarkshire continues to fall in 2016-17 as the planning service continues to develop and implement actions identified through its ongoing process reviews. Work will continue to identify process improvements aimed at reaching alignment with the Scottish average figure.

Procurement spend on small/medium enterprises

The opportunities for Small to Medium-sized Enterprises (SMEs) to tender for South Lanarkshire Council contracts continue to be promoted via Public Contract Scotland and the free awareness and training offered by the Supplier Development Programme. Capital spend in recent years has focused on the schools modernisation programme which comprises large scale contracts and therefore, there are fewer opportunities for SMEs. Work continues on identifying future opportunities and their promotion to the South Lanarkshire SME business community.

Business Gateway start ups

Improvements to the Business Gateway (BG) contract and additional local marketing have contributed to improved BG start ups.