



Local Government Benchmarking Framework 2018-19

**(data as at 31 January 2020)
(SLC data updated as at 7 April 2020)**

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 (ie Support 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 South Lanarkshire Council (SLC) results for the financial years 2016-17, 2017-18 and 2018-19. The movement in performance (SLC trend) between 2017-18 and 2018-19 is included, where available. The key to the symbols in the following report is:

↑	improvement in our performance between 2017-18 and 2018-19
↓	decline in our performance between 2017-18 and 2018-19
↔	no change in our performance between 2017-18 and 2018-19
✓	South Lanarkshire Council result is better than the Scottish average in 2018-19
X	South Lanarkshire Council result is worse than the Scottish average in 2018-19
---	information not available

The Scottish average result for 2018-19 is also included, where available. Explanatory narrative is included within this report for each indicator, to provide some local context and explanations of the local trend comparing the 2017-18 and 2018-19 results and comparisons within the national context, to help you understand how we are performing.

Summary of performance of LGBF Results

KEY:		Number (%) of indicators		
		2016-17	2017-18	2018-19
South Lanarkshire performance				
↑	improving performance in SLC	38 (52%)	32 (40%)	38 (45%)
↓	declining performance in SLC	28 (38%)	35 (44%)	32 (38%)
↔	No change in performance in SLC	2 (3%)	2 (2%)	3 (4%)
----	Results/trends not available	5 (7%)	11 (14%)	11 (13%)
Comparison with Scottish average				
✓	SLC results better than Scottish average	39 (53%)	39 (49%)	45 (54%)
X	SLC results worse than Scottish average	27 (37%)	28 (35%)	28 (33%)
↔	SLC results same as Scottish average	2 (3%)	2 (2%)	4 (5%)
----	Results not available	5 (7%)	11 (14%)	7 (8%)

(All data correct as at 7 April 2020)

Introduction (continued)

The release of this report on the [performance](#) pages of South Lanarkshire Council's website, coincides with the official publication by the Improvement Service of the 2018-19 Local Government Benchmarking Framework (LGBF) results and the national overview report - published 31 January 2020.

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 also 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.

What we will do with these results

Benchmarking is an important aspect of understanding variations in performance against the Scottish average and comparable councils, and is a learning process which allows us to gain a more in-depth knowledge and understanding of our 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 (PPR), 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, communities, service users, customers and partners can easily and quickly access performance information that is both relevant and informative. (The PPR material will be updated for the 2018-19 results by the statutory deadline of 31 March 2020)

Taking on board comments from our External Auditors, Audit Scotland, regarding the volume of information contained in the [Annual Performance Reports](#) we replaced this with [Annual Performance Spotlights](#) (APSs) – bite sized web content performance information comprising a case study, selection of infographics and links to other related material - one for each Connect objective plus the theme Delivering the Plan and achieving Best Value. The [Annual Performance Spotlights](#) can be accessed on the council's website and summarise our progress in achieving our Council Plan [Connect](#) objectives. More detailed 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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Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
Children's Services	CHN 1	Cost per primary school pupil	£4,947.00	£4,948.00	£5,381.00		£5,259.00		<p>Our cost per primary school pupil has risen in 2018-19 and is slightly above the national average due to several factors: there has been increased expenditure within the primary sector on staff cost as a result of the national pay settlement; increased in-year spend on the Pupil Equity Fund (PEF) during 2018-19, and focused and targeted plans for PEF spend in 2018-19; increased expenditure on property related items associated with the primary school modernisation programme; and an investment programme in relation to auto enrolment for footwear and clothing grants and free school meals. However, these cost results give no indication of the quality of education delivered.</p> <p>SLC is committed to the delivery of high quality learning experience and environments for all South Lanarkshire's pupils at all levels of their education.</p>



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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	CHN 2	Cost per secondary school pupil	£6,663.00	£6,630.00	£6,715.00		£7,157.00		<p>The cost per secondary school pupil in South Lanarkshire has increased but is lower than both the family group median and the Scottish Average.</p> <p>Expenditure on secondary schools is a significant cost in terms of local authority education. Looked at in isolation this measure gives no indication of the quality of the education delivered. South Lanarkshire'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 council has invested significantly in modernising its school estate in supporting the delivery of high quality learning environments for all South Lanarkshire's pupils at all levels of their education.</p> <p>The information on cost can be looked at alongside other improving indicators on attainment and the positive destinations of pupils.</p>











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	CHN 3	Cost per pre-school education place	£3,890.00	£3,896.00	£4,504.00		£5,014.00		The cost per pre-school education registration in South Lanarkshire has increased but is lower than both the family group median and the Scottish Average. Expenditure on pre-school education is a significant cost in terms of local authority education. Looked at in isolation this measure gives no indication of the quality of the education delivered.
	CHN 4	Percentage of pupils gaining 5+ awards at level 5	61.0%	63.0%	64.0%		63.0%		Performance in South Lanarkshire has improved and is in line with the improving performance trends also shown in the Scottish Average. Raising attainment and achievement of all children and young people helps to ensure that they are best prepared for life beyond school and helps to tackle the effects of poverty and disadvantage.
	CHN 5	Percentage of pupils gaining 5 or more awards at level 6	35.0%	36.0%	36.0%		35.0%		Performance in South Lanarkshire in 2018-19 is 1% above the national average and in line with the family group. Attainment continues to be in line with the improving performance trends shown at the national level. This measure can be influenced by curricular models and the selection of more appropriate routes to positive destinations for young people.




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	CHN 6	Percentage of pupils from deprived areas gaining 5 or more awards at level 5	43.0%	41.0%	45.0%		44.0%	✓	Performance in South Lanarkshire increased in 2018-19 and is 1% above the national average. This is in line with the family group and the improving performance trends shown at the national level. This measure can be influenced by curricular models and the selection of more appropriate routes to positive destinations for young people. Raising attainment and achievement of all children and young people helps to ensure that they are best prepared for life beyond school and helps to tackle the effects of poverty and disadvantage.
	CHN 7	Percentage of pupils from deprived areas gaining 5 or more awards at level 6	19.0%	17.0%	19.0%		18.0%	✓	Performance in South Lanarkshire increased in 2018-19 and is better than both the national average and the family group. Attainment continues to be in line with the improving performance trends shown at the national level. This measure can be influenced by curricular models and the selection of more appropriate routes to positive destinations for young people. Raising attainment and achievement of all children and young people helps to ensure that they are best prepared for life beyond school and helps to tackle the effects of poverty and disadvantage.


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South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
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	CHN 8a	The gross cost of "Children Looked After" in residential based services per child per week	£2,956.00	£2,371.00	£2,817.00		£3,930.00		Continuing work regarding supporting young people within the community having positive effect on numbers requiring residential based services.
	CHN 8b	The gross cost of "Children Looked After" in a community setting per child per week	£250.78	£228.39	£240.44		£348.88		While the costs have increased over the last year South Lanarkshire Council has maintained position of lower costs than the Scottish average.
	CHN 9	Percentage of children being looked after in the community	88.3%	88.6%	89.9%		89.9%		South Lanarkshire Council's position has improved and is now the same as the Scottish average. The overall numbers of children and young people looked after in a community setting has increased and for those supported in the community.
	CHN10	Percentage of Adults satisfied with local schools	75.7%	73.3%	76.1%		71.8%		The three year rolling-average for South Lanarkshire from the national household survey shows 76.1% of adults expressed satisfaction with local schools which is better than both the national average and the family group.
	CHN11	Percentage of Pupils Entering Positive Destinations	95.8%	96.4%	95.7%		95.1%		Although there was a slight drop from 2017-18 the percentage of pupils entering positive destinations remains high and continues to be above the national level.

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	CHN12a	Overall Average Total Tariff	890	919	893		892		The overall tariff level in SLC fell slightly in 2018-19 from the level recorded in 2017-18, as it did at the national level and in the family group. The tariff scale provides a measure of the latest and best achievement in each subject area for national qualifications and a range of wider awards. This offers a wider measure of achievement to consider alongside the narrower LGBF attainment measures (CHN 4 to CHN7). This measure can be influenced by curricular models and the selection of more appropriate routes to positive destinations for young people.
	CHN13a	% of P1, 4, 7 pupils combined achieving expected Curriculum for Excellence Level in Literacy (New)	-----	-----	72.0%	---	72.0%		South Lanarkshire is in line with the national average but slightly below the family group median. This measures the percentage of pupils in Primary 1, Primary 4 and Primary 7 who have achieved the appropriate curriculum for excellence level for their stage (or better) in: reading, writing and listening & talking. Curriculum for Excellence is designed to encapsulate in the four capacities - to enable each child or young person to be a successful learner, a confident individual, a responsible citizen and an effective contributor.

Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	CHN13b	% of P1, 4, 7 pupils combined achieving expected Curriculum for Excellence Level in Numeracy (New)	-----	-----	79.0%	---	79.0%		South Lanarkshire is in line with the national average but slightly below the family group median. This measures the percentage of pupils in Primary 1, Primary 4 and Primary 7 who have achieved the appropriate curriculum for excellence level for their stage (or better) in numeracy. Curriculum for Excellence is designed to encapsulate in the four capacities - to enable each child or young person to be a successful learner, a confident individual, a responsible citizen and an effective contributor.





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	CHN14a	Literacy attainment gap P1,4,7 combined - % point gap between the least deprived and most deprived pupils (New)	-----	-----	19.4	---	20.7	✓	<p>The gap, between the percentage of pupils in Primary 1, Primary 4 and Primary 7 who have achieved the appropriate curriculum for excellence level for their stage (or better), in Literacy (reading, writing and listening & talking combined) in the most and least deprived quintiles in South Lanarkshire is slightly less than both the national average (20.7) and the family group median (20.9).</p> <p>Curriculum for Excellence is designed to encapsulate in the four capacities - to enable each child or young person to be a successful learner, a confident individual, a responsible citizen and an effective contributor. The Scottish Attainment Challenge is about achieving equity in education. This can be achieved by ensuring every child has the same opportunity to succeed, with a particular focus on closing the poverty-related attainment gap.</p>









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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	CHN14b	Numeracy attainment gap P1,4,7 combined - % point gap between the least deprived and most deprived pupils (New)	-----	-----	15.4	---	17.0	✓	The gap, between the percentage of pupils in Primary 1, Primary 4 and Primary 7 who have achieved the appropriate curriculum for excellence level for their stage (or better), in numeracy in the most and least deprived quintiles in South Lanarkshire is slightly less than both the national average (17.0) and the family group median (17.8). Curriculum for Excellence is designed to encapsulate in the four capacities - to enable each child or young person to be a successful learner, a confident individual, a responsible citizen and an effective contributor. The Scottish Attainment Challenge is about achieving equity in education. This can be achieved by ensuring every child has the same opportunity to succeed, with a particular focus on closing the poverty-related attainment gap.
	CHN17	% of children meeting developmental milestones	65.2%	68.1%	-----	---	-----	---	Data not available





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	CHN18	% of funded early years provision which is graded good/better	95.2%	94.5%	93.8%		90.6%		The Children and Young People (Scotland) Act 2014 introduced a commitment to the near doubling of entitlement to funded early learning and childcare to 1140 hours a year by 2020 for all three and four-year olds and eligible two-year olds. The aim is to provide high quality experience for all children, which complements other early years and educational activity to close the attainment gap. Whilst the percentage of funded Early Years Provision which is graded 'good or better' has fallen by 0.7%, it is 3.2% higher in South Lanarkshire than the national average.
	CHN19a	School attendance rate	93.4%	-----	92.9%		92.9%		The school attendance rate fell from 2016-17 to 2018-19 in South Lanarkshire, and at the national level and in almost all Family Group comparators. Attendance in South Lanarkshire is in line with both the national level and the Family Group median. Data is collected every 2 years - the next set of results will be available in 2020-21.
	CHN19b	School attendance rate - looked after children	89.5%	-----	-----	---	-----	---	Data not available.









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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	CHN20a	School exclusion rates (per 1,000 pupils)	28.0	-----	21.2		21.7		There was a significant reduction in the average number of half days lost to exclusions per 1,000 pupils and the level in South Lanarkshire is below the national position.
	CHN20b	School exclusion rates (per 1,000 looked after children)	85.6	-----	-----	---	-----	---	Data not available.
	CHN21	Participation rate for 16-19 year olds	91.2%	92.5%	92.6%		91.6%		A young person is deemed to be participating when they are actively engaged with an organisation for the purpose of learning, training or work – work includes volunteering. This annual participation measure reports on the activity of the wider 16-19 year old cohort, including those at school. South Lanarkshire's performance is both improving compared with the previous years and is above the national average.
	CHN22	% of child protection re-registrations within 18 months	11.5%	8.1%	5.9%		7.2%		The figures show that incrementally over the past few years children are less likely to be re-registered on the child protection register following intervention which is sustaining improvements in wellbeing.
	CHN23	% LAC with more than 1 placement in the last year (Aug-July)	19.5%	18.6%	16.0%		19.7%		The number of children whose placements have been maintained has improved significantly and is more favourable than the Scottish average.







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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
Corporate Asset	CORP-ASSET1	Percentage operational buildings that are suitable for their current use	96.1%	96.5%	96.3%		82.1%		Performance continues to be maintained and remains above the Scottish average. Continued implementation of the council's asset management strategy and plans has resulted in a clear focus in optimising council buildings to ensure they are suitable.
	CORP-ASSET2	Percentage internal floor area of operational buildings in satisfactory condition	86.7%	86.8%	87.4%		87.2%		Performance continues to be maintained and remains above the Scottish average. Through programmes of Prioritised Capital Investment and Planned Preventative Maintenance, performance remains positive. The measures in place, through our Asset Management Strategy, to mitigate any risks and sustain service delivery, form a strong platform for managing the challenges associated with the current financial climate.

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Corporate Services	CORP1	Support services as a percentage of total gross expenditure	4.6%	4.4%	4.3%		4.4%		The marginal decrease in the cost of support services as a percentage of total gross expenditure, reflects a decrease in support costs alongside an increase in the gross expenditure of the council. The decrease in support is due to a number of factors including savings achieved offset in part by an increase in insurance expenditure. Looking forward, work continues 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.
	CORP3b	The percentage of the highest paid 5% employees who are women	46.7%	45.9%	48.8%		55.8%		There has been an increase in the proportion of women in the top 5% earners in the council between 2017-18 and 2018-19. This is due to the significant number of females who have received an increment, thus increasing their earnings at the grades included in the top 5%.
	CORP3c	The gender pay gap	5.9%	6.1%	5.1%		4.0%		Pay model restructure complete. The reduced number of spinal column points in each level has had a positive impact on this indicator.
	CORP4	The cost per dwelling of collecting Council Tax	£7.47	£7.22	£6.47		£6.92		Cost of collection reduced compared with previous year. The reasons for this reduction include lower diligence costs and a higher number of chargeable properties.





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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	CORP6a	Sickness absence days per teacher	6.5	5.9	6.1		6.2		The number of working days lost for FTE teachers has increased by 0.2 days compared with last year, which is in line with the national trend. Supports have been introduced for managers including regular meetings to discuss and support long term absence cases, localised training sessions, and a review of short term absences has been conducted.
	CORP6b	Sickness absence days per employee (non teacher)	11.6	11.5	11.9		11.5		The number of working days lost for FTE employees has increased by 0.4 days, which is in line with the national trend. Supports have been introduced for managers including regular meetings to discuss and support long term absence cases, localised training sessions, and a review of short term absences has been conducted.
	CORP7	Percentage of income due from Council Tax received by the end of the year	96.0%	96.2%	96.2%		96.0%		The council maintained performance at 96.2%. This level of performance compares favourably with the Scottish average. The council aims to continue to improve performance each year in order to increase revenue collection.





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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	CORP8	Percentage of invoices sampled that were paid within 30 days	95.0%	94.6%	92.1%	↓	92.7%	✗	There was a slight dip in performance between 2017-18 and 2018-19 and we missed the target (92.5%) for the year by 0.4%. The Audit Scotland change in the remit of invoices included means that payments to businesses out with the scope of VAT are now included. Many of these organisations have more complex invoices which take longer to process, for example, care home invoices. The details of these particular complex invoices change all the time as the care is tailored to the individual clients and their changing needs. However, work continues in conjunction with the SW invoice processing team and the SW procurement team to assist the process.
Culture & Leisure Servic	C&L1	Cost per attendance at sports facilities	£2.29	£2.35	£2.50	↓	£2.61	✓	<p>The cost per attendance at sports facilities in South Lanarkshire has increased compared to 2017/18, largely due to a reduction in income and increased staff costs due to the annual pay rise.</p> <p>Despite this increase, the cost per attendance remains lower than the Scottish average.</p> <p>SLLC will continue to target specific markets and introduce new activities by way of increasing attendances.</p>





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	C&L2	Cost per library visit	£3.80	£3.56	£3.53		£2.05		<p>The cost per library visit in South Lanarkshire in 2018/19 has decreased compared to 2017/18.</p> <p>There has been a reduction in the number of physical visits to libraries as more and more people make use of on-line library services.</p> <p>A national change in recording library visits is being introduced in 2019/20 which will better address on-line attendances and is expected to significantly increase the number of recorded attendances at SLLC libraries.</p> <p>Library staff will continue to develop the programme of library activities as well as its virtual services in order to attract more visitors to the libraries.</p>
	C&L3	Cost of museums per visit	£3.26	£3.15	£2.85		£3.47		<p>The cost per museum visit has decreased compared to 2017/18 and remains lower than the Scottish average.</p> <p>A reduction in staff costs through efficiencies helped reduce the cost per visit.</p>





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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	C&L4	Cost of parks and open spaces per 1,000 population	£29,510	£24,807	£24,121		£20,139		South Lanarkshire Council's cost of parks and open spaces is lower than the previous year despite implementing the full pay award in April 2018. Our costs are higher than the Scottish average and the reason for this is the range of services provided in South Lanarkshire which includes maintenance of sports grounds and care of gardens. Not all authorities provide or include these costs and, in addition to this, SLC covers a large land mass with diverse landscapes and this results in higher costs, for instance travelling. A number of services are also provided more frequently compared with other local authorities.
	C&L5a	Percentage of adults satisfied with libraries	69.3%	67.7%	70.6%		72.4%		Satisfaction levels and ranking have increased. The LGBF result is derived from the Scottish Household Survey. However 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. SLLC's own exit interviews with library users, carried out over the course of the year shows a satisfaction level of 93%.



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	C&L5b	Percentage of adults satisfied with parks and open spaces	79.0%	80.3%	80.4%		84.8%		<p>Despite being lower than the Scottish Average figure, the Service continues to show a year on year improvement in terms of satisfaction and overall standing.</p> <p>The Service was successful at the APSE Performance Networks Awards under the Most Improved Performer in the Parks, Open Spaces and Horticulture category. The service was also nominated in the Best Performer category for the same service.</p>
	C&L5c	Percentage of adults satisfied with museums and galleries	70.0%	68.0%	68.4%		69.3%		<p>Satisfaction levels and ranking have increased. The LGBF indicator is derived from the Scottish Household Survey. 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. SLLC's own exit interviews, carried out over the course of the year with the customers, shows a satisfaction level of 93%.</p>



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Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	C&L5d	Percentage of adults satisfied with leisure facilities	72.3%	67.3%	68.3%		71.4%		Satisfaction levels have increased. The LGBF figure is derived from the Scottish Household Survey. 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. SLLC's own exit interviews, carried out over the course of the year with the customers, shows a satisfaction level of 96%, maintaining that reported in the previous year, 2017/18.
Economic Development	ECON 1	Percentage of unemployed people assisted into work from council funded/operated employability programmes	26.4%	18.1%	15.1%		12.6%		The figures have reduced but we are above the Scottish average figure for % unemployed people assisted into employment. Employment for those (16-64) is 74.8%. and unemployment (16-64), is 4%. South Lanarkshire continues to perform well with employment levels above the Scottish average and unemployment below the Scottish average. (Source APS June 2019).





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 2	Cost of planning and building services per application	£4,061.00	£4,315.00	£3,857.00		£4,443.00		<p>The cost per planning and building services has a revised definition for 2018/19 with comparative figures restated. SLC's performance has improved since last year and is better than the Scottish average.</p> <p>The Service savings which were put in place during 2018-19 together with the recent service review has resulted in the lower costs seen here.</p>



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 3	Average time per business and industry planning application (weeks)	9.9 Wks	12.2 Wks	13.0 Wks		9.1 Wks		<p>The average time to process a business/industrial planning application in South Lanarkshire increased in 2018/19. This reflects reduced staffing resources over the period which has now been addressed in 2019/20 through the creation of two graduate posts and the return of two officers following maternity leave.</p> <p>The service continues to encourage early engagement with planning applicants through pre-application discussions which leads to early identification of the information required to assess the application. The service also seeks to work with applicants to ensure a positive outcome for applicants and this is reflected in an approval rate for planning applications of 98.4% which is one of the highest in Scotland.</p>



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 4	Percentage of procurement spend on local enterprises	13.3%	15.5%	18.1%		28.7%		Economic Development and Finance Services (Transactions) have, supported by the Supplier Development Programme, continued to collaborate in order to improve local small and medium enterprises (SME) spend and improve our economic footprint. This has resulted in improved performance in this area and we will continue to focus on this area to sustain this improving trend.
	ECON 5	No of business gateway start-ups per 10,000 population	16.9	15.6	15.3		16.7		Overall, the Lanarkshire Business Gateway contract performs well and achieves start up targets which have been set. There is no apparent specific cause for this slight drop in business start-ups and Economic Development will continue to work with Business Gateway, and other partners, to increase business start-up rates.



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 6	Investment in Economic development and Tourism per 1,000 population	£54,661.00	£52,656.00	£47,649.00		£107,387.00		This indicator represents the level of investment by local authorities in economic development. While 2016-17 and 2017-18 figures reflect the reductions in budget and staff resource within the council's Economic Development service, which have been implemented to meet financial savings targets, officers continue to explore avenues for additional funding opportunities to support sustainable and inclusive economic growth.



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 7	Proportion of people earning less than the living wage	18.7%	18.3%	20.3%		19.4%		<p>The Living Wage Campaign group was expanded to cover all of Lanarkshire and the team work hard to promote the real Living Wage across the area. To encourage employers we worked with the National Living Wage team to offer a Living Wage Accreditation discount which was taken up by 11 employers, employing 130 staff in total, of whom, 24 received an uplift in pay-rates. This brought the number of Living Wage Accredited employers in South Lanarkshire to 67 by the end of the period. This is the fourth highest number across the 32 local authority areas.</p> <p>In partnership with local businesses we hosted a major business event which attracted over 130 local employers from across Lanarkshire to raise awareness of the real Living Wage.</p> <p>During the period, South Lanarkshire Council picked up the Anchor Institution award at the Living Wage Scotland Awards for our commitment to the real Living Wage and work to promote it.</p>





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 8	Proportion of properties receiving superfast broadband	91.0%	93.9%	94.5%		92.0%		<p>Measured as the percentage of properties with access to broadband speeds of greater than 30Mbps .</p> <p>The council works with the Scottish Government's Digital Scotland Superfast Broadband Programme which is contracted with BT Openreach to install superfast broadband across Scotland. The council ensures roads access, way leaves and planning issues are progressed efficiently and to ensure maximum investment within the area. In November 2019, the Scottish Government awarded two of the Reach 100% (R100) contracts to BT Openreach. These 2 contract areas (central and south) cover South Lanarkshire and this will help reach the national target of connecting 100% of properties to superfast broadband by the end of 2021.</p> <p>The Economic Development team also advises community led initiatives on how to deliver projects which improve broadband connection speeds in the rural area, and liaises with Broadband suppliers and installers to ensure efficient progress of inward investment in fibre to the property infrastructure and ultra-high speed broadband services.</p>



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON 9	Town vacancy rates	9.9	11.1	10.4		10.0		<p>This indicator is subject to a range of factors, including market forces and, in the case of East Kilbride, the shopping centre owner's marketing and development strategy.</p> <p>The indicator is an average calculated over ten local plan defined town centres, some of which perform much better than the Scottish average.</p> <p>Economic Development undertake a systematic approach to the audit of each town centre, business/public consultation that leads to the development of improvement action plans for each. Business and community based organisations in each town are supported to implement these in order to help sustain and improve our town centres. Scottish Government town centre improvement funds have been awarded and will be invested in Hamilton, Lanark and Cambuslang town centres. In addition, external funding opportunities are explored and local groups supported with funding applications. Results are in line with both the Scottish average and family group performance.</p>



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ECON10	Immediately available employment land as a % total land allocated for employment purposes in the local development plan	19.1	42.9	39.1		37.6		There has been a decrease in 2018/19 in the supply of marketable land as a proportion of total allocated employment land, following the large increase in 2017/18 owing to a combination of take up from businesses and rezoning of land for alternative uses, which although not for industrial purposes will still contribute towards employment opportunity. South Lanarkshire's percentage remains above both the Scottish and family group average.
Environmental Services	ENV1a	Net cost of waste collection per premise	£76.28	£78.54	£77.65		£67.21		The council aim is to keep refuse collection costs as low as possible. Between 2017-18 and 2018-19, the net cost of waste collection per premise decreased and while this figure is above the Scottish Average it reflects the wide range of free services provided to residents. A review of Waste Services is currently underway and this may bring the council closer to the Scottish average however the outcome may not impact on the cost of the service until 2021/22.

Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ENV2a	Net cost of waste disposal per premise	£95.97	£100.86	£95.56		£97.37		The council aim is to keep refuse disposal costs as low as possible and the net cost of waste disposal per premise decreased. This is lower than the Scottish Average despite the council having arrangements in place for the thermal treatment of residual waste. Improvements in the quality of recyclable waste collected from households also contributed to lower disposal costs.





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ENV3a	Net cost of street cleaning per 1,000 population	£16,505.00	£16,487.00	£17,187.00		£14,840.00		<p>South Lanarkshire's net cost of street cleaning has risen slightly in 2018/19. The increase can be explained by a higher pay award than in previous years in addition to no service reductions from 2017/18.</p> <p>However, it is important to note that costs are reflective of the current standard of service, and in 2018/19, 94.9% of our streets which were surveyed were found to be of an acceptable standard, placing us 8th of the 31 participating local authorities. It is also worth noting that the majority of local authorities who scored higher than South Lanarkshire are predominately rural (Dumfries and Galloway, Eilean Siar, Orkney, Highland, Shetland, Perth and Kinross and Scottish Borders).</p> <p>The Service is continuing to review its processes and work programmes to minimise costs. In 2018/19, APSE carried out a review of the Street Cleansing Service and one aspect of this review is to look at potential savings which if approved and implemented will reduce the cost per 1,000. The recommendations of the review are providing the basis for a report due for completion in early 2020 that will</p>

Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
									<p>look at future potential savings although it should be noted that the overall position of the review was that the service is well run with costs associated with a high level of service provision.</p> <p>A further consideration will be the introduction of an Environmental Initiative programme that includes the recruitment in 2019/20 of a Litter Development Officer who will be tasked with the creation of an overall litter strategy that links directly to the prevention agenda which is a key component of the new Code of Practice on Litter and Refuse passed by the Scottish Government in June 2018.</p>



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ENV3c	Street cleanliness score	96.3%	95.5%	94.9%		92.8%		<p>South Lanarkshire Council continues to score higher for its street cleansing service than the Scottish average, with 94.9% of streets surveyed found to be of an acceptable standard. This cleanliness score places us 8th of the 31 participating local authorities which is slightly down on the 2017/18. It should be noted that the performance is higher than the national and family group averages.</p> <p>South Lanarkshire are part of the mixed urban and rural family group although based on the scale/ population we are clearly the largest authority therein. The group consists of Angus, Clackmannanshire, East Renfrewshire, Inverclyde, Midlothian, Renfrewshire and West Lothian and whilst our costs are slightly higher than the family group and national average our performance is clearly in advance of the average cleanliness scores.</p>
	ENV4a	Cost of roads per kilometre	£18,592.00	£14,564.00	£16,500.00		£9,823.00		<p>Spend per kilometre of road has increased slightly compared to the previous year. It remains higher than the Scottish average, reflecting the council decision to invest in the road network to address poor road conditions.</p>





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ENV4b	Percentage of A class roads that should be considered for maintenance treatment	22.9%	22.9%	23.3%	↓	30.0%	✓	While there has been a marginal regression in the road condition of A Class roads in South Lanarkshire, their condition is 6.7% better than the Scottish average. This 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.
	ENV4c	Percentage of B class roads that should be considered for maintenance treatment	24.1%	24.5%	25.0%	↓	35.7%	✓	There has been marginal regression in the road condition of B class roads in South Lanarkshire, but their condition remains a substantial 10.7% 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 hence priority for treatment.
	ENV4d	Percentage of C class roads that should be considered for maintenance treatment	37.9%	37.1%	36.7%	↑	36.3%	✗	The council's investment approach has shifted towards more minor roads in recent years. The figures for 2018/19 (36.7%) are beginning to show an improvement in the Roads Condition Indicator for C class routes. This trend is expected to continue provided investment can be sustained going forward.

Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ENV4e	Percentage of U (unclassified) roads that should be considered for maintenance treatment	35.5%	33.4%	32.3%		38.3%		<p>With unclassified roads making up a sizeable proportion of the road network in South Lanarkshire, it is reassuring to note a further 1.1% improvement in their condition since the previous year, as well as being 6.0% better than the Scottish average.</p> <p>This improvement reflects investment increasingly being directed towards more minor roads. Once again, this trend is expected to continue, provided investment can be sustained going forward.</p>









Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ENV5a	Cost of trading standards per 1,000 population	£3,640.00	£3,696.00	£3,439.00		£5,890.00		<p>Although the cost of trading standards fell slightly compared with the previous year, actual expenditure in Trading Standards increased as a result of specific enforcement activity in relation to Nicotine Vapour Products. This new activity was paid for using additional money (£40,000) provided by the Scottish Government to enforce new legislation in this area, and will be provided for a three year period. After this period, actual spend may reduce, though Scottish Government is considering adding this additional funding to the block grant. If the additional funding for Nicotine Vapour Product enforcement continues then actual spend would be maintained at current levels.</p> <p>The council's cost in this area is lower than the Scottish average.</p>
	ENV5b	Cost of environmental health per 1,000 population	£13,316.00	£14,127.00	£10,335.00		£14,869.00		<p>The cost of environmental health per 1,000 population decreased in 2018-19 and remains well below the Scottish average.</p>







Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	ENV6	The percentage of total household waste arising that is recycled	53.0%	47.3%	44.3%	↓	44.7%	✗	The percentage of total household waste that is recycled decreased in 2018-19 and is now slightly lower than the Scottish average. When the new residual waste treatment contract was implemented, the council changed its focus to improving the quality of recyclable material collected at the kerbside instead of extracting low quality/low value material from residual waste. This resulted in lower recycling rates but the material that is collected for recycling has a higher value and viable end destinations. The council will continue to review its policies and practices in order to achieve the Government's recycling and composting target of 60% of household waste by 2020 and 70% by 2025.
	ENV7a	Percentage of adults satisfied with refuse collection	83.0%	80.3%	79.8%	↓	76.3%	✓	The percentage of adults satisfied with refuse collection has decreased by 0.5% to 79.8% in 2018/19 compared with 2017/18, but is higher than the Scottish average of 76.3%. The indicator is derived from the Scottish household Survey.
	ENV7b	Percentage of adults satisfied with street cleaning	72.0%	68.3%	67.0%	↓	66.3%	✓	The percentage of adults satisfied with street cleansing in 2018/19 has reduced year on year but is above the Scottish average.



Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
Housing Services	HSN1b	Gross rent arrears (all tenants) as at 31 March, as a percentage of rent due for the reporting year	5.7%	6.1%	6.8%		7.3%		The SLC target of 6.8% was achieved for 2018-19 and we continue to show a strong position in comparison to the Scottish average. The pressure to collect rent continues due to the overall economic position and the Welfare Reform Agenda - specifically the introduction of Universal Credit.
	HSN2	Percentage of rent due in the year that was lost due to voids	0.4%	0.5%	0.5%		1.0%		The SLC target of 0.5% was achieved in 2018-19 and we continue to perform well above the Scottish average.
	HSN3	Percentage of dwellings meeting Scottish Housing Standards	91.5%	92.1%	92.5%		94.3%		While slightly behind the Scottish average, housing quality continued to improve during 2018-19. Programmes of work will continue during 2019-20 and where failures occur as a result of tenant refusals, these will be addressed when a property becomes empty or where there is a change in the tenant's circumstances.
	HSN4b	Average number of days taken to complete non emergency repairs	13.4 days	11.9 days	14.3 days		7.8 days		While we remain higher than the Scottish average, this reflects the approach which the council takes to carrying out these repairs - by appointment made to suit the tenant. Improvement activity within the repairs service will continue within 2019-20 to support the reduction of the average time taken.





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	HSN5	Percentage of council dwellings that are energy efficient	96.5%	96.8%	97.0%		97.5%		While slightly behind the Scottish average, energy efficiency performance continued to increase in 2018-19. Programmes will continue during 2019-20 and where failures occur as a result of tenant refusals, these will be addressed when a property becomes empty or where there is a change in the tenant's circumstances.
Social Work Services	SW 1	Home Care costs per hour for people aged 65 or over	£22.01	£21.76	£20.26		£24.59		Home care costs per hour have decreased slightly by £1.10 and are lower than the Scottish average.
	SW 2	Self Directed Support (Direct payments and managed personalised budgets) spend on adults 18+ as a percentage of total social work spend on adults 18+	2.6%	2.9%	3.7%		7.3%		The percentage of Self Directed Support (SDS) spend on adults continues to improve with an increase from 2.9% in 2017-18 to 3.7% in 2018-19. This upward trend is in line with the Scottish and the Family group, however, the result is still below the Scottish average of 7.3%. A robust action plan has been developed following the themed inspection of SDS, which included dedicated training sessions for all staff across the locality, and specific system improvements and guidance for staff. An independent consultation exercise was undertaken with Self Directed Support Scotland, and the results of the consultation will be available early in the new year and actions implemented thereafter.





Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	SW 3	Percentage of people aged 65 and over with long-term care needs receiving personal care at home	61.2%	61.3%	61.4%		61.0%		Our performance remains consistent with previous years with a slight increase of 0.1%. We are also performing better than the overall Scottish average. Our ranking has improved from 23 (2017/18) to 18 (2018/19).
	SW 4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	-----	81.5%	-----	---	-----	---	Data is collected every two years - the next set of results will be available in 2019-20.
	SW 4c	Percentage of adults supported at home who agree that they are supported to live as independently as possible (New)	-----	81.0%	-----	---	-----	---	Data is collected every two years - the next set of results will be available in 2019-20.
	SW 4d	Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided (New)	-----	69.4%	-----	---	-----	---	Data is collected every two years - the next set of results will be available in 2019-20.
	SW 4e	Percentage of carers who feel supported to continue in their caring roles (New)	-----	32.0%	-----	---	-----	---	Data is collected every two years - the next set of results will be available in 2019-20.

Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	SW 5	Residential cost per week per resident for people aged 65 or over	£431.00	£420.00	£430.00		£387.00		The residential cost per week has increased by £10 since last year and is higher than both the Scottish and the Family group average. This is a complicated indicator and does not take into account the varying funding arrangements that are in place, including Free personal care/free nursing care as well as the service user's financial circumstances. Because of this, it is difficult to influence the results of this performance measure.
	SW 6	Rate of readmissions to hospital within 28 days per 1,000 discharges (New)	97.0	97.0	98.1		103.0		Information on the 6 areas of the Health and Social Care Delivery Plan are monitored monthly and formally reported on a quarterly basis to the Integrated Joint Board, Performance Audit and Finance Sub Committee and Social Work Committee. Rate of readmissions has increased by 1.1% but our ranking has improved from 14 (17/18) to 13 (18/19). Although performance has decreased we are still above the Scottish Average by 4.9%.

Local Government Benchmarking Framework Results

South Lanarkshire Council LGBF Results 2018/19			2016/17	2017/18	2018/19	Result Trend	Scotland		Comments/Progress
Service	LGBF Ref	Description	Results	Results	Results		2018/19 Scottish Average	Comparison with Scotland: better or worse?	
	SW 7	Proportion of care services graded 'good' or better in Care Inspectorate Inspections (New)	83.0%	83.4%	78.4%		82.2%		The proportion of care services graded 'good' or better in 2018-19 has been broadly maintained for the majority of services. The slight differential in this relates to home care, whereby, grading for Hamilton was unsatisfactory and Rutherglen weak. In terms of improvement activity, there is a full review of the Hamilton service and also work being extended to cover improvement activity for the Rutherglen locality.
	SW 8	Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (New)	1,341	1,118	1,025		793		Whilst South Lanarkshire's performance continues to improve, our results are still below the Scottish and family group average. This data is monitored monthly and reported to the IJB. Performance is linked to the provision of Home Care for people being discharged from hospital: as a council there is a challenge to get care packages in place. Also, the 4% rise in A&E attendances in 2018-19 affects performance.