



Annual Performance Report

2012/13



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Introduction

Welcome to South Lanarkshire Council's Annual Performance Report 2012/13. This will explain how the Council has performed in delivering our objectives as set out in the [Council Plan Connect](#), focusing on the nine priority objectives which are critical in our aim to ensure that South Lanarkshire Council continues to be an attractive place to live, work and learn.

The lives of all of our residents and customers will be touched by at least one of our priorities or services and it is important to let you know how we are performing. You can go directly to performance information for those priorities of most importance to you by simply 'clicking' on the appropriate section in the contents panel.

There is a wide range of performance information available for all Council objectives in a variety of formats. As a starting point the [Public Performance Reporting Calendar](#) lists and contains links and signposts to committee reports, magazines, publications and leaflets produced throughout the year. This will help you to find further details, explanations and information on service delivery, where we are performing well and where we aim to improve.



In June 2013 we carried out a survey on the [Annual Performance Report 2011/12](#) using the [Citizens' Panel](#), to gather views, opinions and comments. In summary, 96% of respondents found the report useful, 92% found it easy to read and 91% thought the report contained an appropriate mix of information. Comments were received regarding the use of jargon, the font size, busy layout, lack of customer feedback and balanced reporting. These have all been taken on board in this issue.

Interestingly, **78%** of respondents preferred to access the report via the **Council website**.

Introduction

Additional features for the online report...

You can click or tap on the direct links in the **Useful weblinks** panel at the end of each section which signposts to more detailed information, reports or statistics.

You can easily navigate from one topic to another, concentrating on those issues that matter most to you, by using the bookmark panel to the left (or the table of contents for iPad users).

Links and cross-references are highlighted in colour throughout this PDF – on a desktop PC you'll see your cursor change to a pointing finger when a link is active.

Paper copies of this document will continue to be held in our key offices and libraries for reference.

The Council is a major contributor to Community Planning in South Lanarkshire and it is appropriate

that we present key results from the Single Outcome Agreement within our performance reporting. The [Single Outcome Agreement](#) sets out what the Partnership aims to achieve under its seven priority areas.

These are:

- Tackling poverty
- Early years
- Economic growth and recovery
- Employment
- Health inequalities
- Outcomes for older people
- Safer and stronger communities

These link into our own Council priorities so that joint reports can be readily prepared to show how well we are doing against Council and Partnership targets and milestones.

Details on all services provided are available on the website www.southlanarkshire.gov.uk



Useful weblinks



Council link



Publication



External link



Public Performance Reporting Calendar



Annual Performance Report 2011/12



CouncilPlanConnect



Citizens' Panel



Single Outcome Agreement

Foreword by the Leader of the Council

Eddie McAvoy

As a Council, we strive continually to improve our services for the people of South Lanarkshire.

An important part of that process is to ensure our residents and customers are kept properly informed about how the services we provide are working for them.

To do that effectively our public performance reporting is designed to explain, clearly and in context, how effective we are at setting and achieving targets.

It also highlights service trends and, most importantly, details customer satisfaction and dissatisfaction levels.

Additionally, we look at facts and figures over a period of time, so we can track progress, and we compare our work with that of other local authorities and partner organisations.

This Annual Performance Report is one of the key ways we bring information together to provide a balanced picture of how we are doing.

We will continue to use that information to help us improve the quality of life for everyone in South Lanarkshire – because, despite the many financial and economic challenges we face, that remains our over-riding goal.

Thank you for taking the time to read this report. Your opinions are crucial in this process and I look forward to receiving your comments by completing the feedback form.



Foreword by the Chief Executive Lindsay Freeland

This Annual Performance Report focuses on the Council's identified priorities, giving a full picture of performance and achievements in 2012/13.

Our nine priorities are:

- Improve services for older people;
- Support the local economy by providing the right conditions for growth, improving skills and employability;
- Raise educational achievement and attainment;
- Protect vulnerable children, young people and adults;
- Tackle disadvantage and deprivation
- Improve the quality, access and availability of housing;
- Improve the roads network and influence improvements in public transport;
- Develop a sustainable Council and communities;
- Strengthen partnership working, community leadership and engagement.

These priorities are key to the services we deliver for local people. Monitoring performance in all of these priorities is important in helping us to continually make our services better for our residents. We aim to provide you with a balanced review of our achievements and performance against the targets we set at the beginning of 2012/13. It is encouraging to note the improvements that have been made in 2012/13 but we will also highlight those areas where our performance still needs to be improved and will explain how we intend to do this. In addition, we will tell you how we managed our budget for the year.

The Council also publishes annual reports and monitors performance on behalf of the South Lanarkshire Community Planning Partnership. A new Partnership Single Outcome Agreement has been approved for 2013-2023 and details of the outcome agreement can be found using the weblink.


I hope you find this report both interesting and informative. Suggestions and comments on our report are welcome. Feedback can be sent using the feedback form.



Useful weblinks

 Council link  Publication

 External link

 Community Planning Partnership

 Single Outcome Agreement

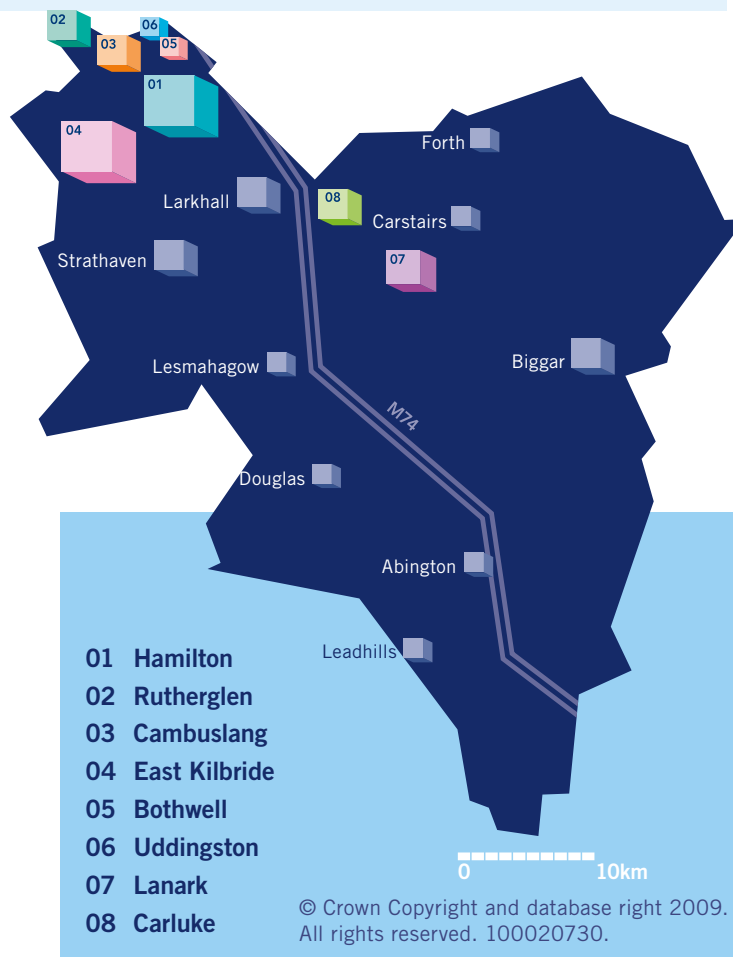
Our Council

South Lanarkshire is Scotland's fifth largest local authority in terms of population with 313,830 residents. It covers an area of 1,772 square kilometres in central and southern Scotland, almost 80% of which is agricultural. The Council provides services for everyone in this large and diverse geographical area.



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

South Lanarkshire Council is divided into 20 wards which are represented by 67 [Councillors](#) who are responsible for agreeing the Council's plans and policies and deciding how the Council's budget should be spent. The Council's most senior officer is the [Chief Executive](#), supported by the senior management structure of [Executive Directors](#) and Heads of Service.




Our Council

The Council provides a wide range of services through different departments, known as [Resources](#). There are five Resources in the Council delivering the services identified below:

Community and Enterprise Resources

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

- promoting economic development, access to jobs and delivering support for local businesses
 - managing programmes to tackle disadvantage and deprivation
 - collecting and disposing of waste and recycling
 - setting and managing the framework for development in the area
 - assisting and guiding physical development and regeneration
 - providing consumer and trading standards services
 - road maintenance and reconstruction; supporting safe and effective transport
 - maintaining and developing community facilities, play parks, gardens and open spaces
- 
- The image shows two individuals, likely council staff or volunteers, engaged in garden maintenance. They are standing in a large, vibrant garden filled with a variety of flowers, including bright red poppies and yellow daisies. One person in the foreground is using a long-handled tool, possibly a rake or brush, to work on the plants. The background features lush green trees and a clear sky, suggesting a pleasant outdoor setting.
- protecting public health through the delivery of environmental health services
 - keeping our streets clean and free from pests
 - providing facilities management services, including school meals, crossing patrols and public conveniences
 - leading the Council in developing and promoting sustainability
 - providing bereavement services
 - managing the Council's vehicle fleet for: refuse collection, roads maintenance, street sweeping and bus transport



Education Resources

Education Resources is South Lanarkshire's largest service in terms of spend. There are 49,000 young people attending nursery, primary, secondary and additional support needs schools in South Lanarkshire. There are 125 primary schools, 17 secondary schools, eight additional support needs schools and 22 additional support needs bases in the South Lanarkshire area.

Pre-school education is provided in 71 early years establishments, along with our partnership agreements with external providers. Facilities include one nursery school, 59 nursery classes, 11 community nurseries and partnerships with 62 external providers.

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

Finance and Corporate Resources

Finance and Corporate Resources plays a central role in the Council. It oversees the Council's budget through Finance Services, provides IT services, Internal Audit, and arrangements for the Council's approach to improvement and risk management. It also provides all committees with administrative support and provides services for councillors. In addition, it provides personnel, consultation and equalities advice; legal services; registration of births, deaths and marriages; licensing; and communications services for all Council Resources.

Housing and Technical Resources

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

- the provision of comprehensive housing management, homelessness and revenues services, delivered from our decentralised area housing and Q and A offices, and a centralised Customer Service Centre
- housing repairs and maintenance, delivered through a centralised service



Our Council

- property advice, maintenance, design and improvement services, all of which help to deliver property improvements, including new build construction (including schools, housing, community and other facilities) and responsive maintenance services
- the collection and administration of money, including Council Tax for over 144,000 properties and rent for just under 25,400 council houses, which pays for council services
- the administration of housing benefit
- the provision of anti-social behaviour investigation, community warden and mediation services
- the estates function responsible for the management of the Council's non operational assets including management of the lease portfolio and delivery of the capital receipts programme; corporate property information development and publication of a professional valuation service
- the development and implementation of the Local Housing Strategy, Strategic Housing Investment Plan, Homelessness Strategy, Anti Social Behaviour Strategy and other related plans, to ensure an appropriate supply of good quality housing and services that meet the needs of the residents

Social Work Resources

The aim of Social Work Resources is to promote social welfare and provide effective care and support to meet the needs of vulnerable people in South Lanarkshire.

The Resource has a commitment to providing responsive and accessible services, with defined standards for service and supporting people to maximise their potential, maintain their independence and improve outcomes. The Resource in partnership with Community Planning Partners and voluntary and independent provider organisations, offers a range of services designed to enable, support, improve and protect the health and social care of people using our services. Activities include:

- dealing with over 40,000 referrals a year
- assessment, specialist assessment and support
- provision of targeted services for vulnerable children, young people and adults
- service provision including home/homecare
- support services, day, respite and residential services
- supervision and monitoring in the protection of vulnerable children and adults
- working with those subject to requirements within justice and mental health legislation.

Useful weblinks



Council link



Publication



External link



Councillors



Chief Executive



Executive Directors



Resources



Community and Enterprise Resources



Education Resources



Finance and Corporate Resources



Housing and Technical Resources



Social Work Resources

Our Strategic Framework for Performance Management and Improvement

We rely on having good information on which to base our decisions on how to deliver our services more efficiently and more effectively.

Successful performance management is organised and structured to allow people to work together and do the right things.

The Council's framework for managing performance and improvement is shown in the diagram opposite and follows the 'plan' 'do' 'review' approach, operating at all levels in the organisation. Each of the stages in the framework is explained briefly.



Involving people and taking their views and opinions into account helps to inform the future direction.



Useful weblinks



Council link



Publication



External link

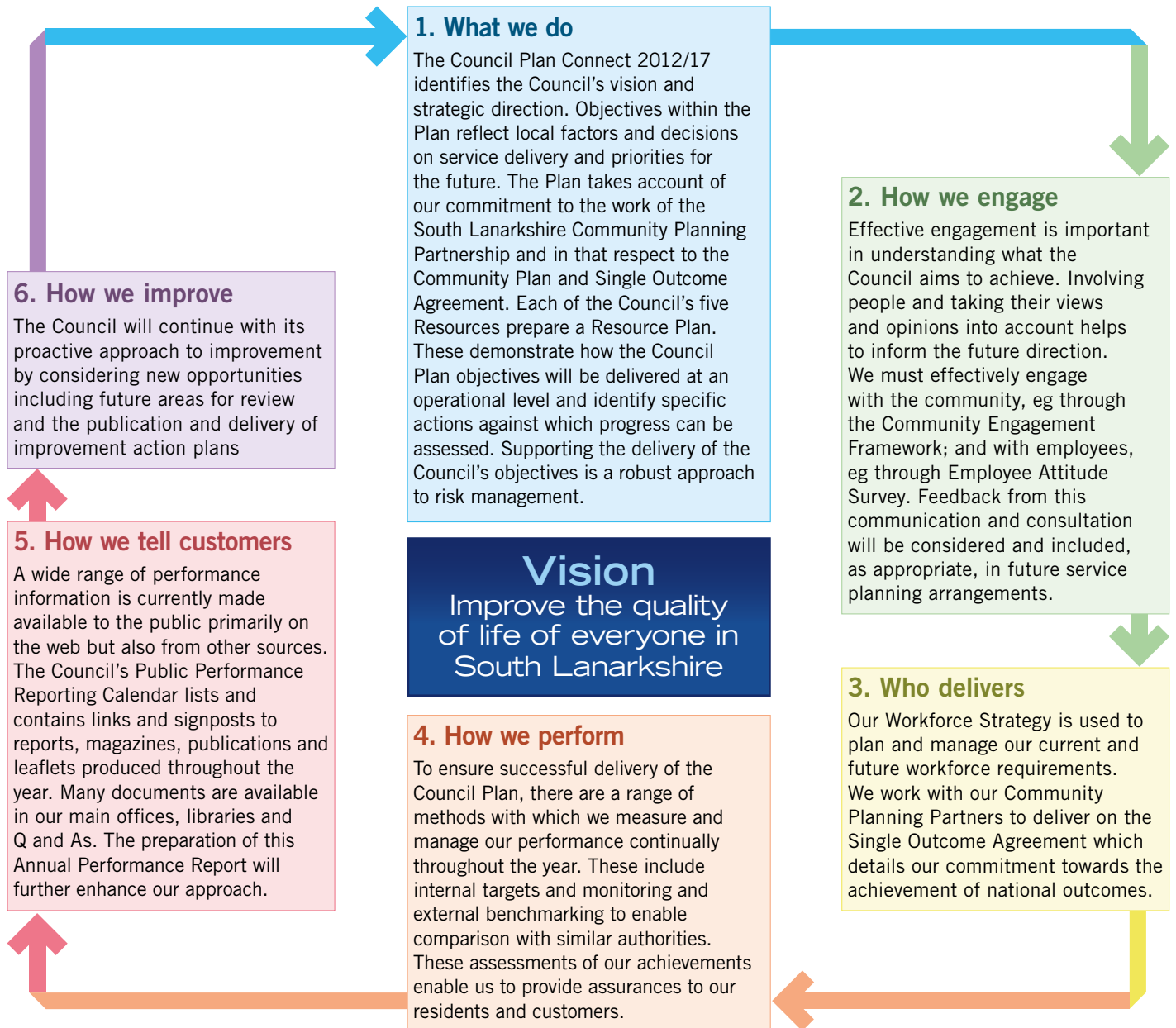


Public Performance Reporting Calendar



Council Plan Connect 2012-2017

Our Strategic Framework for Performance Management and Improvement



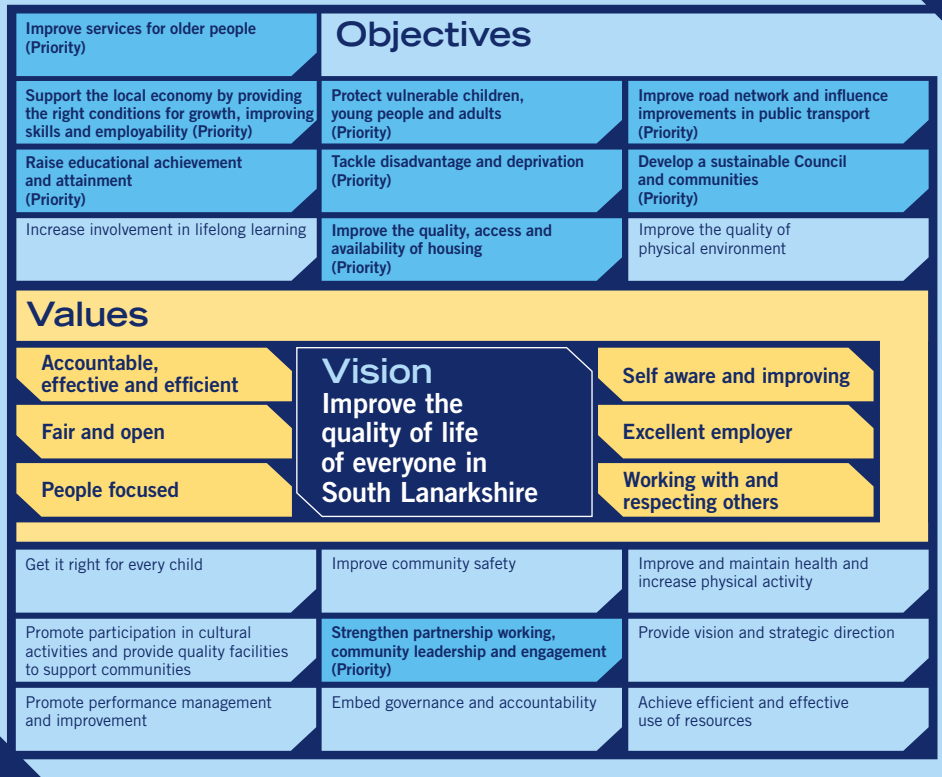
Our Objectives

By its very nature, the Annual Performance Report is a retrospective look at financial year 2012/13 and is based on the Council's Vision, values and objectives which are set out in the Council Plan Connect 2012/2017.

These are shown in the diagram opposite.

The objectives cover the full range of Council services delivered to the community and also reflect our contribution to the Community Plan and local outcomes set out in the Single Outcome Agreement.

Some of the objectives are identified as Council priorities (shaded in darker blue ■). This report will focus on these priorities and explain what we have achieved and where improvement continues.



Useful weblinks

 Council link
  Publication

 External link

 Council Plan
 Connect 2012-2017

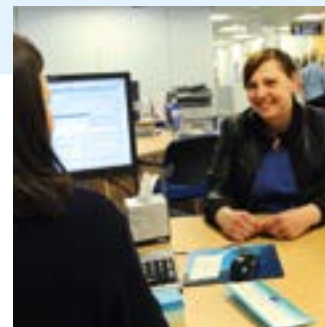
 Community Plan

 Single Outcome Agreement

Our Financial Performance

General Fund

South Lanarkshire Council's General Fund deals with all of the services provided by the Council, other than Housing Services, which must be accounted for separately (see page on [Housing Account](#)).



Council expenditure falls into two categories:

1. **Revenue expenditure:** which relates to the costs of running services, including salaries, electricity, supplies and minor repairs. This will be off-set by **revenue income** which includes the sale of goods, admission fees and commissions.

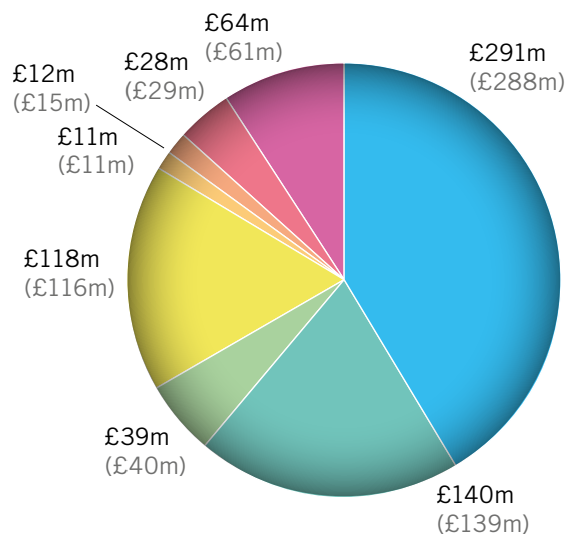
In 2012/13 revenue funding of £703million was raised from two main sources:

- funding from Scottish Government grants, Non domestic rates and charging for certain services – £573million (82%)
- Council Tax – £130million (18%)

This was spent on a wide range of services across the five Resources in the Council (see [Our Council](#) pages).

Chart 1 details the revenue expenditure incurred by those Resources as well as expenditure on the Joint Boards, (Police and Fire), our Central Support Costs and Finance Charges, for 2012/13 along with the comparative figures for 2011/12 in brackets.

Chart 1 - Revenue expenditure of £703m in 2012/13 (£699m in 2011/12)



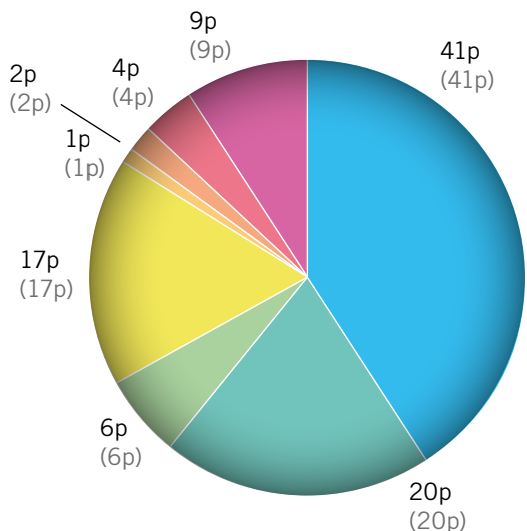
Key

- | | |
|------------------------------------|---------------------------------|
| Education Resources | Finance and Corporate Resources |
| Social Work Resources | Housing and Technical Resources |
| Joint Boards | Central Support Costs |
| Community and Enterprise Resources | Finance Charges |

Our Financial Performance

More than 61% of expenditure in 2012/13 was incurred by services relating to Education and Social Work. A key part of the Council's funding comes directly from you in the form of Council Tax. Chart 2 shows how each £1 of your Council Tax was spent in 2012/13. These were the same in 2011/12.

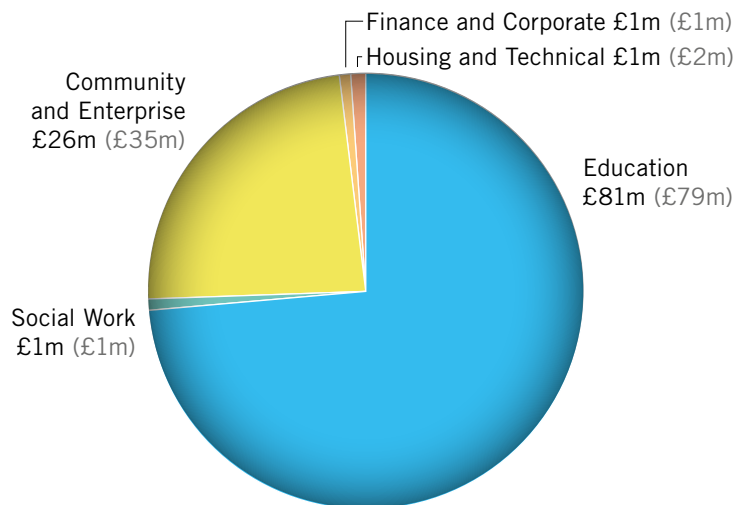
Chart 2 - How we spent each £1 of your Council Tax in 2012/13 (2011/12)



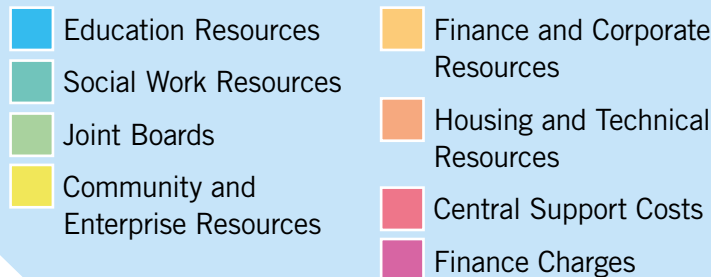
2. **Capital expenditure** relates to the creation and improvement of the Council's assets, for example, new buildings (schools, sports centres, offices), major repairs to buildings, reconstruction of roads and purchase of computers. This will be off-set by **capital income**, for example, receipts from the sale of assets and grants from external organisations (eg Heritage Lottery, Scottish Government)

Chart 3 shows our capital expenditure broken down per Resource for 2012/13 and with comparative figures for 2011/12 in brackets. You can see that 74% of this year's expenditure (67% in 2011/12) was spent on Education and this is consistent with the Council's significant investment programme to rebuild or refurbish South Lanarkshire's schools.

Chart 3 - Capital expenditure by Resource: £110m in 2012/13 (£118m in 2011/12)



Key



Our Financial Performance

Housing Account

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



Similar to the General Fund, expenditure falls into two categories:

1. **Revenue expenditure:** which relates to the costs of running the Housing service, including salaries, electricity and supplies. This will be off-set by **revenue income**, generated primarily from rents.

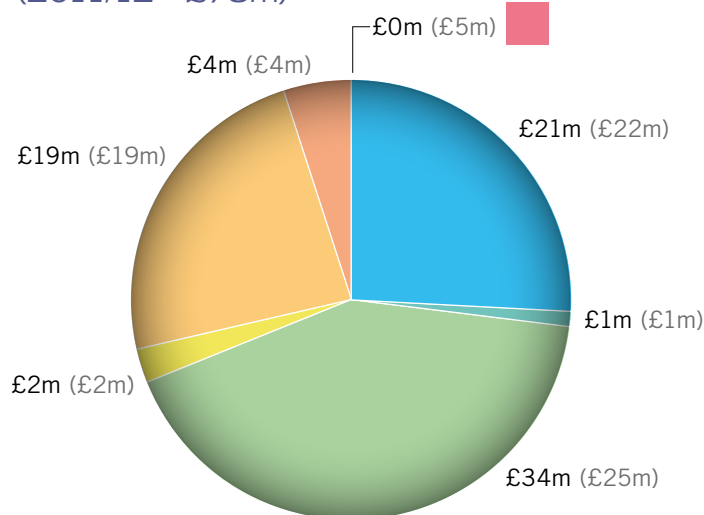
In 2012/13 Housing revenue funding of £81million (compared with £78million in 2011/12) was raised from the following sources:

- House Rents – £75million, 92% (£74m, 95%)
- Non dwelling rents – £3million, 4% (£3m, 4%)
- Other income/surplus – £3million, 4% (£1m, 1%)








Chart 4 identifies the 2012/13 expenditure split for the Housing Revenue Account (comparative figures for 2011/12 are in brackets)

2. **Capital expenditure** on the Housing Programme in 2012/13 totalled £51million (compared with £37.1million in 2011/12). This was spent on the various investment programmes being progressed during 2012/13, namely heating systems, fabric, windows and doors.

Chart 4 - Housing Revenue Account Expenditure 2012/13 - £81m (2011/12 - £78m)



Key

- | | |
|---|--|
|  Repairs and Maintenance |  Cost of Voids |
|  Bad/Doubtful Debts |  Supervision and Management |
|  Capital Financing Costs |  Other Expenditure |
| |  Surplus for the year |

Our Performance Information

Our Annual Performance Report for 2012/13 explains what we did in that year, the key challenges we faced and what we achieved.

We aim to provide a balanced review of our performance against targets and also highlight areas for improvement in the future. We focus on those service areas identified as priorities in the [Council Plan Connect 2012/17](#). Information on all objectives can be found on the [IMPROVe](#) website and also in the performance reports which are presented to committees and forums listed in the [Public Performance Reporting Calendar](#). If there is something that you would like further information on, please contact us or complete the [feedback form](#).



The performance information is explained below and grouped into sections for ease of reference throughout the report. We have also included, where appropriate a selection of statistics, indicators and case studies to illustrate progress in achieving our priorities.

Performance trends and comparisons



Performance information is gathered and monitored by all services within the Council. All Scottish local authorities are required to collate the annual Statutory Performance Indicators.

Audit Scotland then review how local authorities spend public money and consider if it is spent properly, efficiently and effectively, by auditing and reporting on how local authorities and other public sector organisations work.

This information is collected and published locally by each council and also by Audit Scotland giving the national picture. The full suite of South Lanarkshire's Statutory Performance Indicators 2011/12 and 2012/13 is attached at Appendix A.

Our Performance Information

This is the final year in which the Statutory Performance Indicators will be officially reported. They are being replaced by the Local Government Benchmarking Framework indicators which were launched in March 2013 by the Society of Local Authority Chief Executives (Solace) and the Improvement Service (IS). Data for financial years 2010/11, 2011/12 and 2012/13 has been published on the [Improvement Service](#) website and the [Benchmarking](#) section on the Council's website. It is also included at Appendix B.

The core purpose of the Framework is to enable comparisons on spending and performance between similar or 'family group' councils so that they can identify strengths and weaknesses, learn from those who seem to be doing better and improve their local performance. The results are based on measures which represent a mix of financial and operational information as well as customer satisfaction.

This process of evaluating performance and learning from other authorities is still developing. However, results have been included in this report to illustrate how South Lanarkshire Council is performing in relation to comparable 'family' authorities.

All of the Council's services closely monitor their service performance to allow us to assess and report on progress and guide services to meet local objectives. Full details of service indicators and performance can be accessed via the IMPROVE pages of our website.

Awards and recognition



Information is included for those services involved that have received an award or formal recognition from an external organisation. External assessors visit the Council annually to review and assess services and help us to make improvements.




Useful weblinks


 [Council link](#)  [Publication](#)



 [External link](#)


  [Council Plan Connect 2012/17](#)



  [Public Performance Reporting Calendar](#)

  [Feedback form](#)

 [Audit Scotland](#)

  [South Lanarkshire's Statutory Performance Indicators 2012/13](#)

 [Improvement Service](#)

  [Benchmarking](#)

Our Performance Information

Customer feedback



There is a variety of information received directly from customers that we use to monitor and improve our performance, including the **Household Survey** and the Residents Survey. Services also make use of specific surveys to provide additional feedback from service users: for example Housing and Technical Resources may assess customer satisfaction for residents that have just had their heating system upgraded.

We also use our **'Have your say'** section on the website to give us an indication of how we are performing based on comments, compliments or complaints received.

In line with national requirements and standards, the Council has introduced the new Complaints Handling Procedure which includes quarterly monitoring of the statistics and annual reporting. Employees have been briefed on the new procedure and there is ongoing development of standard operating procedures. This will ensure that where customer expectations are not met, approaches are in place to learn from complaints.

Inspection and assessment



There are many external organisations and internal arrangements and systems tasked with inspecting and assessing the Council.

The **Care Inspectorate** is the independent scrutiny agency which regulates and inspects care services using a framework of quality themes and statements, with services given grades based on its findings. All inspection reports are posted on the Care Inspectorate website providing information about the standard of care given and performance within South Lanarkshire establishments. The services within the Council that are subject to these inspections include Social Work establishments and commissioned care services, children's educational establishments, child protection and Housing Support and Sheltered Housing Services.

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

Our Performance Information

The **Scottish Housing Regulator** aims to protect the interests of tenants, homeless people and others who use housing services. The focus is on securing good outcomes for tenants and other service users, helping them to hold their landlords to account and drive improvement in the provision of social housing.

Internal Audit provides an independent opinion on the effectiveness of the Council's systems of internal controls, risk management and governance arrangements. Audits follow an Internal Audit Code of Practice for Local Authorities to ensure that all reviews are objective, add value and improve the Council's operations. Extracts of Internal Audit work have been included within this report, as appropriate. The Council's self-assessment model (Empower) allows us to conduct a comprehensive, internal review of our services and results.

Sustainability



The Council has a responsibility under the **Climate Change (Scotland) Act 2009** to develop and publish an annual sustainability report which will help to reduce greenhouse gas emissions, prepare for future climate change and deliver services in a sustainable way. In this report we provide information on our environmental targets and the direction of the Council in terms of performance with regard to sustainability.

Looking ahead



South Lanarkshire Council is committed to monitoring performance in order to continuously improve the services delivered to all residents and customers. For each priority objective we have highlighted specific areas where performance still needs to be improved and, more importantly, how we are going to do this. Progress will be followed up in future publications.

Summary

Useful weblinks are included throughout the online version of the report to signpost you to further, detailed information, explanations, statistics and comparisons should you wish to access them. It is important to highlight to you that there is a significant amount of performance related information, shown on the plasma screens and notice boards in our offices and establishments with public access. This provides us with another opportunity to further raise awareness of the Council and how we are performing, specifically in relation to services accessed by you.

Useful weblinks

 **Council link**  **Publication**

 **External link**

- | | |
|--|--|
|   Household Survey |  Climate Change Act |
|  Have Your Say |  Care Inspectorate |
|  Scottish Housing Regulator |  Education Scotland |

Council Priority: Improve services for older people

Lead: **Social Work Resources**

Other contributing services: **Housing and Technical Resources**

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

In addressing this the Scottish Government, through its national strategy for older people, has challenged local partners to re-shape current services in line with the wishes of older people. It is widely recognised through the participation and involvement of older people that they want to live more independently and have increased control over their lives.

Therefore, a shift from more traditional models of care provided from institutional settings such as hospitals and residential homes to more community based alternatives are being sought by older people, ie people want to remain at home for as long as possible.



In realising this, the Council is committed to support **older people**, through enabling them to live in their homes and communities for as long as possible. This includes:

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



Council Priority: Improve services for older people

Performance trends and comparisons



There was an **increase** in the number and percentage of homecare clients, aged 65 and above receiving **personal care (+2.9%)**, a service during the **evening/overnight (+1.8%)** and a service at the **weekends (+3.9%)**.



- Benchmarking has commenced against comparative authorities. Information is available on the percentage of adults satisfied with social care or social work services (further information is available on the **Improvement Service** website) The following table shows the figures for 2011/12 for South Lanarkshire and the family group of comparative authorities.

Local authority /Indicator	% of adults satisfied with social care or social work services
	2011/12
South Lanarkshire	63.4%
Clackmannanshire	55.6%
Dumfries and Galloway	70.4%
Falkirk	68.4%
Fife	60.0%
Renfrewshire	61.6%
South Ayrshire	60.9%
West Lothian	73.5%

- Maintaining people in their homes and communities remains a key priority. To date, the **Supporting Your Independence (SYI)** approach has been successful. The number of hours of home care delivered at the start of the intervention was 27,276, reducing by 17.5% to 22,466 hours - proving that people are being supported to be more independent.

2,000 adaptations were completed to allow people to stay in their **own home** in the community

Council Priority: Improve services for older people

Case Study: Around the clock home based personalised support

The Integrated Community Support Team (ICST) started operating in the East Kilbride area in May 2012 with a view to piloting a new approach to providing multi-disciplinary care to people in their own homes 24 hours a day, seven days a week.

The team was drawn together from existing community nurses, physiotherapists, occupational therapists, generic support workers, home carers and social workers who pooled their expertise in order to provide support to vulnerable service users. The ICST service established a dedicated phone line allowing 24 hour access.

At the end of January 2013 the team had supported 634 individuals and their primary carers. The service directly engaged with service users and carers to gauge their experience. Positive feedback was received as the ICST had provided enhanced care and specialised advice or improvements to homes. Service users and carers stated that they were more confident to remain in their own homes with the benefit of improved mobility and being able to cope with their daily activities.



- a total of 255 older people (65+) were protected from harm, abuse and neglect under Adult Support and Protection (Scotland) Act 2007
- the Council continues to ensure that no older people are on the waiting list for adaptations to allow them to remain in their homes
- further information on performance indicators relating to this priority is included within the IMPROVe report

Awards and recognition



Customer Service Excellence Awards were retained for the following services associated with improving services for older people: ie home care, older people's residential care, older people's day care and reception services.

Inspection and assessment



- Supported and Sheltered Housing Services received a positive **Care Inspectorate** report
- older people care homes are frequently inspected and all eight South Lanarkshire care homes either maintained or improved their grades. Also, home care services provided by the Council recorded grades of good and very good. Further details can be obtained for individual establishments under 'reports' on the **Care Inspectorate** website

Council Priority: Improve services for older people

- Supporting Your Independence has introduced significant changes to the delivery of home care services and created a cultural shift for employees and service users alike. Internal Audit gained assurance that good controls were evident in the implementation of this scheme which has successfully evolved to encompass all home care service users

Customer feedback



A carer information event, organised by South Lanarkshire Carers Network, found that 75% of respondents thought that local authority employees were 'aware or very aware' of the issues facing carers and 83% of respondents stated that the advice for carers which was available from the Council was either 'good' or 'excellent'.

Sustainability



David Walker Gardens, a 50 place residential care home for older people, opened in Rutherglen in 2010. The maximum numbers of bedrooms are located facing east and west with the garden and courtyard areas facing south. Windows can be manually opened ensuring natural ventilation to all areas. North facing walls are heavily insulated and south facing walls are glazed with 'low e glass' (low emissivity glazing)

The new home achieves optimum thermal comfort and efficient energy use, minimising heat loss and maximising heat gain during winter months whilst maintaining comfortable internal temperatures during summer months. Where practical, natural, locally available building materials were also used in the construction process, including low energy materials from replenishable sources.




Looking ahead



The introduction of an Integrated Community Support Service within East Kilbride has proved a success. The Service continues to utilise the skills of a multi-disciplinary team for the greater good of service users and carers. As this team continues to develop, further connections with hospital and other community services will be established. The service will also be rolled out in the Hamilton/Blantyre area to ensure service users and carers experience the same benefits valued by service users and carers in East Kilbride.


Useful weblinks


 Council link  Publication
 External link


 Older People Services

  IMPROVe report

 Improvement Service

 Customer Service Excellence

 Supporting your Independence

 Care Inspectorate

Council Priority: Protect vulnerable children, young people and adults

Lead: **Social Work Resources**

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

The Council has a statutory responsibility to protect vulnerable children, young people and adults from harm and abuse.



The main areas of responsibility covered under this priority are:

- supporting people to achieve their desired outcomes
- protecting children and adults from all forms of harm, abuse and neglect
- providing support for people with substance misuse and mental health issues
- supporting people affected by domestic abuse
- supporting people who have a physical and/or learning disability



Performance trends and comparisons



The percentage of statutory supervising officer visits for **local authority guardianship orders** completed on time in **2012/13 (87%)** greatly exceeded that in **2011/12 (51%)**. Similarly, the percentage of statutory supervising officer visits for **private welfare guardianship orders** completed on time in **2012/13 (79%)** greatly exceeded that in **2011/12 (49%)**.

This improvement resulted from a combination of factors including increased training and support for frontline employees and the introduction of a more robust performance monitoring system.

Council Priority: Protect vulnerable children, young people and adults

- with regard to services for adults with learning and physical disabilities, £18million was invested in Care and Support services and £5million in equipment and adaptations. Work continues on the action plan to ensure that day opportunities for adults are person-centred and enable people to achieve the best possible outcomes
- 100% of people referred for treatment and psychosocial interventions were seen within three weeks of referral, maintaining high performance levels from previous years
- an additional 250 health related youth programmes took place across South Lanarkshire. These included smoke free drop in sessions, child exploitation and online protection (CEOP) awareness, friday night football and the young mums group
- further information on performance indicators relating to this priority is included within the IMPROVe report

Awards and recognition



Customer Service Excellence Award was retained for mental health services which protect vulnerable children, young people and adults.

Inspection and assessment



Our registered services continue to perform well in inspections.

Significant improvements include:

33% of our registered services have **improved** their grades

47% have **remained** 'very good' or 'good'

20% have **moved** from 'very good' to 'good'

- Internal procedural controls are in place to ensure that the welfare of adults with incapacity is being safeguarded and meeting legal requirements. Internal Audit is assured that the improvement agenda put in place by Social Work Resources to address this, is providing improvements to both local authority and private welfare guardians.

Customer feedback



- in Children's Services, the **Care Inspectorate** reported grades of good or very good in relation to children's homes and Fostering and Adoption services
- a survey of service users and carers who access mental health services indicated that 93% felt that their needs were either 'met or mostly being met'

Case Study: Supporting people with a learning disability

Camglen Buddies was established to develop an independent organisation and extend the range of clubs and activities for people with a learning disability in the Rutherglen/Cambuslang area.

The club recently appointed a committee, adopted a set of rules and opened a bank account. The club has already made an impact in bringing together and uniting existing clubs and activities which people aged 14+ can access, ie:

- walking, gardening and allotment activities
- computer access, support with college assignments and use of internet



- dancing, music, games and karaoke
- cafes and lunch clubs
- visual arts, drama, and literacy groups

Future activities will include developing a questionnaire to consult with members on their needs and wishes and securing funding to increase the number of activities that have been identified.

Council Priority: Protect vulnerable children, young people and adults



In Children's Services, the Care Inspectorate reported grades of good or very good in relation to children's homes and Fostering and Adoption services.



Looking ahead



- with the implementation of national strategies on learning disability and dementia, the Council requires its employees to understand the specific needs of service users. The National Dementia Strategy - Promoting Excellence, outlines four levels of employee training: informed, skilled, enhanced and expert. The support that service users require will vary as they progress through their dementia journey. As a Resource we will:


- review staffing levels in terms of service user dependencies
- provide additional training for employees in support of the dementia strategy
- Self-assessments and audit tools are used to build on and improve practice in the themed areas of Care Inspectorate activities. We have developed action plans to improve our service delivery and audit our performance in line with national care standards.


Useful weblinks

 [Council link](#)  [Publication](#)

 [External link](#)

  [IMPROVe report](#)

 [Customer Service Excellence](#)

 [Care Inspectorate](#)

Council Priority: Improve road network and influence improvements in public transport

Lead: **Community and Enterprise Resources**

A high quality and well maintained transport system is essential to support the local economy and the free flow of people, goods and services safely within South Lanarkshire and beyond. We said that we would improve and maintain the road network through allocation of significant additional resources over a number of years and support a range of public transport schemes.



Performance trends and comparisons



- the overall condition of our roads continued to improve

The percentage of the road network that should be considered for maintenance treatment has reduced again from

37.5%

in 2011/12 to

36.8%

in 2012/13.

This is above the national figure for Scotland of

36.2%.

The Roads and Footway Investment Plan will see over £126million invested over the period 2008-2019. Already in the first five years one third of the road network has been resurfaced.



Council Priority: Improve road network and influence improvements in public transport

- benchmarking has commenced for comparative authorities. Information is available on the maintenance spend per kilometre of road (further information is available on the [Improvement Service](#) website). The table below shows the figures for 2010/11 and 2011/12 for South Lanarkshire and the family group of comparative authorities:

Local authority / Indicator	Maintenance spend per kilometre of road	
	2010/11	2011/12
South Lanarkshire	£ 14,620.00	£ 10,691.50
Angus	£ 4,199.90	£ 5,257.60
Clackmannanshire	£ 7,780.50	£ 5,598.10
East Renfrewshire	£ 25,562.60	£ 18,018.20
Inverclyde	£ 13,754.80	£ 11,757.30
Midlothian	£ 9,013.70	£ 6,488.20
Renfrewshire	£ 9,046.50	£ 5,830.60
West Lothian	£ 12,049.80	£ 8,212.40

- we have completed a road maintenance and reconstruction programme, including 183 carriageway and 39 footway schemes
- we resurfaced 7.3% of the Council's roads network. The target was 7.5%
- we worked in partnership with Strathclyde Partnership for Transport (SPT) replacing approximately 150 bus shelters and completing footway and other works at over 50 locations
- we completed assessment checks on six railway bridges, inspected our target number of 374 bridges and completed strengthening works on Birkhill Bridge on time

- the £5million works to upgrade Hamilton Bus Station were completed along with improvements to traffic signals in the vicinity
- we worked with developers and public sector partners to deliver road infrastructure improvements to support new development at Hamilton International Technology Park, Downiebrae Road and in Larkhall
- the number of killed (9), seriously injured (72) and slight casualties (559) recorded for 2012 were the lowest casualty figures since the Council was formed in 1996. This downward trend continues in 2013.



99.7% of **street lighting failures** were repaired on time compared to our target of **90%**.



97.4% of **traffic signal repairs** were also completed on time, compared to the target of **95%**.

Council Priority: Improve road network and influence improvements in public transport

97.7% of instructed urgent repair works

were carried out within target timescales, exceeding the annual target of 95%.

For medium priority repairs, the figure was 84%, which was below our target of 90%.



- further information on performance indicators relating to this priority is included within the IMPROVe report

Inspection and assessment



- Roads and Transportation Services design and contracting sections are quality assured to ISO 9000 and undergo regular scheduled audits to maintain this accreditation
- the Council's Roads and Transportation Services undertook a self-assessment in September 2012. The service is implementing an improvement action plan developed through this process

Awards and recognition



Roads and Transportation Services were finalists in the 2012/13 Association for Public Services Excellence (APSE) awards in the best service team category for the provision of highways, winter maintenance and street lighting services.



Customer feedback



Satisfaction surveys were undertaken for 48 of the roads schemes undertaken. An overall satisfaction score of 77% was achieved, which was below the target of 80%.

Council Priority: Improve road network and influence improvements in public transport



Sustainability



Roads and Transportation Services undertake sustainability reporting through the monitoring of the Council's [Sustainable Development Strategy](#). Aspects of this priority contribute to the Council's sustainable development objectives in particular working with private and public sector partners to deliver new or enhanced public transport infrastructure, improvements to encourage walking, cycling and low carbon vehicles.



South Lanarkshire Council

Looking ahead



- the Council will review the targets for reported roads defects to take account of extreme weather.
- the Council will continue to allocate additional resources for roads resurfacing through the Roads Investment Programme. An asset management approach is being adopted which will result in increased use of preventative treatments
- as a result of the below target figure for medium priority repairs there is now greater emphasis on carrying out permanent rather than temporary repairs at the first visit. In future the target will be 80% to reflect this



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



Useful weblinks

[Council link](#) [Publication](#)

[External link](#)

[Improvement service](#)

[IMPROVe report](#)

If you have any comments or queries that have not been answered in this report, please fill out the [feedback form](#)

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

Lead: **Community and Enterprise Resources**
Other contributing services: **Education Resources and Social Work Resources**

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



We said that we would provide support to local businesses via advice, grants and loans, and that we would promote employability through the development and management of employment programmes for adults and young people. We also said that we would deliver these services in partnership with local communities, voluntary sector bodies, the private sector and other public organisations.

At 93.4%, performance dropped in comparison to 2011/12, when 94.6% of requests were dealt with on time, ranking the service 22 across Scotland's 32 authorities. Putting this in context, Environmental Services dealt with 320 business advice requests, the fourth highest volume across all 32 Scottish councils. Only 21 enquiries were responded to outwith the target timescale compared to 18 the previous year. The nature of the enquiries varies considerably and this can have an impact on how quickly information can be provided.

Performance trends and comparisons



Our Consumer and Trading Standards Service Team dealt with

93.4% of
business advice requests
within 14 days.

Our annual target is **95%**

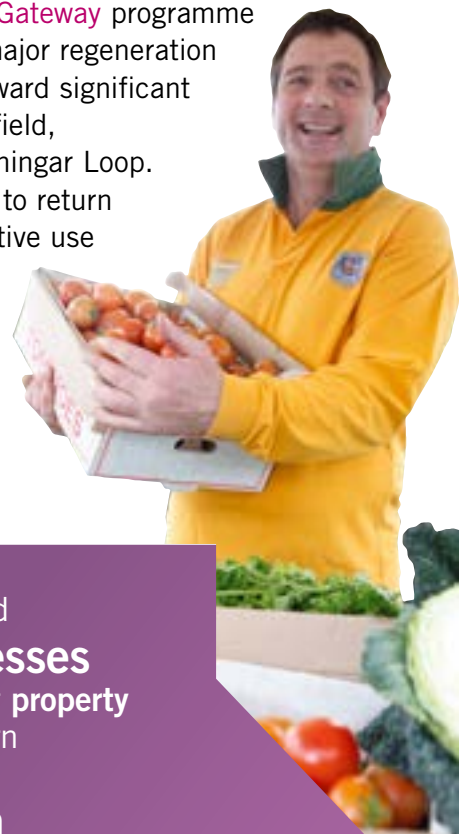


Council Priority: Support the local economy by providing the right conditions for growth, improving skills and employability



- Consumer and Trading Standards Service Team dealt with 70.6% of consumer complaints within 14 days. This was a drop in performance in comparison to the previous year, when 75% of complaints were dealt with on time, but exceeded our annual target of 65%.
- we offer a full consumer advice service, but those provided by some councils have changed. Some no longer provide a service to consumers who live elsewhere even if they purchased the goods or services in their authority area; others restrict the types of complaints they help consumers pursue as small claims cases.
- we provided advice and assistance in relation to over 2,300 trading standards related complaints, achieving over £606,000 consumer redress for customers who were in dispute over the purchase of goods and services. This was the third highest number of complaints dealt with by a trading standards service in Scotland

- in conjunction with our partners, we continued to deliver the **Clyde Gateway** programme (one of Scotland's major regeneration projects), taking forward significant investment at Shawfield, Rutherglen and Cunningar Loop. Clyde Gateway aims to return land back to productive use for new businesses, thereby attracting and safeguarding jobs and impacting positively on local communities.



We directly assisted
1,542 businesses
via **grants, loans or property advice** which in turn
has generated
£17.61million
in sales and created
or sustained
1,192 jobs.

The number of businesses assisted is lower than in 2011/12 (1,935 businesses), but exceeds the target number for the year (1,500 businesses).

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

With our partners, we have helped

2,506 people
to secure **employment**
or start **education/training**

through the delivery of employability programmes, exceeding the numbers assisted in 2011/12 and 2010/11 (2,144 and 1,818).

Businesses have also benefited from these employability programmes, with **925** individuals employed via the **Council's various subsidised wage programmes**.



- we have continued to support and develop the South Lanarkshire community and voluntary sector, through activity around capacity building and the provision of training and information. 347 South Lanarkshire organisations engaged volunteers
- we continued to raise the profile of Lanarkshire as a tourist destination and implemented the [Tourism Action Plan](#). Three million tourists visited the area, bringing in £316.5million in tourism income and supporting 4,952 direct and indirect jobs in the tourism sector.
- further information on performance indicators relating to this priority is included within the [IMPROVe](#) report

Customer feedback



We ask businesses who have been assisted through our business support services to complete customer satisfaction surveys on the quality of these services.

88% of businesses
gave positive feedback on the service.

Case Study: Youth Work Training Academy

The Youth Work Training Academy administered by South Lanarkshire Council supports young adults who are unemployed and low skilled to channel their energies into youth and community work in their own communities, providing opportunities for further education and training.

Shirley, aged 15, lives in a homeless unit and is a victim of sexual abuse. She was referred to the Youth Work Training Academy in an attempt to divert her attention to positive activities. She gladly joined up and managed to gain training and qualifications in first aid, food hygiene, basic youth work, sexual health awareness, financial awareness, and child protection, as well as gaining a Saltire Award certificate for her volunteering efforts.

Since completing the programme Shirley has turned 16 and has made the decision to remain in the homeless unit until she feels mature enough to manage her own tenancy. She has also decided to stay on at school to try and gain some additional qualifications. Since completing the advanced youth work training programme, she reports a more positive outlook on life and improved self confidence.

Inspection and assessment



- Glasgow University carried out an external evaluation of the [Coalyard Transition Programme](#) in Larkhall, which provides an alternative to day care for people with learning disabilities. The evaluation concluded that the project was an example of good practice in terms of supporting this client group with the life skills and knowledge they require to move on to volunteering or employment opportunities. It also identified a number of areas for development within the project, and these are now being addressed.
- Scottish Government audits have consistently found satisfactory all aspects of the South Lanarkshire rural support programme, from the provision of financial support to community outcomes
- the Council's Regeneration Services, undertook a self-assessment in January 2012 and is currently implementing the three year improvement plan. One important improvement has been the development of voluntary sector networks which meet regularly and have led to a more effective relationship with the voluntary and community sector in South Lanarkshire.

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



The Council has a significant role to play in creating the right environment for business growth – which in turn enables local people to find employment and local communities to thrive.



Awards and recognition



Visit [Lanarkshire](#), which is supported by both North and South Lanarkshire Councils in conjunction with Visit Scotland and private sector partners (Lanarkshire Tourism Partnership), was a Scottish Thistle Awards Regional Winner in 2013. The partnership went on to achieve success in the national finals by winning a Scottish Thistle Award for 'Best Partnership in Tourism'.

Sustainability



- the Council continues to support the 'Best Green Business' category at the annual Lanarkshire Business Awards providing recognition to local businesses that are embracing sustainable development as part of their business strategy
- the Council has ensured that sustainability is reflected in the economic development objectives contained in the new South Lanarkshire [Single Outcome Agreement](#)

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

Looking ahead



- work with partner organisations to develop a ten year Economic Strategy for South Lanarkshire
- support the **Clyde Gateway** Regeneration Initiative and local businesses
- submit our proposed South Lanarkshire **Local Development Plan** to the Department of Planning and Environment Appeals and thereafter formally adopt and implement the Plan
- a new work load management and review process will be implemented to improve performance in relation to business advice requests and consumer complaints



South Lanarkshire Council

Case Study: Youth Jobs Fund

The Youth Jobs Fund, which is administered by South Lanarkshire Council, provides employers with a wage subsidy to employ young people who have recently left school. On leaving school in December 2012, James was referred to the Youth Jobs Fund Programme and commenced his placement in a furnishing company in April 2013.


Since starting with his employer, James has made a great impression on his colleagues and has shown the attitude and aptitude required to become a qualified carpet fitter.

His enthusiasm is obvious and infectious. James said, "It is so great to have a job and being able to get a trade is even better. I am really grateful for the opportunity the Youth Jobs Fund Programme found for me here".


Useful weblinks

 Council link  Publication


 External link

  Consumer and Trading Standards

  IMPROVe report

  Coalyard Transition Programme



 Visit Lanarkshire

  Tourism Action Plan

 Youth Work Training Academy

  Local Development Plan

 Clyde Gateway

If you have any comments or queries that have not been answered in this report, please fill out the **feedback form**  

Council Priority: Tackle disadvantage and deprivation

Lead: **Community and Enterprise Resources**

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

Everyone in South Lanarkshire should have access to the same opportunities and should be able to enjoy the same quality of life, regardless of their social circumstances or where they live.



However, there is significant inequality within South Lanarkshire, with the most deprived locations concentrated in specific locations within Cambuslang, Rutherglen, Hamilton, Blantyre, and Larkhall.

We said that we would reduce these inequalities by delivering a Tackling Poverty Programme and by undertaking specific measures related to child poverty, unemployment, income maximisation, health inequalities, and improvement to amenities and the environment. These measures have been implemented in our most disadvantaged communities.

Performance trends and comparisons



- the **Scottish Index of Multiple Deprivation (SIMD)** is the Scottish Government's official tool for identifying the places in Scotland suffering from deprivation. In 2012, the statistics showed that South Lanarkshire had the fifth largest number of unemployed deprived people in Scotland and also the fifth largest number of income deprived people. It also showed that 53 South Lanarkshire areas are in the 15% most deprived areas of Scotland (compared to 58 in 2009). South Lanarkshire Council recognises that the most deprived areas need the most help and is targeting expenditure to these areas
- Benchmarking has commenced against comparative authorities. Information is available on the percentage of pupils in the 20% most deprived areas attaining 5+ awards at level 5 and Level 6



Council Priority: Tackle disadvantage and deprivation

In addition, statistics on the percentage of pupils entering positive destinations is also available. A core part of our agenda is to ensure all school leavers are given the opportunity to progress into a positive school leaving destination, including employment, training or further education. To achieve this, all secondary schools are now using a risk matrix to identify and support pupils at risk of missing out. In 2011/12, 89.8% of South Lanarkshire's school leavers were in positive destinations. This is 0.1% below the national figure, but is an improvement on the previous year, when the percentage of South Lanarkshire's school leavers in a positive destination was 1.5% below the national figure. The table below shows the figures for 2010/11 and 2011/12 for South Lanarkshire and the family group of comparative authorities (further information is available on the [Improvement Service](#) website).

- the second year of the Tackling Poverty Programme has been implemented, with almost £5million committed. This programme, which involves a range of initiatives aimed at tackling the causes of poverty, is supported and delivered by Council and external partners, including NHS Lanarkshire and local voluntary sector organisations. Initiatives include:
 - the First Steps Programme which has provided intensive home based support to over 200 vulnerable first time mums to help improve outcomes for children and their parents
 - additional intensive family support, provided by employees in Housing and Technical Resources to families at risk of losing their tenancies
 - the provision of support to residents in the most deprived communities to get them more active in their communities, build community spirit and ownership (community capacity building)

Local authority / Indicator	% pupils in 20% most deprived areas getting 5+ awards at level 5		% pupils in 20% most deprived areas getting 5+ awards at level 6		% of pupils entering positive destinations	
	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12
South Lanarkshire	14.4%	17.4%	7.3%	9.3%	87.4%	89.8%
Clackmannanshire	17.3%	16.0%	7.5%	7.3%	84.8%	87.8%
Dumfries and Galloway	21.0%	18.3%	7.6%	9.9%	88.3%	87.3%
Falkirk	12.9%	17.8%	10.3%	9.0%	87.9%	90.3%
Fife	15.9%	16.2%	7.1%	8.4%	91.8%	89.6%
Renfrewshire	17.2%	19.6%	8.6%	9.4%	89.3%	87.7%
South Ayrshire	16.7%	18.7%	8.1%	14.3%	89.7%	88.5%
West Lothian	15.3%	13.8%	9.7%	9.4%	89.0%	89.8%

Council Priority: Tackle disadvantage and deprivation

Our Money Matters Advice Service has helped maximise income, securing

£19.8million in benefit awards

for claimants and securing

£3.1million in backdated awards.

The Service also helped maximise client income by providing money advice in respect of debt totalling **£15.9million** (with **£0.5million** of debt written off for clients).



Awards and recognition



Regen:fx Youth Trust's "Street" project, which receives support from the Council through its Tackling Poverty Programme, received the COSLA Chairpersons Award at the 2013 **COSLA Excellence Awards** in March 2013. The Street uses hard hitting, immersive theatre to discourage young people from engaging in anti-social or damaging behaviour by exploring the potential damage it can do to themselves and others.

Inspection and assessments



The Regeneration Partnership, which includes representation from the Council, NHS Lanarkshire, the local community and voluntary organisations, carried out an extensive review of the programmes and projects contained in the Tackling Poverty Programme in order to influence delivery of the Programme for future years.

- we have been working closely through our 'Benefits are Changing Team' with the tenants affected by changes in the benefits system which impact on the rental payments for occupancy of their home
- we continued to improve the energy efficiency of the housing stock to help address fuel poverty by fitting 2,890 new heating systems (against a target of 2,700) and upgrading insulation using £1.4million of Universal Home Insulation Scheme funding
- further information on performance indicators relating to this priority is included within the **IMPROVe** report

Case Study: Intensive Housing Support

Kelly and partner Kevin were referred for Intensive Housing Support in July 2012 having had a very unstable housing history, with seven tenancies within two years. There was a reported history of addiction, and their lifestyle was chaotic, having an impact on neighbours and communities. There had been a lack of engagement with support services and Kelly's daughter (four years old) had been removed by Social Work and was being cared for by grandparents due to Kevin's alleged drug dealing and violence. The Intensive Support Worker assigned to the case has since worked hard to develop an effective working relationship with the couple. This has included the provision of advocacy support in relation to some of their issues with other officials, including the Police, resulting in much more stability and openness.

Having been re-housed in a quiet block of flats, they have complied fully with all requirements, and there have been no complaints from neighbours. Kevin is no longer taking drugs and Kelly is reducing her Methadone prescription with a view to getting 'clean'. Her daughter now comes to stay two nights a week and Social Work are working with her with a view to returning the child full time. Kevin is looking for employment and the support worker is linking him to employability services in the area.

Looking ahead



- we will design and deliver a South Lanarkshire Living Wage campaign which promotes the living wage to all local employers
- we will deliver employment programmes for vulnerable client groups such as individuals with substance misuse issues, disabilities and health issues
- we will support people experiencing fuel poverty by increasing investment in the energy efficiency of South Lanarkshire homes. This includes new heating installations/boiler replacements to Council homes, cavity wall insulation in private sector housing, and loft insulation in both public and private sector stock
- we will develop and implement an action plan which focuses on mitigating the negative impacts of the [Welfare Reform](#) programme on individuals, communities and organisations
- we will continue to lead the South Lanarkshire More Choices More Chances partnership which aims to ensure positive destinations for school leavers, promoting employability and access to sustainable jobs

Useful weblinks



Council link



Publication



External link



Scottish Index of Multiple Deprivation



Regen:fx Youth Trust



IMPROVe report



COSLA Excellence Awards



Welfare Reform



Improvement Service

Council Priority: Develop a sustainable Council and communities

Lead: **Community and Enterprise Resources**

Other contributing services: **Housing and Technical Resources**

The Council wishes to be environmentally responsible in the way it provides services and help everyone living in South Lanarkshire to be more sustainable in their everyday lives.

We also have a statutory duty to contribute to national climate change targets by reducing greenhouse gas emissions, by promoting policies and providing services which help reduce emissions in the wider community of South Lanarkshire. We completed a new [Sustainable Development Strategy 2012-2017](#) following extensive public consultation and strategic environmental assessment process. We want to reduce the environmental impact of the services provided by the Council and help communities to be better prepared for a future economy which is less reliant on fossil fuels.



Performance trends and comparisons



- we aim to keep our waste collection costs as low as possible, despite annual increases in fuel and vehicle costs. The net cost of refuse collection per premise in South Lanarkshire was £67.69 in 2011/12. This was above the average figure of £66.15 for Scotland's 32 local authorities. The cost reduced again to £65.12 in 2012/13 and the Council's ranking improved relative to other councils. The installation of tracking systems in our vehicles has helped us to change collection routes to minimise vehicle mileage.



Council Priority: Develop a sustainable Council and communities

- the proportion of the Council's housing stock that is energy efficient rose from 68% to 78.7%. We continued to improve the efficiency of our housing stock, spending over £50million on work on fabric upgrades, upgrades or installations of heating systems, doors and window programmes and other works to ensure that we continue to meet our legislative obligations to improve the energy efficiency of homes. Benchmarking has commenced against comparative authorities. (further information is available on the [Improvement Service](#) website). The table below shows the figures for 2010/11 and 2011/12 for South Lanarkshire and the family group of comparative authorities:

Local authority / Indicator	% of council houses that are energy efficient	
	2010/11	2011/12
South Lanarkshire	69.9%	68.0%
Clackmannanshire	93.5%	99.5%
Dumfries and Galloway	No service	No service
Falkirk	55.1%	71.9%
Fife	69.2%	83.0%
Renfrewshire	45.3%	60.7%
South Ayrshire	89.0%	98.6%
West Lothian	75.3%	80.4%

- we completed a range of projects to tackle local flood risks and further developed our Response to Flooding procedures



- the net cost of refuse disposal per household was £92.37 in 2011/12, well below the average for all 32 councils of £98.11. The net cost of refuse disposal fell to £90.77 in 2012/13, despite an £8 per tonne increase in the tax that the Council must pay for waste disposed at landfill sites. The Council's ranking relative to others improved. The reduction in costs was achieved because slightly more of the waste collected was recycled and not sent to landfill. South Lanarkshire households also produced less waste compared to the previous year continuing a trend over recent years. This trend is due to the combined effect of lower consumption of goods due to the recession, reduced packaging and greater waste awareness in South Lanarkshire households.

Council Priority: Develop a sustainable Council and communities

Local authority / Indicator	% recycled or composted		Gross cost per premise (collection)		Gross cost per premise (disposal)	
	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12
South Lanarkshire	38.2%	35.7%	£71.20	£65.80	£90.90	£94.00
Angus	36.7%	43.7%	£79.20	£80.70	£113.4	£97.10
Clackmannanshire	49.8%	53.2%	£62.20	£71.30	£88.10	£87.80
East Renfrewshire	45.4%	54.3%	£93.20	£86.10	£81.80	£88.50
Inverclyde	31.5%	41.9%	£52.80	£50.20	£84.20	£81.60
Midlothian	44.1%	45.8%	£94.10	£96.00	£78.50	£84.50
Renfrewshire	42.9%	40.9%	£54.70	£55.10	£75.20	£77.10
West Lothian	43.4%	43.4%	£86.70	£76.90	£114.90	£118.10

- The Local Government Benchmarking Framework data for the percentage of household waste recycled or composted, gross cost of waste collection per household and the gross cost of waste disposals for the family of comparative authorities is in the table above (further information is available on the [Improvement Service](#) website).

With your help we recycled

72,000 tonnes of waste materials

including **plastics, paper, metal and glass.**

This, together with a **reduction** in the amount of **waste produced** by South Lanarkshire residents, helped reduce the costs of waste collection and disposal.

- our performance in reducing the Council's greenhouse gas emissions is a key sustainability measure. This was the first year since we began measuring our emissions that we failed to meet our target to achieve an annual 2% reduction.



Council Priority: **Develop a sustainable Council and communities**

Our emissions increased 3% compared to the previous year as a result of additional heating demand in our buildings due to significantly cooler temperatures. There are no comparable greenhouse gas emissions figures for other councils but it is evident that there was a widespread increase in energy consumption for heating throughout Scotland.

We again reduced **carbon emissions** from our use of vehicles.

An **11.7% reduction** was achieved compared to 2010/11.

- we increased the percentage of household waste that is recycled or composted from 35.7% in 2011/12 to 37.7% in 2012/13. However, this was below our target of 40%. Performance also dropped slightly relative to other councils. Significant progress in recycling was made in previous years due to the introduction of kerbside collections for plastics, paper, cans and glass. A further significant increase in the recycling rate is anticipated on implementation of a new residual waste contract from 2014/15
- all new buildings opened during the year met high standards of energy efficiency and we continued to deliver our programme of improvements to heating systems, electrical supply, insulation and lighting in our other properties

- we completed 98.9% of requested special waste uplifts within five days exceeding our target of 95% and improving on our 2011/12 result of 98.7%
- further information on performance indicators relating to this priority is included within the [IMPROVe](#) report

Case Study: **Reducing vehicle fuel consumption**

Trackers systems have now been fitted to 274 heavy vehicles and 125 pool cars. This has allowed fuel to be saved by better route planning and reducing instances of vehicle idling. It is anticipated continuing to expand our fleet of light vehicles and in depth analysis of the reports in the future will allow further opportunity to save fuel. Other fuel efficiency measures in our vehicle fleet have included speed limiters and an improved procurement process which ensures that we have the right size of vehicle and the most fuel efficient model appropriate for each task.



Council Priority: Develop a sustainable Council and communities

Awards and recognition



- the Council's Conference and Banqueting Services successfully retained its **Green Tourism Award** demonstrating its environmental awareness in delivering services
- our Catering Service achieved a **Soil Association Food for Life Bronze Award** for its welfare meals provision, demonstrating high standards of well prepared, sustainably sourced and fresh food

Inspection and assessment



Most councils pay a tax to the UK Government based on annual CO₂ emissions relating to energy consumption in buildings. Internal Audit are assured that the Council's Carbon Reduction Commitment Board has controls in place to monitor, report and accurately calculate the annual payment.

Customer feedback



- the most recent large scale Household Survey in 2010 showed that 87.3% of the public in South Lanarkshire rated the Council's Waste Management Service as either 'good' or 'very good'

- the same survey showed that 73.9% of the public rated the Council's response to climate change as either 'good' or 'very good'. This was 6.9% higher than in the 2008 survey
- customer satisfaction feedback is available from the family group of comparative Scottish local authorities. Information relating to refuse collection is in the following table

Local authority / Waste indicator	% of adults satisfied with refuse collection
	2010/11
South Lanarkshire	83.6%
Angus	77.4%
Clackmannanshire	88.4%
East Renfrewshire	88.2%
Inverclyde	85.6%
Midlothian	79.0%
Renfrewshire	78.5%
West Lothian	81.7%

Sustainability



The Council signed Scotland's Climate Change Declaration in 2007 which includes a commitment to report to the public on actions taken to tackle climate change. The Council's latest **Climate Change Declaration Annual Report** for 2011/12 is available and performance can be compared with that of all the other Scottish councils.

Council Priority: **Develop a sustainable Council and communities**

We want to reduce the environmental impact of the services provided by the Council and help communities to be better prepared for a future economy which is less reliant on fossil fuels.

Further background on the Council's sustainable development and climate change objectives are available within the following documents:

South Lanarkshire Council Sustainable Development Strategy 2012-17 and

South Lanarkshire Council Carbon Management Plan.

Looking ahead





- we will review and update our Carbon Management Plan to reduce the Council's greenhouse gas emissions, improve energy efficiency through significant investment in well designed, efficient buildings and publish our Climate Change Declaration Annual Report for 2012/13 by March 2014
- we will implement the Council's new Sustainable Development Strategy 2012-17
- we will progress the procurement of a new residual waste contract to increase recycling and reduce reliance on landfilling of waste



Useful weblinks

 **Council link**  **Publication**
 **External link**

  Sustainable Development Strategy

 **Improvement Service**

  IMPROVe report

 **Climate Change Declaration Annual Reports**

 **Green Tourism Award**

 **Soil Association**

  **Carbon Management Plan**

Council Priority: Raise educational achievement and attainment

Lead: **Education Resources**

Other contributing services: **Social Work Resources**

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



We said it is our aim that “All learners in South Lanarkshire achieve the highest possible levels of attainment and achievement”. To deliver this we said that we will continue to invest in the school estate and that we will support schools, establishments and services to address key developments in the Curriculum for Excellence programme. In doing this we will incorporate approaches to enriching the learning experiences of all pupils through ‘Assessment is for Learning’, ‘Determined to Succeed’ and citizenship developments.

We will, in the context of these developments, support improvement within our establishments and services ensuring the best possible education for all learners. We will also continue, in partnership with a range of customers and partners with the development of the Parental Involvement Strategy.

Performance trends and comparisons



- In 2012, 52.0% of secondary school pupils in South Lanarkshire gained at least one Higher by the end of S6. This was above both the national level (51.8%) and the average of the comparator group of similar authorities (49.3%). Similarly, 26.0% of pupils gained five or more Highers by the end of S6 in South Lanarkshire compared with 25.7% nationally and the average of 22.6% for the family group of comparator authorities.



Council Priority: Raise educational achievement and attainment

Local authority / Indicator	Cost per primary school pupil		Cost per secondary school pupil		% of pupils gaining 5+ awards at level 5		% of pupils gaining 5+ awards at level 6	
	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12
South Lanarkshire	£4,312.80	£ 4,421.10	£ 5,549.20	£ 5,798.90	34.0%	34.0%	23.0%	25.0%
Clackmannanshire	£4,422.50	£4,366.40	£6,367.40	£5,505.40	31.0%	30.0%	18.0%	20.0%
Dumfries and Galloway	£5,785.60	£5,820.40	£6,626.40	£6,856.90	38.0%	38.0%	24.0%	25.0%
Falkirk	£4,627.90	£ 4,232.10	£ 6,057.20	£6,089.40	35.0%	37.0%	24.0%	23.0%
Fife	£4,996.00	£ 4,771.90	£5,834.90	£5,782.30	32.0%	33.0%	21.0%	22.0%
Renfrewshire	£4,242.40	£4,120.90	£ 5,320.60	£5,346.10	35.0%	39.0%	24.0%	25.0%
South Ayrshire	£4,785.60	£ 4,891.40	£ 6,010.20	£ 6,011.40	39.0%	42.0%	28.0%	29.0%
West Lothian	£ 4,637.70	£ 4,608.30	£ 5,601.70	£ 5,967.20	34.0%	39.0%	23.0%	23.0%

- the table above exhibits the Council's performance along with the family group of comparative authorities. We continue to achieve a good level of performance in both primary and secondary school cost per pupil indicators and are in the top eight local authorities in Scotland. In addition we are ensuring that the attainment of all our pupils is improving.
- the national School Leavers Destinations Report, published by Skills Development Scotland, shows 89.8% of South Lanarkshire's school leavers in 2011/12 are in positive destinations. The Council moved from a position 1.5% below the national figure in 2010/11 to 0.1% below in 2011/12. The improving position can be interpreted as being significant in the context of the particular challenges faced by young people in the area due to the effects of the economic downturn.
- the percentage of pupils staying on beyond the compulsory school leaving age in 2012 remained positive at 78%. This is above both the average of the group of comparator authorities (76%) and the national level of 77%
- over the last three years the attendance figures in primary schools (95%) and secondary schools (92%) have remained consistent and are in line with the national level and the average of comparative authorities
- over 3,500 learners have benefited from literacy and numeracy programmes across South Lanarkshire, with increased targeting of vulnerable groups including More Choices, More Chances young people, homeless adults and adults within the justice system

Council Priority: Raise educational achievement and attainment



As part of the **£850million** primary schools modernisation programme **129 primary schools** are being **rebuilt or refurbished** by 2017

During 2012/13, a further **12 new primary schools** were opened.

- good progress was made in implementing the actions from the [Parental Involvement Strategy](#) action plan including the sharing of good practice and areas for improvement being taken forward by the Parents' Sounding Board, a group which has Council and parent representatives from both local and national level
- comparative information on the examination results for the Council's secondary schools can be found in the [SQA Exam Results Report](#)
- further information on performance indicators relating to this priority is included within the [IMPROVe](#) report

Inspection and assessment



Improving the proportion of schools receiving positive inspection reports remains a priority for the Council and in the 16 inspection reports published (April 2012 to March 2013) 88.5% of the quality indicators were evaluated as satisfactory or above. All reports published by [Education Scotland](#) for individual schools can be found under the 'Reports' option on the homepage of the Education Scotland website.

A wide range of robust self-evaluation activity is used across all aspects of services to deliver the highest possible levels of achievement and attainment. This ensures that areas of strength in service delivery are identified and that appropriate improvements in performance continue to be taken forward. Examples of our self-evaluation activity include:

- continued development in the use of Validated Self-Evaluation, a process which aims to support and challenge the work of education authorities to improve the quality of provision and outcomes for learners
- there is an annual programme of self-evaluation, linked to the improvement planning and standards and quality reporting processes in all schools, establishments and services and an annual programme of quality management seminars

Council Priority: Raise educational achievement and attainment

- educational establishments continue to develop their use of self-evaluation as part of a revised approach to inspection and work with Education Scotland to support good practice visits as part of a national development programme

Further development of self-evaluation is underway with key partners through the work of the Getting it Right for Every Child (GIRFEC) Self-Evaluation and Performance Improvement (SEPI) Group. Education, Social Work, Housing, Health, Police, the Scottish Reporters Administration Service and the voluntary sector are all represented on this group.

Internal Audit testing of child protection files in schools found that Education Resources' procedures are comprehensive and briefed to staff each year. The establishments tested were using the correct documentation and files were held securely. Care delivery can be evidenced in child protection files and key data is recorded accurately and in line with procedural requirements. Improvements in the consistent application of guidance and in evidencing training provided have been addressed at the start of the new school session and will be reinforced at Head Teachers' meetings. All of the action points detailed in the audit have been met.

Awards and recognition



- Youth Learning Services were one of the first services awarded the **Standards Council** Standards Mark. This award has been introduced to support organisations offering quality Community Learning and Development learning opportunities to their employees.
- over 250 pupils attended and received certificates at the Pupil Award Ceremony in June 2012
- Youth Learning Services hosted their sixth annual Youth Achievement Awards Ceremony in June 2012 where Dynamic Youth and Youth Achievement Awards were received by 417 young people
- **Scotland's Learning Partnership** runs an Adult Learners' week. This culminated in a celebration of success when 100 people from South Lanarkshire received awards for their achievements over the past year
- 72 young people from East Kilbride earned a **Saltire Award** as reward for their commitment to volunteering through the Schools Volunteering Project (SVP)
- **Calderglen High School** became the first secondary school in Scotland to have its curriculum deemed "excellent" by Her Majesty's Inspectorate of Education (HMIe)

Case Study: Creative Identities

The Creative Identities project is specifically designed for young people who are looked after and young carers aged 12-18 in South Lanarkshire. This project was developed by the young people who wanted to share meaningful and relevant stories about their lives and promote positive images of looked after young people and young carers. Following a range of taster sessions, the young people worked with the Cultural Co-ordinator Team to put together a proposal which addressed their needs.

Due to various reasons many of them do not always achieve as well as they could in education. This project allows these young people to engage in a different learning environment, which provides them with a variety learning outcomes and a clear sense of achievement, as well as providing them with new experiences.

The project allows the young people to work with a variety of creative professionals who assist them with different creative techniques and mediums that allow them to express their life experiences.

Since the project began in 2009 around 100 young people have been involved in many innovative and exciting projects involving the arts and multi-media and over the past two years a specific focus has been placed on music making and song writing activity.

As a result of participation in the project some young people have shown an interest in wanting to progress with a career in the creative industries and some participants have also been on work experience within these industries.



Customer feedback



School pupils continue to express their satisfaction with school:

94% of both **primary** and **secondary** school pupils

interviewed as part of the HMIe inspection process, confirmed that they were happy at school. In addition, **98%** of **parents** agreed or strongly agreed that their nursery was helping their child to become more confident.



Council Priority: Raise educational achievement and attainment

- a Parents' Conference was held in March 2013. Evaluations indicated that 98% enjoyed the evening and 92% rated the presentations as informative
- customer satisfaction feedback is available from the family of comparative Scottish local authorities

Local authority / Waste indicator	% of adults satisfied with local schools
	2010/11
South Lanarkshire	84.0%
Clackmannanshire	85.8%
Dumfries and Galloway	86.3%
Falkirk	88.6%
Fife	79.3%
Renfrewshire	82.4%
South Ayrshire	84.9%
West Lothian	88.1%

- the Council continues to engage young people, pupils and the wider school community in environmental education as all schools are registered for Eco schools or similar programmes. By February 2013, 162 establishments were registered, 127 had a bronze award, 107 a silver award and 67 had green flag status.
- young people have been engaged in additional sustainable development activity including: community challenges, the Woodsnappers project, John Muir Award and the Links-2-Life Personal and Social Development programme.

Also, 369 young people have participated in volunteering, through Grass Routes, **John Muir Trust Award**, **Princes Trust** Volunteers, and **Duke of Edinburgh Awards**.

Looking ahead



We will improve our approach to parental involvement by capturing and sharing best practice and extending our use of Information Technology (IT) to reach out to parents and carers.



Useful weblinks

Council link Publication

External link

Standards in Scotland's Schools Act (2000)

Improvement Service

Parental Involvement Strategy

SQA Exam Results Report

IMPROVe Report

Education Scotland

Standards Council

Scotland's Learning Partnership

Saltire Awards

Calderglen High School

John Muir Trust

Princes Trust

Duke of Edinburgh

Council Priority: Improve the quality, access and availability of housing

Lead: Housing and Technical Resources

The Council recognises that the provision of good quality housing is essential for people's health and wellbeing. Providing access to vital services to meet housing need and demand is one aspect of the work of Housing and Technical Resources.



We currently manage a Council house waiting list of over 14,000 and deal with over 2,000 homelessness applications annually. We also manage 25,400 homes, providing a diverse range of services including the repair and improvement of the stock, empty house and estate management.

A key focus of our work relates to improving the quality of housing in all tenures. Through significant investment in our housing stock and bringing in partner funding, we have made excellent progress in meeting the Scottish Housing Quality Standard and improving the energy efficiency of housing in the area. We recognise that improving the energy efficiency of homes is a key element of the Council's approach to tackling fuel poverty.

We also recognise that we need to add to the supply of housing and in some cases to remodel existing estates through comprehensive regeneration programmes. We have continued to make good progress with new council homes in Fernhill and Cathkin, as well as in meeting needs of older people with new sheltered housing in Cambuslang and Rutherglen.

Performance trends and comparisons



- we carried out 114,809 response repairs to Council houses in 2012/13. We completed 98.6% of repairs on time which is an improvement of 1.5% on the 2011/12 results.

The pass rate for Council housing stock meeting the Scottish Housing Quality Standard increased from

62.1% in 2011/12 to

72% in 2012/13.

This was achieved through significant investment in the Council's stock on heating systems, fabric, windows and doors.



Council Priority: Improve the quality, access and availability of housing



Case Study: Amenity housing

With a national focus on the growing 'ageing population', the Reshaping Care agenda seeks to join the efforts of Health, Social Work and Housing and Technical Resources in meeting the needs of older residents within the community. Using 'Change Fund' money which was provided to help local councils and health providers find solutions to increasing the supply of more appropriate housing over the last year, we have focused on improving the suitability and increasing the supply of amenity housing.

Amenity housing offers the same internal features as sheltered housing, but without a sheltered warden or common area. Features such as handrails in bathrooms, non-slip flooring, raised electrical sockets and lower lighting switches may seem like small additions, but can make a big difference to the quality of life of residents. The Council will continue with its amenity programme during 2013/14 and anyone who would like to apply for amenity housing should contact their local housing office on **0303 123 1012**.

- current tenant rent arrears as a percentage of rent due in the year rose from 3.8% in 2011/12 to 4.7% in 2012/13. This was affected by factors including [Welfare Reform](#) changes and the general state of the economy
- in terms of benchmarking indicators, comparative statistics for the family group including the Council are available in respect of the percentage of council dwellings that meet the Scottish Housing Quality standard (further information is available on the [Improvement Service](#) website)

Local authority / Indicator	% of council dwellings meeting the Scottish Housing Quality Standard	
	2010/11	2011/12
South Lanarkshire	66.3%	62.1%
Clackmannanshire	84.5%	89.0%
Dumfries and Galloway	No service	No service
Falkirk	52.5%	70.5%
Fife	36.8%	62.1%
Renfrewshire	2.9%	15.1%
South Ayrshire	59.3%	73.1%
West Lothian	65.7%	73.1%

- we continued to improve our housing stock with completion of year nine of our Housing Investment Plan. In 2012/13 we invested over £50million in our Council houses including extensive fabric upgrades, installing 2,890 heating systems, replacing over 3,000 doors and supporting work to install gas mains. Over 90% of tenants were satisfied with the completed works.

Council Priority: Improve the quality, access and availability of housing

- we made 46.6% of lets to urgent need applicants who were homeless against a banded target of between 45-55% and continued to increase our supply of temporary accommodation
- to increase the supply of housing and improve neighbourhoods, 292 new affordable homes, including 99 new Council houses were completed across South Lanarkshire
- further information on performance indicators relating to this priority is included within the [IMPROVe](#) report

Sustainability



- Housing and Technical Resources has a major role in delivering key aspects of the Council's Sustainable Development Strategy, particularly in respect of increasing energy efficiency, reducing energy consumption and carbon emissions in homes and other Council properties, as well as in our daily work. These have been reflected in an Energy Framework which guides the work of the Resource and progress will be measured through the Local Housing Strategy 2012-2017 as well as the Energy Framework and Resource and Service Plans.

Inspection and assessment



- from April 2013 we require to collect and provide key information on our performance in achieving the outcomes and standards in the [Scottish Social Housing Charter](#) and to report this through the annual return on the Charter to the Scottish Housing Regulator in May 2014. Our first Annual Report on the Charter will be published for tenants in October 2014.
- we carried out three self-assessments of the following services: Revenues, Sheltered and Housing Support services. We have developed action plans for each which set out key areas for service improvement.

Customer feedback



We achieved

90% satisfaction rates from **new tenants**,

99% satisfaction from applicants being assessed as **homeless**, and

96% satisfaction from **homeless households** using our **housing support services**

84% of customers were satisfied with the overall **response repairs service**

96% of customers were satisfied with the **annual gas servicing** of the heating system in their property

92% of customers were satisfied with the **adaptations** carried out to their home.

Council Priority: Improve the quality, access and availability of housing

- our sheltered and housing support services received a positive assessment from the **Care Inspectorate** annual inspection. Reports are published on the Care Inspectorate website.

Awards and recognition



- our Q and A service successfully retained its Customer Service Excellence Award, achieving full compliance against the standard. This annual assessment tests key service areas which customers have identified as priorities, with an emphasis on the quality and speed of service delivery, information, professionalism and attitude.
- APSE Scottish Building and Housing Seminar – Apprentice of the Year Awards
 - Fourth Year Apprentice winner
 - Overall Third and Fourth Year winner
- several finalists of the APSE Service and National Awards which include:
 - Best Public/Private Partnership Working Initiative
 - Public/Private Partnership
 - Best Efficiency Initiative


Looking ahead




- we will implement the tenth year of the Housing Investment Programme, investing a further £33.5million to help improve our housing stock, improve energy efficiency and meet the Scottish Housing Quality Standard. This brings the total investment since the start of the programme to over £300million.
- we will implement service changes to meet new Welfare Reform provisions
- in respect of the repairs service – the Council is improving the stock carried in vans to allow more repairs to be completed on first visit: confirming with tenants at assessment stage what work is to be completed in order to manage expectations: moving towards a routine programme of repairs organised on a geographic basis to pick up on non-urgent external repairs

Useful weblinks


 **Council link**  **Publication**
 **External link**

  **Housing Services**

 **Amenity housing**

 **Welfare Reform**

 **Sheltered housing**

 **Improvement Service**

  **Scottish Social Housing Charter**

  **IMPROVe Report**

 **Care Inspectorate**

Council Priority: Strengthen partnership working, community leadership and engagement

Lead: **Finance and Corporate Resources**

Other contributing services: **all Resources**

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

The **Single Outcome Agreement 2013-2023** sets out priorities which will focus on the delivery of better outcomes or prospects for the people in South Lanarkshire.



It supports the new working relationship between the Scottish Government and local government based on mutual respect and involves partnerships drawn from the following organisations: Scottish Enterprise, Strathclyde Passenger Transport, Lanarkshire Chamber of Commerce, Community and Voluntary Sector, NHS Lanarkshire, Police Scotland, Scottish Fire and Rescue, Skills Development Scotland and all the Resources of the Council working together towards common goals.

In the last year we have continued to build on our working relationships with all our partners and further developed the Council's role in Community Planning. We have consulted widely with local communities on diverse topics including the Council's budget-setting process.

Through a number of conferences we have sought the views of partners and communities on the future of Community Planning, the impact of the Government's Welfare Reform programme, and the approach to tackling poverty in South Lanarkshire.

There are eight Theme Partnerships involved in delivering the actions included within the Single Outcome Agreement. These are:

- Community Regeneration Partnership
- Youth Partnership
- Community Safety Partnership
- Sustainability Partnership
- Rural Partnership
- Economic Forum
- Health and Care Partnership
- Getting It Right For Every Child (GIRFEC)

Council Priority: Strengthen partnership working, community leadership and engagement



Performance trends and comparisons



- the Local Government Benchmarking Framework identifies indicators that councils will use to benchmark their services with comparable councils in Scotland. More information on the Benchmarking Framework can be found at the [Improvement Service](#) website and the Council's approach is explained more fully at the [Benchmarking](#) project pages of our website. Performance is driven by a wide range of factors, such as local priorities, previous levels of expenditure and investment and geographical and social influences such as deprivation. In the coming years we will report on how the Benchmarking Framework is helping us to improve service delivery in South Lanarkshire.

- to assess how well we are doing against the objectives in the [Single Outcome Agreement](#), we track key performance indicators to see whether they are improving or not. In 2012-13, the latest results showed 51 indicators improving, while 35 had declined. This compares with the previous year, when we reported 53 improving trends and 32 worsening trends. Partners have drawn up a series of Improvement Plans which set out the actions they will take to improve outcomes for the people and communities in South Lanarkshire. These plans will be reviewed each year to ensure the partners respond to the changing social and economic situation and take steps to reverse any worsening trends.
- further information on performance indicators relating to this priority is included within the [IMPROVe](#) report



Council Priority: Strengthen partnership working, community leadership and engagement

Customer feedback



The Council is committed to engaging directly with the people who live and work in South Lanarkshire, to identify their opinions on services to be provided by the Council.

To help this take place a [Community Engagement Framework](#) has been developed to improve the ways in which the Council and its partners consult with and involve communities on matters which affect them. This is to provide a more co-ordinated and consistent approach to consulting and working in partnership with communities throughout South Lanarkshire.

Community engagement is about involving individuals, community organisations, service users and businesses in the decision making processes which shape policies and influence the way in which issues are addressed and services are delivered. Effective engagement is the key way of ensuring that the views, knowledge and expertise of local people can support the regeneration of local communities and an improved quality of life in South Lanarkshire.

Looking ahead



- the new [Single Outcome Agreement](#) (SOA) sets the strategic direction for Community Planning for the next 10 years. Guided by this long-term vision, the Council together with its partners will implement programmes which aim to achieve a step-change in service delivery in South Lanarkshire. The SOA is accompanied by a rigorous performance framework which sets clear targets for the Partnership and which ensures that performance against the priorities in the SOA is reported regularly and transparently to the Partnership Board and the groups which operate beneath it
- the new performance framework for the SOA will provide more information than ever before on the performance trends that matter, together with information from across the Partnership on what the partners are doing to improve performance and contribute to better outcomes



Council Priority: Strengthen partnership working, community leadership and engagement



Community engagement is about involving individuals, community organisations, service users and businesses in the decision making processes which shape policies and influence the way in which issues are addressed and services are delivered.

- the [Community Planning Partnership](#) will continue to review its structure and governance arrangements to ensure they remain fit for purpose
- the Reshaping Care for Older People agenda will provide a focus on improving the provision of care in our communities by reducing unnecessary delays and trying to ensure that older people who are subject to a hospital admission are discharged safely and in a timely manner
- work will continue to respond to the requirements in respect of the Integration of Health and Social Care


Useful weblinks


 Council link  Publication

 External link

  [Single Outcome Agreement](#)

  [IMPROVe Report](#)

 [Improvement Service](#)


  [Community Engagement Framework](#)

  [South Lanarkshire Council Benchmarking](#)

Appendix A - Statutory Performance Indicators

The Council has a duty (under the Local Government in Scotland Act 2003) to 'secure continuous improvement in performance' and to 'report to the public, the outcome of the performance of functions'. Whilst the Council is required to report specifically to Audit Scotland on a small number of specified indicators (listed opposite).

The following are the Statutory Performance Indicators (SPIs) results for South Lanarkshire Council for 2012/13 and 2011/12. These are organised under Council Resources, as opposed to services referred to within Audit Scotland Guide 2011. The indicators should be considered alongside all other performance information provided on both an individual Resource and Council-wide basis.



South Lanarkshire Council provides a mix of qualitative and quantitative performance information to customers, from a variety of sources.

Appendix A - Statutory Performance Indicators

Community and Enterprise Resources

		2012/13		2011/12	
Sport and Leisure Management					
1.	Attendances The number of attendances per 1,000 population for pools	People 5,191	▲	People 4,873	▲
2.	Attendances The number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	People 5,681	▲	People 5,302	▲
Museums and Libraries					
3a.	The number of visits to/usages of Council funded or part funded museums per 1,000 population	813	▲	686	▲
3b.	The number of those visits that were in person per 1,000 population	757	▲	636	▲
3c.	Library usage Number of visits per 1,000 population	4,615	▲	4,316	▲
Environmental protection					
Domestic noise complaints					
4a.	The number of complaints of domestic noise received during the year (for information): <ul style="list-style-type: none"> settled without the need for attendance on site requiring attendance on site dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004 	946 38 715		1,100 31 879	
4b.	For those in a (ii) and a (iii) above, the average time (hours) between the time of the complaint and attendance on site: <ul style="list-style-type: none"> requiring dealt with under Part V of the Anti Social Behaviour Act 	1.1 hours 0.5 hours	▼ ◊	0.9 hours 0.5 hours	▼ ◊

Key



Improved performance



Declined performance



No change in performance



Changed indicator
(no audited comparable figures available)

N/A

Not applicable

Appendix A - Statutory Performance Indicators

		2012/13		2011/12	
Trading Standards: complaints and advice					
The percentage of complaints and business advice requests received and completed within the following timescales:					
5a.	The percentage of consumer complaints completed within 14 days	70.6%	▼	75.0%	▼
5b.	The percentage of business advice requests completed within 14 days	93.4%	▼	94.6%	▼
Waste Management					
Refuse collection and disposal					
6a.	The net cost of refuse collection (combined domestic and commercial) per premise	£65.12	▲	£67.69	▲
6b.	The net cost of refuse disposal per premise	£90.77	▲	£92.37	▼
Refuse recycling					
7.	The percentage of household waste collected by the authority during the year that was recycled or composted	37.7%	▲	35.7%	N/A
Cleanliness					
8.	The cleanliness index achieved following inspection of a sample of streets and other relevant land: Keep Scotland Beautiful - overall cleanliness index	72	◀▶	72	▼
Planning applications processing time					
9.	The average time (weeks) to deal with major and local planning applications determined during the year. *	98.3 weeks	N/A	N/A	N/A
	a) major developments	12.5 weeks	N/A	N/A	N/A
	b) local developments				
Roads and Lighting					
Carriageway condition					
10.	The percentage of the road network that should be considered for maintenance treatment	36.8%	▲	37.5%	▲

Appendix A - Statutory Performance Indicators

Finance and Corporate Resources

		2012/13		2011/12	
Sickness absence					
1.	The average number of working days per employee lost through sickness absence for:-				
	<ul style="list-style-type: none"> • teachers • all other local government employee 	7.8 days	▼	7.2 days	▲
		10.4 days	▼	9.8 days	▲
Equal opportunities policy					
2.	The percentage of the highest paid 2% and 5% of earners among Council employees that are women (excluded teachers):				
	<ul style="list-style-type: none"> • in top 2% of all employees • in top 5% of all employees 	43.6%	▲	40.3%	▼
		47.4%	▲	46.5%	▲
Payment of invoices					
3.	The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	90.4%	▼	91.7%	▼



Appendix A - Statutory Performance Indicators

Housing and Technical Resources

		2012/13		2011/12	
Benefits administration					
1.	The gross administration cost per case	£33.12	▼	£31.87	▲
Council Tax collection					
2.	The cost of collecting Council Tax per dwelling	£16.75	▼	£14.86	▼
Current year income					
3a.	The income due from Council Tax for the current year, net of reliefs and rebates (for information)	£110.1m		£108.89m	
3b.	The percentage of (a) that was received during the year	95.7%	▲	95.6%	▲
Public access					
4.	The percentage of Council buildings from which the Council delivers services to the public that are suitable for, and accessible to, disabled people	93.2%	▲	91.0%	▲
Asset management: Condition and suitability					
5a.	The proportion of operational accommodation that is in a satisfactory condition	85.9%	▲	85.3%	▲
5b.	The proportion of operational accommodation that is suitable for its current use	94.2%	▲	92.2%	▲
Response repairs					
6a.	The number of response repairs completed during the year (for information)	114,809		122,521	
6b.	The overall percentage of repairs completed within the target time	98.6%	▲	97.1%	▲

Appendix A - Statutory Performance Indicators

		2012/13		2011/12	
Progress towards the Scottish Housing Quality Standard					
7a.	The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standards (SHQS)	72.0%	▲	62.1%	▼
7b.	The number of dwellings owned by the Council	25,396		24,675	
Managing tenancy changes					
8.	The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	0.9%	▼	0.8%	◀
8a.	Average time to re-let dwellings which are not low demand	24 days	▼	23 days	▲
8b.	Average time to re-let dwellings which are low demand stock	30 days	▲	32 days	▲
8c.	Low demand stock: Average time dwellings remained un-let at year end	100 days	▲	110 days	▲
Rent management					
9a.	Current tenant arrears as a percentage of the net amount of rent due in the year	4.7%	▼	3.8%	◀
9b.	The percentage of all tenants owing more than 13 weeks rent at year end, excluding those owing <£250	2.9%	▼	2.5%	▼
9c.	The proportion of those tenants giving up their tenancy during the year that were in rent arrears	46.5%	▼	46.2%	▲
9d.	Average number of weeks rent owed by tenants leaving in arrears	6.6 weeks	▲	6.7 weeks	▲
9e.	The percentage of arrears owed by former tenants that was either written off or collected during the year	26.1%	▼	33.8%	▲

Appendix A - Statutory Performance Indicators

		2012/13		2011/12		2012/13		2011/12	
Homelessness									
10a.	Council duty to secure	permanent accommodation per household				temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation			
10a(i)	The number of households assessed during the year	1,466		1,322		309		608	
10a(ii)	Percentage of decision notifications issued within 28 days of initial presentation	99.1%	▼	99.7%	▲	98.4%	▼	100%	▲
10a(iii)	Percentage who are housed	61.3%	▼	72.2%	▲	N/A		N/A	
10a(iv)	Percentage of cases reassessed within 12 months of completion of duty	7.8%	▼	6.9%	▲	5.2%	▲	6.3%	▼
10b.	The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	82.7%	▼	85.2%	▼	N/A		N/A	



Appendix A - Statutory Performance Indicators

Social Work Resources

		2012/13	2011/12		
Home care / home helps					
1a.	The number of people aged 65+ receiving homecare	2,924		3,054	
1b.	The number of homecare hours per 1,000 population aged 65+	451.2	▼	500.9	▼
1c.	The percentage of home care clients aged 65+ receiving:				
	• personal care	95.3%	▲	92.4%	▲
	• a service during evenings/overnight	52.1%	▲	50.3%	▲
	• a service at weekends	80.9%	▲	77.0%	▲

Note (1b): As anticipated, a consequence of the success of the 'Supporting Your Independence Approach' is that there has been a reduction of homecare hours per service user with no impact on appropriate support.

These SPI results provide a snapshot of our performance for the years identified. Further useful information relating to the indicators, explanations for variances and plans for improvements or maintaining performance are detailed in the SPI Committee report which can be accessed via the weblink below.

There is an added requirement to present clear performance information to all our customers and also provide signposts or links to further, more detailed information.

In order to respond to these requirements the Council provides a mix of qualitative and quantitative performance information to customers, from a variety of sources.

These include, for example, the [South Lanarkshire Reporter](#), [The View](#) and [Housing News](#); performance data on our website (www.southlanarkshire.gov.uk/improve); the Council's [Public Performance Reporting Calendar](#) which details reports, publications and other relevant performance information produced throughout the year and communication with the [Citizens' Panel](#) and client groups. Where relevant, results and targets are explained, compared over time and against other local authorities.

Useful weblinks



Council link



Publication



External link



▲ SPI Committee Report



▲ Housing News



▲ SL Reporter



▲ Public Performance Reporting Calendar



▲ The View



▲ Citizens' Panel

Appendix B - Local Government Benchmarking Framework Indicators

The Local Government Benchmarking Framework Indicators were launched in March 2013 to replace the Statutory Performance Indicators. The core purpose of the framework is to enable comparisons on spending and performance between similar or 'family group' councils so that they can identify strengths and weaknesses, learn from each other and ultimately improve local performance.

The Indicators are based on a mix of operational and financial information as well as customer satisfaction. The process of evaluating performance and learning from other councils is still developing - the results for the past three years are included below for information.

Indicator	2010/11	2011/12	2012/13
Children's Services			
Cost per primary school pupil	£4,312.80	£4,421.10	£4,469.79
Cost per secondary school pupil	£5,549.20	£5,798.90	£5,810.65
Cost per pre-school education registration	£2,603.70	£2,583.60	£2,497.11
Pupils attaining 5+ awards at level 5	34.0%	34.0%	36.9%
Pupils attaining 5+ awards at level 6	23.0%	25.0%	25.5%
Pupils living in deprived areas attaining 5+ awards at level 5	14.4%	17.4%	16.4%
Pupils living in deprived areas attaining 5+ awards at level 6	7.3%	9.3%	8.7%
The gross cost of "Children Looked After" in residential based services per child per week	£2,447.00	£2,515.50	£2,403.03
The gross cost of "Children Looked After" in a community setting per child per week	£164.80	£140.00	£166.00
Balance of care for looked after children: Percentage of "Looked After Children" being cared for in the community	85.6%	88.3%	88.0%
Percentage of adults satisfied with local schools	84.0%	No info	76.0%
Proportion of pupils entering positive destinations	87.4%	89.8%	88.6%

Key

N/A Results not available

Appendix B - Local Government Benchmarking Framework Indicators

Indicator	2010/11	2011/12	2012/13
Corporate Services			
Central Support Services (external to Services) as a proportion of Council running costs	4.5%	4.2%	3.8%
Cost of democratic core per 1,000 population	£28,074.90	£26,111.40	£26,558.72
The percentage of the highest paid 5% employees who are women	45.1%	46.5%	47.4%
The cost per dwelling of collecting Council Tax	£14.80	£14.90	£16.75
(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.8 hours	0.9 hours	1.1 hours
Sickness absence days per employee	9.3 days	9.1 days	9.8 days
Percentage of income due from Council Tax received by the end of the year	94.7%	95.6%	95.7%
Percentage of invoices sampled that were paid within 30 days	92.1%	91.7%	90.4%
Social Work Services			
Older Persons (over 65) Home care costs per hour	£15.60	£16.30	£17.88
Self Directed Support (SDS) spend on adults 18+ as a percentage of total social work spend on adults 18+	1.8%	1.7%	1.8%
Percentage of people 65+ with intensive needs (plus 10 hours) receiving care at home	37.6%	38.1%	36.5%
Percentage of adults satisfied with social care or social work services	63.4%	No info	54.0%
Net residential costs per week for older persons (over 65)	No info	No info	£405.56

Appendix B - Local Government Benchmarking Framework Indicators

Indicator	2010/11	2011/12	2012/13
Culture and Leisure Services			
Cost per attendance of sport and leisure facilities (including swimming pools)	£3.80	£3.40	£2.35
Cost per visit to libraries	£3.50	£3.30	£3.73
Cost per visit to museums and galleries	£3.60	£3.30	£3.12
Cost of parks and open spaces per 1,000 of the population	£33,214.70	£30,135.00	£30,633.67
Percentage of adults satisfied with libraries	83.6%	N/A	82.0%
Percentage of adults satisfied with parks and open spaces	77.6%	N/A	74.0%
Percentage of adults satisfied with museums and galleries	75.9%	N/A	73.0%
Percentage of adults satisfied with leisure facilities	76.5%	N/A	78.0%
Environmental Services			
Gross cost of waste collection per premise	£71.20	£65.80	£66.25
Gross cost of waste disposal per premise	£90.90	£94.00	£85.72
Net cost of street cleaning per 1,000 population	£16,230.60	£15,675.20	£16,372.95
Cleanliness score	96.8	97.8	97.1
Cost of maintenance per kilometre of roads	£14,620.00	£10,691.50	£10,023.14
Percentage of A class roads that should be considered for maintenance treatment	27.9%	27.3%	25.9%
Percentage of B class roads that should be considered for maintenance treatment	30.3%	31.7%	30.4%
Percentage of C class roads that should be considered for maintenance treatment	41.8%	44.8%	41.1%
Percentage of U class roads that should be considered for maintenance treatment	38.7%	38.7%	39.0%
Cost of trading standards per 1,000 population	No info	No info	£3,674.13
Cost of environmental health per 1,000 population	No info	No info	£14,365.70
The percentage of total waste arising that is recycled	38.2%	35.7%	37.7%
Percentage of adults satisfied with refuse collection services	83.6%	No info	86.0%
Percentage of adults satisfied with street cleaning services	77.3%	No info	74.0%

Appendix B - Local Government Benchmarking Framework Indicators

Indicator	2010/11	2011/12	2012/13
Housing Services			
Current tenants' arrears as a percentage of net rent due	3.8%	3.8%	4.7%
Percentage of rent due in the year that was lost due to voids	0.8%	0.8%	0.9%
Percentage of dwellings meeting SHQS	66.3%	62.1%	71.9%
Percentage of repairs completed within target times	96.2%	97.1%	98.6%
Percentage of council dwellings that are energy efficient	69.9%	68.0%	78.7%
Corporate Assets			
Proportion of operational buildings that are suitable for their current use	90.1%	92.2%	94.2%
Proportion of internal floor area of operational buildings in satisfactory condition	81.5%	85.3%	85.9%
Economic Development			
Percentage of unemployed people assisted into work from Council operated/funded Employability Programmes	No info	No info	14.7%


2012-13 results are correct as at 27 March 2014




Further information on the indicators and the framework can be found on the Improvement Service website and the Benchmarking section on South Lanarkshire Council's website.

Useful weblinks

 Council link  Publication

 External link

 Improvement service

 South Lanarkshire Council Benchmarking

Appendix C - Feedback form

You can complete this feedback form form in Adobe Acrobat and print it out, or print it and complete it by hand, using block capital letters. Return the form to Tom Little, South Lanarkshire Council, Finance and Corporate Resources, Floor 7, Almada Street, Hamilton ML3 0AA.

- 1 Did you find the content of the Report useful to help understand how the Council manages and reports on performance and improvement?

Yes No

If yes, what did you like?

If not, what would help your understanding?

- 2 Did you find the Report easy to read?

Yes No

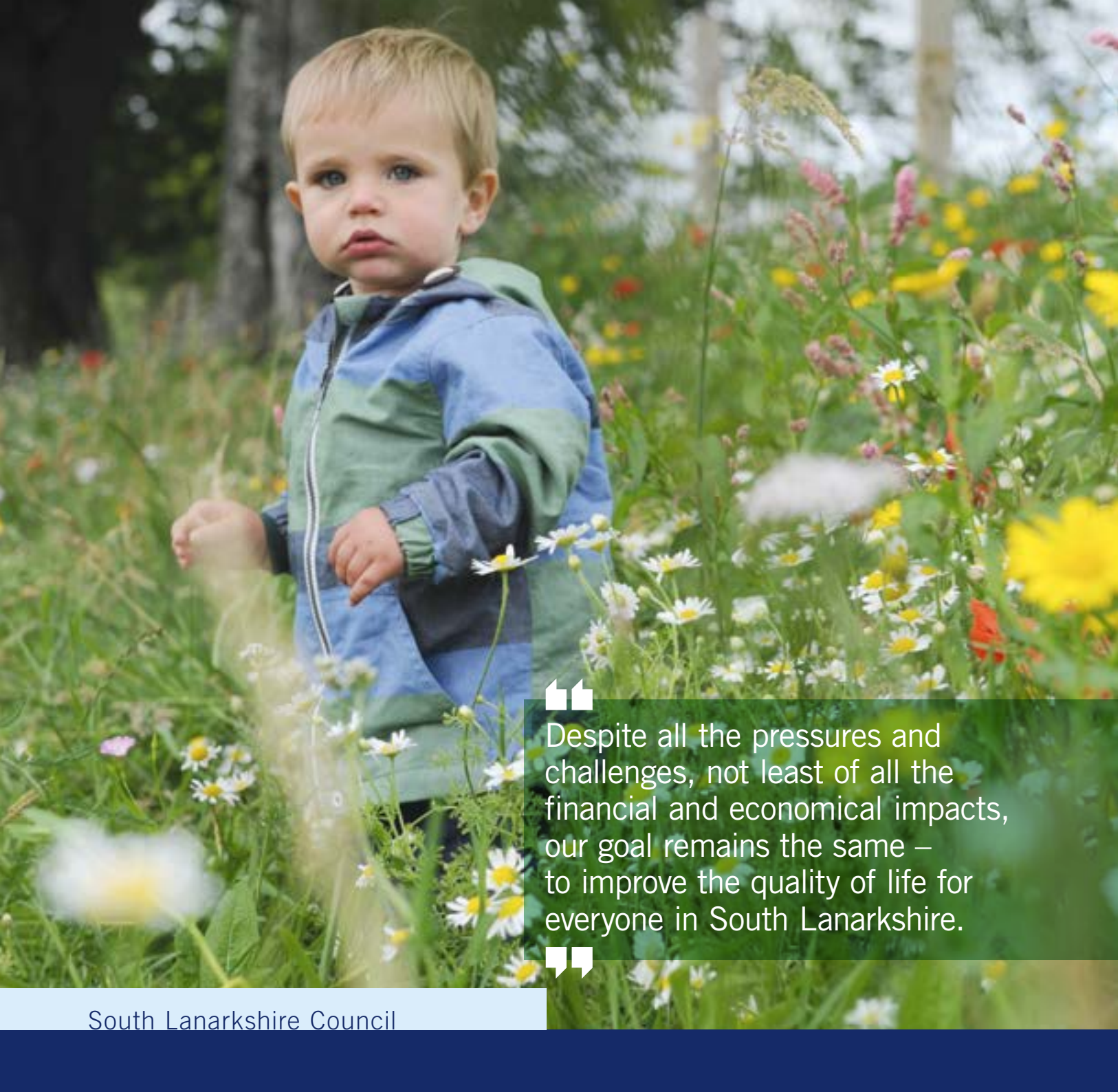
If not, what would you change?

Appendix C - Feedback form

3 Is there any service you would like to see reported in this document?

4 Please feel free to provide any other comment on the Report.

Or email us your feedback to tom.little@southlanarkshire.gov.uk or helen.black@southlanarkshire.gov.uk



Despite all the pressures and challenges, not least of all the financial and economical impacts, our goal remains the same – to improve the quality of life for everyone in South Lanarkshire.



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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www.southlanarkshire.gov.uk

Produced for Finance and Corporate Resources by Corporate Communication and Public Affairs. 3388/Mar14

