



Local Government Benchmarking Framework 2013-14 (Refresh)

Introduction

What is the Local Government Benchmarking Framework?

The Local Government Benchmarking Framework (LGBF) is the result of ongoing work by various agencies including Scottish local authorities, the [Improvement Service](#), [SOLACE](#) and [CoSLA](#) to develop a framework to enable councils to work together to use performance information in a way which will help understand variations and share good practice. At the core of the framework is an agreed suite of performance indicators, collated under the following headings:

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

Publication of South Lanarkshire Council's results

This document details the South Lanarkshire Council (SLC) results for the financial years 2011-12, 2012-13 and 2013-14 for all of the indicators. The movement in performance (SLC trend) between 2012-13 and 2013-14 is included, where available. The key to the symbols in the following tables is:

- ↑ improvement in our performance between 2012-13 and 2013-14
- ↓ decline in our performance between 2012-13 and 2013-14
- ↔ no change in our performance between 2012-13 and 2013-14

Results for Scotland as a whole for 2013-14 are also included where available. Explanatory narrative is included within this report under each service heading to provide some local context and explanations of the local trend comparing 2012-13 and 2013-14 results and comparisons within the national context, to help you understand how well we are performing across the range of services identified above.

This report coincides with the official refresh by the Improvement Service of the 2013-14 Local Government Benchmarking Framework (LGBF) results, which now includes the Looked after children indicator results, published 31 March 2015.

Public Performance Reporting Tool

There is a link to a Public Performance Reporting tool called [mylocalcouncil](#) developed and managed by the Improvement Service which presents the LGBF data for South Lanarkshire against the national result and in terms of all other Scottish local authorities. This tool has been designed to improve accessibility of the results for the public and promote better engagement with the benchmarking information. Simply click on the link, pick South Lanarkshire Council from the dropdown menu (if not already there), select the service, then the indicator in which you are interested and follow the instructions.

What we will do with these results

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

The Annual Performance Report for 2013-14 can be accessed [here](#).

To better explain the results and our performance, we have introduced 'Performance at a glance' reports which pull together relevant information, results and explanations for the main service areas and management considerations for the Council. These are available on our website and can be accessed [here](#).

The launch of these results was highlighted in the Spring 2015 edition of The Reporter – the Council's news magazine which is distributed to all households in the South Lanarkshire area as well as being available on our website – click [here](#).

Further information

If you would like further information on the Council's approach to benchmarking or further information on the results, please contact: performance@southlanarkshire.gov.uk or telephone: 0303 123 1015.

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

Phone 0303 123 1015 or email equalities@southlanarkshire.gov.uk

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Children's Services

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

Indicators and results:

Key: N/A – figures not available

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|---|-----------|-----------|-----------|-----------|------------------|
| | Children's Services | | | | | |
| CHN1 | Cost per primary school pupil | £4,421.07 | £4,469.79 | £4,538.80 | ↓ | £4,733.54 |
| CHN2 | Cost per secondary school pupil | £5,798.90 | £5,810.65 | £6,034.53 | ↓ | £6,532.32 |
| CHN3 | Cost per pre-school education registration | £2,583.65 | £2,497.11 | £2,498.80 | ↓ | £3,007.71 |
| CHN4 | Percentage of pupils gaining 5+ awards at level 5 | 34.0% | 36.9% | N/A | | N/A |
| CHN5 | Percentage of pupils gaining 5+ awards at level 6 | 25.0% | 25.5% | 27.9% | ↑ | 28.1% |
| CHN6 | Percentage of pupils from deprived areas gaining 5+ awards at level 5 | 17.4% | 16.4% | N/A | | N/A |
| CHN7 | Percentage of pupils from deprived areas gaining 5+ awards at level 6 | 9.3% | 8.7% | 11.1% | ↑ | 12.6% |
| CHN8a | The gross cost of "Children Looked After" in residential based services per child per week | £2,587.36 | £2,437.36 | £2,623.63 | ↓ | £3,098.31 |
| CHN8b | The gross cost of "Children Looked After" in a community setting per child per week | £140.01 | £166.00 | £179.66 | ↓ | £264.83 |
| CHN9 | Balance of care for looked after children: Percentage of children being looked after in the community | 88.3% | 88.0% | 88.0% | ↔ | 91.0% |
| CHN10 | Percentage of adults satisfied with local schools | N/A | 76.0% | 79.0% | ↑ | 81.0% |
| CHN11 | Proportion of pupils entering positive destinations | 89.8% | 88.6% | 92.3% | ↑ | 92.3% |

Provision of school education

Although the cost of primary, secondary and pre-school education (CHN 1,2,3) has increased resulting in a decline in performance compared with the previous year, these results give no indication of the quality of education delivered. In fact, the number of pupils at Level 6 (5th and 6th year) attaining 5 or more awards (CHN 5,7) has increased compared with 2012-13 and the percentage of adults satisfied with local schools (CHN 10) has also increased.

South Lanarkshire Council's results are linked directly to our position in maintaining our level of spending on education, relative to other local authorities during a challenging economic period. In addition, the schools estate modernisation programme is supporting the delivery of high quality learning environments for all South Lanarkshire's pupils at all levels of their education. The proportion of children entering positive destinations after leaving school (CHN 11) has increased to 92.3% in 2013-14, equalling the average result for Scotland.

Due to the changes from Standard grade exams to National qualifications, attainment figures for pupils at Level 5 (4th Year) are not comparable with the previous years (CHN 4, 6).

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

The gross costs of looked after children on both residential based and community settings have increased compared with last year's results, representing a decline in performance. This is attributable to the needs and circumstances of the individual children being looked after, local availability of placements, the policy choices and service models adopted by the council, inflationary pressures and the decisions of Children's Hearings. The difference in the number of children South Lanarkshire supported between 2014 and 2013 was low, however more placements in 2014 were in voluntary homes (combining education and care) and there was an increase in the number of secure placements, both types of which cost more. The results are, however, better than the Scottish averages reported.

The percentage of looked after children in the community remains the same at 88% which is slightly lower than the Scottish average of 91%. The overwhelming majority of children are looked after in community settings and our figure has remained consistent over the past three years, as it has across Scotland. Determining where children are placed according to their specific needs is not the sole decision of Social Work Resources.

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Raise educational achievement and attainment
- Protect vulnerable children, young people and adults

Corporate Services

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

Indicators and results:

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|--|------------|------------|------------|-----------|------------------|
| | Corporate Services | | | | | |
| Corp1 | Support Services as a percentage of total gross expenditure | 4.2% | 3.8% | 3.9% | ↓ | 5.1% |
| Corp2 | Cost of democratic core per 1,000 population | £26,111.43 | £26,558.72 | £25,729.71 | ↑ | £32,025.26 |
| Corp3 | The percentage of the highest paid 5% employees who are women | 46.5% | 47.4% | 47.8% | ↑ | 50.7% |
| Corp4 | The cost per dwelling of collecting Council Tax | £14.86 | £16.75 | £14.33 | ↑ | £12.13 |
| Corp5 | (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site | 0.9 hours | 1.1 hours | 0.8 hours | ↑ | 80.7 hours |
| Corp6 | Sickness absence days per employee | 9.1 days | 9.8 days | 9.3 days | ↑ | 9.2 days |
| Corp7 | Percentage of income due from Council Tax received by the end of the year | 95.6% | 95.7% | 95.7% | ↔ | 95.1% |
| Corp8 | Percentage of invoices sampled that were paid within 30 days | 91.7% | 90.4% | 87.2% | ↓ | 91.9% |

Support Services

This indicator (CORP 1) calculates the proportion of the total cost of running the Council that is spent on support services like Finance, Legal services, Human Resources, Information Technology, Internal Audit, Procurement and Asset Management. This has increased slightly (0.1%) in 2013-14, resulting in a fall in the performance trend, despite the fact that the actual costs of support services fell between 2012-13 and 2013-14. We continue to perform better than the Scottish average result.

Council Tax

The annual Council Tax collection target for SLC in 2013-14 was set at 95.8% and a collection rate of 95.7% was achieved (CORP 7). Although below target by 0.1%, this remains the same as the previous year and higher than the national average of 95.1%. The Council has measures in place to maintain or improve on this high level of performance.

Noise complaints

In 2013-14, we dealt with domestic noise complaints (CORP 5) within an average timescale of 0.8 hours (48 minutes). This is a lower average response time when compared with 2012-13 and is lower than our two hour target. It is also substantially lower than the Scottish average figure of 80.7 hours (80 hours and 42 minutes). The reason our response time is considerably lower than the Scottish average relates to the nature and scope of the service provided by our Environmental Health team: we respond to noise complaints seven days per week until 3.00 am. Not all Scottish councils provide this level of service which impacts on their response time in dealing with noise complaints.

Payment of invoices

The normal credit term period by which debts should be paid is 30 calendar days. This indicator (CORP 8) calculates how many invoices we receive are paid within this timescale. Our target is 85%. Performance has exceeded the target of 85% consistently in 2013-14 with the exception of a short period at the start of the year when system changes impacted on processing times. An average of over 90% was achieved in the last 3 quarters of the year.

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Provide vision and strategic direction
- Achieve efficient and effective use of resources
- Improve the quality of the physical environment

Social Work Services

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

Indicators and results:

Key: N/A – figures not available

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|--|---------|---------|---------|-----------|------------------|
| | Social Work Services | | | | | |
| SW1 | Older Persons (over 65) Home care costs per hour | £16.36 | £17.99 | £19.40 | ↓ | £20.25 |
| SW2 | Self Directed Support (SDS) spend on adults 18+ as a percentage of total social work spend on adults 18+ | 1.7% | 1.8% | 1.8% | ↔ | 6.4% |
| SW3 | Percentage of people 65+ with intensive needs receiving care at home | 36.7% | 36.5% | 36.1% | ↓ | 34.7% |
| SW4 | Percentage of adults satisfied with social care /social work services | N/A | 54.0% | 43.0% | ↓ | 55.0% |
| SW5 | Average weekly cost per resident (over 65) | £414.02 | £405.56 | £402.08 | ↑ | £368.35 |

Home care

The cost per hour of providing home care to people aged 65+ (SW1) increased by £1.41 in 2013-14 compared with the previous year, resulting in a decline in performance. Social Work Resources Home Care workforce is now integrating as part of Public Bodies (Joint Working) Scotland Act 2014. Integrated Community Support Teams are rolling out in all localities and these teams consist of staff with a range of expertise. 95% of the home care workforce is now trained to SVQ Level 2 and a further dedicated home care staff group has been trained in administration of medication. The additional training, more responsible tasks, range of expertise and equal pay within a home care service will contribute to cost increases.

SLC provides this service at a lower cost per hour than the Scottish average of £20.25.

The percentage of people aged 65+ with intensive needs receiving care at home (SW3) fell slightly in 2013-14 resulting in a fall in performance. However, this figure now aligns more closely to the national result. A combination of factors, namely the impact of [Supporting Your Independence](#) and ongoing reviews of service users' community support packages adds to the overall percentage reduction.

Self Directed Support

[Self Directed Support](#) (SDS) allows people needing support to choose how their support needs will be met (SW2). SDS spend currently relates to the Direct Payment (DP) only element of SDS and the uptake over the last 3 years has been low. There was no change in our result between 2012-13 and 2013-14 and this is below the Scottish average of 6.4%. As SDS becomes more embedded, further increases in uptake are anticipated as individual service users chose an SDS option which best suits their care and support needs.

Social care/Social Work Services - satisfaction

The level of satisfaction recorded for SLC has fallen compared with the previous year and is lower than the Scottish average of 55%. Social Work Services are regulated by [The Care Inspectorate](#) and inspection standards awarded to South Lanarkshire Council are mainly 'good' and 'very good'. Service users' experience of care services are at the core of the National Care Standards, which drive the inspection processes.

This indicator (SW4) is derived from the Scottish Household Survey, which samples a relatively small number of people each year. The decreased satisfaction rate recorded in the national survey is not supported by our own service user satisfaction surveys. A service users' survey was carried out in 2014 of day care services and 90% of respondents receiving a support plan rated it as good/very good/excellent.

In 2013 the Scottish Health and Care Experience Survey was sent to a random sample of service users/patients registered with a GP in Scotland. The survey was widened in 2013-14 to ask questions about aspects of care, support and caring in relation to health and well being. In summary, the survey found that in terms of respondents that said they received formal care and support, 84% rated their experience as positive, 93% stated they were treated with respect and 80% reported health and social care services were well co-ordinated.

Overall, South Lanarkshire's responses were closely aligned with or exceeded the overall Scottish average scores, most notably in:

- service-users' health and care services seem to be well co-ordinated;
- service-users are treated with compassion and understanding;
- services are well co-ordinated for the people carers look after; and
- carers feel supported to continue caring.

The National Survey and South Lanarkshire results can be found by following the links below:

[Health and Care Experience Survey](#)

[South Lanarkshire Survey Results 2013/14](#)

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Improve services for older people
- Protect vulnerable children, young people and adults

Culture and Leisure Services

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

Indicators and results:

Key: N/A – figures not available

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|---|------------|------------|------------|-----------|------------------|
| | Culture and Leisure | | | | | |
| C&L1 | Cost per attendance at sports facilities | £3.38 | £2.35 | £2.34 | ↑ | £3.88 |
| C&L2 | Cost per library visit | £3.26 | £3.73 | £3.71 | ↑ | £2.70 |
| C&L3 | Cost of museums per visit | £3.26 | £3.12 | £2.75 | ↑ | £3.72 |
| C&L4 | Cost of parks and open spaces per 1,000 of the population | £30,134.97 | £30,633.67 | £32,285.22 | ↓ | £30,737.65 |
| C&L5a | Percentage of adults satisfied with libraries | N/A | 82.0% | 78.0% | ↓ | 81.0% |
| C&L5b | Percentage of adults satisfied with parks and open spaces | N/A | 74.0% | 73.0% | ↓ | 86.0% |
| C&L5c | Percentage of adults satisfied with museums and galleries | N/A | 73.0% | 65.0% | ↓ | 76.0% |
| C&L5d | Percentage of adults satisfied with leisure facilities | N/A | 78.0% | 75.0% | ↓ | 78.0% |

General

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

Cost indicators

The cost per attendance/visit to sports facilities, libraries and museums has fallen resulting in an improved performance compared with last year (C&L 1,2,3).

The cost of maintaining parks and open spaces per 1,000 population (C&L4) has risen compared with last year due to rising fuel and living wage costs. This has resulted in a poorer result compared with the national result for this year, but in interpreting this result it is important to remember that varying levels of maintenance are provided by different local authorities across Scotland.

Culture and Leisure - satisfaction results

These indicators (C&L 5a, 5b, 5c, 5d) are derived from the Scottish Household Survey, which samples a relatively small number of people each year. The levels of satisfaction have fallen compared with the previous year and are lower than the Scottish average. However, we undertake our own Household Survey and for the same period, the following satisfaction results were recorded:

| Service | SLC survey result | Scottish survey (for SLC) |
|---|-------------------|---------------------------|
| Percentage of adults satisfied with libraries | 94% | 78% |
| Percentage of adults satisfied with parks and open spaces | 69% | 73% |
| Percentage of adults satisfied with museums and galleries | 88% | 65% |
| Percentage of adults satisfied with leisure facilities | 93% | 75% |

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Achieve efficient and effective use of resources
- Strengthen partnership working, community leadership and engagement
- Promote performance management and improvement

Environmental Services

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

Indicators and results:

Key: N/A – figures not available

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|---|------------|------------|------------|-----------|------------------|
| | Environmental Services | | | | | |
| ENV1 | Gross cost of waste collection per premise | £65.84 | £67.81 | £65.27 | ↑ | £79.94 |
| ENV1a | Net cost of waste collection per premise | N/A | £66.25 | £62.85 | ↑ | £61.32 |
| ENV2 | Gross cost per waste disposal per premise | £93.96 | £88.78 | £96.56 | ↓ | £108.72 |
| ENV2a | Net cost per waste disposal per premise | N/A | £85.72 | £94.59 | ↓ | £91.75 |
| ENV3a | Net cost of street cleaning per 1,000 population | £15,675.17 | £16,372.95 | £15,794.82 | ↑ | £16,260.11 |
| ENV3c | Cleanliness score | 97.8% | 97.1% | 98.9% | ↑ | 96.1% |
| ENV4a | Maintenance spend per kilometre of road | £10,691.54 | £10,023.14 | £8,372.45 | ↑ | £6,082.13 |
| ENV4b | Percentage of A class roads that should be considered for maintenance treatment | 27.3% | 25.9% | 22.7% | ↑ | 28.7% |
| ENV4c | Percentage of B class roads that should be considered for maintenance treatment | 31.7% | 30.4% | 25.0% | ↑ | 35.2% |
| ENV4d | Percentage of C class roads that should be considered for maintenance treatment | 44.8% | 41.1% | 40.0% | ↑ | 36.6% |
| ENV4e | Percentage of U (unclassified) roads that should be considered for | 38.7% | 39.0% | 39.5% | ↓ | 39.4% |

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|---|------------|------------|------------|-----------|------------------|
| | maintenance treatment | | | | | |
| ENV5 | Cost of trading standards and environmental health per 1,000 population | £17,184.80 | £18,039.83 | £18,713.67 | ↓ | £23,931.34 |
| ENV5a | Cost of trading standards per 1,000 population | N/A | £3,674.13 | £3,808.16 | ↓ | £5,609.36 |
| ENV5b | Cost of environmental health per 1,000 population | N/A | £14,365.70 | £14,905.51 | ↓ | £18,321.98 |
| ENV6 | The percentage of total waste arising that is recycled | 35.7% | 37.7% | 39.1% | ↑ | 42.2% |
| ENV7a | Percentage of adults satisfied with refuse collection | N/A | 86.0% | 85.0% | ↓ | 83.0% |
| ENV7b | Percentage of adults satisfied with street cleaning | N/A | 74.0% | 73.0% | ↓ | 74.0% |

Waste collection

The Council aims to keep its refuse collection costs (ENV 1) as low as possible, and between 2012-13 and 2013-14, these costs declined. In 2013-14, our gross cost of waste collection was well below the Scottish average, whilst the net cost was slightly above the Scottish average.

The percentage of adults satisfied with refuse collection (ENV 7a) has decreased by 1% in 2013-14 compared to 2012-13, but overall, the Council's satisfaction level is slightly higher (85%) than the Scottish average of 83%.

Waste disposal

The Council also aims to keep its refuse disposal costs (ENV 2,2a) as low as possible. However, inflation and the UK Government's landfill tax increases of £8 per tonne are having a negative effect on our results. Despite this, in 2013-14 the gross cost of waste disposal per premise in SLC (£96.56) was still below the Scottish average of £108.72.

Street cleaning

The net cost of street cleaning per 1,000 population (ENV 3a) decreased in 2013-14. The investment in our current fleet of large mechanical sweepers has enabled us to achieve improvements to our street cleanliness survey scores (ENV 3c). These surveys showed that, following an independent inspection of a sample of streets and other relevant land, 98.9% were considered to be 'acceptably clean', ranking us in the top 5 performing authorities in Scotland.

The Scottish Household survey shows that there was a 1% decline in adults satisfied with street cleaning (ENV7b) between 2012-13 and 2013-14. However, the Council's own satisfaction survey showed that since 2010, there has been a 16.5% increase in satisfaction with the cleanliness of streets and other public places for which the Council is responsible.

Waste recycling

The percentage of total waste that is recycled (ENV6) increased and therefore resulted in an increased performance compared with the previous year. Our result for 2013-14 of 39.1% is below the Scottish average of 42.2% - further improvements will depend on progressing new facilities for advanced waste treatment to enable more materials to be diverted from landfill.

Plans are in place to extend the recycling services to flats and tenement buildings, which will result in over 10,000 additional properties being able to access recycling services.

Roads maintenance

In general, performance relating to the roads maintenance indicators has improved compared with the previous year and is in line with the Scottish results reported (ENV 4a, 4b, 4c, 4d). Prioritising the A, B and C class roads has resulted in less funding being available for the maintenance treatment of Unclassified (minor public) roads (ENV 4e). This has resulted in a slight decline (0.5%) in performance compared with the previous year.

Trading standards and environmental health

The cost of providing trading standards and environmental health services per 1,000 population for SLC (ENV 5, 5a, 5b) increased by just under 4% in 2013-14, resulting in a fall in performance compared with the previous year. Staff vacancies were filled during 2013-14 giving a more accurate reflection of the costs associated with the services. Despite this, the costs of our services are significantly lower than the 2013-14 Scottish average and represent good value for money taking into account the range of services provided, not all of which continue to be provided by other councils.

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Achieve efficient and effective use of resources
- Develop a sustainable council and communities
- Improve road network and influence improvements in public transport
- Improve and maintain health and increase physical activity
- Improve the quality of the physical environment
- Promote performance management and improvement

Housing Services

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

Indicators and results:

Key: N/A – figures not available

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|--|---------|---------|-----------|-----------|------------------|
| | Housing | | | | | |
| HSN1a | Current tenants' arrears as a percentage of net rent due | 3.8% | 4.7% | N/A | | N/A |
| HSN1b | Gross rent arrears (all tenants) as at 31 March, as a % of rent due for the year | N/A | N/A | 4.4% | | 5.5% |
| HSN2 | Percentage of rent due in the year that was lost due to voids | 0.8% | 0.9% | 0.9% | ↔ | 1.3% |
| HSN3 | Percentage of dwellings meeting SHQS | 62.1% | 71.9% | 82.8% | ↑ | 83.7% |
| HSN4a | Percentage of repairs completed within target times | 97.1% | 98.6% | N/A | | N/A |
| HSN4b | Average time taken to complete non emergency repairs | N/A | N/A | 12.9 days | | 10.2 days |
| HSN5 | Percentage of council dwellings that are energy efficient | 68.0% | 78.7% | 90.5% | ↑ | 94.0% |

Tenants' rent arrears

The definition of the indicator relating to rental income collected (HSN1) changed from 2012-13 to 2013-14 and so no comparable results are available. However, our gross rent arrears (HSN 1b) position of 4.4% is better than the Scottish average result of 5.5%.

Scottish Housing Quality Standard (SHQS)

The Council's investment programme until 2015 is heavily weighted towards energy efficiency measures including the replacement of heating systems and it is fully anticipated that all eligible stock will meet the standard by 2015. In 2013-14 there was a 10.9% increase in Council dwellings meeting the SHQS (HSN3), taking the total to 82.8%, only 0.9% behind the average for Scotland for 2013-14 of 83.7%. The current position reflects the positive impact of planned long term investment to improve the quality of the housing stock.

Rent lost due to voids

There are a number of measures which indicate how well the Council manages its empty (void) houses and the amount of money lost from void properties is one of these. The percentage of rental income lost due to voids (HSN2) remains unchanged at 0.9% and continues to be lower than the Scottish average of 1.3%.

Repairs

The definition of the indicator relating to repairs (HSN4) changed in 2013-14 and so no comparable results are available. The average time we take to complete non-emergency repairs is 12.9 days, longer than the Scottish average of 10.2 days. Over 65,000 non emergency repairs were carried out last year by the Council. Putting this in context, over 40,000 of these were by appointment on a date agreed with the tenant. 97% of all repairs were carried out within target timescales and our survey feedback indicates that 88% of tenants were happy with the repairs service.

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Improve the quality, access and availability of housing
- Develop a sustainable council and communities
- Achieve efficient and effective use of resources

Corporate assets

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

Indicators and results:

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|-------------|--|---------|---------|---------|-----------|------------------|
| | Corporate assets | | | | | |
| Corp Asset1 | Proportion of operational buildings that are suitable for their current use | 92.2% | 94.2% | 94.4% | ↑ | 78.2% |
| Corp Asset2 | Proportion of internal floor area of operational buildings in satisfactory condition | 85.3% | 85.9% | 86.5% | ↑ | 80.9% |

Use of operational buildings

Continued implementation of the Council's asset management strategy and plans have resulted in a clear focus on optimising council buildings to ensure they are suitable for current use and in satisfactory condition. Our results for 2013-14 continue to improve compared with the previous year and are better than the Scottish average results for 2013-14.

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Achieve efficient and effective use of resources

Economic development

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

Indicator and results:

Key: N/A – figures not available

| LGBF Ref | Indicator | 2011-12 | 2012-13 | 2013-14 | SLC Trend | 2013-14 Scotland |
|----------|--|---------|---------|---------|-----------|------------------|
| | Economic development | | | | | |
| ECON1 | Percentage of unemployed people assisted into work from Council funded/operated employability programmes | N/A | 14.8% | 13.0% | ↓ | 12.6% |

Employability programmes:

The percentage of unemployed people accessing jobs via Council funded/operated employability programmes has fallen by 1.8% from 14.8% in 2012-13 to 13.0% in 2013-14. The main reason for this decline is linked to the overall increase in unemployment recorded in South Lanarkshire in 2013-14. Despite this, our position is still better than the Scottish average of 12.6%.

During this period, the Council assisted 1,689 people into work through employability programmes – this equates to 41.8% of the total number of people who were engaged through these programmes then going on to find work - a slightly higher percentage than in the previous year (40.8%).

Click [mylocalcouncil](#) to access the results for Scotland.

The indicators above help to demonstrate our performance in achieving the following objectives as set out in the Council Plan, [Connect 2012-17](#):

- Strengthen partnership working, community leadership and engagement
- Support the local economy by providing the right conditions for growth, improving skills and employability