

## South Lanarkshire Council

Information on council performance comes from statutory performance indicators, value for money and other reports. **All** of these must be taken into account in considering how a council is performing. Further details about all of the information below are available in Section 1 of this document.

### Contextual data

- total resident population 306,280
- number of households 139,203
- Grant Aided Expenditure for 2007/2008 (£'000) 537,014
- Band D Council Tax for 2007/2008 (£) 1,101

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 7 measures, and improved by 5% or more on 26 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>11</b>
<b>South Lanarkshire</b>	3	2	2	8	6	12

A full set of the SPI measures used for this analysis is included at the end of the profile.

In 2004/05 this council had a ranking of 25 or below in indicators 8, 21, 35, 49, 65, 70, 77 and 79. By 2006/07, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
<b>21</b>	Community service - the average hours per week taken to complete community service orders
<b>49</b>	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers
<b>79</b>	Refuse collection - the number of complaints per 1,000 households

### Progress towards Best Value

Between 1999 and 2002, the Accounts Commission's Performance Management and Planning (PMP) audit assessed the arrangements that councils' had in place to manage their performance under Best Value. It examined the extent to which councils and their various services had in place the basic building blocks for Best Value, in particular the key management processes required. Comment on the findings of the PMP Audit for the council may be found in the Profiles for 2001/02.

The PMP audits have been superseded by a cyclical programme of Best Value and Community Planning audits. This programme began in early 2004 and aims to cover all 32 councils over three years.

### Accounts Commission/Audit Scotland reports (April 2006 to October 2007)

- There were no Accounts Commission statutory reports published on this council during the time period
- The appointed auditor's report on the council's financial statement for the year was unqualified
- There were no reports published during this period that made reference to the comparative performance of councils.

More information about the work of the Accounts Commission and Audit Scotland are available at [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

### **Inspectorates (April 2006 to October 2007)**

- In July 2006 the HM Inspectorate of Education published a follow up report on a QMiE inspection of the council's education service. More information is available at: [www.hmie.gov.uk](http://www.hmie.gov.uk)
- The Benefit Fraud Inspectorate published a report on an inspection of the council in November 2006. More information is available at [www.bfi.gov.uk](http://www.bfi.gov.uk)
- In April 2006 the Social Work Inspection Agency published its performance inspection of Criminal Justice Social Work Services report on the Lanarkshire Grouping Criminal Justice Social Work Services. In addition to this the performance inspection of Social Work Services South Lanarkshire was published in May 2006. More information is available at: [www.swia.gov.uk](http://www.swia.gov.uk)
- Communities Scotland did not undertake an inspection of the council during this time period. More information is available at: [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk)
- The Food Standards Agency did not undertake an inspection of the council during this time period. More information is available at [www.foodstandards.gov.uk](http://www.foodstandards.gov.uk)

For more information on the work of Inspectorates in general, please refer to Section 1 of this report.

### **Scottish Public Services Ombudsman (April 2006 to October 2007)**

During this period the SPSO published seven reports against the council

- upholding a complaint regarding a housing matter – April 2006
- partially upholding a complaint regarding a planning matter – October 2006
- partially upholding a complaint regarding a planning matter – March 2007
- upholding a complaint regarding a housing matter – May 2007
- Partially upholding a complaint regarding a housing matter – June 2007
- Partially upholding a complaint regarding a planning matter – Jul 2007
- Partially upholding a complaint regarding a care in the community matter – October 2007

More information on the work of the Ombudsman is available at [www.spsso.org.uk](http://www.spsso.org.uk)

## Statutory Performance Indicators – list of measures

### South Lanarkshire

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
<b>Adult Social Work</b>									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	25	✗	-	28.9	37.0			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	NS		-	22.2	NS			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	23		79.7	87.9	89.4		✓	
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	12		67.9	71.7	75.1		✓	
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	18		89.3	94.3	95.8	✓		
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	7	✓	35.7	49.4	62.5			✓
7	Home care - total hours as a rate per 1,000 population aged 65+	12		559.0	508.5	536.1			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	16		52.9	80.0	76.4			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	2	✓	30.2	43.5	45.5			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	5	✓	65.4	66.0	70.6	✓		
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	10		-	351.0	389.3			
12	Respite care - percentage of respite nights not in a care home aged 65+	19		-	0.0	0.0			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	7	✓	-	3583.0	5421.9			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	22		-	18.3	12.9			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	25	✗	-	25.8	31.8			
16	Respite care - percentage of respite nights not in a care home aged 18-64	13		-	7.4	7.5			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	16		-	170.6	209.8			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	1	✓	-	100.0	100.0			
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	24		97.2	95.7	96.0			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	28	✗	54.2	61.8	52.7			
21	Community service - the average hours per week taken to complete community service orders	30	✗	2.7	2.8	2.6			
<b>Benefits Administration</b>									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	1	✓	-	-	13.86			
23	New claims - the average time (days) taken to process new claims	1	✓	-	15.3	17.2			

## South Lanarkshire

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
<b>Education &amp; Children's Services</b>									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	6	✓	60.5	58.1	77.4			✓
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	9		90.5	89.5	89.5			
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	23		73.8	69.4	76.4			
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	14		-	37.9	52.1			
28	Respite care - total overnight respite nights provided per 1,000 population	30	✗	-	30.4	20.5			
29	Respite care - percentage of respite nights not in a care home	20		-	9.7	15.0			
30	Respite care - total daytime respite hours provided for children per 1,000 population	25	✗	-	320.3	367.6			
31	Respite care - percentage of daytime respite hours provided not in a day centre	21		-	90.4	65.2			
<b>Corporate Management</b>									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	2	✓	4.5	4.5	4.6			
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	14		6.8	4.6	6.1			✓
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	9		3.4	3.6	3.5			
35	Litigation claims - number of claims per 10,000 population	21		47.5	37.9	36.5			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	10		32.2	33.2	37.1			✓
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	12		40.4	39.6	41.9			
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	4	✓	79.2	74.3	78.5			
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	12		11.84	11.82	12.60			✗
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	15		94.6	94.8	95.1			
41	Invoice payment - the percentage of invoices paid within 30 days	5	✓	88.0	91.2	89.1			
42	Asset management - proportion of GIA that is in satisfactory condition			-	-	<u>57.3</u>			
43	Asset management - percentage of operational buildings that are suitable for their current use	9		-	-	74.5			

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		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
<b>Cultural and Community Services</b>									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	5	✓	4,130	4,531	4,793			✓
45	Indoor facilities - the number of attendances per 1,000 population	17		3,604	3,461	4,136		✓	
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	24		-	-	99			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	23		-	-	95			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	28	✗	63.8	64.1	47.4			✗
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	28	✗	42.2	73.9	41.8			
50	Use of libraries – the number of visits to libraries per 1,000 population	13		-	-	5269			
51	Use of libraries – the number of borrowers as a percentage of the resident population	15		24.6	23.9	22.0		✗	
52	Learning centre and learning access points - number of users as a percentage of the resident population	3	✓	15.1	17.4	20.5			✓
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	27	✗	468.2	527.1	510.8	✓		
<b>Development Services</b>									
54	Processing time – the percentage of householder applications dealt with within two months	3	✓	84.4	82.2	93.4			✓
55	Processing time – the percentage of all applications dealt with within two months	5	✓	68.4	64.5	76.4			✓
<b>Housing</b>									
56	Tenancy changes - the percentage of rent loss due to voids	5	✓	1.10	0.80	0.70			✓
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	4	✓	-	67.9	76.4			
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	3	✓	-	27	21			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	6	✓	4.4	4.1	4.1	✓		
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	8	✓	2.1	2.2	2.6			✗
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	10		-	-	32.3			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	5	✓	-	-	7.76			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	14		-	-	31.7			
64	Council house sales - the percentage of sales completed within 26 weeks	1	✓	91.8	95.9	97.7	✓		
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	17		23.7	26.7	19.3			✓
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	23		8.3	7.6	7.7	✓		

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		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
<b>Protective Services</b>									
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	10		-	98.4	99.4			
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site	1	✓	-	-	0.5			
69	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	4	✓	-	-	0.5			
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt	15		60.4	67.2	70.5			✓
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt	10		92.5	97.0	98.1	✓		
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	8	✓	97.0	100.0	98.3			
<b>Roads &amp; Lighting</b>									
73	Carriageway condition - percentage of network that should be considered for maintenance treatment	22		48.0	49.2	51.4			✗
74	Traffic light repairs - the percentage of repairs completed within 48 hours	7	✓	96.3	96.3	97.6			
75	Street light repairs - the percentage of repairs completed within seven days	1	✓	99.3	98.4	99.0			
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	13		6.1	5.9	5.9			
<b>Waste Management</b>									
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	17		64.18	57.65	60.91	✓		
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	13		56.06	59.15	64.09			✗
79	Refuse collection - the number of complaints per 1,000 households	31	✗	99.8	97.8	117.3			✗
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	6	✓	28.6	33.4	35.4			✓
81	Cleanliness - overall cleanliness index achieved (see note 2)	5	✓	72	72	73			
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)	21		-	-	68.2			
		✓1-8	29						
		✗ 25-32	10						

Data features	Symbol	04/05	05/06	06/07
No Service	(NS)	0	0	1
Failure to report	(FTR)	0	0	0
Unreliable data	(underlined)	0	0	1

### Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.

### Reason for unreliable determination 2006/07

42 - Incomplete information.

Count of measures showing significant change since 2004/05	
<b>Improvement</b>	
5-9%	8
10-14%	6
>15%	12
<b>Decline</b>	
5-9%	2
10-14%	2
>15%	3