

North Lanarkshire Council Report

Environment and Climate Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref LR/SL

Date

01/05/24

Strategic Performance Framework - latest performance results for Community Operations

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Executive Summary

Following the structural realignments in the *One Place One Plan - Governance update* report approved at Policy and Strategy Committee in December 2022, a single Community Operations service was created to strengthen the council's delivery of community operations and put people and communities at the heart of the change that The Plan for North Lanarkshire aims to achieve.

This realignment brought a wide range of community facing services in relation to the council's environmental assets (i.e. Street Cleaning, Grounds Maintenance, Cemetery Services, Roads Maintenance Operations, and Country Parks for the Future) together with regulatory services (i.e. Environmental Health and Trading Standards), and services in respect of Waste Solutions, Fleet Resources, and the Built Environment.

A substantial range of performance indicators are in place within Community Operations to assess efficiency and effectiveness in terms of service delivery and case management on a day to day basis. A suite of statutory indicators also enables costs and satisfaction to be assessed and compared nationally.

The service monitors performance in various ways, including subject matter specific review meetings as well as regular management meeting discussions. These meetings make use of the evidence provided by the performance results to inform discussions around the best use of resources, to decide priorities in this respect, to highlight areas requiring improvement, and to agree remedial actions which require to be implemented.

For strategic overview and scrutiny purposes, this report provides Members of the Environment and Climate Change Committee with an update of the latest results for the suite of performance indicators within Community Operations.

Recommendations

It is recommended that the Environment and Climate Change Committee:

- (1) Review the high-level performance overview presented in Appendix 1, and the supporting data contained within the linked Excel spreadsheet, and identify where further information is required to understand or investigate performance further.

The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	All ambition statements
Programme of Work	Statutory / corporate / service requirement

1. Background

- 1.1 There are six inter-related strategic frameworks which are key to assessing the success of The Plan for North Lanarkshire and monitoring delivery towards achieving the overall vision by ensuring each stage is appropriately aligned, planned, guided, implemented, monitored, and governed.
- 1.2 The six frameworks focus on ensuring a corporate one council approach in respect of Policy, Governance, Performance, Self-Evaluation, Project Management, and Demonstrating Improved Outcomes for Communities.
- 1.3 The Strategic Performance Framework comprises performance measurement at three levels (as per the diagram on the right). This aims to collectively provide an overview of performance to help understand the impact of council activities on improving services and outcomes for the people and communities of North Lanarkshire. The measures in this Framework allow for day to day activities, and progress towards achieving the long-term vision set out in The Plan for North Lanarkshire, to be regularly monitored, reported, assessed, and scrutinised.
- 1.4 The Strategic Performance Framework is aligned to the Accounts Commission' *Statutory Direction* which places a requirement on councils to report a range of information in terms of (1) improving local services and outcomes, and (2) demonstrating Best Value. Key points of note in this respect are that the Accounts Commission also expect to see:
- (a) A balance in terms of reporting that captures highlights of good performance as well as areas of performance requiring improvement.
 - (b) Reporting that is undertaken in a timely manner.
 - (c) Easy access to performance information for all citizens and communities.
 - (d) Comparisons of performance (i) over time (e.g. compared to previous years), and (ii) with others (e.g. other local authorities or the national average (where available and appropriate).
- The council's comparative performance in Local Government Benchmarking Framework (LGBF) indicators can be viewed through the Improvement Service's online dashboard: <https://www.improvementservice.org.uk/benchmarking/explore-the-data>
- 1.5 A Performance Reporting Schedule supports the timely submission of a range of performance information to ensure fully informed review, reporting, scrutiny, and decision making processes by Elected Members and senior management. This Schedule, endorsed by the Audit and Scrutiny Panel in February 2024, includes Chief Officer's individual Performance Reviews at Service Committees in line with the Strategic Performance Framework.
- 1.6 This report therefore presents the Environment and Climate Change Committee with



the latest performance results for Community Operations for Members' further review and scrutiny.

2. Strategic Performance Framework

Environment and Climate Change Committee responsibilities

- 2.1 In line with the terms of reference outlined in the Scheme of Administration, the Environment and Climate Change Committee is responsible for monitoring and reviewing performance information for the following Ambition Statements from The Plan for North Lanarkshire:

- 14. Ensure the highest standards of public protection.
- 16. Transform our natural environment to support wellbeing and inward investment and enhance it for current and future generations.
- 17. Ensure we keep our environment clean, safe, and attractive.

- 2.2 The high-level performance overview in Appendix 1 presents Members with a summary of the latest results for each performance indicator within the remit of the Chief Officer (Community Operations).

- 2.3 The information in Appendix 1 comprises the following:

- An *ideal direction* arrow - this indicates whether a higher or lower figure is the preferred direction of travel.

↑	A higher figure is better
↓	A lower figure is better

- *Measurement unit* - for example whether the result is a %, a number, a unit cost (in £), or a ratio.
- *Performance results* for the most recent financial years (depending on availability of data) along with the latest year's target and corresponding RAG status (for indicators where it is appropriate to set targets).

Key to RAG status	
Green	Performance is on target and/or within acceptable thresholds
Red	Performance does not meet target and is outwith acceptable thresholds
Blue	Performance surpasses the target and exceeds expectations

- The most *recent monthly or quarterly results*, along with the corresponding target and RAG status. Note the inclusion of this information is dependent on the measurement frequency of the indicator and availability of data as at the time of reporting.
 - A *trend graph* - this captures the direction of travel achieved over the years and includes the most recent monthly or quarterly results where available.
 - *Comments* - narrative summarising the current position and providing an explanation for any significant variations in performance. Where applicable, this narrative also highlights any internal or external factors impacting on service delivery as well as any residual effects of the pandemic, e.g. any increase or decrease in the volume of transactions or enquiries processed.
- 2.4 A large volume of data supports the high-level performance overview in Appendix 1. This is outlined in the **latest performance results for Community Operations** Excel spreadsheet which is available through the following link for Members to carry out a deep dive and review and scrutinise each performance indicator further. The *Menu* on the second tab of the spreadsheet contains built in hyperlinks that automatically take the user to a tab for each performance indicator and therefore provides a useful

navigation aid to review the contents of the file.

- Latest performance results for Community Operations

Current context

2.5 The service's operating environment has changed significantly in recent years and, as such, the performance information presented in Appendix 1 should be considered within the context of the following:

- The extent to which the service has supported the council in terms of responding to and recovering from the pandemic over the three years from 2020 to 2022, while maintaining service delivery of critical areas of public health and safety in line with legislation, and then resuming business as usual activities at pace which involved dealing with significant volumes in terms of a backlog.
- In resuming business as usual activities, many areas of the service have experienced a subsequent increase in the volume of business which has added to the caseloads which require to be dealt with (e.g. in environmental health).
- The food law recovery plan and related inspection regime implemented in the aftermath of the pandemic has impacted on food business inspection visits and required changes to processes and ways of working.
- A significant rationalisation exercise across the waste service has allowed consolidation of the service within key depot facilities. It is intended that this will result in overall efficiencies for the service space being freed up for other service areas to consolidate their own facilities and ultimately provide a capital receipt for the council through the sale of any depot deemed surplus to requirements.
- There is currently an ongoing review of the overall structure of the Community Operations service to ensure that any opportunities and service efficiencies with the recent amalgamation of the two service areas are highlighted and maximised.

Recent performance highlights

2.6 The council's performance in respect of A class roads (i.e. major and strategic roads) and B class roads (i.e. roads serving a local purpose and connecting to strategic roads) which are considered to require maintenance treatment continues to remain lower than the averages for Scotland and the family group of similar councils:

- Less than a quarter (21.3%) of A class roads in North Lanarkshire are considered to require maintenance treatment compared to the Scottish average (27.4%) and the family group of similar councils (23.6%).
- 22.5% of B class roads in North Lanarkshire are considered to require maintenance treatment compared to the Scottish average (31.5%) and the family group of similar councils (24%); this is the eighth lowest in Scotland.

Performance for the council's refuse service shows a positive picture in the round with refuse disposal costs remaining low, satisfaction levels in terms of the refuse collection service showing improvement, and recycling rates increasing. Recent years have seen an increase in the proportion of household waste that is recycled in North Lanarkshire, with rates reaching 43% in 2022 and 46.6% in 2023. Recycling rates in North Lanarkshire are now higher than the national average (43.3%) and show improvement over the period of The Plan for North Lanarkshire (from a baseline rate of 41.1% in 2016/17). Refuse collection costs in North Lanarkshire (£88.62) remain lower than the council's target as well as the national average (£95.28). While satisfaction levels in NL had shown a downward trend up to 2021, this has subsequently seen two consecutive years improvement; this trend is also reflected in the family group average.

Areas of performance requiring improvement

- 2.7 The volume of requests for high priority pest control visits continued to remain high during 2021/22 and 2022/23 prior to the end of the provision of the free rodent control service. Volume levels in 2023/24 to date have subsequently decreased in respect of private homes, for which the pest control service charge was reintroduced, but still remain above previous years' trends for service requests in respect of council housing stock.

Performance for 2023/24 to date in respect of completion certificates and building warrants remains below target, however both these service areas have experienced a significant improvement over the year. This follows a prolonged period of high demand volumes combined with increased customer expectation around the completion of projects and extent of on-site activities as well as challenges around the recruitment process, long-term absences, support issues, and system outages all contributing to lower than target performance. It is anticipated this level of improved performance will continue but this will be monitored.

The service's indicator for the cost of maintenance per kilometre of roads (prepared by the Improvement Service through the Local Government Benchmarking Framework (LGBF)) reported an increase in spend during 2021/22 and 2022/23 that is counter to the long-term downward trend pre-pandemic. This trend is also recognised across Scotland for roads and the national [LGBF overview publication](#) reports that it is expected that increased expenditure reflects a resumption in activity that had been deferred during the pandemic.

Overall, the performance results available through the LGBF suite of indicators represents a mixed picture across all councils in Scotland. This [LGBF overview publication](#) recognises general trends across Scotland, for example, in terms of a growing cluster of statutory local government professional roles facing workforce shortages, with complex structural issues within the skills system in Scotland now directly impacting on a range of critical statutory areas, including planning, environmental health, trading standards, and building standards. In addition, in some instances councils have sustained and strengthened improvement trends in a number of policy critical areas. In other areas (particularly those community related services) there has been a decline which has often been caused, or exacerbated, by the pandemic; this includes areas which were previously improving pre-pandemic (such as street cleanliness levels). For North Lanarkshire the street cleanliness score has recently shown improvement, increasing from 86.1% in 2022/23 to 91.2% in 2023/24; national comparisons however are not yet available.

Next steps

- 2.8 As noted in paragraph 1.5, the Strategic Performance Framework is supported by a Performance Reporting Schedule. This sets out the arrangements for service, statutory, and Strategic Performance Framework reporting to committee. In this respect the relevant Committee can expect to receive the following in respect of Community Operations areas of work for 2024 to 2025.

Report	Description	Committee	Committee cycle
Food law service plan	All local authority regulators of food safety are required to plan their enforcement and advisory activities and, in accordance with independent auditor preference, present that plan (with an update on performance achieved to date) before a relevant committee for its approval.	Environment and Climate Change Committee	Cycle 3 in 2024

	<ul style="list-style-type: none"> Latest report in August 2023: link to report 		
Annual Building Standards performance	<p>There is a statutory requirement to produce and publish on the council website an Annual Building Standards Verification Performance Report. The report includes a broad range of performance and service improvement information, and it looks back at the previous 12 months, as well as looking forward to the next period.</p> <ul style="list-style-type: none"> Latest update for 2022/23: link to website. 	n/a, published on the council's website in the autumn each year	Cycle 2 in 2024
Scottish Road Works Commissioner annual road works performance review	<p>The Scottish Road Works Commissioner oversees improvements to the planning, co-ordination, and quality of road works by both local authorities and statutory undertakers in Scotland. The council has a statutory duty under section 118(1) of the New Roads and Street Works Act 1991, to co-ordinate the execution of works of all kinds in roads for which they are responsible:</p> <ul style="list-style-type: none"> (a) In the interests of safety. (b) To minimise inconvenience to persons using the road. (c) To protect the structure of the road and integrity of apparatus in it. <p>This report will present details of the Scottish Road Works Commissioner's annual performance review in terms of how well the council is meeting its statutory obligations.</p> <ul style="list-style-type: none"> Latest report in August 2023: link to report 	Environment and Climate Change Committee	Cycle 3 in 2024

- 2.9 Following the realignment of specific service functions across the council to sit within Community Operations (which was approved at the Policy and Strategy Committee in December 2023), the suite of performance indicators will be reviewed to ensure these remain effective in assessing the efficiency and effectiveness of service delivery and case management on a day to day basis as well as can contribute to assessing progress against delivering The Plan for North Lanarkshire.

3. Measures of success

3.1 Measures of success include:

- Regular oversight and monitoring of performance across the organisation to gain assurances in terms of governance and accountability.
- Regular review and challenge processes to scrutinise the performance of the council to ensure effective use of resources and that resources are directed in accordance with agreed policy and according to priorities, while ensuring sound decision making and clear accountability for the use of resources in achieving improved outcomes for service users and the local community.
- Performance monitoring, management, and reporting arrangements that support the demonstration of improved performance in local services and outcomes, and the delivery of Best Value.

4. Supporting documentation



Lyall Rennie
Chief Officer (Community Operations)

5. Impacts

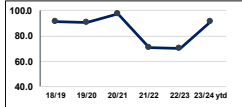
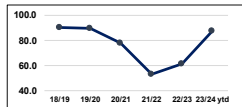

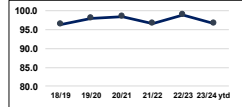
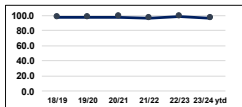
5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact? If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2 Financial impact Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk

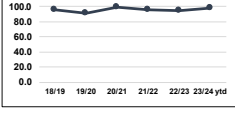
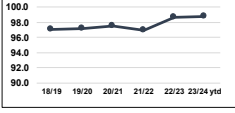
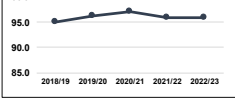
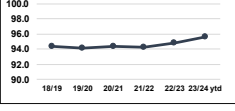
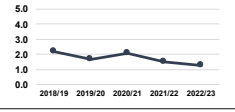
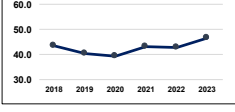
	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.6 Technology / Digital impact	<p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
5.7 Environmental / Carbon impact	<p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>	
5.8 Communications impact	<p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>	
5.9 Risk impact	<p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>Monitoring and managing service performance supports the ongoing review of the service's risk register.</p>	
5.10 Armed Forces Covenant Duty	<p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>	
5.11 Children's rights and wellbeing impact	<p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC). If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	

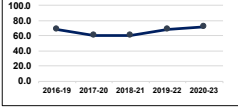
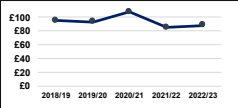
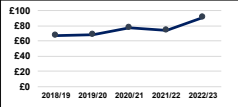


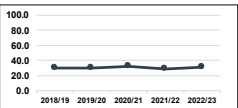
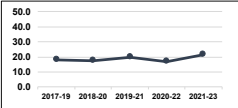
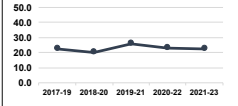
Community Operations

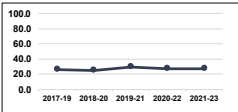
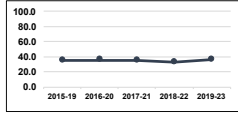
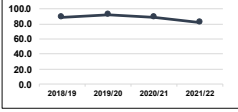
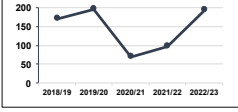
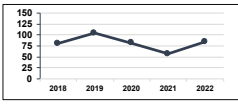
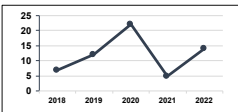
High-level performance overview - as at March 2024

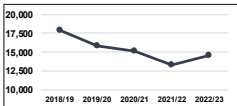


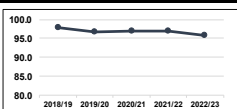
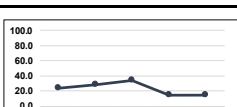
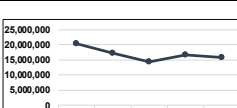
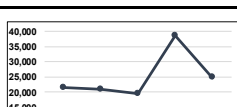
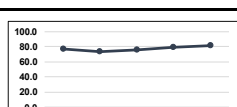
(Note, yearend data (i.e. for 2023/24) becomes available from April and June each year depending on the indicator and its data source)

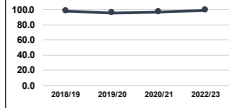


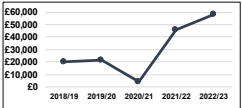

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2021/22 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Building warrant first reports - % issued within 20 working days	i019	higher figure is better	%	91.6	90.8	97.4	70.6	70.4	94.0	red	91.1	94.0	green		Latest results for 2023/24 show 91.1% of building warrant first reports were issued within 20 working days; this is an improvement on the previous two years and is within the current target and thresholds. The volume of build warrants received for which the council is required to make an initial assessment and provide applicants with a first report on their application has shown a decrease in recent years. Latest figures as at March 2024 show the volume to be 1,852 applications. The volume as at the same period in 2019 was 1,647 increasing to 1,826 in 2020 before dropping to 2,180 in 2021/22 and 1,755 in 2022/23.
Completion certificates - % requests responded to within 14 days	i021	higher figure is better	%	90.4	89.4	77.8	53.3	61.6	95.0	red	87.6	95.0	red		Latest results for 2023/24 show 87.6% of completion certificates were issued within 14 working days; this is an improvement on the previous two years. It should be noted that the measurement for this indicator changed from 6 working days to 14 working days from April 2023. The volume of completion certificates to be processed has shifted towards pre-pandemic levels, with the latest figures showing 1,005 completion certificates requests processed. The volume from 2020 to 2022 was lower than this. This is reflective of the post pandemic resurgence in the construction industry where the service has seen increased customer expectation around the completion of projects and on-site activities which has placed an additional burden on the team and steps have been taken to manage this situation. Challenges around the recruitment process long-term absences, support issues, and system outages have impacted on the latest performance results achieved. In addition the migration to a hosted and managed approach to the maintenance of key IT systems appear likely to have a medium term impact on performance.
Building warrants - % released within 6 working days	i020	higher figure is better	%	83.3	54.0	95.7	57.8	77.6	97.0	red	90.5	97.0	red		Latest results for 2023/24 show 90.5% of building warrants were issued within 6 working days; this is an improvement on the previous two years. This improvement reflects the additional resource provided in terms of support. Demand for building warrants has increased significantly with 863 processed to date in 2023/24. This compares to 185 (in 2022), 197 (in 2021), 572 (in 2020), and 120 (in 2019) as at the same period.
Pest control requests, high priority - % visits made within 2 working days	i044	higher figure is better	%	96.4	98.0	98.4	96.7	98.9	95.0	blue	96.7	98.0	red		Performance in 2021/22 and 2022/23 saw a significant rise in service demand as a result of the free rodent service, with 4,948 and 4,389 requests received respectively. The volume has decreased to 2,749 in 2023/24 as at December 2023.
Pest control requests, low priority - % visits made within 5 working days	i045	higher figure is better	%	97.5	97.7	98.2	96.1	99.2	96.0	blue	96.0	96.0	green		Performance has remained consistently within or above target.

Trading standards, consumer complaints - % dealt with within 14 days of receipt	i047	higher figure is better	%	95.9	91.5	99.2	95.8	94.5	96.0	green		98.0	96.0	green		The volume of consumer complaints dealt with in 2020/21 (1,890) doubled from the previous year (993). This arose from an increase in the number of complaints received alleging non-compliance with covid legislation. Demand has since reduced to 1,139 in 2021/22 and 786 in 2022/23 to date. This indicator has continued to perform within the target and threshold levels.
Trading standards, business advice requests - % dealt with within 14 days of receipt	i048	higher figure is better	%	97.1	97.2	97.5	96.9	98.6	97.0	green		98.8	97.0	green		The volume of business advice requests dealt with in 2020/21 (441) more than doubled from the previous year (177). This arose from an increase in the number of business advice requests seeking advice and guidance on compliance with covid legislation. Demand has since reduced to 129 in 2021/22 and 73 in 2022/23 to date. This indicator has continued to perform within the target and threshold levels.
Private sector housing regulation and enforcement - % responses to requests for assistance or advice within 5 working days of receipt	i116	higher figure is better	%	95.0	96.2	97.1	95.8	96.0	95.0	green		annual indicator	95.0	green		Private sector housing regulation and enforcement activity aims to improve standards in private sector housing, ensuring that all privately rented accommodation is well managed, properly maintained, safe, and habitable. In 2022/23, 96% of all requests for assistance or advice in this respect were responded to within 5 working days (619 out of 645 enquiries). This continues a positive trend in performance against the target, but is an increase in the volume of service requests received from 441 in 2020/21 530 in 2021/22 (during the pandemic) to 645 in 2022/23 which is higher than the pre-pandemic volume of 605 in 2019/20.
Food safety standards - % of eligible premises achieving the national Food Hygiene Information Scheme (FHIS) pass award	i046	higher figure is better	%	94.3	94.1	94.3	94.2	94.8	65.0	blue		95.6	80.0	blue		During the height of the pandemic most premises were shut down, and/or only able to provide a take away service so food hygiene checks were paused accordingly. These recommenced on 1st October 2021 under advisement from Food Standards Scotland and now incorporate the Food Law Rating Scheme (FLRS) which combines the rating systems for Food Hygiene and Food Standards into one Food Law Intervention scheme based upon a new Food Business performance model that will target resources on high to medium risk and non-compliant businesses. Latest results as at quarter 3 in 2023/24 show that 95.6% of eligible premises (2,458 out of 2,570) achieved the national Food Hygiene Information Scheme (FHIS) pass award.
Refuse collection complaints, all categories - number of complaints per 1,000 household visits	i075	lower figure is better	number	2.2	1.7	2.1	1.5	1.3	2.1	blue			2.0			Refuse collection complaints show a year on year decrease in volume from the transformation to 3 weekly service delivery in 2017/18. Throughout the pandemic to date, North Lanarkshire has been one of very few councils to maintain a full kerbside waste collection, allowing residents to continue to dispose of all their waste as usual. 15,410 complaints were received in 2022/23 out of 11.8m household visits - this equates to 1.3 complaints per 1,000 household visit. This is a decrease in the volume of complaints in the previous year (17,773 out of 11.8million household visits) which equated to 1.5 complaints per 1,000 household visits.
Recycling - % household waste collected during the year that was recycled	i074	higher figure is better	%	43.7	40.3	39.4	43.2	43.0	41.0	green		46.6	43.0	green		Recent years have seen an increase in the proportion of household waste that is recycled in North Lanarkshire, with rates reaching 43% in 2022 and 46.6% in 2023. Recycling rates in North Lanarkshire are now higher than the 2022 national average (43.3%) and show improvement over the period of The Plan for North Lanarkshire (from a baseline rate of 41.1% in 2016/17). National (and family group) comparisons for are not yet available for 2023. Nationally recycling rates had plateaued in recent years - this certainly reflects the impact of the pandemic and with more people staying at home there was increase in residual waste, while recycling tonnages remained similar.

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2021/22 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Satisfaction - % of adults satisfied with refuse collection	ENV7a	higher figure is better	%	68.3	60.3	59.9	68.0	72.0	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			** Satisfaction indicators in the LGBF are drawn from the Scottish Household Survey as this is the only source of comparable information for all 32 councils in this respect. It has some limitations when used at individual council level as the survey questions do not fully distinguish views of the whole adult population from views of the direct users of services and the sample size at council level becomes a subset of the overall national sample - to improve the robustness of the information data at a council level is therefore presented as 3 year rolled averages. The methodology for this indicator changed for the 2018/21 data and this approach as well as data collection methods in subsequent years were impacted by the pandemic. Recent comparisons should therefore be viewed with caution. While satisfaction levels in NL had shown a downward trend up to 2021, this has subsequently seen two consecutive years improvement; this is also reflected in the family group average, although the national average hasn't experienced the same dip in performance over the same period.
Refuse collection - net cost of disposal per premise	ENV2a	lower figure is better	£	£95.23	£93.64	£108.15	£85.50	£88.62	£108.99	blue		annual indicator	£113.35		Latest cost figures for NLC (£88.62) show a small increase from last year but remain lower than previous years and the council's current target. Costs remain lower than the Scottish average (£95.28) and remain closer to the family group of similar councils (£87.27).
Refuse collection - net cost of collection per premise	ENV1a	lower figure is better	£	£66.58	£67.78	£77.30	£74.37	£91.43	£76.96	red		annual indicator	£80.04		Latest cost figures for NLC (£91.43) are higher than previous years as well as the Scottish average (£75.64) and the family group of similar councils (£73.35).
Environmental health - cost per 1,000 population	ENV5b	lower figure is better	£	£11,403	£10,121	£11,382	£13,284	£12,862	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			Latest cost figures for NLC (£12,862) show a decrease on the previous year, however costs remain lower than the Scottish average (£15,239) and the family group of similar councils (£15,273). In many service areas covered by the Local Government Benchmarking Framework (LGBF) indicators, the increased expenditure in 2021/22 reflected a resumption in activity that had been deferred during the pandemic - this was certainly the case in environmental health where caseload volumes had increased significantly in the aftermath of the pandemic, although this has now seen a decrease in 2022/23.
Roads - cost of maintenance per kilometre of roads	ENV4a	lower figure is better	£	£15,918	£14,825	£14,712	£20,464	£23,110	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			Prior to the pandemic costs for NLC had been decreasing year on year. Latest costs (£23,110) show an increase, but remain lower than the family group of similar councils (£26,884). The location of NLs roads in central Scotland makes them very heavily used, with the heavier volume and density of traffic having a greater impact on wear and tear of the road network than a council in a rural area. NLs family group (comprising the 8 most densely populated council areas) are a more comparable figure than average costs across Scotland (£12,844) which include many rural councils.
Road network - % all roads that should be considered for maintenance treatment	PI101	lower figure is better	%	30.5	30.6	31.8	29.1	31.6	33.0	green		annual indicator	33.0		The latest figures show that 31.6% of all of North Lanarkshire's roads are considered to require maintenance treatment; this is a small increase from the previous year but still maintains the consistent trend over the years of less than a third of all roads requiring maintenance treatment. Performance also remains below (and therefore better than) target.
Road network - % A class roads that should be considered for maintenance treatment	ENV4b	lower figure is better	%	18.0	17.3	19.7	17.0	21.3	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			21.3% of A class roads in North Lanarkshire (i.e. major and strategic roads) are considered to require maintenance treatment. The council's performance in this respect remains lower than the Scottish average (27.4%) and the family group of similar councils (23.6%).
Road network - % B class roads that should be considered for maintenance treatment	ENV4c	lower figure is better	%	22.5	20.3	25.7	23.0	22.5	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			22.5% of B class roads in North Lanarkshire (i.e. roads serving a local purpose and connecting to strategic roads) are considered to require maintenance treatment. The council's performance in this respect remains lower than the Scottish average (31.5%) and the family group of similar councils (24%) and is the eighth lowest in Scotland.

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2021/22 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Road network - % C class roads that should be considered for maintenance treatment	ENV4d	lower figure is better	%	26.1	25.1	28.8	27.0	26.9	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			26.9% of C class roads in North Lanarkshire (i.e. mainly rural inter-connecting roads) are considered to require maintenance treatment. The council's performance in this respect remains lower than the Scottish average (32.7%) but slightly higher than the family group of similar councils (24.3%). Each council prioritises which class of roads to focus resources on depending on the level of maintenance and repairs required and available budget; in North Lanarkshire the council focusses on primary routes as this is the main road network.
Road network - % Unclassified roads that should be considered for maintenance treatment	ENV4e	lower figure is better	%	34.7	35.6	35.4	32.4	35.7	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			35.7% of Unclassified roads in North Lanarkshire (i.e. roads in residential areas) are considered to require maintenance treatment. The council's performance in this respect remains lower than the Scottish average (36.4%) but higher than the family group of similar councils (32.8%). Each council prioritises which class of roads to focus resources on depending on the level of maintenance and repairs required and available budget; in North Lanarkshire the council focusses on primary routes as this is the main road network.
Roads - % customer enquiries / requests for service closed off within council own response times	i069	higher figure is better	%	88.3	91.5	88.5	82.0	80.8	90.0	red	annual indicator	90.0			The latest results show that performance has dipped to 82% in this indicator; this can mainly be attributed to the number of potholes reported by the public due to inclement weather. The volume of enquiries in 2022/23 was 8,839 compared to 6,961 in the previous year.
Roads - number of third party claims received	i068	lower figure is better	number	171	195	70	97	192	300	blue	annual indicator	300			192 third party claims for roads were received during 2022/23; higher than the previous two years. This follows a decrease in the volume of claims during the pandemic as there were less vehicles on the road network at the height of the lockdown and surface defects were remedied where possible as all planned works were suspended at the outset of the pandemic. Prior to the pandemic this indicator had shown consistent year on year decreases in the number of third party claims made against the council relative to roads and footways; this reflected the introduction, and continued operation, of the safety inspection regime undertaken on the road and footpath network.
Road casualties - number of fatal and serious casualties	Pi102	lower figure is better	number	81	105	82	58	85	n/a		annual indicator	n/a			Overall road casualties saw a drop from 82 in 2020 to 58 in 2021, with an increase to 85 in 2022. Casualties involving children decreased from 22 in 2010 to 5 in 2021, with an increase in 2022 to 14.
Road casualties - number of fatal and serious casualties involving children	Pi103	lower figure is better	number	7	12	22	5	14	n/a		annual indicator	n/a			While figures for 2020, 2021, and 2022 are likely to have been influenced by the pandemic restrictions, there are many aspects that contribute to the number of recorded serious and fatal road casualties. From a council perspective this includes road maintenance, road safety interventions, and working with the Community Safety Partnership to deliver educational raising programmes for children in primary schools, communities, and vulnerable road users to help promote road safety. Wider aspects such as national speeding campaigns, driver behaviour, police intervention, improved car design, and car safety can all contribute to recorded casualty numbers as can fewer vehicles on the road due to the effects of pandemic.

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2021/22 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments	
Street cleaning - net cost per 1,000 population	ENV3a	lower figure is better	£	£17,891	£15,816	£15,196	£13,316	£14,558	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			Latest cost figures for NLC (£14,558) show an increase from the previous year but this remains lower than the Scottish average (£16,068) but higher than the family group of similar councils (£14,746).	
Satisfaction - % of adults satisfied with street cleaning services	ENV7b	higher figure is better	%	63.4	56.4	52.7	51.3	51.7	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			** See above comments on satisfaction indicators from the LGBF.	
Street cleanliness score - % areas assessed as clean	ENV3c	higher figure is better	%	88.8	87.7	86.2	84.5	86.1	n/a; indicator for benchmarking purposes only		91.2	n/a; indicator for benchmarking purposes only			Latest published figures for NLC (86.1%) show an improvement from the previous year (84.5%) and are now more in line with the average for the family group of similar councils (86.4%). NLCs family group (comprising the 8 most densely populated council areas) are a more comparable figure than the average across Scotland (90.6%) which includes many rural councils. More recent results for North Lanarkshire's street cleanliness score show further improvement, with performance increasing from 86.1% in 2022/23 to 91.2% in 2023/24; national comparisons however are not yet available.	
Street lights - % repairs completed within 7 days	i070	higher figure is better	%	97.9	96.8	97.0	97.0	95.7	95.0	green		99.2	95.0	green		Performance in street light repairs has remained steady over the years and in line with, or above, target. Latest year to date figures in 2023/24 show 99.2% of street light repairs were completed within 7 days.
Street lighting columns - % that are over 40 years old	i071	lower figure is better	%	24.0	27.6	33.8	14.6	14.8	30.0	blue		annual indicator	30.0			This indicator had seen a year on year increase over the last three years as the ageing of the asset will have contributed to the decrease in performance. Figures for 2021/11 reflect a change in the way the indicator is being calculated in order to align to the APSE measurements; this now shows sreet lighting columns that are over 40 years old which accounts for the reduction in the latest figure to 14.6% in 2021/22 and 14.8% in 2022/23.
Street lamps - energy usage	i073	lower figure is better	kilowatt hours (kWh)	20,434,586	17,188,615	14,361,955	16,529,645	15,741,653	n/a		annual indicator	n/a			Annual energy usage on street lamps and other lighting supplies had previously shown a year on year decrease up to 2021/22 when an increase was experienced. Since then, a meter reading company is now in place which provides more accurate readings, suggesting that previous figures may have been under reported. Moving forward, a more consistent data trend will be able to be reported. The latest figures for 2022/23 show an decrease in usage.	
Parks and open spaces - cost per 1,000 population	CL4	lower figure is better	£	£21,574	£20,983	£19,649	£38,822	£24,839	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			Prior to the pandemic costs for NL had continued to show a year on decrease in line with national and family group trends. Latest cost figures for NLC (£24,839) show a decrease from the previous year (£38,822) although this has not yet returned to pre-pandemic levels. NL costs are higher than the Scottish average (£23,311) but lower than the family group of similar councils (£26,070).	
Satisfaction - % of adults satisfied with parks and open spaces	CL5b	higher figure is better	%	76.5	73.5	75.8	78.7	81.3	n/a; indicator for benchmarking purposes only		annual indicator	n/a; indicator for benchmarking purposes only			** See above comments on satisfaction indicators from the LGBF.	

Indicator	id	ideal direction	unit of measurement	2018/19	2019/20	2020/21	2021/22	2022/23	2022/23 target	2021/22 RAG status	2023/24 ytd (for monthly or quarterly monitored indicators only)	2023/24 target	2023/24 RAG status (for monthly or quarterly monitored indicators only)	trend	comments
Lair certificates - % turned around within 28 calendar days	i060	higher figure is better	%	97.6	95.3	96.7		98.5	97.0			97.0			Latest performance shows that 98.5% of lair certificates (984 out of 999) were turned around within 28 calendar days. The availability of 2021/22 figures was impacted by the move of the recording database to M365.
Country parks - % operating expenditure met from income	i058	higher figure is better	%	25.9	21.2	26.2	31.2	27.5	29.0	green					Performance had remained steady over the years and in line with, or above, target, latest figures for 2022/23 (27.5%) do however show a decrease from the previous year (31.2%).
Get Walking Lanarkshire - number of walkers per week in the programme	PI097	higher figure is better	number	8,345	8,957	2,440	7,016	6,298	700	blue	annual indicator				Get Walking Lanarkshire runs a programme of weekly health walks covering both North and South Lanarkshire, it is a Dementia Friendly Walking accredited health project which also works in partnership with Macmillan's Move More project. Walks were only available for 20 weeks during 2020/21 due to the pandemic (usually walks are available on average for 50 weeks), this has picked up again in 2021/22 and 2022/23.
Volunteering in greenspace development - cash equivalent of number of hours delivered	PI118	higher figure is better	£	£20,425	£21,881	£4,106	£45,590	£58,120	£23,000	blue	annual indicator				This measures the cash equivalent of the number of volunteering hours delivered within greenspace development; unfortunately the pandemic had a significant impact on volunteer hours accrued due to groups and walks not being permissible under national guidance. This has picked up again in 2021/22 and 2022/23.
Greenspace - external investment in sites	i068	higher figure is better	£	£702,006	£2,327,679	£342,000	£705,000	£1,588,677	£300,000	blue	annual indicator				Latest investment reflects implementation of projects within a 5 year externally funded project in Cumbernauld (Living Landscapes) and increased investment in country parks development since a dedicated team has been put in place.