

Enterprise Resources

improve

Resource Plan Performance Report Quarter 4 (Jan-Mar) - 2010/11

How to use this performance report

This performance report is intended to be both informative and easy to use. The guide below is designed to help you get the most out of the report and to answer the most common questions you might have.

Council Plan objective or theme

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – how are we doing? The “traffic light” codes are:

Green Achieved, or due to achieve with no issues

Amber There may be problems or minor slippage

Red Not on course, major slippage anticipated

Measures which are to be reported later or which are “for information only” are not colour coded

Vision and Strategic Direction

Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions

Action	Measures (non statistical measures shaded grey)	Comments / Progress	Status	This Year Target	To date	Previous Years		
				2008/09	2009/10	Trend		
Further implement the carbon management plan to reduce greenhouse gas emissions	Reduce the Council's greenhouse gas emissions by March 2010 compared to 2005/06 baseline		Unknown	0.0%	0.0%	5.6%	Not avail	⬇
	Carbon management plan actions covering all key areas of emissions refreshed in March 2011	Current carbon reduction projects cover all resources. These projects will be reviewed and refreshed in March 2011 by members of the carbon management group.	Green	---	---	---	---	---
	Switch Off energy campaigns held in October 2010	The carbon management group are currently planning the 2010 energy reduction campaign to align to the national event, 'Energy Saving Week'.	Green	---	---	---	---	---
Implement the public sector duty under the Climate Change (Scotland) Act 2009.	Review the carbon management plan by January 2011 once guidance on new public sector duties in the Climate Change (Scotland) Act 2009 are clarified	Review of existing Carbon Management Plan on going. Public sector duties within the Climate Change (Scotland) Act 2009 will be taken into account in the revised version of the carbon management plan.	Green	---	---	---	---	---
	Review of SDS to be started by July 2010, and published for consultation Jan 2011	This action will be delayed due to the departure of the Council's sustainable development officer.	Amber	---	---	---	---	---

Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management

Action	Measures (non statistical measures shaded grey)	Comments / Progress	Status	This Year Target	To date	2008/09	Previous Years 2009/10	Trend
Continue to develop mechanisms for the recycling and of municipal waste in order to achieve Scottish Government waste targets. Review our contracts for schools and of buildings in order to increase recycling. We will provide effective and household waste collection services.	The amount of biodegradable waste sent to landfill	To be reported in the second quarter	Unknown	73,730	Not avail	77,342	73,730	⬆
		second quarter	Unknown	40.0%	Not avail	37.0%	40.2%	⬆
		second quarter	Unknown	1.3 tonnes	Not avail	1.4 tonnes	1.3 tonnes	⬆
			Unknown	208	152	144	152	⬆
			Green	Not avail	£13.45	£64.07	£69.17	⬇
			Green	Not avail	£19.21	£75.47	£80.80	⬇
		consistent with the same period last	Green	95.0%	99.4%	99.0%	98.9%	⬇

Statistics for the current year. The **Target** shows what we want to achieve by the end of the year. The **To Date** column shows how much we have achieved so far.

Statistics for the current year. The **Target** shows what we want to achieve by the end of the year. The **To Date** column shows how much we have achieved so far.

Statistics for last 2 years, showing how we are doing over time.

The trend column shows how performance changed between these 2 years



Performance getting better



Performance staying the same



Performance getting worse



Information not yet available





improve

Summary (level 1) - number of measures green, amber and red under each Council Plan objective/theme

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<i>Raise educational attainment for all</i>					
<i>Increase involvement in lifelong learning</i>					
<i>Improve health and increase physical activity</i>					
Improve the quality of the physical environment	24	14		2	40
Improve the road network and public transport	15	3		2	20
Improve community safety	11				11
Support local economy by providing the right conditions for growth, improving skills and employability	46	4	1	25	76
<i>Develop services for older people</i>					
<i>Increase participation in arts and culture</i>					
<i>Improve lives of vulnerable children, young people and adults</i>					
<i>Improve quality, access and availability of housing</i>					
Vision and Strategic Direction	15	1		6	22
Governance and Accountability	7	1			8
<i>Partnership Working, Community Leadership and Engagement</i>					
Performance Management and Improvement	10	4	1		15
Efficient and effective use of resources	14	2		1	17
Total	142	29	2	36	209

Improve the quality of the physical environment**Improve our towns and villages through improved management and maintenance, promotional events and investment**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Continue to work with the private sector to maximise investment in our towns to support and enhance their role	Sustain the 72% satisfaction rating of the general environment of town centres by users	Annual survey was undertaken in July/August 2010 in 10 town centres within South Lanarkshire involving 2,000 individual respondents. Results reflect satisfaction scores on overall appearance, cleanliness, vandalism and graffiti, and trees and planting in town centres.	Green	72.0%	72.0%	72.0%	72.0%	
	Town centre activities and initiatives undertaken	Ongoing liaison with private sector, Chamber of Commerce and programme of town group meetings addressing issues as they arise. Town Groups meeting on a regular basis and monitoring progress. Supporting Hamilton Business Improvement District (BID).	Green	---	---	---	---	---
	Work with private sector owners and developers in Hamilton and East Kilbride on development proposals	Continued discussion with centre owners conducted. Further development in Hamilton not being considered due to the current economic circumstances. Initial introductory discussions have taken place with new owners in East Kilbride and more detailed discussions programmed for April 2011.	Green	---	---	---	---	---
	Percentage of private sector investment as a result of local authority intervention (KPI)	Target achieved.	Green	22.79%	24.55%	Not avail	48.55%	
Undertake public realm improvements in a number of town centres	Number and value of public realm town centre improvements	Three public realm projects now complete with value of £2.92m.	Green	---	---	---	---	---
	Phase 3 of Lesmahagow completed	Completed 12 August 2010. Church Square works undertaken and installation of case iron fountain completed.	Green	---	---	---	---	---

Improve the quality of the physical environment**Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Agree and implement derelict / contaminated land programme	Finalise and approve programme by May 2010	Completed. Finalised programme prepared and approved at Enterprise Resources Committee.	Green	---	---	---	---	---
	Deliver agreed programmes (incl Vacant and Derelict Land Fund)	Agreed Vacant Derelict Land Fund programme delivered on time and within budget. 36.45hectares refurbished, reclaimed or redeveloped. Key projects included the completion of the second phase of work at Redlees Quarry to create an urban fringe park, the creation of 18,000 sq.ft of industrial business space at Cathcart Place, Rutherglen and the development of industrial yards at Dunedin Road, Larkhall. VDLF financial support was also provided for works at Burgh Business Centre, Rutherglen as development proposals to create managed workspace enter their final phase of works on site during 2011.	Green	---	---	---	---	---
	Treat 20% of the total vacant and derelict land in South Lanarkshire by 2012 (2005 baseline 550 h.a.)	2009/10 Vacant and Derelict Register figures indicate that 12.74ha of land was brought back into use in 2009/10. This gives a total of 216.35ha brought back into use since 2005 - 39% of the total. 2010/11 figures will be reported Q3 2011/12.	Green	Not avail	Not avail	49.55Ha	12.74Ha	↓
	Of the 20% of the total vacant and derelict land treated 75% to be in regeneration areas (2005 baseline 400 ha)	Up to 2009/10 78.1% of the land treated is within regeneration areas.	Green	Not avail	Not avail	26.59Ha	6.62Ha	↓
	Net cost per hectare of land and premises brought forward for development	Target achieved.	Green	£451,000	£402,287	£431,770	£361,000	↑

Improve the quality of the physical environment**Set out strategy for development and land use across the whole of the Council's area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Deliver and monitor core business and review procedures as required	% of householder applications which took up to 2 months	Performance levels are similar to those in 2009/10. Procedures continue to be adapted to maximise and refine use of new electronic processes including implementation of actions resulting from two lean reviews undertaken in June and December 2010. As a result of improved processes it is expected that performance will improve in 2011/12.	Amber	90.0%	80.0%	86.0%	80.3%	↓
	% non-householder planning applications processed within 2months	Significant improvement in performance against 2009/10. Non householder applications take considerably longer to process due to the complex nature of the applications. Procedures continue to be adapted to maximise and refine use of new electronic processes including implementation of actions resulting from two lean reviews undertaken in June and December 2010. As a result of improved processes it is expected that performance will improve in 2011/12.	Amber	80.0%	51.0%	46.7%	39.9%	↓
	% of all planning applications determined in 2 mnths	Performance levels are better than those in 2009/10 although remain below target. Procedures continue to be adapted to maximise and refine use of new electronic processes including implementation of actions resulting from two lean reviews undertaken in June and December 2010. As a result of improved processes it is expected that performance will improve in 2011/12. Non householder applications take considerably longer to process due to the complex nature of the applications and this impacts on the overall percentage achieved.	Amber	80.0%	66.5%	62.6%	60.4%	↓
	% of delegated planning applications processed within 2 months	Performance levels are better than those in 2009/10 though remain below target. Procedures continue to be adapted to maximise and refine use of new electronic processes including implementation of actions resulting from two lean reviews undertaken in June and December 2010. As a result of improved processes it is expected that performance will improve in 2011/12.	Amber	80.0%	71.3%	86.8%	65.2%	↓

Improve the quality of the physical environment

Set out strategy for development and land use across the whole of the Council's area

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	First report of comments produced within 15 days on 80% or more of valid BS applications received	Target exceeded.	Green	80.0%	93.0%	83.0%	90.0%	↑
	Certificate of completion responded to within 3 days on 95% or more of those received	Although performance slightly less than target there are no underlying concerns or issues noted.	Amber	95.0%	91.0%	94.0%	96.0%	↑
	Building warrants produced within 15 days from receipt of last piece of information on 90% or more applications	Target exceeded.	Green	90.0%	92.0%	88.0%	95.0%	↑
	Certificates of completion accepted within 3 days of satisfactory last inspection on 95% or more of those received	Although performance slightly less than target there are no underlying concerns or issues noted.	Amber	95.0%	93.0%	95.0%	89.0%	↓
	Number of planning applications processed	Number of applications received was slightly less than 2009/10.	Contextual	Not avail	1,751	2,168	1,770	↓
	Number of building warrants processed		Contextual	Not avail	2,523	3,078	2,536	↓
	Performance of Planning and Building Standards Service reported on an annual basis to SMT	Reported to SMT within required timescales.	Green	---	---	---	---	---
Implementation of Planning Act 2006 - Adapt / establish new process procedures as a result of the new Planning legislation	Review arrangements, resources and systems as result of Planning Act and Delivering Planning Reform legislation	Development management procedures reviewed at Procedures Group: issues identified programmed and actioned.	Green	---	---	---	---	---
	Provisions of the Planning Act implemented in line with new regulations	Completed. Existing provisions of the Act have been implemented.	Green	---	---	---	---	---
	Guidance previously issued reviewed and re-assessed by December 2010	Completed. Existing guidance reviewed by the Procedures Group and actions programmed.	Green	---	---	---	---	---
Implement scheme which allows the Council to determine listed building applications without notifying Historic Scotland	Process for monitoring and reviewing the operation of the scheme prepared and agreed with Historic Scotland by summer 2010	Initial meeting held with Historic Scotland to discuss exemption from referral. Now awaiting a response from Historic Scotland to progress.	Amber	---	---	---	---	---
	The scope of application types to be included in the scheme to be agreed with Historic Scotland by summer 2010	The type of applications to be included in the scheme have been discussed. Awaiting response from Historic Scotland to formalise agreement and progress.	Amber	---	---	---	---	---
	Joint working relationship with Historic Scotland to implement the scheme signed by autumn 2010	Meetings held with Historic Scotland. Awaiting a response from Historic Scotland to progress.	Amber	---	---	---	---	---
Continue to implement and develop online casework information application, EDRMS, Online Applications and Appeals (OAA)	Business processes and procedures reviewed and adapted in line with ongoing review and development of EDRM system	Ongoing. Mechanisms are in place to continually review and reassess business processes and actions are undertaken accordingly.	Green	---	---	---	---	---
	Online Building Standards register implemented by May 2010	Completed. Timescales slipped due to technical issues with the results displaying to portal. Online register went live November 2010.	Amber	---	---	---	---	---

Improve the quality of the physical environment**Set out strategy for development and land use across the whole of the Council's area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Preparation for Building Standards Division (BSD) annual report part 2 completed by December 2010	Completed as required	Green	---	---	---	---	---
	Business processes reviewed and adapted in accordance with the ongoing development of national OAA system	Lean events held in June and December 2010 to examine the process from receipt of application to validation. Recommendations being implemented.	Green	---	---	---	---	---
	Implement requirements of revised Town and Country Planning (General Development Procedure) (Scotland) Order	Documentation and advice reviewed and re-assessed on all permitted development categories to ensure compliance with new legislation by autumn 2010	Amber	---	---	---	---	---
Implement requirements of the Management of Waste from Extractive Industries (Scotland) Regulations 2009	Procedures for approval and monitoring of mineral sites to ensure compliance with regulations reviewed and updated by spring 2010	Delayed. Awaiting revised legislation on permitted development rights. Consultation issued by Scottish Government but still awaiting finalisation of document to progress.	Amber	---	---	---	---	---
Ensure that planning applications are assessed within a development plan framework	Finalised version of Supplementary Planning Guidance (SPG) on Renewable Energy published by September 2010	Completed 2010/11 actions. Further actions required 2011/12.	Green	---	---	---	---	---
		Completed. Approved at Planning Committee in December 2010 and published January 2011. Timescale slipped as over 400 representations were received and time was required to process these resulting in a delay.	Amber	---	---	---	---	---
	Finalised version of Affordable Housing Supplementary Planning Guidance (SPG) published by September 2010	SPG updated and will be submitted for approval at the May Executive Committee. This was later than anticipated due to the delay in the revised affordable housing planning advice note from Scottish Government.	Amber	---	---	---	---	---
	Draft Residential Development Guide published by February 2011	Draft now published consultation period commenced April 2011.	Green	---	---	---	---	---
	Preparation of guidance for Developers Contributions Supplementary Planning Guidance (SPG) commenced by July 2010	Preparation has commenced and work is underway on the draft SPG within agreed timescales.	Green	---	---	---	---	---

Improve the quality of the physical environment**Set out strategy for development and land use across the whole of the Council's area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Commence preparation for the review of the Minerals Plan	Main Issues Report, Final Monitoring Statement, SEA environmental report and appropriate assessment published by May 2010	Completed. Main Issues Report (MIR) consultation completed, results analysed. MIR including final monitoring statement, SEA report and assessment published.	Green	---	---	---	---	---
	Proposed Minerals Plan published by November 2010	Comments collated for publishing alongside the Minerals Local Development Plan. Minerals Plan approved December 2010 slightly later than anticipated. Consultation period now finished. Responses being summarised for committee approval to proceed to inquiry in 2011.	Amber	---	---	---	---	---

Improve the road network and public transport**Implement a major programme of carriageway resurfacing to reflect maintenance requirements across all classes of road**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Plan, manage and implement roads maintenance and reconstruction programmes	Improve road condition by resurfacing 8.87% of the roads network each year	Target exceeded.	Green	8.87%	9.63%	7.40%	8.09%	↑
	Implement programme to complete 225 carriageway schemes	Some carriageway schemes were amalgamated for efficiency resulting in a reduction of schemes completed though there was an increase in the percentage of the network treated.	Amber	225	220	152	204	↑
	Implement programme to complete 58 footway schemes	The effect of the last two severe winters meant that some footway schemes were extended with the result that the number of schemes completed was less than the number targeted.	Amber	58	49	63	71	↑
	Maintain or reduce percentage of road network (red/amber roads) that should be considered for maintenance treatment to 37% by 2010-2011	Figures are produced on a rolling 2year basis. 2009-11 figures show percentage of the road network to be considered for maintenance (red/amber) is 38%, an increase of 0.5% from last year. It is probable that the damage caused by the last two severe winters have accounted for the minimal increase of red/amber routes. Figures will be discussed by Roads management team.	Amber	37.0%	38.0%	37.5%	37.5%	⚠

Improve the road network and public transport**Implement a major programme of carriageway resurfacing to reflect maintenance requirements across all classes of road**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Reduce percentage of red/amber roads in rural areas requiring treatment to 42% by 2010-2011 (baseline of 44% 2007/08 long term target to reduce to 34% by 2015/16)	2009-11 figures show that the percentage of the road network that should be considered for maintenance (red/amber) is 38.79%. Exceeding the target for the period.	Green	42.0%	38.8%	Not avail	40.1%	
Continue programme of safety checks on bridges	Undertake assessment checks on four bridges	Eight Draft assessment reports submitted by consultant for approval by Network Rail and therefore considered substantially complete. Formal approval may take some time. The ninth bridge assessed does not carry a public road and has been removed from the assessment programme.	Green	---	---	---	---	---
Deliver prioritised structured maintenance programmes	Strengthening and painting of Dechmont Bridge on the A724 completed, subject to available funding, by March 2011	Works on Dechmont and Dalton Bridges completed ahead of programme.	Green	---	---	---	---	---
Conduct user satisfaction surveys on roads and footway resurfacing schemes	Survey 10% of suitable schemes with a view to obtaining a satisfaction rating of 80% or more		Green	80.0%	82.0%	68.0%	78.0%	


Undertake and promote a series of new roads proposals e.g. the £3.5m Peacock Cross Link Road in Hamilton

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Continue implementation and project management of Peacock Cross traffic management scheme	Implementation and project management of Wellhall Road / Peacock Cross link road traffic management scheme progressed	Completed. Wellhall Road / Peacock Cross link road traffic management scheme completed under budget on 27 March 2011.	Green	---	---	---	---	---
	Construction completed by March 2011	Construction was completed on 27 March 2011. Scheme continuing to be monitored.	Green	---	---	---	---	---
	Reduce congestion and improve traffic flow at key 'pinchpoints' in the network	Farme Cross: Dalmarnock Rd improvement works delayed due to utility works in the area. Anticipated start date 11 April. Signing and Traffic Regulation Orders: works completed end March 2011. Peacock Cross works completed 27 March 2011.	Green	---	---	---	---	---
	Proportion of driver journeys delayed due to congestion not to exceed current baseline of 15.3%	Data for reporting on congestion is supplied from the Scottish Governments Statisticians group on a biennial basis. Data for the period from 2007-2010 will not be available until late 2011.	Report Later	15.3%	Not avail	15.3%	Not avail	
Continue to work with partners to progress M74 extension contract	M74 project opened by December 2011	Works undertaken including at Farme Cross; strategic signing; traffic regulation orders. Due to open June 2011.	Green	---	---	---	---	---


Improve the road network and public transport**Promote the development of modern public transport facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Work with partners in SPT to deliver road and modern public transport improvements	Continued development of Hamilton interchange upgrade working with SPT to provide a £5m public transport hub at Hamilton Central Station with state of the art ticketing and travel centre	Phase 1 of the project complete including design works. Pre Quality Questionnaire and contractor interviews have been undertaken. Completed tenders to be returned by end of April 2011.	Green	---	---	---	---	---
	Phase 1 implementation completed by March 2011	Completed March 2011 despite some time lost due to bad weather.	Green	---	---	---	---	---
	SPT / Council 2010/11 capital projects delivered by March 2011	A72 route action plan project completed November 2010. Programmed National Cycle Route 74 (NCR74) works delayed due to severe weather, sections from Strathclyde Park to Chatelherault now complete and remaining works ongoing. Bus infrastructure improvements progressed.	Green	---	---	---	---	---
Deliver key projects in line with Council capital programme and the Local Transport Strategy	Programme of bus infrastructure enhancements progressed	Bus infrastructure improvement at six sites have been completed. Real Time Information (RTI) units to be installed early 2011/12. Additional groundworks and works ongoing. Footways at over 50 sites have been upgraded. Larkhall regeneration improvement works (£135,000) completed.	Green	---	---	---	---	---
	Mode share of percentage of people using public transport increased	Information is collated from the Scottish Household Survey on a biennial basis to achieve a suitable sample size. Data for 2009 will be available late 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Proportion of children using public transport or taking active approaches to school to 72% to 2010-2011 (base 2008 72%)	Annual survey was carried out in Autumn 2010. 72% of school pupils travelled by public transport or use active travel approaches.	Green	72.0%	72.0%	72.0%	76.0%	↑

Improve the road network and public transport**Promote the development of modern public transport facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Achieve a reduction in traffic growth levels long term and sustain 54% to 2010-2011 (baseline 54% of monitored LTS sites)	In 2010 traffic was below national forecasts at 61% of our sites, against baseline of 54%, exceeding target. Of the remaining sites traffic was above national forecasts at 21% of sites and the same as forecasts at 18%. Traffic flow data from the Council's automatic counter sites continues to be collected and assessed.	Green	54.0%	61.0%	64.0%	57.0%	

Improve community safety**Invest in road safety improvements in terms of lighting, traffic signals and accident reduction measures**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Continue programme of speed activated signs	Three installations delivered by March 2011	Completed. Four speed activated signs have now been installed at Carstairs Road, Carstairs, Hagholm Road, Cleghorn and Stanmore Road, Lanark	Green	---	---	---	---	---
Delivered prioritised Route Action Plan improvement programme	One Route Action Plan delivered by March 2011	Completed. Three Route Action Plans completed at A72 from M74 to Cornsilloch, A71 from Canderside to Cornsilloch and A72 from A73 to A702.	Green	---	---	---	---	---
Deliver prioritised single site / area wide improvement programme	One project delivered by March 2011	Completed. Six schemes have been completed at Dukes Road/Calderwood Road, Rutherglen, Main Street / Bank Street, Cambuslang A70 from Ravenstruther to Carstairs, B7078 at Happendon Services, B7078 at M74 junction 9 and A749 / Greenlees Road.	Green	---	---	---	---	---
Continue programme of traffic signal improvements	Three traffic signal installations upgraded by March 2011	Completed. Eight traffic signal installations have been completed including three puffin crossings, four toucan crossings and one set of traffic signals, puffins at Neilsland Road, Hamilton, Westport / Friars Lane, Lanark and Burnhill Road, Rutherglen. Toucans installed at Murray Road, West Mains Road and East Mains Road, East Kilbride and Kingspark Avenue, Rutherglen. Traffic signals installed at Glasgow Road / Commercial Road, Strathaven.	Green	---	---	---	---	---
Complete traffic light repairs within 48 hours	97% of traffic light failures repaired within 48 hours	Target achieved.	Green	97.00%	97.50%	97.86%	97.70%	

Improve community safety**Invest in road safety improvements in terms of lighting, traffic signals and accident reduction measures**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Continue programme of street lighting improvements	Implement street lighting improvements / renewals of 850 lighting units	Target achieved.	Green	850	850	900	873	↓
	Proportion of street lighting columns that are over 30 years old		Green	Not avail	49.80%	49.60%	48.90%	↑
	95% of street light failures repaired within 7 days	Target exceeded for the year.	Green	95.00%	99.37%	99.57%	99.90%	↑
Continue programme to complete assessments of speed limits on all 'A' and 'B' class routes by March 2012	Assessment of routes surveyed during the second year of the programme completed by March 2011	Assessments of the second tranche of routes are complete and were reported to the Road Safety Forum on 24 November 2010.	Green	---	---	---	---	---
	Speed surveys undertaken on the remaining 33% of routes by March 2011	Completed. Speed surveys of the third tranche of routes are complete.	Green	---	---	---	---	---
Reduce road casualties in line with Scottish Government targets	Road casualties reduced in line with national targets	There were 12 fatalities (all adult) during 2010 and 82 serious casualties, including 14 child casualties. Government targets to 2010 have been exceeded and casualties in all categories were the lowest since the Council was formed in 1996.	Green	138	94	144	138	↑

Support local economy by providing the right conditions for growth, improving skills and employability**Develop the area's tourism potential and its image / profile**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Implement individual actions in the Tourism Action Plan as per agreed timescales	Individual actions (Tourism Action Plan) implemented as per agreed timescales	Activities progressed within timescales set out in Tourism Action Plan including: commencement of Spring promotional campaign; Staff familiarisation trip in February 2011; Quality Assurance Scheme launched plus four new visitor information guides now in distribution including Cycling, Walking, Equestrian and an Attractions guide.	Green	---	---	---	---	---
Number of businesses assisted via tourism / marketing campaigns	Increase number of tourists visiting the area by 3% year on year until 2010-2011 (based on 2005 baselines of £2.8m people)	2009 outcomes now available indicate that the number of tourists visiting the area increased by 3% to reach 1,422,070. Figures for 2010 will be available for Q3 2011/12 reports.	Report Later	Not avail	Not avail	1.38m	1.42m	↑

Support local economy by providing the right conditions for growth, improving skills and employability**Develop the area's tourism potential and its image / profile**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Increase tourism revenue by 6% year on year until 2010/11 (based on 2005 baseline of 2.8m people spending average of £245)	2009 outcomes now available indicate a 1% increase in expenditure to £173.39million. This 1% growth is consistent with projected National figures for the period in question. Figures for 2010 will be available for Q3 2011/12 reports.	Report Later	Not avail	Not avail	£171m	£173m	↑
	Increase the total number of employees in the tourism sector by 2% by December 2011 (based on a baseline figure of 5,900)	Interim (9 months) STEAM result for 2010 indicate a 1% rise in number of tourism sector employees.	Report Later	Not avail	Not avail	3,687	3,715	↑
Agree the Council's contribution to support for the sector	Budgeting allocations secured by May 2010	Completed. Budget confirmed and project plan to achieve spend in place.	Green	---	---	---	---	---

Support the Clyde Gateway Regeneration Initiative

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Support the Urban Regeneration Company (URC) in the second year of its three year Operating Plan	Wider proposals for Cuningar Loop progressed and agreed with URC including Royal Zoological Society of Scotland (RZSS) visitor attraction development	RZSS proposing further feasibility work. Forestry Commission Scotland progressing major project for delivery by 2013/14.	Green	---	---	---	---	---
	Remediation implementation plan developed and progressed by Steering Groups by March 2011	Remediation strategy approved in principle by SEPA. Additional testing and boreholes complete. No adverse results.	Green	---	---	---	---	---
	Remediate 350 ha of derelict and contaminated land by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Provide 400,000 sq.m. of employment space by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Create 21,000 new jobs (gross) by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Provide 10,000 new homes by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Increase population by 20,000 by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	○
Acquisition of agreed property interests (Clyde Gateway)	URC property portfolio managed until transfer of assets in line with agreed timescales	Management of the property portfolio continuing in line with timescales. Asset transfer dates to be agreed.	Green	---	---	---	---	---

Support local economy by providing the right conditions for growth, improving skills and employability**Support the Clyde Gateway Regeneration Initiative**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Compulsory purchase orders (CPOs) prepared and promoted on behalf of URC	CPO group formed and progressing legals. Awaiting approval from URC on promotion of CPO's. Subject to funding being confirmed by Scottish Government.	Green	---	---	---	---	---
Implement business support arrangements as part of the Operating Plan	Finalise arrangements and business support programme by March 2010	Completed. Business support programme arrangements finalised. Ongoing discussions are taking place with North Lanarkshire Council to include elements of the Clyde Windfarm Fund into the Business Support portfolio.	Green	---	---	---	---	---
Co-ordinate support for community engagement involvement in Clyde Gateway projects and programmes	Support arrangements for community engagement activity in Clyde Gateway reviewed by September 2010	Planning Group membership has been expanded and the workplan reviewed.	Green	---	---	---	---	---
	Local communications mechanisms for Clyde Gateway are operating effectively by March 2011	Planning Group meets regularly. URC staff connecting well with community engagement support structures. URC and developers supported to engage communities on ongoing basis. Baseline research project completed.	Green	---	---	---	---	---
Implement agreed recommendations from the Employability Study action plan	Collective actions and monitoring arrangements for employability interventions, as determined by the action plan, implemented	Action plan activity for year 1 implemented. Year 2 activity reviewed in line with baseline study completed November 2010.	Green	---	---	---	---	---

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

Deliver support to local businesses

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Prepare and agree a response to the economic downturn in response to the recession in conjunction with Local Economic Forum (LEF) partners	Number of businesses per annum with grants, loans or property advice	This financial year has seen a continuation of the difficult trading climate that is faced and this is reflected in the downturn in applications for programmes and especially in the level of enquiries for new or additional business premises. There was however a rise in applications for West of Scotland Loan Fund to counter the reduction in loan funding from the Banking sector. The Training Grant programme was ahead of target for the year. A series of visits to SLC Business Centres and joint events with North Lanarkshire Council were undertaken to promote the service along with further promotional activities including e-mail flyers and re-engaging with the Business Gateway to increase the number of referrals.	Red	1,500	1,025	1,074	1,102	↑
	Value of sales generated by businesses assisted by Economic Development	Target for the year achieved. The vast majority was achieved via applications to the West of Scotland Loan Fund.	Green	£10.00m	£15.20m	£17.50m	£17.25m	↓
	Reduction in GVA per head gap between South Lanarkshire and the Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Narrowing business start rate differential between SL and Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Improvement of three year survival rate of companies against past trends and Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	○
Review and revise the Business Gateway contract targets and re-configure the Council's ongoing business support programme to ensure that it continues to meet the needs of the local business community	Create or sustain between 500 - 1,000 jobs per annum as a direct result of local authority intervention	Target achieved	Green	500	595	1,418	1,106	↓
	Number of new start up businesses per 1000 population	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Improved employment rates for SL residents	Figures are produced nationally and will be reported when available.	Report Later	78.6%	Not avail	78.6%	76.3%	↓
	Maintain the proportion of residents in work receiving job training above Scottish average	Figures are produced nationally and will be reported when available.	Report Later	10.6%	Not avail	Not avail	10.8%	○
Improve and extend business / industrial	Masterplanning of Clydesmill (phase 3) completed by March 2011	Master planning of Clydesmill (phase 3) completed.	Green	---	---	---	---	---

Support local economy by providing the right conditions for growth, improving skills and employability**Deliver support to local businesses**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
infrastructure	Langlands, plot A and B, advance negotiations with single user undertaken during 2010/11	Following a series of discussions the interested party is not currently proceeding with relocation. The Sites remain available on the market.	Green	---	---	---	---	---
	Land assembly and masterplan of Candeside pursued in partnership with the private sector by March 2011	Final acquisition of land complete, discussions with adjacent private landowner have taken place and will continue in completion of master plan and marketing strategy throughout 2011.	Green	---	---	---	---	---
	Policy for securing developer contributions in relation to major developments and renewable energy development developed by March 2011	Planning policy approved at Executive Committee. Policy being implemented and processes developed.	Green	---	---	---	---	---

Promote employability and access to jobs

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Maintain delivery of the Community Intermediary Organisation (CIO)	CIO contract delivered as per agreed outcomes by March 2011	CIO contract delivered and monitored.	Green	---	---	---	---	---
Continue to implement 'More Choices, More Chances' (MC,MC) Action Plan	Refreshed action plan delivered within agreed timescales to improve services offered to MC,MC people by March 2011	Complete. Action Plan updated October 2010 and delivered.	Green	---	---	---	---	---
	Partnership implementation of 16+ Learning Choices programme in all secondary schools by March 2011	16+ rolled out to 2010 summer and winter leavers in all secondary schools. Follow up meetings have taken place to confirm destinations and to look at all summer leavers 2011.	Green	---	---	---	---	---
	Activity agreements programme to support the most vulnerable young people created and delivery led by March 2011	382 young people have received activity agreement support in 2010/11.	Green	---	---	---	---	---
	Maintain the number of MC MC young people achieving a positive destination at 2007-2008 levels (88%) by 2011	Performance slightly below target since the School Leavers Destinations Report (SLDR) does not class the 380 young people who receive Activity Agreement support as being in a positive destination.	Amber	88.0%	86.2%	87.0%	Not avail	○
Develop and progress as appropriate new employability services	A range of innovative employability services procured, contracts issued and delivery continued by March 2011	The full range of proposed employability services, supported through FSF and EU, have been procured and delivered.	Green	---	---	---	---	---

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

Promote employability and access to jobs

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
focused on priority client groups resourced by EU and FSF	Over 2000 people supported each year through employability programmes	Across all programmes the annual target for client engagements has been exceeded. Previous figures excluded some programmes and projects not covered specifically by EU and FSF that have now been included.	Green	2,000	5,169	3,117	4,731	↑
	A minimum of 1200 of the people supported via employability programmes into employment or training	Over the year, 1401 people have entered employment and 417 entered training via the employability programmes. Previous figures excluded some programmes and projects not covered specifically by EU and FSF that have now been included.	Green	1,200	1,818	1,095	1,257	↑
	Maintain the gap in working age employment rate between South Lanarkshire and the Scottish average at 78.6%	The source for these figures is the Annual Population Survey (APS). The most recent data is for October 2009- September 2010 and suggests that the South Lanarkshire employment rate is still marginally above the Scottish average (72.2% of 16-64 population in employment in South Lanarkshire, against the Scottish average of 71%).	Amber	78.6%	72.2%	76.3%	Not avail	○
	Increase number of people recovering from drug and alcohol problems entering training, education and employment by 10% (base 2007-08 437)	Figures are produced nationally and will be reported when available.	Report Later	393	Not avail	Not avail	Not avail	○
	Maintain the total workless client group below 36,000 to 2010-2011	The latest figures from the Department of Work and Pensions (DWP) published in February 2011 suggest that the workless figure for South Lanarkshire is still below 36,000 with 30,450 on out-of-work benefits.	Green	36,000	30,450	27,270	Not avail	○
	Maintain workless client group to 8000 in worst datazones	The latest figures from the Department of Work and Pensions (DWP), August 2010, indicate that 9,050 people were on out-of-work benefits in the 15% data zones.	Amber	8,000	9,050	Not avail	Not avail	○
	Maintain percentage of school leavers achieving positive destination at 88% by 2011/12	Performance slightly below target since the School Leavers Destinations Report (SLDR) does not class the 380 young people who receive Activity Agreement support as being in a positive destination.	Report Later	88.0%	86.2%	Not avail	Not avail	○

Support local economy by providing the right conditions for growth, improving skills and employability**Tackle poverty**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Lead on the Economic Forum / recession response Tackling Poverty Partnership Improvement Plan (PIP)	Tackling poverty PIP revised and developed by September 2010	Processes under review as part of the corporate SOA and Resource Officers structures. This review has resulted in some slippage from the target timescales. PIP currently being updated in terms of indicators for completion by end May 2011.	Amber	---	---	---	---	---
Manage the Fairer Scotland Fund (FSF) programme from contributor funds as part of the Single Outcome Agreement (SOA)	Review of FSF programmes undertaken with recommendations for future delivery arrangements reported to Committee by December 2010	Review completed and proposals for new Tackling Poverty Programme (TPP) agreed for 2011/12 and will be implemented from 1 April 2011.	Green	---	---	---	---	---
	Impact of initiatives monitored during 2010/11	Mid-term monitoring report provided to CMT Sub-group on regeneration on 15 February 2011. Annual Report due for submission to CMT Sub-group on 7 June 2011.	Green	---	---	---	---	---
	Reduce the gap between areas identified as being in Scotland's worst 15% and the rest of South Lanarkshire in relation to employment, educational and learning achievement, health improvement, safety and attractiveness	The Residents Study has been completed and results are currently being analysed for the extent to which the gap is being closed. Results are due by end April 2011.	Report Later	58	Not avail	Not avail	58	○

Implement the Rural Strategy and Action Plan through the South Lanarkshire Rural Partnership

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Support and manage the co-ordination of the Rural Task Force (RTF) action plan	Individual actions implemented as per agreed timescale	Action Plans continue to be updated regularly. Final review scheduled following approval of strategy in June 2011.	Green	---	---	---	---	---
	Annual monitoring report to the RTF setting out progress on the RTF Action Plan produced by July 2010	Completed. It was agreed to report twice yearly to the Rural Task Force (RTF). A Report was submitted at the May and November 2010 meetings of the RTF. Next report due May 2011.	Green	---	---	---	---	---
Implement the Leader and other rural funding programmes	Funding schemes within Leader Action Plan delivered by March 2011	All programmes progressing in line with planned spend profile.	Green	---	---	---	---	---
Oversee the delivery of the Leader programme 2009-2011	Leader+ projects completed in line with programme	Programmes and projects delivered as per agreed programme. SLRP approved extension to LEADER programme to 31 December 2013 as a result of increased funds.	Green	---	---	---	---	---
Take a lead role in supporting the work of the South Lanarkshire Rural Partnership (SLRP) as part of an integrated	Quarterly partnership meetings arranged during 2010/11	Quarterly meetings taking place as per agreed schedule. 2011 programme of meetings to be agreed.	Green	---	---	---	---	---
	Rural community conference organised by February/March 2011	SLRP and Rural conference held on 14 March 2011.	Green	---	---	---	---	---

Support local economy by providing the right conditions for growth, improving skills and employability**Implement the Rural Strategy and Action Plan through the South Lanarkshire Rural Partnership**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
approach to rural regeneration	Percentage of rural participants satisfied with SLRP conferences (South Lanarkshire Rural Partnership)	Conference held on 14 March 2011. Feedback being analysed with results due by mid May 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	○
Review and implement the SLRP strategy and action plans	Mid-term review of the SLRP rural strategy carried out by March 2011	Draft review report considered by the SLRP on 22 March 2011. Refreshed strategy due for approval by end June 2011.	Green	---	---	---	---	---
	SLRP strategy action plans reviewed for progress against outcomes by September 2010	Action Plans regularly updated for progress and will be completely refreshed in line with refreshed Strategy at end June 2011.	Green	---	---	---	---	---
	Landscape partnership bid for heritage lottery funding supported and developed by March 2011	Stage 1 approved. Clyde and Avon Valley Landscape Partnership (CAVLP) launched on 2 October 2010 and staff team in place. Programme of Board and Steering Group meetings in place for 2011.	Green	---	---	---	---	---
	Increase community involvement, community transport use, business productivity and visitor expenditure by 10% to 2013 (baselines drawn from relevant published 2007 statistics or commissioned surveys)	Data being gathered and will be available for reporting by end June 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	○

Support and develop the South Lanarkshire community and voluntary sector

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Continue implementation of the formal working protocol (Compact) with the South Lanarkshire community and voluntary sector	Key components of the Compact Action plan delivered, including creation of the Voluntary Sector database by March 2011	Action Plan delivered for 2010/11. Voluntary Sector database now web active (Infobase). 243 organisations registered.	Green	---	---	---	---	---
	Promotion of the Compact across all Resources and other public sector bodies and the voluntary sector itself continued by March 2011	Complete. Voluntary Action South Lanarkshire (VASLAN) will be developing the Compact as part of grant agreement for 2011/12	Green	---	---	---	---	---
Provide support for the creation of the Voluntary Sector Interface agency by March 2011 ensuring the effective transition from the existing network to the new single organisation	A new single organisation created and memorandum of Articles of Association agreed by March 2011	Complete. Memorandum and Articles of Association agreed by Office of the Scottish Charity Regulator (OSCR) and Companies House.	Green	---	---	---	---	---
	Structure for the new organisation and staff resourcing agreed by March 2011	Completed. New Chief Executive appointed and all staff matched to new structure.	Green	---	---	---	---	---
	Existing organisation closed and assets transferred to new organisation by March 2011	All AGM and EGMs for the four organisations completed in January/February 2011 and agreed with OSCR.	Green	---	---	---	---	---

Support local economy by providing the right conditions for growth, improving skills and employability**Support and develop the South Lanarkshire community and voluntary sector**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Engage Resources in implementation of a new volunteering strategy	Resources engaged in implementation of volunteering strategy by March 2011	New working guide provided for Resources and being used by Social Work and Community Resources.	Green	---	---	---	---	---
Implement the revised Lanarkshire Social Economy Partnership (LSEP) strategy and action plan by 2011	Revised Lanarkshire Social Economy Partnership (LSEP) strategy and action plan implemented by 2011	Complete. ERDF application successful and Gateway Plus Team working from January 2011.	Green	---	---	---	---	---
Increase and improve volunteering opportunities for individuals and organisations by 2011	Solve agency supported to create more volunteering opportunities	Complete. Volunteering agreed by VASLAN as key part of its operational delivery plan.	Green	---	---	---	---	---
	Number of organisations engaging volunteers sustained or increased	Number of organisations engaging volunteers has increased during 2010/11 from 317 to 328.	Green	317	328	Not avail	317	☐
	Increased value of voluntary sector contracts	Data will be reported in Quarter 1, 2011/12.	Report Later	Not avail	Not avail	Not avail	Not avail	☐
	Increase in value of key voluntary sector support organisations	Data will be reported in Quarter 1, 2011/12.	Report Later	Not avail	Not avail	Not avail	Not avail	☐
	More voluntary organisations trading or contracting with the public sector by 2011	Data will be reported in Quarter 1, 2011/12.	Report Later	Not avail	Not avail	Not avail	Not avail	☐
	Increase the level of volunteering among residents to Scottish average 25% by 2011	Results will be available from the Scottish Household Survey, due to be published August 2011.	Report Later	25.0%	Not avail	Not avail	Not avail	☐
	Increase the level of volunteering among residents in deprived datazones to 22% by 2011	Results will be available from the Scottish Household Survey, due to be published August 2011.	Report Later	22.0%	Not avail	Not avail	Not avail	☐
Support and develop South Lanarkshire Credit Unions	Increase Credit Union membership by 3.5%	5.6% increase in credit union membership achieved 2010-11.	Green	3.5%	5.6%	5.8%	5.6%	↓
	Increase value of credit union shares and loans	Credit union loans increased by 10% while credit union shares increased by 15%.	Green	Not avail	15.0%	7.9%	10.8%	↑
	Close the gap between SLC and Scotland on the percentage of residents with access to a bank account to 88.5% by 2010-11 (base 2005/06 88%)	Results will be available from the Scottish Household Survey, due to be published August 2011.	Report Later	88.5%	Not avail	86.0%	Not avail	☐

Vision and Strategic Direction**Implement a programme of equality and human rights impact assessments across the Council**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Implement a programme of equality and human rights impact	Number of reports on impact assessments published on website	Discussions ongoing with Corporate Resources regarding publication of assessments.	Report Later	100.0%	Not avail	0.0%	0.0%	☐

Vision and Strategic Direction

Implement a programme of equality and human rights impact assessments across the Council

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
assessments across the Council	Progress in relation to Equality Impact Assessment Action Plan monitored against targets and reported to Equal Opportunities Forum annually in June	Completed. Annual report delivered as scheduled and included the number of impact assessments carried out.	Green	---	---	---	---	---
	Annual report to Equal Opportunities Forum on uptake of service, based on standardised equality reporting categories delivered on 29 June 2010	Completed. Annual report delivered June 2010 as required.	Green	---	---	---	---	---
	Number of impact assessments carried out against those timetabled	58 Equality Impact Assessments reviewed to date. Equality Impact Assessments for 2011-12 Revenue Savings were reviewed centrally in January 2011 to establish that they are robust and fit for purpose.	Green	100.0%	100.0%	100.0%	100.0%	

To secure quality living and working environments for health, wellbeing and economic prosperity


Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Improve opportunities, networks and facilities for walking, cycling and public transport in South Lanarkshire	Detailed targets set in Local Transport Strategy undertaken including continue to develop and construct sections of the 'Connect2' proposals to upgrade Larkhall to Hamilton cycle / walkway by March 2011	New Cycle routes completed including: East Kilbride to Uddingston, Chatelherault to the Mausoleum plus additional four sections - 3 in East Kilbride plus footway alterations and 1 section in Rutherglen. Bothwell Road, Hamilton, route rescheduled for completion end May 2011 and Bothwell Bridge to Uddingston being redesigned following discussions with Sustrans.	Green	---	---	---	---	---
	Mode share of percentage of people using public transport increased	Information is collated from the Scottish Household Survey on a biennial basis to achieve a suitable sample size. Data for 2009 will be available late 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	
	An increase in walking and cycling as measured by the mode share monitoring conducted by schools in South Lanarkshire	Information is collated from the Scottish Household Survey on a biennial basis to achieve a suitable sample size. Data for 2009 will be available late 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	
Manage the risk of flooding	Prepare schedule of clearance and repair works by September 2010	Timescales reviewed. Watercourse maintenance schedule details not yet received from Scottish Government, action therefore carried forward to 2011/12	Report Later	---	---	---	---	---

Vision and Strategic Direction


To secure quality living and working environments for health, wellbeing and economic prosperity

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Work on flood alleviation schemes for Armour Court in Blantyre, Machan Burn in Larkhall and Claud's Burn in Hamilton continued as funding permits	Armour Court, Blantyre works commenced in February 2011, due for completion April 2011. Machan Burn, Larkhall ground penetrating survey work undertaken to identify location of services. Works commenced on site in February 2011 at Larch Grove, Hamilton, Scottish Water foul sewer repair caused a delay, estimated completion by end April 2011.	Amber	---	---	---	---	---
	Sustain number of properties at risk of flooding	There is no update to the figures available at this time.	Report Later	1,123.0	Not avail	Not avail	Not avail	<input type="checkbox"/>
	Requirements of the Flood Risk Management (Scotland) Act 2009 complied to within timescales	Attending SCOTS Flood Risk Management Group which shares best practices and is working to influence the regulations and guidance for ministers. Historical flood data has been supplied to SEPA for preliminary Flood Risk Assessments.	Green	---	---	---	---	---
Comply with the requirements of the Disabled Persons Parking Places (Scotland) Act	Existing advisory disabled persons parking places in residential areas identified by June 2010	Completed. Existing advisory disabled persons parking places in residential areas were identified by June 2010.	Green	---	---	---	---	---
	Traffic Regulation Orders process began for all qualifying parking bays in residential areas by October 2010	Completed. The Traffic Regulation Orders process has begun for all qualifying parking bays in residential areas. The process has been completed for 301 bays.	Green	---	---	---	---	---
	Programme to remove existing markings from disabled parking bays that are no longer required commenced by March 2011	Completed. Works orders sent for the removal of 203 bays.	Green	---	---	---	---	---
	All advisory disabled off-street parking places identified by October 2010	Completed. All advisory disabled off-street parking places have been identified and the TRO process for 96 Council car parks commenced on 17 September 2010 and went to third stage of process on 23 November 2011.	Green	---	---	---	---	---
	Traffic Regulation Orders process began for all qualifying off-street Council owned parking places and agreement sought with owners to start the process for other eligible parking places by October 2010	Completed. Traffic regulation order process underway for off-street Council owned parking places. Letters sent to 261 owners in October 2010 and progress made in relation to reaching agreement with private owners.	Green	---	---	---	---	---

Vision and Strategic Direction**To secure quality living and working environments for health, wellbeing and economic prosperity**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Take forward sustainable development in Community Growth Areas	Measures designed into masterplans submitted for planning consent which on paper will result in 15% reduction on base (SL ecological footprint is 5.28 global hectares per person - SEI,2004 data))	Measures have been designed into masterplans and submitted applications show required information. No figures are currently available in relation to the ecological footprint.	Report Later	4.49	Not avail	Not avail	Not avail	
Corporate SEA working group to process, screen, scope and undertake SEA's	Strategic Environmental Assessments undertaken on all key plans and strategies in line with legislation	The template for the post adoption statement finalised. Reports on SEA progress in plans and strategies throughout the Council has been submitted to member officers working group. To be reported to Executive Committee.	Green	---	---	---	---	---


Vision and Strategic Direction

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Develop and implement our Council Plan – Connect	Deliver annual Resource Plan based on standard corporate template	Completed. The 2010-11 Resource Plan has been completed and approved by Enterprise Committee on 2 June 2010. The Resource Plan and Service annual statements have been desk top published and are available on the Council website. They were communicated to employees via a team brief.	Green	---	---	---	---	---
Contribute to Council's sustainability	Updated State of Environment Report published every two years tracking change in local environmental indicators, next report due summer 2011 (SOA)	Data within the Council's State of the Environment Report is currently being updated in preparation for the 2011 publication. The 2009 report has been developed into a local teaching package and deposited on GLOW for use by schoolchildren. A Local environmental leaflet will be produced following production of the 2011 report.	Green	---	---	---	---	---
	SUDS schemes incorporated into all applicable developments	Schemes continue to be incorporated in all applicable developments.	Green	Not avail	133	173	104	

Vision and Strategic Direction**Vision and Strategic Direction**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Participation in Exemplar SUDS project	Completed. Final reports issued and to be considered further as the Community Growth Area development proceeds. SEPA are leading discussions on how this information is to be disseminated within the industry.	Green	---	---	---	---	---

Governance and Accountability**Governance and Accountability**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Lead on developing and implementing a corporate information governance strategy and action plan for the Council	Draft Information Governance strategy document by April 2010	Completed. Draft Information Governance Strategy produced April 2010.	Green	---	---	---	---	---
	Final Information Governance strategy document by December 2010	Completed. Strategy and action plan approved by CMT on 21 October 2010.	Green	---	---	---	---	---
	Annually updated action plan implemented by December 2010	Completed. The action plan forms part of the strategy document presented to CMT in October 2010.	Green	---	---	---	---	---
	Mechanisms to carry on work initiated by the Information Governance board established by December 2010	Completed. Information governance board continuing to meet in 2011.	Green	---	---	---	---	---
Ensure that high standards of governance are being exercised	Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)	For the period April to February there were 17 audit actions assigned to Enterprise. 14 actions were completed on time and 3 were completed late. As at the end of February 2011 there were no outstanding audit actions.	Amber	100.0%	82.0%	0.0%	0.0%	
	Actions from approved risk management work plan delivered by agreed dates	Actions from risk management work plan on target. Positive outcome following assessment of compliance with Risk Management Strategy.	Green	---	---	---	---	---
	Risk Control Actions delivered by due dates	38 actions included on risk control action plan. 29 actions completed on time. 1 action completed past due date. 3 actions outstanding. Remaining 5 actions on target for completion by due date.	Green	---	---	---	---	---

Governance and Accountability**Governance and Accountability**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Resource Governance Self Assessment and declaration completed by due date and actions developed to address non compliant areas	Complete. 2009/10 Resource Governance Statement completed and returned to the Executive Director of Finance within the financial year end timescales. The Statement was endorsed by the Resource Senior Management Team and formally briefed to the Chair of Enterprise Resources (19 May 2010).	Green	---	---	---	---	---

Performance Management and Improvement**Performance Management and Improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Implement effective best value management arrangements to ensure continuous improvement	Completion of Implementation of Planning Act review as per timetable	Lean review events taken place in June and December 2010. Recommendations being implemented.	Green	---	---	---	---	---
	Improvement plans approved by Committee	No improvement plans required to be reported to Committee during 2010/2011.	Green	---	---	---	---	---

Performance Management and Improvement

Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Sustained positive SPI trend results for the Council	Planning application processing time showed a decline in performance for 2009/10. The introduction of electronic processing contributed to the performance levels. During 2010/11 figures remained at similar levels for householder applications but improved for non-householder applications. Early indications for 2011/12 are that performance levels for both householder and non-householder applications have significantly improved.	Red	---	---	---	---	---
	Local PIs meet requirements of Best Value 2	A review and analysis of SPIs and LPIs was undertaken to health check the current suite of performance indicators against BV2 characteristics and specified SPIs were ranked based on relevance to Connect and Resource priorities. No gaps in coverage were identified however consolidation and improvements in the quality of measures have been addressed as part of the development of Resource and Service plans for 2011/12 and ongoing roll out of IMPROVe.	Green	---	---	---	---	---
	Completion of diagnostic projects as per agreed timetable	Project complete.	Green	---	---	---	---	---
Continue to issue Planning and Building Standards customer satisfaction surveys	Percentage satisfaction levels (building standards services) maintained or improved	Satisfaction levels have improved on last year and 100% of respondents rated the overall service as excellent (28%) or good (72%).	Green	73.0%	82.0%	87.0%	87.0%	↕
	Planning customer satisfaction levels maintained or improved	Satisfaction levels from applicants are less than in previous years however results from agents have increased by 7% to 77%. Results are being analysed and appropriate measures will taken to increase satisfaction levels.	Amber	73.0%	63.0%	73.0%	73.0%	↕

Performance Management and Improvement

Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Hold Planning and Building Standards customer focus groups	Separate Planning and Building Standards events held by October 2010	Planning event held November 2010. Building Standards event will be scheduled to take place in summer 2011.	Amber	---	---	---	---	---
Formulate Service improvement actions arising from Planning and Building Standards focus groups and customer satisfaction surveys	Improvements implemented in accordance with service improvement plans	Service Improvement Plan completed and being progressed.	Green	---	---	---	---	---
Publication of annual Planning Service Improvement Plan for Development Management and Development Plan activities	Preparation of Planning Service Improvement Plan by April 2010	Completed. Planning Service Improvement Plan prepared by April 2010.	Green	---	---	---	---	---
	Publication and implementation of the Plan by March 2011	The Plan is published and implemented.	Green	---	---	---	---	---
Liaise with the Building Standards Division (BSD) of the Scottish Government and other stakeholders to secure appointment as verifier for 2011-1017	Respond to BSD annual return by May 2010	Completed. Building Standards Division annual return responded to within required timescales.	Green	---	---	---	---	---
	Respond to BSD consultations by autumn 2010	Completed. All consultations have been responded to.	Green	---	---	---	---	---
	Prepare action plan following ministerial decision by December 2010	Ministerial decision issued beginning February 2011. Response and action plan will be included within the building standards balanced scorecard submission for 2011-2012.	Amber	---	---	---	---	---
	Undertake required actions by March 2011	This will be taken forward via balanced scorecard 2011-2012.	Amber	---	---	---	---	---

Efficient and effective use of resources

Manage land and property assets efficiently

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Prepare, manage and deliver five year programme of capital receipts	Completion of capital receipts annual disposal programme	Capital Receipts of £11,424,970 achieved in current financial year 2010/2011 this was largely due to a single receipt for a large retail site.	Green	Not avail	£11.42m	£4.50m	£3.73m	○
	Review of five year rolling receipts programme	Completed. Capital receipts programme reviewed and report presented to CMT on 17 June 2010, five year programme agreed.	Green	---	---	---	---	---

Efficient and effective use of resources

Manage land and property assets efficiently

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Improve the performance of the Council's non operational (lease) portfolio	Improve performance of lease portfolio - annual net rental income	Achieved £3m in net rental income.	Green	Not avail	£3.00m	£2.80m	£2.83m	↑
	Improve performance of lease portfolio - debt levels of less than 5% of total rental invoiced per annum achieved	The debt figure is distorted by the late payment of rent by three shopping centre owners. Although late these are always paid with interest. Excluding those figures the debt level is at 2%, the lowest level recorded. Options for challenging the late payments are being investigated.	Green	5.0%	7.6%	7.0%	6.5%	↑
	Improve performance of lease portfolio - combined vacancy rates of less than 15% per annum achieved	Analysis reveals Offices are running at 32% void. This figures accounts for 47% of the total voids within the portfolio. Industrial unit voids - 16% Business Centre voids - 28% The percentage void excludes properties held for development / disposal and as such are not to be re-let.	Amber	Not avail	15.5%	13.2%	16.0%	↓
	Reduction in number of non performing properties	This figure is not currently available so it will be reported in Q1 of 2011/12.	Report Later	16.0	Not avail	Not avail	16.0	○
	Increase net rental income generated per m² per category of property	Business centres and offices have been affected by the current economic circumstances however there is growth in other areas. Breakdown of figures below: Ground £19.37 down 0.1% Industrial Ground £2.12 up 7.6% Industrial Units £34.15 up 3.7% Business centres £96.31 down 9.1% Offices £30.47 down 14% Retail £8.39 up 6.9% Misc £0.07 up 16.7%	Amber	Not avail	Not avail	Not avail	Not avail	○
	New measure to establish baseline cost/value of income lost as a result of void properties introduced by March 2011	New measure developed and will be reported at end of financial year.	Green	---	---	---	---	---
Attract external funding support of £5m from European Union, lottery and related sources to support corporate objectives	Annual target to attract £5m external funding support from European, lottery etc achieved	Annual target for 2010/11 exceeded.	Green	£5.00m	£6.00m	£8.12m	£5.05m	↓
Manage rolling programme of Asset Valuations in compliance with International Financial	Valuations in accordance with schedule completed	2010/11 valuation programme complete.	Green	---	---	---	---	---

Efficient and effective use of resources**Manage land and property assets efficiently**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Reporting Standards (IFRS)	IFRS legislation complied with in line with required timescales	All required information has been prepared and made available to Central Finance.	Green	---	---	---	---	---

Efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Monitor usage and condition of operational accommodation	Proportion of operational accommodation that is in satisfactory condition (SPI)	Target achieved.	Green	100.0%	100.0%	Not avail	100.0%	
	Proportion of operational accommodation that is suitable for its current use (SPI)	Target achieved.	Green	100.0%	100.0%	Not avail	100.0%	
	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people	Only the business centres within the Lease Portfolio require to be measured and 6 out of the 7 are DDA compliant. The recently opened Carlisle Business Centre is currently under assessment.	Green	86.0%	Not avail	100.0%	100.0%	

Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Staff absence rate (SPI)	Annual target achieved. Breakdown for Q4 is as follows: January 3.7% February 2.5% March 3.0% Overall 3.1%	Green	5.0%	3.2%	3.2%	3.6%	
	Labour turnover rate	Target achieved.	Green	5.0%	1.4%	3.1%	1.6%	
	100% coverage of PDR and associated training plans of employees in the scope	Completed. All PDRs completed.	Green	100.0%	100.0%	100.0%	100.0%	