

Community and Enterprise Resources

improve

Resource Plan (Community Services) Performance Report Quarter 4 (Jan-Mar) - 2013/14

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

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – are we on course to achieve?
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

Develop a sustainable Council and communities

Provide services and infrastructure which help local communities to become more sustainable

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | This Year | | Last 3 Years | | |
|--|--|--|--------|-----------|---------|--------------|---------|---------|
| | | | | Target | To Date | 2009/10 | 2010/11 | 2011/12 |
| | Council target achieved for waste tonnage per household (target is lower than 1.3 tonnes) | This figure is for quarter one (quarter two figure is not yet available, so will be reported in quarter three). | Green | 1.3 | 0.3 | 1.3 | 1.2 | 1.2 |
| | Council target achieved for municipal waste collected during 2012/13 that was recycled or composted (40% or above) | This figure is for quarter one (quarter two figure not yet available, so will be reported in quarter three). | Green | 40.0% | 44.1% | 40.1% | 38.2% | 40.5% |
| Introduce new waste management services to reduce waste and increase recycling | Project for treatment facilities progressed by March 2013 | A report is to be presented to the Executive Committee in December 2012 identifying options for a long term solution. | Amber | --- | --- | --- | --- | --- |
| Manage flooding priorities and deliver prioritised flood protection schemes | Prioritised flood protection projects delivered by March 2013 in line with available capital / revenue funding | Larch Grove, Hamilton - brief issued to consultant for ground investigation to inform design of works. Site investigation - boreholes complete, further investigation of existing culvert underway to locate buried manhole. Detailed design to be prepared when site investigations complete. Bellfield Road, Coalburn - culvert lining works completed 30 August 2012 | Green | --- | --- | --- | --- | --- |
| | Preparation of prioritised 5 year programme of flood protection / management projects by March 2013 | Currently analysing previous flood events, completed improvement works and known problem areas to allow a 5 year programme to be prepared. | Green | --- | --- | --- | --- | --- |
| | Options for aligning the management of flooding priorities reviewed across Community and Enterprise Resources by December 2012 | Meeting held between Community and Enterprise Resources staff to discuss integrating response to flooding procedures and other opportunities. Follow up meeting to be scheduled for November. | Green | --- | --- | --- | --- | --- |

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 3 years, showing how we are doing over time.

Summary - 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>Improve services for older people</i> | | | | | |
| <i>Protect vulnerable children, young people and adults</i> | | | | | |
| <i>Improve road network and influence improvements in public transport</i> | | | | | |
| Support the local economy by providing the right conditions for growth, improving skills and employability | 2 | | | 1 | 3 |
| <i>Tackle disadvantage and deprivation</i> | | | | | |
| Develop a sustainable Council and communities | 2 | | | 3 | 5 |
| <i>Raise educational achievement and attainment</i> | | | | | |
| <i>Improve the quality, access and availability of housing</i> | | | | | |
| Improve the quality of the physical environment | 7 | 1 | 1 | 2 | 11 |
| <i>Increase involvement in lifelong learning</i> | | | | | |
| <i>Get it right for every child</i> | | | | | |
| Improve community safety | 6 | | 1 | | 7 |
| Improve and maintain health and increase physical activity | 21 | 1 | | | 22 |
| Promote participation in cultural activities and provide quality facilities to support communities | 5 | | | | 5 |
| Strengthen partnership working, community leadership and engagement | 4 | | | 6 | 10 |
| <i>Provide vision and strategic direction</i> | | | | | |
| Promote performance management and improvement | 9 | | | 6 | 15 |
| <i>Embed governance and accountability</i> | | | | | |
| Achieve efficient and effective use of resources | 1 | | | | 1 |
| Total | 57 | 2 | 2 | 18 | 79 |

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

Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|---|--|------------|-----------------------|---------|--------------------------|-----------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Deliver services to business to improve levels of consumer protection and fair trading and support the local economy | Number of businesses processed through Buy with Confidence approved trader scheme | 37 businesses were processed through the Buy with Confidence approved trader scheme in 2013/14. Two businesses decided not to renew their membership. | Contextual | Not avail | 37 | Not avail | Not avail | 19 |
| Improve the competitiveness of local business through provision of a business advice service which includes delivery of seminars and educational activities | 4 regulatory compliance bulletins issued to the business community | Two regulatory compliance bulletins have been issued in quarter four to Buy With Confidence members. Four bulletins have been issued in total in 2013/14. | Green | --- | --- | --- | --- | --- |
| | 95% of business advice requests completed within 14 days | Annual target for percentage of business advice requests completed within 14 days has been met. | Green | 95.0% | 95.0% | 95.8% | 94.6% | 93.4% |

Develop a sustainable Council and communities

Improve the Council's environmental performance and reduce its greenhouse gas emissions

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|--|---|---|-----------------------|--------|---------|--------------------------|---------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Reduce transport emissions within Fleet service and further develop the use of low carbon vehicles | 3.3% reduction in council wide transport emissions achieved by March 2014 | There was a 4.7% increase in greenhouse gas emissions related to fuel consumption during 2013/14. This was due to changes in patterns of service delivery between the years 2012/13 and 2013/14. However, the target to reduce emissions by 10% over three years was achieved. Across all fuel types, emissions during 2013/14 were 9,542 tonnes CO2 compared to 10,614 tonnes in the 2010/11 baseline year. Figures have been calculated using the most recent national carbon conversion factors published by the UK Department of Energy and Climate Change. | Green | 3.3% | 10.1% | Not avail | 7.8% | 14.1% |

Provide services and infrastructure which help local communities to become more sustainable

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|---|--|---|-----------------------|--------|-----------|--------------------------|---------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Develop and implement recycling and composting schemes for municipal and/or household waste in order to achieve the Scottish Government waste and recycling targets | Council target achieved for amount of biodegradable municipal waste sent to landfill (49,700 tonnes) | Quarter four figure is not yet available. The quarter three figure is 52,629 tonnes. This exceeds the figure for the same period last year (47,568 tonnes). The annual target has therefore not been met. The Service is currently in the process of undertaking an options appraisal exercise to look at future recycling for all waste streams in line with government legislation. | Report Later | 49,700 | 52,629 | 69,214 | 65,439 | 62,781 |
| | Council target achieved for total household waste arising that is recycled and composted | Quarter four figure is not yet available, so will be reported later. However, quarter three figure is 39.7%, so still on track to achieve annual target. | Report Later | 40.0% | Not avail | 38.2% | 35.7% | 37.7% |

Develop a sustainable Council and communities

Provide services and infrastructure which help local communities to become more sustainable

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|--|---|--|--------------|-----------------------|-----------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| | Council target achieved for waste tonnage per household (target is lower than 1.3 tonnes) | Quarter four figure is not yet available, so will be reported later. However, quarter three figure is 0.78 tonnes, so still on track to achieve annual target. | Report Later | 1.3 | Not avail | 1.2 | 1.2 | 1.0 |
| Introduce new waste management services to reduce waste and increase recycling | Strategic plan for introduction of waste treatment prepared by March 2014 | The timetable and initial paperwork for the contract has been prepared and the appointment of external advisers for legal and financial services has been carried out. The appointment of technical advisers is in progress and will roll over into 2014/15. The issue of SEPA's Thermal Treatment Guidelines has provided the Council with the opportunity to review the contract procurement process to be adopted and this will be determined early April 2014. | 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 (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|---|---|--------|-----------------------|---------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Identify and manage contaminated land within the statutory regulatory framework | Publication of the revised Contaminated Land Strategy 2013-2018 for South Lanarkshire by March 2014 | Significant progress has been made in completing the review of the Contaminated Land Strategy. Additional work was required to meet the requirements of the Strategic Environmental Assessment process. Further progress will be made in the new financial year and final publication has been rescheduled to March 2015. | Amber | --- | --- | --- | --- | --- |

Improve the quality of the physical environment

Improve the cleanliness of streets, parks and other public areas and take preventative and enforcement action against environmental crimes and incivilities

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|--|--|------------|-----------------------|---------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Sustain an independently assessed high score for street cleanliness | Local Environment Audit and Management System (LEAMS) score of 72 achieved | An average Local Environment Audit and Management System score of 75 was achieved across the year, exceeding the annual target of 72. | Green | 72.0 | 75.0 | 73.0 | 72.0 | 72.0 |
| Maintain land to a high standard | Land Audit Managements System (LAMS) score of 70 achieved | An average Land Audit Managements System score of 72 has been achieved across the year. | Green | 70.0 | 72.0 | 67.0 | 70.0 | 70.0 |
| Carry out a review of Grounds Maintenance and Street Cleansing Services | Review of Grounds Maintenance and Street Cleansing Services implemented | The Grounds Review was put on hold and is in the process of being re-established, with completion programmed for 2014/15. | Red | --- | --- | --- | --- | --- |
| Take preventative and enforcement action in relation to incidents of fly tipping, dog fouling and noise, including enhanced covert surveillance to reduce exposure to environmental injustice | 90% of fly tipping complaints responded to within 2 days | 96.4% of all fly tipping complaints were responded to within two working days in 2013/14 (1,359 illegal dumping complaints were received by Environmental Services). | Green | 90.00% | 96.40% | 0.00% | 0.00% | 0.00% |
| | 90% of dog fouling complaints responded to within 2 days | 98.3% of 1,134 dog fouling complaints were responded to within two working days across the year. | Green | 90.00% | 98.30% | 0.00% | 0.00% | 0.00% |
| | The number of complaints of domestic noise received during the year settled without the need for attendance on site | This number is consistent with the number of complaints received in previous years. | Contextual | Not avail | 1,177 | 0 | 0 | 0 |
| | The number of complaints of domestic noise received during the year requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 | Environmental Health provides advice and guidance on how to alleviate problems associated with domestic noise. | Contextual | Not avail | 28 | 0 | 0 | 0 |
| | The average time between the time of complaint and attendance on site for domestic noise complaints for those requiring attendance on site (not including those dealt under Part V of the Antisocial Behaviour Act 2004) | Annual target has been exceeded, with response time improved on previous year. | Green | 2.00 | 0.82 | 0.78 | 0.88 | 1.10 |

Improve the quality of the physical environment

Improve the cleanliness of streets, parks and other public areas and take preventative and enforcement action against environmental crimes and incivilities

| Action | Measures(<i>non statistical measures shaded grey</i>) | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|--------|---|---|-----------------------|--------|---------|--------------------------|---------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| | The average time between the time of complaint and attendance on site for those domestic noise complaints dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 | Annual target has been exceeded, with response time slightly improved on previous year. | Green | 2.00 | 0.48 | 0.53 | 0.54 | 0.50 |

Protect biodiversity and enhance Greenspace in South Lanarkshire

| Action | Measures(<i>non statistical measures shaded grey</i>) | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|--|--|--|-----------------------|--------|---------|--------------------------|---------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Improve urban greenspaces in partnership with neighbouring communities | Management plan for Millheugh and Greenhill estates (Blantyre) agreed with "Friends of the Calder" group, with consultation with wider community by March 2014 | The management plan for the Council's estate at Millheugh and Greenhall (High Blantyre) has been completed in partnership with the "Friends of the Calder". Because of delays in the announcement of the next Scottish Rural Development Programme, funding opportunities and timetables for site regeneration are as yet unclear. Once a firm funding and delivery model has been developed, wider community consultation will be undertaken. | Green | --- | --- | --- | --- | --- |

Improve community safety

Undertake action to promote community safety and protect vulnerable groups from the consequences of unsafe goods and services

| Action | Measures(<i>non statistical measures shaded grey</i>) | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|--|---|--|-----------------------|--------|---------|--------------------------|-----------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Undertake effective community safety awareness initiatives and promote and develop the South Lanarkshire Bogus Crime Task Force, No Cold Calling Control | Target participation achieved for South Lanarkshire Council primary schools participating in the Primary 3 Home Safety Cadet initiative by March 2014 (85%) | The annual target was not met due to realignment of resources early in the year to service priority areas, in this case toward litter enforcement. | Red | 85.0% | 17.7% | Not avail | Not avail | 98.0% |
| | Target participation achieved for the 'Crucial Crew' experiential safety learning programme (95% of target primary seven pupils attended) | Crucial Crew Programme successfully completed this year in conjunction with other SLC services. | Green | 95.0% | 95.0% | Not avail | 95.8% | 80.6% |

Improve community safety

Undertake action to promote community safety and protect vulnerable groups from the consequences of unsafe goods and services

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|--|---|---|--------|-----------------------|---------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Zones and address ongoing incidents of door step crime | Target achieved for older people expressing Be Smart Be Safe events as being informative (75%) | Annual target exceeded for percentage of older people expressing Be Smart Be Safe events as being informative. | Green | 75.0% | 84.0% | Not avail | 98.0% | 73.0% |
| | Target achieved for older people expressing Be Smart Be Safe events as being valuable (75%) | Annual target exceeded for percentage of older people expressing Be Smart Be Safe events as being valuable. | Green | 75.0% | 89.0% | Not avail | 98.0% | 80.0% |
| | Support maintained for vulnerable groups and neighbourhood watch areas by responding to 100% of door step crime reports on the same or next working day | Response to all reports of doorstep crime was carried out on the same or the next working day in 2013/14. | Green | 100.0% | 100.0% | 0.0% | 0.0% | 100.0% |
| Undertake regulatory activity designed to protect consumers, prevent the sale of tobacco to children and ensure compliance with legislation governing the sale and storage of solvents | 65% of consumer complaints completed within 14 days | The annual target for this measure has been exceeded, with 74% of consumer complaints completed within 14 days. | Green | 65.0% | 74.2% | 78.4% | 75.0% | 70.6% |

Reduce the number of road casualties through road safety and other infrastructure improvements and initiatives

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|--|--|--------|-----------------------|---------|--------------------------|-----------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Assist in the provision of safe routes to and from school through the operation of a school crossing patrol service | School crossing patrol cover provided at 222 sites in 2014 | Annual target has been met for this measure. | Green | 222 | 222 | Not avail | Not avail | 219 |

Improve and maintain health and increase physical activity

Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|---|---|--------|-----------------------|---------|--------------------------|-----------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Maximise the number of individuals participating in physical activity at leisure facilities | Achieve 3.433m attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture (SLLC) | In 2013/14, there has been a 3% increase in annual attendances at those facilities managed by the Sport and Physical Activity section of SLLC compared to the previous year, with improved swimming lesson provision and increased attendances through the gyms and fitness classes being the main contributors. | Green | 3.43m | 3.50m | Not avail | Not avail | 3.40m |
| | Maintain number of attendances per 1,000 population for swimming pools (5,191) | In 2013/14, compared to last year, there has been a 4.8% increase in annual attendances at swimming pools, with casual swimming and the swimming lesson programme both continuing to grow in all centres. | Green | 5,191 | 5,440 | 3,988 | 4,873 | 5,191 |
| | Maintain number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex (5,681) | In 2013/14, annual attendances for other indoor sports and leisure facilities increased by 1.4% to 1,801,400, compared to the previous year. A good fourth quarter saw attendances rise by 5.6% to just over 500,000, mainly due to better programming in some of the smaller centres and improvements in fitness class attendances. | Green | 5,681 | 5,805 | 5,083 | 5,302 | 5,681 |
| | Maintain number of attendances at outdoor recreation and country parks (2.181m) | In 2013/14, annual attendances at outdoor recreation and country parks rose by 6.6% to 2,280,600 compared to the previous year. Annual golf attendances rose by 34,000 (32%) to 139,500 and country parks by 78,000 (5%) to 1,586,677, compared to the previous year. | Green | 2.181m | 2.281m | Not avail | Not avail | 2.180m |
| Provide free use of SLLC facilities to under 16s sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy | Achieve 960,000 free under 16 attendances at SLLC facilities by March 2014 (includes halls, school lets, outdoor and indoor leisure) | In 2013/14, there has been a 5.7% increase in free under 16 attendances at SLLC facilities for the year compared to the previous year, taking annual free use attendances by under 16's to just under 1m (967,724). | Green | 960,000 | 967,724 | Not avail | Not avail | 958,261 |

Improve and maintain health and increase physical activity

Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|--|--|---|--------|-----------------------|---------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire | Maintain the numbers of registered members of "Activage" scheme (in excess of 27,000 registered members) | In 2013/14, the total number of people joining the Activage scheme showed an 11.3% increase on the previous year. | Green | 27,000 | 30,287 | 21,045 | 24,416 | 27,219 |
| | Increase numbers of 60+ residents using South Lanarkshire leisure facilities (in excess of 370,000 attendances per year) | In 2013/14, usage of South Lanarkshire leisure facilities by the over 60's increased by 17% to 440,300, compared to the previous year. | Green | 370,000 | 440,348 | 297,927 | 345,776 | 376,003 |
| Implement the recommendations of the Member / Officer review on Fixed Play areas | Third year of five year investment programme carried out on fixed play areas, as identified through the Member / Officer Review | All year three work is complete within these fixed play areas. A number of year four play areas have been identified for improvements. Grounds Services are currently liaising with landscape architects to draw up new specifications and plans. | Green | --- | --- | --- | --- | --- |
| Develop proposals for cross boundary walking routes linking rural settlements and sites of cultural and environmental interest | Discussion with partners on cross boundary walking routes continued and funding opportunities sought for key South Lanarkshire Council links | This measure has now been completed. Discussions were held with neighbouring local authorities and the Southern Upland Partnership. Cross boundary access opportunities have been identified and mapped and will be used to inform future projects. Implementation will depend upon identification of wider funding opportunities and cannot, at present, be scheduled. | Green | --- | --- | --- | --- | --- |
| Continue to improve nutrition and health value of school meals | Primary school free meal uptake levels further increased compared to 2012/13 | Primary school free meal uptake level has been exceeded. | Green | 76.1% | 76.9% | 73.8% | 70.8% | 75.1% |
| | Primary school paid meal uptake levels further increased compared to 2012/13 | Although an increase on the previous month, the year to date primary school paid meal uptake remains slightly under target. | Amber | 50.6% | 49.9% | 45.8% | 54.6% | 49.6% |
| | Secondary school free meal uptake levels further increased compared to 2012/13 | Secondary school free meal uptake has exceeded annual target. | Green | 50.8% | 54.3% | 41.3% | 43.3% | 49.8% |
| | Secondary school paid meal uptake levels further increased compared to 2012/13 | Secondary school paid meal uptake has exceeded annual target. | Green | 57.5% | 63.0% | 47.0% | 54.5% | 55.5% |

Improve and maintain health and increase physical activity

Safeguard health through an effective environmental services regulation and enforcement service

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|--|---|--------|-----------------------|---------|--------------------------|-----------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection | Incidence of notified food borne infection reduced from 2006/07 baseline figures by 8.5% by March 2014 | The annual target for this measure has been achieved this year through a combination of programmed inspections of food businesses and good hygiene awareness initiatives. | Green | 170 | 115 | 137 | 106 | 120 |
| | Broad compliance with food safety statutory requirements secured in 85% of premises | The annual target for this measure has been achieved by implementing the planned inspection programme and inspecting new businesses that open during the year. | Green | 85.0% | 86.1% | 86.9% | 86.3% | 86.5% |
| | 96% food safety inspections achieved on time (6 months) | The inspection of high risk food businesses was completed as planned and reflects the priority given to this area of work. | Green | 96.0% | 100.0% | Not avail | Not avail | 100.0% |
| | 96% food safety inspections achieved on time (12 months) | Strong performance was maintained in the final quarter of the year for this measure and the service plan annual target was exceeded. | Green | 96.0% | 98.1% | Not avail | Not avail | 96.0% |
| | 85% food safety inspections achieved in time (>12 months) | Strong performance was maintained in the final quarter of the year for this measure and the service plan annual target was exceeded. | Green | 85.0% | 97.0% | Not avail | Not avail | 93.0% |
| Review and assess air quality throughout South Lanarkshire as required by the Environment Act 1995 and in line with national guidance | Publication of Air Quality Strategy 2013-2018 completed by March 2014 | The draft Air Quality Strategy and Strategic Environmental Assessment (SEA) environment report are now available and online for public consultation. South Lanarkshire Council is one of the first local authorities in Scotland to have published an Air Quality Strategy. | Green | --- | --- | --- | --- | --- |
| | Implementation of Air Quality Action plan measures progressed by March 2014 (subject to funding application and allocation by Scottish Government) | Key action plan projects have been delivered this year working in partnership with colleagues in the Roads department. An application for 2014/15 funding has now been made to the Scottish Government and includes proposals for further partnership working with Roads colleagues, as well as new partnership projects with Fleet and community groups. | Green | --- | --- | --- | --- | --- |

Improve and maintain health and increase physical activity

Safeguard health through an effective environmental services regulation and enforcement service

| Action | Measures(<i>non statistical measures shaded grey</i>) | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|---|---|--|-----------------------|--------|---------|--------------------------|---------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| | Progress report prepared and submitted to Scottish Government and Scottish Environment Protection Agency (SEPA) by March 2014 | The 2013 progress report has been submitted to Scottish Government and responses received from DEFRA, SEPA and the Scottish Government. The 2014 progress report submission is now being drafted. | Green | --- | --- | --- | --- | --- |
| Provide a comprehensive and responsive public health service to protect the community from infectious diseases, contamination or other hazards which constitute a danger to public health | 90% of public health service requests responded to within 2 working days | Examples of service requests recorded under this category are: drainage defects, pollution incidents, complaints of odours, dark smoke, and matters which impact on the supply of drinking water etc. There were 1,302 service requests received in the period 01/04/2013 to 31/03/2014. | Green | 90.00% | 97.14% | 0.00% | 0.00% | 0.00% |

Promote participation in cultural activities and provide quality facilities to support communities

Improve facilities for arts and cultural activities and provide quality facilities to support communities

| Action | Measures(<i>non statistical measures shaded grey</i>) | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|---|--|--|-----------------------|---------|---------|--------------------------|-----------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area | Increase 2013/14 level of visitors to SLLC cultural venues (0.55m) | Whilst the annual target has not been met for this measure, in 2013/14, there has been a 5.1% increase in the number of visitors to SLLC cultural venues compared to the previous year. This was largely due to an increase in general programming, including record sales for pantomimes. | Green | 0.55m | 0.50m | Not avail | Not avail | 0.47m |
| Maintain attendances at our libraries by actively promoting to the local community | Maintain number of visits per 1,000 population (4,615) | In 2013/14, there was an overall 3.2% increase in annual attendances compared to the previous year - the effects of extending programmes for children and families is paying off in terms of maintaining attendances. Increased partnership working to provide support for benefits claimants also contributed to increased attendances. | Green | 4,615.0 | 4,763.4 | 4,190.0 | 4,316.0 | 4,615.0 |

Promote participation in cultural activities and provide quality facilities to support communities

Improve facilities for arts and cultural activities and provide quality facilities to support communities

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|---|---|--------|-----------------------|---------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Further implementation of action plan to increase use of museums | Maintain number of visits to / usages of council funded or part funded museums per 1,000 population (812) | In 2013/14, there has been an increase of 6.4% in the number of visits to / usages of council funded or part funded museums compared to the previous year. | Green | 812.0 | 864.1 | 646.0 | 686.0 | 813.0 |
| | Maintain number of those visits that were in person per 1,000 population (757) | In 2013/14, annual attendances at all SLC part/funded museums showed a 10.4% increase compared to the same period in the previous year. A 3.8% decrease in quarter four attendances at all museums part/funded by SLC was mirrored by a 5% decrease in attendances at Low Parks Museum (LPM) and the mausoleum. However, the opening of the Tim Stead exhibition in LPM boosted attendances. | Green | 757.0 | 835.9 | 595.0 | 636.0 | 757.0 |
| Investigate availability of suitable burial ground in and around those cemeteries with less than five years new lair lifespan | Provision of new burial ground programme extended into third year, with completion target of March 2014 | Works at Philipshill Cemetery, East Kilbride and Bent Cemetery, Hamilton complete. There is ongoing discussion to secure land for Strathaven Cemetery. Larkhall cemetery work is ongoing. | Green | --- | --- | --- | --- | --- |

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|--|--|--|--------|-----------------------|---------|--------------------------|-----------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Achievement of targets for customer satisfaction | Waste management customer satisfaction target achieved (85%) | The score of 93% is above the annual target set for waste services customer satisfaction and is above the score (90.1%) achieved for 2012/13. | Green | 85.0% | 93.0% | 87.9% | 91.7% | 90.0% |
| | Environmental services customer satisfaction target achieved (85%) | Environmental Services operates a variety of feedback systems and the annual customer satisfaction target has been achieved. Customer satisfaction questionnaires were reintroduced during the year. | Green | 85.0% | 86.0% | Not avail | Not avail | 86.7% |

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|--------|--|--|--------------|-----------------------|-----------|--------------------------|-----------|-----------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| | 95% customer satisfaction for cleaning and catering services achieved | Annual target has been met in relation to this customer satisfaction measure. | Green | 95.0% | 98.3% | 98.7% | 96.4% | Not avail |
| | 97% customer satisfaction target achieved by SLLC facilities | Customer satisfaction levels remain high. | Green | 97.0% | 97.0% | Not avail | Not avail | 97.0% |
| | Libraries customer satisfaction target achieved (results from SHS) | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | Not avail | 83.6% | 82.0% |
| | Museums and galleries customer satisfaction target achieved (results from SHS) | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | Not avail | 75.9% | 73.0% |
| | Customer satisfaction with Leisure facilities target achieved (results from SHS) | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | Not avail | 76.5% | 78.0% |
| | Parks and open spaces customer satisfaction target achieved (results from SHS) | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | 77.6% | Not avail | 74.0% |
| | Refuse collection customer satisfaction target achieved (results from SHS) | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | 83.6% | Not avail | 86.0% |
| | Street cleaning customer satisfaction target achieved (results from SHS) | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | 77.3% | Not avail | 74.0% |

Promote performance management and improvement

Promote performance management and improvement

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|--|--|--------|-----------------------|---------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Retain Customer Service Excellence award for Bereavement Services and retain ISO 9001 and ISO 14001 accreditation | Retain all accreditation by March 2014 | Retained Customer Services Excellence accreditation for Bereavement Services in April 2013. Reassessment set for 2nd May 2014. | Green | --- | --- | --- | --- | --- |
| Implement the recommendations of the Fleet Services Best Value Review | Vehicle and Operator Services Agency MOT Pass Rate of 87% achieved | The MOT pass rate exceeded the annual target of 87% (the national average). | Green | 87.0% | 92.0% | 89.3% | 93.9% | 92.0% |
| | Fleet Asset Management Plan implemented across all resources setting baseline performance measure indicators on vehicle utilisation and efficiency by March 2014 | The Fleet Asset Management Plan 2013/14 has been implemented across the Resource throughout the year, with the Fleet Asset Management Plan for 2014/15 now developed. This Plan, and those for individual Resources, will be issued in May 2014. | Green | --- | --- | --- | --- | --- |
| Provide an effective and efficient household waste and recycling collection service | Council target achieved for net cost per premise of refuse collection (combined domestic, commercial and domestic bulky uplift) | Figures are to end of finance period 13 (as at 19th March 2014). | Green | £66.82 | £59.35 | £71.02 | £67.69 | £66.25 |
| | Council target achieved for net cost per premise of refuse disposal | Figures are to end of finance period 13 (as at 19th March 2014). | Green | £110.83 | £90.75 | £89.59 | £92.37 | £85.72 |
| | Council target achieved for gross cost per premise of refuse collection | Figures are to end of finance period 13 (as at 19th March 2014). | Green | £68.18 | £60.62 | £71.20 | £65.84 | £67.81 |
| | Council target achieved for gross cost per premise of refuse disposal | Figures are to end of finance period 13 (as at 19th March 2014). | Green | £112.78 | £92.86 | £90.94 | £93.96 | £88.78 |

Promote performance management and improvement

Promote performance management and improvement

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | ----- This Year ----- | | ----- Last 3 Years ----- | | |
|---|--|--|--------------|-----------------------|-----------|--------------------------|---------|---------|
| | | | | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| | 95% of special uplifts completed within 5 working days | The quarter four score for period January - March 2014 (99.53%) is in line with the score achieved for the same period in the previous year (98.95%). Year to date performance exceeds the target of 95%. | Green | 95.0% | 99.2% | 99.2% | 98.7% | 98.9% |
| | 5% reduction in the Council's missed collections per 100,000 collections achieved by March 2014, compared to 2012/13 | This year's performance in relation to the quarter four missed collection performance (115 missed collections per 100,000 collections for period January - March 2014) is an improvement compared to the same period in the previous year (138 missed collections per 100,000 collections). The year to date missed collection performance is well within the annual target for the year. | Green | 96.7 | 89.0 | 119.7 | 114.4 | 101.8 |
| Monitor ongoing costs of delivery of Community and Enterprise Resources' services | Cost per attendance of sport and leisure facilities (including swimming pools) | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | £3.77 | £3.38 | £2.35 |
| | Cost per visit to libraries | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | £3.53 | £3.26 | £3.73 |
| | Cost per visit to museums and galleries | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | £3.59 | £3.26 | £3.12 |
| | Cost of parks and open spaces per 1,000 population | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | £33,214 | £30,134 | £30,633 |

Promote performance management and improvement

Promote performance management and improvement

| Action | Measures <i>(non statistical measures shaded grey)</i> | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|--------|---|--|-----------------------|-----------|-----------|--------------------------|---------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| | Net cost of street cleaning per 1,000 population | The Council's performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014. | Report Later | Not avail | Not avail | £16,230 | £15,675 | £16,372 |
| | Cost of Trading Standards and Environmental Health per 1,000 population | This financial information will be reported towards the end of the year in a separate report to CMT and Executive Committee. The figures will be included here when they are made available. | Report Later | Not avail | Not avail | £18,494 | £17,184 | £18,039 |

Achieve efficient and effective use of resources

Achieve efficient and effective use of resources

| Action | Measures <i>(non statistical measures shaded grey)</i> | Comments/ Progress | ----- This Year ----- | | | ----- Last 3 Years ----- | | |
|---|---|---|-----------------------|--------|---------|--------------------------|---------|---------|
| | | | Status | Target | To Date | 2010/11 | 2011/12 | 2012/13 |
| Create a training framework on behalf of Council's drivers (Certificate of Professional Competence) | Passenger Carrying Vehicle training to be completed by September 2014 | PCV training for Council drivers is now provided by Employee Development. | Green | --- | --- | --- | --- | --- |