

# **Community and Enterprise Resources**

# **improve**

## **Resource Plan**

**Performance Report 2017-18**

**Quarter 4 : April 2017 - March 2018**

(This represents the cumulative position to March 2018)

## 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>					
<b>Deliver better health and social care outcomes for all</b>		<b>3</b>			<b>3</b>
<b>Improve the availability, quality, and access of housing</b>	<b>1</b>				<b>1</b>
<b>Improve the road network, influence improvements in public transport and encourage active travel</b>	<b>14</b>	<b>2</b>		<b>5</b>	<b>21</b>
<b>Work with communities and partners to promote high quality, thriving and sustainable communities</b>	<b>47</b>	<b>6</b>	<b>1</b>	<b>11</b>	<b>65</b>
<b>Support the local economy by providing the right conditions for inclusive growth</b>	<b>21</b>	<b>1</b>		<b>2</b>	<b>24</b>
<b>Support our communities by tackling disadvantage and deprivation and supporting aspiration</b>	<b>3</b>				<b>3</b>
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
<b>Encourage participation in physical and cultural activities</b>	<b>7</b>	<b>5</b>		<b>6</b>	<b>18</b>
<b>Delivering the plan and achieving best value</b>	<b>16</b>	<b>1</b>		<b>2</b>	<b>19</b>
<b>Total</b>	<b>109</b>	<b>18</b>	<b>1</b>	<b>26</b>	<b>154</b>

**Deliver better health and social care outcomes for all****Provide opportunities for all school children to access nutritious school meals**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Continue to provide nutritious school meals to South Lanarkshire Council pupils	Level of paid primary school meals in 2017-18 sustained at 2016-17 level	The target level of paid meals has not been met for the year. However this has been compensated for by the increase in the number of free meals being consumed. Loss of days due to adverse weather has also impacted during this period.	Amber	68.79%	58.56%	50.80%	68.59%	68.79%
	Level of paid secondary school meals in 2017-18 sustained at 2016-17 level	As with previous quarters, in quarter four, the paid secondary school target was not met. The loss of days due to adverse weather has also had an impact. Initiatives to increase school meal uptake have been implemented, with positive outcomes expected by quarter one, 2018-19.	Amber	52.25%	46.57%	54.81%	56.54%	52.25%
	Sustain uptake of 75% in P1 - P3 school lunches	Target not met due to lower than anticipated school lunch uptake in quarter four - this resulted in part from the adverse weather which impacted on the number of trading days.	Amber	75.0%	74.0%	0.0%	0.0%	76.0%

**Improve the availability, quality, and access of housing****Ensure an adequate supply of housing, industry and business land and green space is maintained**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Monitor Local Development Plan policies for supply of housing, industry and business land and green space	Local Development Plan policies monitored during 2017-18 to ensure: at least a five year supply of housing land is maintained; an adequate supply of land is available for work and business activity; and an adequate supply of land is available for green space in the main urban communities of South Lanarkshire	Monitoring of the Local Development Plan policies has been completed for the period 2012-2017 in advance of the production of the proposed Local Development Plan 2. Monitoring shows that an adequate supply of land for housing and work and business activity is available, and an appropriate provision of green space is available in the main urban communities.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Continue to undertake road and footway improvements	4.3% of the road network resurfaced by March 2018	During quarter four (January - March 2018), good progress has continued given the challenging winter weather conditions experienced throughout the area. A further 0.59% of our network was resurfaced. This has taken our year to date figure to 4.65%, allowing us to exceed our annual target.	Green	4.30%	4.65%	7.01%	6.16%	4.84%
	165 carriageway schemes completed during 2017-18	During quarter four (January - March 2018), good progress has continued given the challenging winter weather conditions experienced throughout the area. A further 14 carriageway schemes have been completed, allowing us to exceed our annual target.	Green	165	178	214	243	215
	10 footway schemes completed during 2017-18	During quarter four (January - March 2018), good progress has continued given the challenging winter weather conditions experienced throughout the area. A further 4 footway schemes have been completed, allowing us to exceed our annual target.	Green	10	12	54	46	56

## Improve the road network, influence improvements in public transport and encourage active travel

### Implement the Roads Investment Programme

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Percentage of A class roads that should be considered for maintenance treatment	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 LGBF figures (see 2016-17 column to right). While the overall condition of A class routes has marginally regressed in 2016-17 compared to the previous year, their condition is still 6.6% better than the Scottish average (29.54%). The marginal regression is primarily due to more investment being directed towards unclassified roads, which are often now in the poorest condition, with much of the A class network having been treated in the earlier years of the Investment Plan.</p>	Report Later	-----	-----	21.0%	22.2%	23.0%

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Percentage of B class roads that should be considered for maintenance treatment	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). There has been marginal regression in the road condition of B class roads in 2016-17 compared to the previous year, but the condition remains a substantial 10.6% better than the Scottish average (34.76%). The modest regression noted is due to many B class roads having been improved in recent years, and investment increasingly shifting towards more minor roads, which are in the worst condition and hence have priority for treatment.</p>	Report Later	-----	-----	22.7%	23.7%	24.1%

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Percentage of C class roads that should be considered for maintenance treatment	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). Although the council's investment has shifted towards more minor roads in recent years, this has yet to be reflected in the Road Condition Index for C class routes.</p>	Report Later	-----	-----	38.9%	36.8%	37.9%
	Percentage of U class roads that should be considered for maintenance treatment	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). With unclassified roads making up a sizeable proportion of our road network in South Lanarkshire, it is reassuring to note a 1.3% improvement in their condition in 2016-17 compared to the previous year, as well as being 4% better than the Scottish average (39.50%). This improvement reflects investment increasingly being directed towards more minor roads.</p>	Report Later	-----	-----	37.0%	36.8%	35.5%



**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Maintain or reduce the percentage of our road network that requires maintenance treatment (e.g. red category)	This is the Road Condition Index due to be published by SCOTS (Society of Chief Officers of Transportation in Scotland) for survey period 2016 to 2018. This figure shows a reduction in the percentage of the road network within South Lanarkshire that requires to be considered for treatment compared to the previous year's figure.	Green	33.1%	31.8%	33.8%	33.5%	33.1%
	Cost of maintenance (expenditure) per kilometre of roads	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 LGBF figures (see 2016-17 column to right). The spend per kilometre of road has increased markedly compared to the previous year and is higher than the Scottish average. The sharp increase in 2016-17 resulted from the City Deal investment, specifically, the cost of the Cathkin Relief Road, which accounted for 30.5% of the cost included in the return. Excluding the City Deal expenditure from this indicator would reduce the cost of maintenance per kilometre of road to £12,473, a reduction on our costs compared to the previous two years.</p>	Report Later	-----	-----	£13,168	£13,771	£17,943

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Continue to undertake safety checks on bridges and implement a prioritised maintenance programme	Bridge improvement and maintenance projects implemented in line with agreed capital programme by March 2018	Capital works are procured through Framework Contract for Structural Maintenance. Strengthening and vehicle containment upgrade of Forth Bog Bridge complete. Repair and upgrade of B7018 Woodyett Culvert complete. Parapet replacement at A70 Powdowrin Bridge substantially complete.	Green	---	---	---	---	---
Deliver prioritised traffic signal and pedestrian crossing maintenance improvements and new installations	Traffic signal and pedestrian crossing maintenance improvements projects / schemes delivered in line with the agreed 2017-18 capital and revenue programme	Traffic signal upgrade works at Muir Street / Lower Auchengramont Road in Hamilton, Bothwell Road / Golf Course signal in Bothwell, Hamilton Road at Westburn Road and Glasgow Road at Dukes Road in Cambuslang are complete.  The pedestrian crossing upgrade works on Hillhouse Road at Clarkwell Road have been completed.	Green	---	---	---	---	---
Continue programme of street lighting improvements	220 lighting columns improved / renewed by the end of March 2018	During 2017-18, we installed 291 columns as part of the lighting column replacement programme, exceeding the target for the year.	Green	220	291	470	2,588	4,175
	Roll out of LED lighting technology completed in line with agreed investment programme	Year to date, 6,588 LEDs have been installed. The total number of LEDs to be installed within the three year programme, which will be completed by September 2018, is approximately 59,000.	Green	---	---	---	---	---
Deliver a winter maintenance service	Winter policy procedures and documents, including gritting routes, implemented and reviewed as necessary	Winter policy was updated and issued prior to the commencement of the winter low season on 6th October 2017.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver road and transportation infrastructure improvements to support new development, including those undertaken as part of the City Deal	Prioritised infrastructure designed and / or constructed by March 2018 in line with available external and internal capital funding	<p>In order to reduce congestion, three projects have been completed.</p> <p>-Traffic signals were installed in December 2017 at the A73 / A72 Steels Cross junction in Lanark.</p> <p>-A traffic signal control system called SCOOT, which involves the upgrade / replacement of traffic signal equipment, has been implemented for the Glasgow Road corridor in Rutherglen at the junctions of Dukes Road, Bogleshole Road and Main Street.</p> <p>-A SCOOT design is complete for the Uddingston Main Street corridor. This will allow an installation programme to be considered should funding become available in a future year.</p>	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Subject to the completion of the relevant assurance processes, progress and deliver two major transport infrastructure projects (i.e. Greenhills Road and Stewartfield Way) in line with agreed programme / profiling	<p>Cathkin Relief Road - Presently managing the situation following Land Engineering going into administration. Immediate outstanding defect works have been completed and discussions ongoing in relation to longer term maintenance. Positive discussions held with Administrator and way forward been agreed.</p> <p>Greenhills Road/Strathaven Road – The procurement process is complete, with the exception of the notifications and award. Six bidders returned Instruction to Tenderers submissions. Land negotiations are complete for the voluntary purchased land. Planning application has been granted and Scottish Ministers have confirmed the Compulsory Purchase Order (CPO). CPO land is expected to be confirmed in our ownership by the end of May 2018. Works are expected to start on site July 2018, subject to a successful approval of the full business case.</p> <p>Stewartfield Way - The East Kilbride traffic modelling exercise has been largely completed and a report is being finalised to confirm the way forward. A revised programme has been developed which will see the main infrastructure works commence in summer 2023 (previously summer 2022) continuing through to the end of spring 2025 (previously 2024).</p>	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Encourage greater use of public transport by working with partners to improve public transport infrastructure	Prioritised improvements to bus and rail infrastructure (e.g. park and ride) delivered by March 2018 in line with available external funding	<p>Land acquisition discussions were concluded and land purchased at Carstairs Junction Park and Ride to allow a future expansion.</p> <p>Phase 1 of a study to establish the extent of existing on-street parking etc surrounding Cambuslang Station has been concluded.</p> <p>The construction of 155 space extension is complete at Newton Station and is open for rail customers to use.</p> <p>In order to enhance the pedestrian links to Hamilton Interchange, bollards have been replaced between Quarry Street at the interchange as well as on Orchard Street.</p> <p>Initial works to replace approximately 15 advertising bus shelters have been completed. The remaining works will be completed in a future financial year.</p>	Green	---	---	---	---	---
	Development of Park and Ride Strategy	The consultative draft of the Park and Ride Strategy was approved by the Community and Enterprise Committee on 8th March 2018. A consultation exercise will be undertaken in the coming months.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Encourage active travel and recreational access to the outdoors**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Encourage active travel and recreational access to the outdoors by extending network of cycle routes, upgrading, maintaining and promoting path networks and extending Clyde Gateway	Walking and cycling projects / schemes delivered in line with agreed 2017-18 capital programme	Completed cycle route works to upgrade NCN74 at Tiegulum Road in Lesmahagow.  Continuing cycle route works in the Calderwood Road area of East Kilbride.  Cycle monitoring equipment as well as cycle shelters at various locations were installed over the year.  A consultant was appointed to identify a possible cycle network for Hamilton and this will inform the design of a future network for the town. A final report has been submitted and this will be used to assist with future funding bids to external bodies.	Green	---	---	---	---	---
	Outdoor Access Strategy developed and approved by Committee by December 2017, with implementation thereafter	There has been slippage with the Outdoor Access Strategy, due to other priorities for the Outdoor Access Officers. Preliminary work and Strategic Environmental Assessment Screening completed. Completion of the Strategy rescheduled for December 2018.	Amber	---	---	---	---	---
	Continued investigation into partnerships and external funding opportunities for extension of Clyde Walkway to link with neighbouring long distance routes - proposal paper for Community Services Committee submitted by March 2018	Proposal paper completed and awaiting confirmation of Committee date.	Amber	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Ensure council has development plans which promote sustainable economic growth and regeneration and guide decisions on location of new developments and regeneration initiatives	Strategic Development Plan prepared for adoption by Clydeplan Group by December 2017	The Strategic Development Plan (Clydeplan) was approved by Scottish Ministers on 24th July 2017 and published on 15th September 2017. The Plan sets out a vision for the long term development of the Glasgow and Clyde Valley area. It focuses on the key land use and development issues that cross the planning authority boundaries within the Glasgow City Region.	Green	---	---	---	---	---
	Main Issues Report published by April 2017	The Main Issues Report (MIR) was published in April 2017.  Development of the MIR is the first stage in the publication of the Local Development Plan (see below). Its purpose is to consider any changes that the Council is proposing to make to the current local development plan and to address any issues that were highlighted during the consultation and engagement stage.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Proposed Local Development Plan published by January 2018	Comments on the Main Issues Report and the Supplementary Call for Sites consultation have been considered. The Proposed Local Development Plan 2 Volume 1 and Volume 2 are being prepared. The Plan will be presented to councillors at a seminar in mid May 2018 and then to the Planning Committee on 28th May 2018. Consultation will take place between June - September 2018. The timescale for publication was moved back to allow time to assess the due volume of representation received to the Supplementary Consultation exercise and also as a result of the challenge to the Strategic Development Plan (SDP). The legal challenge to the SDP has now been dismissed.	Amber	---	---	---	---	---
Provide effective and efficient Planning and Building Standards service	Major planning applications determined within an average timescale of 45 weeks	Three major applications were determined between January - March 2018, with an average timescale of 253.7 weeks. All three were longstanding applications with lengthy histories and timescales relating to the conclusion of legal agreements. Overall for the year, the average figure for major applications has significantly increased due to the determination of these applications.	Red	45.0	151.1	0.0	0.0	0.0



**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Householder planning applications determined within an average timescale of 5 weeks	From January - March 2018, householder planning applications were determined with an average timescale of 8.6 weeks. This is an increase on the average time taken in previous quarters, which ranged from 6.0 to 6.7 weeks. This increase in time taken is a direct result of the installation in February 2018 of new software to manage the administration of planning and building warrant applications. This required existing systems to be 'down' during most of February, with only business critical applications (these not being householder applications) being manually progressed during that period.	Amber	5.0	6.7	0.0	0.0	0.0
	Local (non-householder) planning applications determined within an average timescale of 11 weeks	The average timescale for determining local (non-householder) applications from January to March 2018 was 15.0 weeks. This is a notable increase in previous quarter figures which ranged from 11.1 to 11.8 weeks.  As with householder applications, the increase in time taken is a direct result of the installation in February 2018 of new software to manage the administration of planning and building warrant applications. This required existing systems to be 'down' during most of February. Following completion of the project, there has naturally been a backlog of work to be progressed, resulting in additional delays in application processing.	Amber	11.0	12.1	0.0	0.0	0.0

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Average number of weeks to deliver a commercial planning application decision	The average timescale for determination of a commercial application between January and March 2018 was 21.3 weeks. Again, determination of these applications was significantly affected by the installation of the new software systems in February 2018. Nonetheless, a reasonable average figure for the year of 12.4 weeks was achieved.	Green	20.0	12.4	11.5	10.3	9.9
	95% of all applications granted (approval rates)	Five applications were refused between January to March 2018 out of a total of 232 applications determined (approval rate of 97.8%). For the year, the overall approval rate has been 98.6%, exceeding the 95% target.	Green	95.0%	98.6%	0.0%	0.0%	0.0%
	Cost per planning application	This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.  The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). The cost per planning application in South Lanarkshire has reduced in 2016-17 as service savings take effect and is below the Scottish average (£4,564.87).	Report Later	-----	-----	£4,120	£4,888	£3,930
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Planning service in September 2017	Customer Service Excellence award was retained by the Planning service in November 2017. Work and actions for reassessment in late 2018 currently being undertaken.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Building Standards service in November 2017	Assessment of Building Standards service completed on 5th December 2017 - Customer Service Excellence accreditation retained, with ten areas of compliance plus and no partial areas. Evidence collection ongoing for 2018 assessment.	Green	---	---	---	---	---
	Planning service satisfaction target for applicants and agents (85%)	Year end survey results are normally prepared during April and reported during May. With the service priority currently on the implementation of the IDOX project, it is anticipated that the 2017-18 survey results will not be available until the end of June 2018.	Report Later	85.0%	-----	100.0%	93.0%	90.0%
	Satisfaction levels with Building Standards service sustained or improved against baseline (87%)	Year end survey results are normally prepared during April and reported during May. With the service priority currently on the implementation of the IDOX project, it is anticipated that the 2017-18 survey results will not be available until the end of June 2018.	Report Later	87.0%	-----	95.0%	85.0%	92.0%

## Work with communities and partners to promote high quality, thriving and sustainable communities

### Sustain the quality of our town and neighbourhood centres

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver and encourage investment in our town and neighbourhood centres to maximise opportunities for growth and regeneration	Promote town centre development opportunities, provide support to Business Improvement Districts (BIDs), and work with the business community and partners to maximise opportunities for growth, investment and regeneration	<p>Support for existing Business Improvement Districts (BIDs) and emerging BIDS and similar business and community led groups has continued.</p> <p>Hamilton Your Town Audit has been completed and reported to Resource committee, subsequent public consultation taking place summer 2018. Additional audits have been identified and will progress through 2018.</p> <p>Private sector investment proposals continue to be supported by Planning and Economic Development and partner services.</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal project**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver Community Growth Areas City Deal project	Community Growth Area sites progressed in accordance with criteria and programme specified in South Lanarkshire Local Development Plan and City Deal	<p>The planning permission in principle application for the Hamilton Community Growth Area (CGA) was issued on 11th May 2017.</p> <p>Larkhall CGA Phase 1 now has consent and Persimmon have begun on site.</p> <p>Good progress is being made at Newton and Ferniegair, with limited progress at Carluke.</p> <p>Since 2015, 700 houses have been built across these Community Growth area sites (8% of the projected 9,000 units anticipated by around 2030). These figures represent the position as at March 2017. Up to date position as at March 2018 will be available once the Housing Land Audit is complete.</p> <p>The Planning Service has been instrumental in this process in terms of master planning and project implementation.</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Reduce the number of road casualties through road safety improvements and initiatives**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
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 125 sites in 2017-18	School crossing patrol cover provided at 125 sites.	Green	125	125	188	160	148

**Work with communities and partners to promote high quality, thriving and sustainable communities****Reduce the number of road casualties through road safety improvements and initiatives**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver prioritised road safety infrastructure improvements and promote road safety	Road safety projects / schemes delivered in line with the agreed 2017-18 capital programme	<p>The following projects were completed / progressed.</p> <p>B7071 Bothwell Road, traffic signals design completed, construction early next financial year.</p> <p>A71 between Drumclog and Cornsilloch – reduction of speed limit. Promotion of Traffic Regulation Order complete and signs will be erected in new financial year.</p> <p>Newhousemill Road between Hamilton and East Kilbride – designs complete. Phase 1 surfacing works complete and Phase 2 signing and road markings to be considered in new financial year.</p> <p>A726 at Flatmoss Farm near Chapelton – anti-skid surfacing works complete.</p> <p>B7071 Bothwell Road at Caird Street junction – design works complete.</p> <p>Main Street at Greenlees Road, Cambuslang – design works complete.</p> <p>Strathaven Road / Carscallan Road, Hamilton – widening footways for cyclists. Design works complete.</p> <p>Other projects include engineering measures at schools, speed limit initiatives, and small signing and road marking schemes.</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Reduce the number of road casualties through road safety improvements and initiatives**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Contribute to the national casualty reduction targets, from a base of the average for 2004 to 2008, of a 40% reduction in fatal casualties and a 55% reduction in serious casualties amongst all age groups by 2020. For children the national target is a 50% reduction in fatalities and 65% reduction in serious casualties	Interim casualty figures for 2017 indicate there were 517 casualties, a decrease from 601 in 2016. Of these, there were 7 fatal casualties, compared to 18 in 2016, 86 serious casualties, an increase of five over 2016, and 424 slight casualties, a decrease from 502 in 2016. There was one child fatal casualty, the same as in 2016, 26 children seriously injured, an increase of 10 over 2016, and 71 children slightly injured compared to 66 in 2016.	Green	-----	93	96	75	98

**Provide consumer protection through the work of our Consumer Advice and Trading Standards Service**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide an effective and efficient Consumer Advice and Trading Standards Service	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	Responded to all 18 doorstep crime reports on the same or next working day by working in partnership with Police Scotland.	Green	100%	100%	100%	100%	100%
	65% of consumer complaints completed within 14 days	3,658 complaints were received in 2017-18, with 1,800 complainants receiving active assistance and £637,000 being returned to consumers and the local economy.	Green	65.0%	80.0%	75.0%	87.0%	82.0%
	85% customer satisfaction with consumer complaints and business advice requests responded to by Trading Standards	Returns show 50% of respondents rated the Trading Standards service 'good' and 50% rated it 'excellent'.	Green	85.0%	100.0%	86.0%	86.0%	100.0%



## Work with communities and partners to promote high quality, thriving and sustainable communities

### Provide consumer protection through the work of our Consumer Advice and Trading Standards Service

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Cost of Trading Standards per 1,000 population	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). The reduction in the cost of trading standards in South Lanarkshire Council in 2016-17 has resulted from efficiency savings linked to establishment reductions.</p>	Report Later	-----	-----	£3,517	£3,624	£3,513

## Work with communities and partners to promote high quality, thriving and sustainable communities

### Improve the quality of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide an effective and efficient street cleaning service	Local Environmental Audit and Management System (LEAMS) street cleanliness score (90% acceptable)	The LEAMS score for July to October 2017 was 92%, the score for December 2017 to March 2018 was 98%, the validation score from Keep Scotland Beautiful was 92%. Taking the scores for the previous quarters into consideration, the average LEAMS score for the year is 96%, exceeding the annual target.	Green	90%	96%	98%	98%	96%

## Work with communities and partners to promote high quality, thriving and sustainable communities

### Improve the quality of streets, parks and other public areas

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Net cost of street cleaning per 1,000 population	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). SLC's net cost of street cleaning has reduced year on year since 2014-15. Our 2016-17 cost is higher than the Scottish average (£14,430.77). However, this cost indicator does not take account of the level of service provision provided in South Lanarkshire e.g. the level of commitment to mechanical sweeping and the tight timescale for removing offensive graffiti (24 hour). It should also be noted that South Lanarkshire Council's street cleansing service was awarded the Most Improved Performer in Street Cleansing at APSE's 2016 Performance Networking Awards.</p> <p>Any future savings via service reduction will contribute to closing the gap on the Scottish average, although this comes at a time when the majority of local authorities are considering similar action.</p>	Report Later	-----	-----	£16,943	£16,529	£15,929

## Work with communities and partners to promote high quality, thriving and sustainable communities

### Improve the quality of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Percentage of adults satisfied with street cleaning (results from Scottish Household Survey)	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). The percentage of adults satisfied with street cleansing in 2016-17 is the same as the Scottish average, but has reduced in recent years. This can be linked to the reduction in service costs. It should be noted that South Lanarkshire Council's street cleansing service was awarded the Most Improved Performer in Street Cleansing at APSE's 2016 Performance Networking Awards.</p>	Report Later	-----	-----	76.0%	74.7%	72.3%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Improve the quality of streets, parks and other public areas**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide an effective and efficient grounds maintenance service	Land Audit Managements System (LAMS) score of 70 achieved	The LAMS scores for this year are 69 for April 2017, 76 for June 2017, 76 for August 2017, 72 for October 2017, 72 for December 2017, and 72 for March 2018. This gives an average score of 73 which is above the annual target for 2017-18.	Green	70	73	71	72	74

## Work with communities and partners to promote high quality, thriving and sustainable communities

### Improve the quality of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Cost of parks and open spaces per 1,000 population	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). South Lanarkshire Council's cost of parks and open spaces in 2016-17 is considerably lower than the previous year. Despite this, our costs are higher than the Scottish average (£20,432) – the reason for this is the range of services provided in South Lanarkshire across a broad spectrum of geographical landscapes, and including a number of services which are provided more frequently than by other local authorities. Any future savings via service reduction will contribute to closing the gap on the Scottish average, although this comes at a time when the majority of local authorities are considering similar action.</p>	Report Later	-----	-----	£32,458	£32,834	£28,480

**Work with communities and partners to promote high quality, thriving and sustainable communities****Improve the quality of streets, parks and other public areas**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Percentage of adults satisfied with parks and open space (results from Scottish Household Survey)	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). The percentage of adults satisfied with parks and open spaces has shown a year on year improvement since 2014-15, with a healthy 3.3% increase from 2015-16 to 2016-17 – this is the case despite the significant reduction in service costs. Our 2016-17 satisfaction level brings us closer to the Scottish average (86%).</p>	Report Later	-----	-----	74.7%	75.7%	79.0%

**Create high quality cemeteries and provide sustainable options for burial**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide an effective and efficient bereavement service	Increase burial ground capacity in and around existing South Lanarkshire cemeteries	Work is ongoing to identify suitable land and to cost up various proposals.	Green	---	---	---	---	---
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Bereavement Services	The Customer Service Excellence award was retained by Bereavement Services on 4th May 2017. Work is now underway prior to the 2018 assessment scheduled for May 2018.	Green	---	---	---	---	---
	95% customer satisfaction within Bereavement Services achieved	Current Bereavement Services customer satisfaction rate is 95%.	Green	95.0%	95.0%	-----	85.0%	95.0%

## Work with communities and partners to promote high quality, thriving and sustainable communities

Provide services 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	2014/15	2015/16	2016/17
Ensure Council has strategy and action plan that promotes sustainable development within service delivery and compliance with public sector climate change duties	Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (council wide)	Actions within the Climate Change Duties Compliance Improvement Plan are either complete or progressing well. Any ongoing actions will be incorporated into the new Sustainable Development and Climate Change Strategy Action Plan, resulting in one action plan for climate change actions from 2018-19 onwards.	Green	---	---	---	---	---
	Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (CER Resource only)	Actions within the Climate Change Duties Compliance Improvement Plan are either complete or progressing well. Any ongoing actions will be incorporated into the new Sustainable Development and Climate Change Strategy Action Plan, resulting in one action plan for climate change actions from 2018-19 onwards.	Green	---	---	---	---	---
	Council's performance in complying with public sector climate change duties evaluated and annual statutory Climate Change Duties Report published by 30th November 2017	<p>The annual evaluation of the Council's performance in complying with public sector climate change duties was carried out in October 2017. Identified improvements will be included in the Sustainable Development and Climate Change Action Plan.</p> <p>The annual statutory Climate Change Duties Report was approved by the Executive Committee on 8 November 2017 and subsequently submitted to the Scottish Government by 30 November 2017 deadline. A copy of the annual report can be found on the council's website.</p>	Green	---	---	---	---	---



## Work with communities and partners to promote high quality, thriving and sustainable communities

### Provide services 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	2014/15	2015/16	2016/17
	Participate in 'Climate Ready Clyde' partnership during 2017-18	The Corporate Management Team have agreed to continue participation in the Climate Ready Clyde partnership for the following two years.	Green	---	---	---	---	---
	Sustainable Development and Climate Change Strategy 2017-2022 (and accompanying communications plan) approved by Executive Committee by December 2017	The Sustainable Development and Climate Change Strategy was approved by the Executive Committee in December 2017.  The Strategy is now available on the council's website and discussions are underway to agree the action plan for 2018-19.	Green	---	---	---	---	---
Provide an effective and efficient household waste and recycling collection service	Net cost of waste collection per premise	Waste collection costs increased in 2017-18 as a result of a number of new recycling services introduced over the previous two financial years. These recycling services increase the cost of waste collection since they involve the uplift of more bins (food and garden waste; paper and card; and glass, cans and plastic).	Amber	£71.53	£76.30	£67.37	£66.26	£73.62
	Net cost of waste disposal per premise	2017-18 annual target achieved.	Green	£100.93	£98.13	£88.38	£94.12	£92.62

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services 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	2014/15	2015/16	2016/17
	Percentage of adults satisfied with refuse collection (results from Scottish Household Survey)	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). This indicator is derived from the Scottish Household Survey. The percentage of adults satisfied with refuse collection has decreased by 0.7% to 83% in 2016-17, compared with 2015-16, but is slightly higher than the Scottish average of 82%. The service also issues its own customer satisfaction survey throughout the year based on a random sample of service users. In 2016-17, this survey showed that 96% of users rated the overall service provided by Refuse Collection Services as good or excellent.</p>	Report Later	-----	-----	85.7%	83.7%	83.0%
Introduce new waste management initiatives to reduce waste and increase recycling	Ongoing education and awareness undertaken and waste service procedures reviewed to promote waste minimisation, reuse and recycling within local communities	Continuing to liaise with local primary schools to promote visits and activities with children. The council's Waste Education Team is currently working with two secondary schools to assist with project work associated with Science Technology Engineering and Maths (STEM).	Green	---	---	---	---	---
	Performance of waste and recycling contracts monitored and internal monthly updates developed on performance within each contract	Regular monthly/bimonthly meetings take place with contractors, and issues relating to performance are monitored. Corrective action is taken on matters raised within monthly reports where necessary.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities**

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	The percentage of total household waste arising that is recycled (council target is 50% in line with government target)	The recycling rate for 2017-18 is 8.8% lower than that in 2016-17. This drop resulted from a change in recycling methods which took place from 1st April 2017, and which reduces the recycling rate, but ensures the material recovered is of better quality and higher value. In the longer term, this means much less waste going to landfill.	Amber	50.0%	44.3%	45.0%	49.0%	53.0%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services 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	2014/15	2015/16	2016/17
Manage flooding priorities and deliver prioritised flood protection schemes	Prioritised flood protection projects / studies delivered by March 2018 in line with available capital / revenue funding	<p>Borgie Glen, Cambuslang - Inlet trash screen replacement and access improvement works are now complete.</p> <p>Station Gate, Netherburn - Flood relief channel through the adjacent forest has been completed. Two flood embankments have been constructed, however topsoiling works have been delayed due to poor weather.</p> <p>Purchase of temporary flood barriers to be used as required during storm events. Products have been purchased and delivered to Canderside Roads Depot.</p> <p>The Coulter Project has been deferred to allow a better understanding of the issues.</p> <p>The project at Jerviswood Drive, Cleghorn has also been deferred as the contractor failed to provide quotation and we are reviewing the potential solution.</p> <p>Finally, the Hallside Burn, Halfway project has been postponed due to landownership issues.</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services 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	2014/15	2015/16	2016/17
Ensure Strategic Environmental Assessment of all appropriate policies, plans, programmes and strategies is undertaken	Strategic Environmental Assessments undertaken on all appropriate Council led policies plans and strategies, as statutorily required	Fifteen policies, plans, programmes and strategies have been subject to Strategic Environmental Assessment (SEA) since April 2017. All SEAs are regularly monitored by the Corporate SEA Working Group which has met four times since April 2017.	Green	---	---	---	---	---
Monitor local environmental conditions through preparation and monitoring of the biennial update of the State of the Environment report	Updated biennial State of the Environment report finalised by December 2017	The 2017 edition of the State of the Environment Report was finalised for approval by December 2017 and is now reporting to the Executive Committee on 16th May 2018.	Green	---	---	---	---	---

**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	2014/15	2015/16	2016/17
Further implement the Carbon Management Plan to reduce greenhouse gas emissions from Council services (buildings, waste, transport etc)	10% reduction in the Council's greenhouse gas emissions achieved by March 2021, compared to 2015-16 (equivalent to 2% each year)	Carbon emissions in 2016-17 reduced by 7.8% compared with 2015-16.  The 2017-18 position will be reported around June/July 2018, but it is anticipated that the target of 10% over 5 years will be met early and exceeded by the target date of 2020-21.	Report Later	10.0%	-----	-----	-----	7.8%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Improve the council's environmental performance and reduce its greenhouse gas emissions**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Compliance with Carbon Reduction Commitment (CRC) scheme achieved within deadlines	Our commitments for the 2016-17 Carbon Reduction Commitment compliance year have been fully met.  Allowances for the 2017-18 compliance year have been purchased in the 2017 presale and preparations for the submission of the annual report by the deadline of 31 July are underway and on schedule.	Green	---	---	---	---	---
Deliver 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Implement fuel efficiency measures to achieve a 4% reduction in vehicle emissions by March 2018 (relative to baseline year of 2014-15) (council wide figure)	In 2017-18, the Council achieved a 10.5% reduction in vehicle emissions relative to the baseline year 2014-15.	Green	4.00%	10.50%	0.00%	0.00%	6.03%
	Implement fuel efficiency measures to achieve a 4% reduction in vehicle emissions by March 2018 (relative to baseline year of 2014-15) (Resource figure)	In 2017-18, the Resource achieved a 10.9% reduction in vehicle emissions relative to the baseline year 2014-15.	Green	4.00%	10.90%	0.00%	0.00%	6.30%
Provide efficient and effective fleet management and maintenance service	Target achieved for percentage of council vehicles presented externally for an MOT passing without additional work being required (target 90%)	Annual target exceeded for percentage of Council vehicles passing MOT without additional work being required.	Green	90.0%	98.0%	91.0%	93.0%	95.0%

## Work with communities and partners to promote high quality, thriving and sustainable communities

### 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	2014/15	2015/16	2016/17
Provide an effective and efficient Environmental Health service	Implementation of the Air Quality Action Plan by March 2018	<p>20 primary schools have been visited as part of the 2017-18 engine idling campaign, with 78 drivers found to be idling their vehicles. All drivers switched off their vehicles. A new engine idling cinema advert featuring South Lanarkshire pupils undertaking the voiceover is in development and will be released shortly.</p> <p>90 primary school workshops on air quality and sustainable travel have been delivered. A high school teacher resource pack has also been developed, with two pilot workshops due to be delivered in April 2018.</p> <p>'I walk / I cycle because I'm part of the solution, not the pollution' promotional campaign has commenced.</p>	Green	---	---	---	---	---
	Broad compliance with food safety statutory requirements secured in 85% of premises	85.8% of food businesses operating in South Lanarkshire were found to be broadly compliant with food safety requirements during 2017-18, which equates to 2,215 food businesses. This figure exceeds the annual target set for this measure.	Green	85.0%	85.8%	86.0%	87.0%	86.9%
	Incidence of notified food borne infection reduced from 2006-07 baseline figures by 8.5% by March 2018	Overall, 117 cases of infectious disease were reported in 2017-18, which is a 37% decrease on the figure reported in 2006-07.	Green	170	117	105	160	141

**Work with communities and partners to promote high quality, thriving and sustainable communities****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	2014/15	2015/16	2016/17
	90% of public health service requests responded to within two working days	<p>The total number of public health service requests i.e. enquiries relating to defective foul drains, air pollution, fumes etc received during the year 1 April 2017 to 31 March 2018 was 1,832, of which 1,790 were responded to within the target response time of two working days.</p> <p>The annual target of 90% of enquiries responded to within two working days was therefore exceeded, with 97.71% of service requests responded to within two working days.</p>	Green	90.00%	97.71%	97.17%	97.18%	97.46%
	90% fly tipping requests responded to within two working days	<p>Whilst work has been prioritised and procedural changes have been put in place to help meet the target response time for fly tipping requests, the shortfall against the target for the year is reflective of the continuing high demand for this service.</p> <p>Performance has improved quarter on quarter throughout the year, reflecting the effectiveness of the interventions put in place.</p>	Amber	90.0%	80.8%	97.9%	99.6%	99.3%
	90% of dog fouling complaints responded to within two days	The target for responding to dog fouling complaints was exceeded for the year.	Green	90.00%	97.50%	99.00%	97.90%	96.90%



## Work with communities and partners to promote high quality, thriving and sustainable communities

### 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	2014/15	2015/16	2016/17
	For all those noise complaints requiring attendance on site, the average time (hours) between the time of complaint and attendance on site (including both those dealt with and not dealt with under Part V of the Antisocial Behaviour Act 2004)	During the financial year 2017-18, the average response time for noise complaints requiring attendance on site was 0.55 hours.	Green	2.0	0.6	0.5	0.5	0.5
	Cost of Environmental Health per 1,000 population	This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.  The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). The reduction in the cost of environmental health in South Lanarkshire in 2016-17 has resulted from efficiency savings linked to establishment reductions.	Report Later	-----	-----	£13,971	£14,002	£12,851
	85% customer satisfaction achieved for Environmental Health	100% customer satisfaction with Environmental Health received in quarter four. Over the year, only one response indicated lack of satisfaction with the service received.	Green	85.0%	92.3%	81.0%	89.3%	85.0%

## Work with communities and partners to promote high quality, thriving and sustainable communities

### Regenerate and bring back into use vacant and derelict and contaminated land

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Implement Contaminated Land Strategy and vacant derelict / contaminated land programme	Implement the Contaminated Land Strategy for South Lanarkshire	Implementation of the Contaminated Land Strategy is ongoing. We are awaiting responses from SEPA regarding the waste management licence surrender applications that have been submitted for two historical landfill sites at Newlandsmuir and Markethill (both in East Kilbride).  Environmental Services continues to work in partnership with Housing and Regeneration colleagues to undertake site investigation works at a historical unlicensed landfill site at Glen Esk in East Kilbride. This work is being funded by 2017-18 Vacant and Derelict Land Fund monies.	Green	---	---	---	---	---
	Deliver Vacant and Derelict Land Fund Programme, including Shawfield Remediation Plan	SLC submitted the 2017-18 Vacant and Derelict Land Fund Delivery Plan to the Scottish Government in February 2017 and an award letter was issued in September 2017. The delivery plan had indicated that funds were to be directed to the Shawfield Phase 2 Remediation Plan. However, Clyde Gateway have indicated they are unable to expend the grant award due to technical difficulties affecting progress.  Revised delivery plan covering Glen Esk, East Kilbride has been prepared, submitted to Scottish Government, and approved by Scottish Ministers. The Community and Enterprise Resources Committee approved remediation plans for Glen Esk on 12th December 2017. Site investigations carried out in January 2018 and monitoring of the results are ongoing. Further works are being organised.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Protect biodiversity and enhance green space in South Lanarkshire**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
In partnership with local communities, continue programme of restructuring council owned woodland and improving recreational access	Phase 1 of Management Plan at Millheugh/ Greenhall Estate implemented by March 2018 (includes woodland restructuring and recreational access improvements)	Project completed, including: restoration of footpath network on south bank of Rotten Calder; woodland restructuring and removal of plantation conifers; secured boundaries against vehicle access and fly-tipping; and treatment of invasive species.	Green	---	---	---	---	---
	Phase 2 of Chatelherault landscape and access regeneration project implemented (includes restructuring of footpath network, replacing and repairing of footbridges, woodland restructuring, and invasive species treatments)	All work completed (except restoration of White Bridge which is scheduled for May/June 2018), includes: 20 hectares of plantation conifers removed; reconstruction of whole footpath network; invasive species treated; and repairs to Duke's Bridge.	Green	---	---	---	---	---
	Phase 1 of Management Plan for Mauldslee and West Brownlie Woods implemented by March 2018 (includes woodland restructuring and recreational access improvements)	Felling work completed at West Brownlie and Mauldslee Woods. Improvements made to road access points to facilitate future management.	Green	---	---	---	---	---
Deliver South Lanarkshire Council Biodiversity Duty Implementation Plan	Deliver South Lanarkshire Council Biodiversity Duty Implementation Plan and prepare and submit three yearly monitoring report to Scottish Government by January 2018	Biodiversity Implementation Plan completed. Biodiversity Duty report submitted to Scottish Government on schedule.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement South Lanarkshire Economic Strategy in conjunction with Community Planning Partnership and other partners	Promote South Lanarkshire Economic Strategy, implement associated actions in the Sustainable Economic Growth Partnership Improvement Plan, and report to the Sustainable Economic Growth Board	South Lanarkshire Economic Strategy economic improvement actions are now incorporated into the Community Plan and are being implemented. Progress reports have continued to be presented to the Sustainable Economic Growth Board.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Support the Glasgow City Region City Deal development programmes	Provide corporate oversight of City Deal infrastructure, business innovation, and skills and employment programmes, with specific responsibility for progressing business case approvals for Roads and Community Growth Area projects and measurement of economic impact and outcomes	<p>Attendance at the City Deal Lead Officer Group is ongoing, with support provided to the Chief Executives Group and Cabinet as necessary.</p> <p>Business case development ongoing: full business case for Westburn Roundabout and Woodhead Primary School extension being prepared for submission.</p> <p>Augmentation of previously approved Outline Business Cases in progress.</p>	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Develop single door approach to economic development and inward investment activity which links employment, skills, business support and planning in such a way that ensures South Lanarkshire maximises its potential as key business and employment location	Undertake activity aimed at increasing the number of companies engaged with partners which lead to improved performance and turnover, increased employment, innovation, investment and internationalisation	<p>Ongoing liaison with partners (eg Scottish Enterprise, Scottish Development International, North Lanarkshire Council, Business Gateway, sector agencies) is aimed at improving connectivity of services and greater market reach.</p> <p>The Council is also: engaging in direct company liaison; producing new advisory leaflets for businesses (a Directory of Business Support has been completed and now developing complementary leaflets on key sectors and business resilience); and evaluating Lanarkshire Business Week with a view to further developing, with partners, an annual calendar of business engagement events.</p> <p>Regional Economic Strategy actions being developed in partnership with City Region Programme Management Office and Intelligence Hub, with new appointments in place to drive forward portfolio activity.</p>	Green	---	---	---	---	---
	Chooelanarkshire.com website maintained, marketing strategy implemented, and informal property network developed	<p>2017-18 marketing plan implemented.</p> <p>Future 'Choose Lanarkshire' actions and partnership approach to inward investment under review, in discussion with partner North Lanarkshire Council.</p>	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Support unemployed people into jobs, training or further education and prioritise efforts to support young people into the job market**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Develop and progress employability services focused on priority client groups	Continue delivery of employability services underpinned by European Structural Funds	European funding is continuing to be used to underpin the employability services. However, following the Council review of Employability, the associated services are moving to Finance and Corporate Resources and Education Resources.	Green	---	---	---	---	---
	A minimum of 1,200 of the people supported via employability programmes go on to access employment or training / education	Annual target has been exceeded for the number of people supported via employability programmes who go on to access employment or training / education.	Green	1,200	1,266	2,532	2,542	2,144
	% unemployed people assisted into work from Council funded / operated employability programmes	The percentage of unemployed people assisted into work from Council operated / funded employability programmes is 33% in 2017-18. This exceeds the previous year's figure and represents 794 people assisted into work.	Green	-----	33.0%	20.6%	16.1%	26.8%
	Gap in the working age employment rate reduced or maintained at 0.6% above the Scottish average by March 2018	Despite the fact that the gap in the working age employment rate for January - December 2017 is at the lowest it has been for three years (South Lanarkshire employment rate is 0.4% above the Scottish average), the actual number of 16-64 year olds in employment in South Lanarkshire is up on last year (from 148,800 in 2016 to 149,700 in 2017).  The gap has closed due to an increase in the level of employment in Scotland rather than a large drop in employment in South Lanarkshire. South Lanarkshire still has a higher rate of employment than the Scottish average, and has had for 12 out of the last 14 years.	Amber	0.6%	0.4%	1.3%	3.1%	2.3%

**Support the local economy by providing the right conditions for inclusive growth****Support unemployed people into jobs, training or further education and prioritise efforts to support young people into the job market**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Initiatives and projects developed and delivered to support the most vulnerable young people leaving school and beyond, as per the council's Youth Action Plan	The council has agreed a new process for employability programmes, to be delivered by Education and Finance and Corporate Resources.  Education Resources is leading on the Youth Employment Initiative within the Youth Action Plan.	Green	---	---	---	---	---
	% of 16-19 year olds within South Lanarkshire Council participating in education, training or employment	In 2017, Skills Development Scotland's Participation Measure results show 91.2% of 16 to 19 year olds in South Lanarkshire are in employment, education or training, an increase on the previous year and above the Scottish average rate.	Green	90.4%	91.2%	0.0%	0.0%	90.4%

**Support local businesses through the development and delivery of business support programmes**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Support local businesses through effective company development activity and general business advice	Over 1,500 businesses assisted per annum with grants, loans or advice	The number of businesses assisted over 2017-18 has exceeded the annual target.	Green	1,500	1,637	1,514	1,560	1,879
	Between 500 - 1,000 jobs created or sustained per annum as a direct result of local authority intervention	Exceeded the upper target figure for number of jobs created or sustained as a direct result of local authority intervention.	Green	500	1,361	1,288	718	997



**Support the local economy by providing the right conditions for inclusive growth****Support local businesses through the development and delivery of business support programmes**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
services and continue to invest in key business initiatives such as Clyde Gateway and the East Kilbride Task Force	Value of sales generated by businesses assisted by Economic Development between £10m - £20m of sales	Exceeded higher level annual target for sales generated by businesses assisted by Economic Development.	Green	£10.00m	£23.03m	£9.73m	£10.10m	£15.69m
	Percentage of procurement spend on local small/medium enterprises	This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.  The Improvement Service have, however, published the 2016-17 figures, 11.9%. The opportunities for Small to Medium-sized Enterprises (SMEs) to tender for South Lanarkshire Council contracts continue to be promoted via Public Contract Scotland and the free awareness and training offered by the Supplier Development Programme. There are fewer contracts tendered than in previous years due to reduced budgets. In addition, capital spend has focused on the schools modernisation programme which comprises large scale contracts and therefore there are fewer direct opportunities for SMEs. While main contractors are required to seek to use local suppliers and subcontractors, they are not obliged to nor to report actual.	Report Later	-----	-----	10.8%	11.6%	11.5%
	East Kilbride Task Force Action Plan implemented	Continued to support private sector led East Kilbride Task Force.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Support local businesses through the development and delivery of business support programmes**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Number of business gateway start-ups per 10,000 population	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures. Improvements to the Business Gateway contract and additional local marketing have contributed to a higher number of Business Gateway start ups.</p>	Report Later	-----	-----	15.9	14.9	16.9
	Oversee management of Supplier Development Programme, including strategic development and delivery of events, training and e-commerce	<p>Supplier Development Programme (SDP) continues to deliver programme nationally, including training programme, webinars, national and local/regional 'meet the buyer' events, and support for City and Growth Deals.</p> <p>Discussions with Scottish Government have secured further funding.</p> <p>South Lanarkshire Council has agreed to host the SDP for a further two years.</p> <p>Councillor Colette Stevenson will join the SDP Board on 13th April 2018.</p>	Green	---	---	---	---	---

## Support the local economy by providing the right conditions for inclusive growth

### Support local businesses through the development and delivery of business support programmes

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Provision of specialist support to food and drink companies through liaison with Scotland Food and Drink and other partners	Scotland Food and Drink (SF&D) hosted a regional showcase in Glasgow in March 2018 and South Lanarkshire local producers were in attendance. Commissioned a revised version of the 'Lanarkshire Larder' in print and online which will be used to promote local independent producers. Engaged the services of Scottish Agricultural Organisation Society (SAOS) to complete a feasibility study on the concept of a modular food and drink hub to accelerate the growth of start up businesses in this sector. This is likely to conclude end of May 2018.	Green	---	---	---	---	---
	Relocation of University of West of Scotland to new Hamilton International Park campus	Development and fitting out of University of West of Scotland progressing according to timetable, and supported by South Lanarkshire Council services where appropriate. New campus due to open August/September 2018.	Green	---	---	---	---	---

## Support the local economy by providing the right conditions for inclusive growth

## Develop the area's tourism potential

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to implement Tourism Strategy and work with sector to develop profile of area as visitor destination	Tourism Strategy delivered via Lanarkshire Area Tourism Partnership	<p>Spring and autumn marketing campaigns have been focused on reaching visitors within a drive time of 2-3 hours. Activity has included: the distribution of publications such as the 'Great Days Out in Lanarkshire' booklets throughout the central belt and beyond, and promotion of Lanarkshire as a destination by the BIG Partnership through digital media.</p> <p>Activity has also centered on developing and funding access statements for all tourism businesses. To date, over 300 access statements have been created, covering 90% of Lanarkshire's tourism assets (accommodation, attractions and transport hubs) - over 190 of these are in South Lanarkshire. The aim of these statements is to maximise independence and choice for disabled people in accessing their local area and the places to visit, as well as encouraging additional business from this market.</p> <p>South Lanarkshire Council Tourism Officer departed the Council in September 2017, and to achieve required budget savings, this post has not been filled.</p> <p>City Deal tourism thematic group last met 20th March 2018 and is contributing to the draft regional tourism strategy and action plan, both of which are nearing completion.</p>	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the Lanarkshire Leader Rural Development Strategy**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Delivery Clyde and Avon Valley Landscape Partnership (CAVLP) programme	Complete final year of CAVLP project activity and ensure efficient programme closure	Final year of the programme on track (due to complete December 2018). Legacy of the CAVLP programme being assessed.	Green	---	---	---	---	---

**Support key voluntary organisations and help to develop the social economy**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Improve volunteering opportunities for individuals and organisations	Work with VASLAN to support key voluntary organisations and improve volunteering opportunities and raise voluntary sector capacity	VASLAN has supported 300 organisations over the year. Two Third Sector Forum events have been held for each of the four localities in South Lanarkshire. These were supported by South Lanarkshire Council.	Green	---	---	---	---	---
Implement South Lanarkshire Social Economy Partnership strategy and action plan	Social Economy support through Business Gateway implemented for ten social economy organisations by March 2018	Social Enterprise support funded by South Lanarkshire Council now built into main Business Gateway contract and 15 organisations being supported.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Support key voluntary organisations and help to develop the social economy**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Voluntary organisations interested in Community Asset Transfer process engaged with and supported	<p>Planning and Economic Development Services are actively working with ten organisations that are considering Community Asset Transfer.</p> <p>Two of the organisations that have been engaged with over the last year have submitted outline business plans for their proposals and these are being considered by the Community Asset Transfer Working Group.</p> <p>The draft community benefit assessment framework has also been considered by the above working group and should be finalised by June 2018. This will be used to assess the community benefits of an organisation's Community Asset Transfer application.</p> <p>Proposals are being developed to put the Community Asset Transfer process online – anticipated that this will go live by June 2018.</p>	Green	---	---	---	---	---

## Support our communities by tackling disadvantage and deprivation and supporting aspiration

### Lead partnership approaches to tackling the causes and effects of poverty and inequality

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Oversee implementation of Tackling Poverty Programme	Tackling Poverty Programme 2017-18 presented to Sustainable Economic Growth Board for approval by September 2017, and implemented thereafter	£3.15m Tackling Poverty Programme 2017-18 has been implemented over the year. Progress report was presented to Sustainable Economic Growth Board in September 2017.	Green	---	---	---	---	---
	Report on impact of Tackling Poverty Programme 2016-17 presented to Sustainable Economic Growth Board by September 2017	A full annual report on the impact of the Tackling Poverty Programme 2016-17 was produced and presented to the Board in September 2017. This included a number of case studies providing valuable insight into the impacts of the programme on individuals, families and communities. 87% of targets were achieved or exceeded, 9% were within 70% of being achieved, and only 4% were less than 70% of being achieved.	Green	---	---	---	---	---
	Financial inclusion network linked to preparation for welfare reform developed and supported	The Financial Inclusion Network and associated sub groups continue to engage a wide range of partners across key issues, such as: fuel poverty; digital inclusion; and tackling stigma, as well as providing forums and other forms of information exchange and problem solving linked to the roll out of Universal Credit.	Green	---	---	---	---	---

**Encourage participation in physical and cultural activities****Provide quality leisure facilities and develop integrated community facilities within new primary schools**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide new or refurbished community facilities	Progress development of community facilities, including: completion of new build primary school community wing and synthetic pitch at Newton by summer 2017, site start on new community facilities within new build Primary School at Elsrickle by spring 2018; replacement of Ballgreen Hall and Library with new integrated facility within St Patrick's Primary School completed by spring 2018; and upgrade of three synthetic pitches progressed by March 2018	<p>Project to develop joint school and community facility to replace St Patrick's Primary School, Ballgreen Hall and Library commenced on site in November 2016. Progressing in line with project timescales for completion spring 2018.</p> <p>Design for the new school and community facilities in Elsrickle is underway.</p> <p>Newton Farm Primary School and community wing/synthetic pitch construction was completed in summer 2017. The community facility and 3G pitch is now open.</p> <p>Funding applications have been submitted to REF and sportscotland to upgrade Lanark Racecourse from sand based to 3G, work will commence on site in summer 2018 when all external funding confirmed. Design work has also commenced to replace Ballerup 3G, work to be carried out during summer 2018. Grass pitches currently being assessed to identify upgrade programme during the summer months.</p> <p>Hamilton Palace Grounds 3G pitch replacement will be programmed for next financial year.</p>	Green	---	---	---	---	---



**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Maximise the number of attendances at leisure facilities	Achieve 3 million attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture	The number of attendances managed by the Sport and Physical Activity section for 2017-18 was 1.8% (35,083) below the annual target of 3 million. This can be attributed to facility closures during severe weather, as well as a reduction in hall hire bookings, and fitness and casual bookings.	Amber	3.000m	2.965m	3.336m	3.156m	2.992m
	Achieve target number of attendances for swimming pools (1.6 million)	The annual target for swimming pool attendances of 1.6 million was not met, with the 2017-18 figure indicating a 2.4% decrease of 38,006 to 1,563,304, compared to 2016-17. This reduction was principally due to adverse weather during quarter four as well as a reduction in schools attending school swimming lessons and a number of pools experiencing a decrease in casual swimming, family swimming and group swimming lessons over the year.	Amber	1.600m	1.563m	0.000m	0.000m	0.000m
	Achieve target number of attendances for other indoor sports and leisure facilities (excluding pools) (1.4 million)	The annual target for attendances at other indoor sport and leisure facilities has been exceeded, with total attendances for the year at 1,401,613.	Green	1.400m	1.402m	0.000m	0.000m	0.000m
	Achieve target number of attendances at outdoor recreation and country parks (2.2 million)	In 2017-18, the annual target for Outdoor Recreation and Country Parks was not met, and the figure was 5.1% lower than last year. This is due to a combination of decreased attendances caused by adverse weather across all services, with golf attendances experiencing the greatest decrease.	Amber	2.200m	2.120m	2.110m	2.104m	2.226m

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	% of adults satisfied with leisure facilities	This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.  The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). Compared to the previous year, the level of satisfaction has declined for leisure facilities and is below the Scottish average (74%).	Report Later	-----	-----	77.3%	74.0%	72.3%
	Cost per attendance at sports facilities	This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.  The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). In 2016-17, the cost per attendance at sports facilities in South Lanarkshire is lower than the 2015-16 figure and lower than the Scottish average figure (£2.81). Tight budgetary control is assisting in the control of these service costs.	Report Later	-----	-----	£2.20	£2.23	£2.21
Maximise the number of attendances at cultural activities	Achieve 3.4 million attendances at facilities managed by Cultural Services and the Libraries and Museum Services	Attendances at facilities managed by Cultural Services and Libraries and Museum services exceeded the target by 19,108 leading to an annual attendance figure of 3,419,055.	Green	3.400m	3.419m	0.000m	0.000m	0.000m
	Achieve target number of attendances at Cultural Services facilities (2.2 million)	The annual target for Cultural services was not met despite a marginal increase of 999 attendances compared to last year. This marginal increase can be attributed to an increase in Hall visitor numbers due to the transfer of community lets as part of SLC's Facility Services Policy which removed 58 primary schools from the community letting programme.	Amber	2.200m	2.185m	0.000m	0.000m	0.000m

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Achieve target number of library visits (1.2 million)	The Libraries Service annual target of 1.2 million visits was marginally exceeded, with the end of year visits totalling 1,204,211.	Green	1.200m	1.204m	0.000m	0.000m	0.000m
	Achieve target number of visits to/usages of council funded or part-funded museums (190,000)	Attendances at museums have increased by 0.4% (687) to 188,470, compared to the same period last year. Despite this increase, the annual target for museum visits of 190,000 was not met, falling short by 1,530 attendances. This was due in part to the continued closure of the David Livingstone Museum.	Amber	190,000	188,470	0	0	0
	% of adults satisfied with libraries	This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.  The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). Compared to the previous year, the level of satisfaction has declined for libraries and is below the Scottish average (74.7%).	Report Later	-----	-----	77.7%	72.7%	69.3%

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	% of adults satisfied with museums and galleries	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). Compared to the previous year, the level of satisfaction has increased for museums and galleries, but is below the Scottish average (72%).</p>	Report Later	-----	-----	70.0%	67.3%	70.0%
	Cost per library visit	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). Whilst the cost per library visit in South Lanarkshire in 2016-17 is higher than the Scottish average (£1.97), it is lower than the cost in 2015-16. This decrease in costs was achieved as a result of a reduction in staff numbers and staff hours, and reduced library opening hours.</p>	Report Later	-----	-----	£3.54	£3.72	£3.67

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Cost of museums per visit	<p>This is a Local Government Benchmarking Framework Indicator (LGBF). 2017-18 figure will be available in January 2019.</p> <p>The Improvement Service have, however, published the 2016-17 figures (see 2016-17 column to right). In 2016-17, the cost per museum visit in South Lanarkshire increased compared to 2015-16. This is largely due to a reduction in visits resulting from the closure of the David Livingstone Museum for refurbishment and reduced attendances at Chatelherault Visitor Centre. Despite this, our cost per visit is still lower than the Scottish average (£3.15).</p>	Report Later	-----	-----	£2.90	£2.71	£3.14
Deliver activity programmes which will support equitable access for all, including older people and under 16s groups	Achieve 870,000 under 16 reduced rates attendances at South Lanarkshire Leisure and Culture facilities by March 2018 (includes halls, school lets, outdoor and indoor leisure)	The number of Under 16 reduced rate attendances show an overall annual increase of 1% (11,965), fractionally exceeding the annual target of 870,000.	Green	870,000	881,965	980,379	919,569	876,690
	Achieve 430,000 over 60's attendances by residents using South Lanarkshire leisure facilities	The number of over 60's attendances in 2017-18 exceeded the annual target of 430,000 by 8.3% (35,870) to 465,870.	Green	430,000	465,870	397,000	418,734	433,099
	Achieve 7,600 registered members of 'Activage' scheme	The number of registered Activage members in 2017-18 has shown an overall increase to 8,449 compared to last year, and is 11% (849) above the annual target of 7,600.	Green	7,600	8,449	6,045	7,187	7,622

**Delivering the plan and achieving Best Value****Provide sound financial stewardship for the council**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Attract external funding support of £3m from European Union, lottery and related sources to support corporate objectives	Annual target achieved resulting in £3m external funding invested in South Lanarkshire	The 2017-18 target has been exceeded.  20 applications have received funding from sources such as the Scottish Government Regeneration funding, Scottish Government EU funding, The Big Lottery, Scottish Natural Heritage, the Forestry Commission, and Scottish Landfill Communities Fund. Projects supported have included Blairbeth Urban Park, Kirkfieldbank play park, Lanarkshire Rape Crisis Centre, and South Lanarkshire's mobile Men's Shed project.	Green	£3.000m	£4.192m	£5.254m	£13.200m	£8.134m

**Delivering the plan and achieving Best Value****Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Promote resilience / emergency preparedness for the council	Increase awareness of resilience / emergency preparedness initiatives / practices within and external to the council by March 2018	Progress is being made as a result of Council Emergency Management Team meetings, wider engagement with SLC employees, and SLC representation at (and facilitation of) multi agency resilience meetings and events at local, regional and national level. Notable events include: meetings of Lanarkshire Local Resilience Partnership, West of Scotland Regional Resilience Partnership (Strategic and Tactical), Regional Additional Deaths (Management) Workshop, National Mass Fatalities (Management) Exercise, responses to severe weather (snow) events involving internal and multi agency engagement at Local and Regional Resilience Partnership, internal and multi agency Counter Terrorism Strategy (CONTEST) Group meetings, paper to CMT regarding Safety Advisory Group and Ministry of Defence workshop.	Green	---	---	---	---	---

**Delivering the plan and achieving Best Value****Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Deliver the objectives of the Council Plan Connect	Deliver annual Resource Plan and review suite of measures for coverage and relevance	The Resource Plan 2017-18 was peer reviewed on 19 April 2017 for coverage and relevance of measures and was approved by the Community and Enterprise Resources Committee on 12 December 2017. The plan was implemented over 2017-18. The end of year progress report will be presented to the Community and Enterprise Resource Committee on 21 August 2018.  The development of the Resource Plan 2018-19 is now well underway.	Green	---	---	---	---	---
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented	The Information Governance Self Assessment Audit Checklist for 2017 was completed and submitted to the Information Governance Board within the required timescale. Of the 13 actions identified in the Resource Information Governance Action Plan, 7 were completed, and the remainder are ongoing and have been carried forward to the action plan for 2018.  In addition various exercises and actions were undertaken by Services in preparation for changes in data protection legislation (the General Data Protection Regulation Action Plan). These were completed within the required timescales.	Green	---	---	---	---	---
Ensure that high standards of governance are being exercised	80% of risk control actions completed by due date	There was one action on the Resource risk action log due for completion in 2017-18 which was completed on time.	Green	80%	100%	100%	82%	100%
	90% of audit actions completed by due date	There were 51 audit actions due in 2017-18 and all have been completed on time.	Green	90%	100%	-----	88%	-----



**Delivering the plan and achieving Best Value****Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Complete Resource Governance self assessment by due date and develop actions to address non-compliant areas	Resource Governance self assessment for 2017-18 complete. Progress against resulting governance actions being monitored on a six monthly basis, with Quarter 4 progress report completed in April 2018.	Green	---	---	---	---	---
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA	90% of Freedom of Information (FOISA) requests to be processed within the 20 working day period	Quarterly data is reported one period behind. In quarter three (October - December 2017), timescales were met for 97.8% of the 89 FOISA requests received in that quarter.	Green	90.0%	-----	95.5%	97.5%	97.3%
	90% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	Quarterly data is reported one period behind. In quarter three (October - December 2017), timescales were met for 95% of the 40 EISR requests received in that quarter.	Green	90.0%	-----	0.0%	95.1%	97.2%
	90% of Data Protection Act (DPA) requests to be processed within 40 calendar days	Quarterly data is reported one period behind. In quarter three (October - December 2017), timescales were met for 80% of the 5 DPA requests received in that quarter.  The above figure relates to a single quarter. The year to date position (April - December 2017) is 90%, which is on target and would mean a year to date green measure status.	Green	90.0%	-----	0.0%	100.0%	94.1%

**Delivering the plan and achieving Best Value****Develop improvement activity and promote scrutiny**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Implement effective best value management arrangements to ensure continuous improvement and efficient and effective service delivery	Engage in self evaluation activity and take forward any improvement actions	<p>In 2017-18, Community and Enterprise Resources completed self assessments of the Waste Management Service, the Fleet Service, and the Renewable Energy Fund Scheme.</p> <p>Meetings were held with Heads of Service on the employee survey results, with Heads taking forward actions for their own Services.</p> <p>We continue to meet with service managers on a quarterly basis to identify improvements to the service as a result of complaints. The SMT have received complaints reports covering Quarters 1, 2, and 3.</p>	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery	<p>2016-17 figures have now been published by the Improvement Service, and the council's LGBF web report, which provides analysis of the results, is now available to view on the Council website.</p> <p>Meanwhile, the Resource continues to send delegates to the LGBF Benchmarking Group meetings to discuss and share best practice.</p>	Green	---	---	---	---	---

**Delivering the plan and achieving Best Value****Promote equality and the wellbeing of staff**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Develop and implement council wide equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Number of policies recommended, not recommended or piloted as a result of Equality Impact Assessments undertaken for all relevant policies, strategies and procedures	During 2017-18 there were a total of 25 savings related Equality Impact Assessments submitted within the EqlA system. Three of the 25 were approved with actions. Noted that the total numbers submitted may be subject to change by Finance and Corporate as some of the savings proposals did not require separate EqlAs.	Contextual	-----	25	17	31	14
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes	During the year, the Resource prepared the annual Resource mainstreaming equalities report. This was presented to the Equal Opportunities Forum on 29th November 2017.	Green	---	---	---	---	---

**Improve the skills, flexibility and capacity of the workforce**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Ensure our commitment to employees through the development and implementation of personnel policies and employee learning and development opportunities	100% coverage of Performance Appraisals (PAs) of employees in scope	Managers and employees in Resource are currently closing off 2017-18 Performance Appraisals at the moment. This information will not be available until later this year.	Report Later	100.00%	-----	-----	-----	93.50%
	Resource labour turnover rate to be less than 5%	The annual labour turnover figure for the Resource is 0.8% higher than the annual target, due to an increased number of leavers across the Resource within the period.	Amber	5.0%	5.8%	3.4%	3.4%	4.0%
Implement the council workforce strategy toolkit and continue the cyclical reporting framework	Complete review of workforce plan and develop actions to respond to workforce changes and meet future needs	The workforce plan is being reviewed by Services to provide an update for the 2018-19 position. On completion of the review, an update report will be presented to CMT - date to be scheduled.	Green	---	---	---	---	---

**Delivering the plan and achieving Best Value****Other actions in support of delivering the Plan and achieving Best Value**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Coordinate the delivery of the Resource's IT CMT projects	Monitor, deliver and participate in main IT themes, including mobile working and customer contact	<p>Customer contact – Two further integrated waste forms implemented in February 2018: 'order a new recycling bin' and 'report a damaged recycling bin'.</p> <p>Review of Land Services Customer Service Centre emails has identified high level of internal transactions via Housing and Technical Resources. Workshop is scheduled for April 2018 to document the 'as is' process with a view to remove duplication.</p> <p>Review of forms and data input – 110 forms identified for the Resource, with potential to integrate 24 of these, 65 to be further analysed to determine if any action can be taken to streamline the process. This work will be carried forward by the customer contact online transactions group during 2018-19.</p> <p>Mobile working solutions – Projects carried forward to 2018-19. Roads work instructions scheduled for pilot during August to October 2018, Facilities due for pilot in April 2018.</p>	Green	---	---	---	---	---
Prepare Resource for implementation of replacement corporate EDRMS and workflow software	System familiarisation, document and data mapping and migration, fileplan set up, correspondence workflow specification developed and tested, procedures revised, and training delivered (all by December 2017)	EDRMS – High level design specifications for core system and data migration signed off. Workflow and scanning specifications clarifications ongoing with sign off anticipated April 2018. Hardware in place and test PCs provided in key locations for initial familiarisation by the project team. Training Plan being developed in conjunction with Corporate Training and Development Team. Next stage analysis and design phase due to be completed by May 2018. Project on schedule for delivery end of August 2018.	Green	---	---	---	---	---