

Community and Enterprise Resources

improve

Resource Plan (Community Services) Performance Report Quarter 2 (Jul-Sep) - 2012/13

How to use this performance report

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

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – are we on course to achieve?
The “traffic light” codes are:

Green

Achieved, or due to achieve with no issues

Amber

There may be problems or minor slippage

Red

Not on course, major slippage anticipated

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

Develop a sustainable Council and communities

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

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

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

Statistics for last 3 years, showing how we are doing over time.

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<i>Improve services for older people</i>					
<i>Protect vulnerable children, young people and adults</i>					
<i>Improve road network and influence improvements in public transport</i>					
Support the local economy by providing the right conditions for growth, improving skills and employability	2			1	3
<i>Tackle disadvantage and deprivation</i>					
Develop a sustainable Council and communities	3	2		1	6
<i>Raise educational achievement and attainment</i>					
<i>Improve the quality, access and availability of housing</i>					
Improve the quality of the physical environment	10	1			11
<i>Increase involvement in lifelong learning</i>					
<i>Get it right for every child</i>					
Improve community safety	4			3	7
Improve and maintain health and increase physical activity	21	1			22
Promote participation in cultural activities and provide quality facilities to support communities	5				5
Strengthen partnership working, community leadership and engagement	2			8	10
<i>Provide vision and strategic direction</i>					
Promote performance management and improvement	7			6	13
<i>Embed governance and accountability</i>					
Achieve efficient and effective use of resources		1			1
Total	54	5	0	19	78

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Deliver the approved trader scheme to improve levels of consumer protection and fair trading and support the local economy	Number of businesses processed through Buy with Confidence approved trader scheme	The increase in applicant businesses this quarter is as a result of publicity and promotion for the scheme.	Contextual	Not avail	11	Not avail	Not avail	Not avail
Improve the competitiveness of local business by increasing the number of business advice requests, seminars and educational activities for businesses	Four regulatory compliance bulletins issued to the business community	The regulatory compliance bulletins are scheduled for the latter half of the financial year, principally to allow time for the Buy With Confidence approved trader scheme to become established. Other sector specific compliance bulletins, e.g. in relation to housing and letting agents, are timed to coincide with the introduction of new legislation.	Green	---	---	---	---	---
	95% of business advice requests completed within 14 days	Performance has improved during quarter two (July - September 2012) compared to quarter one (April - June 2012), as has year-to-date performance. It is expected that the annual target will be achieved by the year end.	Green	95.0%	93.9%	97.0%	95.8%	94.6%

Develop a sustainable Council and communities

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Reduce transport emissions within Facilities, Fleet and Grounds Services	3.3% reduction in council wide transport emissions achieved by March 2013	<p>This measure was introduced in 2011/12.</p> <p>Currently developing method for calculating Council wide transport emissions for 2011/12, including impact of introduction of pool car scheme. 2011/12 figure will be reported in quarter three report.</p> <p>For 2012/13, investigating possibility of providing quarterly updates on this measure from quarter three.</p>	Report Later	3.3%	Not avail	Not avail	Not avail	Not avail

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
Develop and implement recycling and composting schemes for municipal and/or household waste in order to achieve the Scottish Government waste and recycling targets	Council target achieved for amount of biodegradable municipal waste sent to landfill (51,890 tonnes)	This is the figure for quarter one (quarter two figure not yet available, so will be reported in quarter three). Whilst there is a risk that the annual target won't be met, the figure (15,852 tonnes) for quarter one is an improvement on the tonnage achieved for the same period last year (16,891 tonnes).	Amber	51,890	15,852	73,730	69,214	65,439
	Council target achieved for recycling household waste (target is 40% or above)	This is a new Council SPI replacing the previous SPI on recycling of municipal waste. The figure reported here is for quarter one (quarter two figure not yet available, so will be reported in quarter three).	Green	40.0%	43.0%	Not avail	Not avail	Not avail
	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%

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	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
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	---	---	---	---	---

Improve the quality of the physical environment

Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Identify and manage contaminated land within the statutory regulatory framework	Completion of comprehensive review of the Contaminated Land Strategy for South Lanarkshire by March 2013	Drafted Contaminated Land Strategy submitted for Strategic Environmental Assessment (SEA) to Gateway. Feedback has advised full SEA required. Awaiting instruction on method of submission of record of determination to Gateway.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Sustain an independently assessed high score for street cleanliness	Local Environment Audit and Management System (LEAMS) score of 72 achieved	This audit takes place every two months. The score reported here is for the audit in June 2012.	Green	72.0	73.0	70.0	73.0	72.0
	Develop and implement a litter action plan by March 2013	Work is continuing to progress to timescale. Various meetings and ongoing discussions taking place with Keep Scotland Beautiful (KSB), Corporate Resources, Education Resources and the voluntary sector. Litter survey has been issued for consultation and the results will then be evaluated and used to determine the appropriate course of action going forward.	Green	---	---	---	---	---

Improve the quality of the physical environment

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Maintain land to a high standard	Land Audit Managements System (LAMS) score of 70 achieved	This audit takes place on a monthly basis. The figure reported here is the July 2012 score.	Green	70.0	70.0	70.0	70.0	70.0
Take preventative and enforcement action in relation to incidents of fly tipping, graffiti, dog fouling, noise, including enhanced covert surveillance	Target achieved for incidence of fly tipping, dog fouling, and graffiti (reduction of 2.5% on 2011/12 levels by March 2013)	The target reduction of 2.5% on last year's figure is on track to be achieved.	Green	3,232	1,469	4,048	3,232	3,315
	Target achieved for reported incidents of environmental nuisance (reduction of 2.5% on 2011/12 levels by March 2013)	The target reduction of 2.5% on last year's target is on track to be achieved.	Green	1,860	761	1,708	1,673	1,908
	Target (2 hours) achieved for domestic noise complaints - average time between the time of the complaint and attendance on site (those not dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004)	Performance is well within target.	Green	2.00	1.23	1.07	0.78	0.88
	Target (2 hours) achieved for domestic noise complaints - average time between the time of the complaint and attendance on site (those dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004)	Performance is well within target.	Green	2.00	0.50	0.50	0.53	0.54

Improve the quality of the physical environment

Protect biodiversity and enhance Greenspace in South Lanarkshire

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Improve urban greenspaces in partnership with neighbouring communities	Regeneration of access infrastructure and woodland at Neilsland Park and Earnock Glen, Hamilton completed by March 2013	A contract has been awarded for the installation of two new bridges across the Earnock and Neilsland burns. Work is now underway to re-issue the tenders for the remaining works to regenerate the footpath network, install secure access controls, remove dangerous trees and manage invasive plants. This phase of the project will be completed before the end of February 2013.	Green	---	---	---	---	---
	Prepare draft long term Forest Plans for Bothwell/Blantyre Woods, Millheugh/Greenhall Estates (Blantyre) and Mauldslie Estate (Rosebank) and submit to Forestry Commission for approval by March 2013	Tenders for Mauldslie Estate will be issued soon, funded through Clyde and Avon Valley Landscape Partnership. A consultation has been run and a community group has been established for Millheugh and Greenhall, and the development of the Long Term Forest Plan is the first objective - however, there may be some slippage with this site. The Long Term Forest Plan for Bothwell and Blantyre woods is being developed by Forestry Commission Scotland.	Amber	---	---	---	---	---
	Identify outstanding funding element linked to replacement of boardwalk at Langlands Moss Local Nature Reserve by March 2013	Full funding obtained for replacement of boardwalk. Tenders issued and contractor appointed. Work will be completed by end December 2012.	Green	---	---	---	---	---

Improve community safety

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Undertake effective community safety awareness initiatives	Target participation achieved for % of SLC primary schools participating in the P3 Home Safety Cadet initiative by March 2013 (85%)	There has been limited Safety Cadet activity to date due to the school summer recess and the preparation and delivery of Crucial Crew. However, still on track to meet annual target participation levels.	Green	85.0%	17.9%	Not avail	Not avail	Not avail
	Target participation achieved for the 'Crucial Crew' experiential safety learning programme (95% of primary seven pupils - approximately 4,000)	Crucial Crew event took place between 20th August - 20th September 2012, evaluation due in November 2012. An update on this measure will therefore be reported in Q3 report.	Report Later	95.0%	Not avail	97.0%	Not avail	95.8%
	Target achieved for older people expressing Be Smart Be Safe events as being informative (75%)	Be Smart Be Safe event will take place early March 2013. Will report on this measure in the Q4 report.	Report Later	75.0%	Not avail	85.0%	Not avail	98.0%
	Target achieved for older people expressing Be Smart Be Safe events as being valuable (75%)	Be Smart Be Safe event will take place early March 2013. Will report on this measure in the Q4 report.	Report Later	75.0%	Not avail	92.0%	Not avail	98.0%
Promote and develop the Doorstep Crime Initiative Cold Calling Control Zones and address ongoing incidents of door steps crime	100% of intelligence reports of door step crime responded to the same or next working day	Work continues in this area and the target is being achieved.	Green	100.0%	100.0%	Not avail	Not avail	Not avail
Undertake legislative and educational activities aimed at protecting consumers	65% of consumer complaints completed within 14 days	Performance continues to exceed target. However, this is a reduction compared to previous years. Monitoring is ongoing to identify the causes of this trend.	Green	65.0%	69.1%	76.3%	78.4%	75.0%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
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 200 sites	Provided cover at 219 sites 98.38% cover achieved for period.	Green	200	200	Not avail	Not avail	Not avail

Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Maximise the number of individuals participating in physical activity at leisure facilities	Achieve 3.2m attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture (SLLC)	There has been an increase in attendances at those facilities managed by the Sport and Physical Activity section of SLLC - the year to date figure shows an increase of 200,000 attendances compared to the same period last year. Good summer attendances resulted from the influence of the Olympics and poor weather, which encouraged people to use our indoor facilities.	Green	3.20m	1.76m	Not avail	Not avail	Not avail
	Increase the number of attendances per 1,000 population for swimming pools	There has been a 10% increase in attendances for swimming pools for quarter two (July - September 2012) and a 13% increase in year to date attendances, compared to the same periods last year. Very good attendances over July and August 2012 were due to the poor summer weather and possibly people staying at home rather than going abroad on holiday. Pools were busy, particularly in Hamilton Water Palace and East Kilbride Dollan Aqua Centre. Swimming lessons were also busier this summer, compared to previous years.	Green	4,921	2,832	3,861	3,988	4,873

Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
	Increase the number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	<p>There have been higher attendances in gyms, classes and Game On (children's) activities, particularly in smaller centres such as Biggar, Stonelaw and Lesmahagow.</p> <p>There has been a 17% increase in the number of attendances for indoor sports and leisure facilities in quarter two (July - September 2012) and a 13% increase in year to date attendances, compared to the same periods last year.</p>	Green	5,354	2,848	5,214	5,083	5,302

Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
	Maintain the number of attendances at outdoor recreation and country parks at 2.181m	<p>Rain has badly affected attendances at outdoor recreation and country parks. This area of the service is very much weather dependant. Met office records show an increase in rainfall from 373.9mm in summer 2011, to 515.5mm in summer 2012.</p> <p>There has been a 10% decrease in attendances for quarter two in this area (July - September 2012) compared to the same period last year, with golf attendances down 36% and outdoor football and seasonal activities (tennis, bowling, and boating) showing a combined decrease of 8% compared to the same period last year. Country Parks' quarterly attendances were also down 7% compared to the same period last year.</p> <p>Total year to date attendances are down 4% across the entire service, compared to the same period last year.</p> <p>Golf attendances continues to be discussed at senior/board level and with Council officials.</p>	Amber	2.181m	1.361m	Not avail	Not avail	Not avail
Provide free use of South Lanarkshire Leisure and Culture facilities to under 16s sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy	Number of free under 16 attendances at South Lanarkshire Leisure and Culture facilities maintained by March 2013 (includes halls, school lets, outdoor and indoor leisure)	Attendances for quarter two (July-September 2012) remain on a par with last year, whilst year to date attendances show a 14% increase compared to the same period last year.	Green	881,000	418,180	Not avail	Not avail	Not avail

Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Implement the recommendations of the Member / Officer review on Fixed Play Areas	Second year of five year investment programme carried out on fixed play areas, as identified through the Member / Officer Review	All sites identified and equipment purchased, work will commence winter 2012 through into 2013.	Green	---	---	---	---	---
Develop proposals for cross boundary walking routes linking rural settlements and sites of cultural and environmental interest	Identify cross boundary walking routes in agreement with partners (Borders, Dumfries and Galloway, South Ayrshire Councils and the Southern Upland Partnership) and prepare maps by March 2013	Meetings are continuing with Scottish Borders, Dumfries and Galloway, South Ayrshire and the Southern Uplands Partnership (SUP). Draft maps of aspirational routes have been prepared.	Green	---	---	---	---	---
Continue to improve nutrition and health value of school meals	Primary school free meal uptake levels further increased compared to 2011/12	Still expecting to meet annual target for primary school free meal uptake levels.	Green	73.0%	71.6%	69.0%	73.8%	78.2%
	Primary school paid meal uptake levels further increased compared to 2011/12	On track to exceed annual target.	Green	47.0%	53.3%	43.0%	45.8%	48.6%
	Secondary school free meal uptake levels further increased compared to 2011/12	On track to exceed annual target.	Green	42.0%	50.2%	38.0%	41.3%	42.9%
	Secondary school paid meal uptake levels further increased compared to 2011/12	On track to exceed annual target.	Green	48.0%	54.5%	48.0%	47.0%	50.4%
Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire	Increase the numbers of 60+ registered with South Lanarkshire Leisure 'Activage' scheme (in excess of 25,000 registered members)	Although Activage uptake shows signs of slowing down, with 13% fewer joining in quarter two (July - September 2012) than in the same quarter the previous year, total membership now stands at just over 26,000, with just under 1,500 having joined the scheme in the first six months of this year.	Green	25,000	26,051	18,190	21,045	24,416
	Increase numbers of 60+ using South Lanarkshire Leisure facilities (in excess of 345,000 attendances per year)	Year to date usage has increased by 12% compared to the same period last year.	Green	345,000	187,989	282,724	297,927	345,776

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	2009/10	2010/11	2011/12
Provide a comprehensive food safety enforcement and	Incidence of notified food borne infection reduced from 2006/07 baseline figures by 8.5% by March 2013	The number of cases reported to date is less than the corresponding period in 2006/07.	Green	170	68	144	137	106

Improve and maintain health and increase physical activity

Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
advisory service to reduce risk of food borne infection	Broad compliance with food safety statutory requirements secured in 85% of premises	The target for this measure will be met by the year end as more new food businesses are inspected.	Green	85.0%	84.0%	Not avail	86.9%	86.3%
	96% food safety inspections achieved on time (6 months)	Performance is good and reflects the importance given to food safety.	Green	96.0%	100.0%	Not avail	Not avail	Not avail
	96% food safety inspections achieved on time (12 months)	Performance remains on target in quarter two, with annual target due to be achieved at the year end.	Green	96.0%	96.0%	Not avail	Not avail	Not avail
	85% food safety inspections achieved in time (>12 months)	Performance is comparable with previous years and on schedule to meet annual target.	Green	85.0%	90.0%	Not avail	Not avail	Not avail
Review and assess air quality throughout South Lanarkshire as required by the Environment Act 1995 and in line with national guidance	Review of Air Quality Strategy completed by March 2013	Draft Air Quality Strategy developed. Now developing full Strategic Environmental Assessment (SEA) for submission to Scottish Government's SEA Gateway.	Green	---	---	---	---	---
	Progress report prepared and submitted to Scottish Government and Scottish Environment Protection Agency (SEPA) by March 2013	Contracted timetable for production of progress report with Air Quality Technical Specialist (AEA) confirmed, document does not have to be submitted until March 2013.	Green	---	---	---	---	---
	Update and screening assessment of South Lanarkshire Council areas carried out by March 2013	Contracted timetable for production of Update and Screening Assessment with Air Quality Technical Specialist (AEA) confirmed, document does not have to be submitted until March 2013.	Green	---	---	---	---	---
Provide a comprehensive and responsive public health service to protect the community from infectious diseases, contamination or other hazards which constitute a danger to public health	Lanarkshire Joint Health Protection Plan 2012-2014 submitted for Committee approval by March 2013	The original plan has been amended and is currently with NHS Lanarkshire for comments.	Green	---	---	---	---	---

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area	Increase 2011/12 level of visitors to SLLC cultural venues	A 3% increase in the level of visitors to SLLC cultural venues in quarter two (July - September 2012) compared to the same period last year, has helped offset a poorer first quarter and help keep year to date attendances slightly higher (1%) than those recorded in the first six months of last year.	Green	0.47m	0.24m	Not avail	Not avail	Not avail
Maintain attendances at our libraries by actively promoting to the local community	Maintain number of library visits per 1,000 population	There has been a 5% increase in the number of library visits both in quarter two (July to September 2012) and in terms of year to date figures, compared to the same periods in the previous year. This increase is mostly due to increased attendances at Larkhall Library which is co-located in the Q and A office in the main shopping area.	Green	4,190.0	2,280.8	4,322.0	4,190.0	4,316.0
Further implementation of action plan to increase use of museums	Increase the number of visits to/usages of council funded or part funded museums per 1,000 population	There has been a 14% increase in the number of visits to/usages of museums (in person or via the web) in quarter two compared to the same period last year. Overall, there has been an increase of 7% in the year to date number, compared to the same period last year.	Green	692.0	424.4	677.0	646.0	686.0

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
	increase the number of those visits [to council funded/part funded museums] that were in person per 1,000 population	Whilst all museums funded by SLC show an 11% increase in quarter two attendances compared to the same period last year, the sole SLLC museum at Low Parks shows a 17% increase for quarter two and a 14% increase in the year to date figure, compared to the same periods last year. The Mausoleum Festival (July 2012) and Doors Open Weekend (September 2012) and The Big Event (September 2012) provided key promotional opportunities for the museum.	Green	642.0	394.3	609.0	595.0	636.0
Investigate availability of suitable burial ground in and around those cemeteries with less than five years new lair lifespan	Completion of two year programme to provide new burial ground by March 2013	Extension sites identified and plans being prepared for work to commence in November 2012.	Green	---	---	---	---	---

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Achievement of targets for customer satisfaction	Waste services customer satisfaction target achieved (85%)	Waste Services' customer satisfaction results will not be available until quarter three.	Report Later	85.0%	Not avail	Not avail	87.9%	91.7%
	Environmental services customer satisfaction target achieved (85%)	Currently investigating methods of collating this information as part of restructure of Environmental Services Team and reallocation of duties.	Report Later	85.0%	Not avail	Not avail	Not avail	Not avail
	Cleaning, catering and janitorial customer satisfaction target achieved (95%)	Cleaning, catering and janitorial customer satisfaction return indicates above target performance.	Green	95.0%	98.3%	98.0%	98.7%	96.4%
	97% customer satisfaction target achieved by SLLC facilities	There has been a 3% improvement on last year's quarterly satisfaction figure, and a 2% increase on the year to date satisfaction rate.	Green	97.0%	98.0%	Not avail	Not avail	Not avail

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
	Libraries customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Museums and galleries customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Customer satisfaction with Leisure facilities target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Parks and open spaces customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Refuse collection customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Street cleaning customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail

Promote performance management and improvement

Promote performance management and improvement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Retain Customer Service Excellence award for Bereavement Services and retain ISO 9001 and ISO 14001 accreditation	ISO 9001 and ISO 14001 accreditation retained (assessment date is September 2012)	The assessment on ISO 9001 and ISO 14001 was completed by ACS Registrars Ltd during early September 2012 and the necessary accreditation was retained.	Green	---	---	---	---	---
Implement the recommendations of the Fleet Services Best Value Review	Vehicle and Operator Services Agency MOT Pass Rate of 87% achieved	On track to meet annual target	Green	87.0%	91.0%	Not avail	89.3%	93.9%
	Telematics implemented within 282 vehicles between 1 April 2012 and March 2013	On track to meet annual target	Green	282	247	Not avail	Not avail	Not avail

Promote performance management and improvement

Promote performance management and improvement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Provide an effective and efficient household waste and recycling collection service	Council target achieved for net cost per premise of refuse collection (combined domestic, commercial and domestic bulky uplift) - £65.42 per premise	Figures are to end of finance period 6.	Green	£65.42	£28.22	£69.17	£71.02	£67.69
	Council target achieved for net cost per premise of refuse disposal - £114.23 per premise	Figures are to end of finance period 6.	Green	£114.23	£43.16	£80.80	£89.59	£92.37
	95% target achieved for special uplifts completed within 5 working days	The quarter two score achieved for period July - September 2012 (99.29%) is in line with the score achieved for the same period in the previous year (99.24%), and year to date performance exceeds the target of 95% of special uplifts completed within 5 working days.	Green	95.0%	99.0%	98.9%	99.2%	98.7%
	5% reduction in the Council's missed collections per 100,000 collections achieved by March 2013, compared to 2011/12	This year's performance in relation to the quarter two missed collection performance (97.72 missed collections per 100,000 collections for period July - September 2012) is an improvement compared to the same period in the previous year (98.11 missed collections per 100,000 collections).	Green	108.0	87.8	167.4	119.7	114.4
Monitor ongoing costs of delivery of Community and Enterprise Resources' services	Cost per attendance of sport and leisure facilities (including swimming pools)	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost per visit to libraries	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost per visit to museums and galleries	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost of parks and open spaces per 1,000 population	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Net cost of street cleaning per 1,000 population	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost of Trading Standards and Environmental Health per 1,000 population	This figure has been calculated using total expenditure divided by population (per 1000).	Contextual	Not avail	£100.00	Not avail	Not avail	Not avail

Achieve efficient and effective use of resources

Achieve efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Create a training framework on behalf of Council's drivers (Certificate of Professional Competence)	PCV training to be completed by September 2013	Development of training programme progressing. Modules 1 and 2 completed, module 3 part completed, module 4 now accredited ready to be delivered and module 5 still to be developed.	Amber	---	---	---	---	---