

Council Objective: Raise educational attainment for all

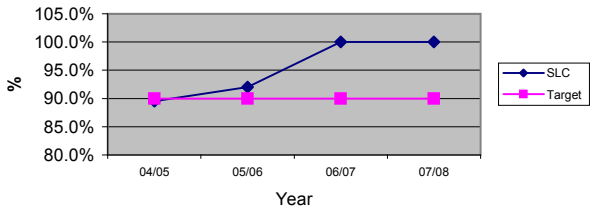
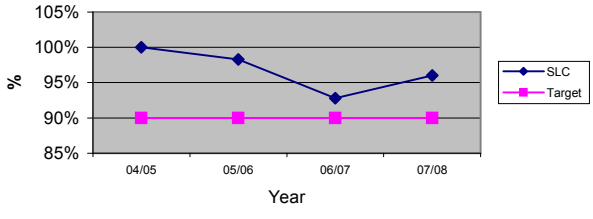
Overall, for this objective, of 3 measures we:

~ have already achieved 3 (100%) measures

~ are on course to achieve 0 (0%) measures

~ are not on course to achieve 0 (0%) measures

Note:
percentages may
not add to 100
due to rounding**Resource Objective:** Implement vocational development programmes for secondary age young people

	Measure		Actual 08/09	Target 08/09	Achieved?
20.1	Increase the % of young people with additional support needs gaining employment	 <p>Good performance is an increase</p>	100%	90%	Yes
20.2	Increase the % of attainment levels for participants with additional support needs	 <p>Good performance is an increase</p>	94%	90%	Yes
20.3	Improved behaviour and attendance of young people with additional support needs	<p>Progress</p> <p>Achieved.</p> <p>This measure refers to the Rural Programme, which ended in 2007, but which has been restarted in 6 schools.</p> <p>The programme worked with young people aged 15 who were significantly disadvantaged because of poor social circumstances or the social exclusion they often experience due to living in small isolated towns and villages. The project worked with these young people intensively and offered a range of support programmes which allowed them to be better equipped for the transition to work or future training.</p>	Executive Director (Corporate Resources)	On Course to Achieve?	Achieved

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

Council Value: Fair and open

Overall, for this value, of 8 measures we:

~ have already achieved 6 (75%) measures; a further 2 (25%) measures will be reported later

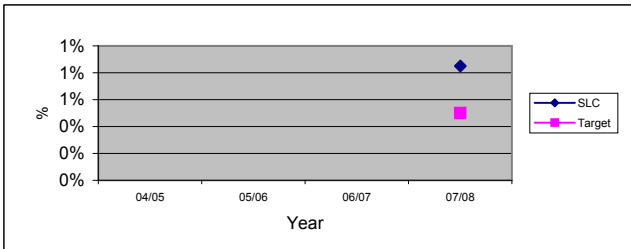
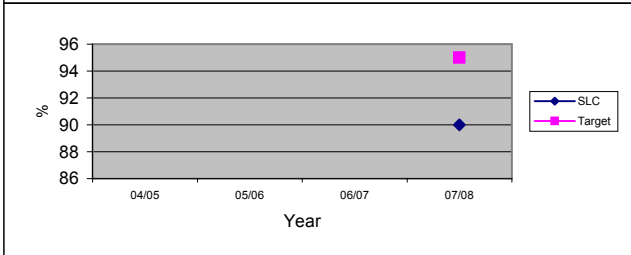
~ are on course to achieve 0 (0%) measures

~ are not on course to achieve 0 (0%) measure

Note:
percentages may
not add to 100
due to rounding

Resource Objective: Develop, implement and communicate our corporate plans, performance and service standards

Measure	Progress	Responsibility	Achieved?
51.1 Quarterly monitoring reports (on complaints) to CMT	Achieved. The following reports have been presented to the CMT: Q1 June 2008, Q2 November 2008, Q3 February 2009, Q4 - pending - scheduled to go to the CMT May 2009.	Executive Director (Corporate Resources)	Achieved

Measure		Actual 08/09	Target 08/09	Achieved?
51.2 % of complaints which reach stage 3 (escalation to Chief Executive)	 <p>Good performance is a decrease</p>	0.7%	Less than 0.5%	No
51.3 % of complaints responded to within 5 days	 <p>Good performance is an increase</p>	89.8%	More than 95%	No

Measure	Progress	Responsibility	Achieved?
Reader feedback on publications and focus group perceptions of PR initiatives	Achieved. During 2008-9, we logged 491 writing jobs, and achieved coverage in local papers worth £693,709. The South Lanarkshire View has been issued monthly since August and a focus group was facilitated by the Corporate Consultation Team at Rutherglen Town Hall in February 09. Members of the group (drawn from the Citizen's Panel) were very impressed with the attractiveness and readability of the View and have provided suggestions we are using to plan further editorial. The South Lanarkshire Reporter (including 8 page pull-outs on Connect) was issued in November 08 and March 09. During the same period we also responded to just under 2000 press enquiries.	Head of Corporate Communications and Public Affairs	Achieved

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

Resource Objective: Support and facilitate open and transparent governance and decision-making arrangements

	Measure	Progress	Responsibility	Achieved?
	Member Learning and Development programme: Annual programme to be rolled out during 2008/09	Achieved. Annual programme successfully rolled out. Next phase of programme being developed for 2009/10 taking account of feedback from individual meetings with members and input from Resources.	Head of Administration Services	Achieved
	Member Learning and Development programme: Individual Plans for Members to be developed in 2008 with annual review thereafter	Achieved. Personal profiles in place for all elected members	Head of Administration Services	Achieved
52.2	Develop revised local code within 3 months of receipt of national guidance	Achieved. As reported to Corporate Resources Committee, national guidance was received later than anticipated (May 2008). The Revised Local Code of Good Governance was approved by the Executive Committee on 25 February 2009.	Head of Administration Services	Achieved
52.3	Implement and roll-out awareness programme (on revised corporate governance) by December 2008	Achieved. Following approval of the code (see 52.2 above), a core brief to all employees has been issued (April 2009), an article is being prepared for inclusion in "The Works" magazine, and the revised Code will be incorporated, as appropriate, in core induction and management development programmes.	Head of Administration Services	Achieved

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

Council Value: People focused

Overall, for this value, of 10 measures we:

~ have already achieved 6 (60%) measures

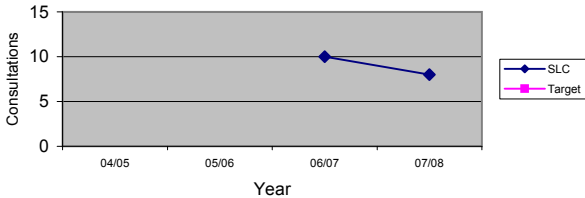
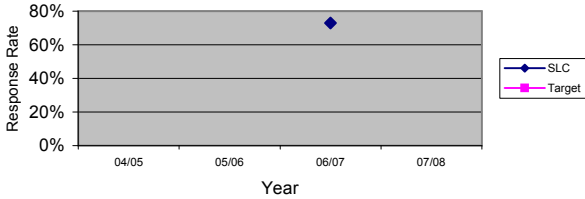
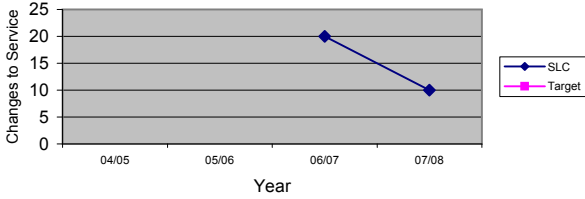
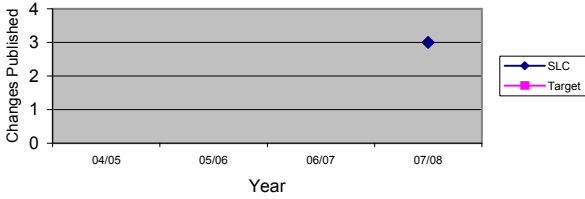
~ are on course to achieve 0 measures; a further 0 measures will be reported later

~ have not achieved 4 (40%) measures

Note:
percentages may
not add to 100
due to rounding

Resource Objective: Seek the views of all stakeholders regularly on services we provide

Measure	Progress	Responsibility	Achieved?
53.1 Establishment of corporate and service specific customer satisfaction survey with KPIs established for each Service and council as a whole	Achieved. First annual report on the completed Customer Satisfaction scorecard presented to Continuous Improvement Steering Group on 15 April 2009. Report detailed KPI's for key Services and the Council as a whole for 1 April 2008 - 31 March 2009	Executive Director (Corporate Resources)	Achieved

Measure		Actual 08/09	Target 08/09	Achieved?
53.2	Number of consultations carried out, targeting hard to reach groups <i>Good performance is an increase</i>	16	10	Achieved
				
53.2	Response rate to consultations carried out <i>Good performance is an increase</i>	66%	75%	No
		<i>Response rate data is drawn from the Quality of Life Survey, which is conducted every 2 years.</i>		
53.3	Number of consultations carried out which have resulted in a change to service delivery. <i>Good performance is an increase</i>	9	20	No
				
53.4	Number of changes to service delivery as a result of consultation published on Internet and in other formats <i>Good performance is an increase</i>	8	5	Achieved
				

Response rate data is drawn from the Quality of Life Survey, which is conducted every 2 years.

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

Measure	Progress	Responsibility	Achieved?
Overall satisfaction levels with the Council as a Service provider (Customer Satisfaction Measurement). Baseline to be established	Achieved. Household survey conducted February 2008 which gave a baseline of satisfaction of 86.5% and proposed to be repeated in Autumn 2009. Quality of Life Final Report produced March 2009 and distributed to stakeholders.	Head of Personnel Services	Achieved

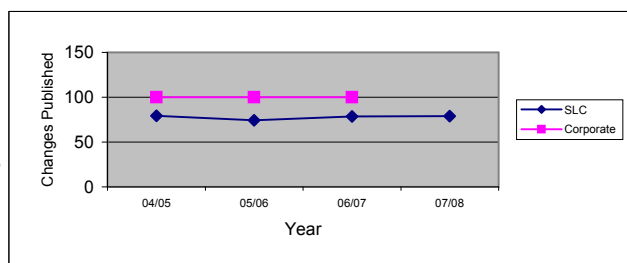
Resource Objective: Protect the integrity & reputation of the Council and the safety of the public, members and employees

	Measure	Progress	Responsibility	Achieved?
54.2	Implement Council business continuity plan, including business continuity plan for Headquarters complex by September 2008	Not achieved. Final review of HQ plan in progress. Internal Audit of Business Continuity completed and actions / timescales agreed January 2009. EMT reps tasked to review and update service recovery strategies and prepare reception plans for relocation sites (March 2000) - updates to be provided at next EMT meeting (June 2009).	Head of Personnel Services	No
54.2	Review the Resource and Service level contingency arrangements and continuity plans in line with the Corporate Continuity Plan and Service Contingency Planning Guide and report on progress September 2008	Achieved. Resource level plans complete. Annual review of corporate contingency plan completed February 2009 and EMT reps briefed on changes March 2009.	Head of Personnel Services	Achieved
54.1	100% assessment of the impact of new legislation and Health and Safety Executive requirements, identifying gaps and developing appropriate actions	Achieved. 3 amendments to the Occupational Health and Safety management System carried out.	Head of Personnel Services	Achieved

Measure

% of buildings delivering services to the public in which all public areas are accessible by disabled people (target=100%) (SPI)

Good performance is an increase



Actual 08/09	Target 08/09	Achieved?
100%	100%	Achieved

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

Council Value: Working with and respecting others

Overall, for this value, of 13 measures we:

~ have already achieved 11 (85%) measures

~ are on course to achieve 0 measures

~ have not achieved 1 (1%) measure

Note:
percentages may
not add to 100
due to rounding

Resource Objective: Work with partners to enhance community planning, service planning and service delivery

Measure	Progress	Responsibility	Achieved?
55.1 Regular reports on themed partnership performance/actions to Community Planning Forum/Community Planning Partnership	Achieved. A report on Theme Partnership performance was considered at the CP Co-ordination Group on the 23rd September, the CP Forum on 29th October and the CP Partnership Board on the 10th December. Future performance reporting will tie in with the annual reporting requirements for the Community Planning Single Outcome Agreement.	Executive Director (Corporate Resources)	Achieved

Resource Objective: Report on progress in our partnership arrangements

Measure	Progress	Responsibility	Achieved?
Annual performance report on KPIs	Achieved. The annual KPI report was prepared in March 2008 and a further report looking at the six worst performing KPIs was considered by the Partnership Board on 17 September. Future Annual Performance reporting will be against the outcomes contained in the SOA, therefore the KPI report in this format will not be prepared again.	Executive Director (Corporate Resources)	Achieved
55.2 Reports to Community Planning Partnership, Community Planning Forum and themed Partnerships	Achieved. To be reviewed in line with development and implementation of Community Planning SOA. Refresh of Community Plan to be undertaken in 2009/10 coinciding with mid-term review of Connect. Revised governance arrangements have been completed for the SLCPP Board, the Community Regeneration, Community Safety, Rural, Health and Care and Youth Partnerships. The Sustainability Partnership has just agreed its role and remit and a governance paper will follow. The Lanarkshire Economic Forum is under review.	Executive Director (Corporate Resources)	Achieved
Monitor effectiveness of partnership working with Trades Unions and Community Planning Partners	Achieved. Regular Trade Union meetings are held across the Council including Joint Consultative Committee, Joint Trade Union Committee, Employee Issues Forum and Joint Consultative Forum. The Partnership working group has met in June and September.	Executive Director (Corporate Resources)	Achieved
56.1 Reports submitted to range of partnership committees e.g. Community Safety Partnership, Joint Services, Integrated Children's services	Achieved. Performance reporting for the Theme Partnerships is now in place. This will be further developed as a consequence of the production of a Community Planning SOA.	Executive Director (Corporate Resources)	Achieved

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

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

Measure	Progress	Responsibility	Achieved?
57.1 Number of impact assessments carried out against those timetabled	Achieved. 289 impact assessments have been carried out so far this year, 100% of those timetabled.	Executive Director (Corporate Resources)	Achieved
57.2 Number of reports on impact assessments published on website	Achieved. 216 (75%) impact assessments have been published on the Council's website.	Executive Director (Corporate Resources)	Achieved

Resource Objective: Develop and introduce Council wide equality performance measures and publish results

Measure	Progress	Responsibility	Achieved?
58.1 Range of equality related key performance indicators developed and publicised	Achieved. Resource wide KPIs for equalities have been agreed. These are in line with the recently agreed Equality and Diversity Strategy and its associated action plan as well as the Council Plan 'Connect'.	Executive Director (Corporate Resources)	Achieved
58.2 Arrangements to monitor the effectiveness of service provision capture equality related data	On course to achieve. As part of the ongoing process of impact assessment, monitoring systems are being developed to ensure that the appropriate equalities related information is being collected. As part of the SOA review work is ongoing to develop equality measures and share good practice within this area. An updated equal opportunities monitoring form is to be agreed by Resource Personnel Managers.	Executive Director (Corporate Resources)	On course
58.3 Data on equality related performance is collated and published annually	Achieved. Currently equalities related information on the Council's workforce composition is available via the intranet. This is published on the internet beside the impact assessment outcomes which are also available.	Executive Director (Corporate Resources)	Achieved

Resource Objective: Ensure that our legal duties on equality of opportunity are built in to partnership activities

Measure	Progress	Responsibility	Achieved?
59.1 Evidence that partnership plans, strategies and initiatives have been assessed for any adverse impact in relation to equalities	Achieved. An Equalities Impact Assessment schedule has been produced on behalf of the Community Planning Partnership. A Community Planning Equalities Network has also been set up and one of its roles will be to ensure that Impact Assessments are undertaken by partners and findings shared.	All Executive Directors	Achieved
59.2 Evidence that consultation and engagement activities initiated by partnerships are inclusive and take account of all communities of interest	On course to achieve. The equalities impact assessment process - as outlined in 59.1 above - includes consideration of the consultation and engagement processes initiated by partnerships. These aspects of partnership working will therefore be taken into account as impact assessments are carried out.	All Executive Directors	On course
59.3 Evidence that equalities are included in performance monitoring and measurement activities for partnerships	Achieved. The Council is working to ensure that reporting frameworks as a matter of course contain relevant equalities information. For example, the Extended Local Partnership Agreement in place for community care services has a section on equalities and the performance reporting framework takes this into account. The Community Planning Partnership KPI report includes equalities data.	All Executive Directors	Achieved

Council Value: Excellent employer

Overall, for this value, of 21 measures we:

~ have already achieved 13 (62%) measures

~ are on course to achieve 1 (5%) measures; a further 5 (29%) will be reported later

~ are not on course to achieve 2 (10%) measures

Note:
percentages may
not add to 100
due to rounding**Resource Objective:** Ensure equal opportunities in all our services, facilities and employment opportunities

Measure	Progress	Responsibility	Achieved?
60.1 Employment monitoring arrangements will meet the requirements of equalities legislation by quarterly reporting to CMT	Achieved. Monthly workforce monitoring reports have been provided to the CMT throughout the year.	Executive Director (Corporate Resources)	Achieved
60.2 Positive action measures put in place for delivering the "fairer future" action plan	Achieved. Over the year, 23 appointments have been made across a variety of roles, including customer service assistants, clerical and seasonal land operatives. The centralised recruitment team will continue to develop reporting on outcomes of Delivering a Fairer Future campaigns and also design creative recruitment campaigns to engage with the targeted gender.	Executive Director (Corporate Resources)	Achieved

Measure		Actual 08/09	Target 08/09	Achieved?
60.3 Number of women/men taking up employment in non-traditional areas (target=establish baseline, then increase) <i>Good performance is an increase</i>		23	Establish baseline	Achieved
% of employees in the highest 2% of earners that are female (SPI) <i>Good performance is an increase</i>		37	> Scottish Average	To be reported later
% of employees in the highest 5% of earners that are female (SPI) <i>Good performance is an increase</i>		41	> Scottish Average	To be reported later

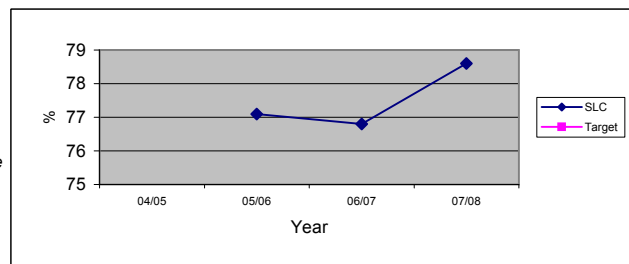
This is a new measure -
no data available prior to
current yearScottish figures for
comparison are not yet
availableScottish figures for
comparison are not yet
available

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

% of Head and Depute Head teachers who are women

Good performance is an increase



Data not yet available

Increase

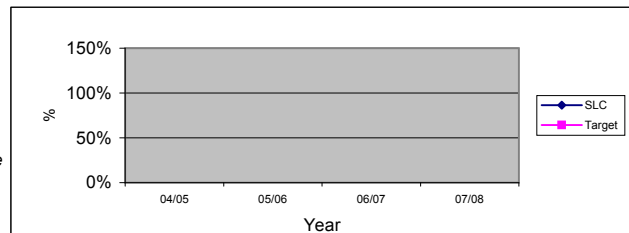
To be reported later

Resource Objective: Ensure our commitment to employees through...personnel policies, learning and development

Measure

61.1 Proportion of vacancies available through electronic formats

Good performance is an increase



Actual 08/09 Target 08/09

100% 100%

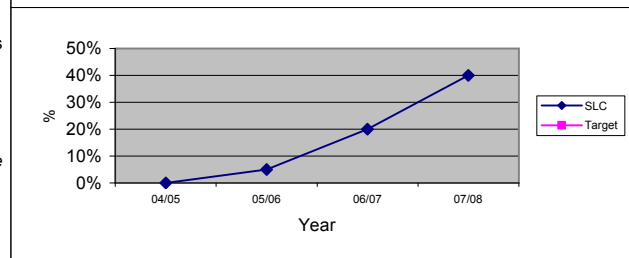
Achieved?

Achieved

This is a new measure - no data available prior to current year

61.2 Proportion of vacancies for which competence-based recruitment is employed

Good performance is an increase



84% 100% by 2011

On Course

Measure

61.1 Establish a baseline measurement of the number of vacancies recruited online

Progress

Achieved.

All vacancies are advertised on-line, including modern apprentice campaigns and with the new technology internal only vacancies ring-fenced to targeted groups are now on-line with additional screening questions. This will enhance our recruitment strategy and progress our reporting capabilities. Continue to develop the dual process to ensure that any hard copy applications can be scanned into the recruitment technology to enhance reporting.

Responsibility

Head of Personnel Services

Achieved?

Achieved

Complete move to a national recruitment portal by October 2008

Achieved.

The council successfully moved to the national portal on 19 September 2008.

Head of Personnel Services

Achieved

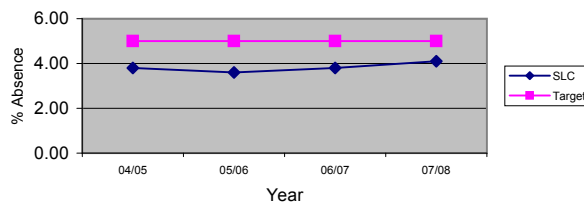
Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

Measure

61.3 Absence rate for Council

Good performance is a decrease



Actual
08/09

4.4%

Target
08/09

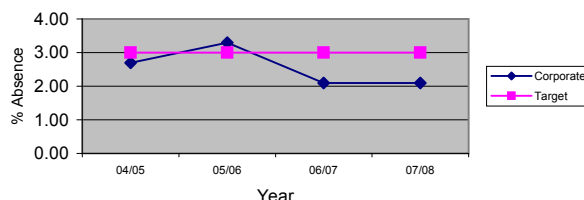
Less than
5%

On Course
to Achieve?

Achieved

Absence rate for Resource

Good performance is a decrease



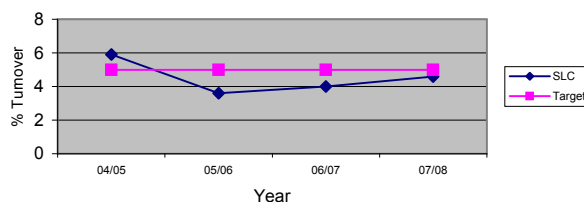
3.6%

Less than
3%

No

61.4 Labour turnover rate for Council

Good performance is a decrease



3.0%

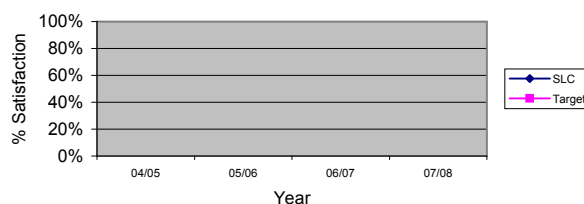
Less than
5%

Achieved

Please note the turnover rate is the cumulative Apr-Dec figure

Overall satisfaction levels with the Council as an employer (Employee Attitude Survey)

Good performance is an increase



82%

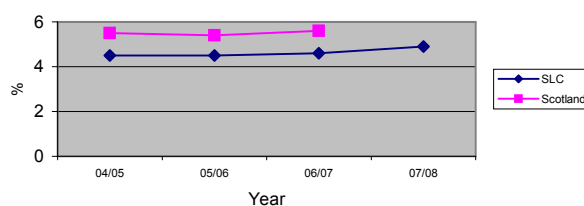
Establish
baseline

Achieved

This is a new measure - no data available prior to current year

% of working days lost through sickness absence for chief officers and local government employees (SPI)

Good performance is a decrease



12.3

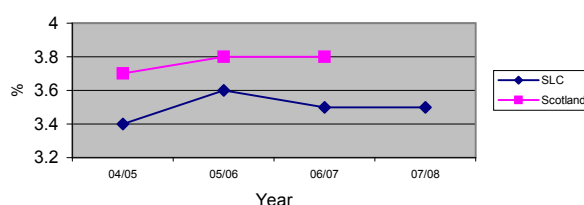
< Scottish
Average

To be
reported
later

This SPI has been changed by the Accounts Commission to NUMBER of days absence, not %. Scottish data for comparison not yet available.

% of working days lost through sickness absence for teachers (SPI)

Good performance is a decrease



8.9

< Scottish
Average

To be
reported
later

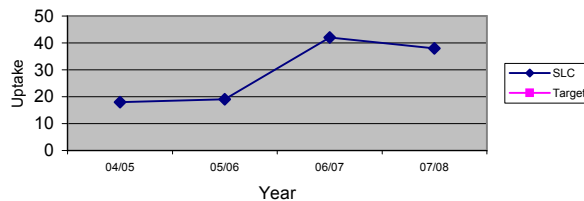
This SPI has been changed by the Accounts Commission to NUMBER of days absence, not %. Scottish data for comparison not yet available.

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

61.5 Uptake of accredited training programmes for employees at all levels

Good performance is an increase

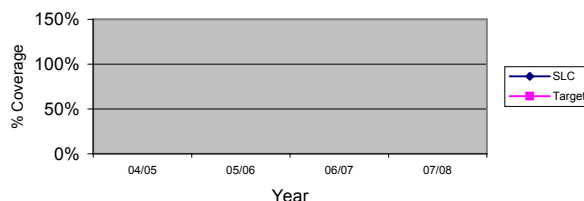


460 Increase

Achieved

61.6 Coverage of PDR and associated training plans

Good performance is an increase



88% 100%

No

This is a new measure - no data available prior to current year

Measure

Progress

Responsibility

On Course to Achieve?

61.7 Continued achievement of IIP accreditation

Achieved.

IIP accreditation successfully retained in December 2008 following an internal review of the Council. Report on the review delivered to CMT on 18 December 2008. An additional 8 reviewers have been accredited as internal reviewers bringing the total number of internal reviewers to 22. A further two reviewers are on target to be accredited by end of April 2009. A report on the way forward with IIP assessment is with the Continuous Improvement Steering Group for discussion.

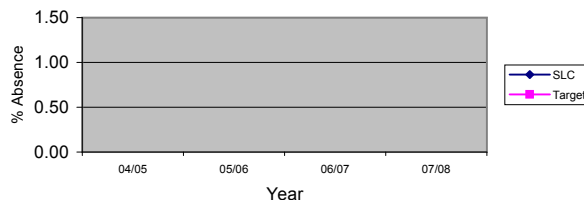
Executive Director
(Corporate Resources)

Achieved

Measure

Average number of off-job training days per member of staff

Good performance is an increase



Year
to date

Target
08/09

On Course
to Achieve?

3

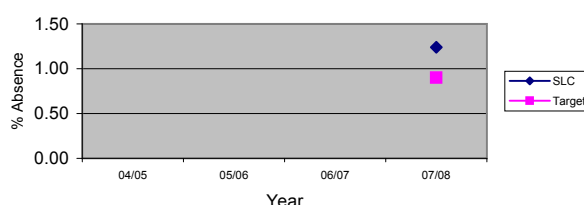
Establish
baseline

Achieved

This is a new measure - no data available prior to current year

% of salary budget invested in learning and development (target = 0.9%)

Good performance is an increase



1.26%

0.9%

Achieved

Corporate Resources

Resource Plan Performance Report 2008-09 Q4: Annex 1

Council Value: Accountable, effective and efficient

Overall, for this value, of 31 measures we:

- ~ have already achieved 22 (71%) measure
- ~ are on course to achieve 5 (16%) measures
- ~ have not achieved 3 (10%) measure

Note:
percentages may
not add to 100
due to rounding

Resource Objective: Implement effective Best Value management arrangements

	Measure	Progress	Responsibility	On Course to Achieve?
62.1	Best Value Reviews: Completion of reviews as per timetable	Legal Services, including devolved Legal Teams: The Best Value Review was completed as per timetable in October 2008, approved by CMT on 27th November 2008, Performance and Review Forum on 9th December 2008 and the Executive Committee on 28th January 2009. The Best Value Review of Recruitment Administration was completed as per timetable in August 2008 and approved by CMT on 4 September 2008 and Performance, Audit and Review Forum on 16 September 2008. The Best Value Review of Learning and Development was completed as per timetable and reported to Performance Audit and Review Forum on 16/9/2008. Report on Learning and Development activity to be prepared annually for CMT and Corporate Resources Committee.	Executive Director (Corporate Resources)	Achieved
62.2	Best Value Reviews: Improvement Plans approved by Council committee	Achieved. See update above for details.	Executive Director (Corporate Resources)	Achieved
62.3	Best Value Reviews: Efficiency savings identified and realised	Legal Services, including devolved legal teams: efficiencies have been identified and will be progressed as part of the Improvement plan. Recruitment Administration: working with Resource personnel managers we have started to identify team members to transfer to the Central Recruitment Administration team and identify vacancy savings. We have also implemented the first clerical job pool filling 7 posts from one advertising campaign. Learning and Development: review of use of Council accommodation for learning and development activities will take place for 2009. Continuing to lead the Clyde Valley learning and Development project to explore opportunities for shared services and efficiencies in 2009.	Executive Director (Corporate Resources)	On Course
	Completion of all Resource actions (in preparation for audit of Best value & Community Planning) within agreed timescale	Achieved. All Resource actions were completed in accordance with the corporate timescales for the Council's Audit of Best Value and Community Planning.	Executive Director (Corporate Resources)	Achieved
	Revised Resource Reporting Framework to be implemented by April 2008 with quarterly performance reports produced thereafter	Achieved. Revised Resource performance reporting arrangements are now firmly established within Corporate Resources, with reports being submitted to the Chief Executive, Resource Management Team and the Corporate Resource Committee according to an agreed schedule.	Head of Administration Services	Achieved
	Commence implementation (of CORVU within Corporate Resources) by June 2008	Achieved. Implementation of the CorVu software (under the "branding" of IMPROVe) has been achieved in all Resources. Final tests of functionality will use the 2008-09 Q4 Resource Plan and Connect reports as a "dry run", and the live system will be used for the production of all reports from April 2009.	Head of Administration Services	Achieved

Corporate Resources

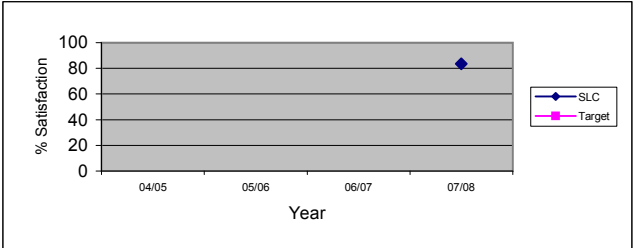
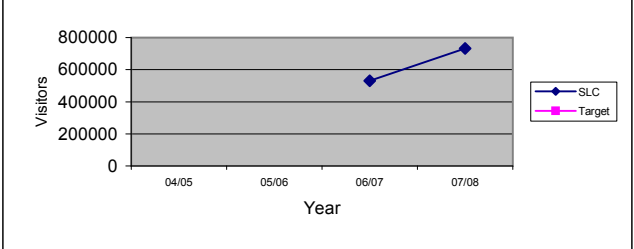
Resource Plan Performance Report 2008-09 Q4: Annex 1

Resource Objective: Promote effective internal and external communications utilising new media opportunities

	Measure	Progress	Responsibility	On Course to Achieve?
66.2	Deliver presentation materials (for the International Children's Games) by the bid deadline of July 2008	Achieved. CCPA provided the full presentation for the ICG bid. This included scripting the bid document, rehearsals with the speakers, a DVD and full multi-media presentation including technical support. Following the announcement on 10 July in San Francisco, which we heard over night, there was good coverage in both local and national press and a 4 page wrap round in the Record PM the following Monday.	Head of Corporate Communications and Public Affairs	Achieved
	Present draft Communication Plan to the International Children's Games board for approval by September 2008	Achieved. Following the meeting of the Lanarkshire 2011 ICG Organising Committee on 12 September, we have launched the new website and linked tv player, provided inserts in the Herald and Record and produced the pilot magazine, the first edition of which is scheduled for delivery in June 09. Presentations have been prepared for delivery at various conferences; work was undertaken with Calderglen Learning Community schools on primary and secondary ICG schools packages; script preparation started for a series of promotional DVDs; conceptual work on 2011 ICG Conference has been started and there has been preparatory work on sponsorship proposals. Design work has also commenced on material for distribution to Games delegates.	Head of Corporate Communications and Public Affairs	Achieved
	Continue to develop the Council's web site in order to improve the % satisfaction with website, measured via exit survey (target=improve on 83.5%)	Achieved. The new home page design and top level navigation went live in November. The Annual Socitim survey published at the end of February 2009 placed us 3rd in Scotland, compared with 6th in 2007. Visitor Numbers and customer satisfaction both increased over the year. We are now reviewing the layout pages from the top navigation bar. Our voluntary sector TV channel is continuing to meet its targets to produce programmes and provide work placements for volunteers in film-making. The new video platform has now gone live and will continue to be developed.	Head of Corporate Communications and Public Affairs	Achieved

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	Measure		Actual 08/09	Target 08/09	On Course to Achieve?
66.2	% satisfaction with website, measured via exit survey (target=improve on 83.5%)		84.8%	>83.5%	Achieved
	<i>Good performance is an increase</i>				
66.2	Number of visitors to Council websites (target = increase on 2007-08 figure of 731,248). (Council wide measure including IT/mod gov)		889,427	>731,248	Achieved
	<i>Good performance is an increase</i>				

Resource Objective: Test that high standards of governance are being exercised

	Measure	Progress	Responsibility	On Course to Achieve?
67.4	Audit actions to be delivered by due dates	<p>Achieved.</p> <p>100% of audit actions (18 in total, all internal) for Corporate Resources between April and December were delivered by the due date.</p>	Executive Director (Corporate Resources)	Achieved

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Resource Objective: Additional specific actions to support the Council Value: Accountable, Effective and Efficient

Measure	Progress	Responsibility	On Course to Achieve?
Draft Council-focused Single Outcome Agreement (SOA) in place by April 2008	Achieved. SOA completed and approved by full Council on 25 June and by Scottish Government on 26 June.	Head of Administration Services	Achieved
Finalised Single Outcome Agreement (SOA) with Scottish Government by end of June 2008	Achieved.	Head of Administration Services	Achieved
Single Outcome Agreement (SOA) Annual Report developed and produced by mid-2009	Not applicable. Guidance has now been received on the form of the SOA Annual Report for the Council only SOA for 2008-09. It is to take the form of an annual report in September of each year. Due to the linkage between the SOA and Connect, the work to report on Connect through the new IMPROVe performance management system will aid the reporting process.	Executive Director (Corporate Resources)	Not applicable
South Lanarkshire Community Planning Partnership Single Outcome Agreement (SOA) in place by April 2009	Achieved. The Partnership Board agreed to a framework for the development of the community planning SOA at its meeting on the 17th September. This included the establishment of a SOA Development Officers Group to take forward the SOA. The draft SOA was submitted on time by the end of February 2009. A final version is due to be submitted to the Scottish Government by 1 May 2009.	Executive Director (Corporate Resources)	Achieved
Implement the continuous improvement strategy by 2011	On course to achieve. Continuous Improvement Guide for Managers is drafted. The Continuous Improvement Steering Group will be consulted before the guide is published.	Executive Director (Corporate Resources)	On Course
Develop and implement Lean reviews across the Council	Achieved. Completed events: 1 day member's surgeries lean event Oct 08; half day and one day events for national customer service week: lean champions; standard operating procedures; lean fun (including customer journeys); and a 5 day photography lean event Nov 08. Lean champions was the first event aimed at equipping individuals with lean tools to enable them to carry out small reviews in their workplace with support from the lean facilitation team. Ongoing lean activities: various trials; review of toolkit; training of internal facilitation team; and lean development programme.	Executive Director (Corporate Resources)	Achieved
Annual award ceremony in August 2008	Ceremony took place August 28 2008. Plans under way for ceremony in August 2009.	Executive Director (Corporate Resources)	Achieved
Number of services Council-wide with Charter Mark (target = 10 by August 2008)	Not achieved. Currently, 9 services have the Charter Mark.	Executive Director (Corporate Resources)	No
Report on local corporate standards monitoring to CMT in May 2008	Achieved. Report on local corporate standards monitoring approved by CMT 5 June 2008. The report included the outcome of local monitoring of corporate standards across the Council for October 2007 to March 2008. Report on Local Monitoring for the period May to September 2009 went to the Continuous Improvement Steering Group at their meeting on 21 January 2009. A report on the local monitoring of corporate standards for the period November 2008 to April 2009 is currently being compiled and will go to the CMT on 18 June 2009 together with the findings for the annual mystery shopper exercise.	Executive Director (Corporate Resources)	Achieved
Implement and report on customer satisfaction measurement at Council and Resource level	Achieved. The first Council Customer Satisfaction measurement exercise for the Council concluded February 2008. Satisfaction with the Council overall was 86.5%. Work continues with populating the scorecard with satisfaction ratings for key services for each Resource and when this is complete it is proposed that it will feed into a customer satisfaction measure in IMPROVe.	Executive Director (Corporate Resources)	Achieved

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Implement the action plan for the shared service Learning and Development project.	<p>On course to achieve.</p> <p>Phase one of the project has now been completed. Changes introduced during phase one will continue to be implemented. Phase two of the project is progressing in line with planned timescales. The Clyde Valley Councils continue to deliver ILM accredited training for Glasgow City Council. The pilot programme with the Chartered institute of management (CMI) is also underway with programmes in SLC, NLC and RC. A large scale tender has also been developed on behalf of the Clyde Valley for the provision of elearning services (including a common learning management system (LMS)) and associated elearning development and tracking products. This is on target to be awarded by August 2009. A planning/development day is being organised to take place in April or early May to review progress, evaluate outcomes and further develop the future scope of the project. The outcomes from this event will be reported to the Joint Committee.</p>	Executive Director (Corporate Resources)	On Course
Develop a Customer Services and Access Strategy for all customer service channels for the short, medium and long term by Autumn 2008	<p>On course to achieve.</p> <p>This measure has now moved to the national diagnostic project and is on target as will be reported to the cmt on 7th may</p>	Executive Director (Corporate Resources)	On Course
Transfer Rutherglen District Court by December 2008	<p>Achieved.</p> <p>Court transferred successfully to Scottish Court Service in December 2008.</p>	Head of Legal Services	Achieved
Prepare transfer of Hamilton, East Kilbride and Lanark District Courts by July 2009	<p>On course to achieve.</p> <p>Scoping exercises now complete. Action plans prepared and progress meetings in place. On target to achieve.</p>	Head of Legal Services	On Course
Renewal of Charter Mark for District Court, Licensing and Registration: Review procedures and identify possible improvements by December 2008	<p>Achieved.</p> <p>Assessor visited on 1 and 2 April 2009. Now fully compliant with all criteria.</p>	Head of Legal Services	Achieved
Renewal of Charter Mark for District Court, Licensing and Registration: Prepare application and submit in April/May 2009	<p>Achieved.</p> <p>Assessor visited on 1 and 2 April 2009. Now fully compliant with all criteria.</p>	Head of Legal Services	Achieved

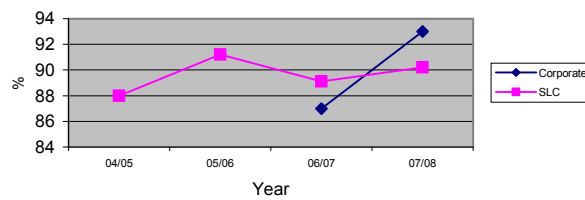
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Measure

Number of invoices paid within 30 calendar days of receipt as a % of all invoices paid (SPI)

Good performance is an increase



Actual
08/09

Target
08/09

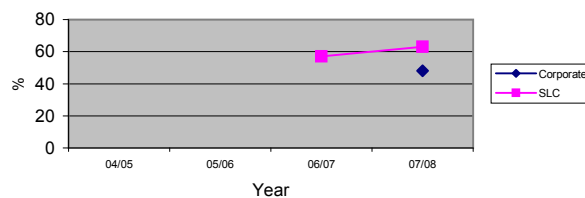
On Course
to Achieve?

94% Increase

Achieved

Proportion of operational accommodation that is in satisfactory condition (SPI)

Good performance is an increase



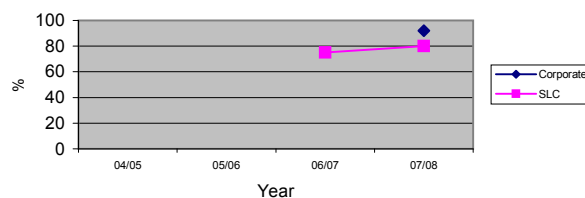
47%

Increase

No

Proportion of operational accommodation that is suitable for its current use (SPI)

Good performance is an increase



87%

Increase

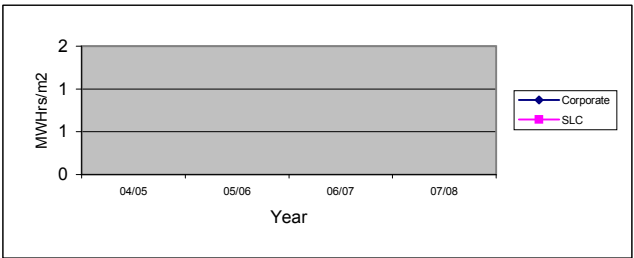
No

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Council Value:	Sustainable development
<p>Overall, for this value, of 4 measures we:</p> <ul style="list-style-type: none"> ~ have already achieved 1 (25%) measure ~ are on course to achieve 3 (75%) measures ~ are not on course to achieve 0 (0%) measures 	
<p>Note: percentages may not add to 100 due to rounding</p>	

Measure	Progress	Responsibility	On Course to Achieve?
Implement employee training on sustainable development issues	Achieved. Sustainability training ran on 21 November. 11 people attended this pilot session. It ran again on 14 January and 6 people attended. We have a further 2 nominations and 3 sessions scheduled. The lack of nominations has been raised with the Training Advisors and Resource Learning and Development groups. Nothing to report for Qtr 4.	Head of Personnel Services	Achieved
Development, communication and launch of Employee Travel Plan by September 2008	Achieved. The Employee Connect Bus was re-launched on 2nd February 2009 and the service will continue to operate throughout 2009 after the pilot was deemed to be a success. This service will continue to be monitored and evaluated during 2009 to ensure that the service is cost effective and that it meets the needs of the Employee Development teams and employees. The Travel Plan outlined the Car Sharing Scheme which employees can participate in if they wish to share their journey with a fellow South Lanarkshire Council employee. Corporate Personnel are exploring technology provided by Liftshare which would enable employees to register to become a car sharer and contact others who wish to car share via a website. This technology will be launched in the next quarter and will contribute to the Sustainability agenda.	Head of Personnel Services	Achieved

Measure	Actual 08/09	Target 08/09	On Course to Achieve?
Carbon emissions (all fuel types) per square metre of buildings, expressed as an annual consumption in MWhrs/m2 (Resource wide)	Data not yet available	Establish baseline	To be reported later
<p>Good performance is a decrease</p> 			

Measure	Progress	Responsibility	On Course to Achieve?
Develop and implement a Corporate Print Strategy (including paper specifications, production methods and communication formats)	Not achieved. Draft of Print Strategy in progress. Due to be circulated in May 2009. Sustainable paper framework agreement tender completed in February 2009. The services available through the council's new e-print centre in support of sustainability have been outlined to employees across the council and in partner organisations through a series of open days.	Head of Corporate Communications and Public Affairs	No