

Community and Enterprise Resources

improve

Resource Plan

Performance Report 2017-18

Quarter 2 : April 2017 - September 2017

(This represents the cumulative position to September 2017)

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>					
Deliver better health and social care outcomes for all	1			2	3
Improve the availability, quality, and access of housing	1				1
Improve the road network, influence improvements in public transport and encourage active travel	13	3		5	21
Work with communities and partners to promote high quality, thriving and sustainable communities	46	4	1	14	65
Support the local economy by providing the right conditions for inclusive growth	20			4	24
Support our communities by tackling disadvantage and deprivation and supporting aspiration	3				3
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
Encourage participation in physical and cultural activities	9	3		6	18
Delivering the plan and achieving best value	15	1		3	19
Total	108	11	1	34	154

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	Uptake of primary school meals in quarter one (April - June 2017) is 57.47%. Discussions currently ongoing with regards to uptake calculations. Q2 figure will be reported in the third quarter.	Report Later	68.79%	-----	50.80%	68.59%	68.79%
	Level of paid secondary school meals in 2017-18 sustained at 2016-17 level	Uptake of secondary school meals in quarter one (April - June 2017) is 42.09%. Discussions currently ongoing with regards to uptake calculations. Q2 figure will be reported in the third quarter.	Report Later	52.25%	-----	54.81%	56.54%	52.25%
	Sustain uptake of 75% in P1 - P3 school lunches	Year to date, there has been a 72% uptake of free P1-P3 school lunches. There was a reduction in uptake at the end of the school term in June 2017 and at the start of school term in August 2017. This is consistent with previous years, with uptake usually declining in the periods pre and post holidays. It is expected that uptake will increase again over the latter part of the school year.	Green	75.0%	72.0%	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.	Green	---	---	---	---	---

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 road and footway improvements	4.3% of the road network resurfaced by March 2018	During quarter two (July - September 2017), good progress has continued. A further 1.45% of our network has been resurfaced. This has taken our year to date figure to 2.17% putting us on track to achieve our annual target.	Green	4.30%	2.17%	7.01%	6.16%	4.84%
	165 carriageway schemes completed during 2017-18	During quarter two (July - September 2017), good progress has continued, with a further 50 carriageway schemes completed. We are on schedule to achieve our annual target.	Green	165	76	214	243	215
	10 footway schemes completed during 2017-18	During quarter two (July - September 2017), good progress has continued, with a further 6 footway schemes completed. We have met our projected target and are considering further schemes.	Green	10	10	54	46	56
	Percentage of A class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	20.9%	22.2%	-----

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
	Percentage of B class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	22.7%	23.7%	-----
	Percentage of C class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	38.9%	36.8%	-----
	Percentage of U class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	37.0%	36.8%	-----

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
	Maintain or reduce the percentage of our road network that requires maintenance treatment (e.g. red category)	Early indications of the Roads Condition Index figure for 2017-18 indicates a reduction of 1.1% to 32%. Compared to last year's reported 33.1%, this indicates an overall improvement in road condition.	Green	33.1%	32.0%	33.8%	33.5%	33.1%

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	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Cost of maintenance (expenditure) per kilometre of roads	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£13,052	£13,936	-----

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
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	Tender documents currently being prepared for strengthening and vehicle containment upgrade of Forth Bog Bridge. Tenders to be issued early October 2017. Works programmed for commencement late 2017. Tender documents issued and due for return in late September 2017 for repair and strengthening of roadside retaining wall at Mousemill Road, Kirkfieldbank. Works programmed for commencement October/November 2017. Consultation with Scottish Environment Protection Agency (SEPA) in respect of repair and upgrade of B7018 Woodyett Culvert underway. Tender documents have been prepared pending receipt of SEPA license. Lead in work, including legal matters relating to installation of temporary bridge on privately owned land, necessary to facilitate strengthening and repair of Craigend Bridge by Coulter has commenced. Project to be developed for completion during 2017-18.	Green	---	---	---	---	---

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
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 are currently ongoing and expected to be complete in October 2017. The Bothwell Road / golf course signal upgrade works in Bothwell began in September 2017 and are also scheduled for completion in October 2017. Design works for the traffic signals at Hamilton Road at Westburn Road in Cambuslang are ongoing and installation is programmed for later in the financial year. 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	To date, we have installed 165 columns as part of the lighting column replacement programme. We are on target to complete the programme prior to the end of quarter four.	Green	220	165	470	2,588	4,175
	Roll out of LED lighting technology completed in line with agreed investment programme	Year to date, 4,060 LEDs have been installed, with 2,050 planned for quarter three. The total number to be installed this financial year is approximately 9,000.	Green	---	---	---	---	---
Deliver a winter maintenance service	Winter policy procedures and documents, including gritting routes, implemented and reviewed as necessary	Winter policy is being updated and will be 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	In order to reduce congestion, three projects are being undertaken: The A73/ A72 Steels Cross junction in Lanark will see traffic signals being installed to replace the current priority junction arrangements. The design is complete, discussions with residents whose driveways are directly affected are ongoing and it is anticipated installation will begin in October 2017 and be completed in November 2017. A dynamic / adaptive traffic signal control system which will involve the upgrade/replacement of traffic signal equipment, will be installed on Glasgow Road in Rutherglen at the junctions of Dukes Road, Bogleshole Road and Main Street. The design of the this system / network will be taken forward in the coming months, with an anticipated installation being after Christmas. A design will also be undertaken for a similar dynamic / adaptive traffic signal control system along the Uddingston Main Street corridor. This will allow an installation programme to be considered should funding become available in a future year.	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	Cathkin Relief Road - presently managing the situation following Land Engineering going into administration. Outstanding defect works instructed and discussions ongoing in relation to longer term maintenance. Greenhills Road/Strathaven Road - Design and preparatory work is progressing and land negotiations are continuing with owners and are proceeding well. Planning application submitted and we are presently liaising with Transport Scotland over objections received to the Compulsory Purchase Order. 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 will see construction potentially commencing in summer 2022 through to the end of spring 2024.	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	A number of Park and Ride and Interchange projects being reviewed. These are at Lanark, Carstairs Junction, East Kilbride and Cambuslang. The construction of 155 space extension is currently underway at Newton Station and the completion of the project is scheduled for October 2017. Approximately 15 advertising bus shelters are proposed to be replaced this year. Discussions with the current shelter owners are ongoing and a programme of works is currently being considered between various parties. It is anticipated that works will be completed in March 2018.	Amber	---	---	---	---	---
	Development of Park and Ride Strategy	A number of Park and Ride and Interchange projects being reviewed. These are at Lanark, Carstairs Junction, East Kilbride and Cambuslang.	Amber	---	---	---	---	---

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	Cycle route works are substantially complete to upgrade NCN74 at Tieglum Road in Lesmahagow and to provide a new cycle network in the Calderwood Road area of East Kilbride. Cycle monitoring equipment as well as cycle shelters at various locations will be installed this year. A consultant will be appointed to identify a possible cycle network for Hamilton and these will inform the design of a future network for the town.	Green	---	---	---	---	---
	Outdoor Access Strategy developed and approved by Committee by December 2017, with implementation thereafter	Draft Outdoor Access Strategy is currently in preparation. The Strategic Environment Assessment process has been completed, work on the main sections of the consultative draft of the Strategy now underway. Strategy will be completed and approved by March 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	Consultations with community councils and other stakeholders complete. Sources of funding now being identified.	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
Ensure council has development plans which promote	Strategic Development Plan prepared for adoption by Clydeplan Group by December 2017	The Strategic Development Plan (Clydeplan) was approved (adopted) by Scottish Ministers on 24th July 2017.	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	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
sustainable economic growth and regeneration and guide decisions on location of new developments and regeneration initiatives	Main Issues Report published by April 2017	Main issues report was published in April 2017 and subject to public consultation. This is now complete and comments are being considered.	Green	---	---	---	---	---
	Proposed Local Development Plan published by January 2018	Comments on Main Issues Report being considered and supplementary Call for Sites consultation underway. Preparation of Proposed Local Development Plan (LDP) has begun, with a draft expected to be produced by January 2018. LDP to be approved by Planning Committee in February 2017, with a March/April 2018 publishing date. Target timescale has moved due to volume of representation received to the Supplementary Consultation exercise.	Amber	---	---	---	---	---
Provide effective and efficient Planning and Building Standards service	Major planning applications determined within an average timescale of 45 weeks	Only one major application was determined in quarter two (July-September 2017). This was dealt with in 34.7 weeks. The year to date figure is significantly skewed by determination of two longstanding applications in quarter one.	Red	45.0	222.0	0.0	0.0	0.0
	Householder planning applications determined within an average timescale of 5 weeks	In quarter two (July-September 2017), householder planning applications were determined with an average timescale of 6.1 weeks. This is similar to quarter one (6 weeks).	Amber	5.0	6.0	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 in quarter two (July-September 2017) was 11.8 weeks, slightly down on the quarter one figure of 11.1 weeks.	Green	11.0	11.5	0.0	0.0	0.0
	Average number of weeks to deliver a commercial planning application decision	Commercial applications were delivered within an average timescale of 8.5 weeks in quarter two (July-September 2017) - this involved 30 local applications and no major applications.	Green	20.0	10.0	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	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	95% of all applications granted (approval rates)	Nine applications were refused in quarter two (July-September 2017), out of a total of 440 applications determined. The year to date approval rate of 98.8% continues to be above the 95% target.	Green	95.0%	98.8%	0.0%	0.0%	0.0%
	Cost per planning application	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£0.00	£0.00	£0.00
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Planning service in September 2017	Actions to successfully retain Customer Service Excellence award are being undertaken in preparation for re-assessment of the Planning Service in October 2017.	Green	---	---	---	---	---
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Building Standards service in November 2017	Collation of evidence for November 2017 Customer Service Excellence assessment of the Buildings Service ongoing, request for assessment now submitted and exact date to be confirmed.	Green	---	---	---	---	---
	Planning service satisfaction target for applicants and agents (85%)	Applicant/objector surveys are issued throughout the year. Agent surveys are issued at the year end. All return information is collated and reported at the financial year end.	Report Later	85.0%	-----	100.0%	93.0%	90.0%
	Satisfaction levels with Building Standards service sustained or improved against baseline (87%)	Applicant surveys are issued throughout the year. Agent surveys are issued at the year end. All return information is collated and reported at the financial year end.	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(<i>non statistical measures shaded grey</i>)	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	Recently, there has been increased activity and interest in South Lanarkshire town centres by community groups. The Economic Development team is liaising with relevant groups in each town. The ballot to renew the Hamilton Business Improvement District (BID) takes place on 5th October 2017. If successful, the Economic Development team will continue to work with the BID.	Green	---	---	---	---	---

Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal project

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
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	The planning permission in principle application for the Hamilton Community Growth Area (CGA) was issued on 11th May 2017.	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	To date, school crossing patrol cover has been provided at all 125 sites. As of the 25th September 2017, the number of school crossing patrol cover sites will reduce to 114.	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	1./B7071 Bothwell Road at southern industrial access road – install traffic signals. Design to be completed shortly, with implementation expected 2018-19. 2./A71 between Drunclog and Cornsilloch – reduction of speed limit. Promotion of Traffic Regulation Order ongoing, signs to be erected February/March 2018. 3./Newhousemill Road between Hamilton/East Kilbride – additional signage. Designs being undertaken in October 2017, with view to erecting signs later this year. 4./A726 at Flatmoss Farm near Chapelton – provision of anti-skid surfacing. Works currently being programmed. 5./A73 at Station Road and Sherrifflats Road junctions – vehicle activated equipment and signs to be installed by March 2018. 6./B7071 Bothwell Road at Caird Street junction – re-design of junction to be progressed this financial year to allow construction in future year. 7./Main Street at Greenlees Road, Cambuslang – re-design of junction to be progressed this financial year to allow construction in future year. 8./Strathaven Road/Carscallan Road, Hamilton – widening footways to provide alternative routes for cyclists. Design works to commence shortly and instruction issued to undertake works in November 2017. 9./Burnbank Road / Pollock Avenue, Hamilton – pedestrian refuge island. Design works to commence shortly and instruction issued to undertake works in November 2017.	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 the first six months of 2017 indicate there were 263 casualties. Of these, there were 4 fatal casualties, 41 serious casualties and 218 slight casualties. There was 0 child fatal casualties, 6 children seriously injured and 36 children slightly injured. This compares with the corresponding period of 2016 of 8 fatalities, 47 serious casualties and 257 slight casualties. For children in the first six months of 2016, there was no child fatality, 6 children seriously injured and 28 children slightly injured.	Green	-----	45	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	The target for this measure has been exceeded so far this year.	Green	65.0%	78.0%	75.0%	87.0%	82.0%
	85% customer satisfaction with consumer complaints and business advice requests responded to by Trading Standards	The customer satisfaction survey has not yet been conducted. Results will be published in forthcoming quarters.	Report Later	85.0%	-----	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	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Cost of Trading Standards per 1,000 population	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£3,634	£3,716	-----

Improve the quality of streets, parks and other public areas

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
Provide an effective and efficient street cleaning service	Local Enforcement Audit and Management System (LEAMS) street cleanliness score (90% acceptable)	First LEAMS street cleanliness report has been received for April-July 2017, with score above annual target.	Green	90%	97%	98%	98%	96%
	Net cost of street cleaning per 1,000 population	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£16,943	£16,583	-----

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
	Percentage of adults satisfied with street cleaning (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	76.0%	74.7%	-----
Provide an effective and efficient grounds maintenance service	Land Audit Managements System (LAMS) score of 70 achieved	Land Audit Management System scores for this year are: 69 (for April 2017) and 76 (for both June 2017 and August 2017). Year to date average score is therefore 73, which is above the annual target for 2017.	Green	70	73	71	72	74
	Cost of parks and open spaces per 1,000 population	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£32,458	£33,472	-----
	Percentage of adults satisfied with parks and open space (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	74.7%	75.7%	-----

Work with communities and partners to promote high quality, thriving and sustainable communities**Create high quality cemeteries and provide sustainable options for burial**

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
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.	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%

Provide services which help local communities to become more sustainable

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 Council has strategy and action plan that promotes sustainable development within service delivery and compliance with public	Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (council wide)	Most 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.	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
sector climate change duties	Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (CER Resource only)	Most 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.	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	The annual evaluation of the Council's performance in complying with public sector climate change duties will be carried out in October 2017. The draft annual statutory Climate Change Duties Report is now completed and in the committee process for approval. It will be presented to Executive Committee on 8th November, prior to submission to the Scottish Government by 30th November 2017.	Green	---	---	---	---	---
	Participate in 'Climate Ready Clyde' partnership during 2017-18	The Terms of Reference, Memorandum of Understanding, and governance arrangements have now been developed for the partnership. The latest board meeting was held on 6th September 2017 and work has already commenced within the following three sub-groups: Executive; Risk and Vulnerability Assessment; and Impact, Influence and Engagement.	Green	---	---	---	---	---
	Sustainable Development and Climate Change Strategy 2017-2022 (and accompanying communications plan) approved by Executive Committee by December 2017	Development of the new strategy is progressing well. The draft strategy has now been approved by the Executive Committee. Consultation to be held during October 2017.	Green	---	---	---	---	---
Provide an effective and efficient household waste and recycling collection service	Net cost of waste collection per premise	At this stage in the financial year, the Waste service is on track to meet the annual target (excludes central support costs to be reported next period).	Green	£100.93	£27.09	£67.37	£66.26	-----

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
	Net cost of waste disposal per premise	At this stage in the financial year, the Waste service is on track to meet the annual target.	Green	£71.53	£35.39	£88.38	£94.12	-----
	Percentage of adults satisfied with refuse collection (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	85.7%	83.7%	-----
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	The Waste service is currently preparing to replace co-mingled recycling with dual stream recycling in flats within the Strathaven area. It is anticipated that this will improve the yields and quality of the recyclable material collected from these properties. The Waste Education team have prepared information that will assist residents make full use of the new recycling system.	Green	---	---	---	---	---
	Performance of waste and recycling contracts monitored and internal monthly updates developed on performance within each contract	Regular monthly / bi monthly 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)	Year to date percentage of total household waste recycled will be reported in quarter three.	Report Later	50.0%	-----	45.0%	49.0%	53.1%

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	Borgie Glen (Cambuslang) - Inlet trash screen replacement and access improvement works (contract awarded, pre-works to address invasive species have commenced with main works due to start October 2017). Station Gate (Netherburn) - Creation of flood storage areas and watercourse diversion works (awaiting SEPA licence, scope of work has been amended and mini-tender will be carried out in September 2017). Coulter - Installation of flood fencing to divert flood flows away from properties and roads (design to be finalised and landowner agreement required, then mini tender to appoint contractor). Jervsiwood Drive, Cleghorn - Use of Groundwater Dynamics technique to increase infiltration potential within agricultural land to reduce flood risk from overland flow (sole supplier paperwork approved, test drilling completed and design underway). Purchase of flood barriers for use at Rosebank/A72 and other locations as required. Project at Hallside Burn (Halfway), proposed to be carried out by Dundas Homes on behalf of Council as part of their development, has been postponed due to landownership issues.	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
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 three 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 is being prepared. It is anticipated that it will be presented to the Community and Enterprise Resource SMT in October 2017, prior to being presented to CMT, and reported to Executive Committee by the end of the year.	Green	---	---	---	---	---

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
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 the previous year. Reductions reduced across all sources - energy, waste, street lighting, fleet and staff travel. There has been a reduction of 28.9% in the Council's greenhouse gas emissions since the baseline of 2005/06. This brings reductions in line with the Scottish government targets of a 42% reduction by 2020, with a baseline year of 1990.	Report Later	10.0%	-----	-----	-----	7.8%
	Compliance with Carbon Reduction Commitment (CRC) scheme achieved within deadlines	Our 2016-17 Carbon Reduction Commitment (CRC) annual report was submitted by the 31st July 2017 deadline. A total of 50,664 allowances are required for the compliance year. Allowances for 2016-17 were purchased in the 2016 presale at a cost of £16.10 each, and allowances for 2017-18 and 2018-19 were purchased in the 2017 presale at a cost of £16.60 each. By purchasing early, significant savings are made, as the prices increase in each subsequent sale.	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)	Year to date, there has been a 15.2% reduction in Council vehicle emissions relative to the baseline year of 2014-15, suggesting that the 4% target will be achieved.	Green	4.00%	15.20%	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)	Year to date, there has been a 15.7% reduction in CER vehicle emissions relative to the baseline year of 2014-15, suggesting that the 4% target will be achieved.	Green	4.00%	15.70%	0.00%	0.00%	6.30%

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 (<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 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%)	Year to date, 99% of vehicles have been presented externally for an MOT and passed without additional work being required.	Green	90.0%	99.0%	91.0%	93.0%	95.0%

Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide an effective and efficient Environmental Health service	Implementation of the Air Quality Action Plan by March 2018	The delivery of the Air Quality Action Plan measures are progressing. The Vehicle Emissions Testing Programme has been completed with 955 vehicles tested. The engine idling campaign is due to commence over the winter period. School workshops and a walking/cycling campaign are due to commence this quarter. A joint flooding / air quality and biodiversity green infrastructure pilot project is due to be developed over the next quarter.	Green	---	---	---	---	---

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	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Broad compliance with food safety statutory requirements secured in 85% of premises	At the end of the second quarter (July-September 2017), 85.8% of food businesses subject to inspection (which equates to 2,174 food businesses) were broadly compliant with food safety requirements. We have had a number of new businesses register with us this quarter, most of which have been programmed in for inspection in quarter three.	Green	85.0%	85.2%	86.0%	87.0%	86.9%
	Incidence of notified food borne infection reduced from 2006-07 baseline figures by 8.5% by March 2018	In total this year, 74 reports of infectious disease have been received, which is a 31% reduction on the equivalent 107 reports received over the same time period in 2006/07. Annual target is to achieve at least an 8.5% reduction on the 2006-07 baseline figure (which equates to 170 reports or fewer), so to date, we are still on track to meet this target.	Green	170	74	105	160	141
	90% of public health service requests responded to within two working days	The total number of public health service requests i.e. enquiries relating to defective foul drains, air pollution, fumes etc received during quarter two (July - September 2017) was 469, of which 456 were responded to within the target response time of two working days.	Green	90.00%	97.85%	97.17%	97.18%	97.46%

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% fly tipping requests responded to within two working days	584 illegal dumping enquiries were received in quarter two (1st July - 26th September 2017), 70.3% were responded to within two working days. Whilst work has been prioritised and procedural changes have been put in place to signpost and redirect the response time, shortfall against target is reflective of the continuing high demand for this service.	Amber	90.0%	73.6%	97.9%	99.6%	99.3%
	90% of dog fouling complaints responded to within two days	170 dog fouling enquiries were received in quarter two (1st July - 26th September 2017), 95.9% were responded to within two working days.	Green	90.00%	94.80%	99.00%	97.90%	96.90%
	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)	This 0.6 hours figure (which equates to 36 minutes) relates to the period 1st April-24 September 2017. This performance continues to reflect well against the national average being achieved by other local authorities.	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). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£14,247	£14,297	-----
	85% customer satisfaction achieved for Environmental Health	All customer care responses received during quarter one stated satisfaction with the service. Quarter two results will be reported in quarter three.	Report Later	85.0%	-----	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(<i>non statistical measures shaded grey</i>)	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. The Council submitted licence surrender reports for two historical landfill sites at Newlandsmuir and Markethill (both in East Kilbride). SEPA have requested a time extension to review the applications. Licence surrender will facilitate suitable future land development.	Green	---	---	---	---	---
	Deliver Vacant and Derelict Land Fund Programme, including Shawfield Remediation Plan	Vacant and Derelict Land Fund 2016-17 award from Scottish Government fully committed. The 2017-18 Delivery Plan was submitted to the Scottish Government at the end of February 2017 and an award letter issued. Delivery plan indicated that 2017-18 funds were to be directed to the Shawfield Phase 2 Remediation Plan. Clyde Gateway have indicated they are unable to expend the grant award due to technical difficulties affecting progress. Alternative delivery plan options for other SLC areas are being investigated.	Amber	---	---	---	---	---

Protect biodiversity and enhance green space in South Lanarkshire

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
In partnership with local communities, continue programme of restructuring council owned woodland and	Phase 1 of Management Plan at Millheugh/ Greenhall Estate implemented by March 2018 (includes woodland restructuring and recreational access improvements)	At Millheugh/Greenhall Estate, forestry extraction is now completed and footpath regeneration work is well underway. Expecting to complete this phase of the project by early November 2017.	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
improving recreational access	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)	At Chatelherault, timber extraction component is completed and procurement is underway for path regeneration contracts. Expecting path works to start in November 2017, with completion by March 2018.	Green	---	---	---	---	---
	Phase 1 of Management Plan for Mauldslee and West Brownlie Woods implemented by March 2018 (includes woodland restructuring and recreational access improvements)	Grant secured and tenders issued for improvements at Mauldslee and West Brownlie Woods. Currently assessing scope of possible work within available budgets, prior to issuing contracts.	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	The South Lanarkshire Council Biodiversity Duty Implementation Plan 2012-2015 has been delivered. A questionnaire has been issued to all SLC Resources to collate data for the report to the Scottish Government on implementation of the Biodiversity Duty in the last three years (2015-17). A new South Lanarkshire Council Biodiversity Duty Implementation Plan has been developed for 2018-2021, and will be submitted to Committee for approval in January 2018.	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	There have been two further meetings of the Sustainable Economic Growth Board and work continues to embed the priorities of the Board and Economic Strategy into the new Local Outcomes Improvement Plan.	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	Attendance at the City Deal Lead Officer Group is ongoing, with support provided to the Chief Executives Group and Cabinet as necessary. Business case development ongoing for each project. Outline Business Case for Larkhall CGA approved at the Cabinet in February 2017 and Full Business Case for Newton Park & Ride approved at June 2017 Cabinet. Full business case for Westburn Roundabout being prepared for submission.	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	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. The Council is also: engaging in direct company liaison; producing new advisory leaflets for businesses (a Directory of Business Support has been completed and we are now developing complementary leaflets on key sectors and business resilience); and evaluating Lanarkshire Business Week with a view to further developing an annual calendar of business engagement events. Regional Economic Strategy actions being developed in partnership with City Deal Project Management Office and Intelligence Hub, with new appointments now made to drive forward portfolio activity.	Green	---	---	---	---	---
	Chooelanarkshire.com website maintained, marketing strategy implemented, and informal property network developed	2017-18 marketing plan prepared. Procurement of website developer partner to get underway in October 2017. North Lanarkshire Council taking lead on procurement. Existing supplier contract extended by three months.	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	Full range of employability services being delivered.	Green	---	---	---	---	---
	A minimum of 1,200 of the people supported via employability programmes go on to access employment or training / education	-133 participants entered unsubsidised employment. -148 participants entered subsidised employment via the Youth Employment Initiative wage subsidy programme. - 47 participants undertook training or further/higher education. Two employability programmes were delivered by an organisation which went into liquidation, but the programmes will recommence delivery in the next six months of the year and the annual target will be met.	Green	1,200	328	2,532	2,542	2,144
	% unemployed people assisted into work from Council funded / operated employability programmes	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	20.6%	16.1%	-----

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
	Gap in the working age employment rate reduced or maintained at 0.6% above the Scottish average by March 2018	Figures are produced nationally and annually and will therefore be reported in March 2018.	Report Later	0.6%	-----	1.3%	3.1%	2.3%
	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	Education Resources are now responsible for the implementation of the Council's Youth Action Plan. One element of the Youth Action Plan is the Council's Youth Employment Initiative which is managed by the Economic Development team and supports positive employment destinations for young people leaving school. Since phase two of the Youth Employment Initiative started, a total of 508 young people have registered with the programme. 90 young people have gained an occupational qualification. The number of job outcomes is ahead of profile, with a total of 201 young people entering work between 1st June - 30th August 2017.	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 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
Support local businesses through effective company development activity and general business advice services and continue to invest in key business initiatives such as Clyde Gateway and the East Kilbride Task Force	Over 1,500 businesses assisted per annum with grants, loans or advice	Given that the pipeline for the SLC business support grants is reasonably strong and that the new Business Gateway contract is now imbedded, we are on target to achieve the full target figure by the year end.	Green	1,500	815	1,514	1,560	1,879
	Between 500 - 1,000 jobs created or sustained per annum as a direct result of local authority intervention	Given that the pipeline for the SLC business support grants is reasonably strong and that the new Business Gateway contract is now imbedded, we are on target to achieve the full target figure by the year end.	Green	500	308	1,288	718	997
	Value of sales generated by businesses assisted by Economic Development between £10m - £20m of sales	Given that the pipeline for the SLC business support grants is reasonably strong and that the new Business Gateway contract is now imbedded, we are on target to achieve the full target figure by the year end.	Green	£10.00m	£5.32m	£9.73m	£10.10m	£15.69m
	Percentage of procurement spend on local small/medium enterprises	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	11.0%	11.9%	0.0%
	East Kilbride Task Force Action Plan implemented	Work ongoing with East Kilbride Task Force partners to refresh action plan and refocus the work of the 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	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	16	15	0
	Oversee management of Supplier Development Programme, including strategic development and delivery of events, training and e-commerce	Programme of events and training is being delivered as per the business plan. Ongoing dialogue is taking place with the Scottish Government and wider public sector bodies in order to increase membership and subscriptions and deliver the future sustainability of the Supplier Development Programme.	Green	---	---	---	---	---
	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) are hosting a regional showcase in Glasgow in March 2018 and currently assessing how to maximise the opportunity for local producers and buyers. SLC is continuing to work in partnership with SF&D in this sector to make connections to advice and support.	Green	---	---	---	---	---
	Relocation of University of West of Scotland to new Hamilton International Park campus	Work is progressing and remains on target for a September 2018 opening.	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	The refreshed Lanarkshire Tourism Action Plan is now launched and available and clearly aligns local actions to the national tourism strategy. It focuses on priorities and practical opportunities for businesses to ensure they are fully engaged. We have recently completed an Accessible Tourism phase 1 project which has created 100 access guides covering the majority of Lanarkshire's tourism assets, 39 of these are in South Lanarkshire. The aim of the guides is to maximise independence and choice for disabled people in accessing their local area and the places we all want to visit. As well as being socially desirable, this project represents a significant marketing opportunity for Lanarkshire. The Partnership is currently assessing the possibility of a second phase extension to this project. Given limited financial resources, the strategic focus will continue to be on enhancing the digital offering at both an individual business and regional level. During the year, the Partnership has engaged the digital services of VisitScotland to market Lanarkshire video campaign content within their national digital channels and this has increased the reach of our marketing efforts. City Deal – the tourism thematic group last met on the 18th July 2017. Work on a draft regional tourism strategy is ongoing. An action plan will be prepared once the strategy is finalised.	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	Currently CAVLP in final year of operation and all outstanding projects on schedule.	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	Discussions have been held with VASLAN to define the Council's requirements for 2018-19. Current reporting by VASLAN sees all Scottish Government workplan targets on track.	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	12 social economy organisations have been supported to date. Discussions are ongoing around a number of potential partnership and procurement events for the social economy sector. A national survey has identified an improvement in the South Lanarkshire picture with regards to the number, range, and scale of social economy organisations in South Lanarkshire.	Green	---	---	---	---	---
	Voluntary organisations interested in Community Asset Transfer process engaged with and supported	Currently 12 organisations have been advised on the Community Asset Transfer process, and discussions are ongoing around business planning and governance. One full proposal for Community Asset Transfer has been submitted to the H&TR Committee.	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	The Tackling Poverty Programme 2017-18 has been presented to the Sustainable Economic Growth Board partners and delivery partners will be reporting half year progress in October 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 has been produced and presented to the Board. 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	Continuing to support the Financial inclusion network and sub groups, and work being progressed via these networks include: refreshing and distributing the Public Online Access maps to all key public offices; the development of staff training modules on digital inclusion and poverty awareness and tackling stigma; and Universal Credit staff awareness events.	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	Demolition of St Patrick's School complete. 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. Design for the new school and community facilities in Elsrickle is underway. Newton Farm Primary School and community wing/synthetic pitch construction was completed in summer 2017. The community facility and 3G pitch is now open. External funding is being explored to maximise funding available to upgrade synthetic pitches at Lanark, Ballerup and Hamilton Palace grounds. Work is being programmed to commence design, with synthetic pitch at Lanark Race Course first on programme. Grass pitches currently being assessed to identify grass pitch upgrade programme.	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 decrease in wetside attendances compared to the same period last year has been offset by an increase in dryside attendances, resulting in an increase in overall year to date attendances for Sport and Physical Activity of 0.2% (3,104) to 1,526,867.	Green	3.000m	1.527m	3.336m	3.156m	2.992m
	Achieve target number of attendances for swimming pools (1.6 million)	Year to date, the number of wetside attendances has decreased by 2.3% (19,431) to 836,877 compared to the same period last year. This is due to: a reduction in schools attending school swimming lessons; a reduction in the uptake of casual swimming and family swimming at some pools; and a three day emergency closure at the Dollan Aqua Centre. Nevertheless, the number of year to date attendances does still indicate that the annual target will be met.	Green	1.600m	0.837m	0.000m	0.000m	0.000m
	Achieve target number of attendances for other indoor sports and leisure facilities (excluding pools) (1.4 million)	Year to date dryside attendances have seen an increase of 3.4% (22,535) compared to the same period last year. The increase in the registered number of Activage members over this period and the growing ACE membership and activity programme have contributed to this increase.	Green	1.400m	0.690m	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 attendances at outdoor recreation and country parks (2.2 million)	Outdoor recreation and country parks attendances have increased by 2.2% (29,681) to 1,352,672 when compared to the same period last year. This is due to good weather conditions and additional seasonal activities within the country parks.	Green	2.200m	1.353m	2.110m	2.104m	2.226m
	% of adults satisfied with leisure facilities	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	77.3%	74.0%	-----
	Cost per attendance at sports facilities	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£2.20	£2.24	-----
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	Overall attendances across both the Cultural and Libraries and Museum services have decreased by 3% (48,164) when compared to the same period last year.	Amber	3.400m	1.572m	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 <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Achieve target number of attendances at Cultural Services facilities (2.2 million)	Despite an increase of 2.8% (12,001) in attendances at cultural services facilities during quarter two (July-September 2017), the overall year to date figure has declined by 4% (40,189) to 959,966. Within this, however, arts development attendances have increased year to date by 8.7% (1,784) to 22,321 compared to the same period last year.	Amber	2.200m	0.960m	0.000m	0.000m	0.000m
	Achieve target number of library visits (1.2 million)	Year to date, the number of library visits have slightly declined (by 1.7%) on the same period last year. The new activeE offer which was introduced in April 2017 is however encouraging customers to move to virtual services and it is anticipated that these virtual visits will be included within the overall number of library visits next quarter. Based on the number of year to date library visits, we are still expecting to meet the annual target.	Green	1.200m	0.595m	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 visits to/usages of council funded or part-funded museums (190,000)	Despite a decrease of 5.6% (3,188) during quarter two (July - September 2017), the overall year to date figure for museums has increased by 4.3% (4,480) compared to the same period last year. This increase is due to an increase in visitors' attendances at SLLC run museums, namely the Mausoleum, Low Parks and Chatelherault.	Green	190,000	108,351	0	0	0
	% of adults satisfied with libraries	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	77.7%	72.7%	-----
	% of adults satisfied with museums and galleries	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	70.0%	67.3%	-----

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 (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Cost per library visit	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£3.54	£3.72	-----
	Cost of museums per visit	This is a Local Government Benchmarking Framework Indicator (LGBF). The Improvement Service will share the 2016-17 draft LGBF data with councils on 16th November 2017. The validation process closes on 29th December 2017, and the publication of the final LGBF figures will take place on 26th January 2018.	Report Later	-----	-----	£2.90	£2.71	-----
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)	Year to date, the number of Under 16 reduced rate attendances at SLLC facilities has decreased by 1.2% (4,764) to 381,961 compared to the same period last year. This is due in part to a number of clubs cancelling their bookings, a reduction in indoor bookings, and a marginal decrease in hall and school bookings during quarter two (July-September 2017). Outdoor bookings have however continued to increase over the same period.	Amber	870,000	381,961	980,379	919,569	876,690
	Achieve 430,000 over 60's attendances by residents using South Lanarkshire leisure facilities	The year to date usage for over 60's attendances is 233,588, which is a 10% increase (21,310) compared to the same period last year.	Green	430,000	233,588	397,000	418,734	433,099
	Achieve 7,600 registered members of 'Activage' scheme	The number of registered Activage members is 8,187, which is 10.8% higher than the same period last year.	Green	7,600	8,187	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	Eight applications have been approved to date, including: £117,181 from the Big Lottery Fund for a mobile men's shed and £348,622 of EU funding for Blairbeth Urban Park.	Green	£3.000m	£1.578m	£5.254m	£13.200m	£8.134m

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: response to national move to critical (elevated national terror threat level), participation in West of Scotland Regional Resilience Partnership Critical Infrastructure Group, monitoring malware attack upon NHS Lanarkshire, engagement with NLC and NHSL in relation to pandemic preparedness, and inaugural meeting of internal SLC Prevent Working Group.	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 development of the Resource Plan 2017-18 is complete. It was peer reviewed on 19 April 2017 for coverage and relevance of measures and was approved by the Resource's Senior Management Team on 2 June 2017. The plan is now being implemented and the second quarterly progress report will be discussed at the Executive Director's meeting with the CEO on 13 November 2017.	Green	---	---	---	---	---
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented	Of the 13 actions identified in the Resource Information Governance Action Plan, two are complete, two are ongoing, and the remainder are progressing. All actions identified for the Resource in relation to the preparations for the General Data Protection Regulations (GDPR) have been 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 is currently one action on the Resource risk action log due for completion in 2017-18. This action is due for completion in quarter three.	Report Later	80%	-----	100%	82%	100%

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
	90% of audit actions completed by due date	As at quarter two, all 22 audit actions due were completed on time. 21 actions were completed in quarter one and the remaining one action was completed in quarter two.	Green	90%	100%	-----	88%	-----
	Complete Resource Governance self assessment by due date and develop actions to address non-compliant areas	Resource Governance self assessment from 2016-17 complete and being reported on for Quarter 2. Evaluation of the Resource Governance self assessment process is being undertaken, and a draft timetable has been prepared for the 2017-18 assessment. There are currently two Learn on Line courses identified as mandatory in relation to Information Governance: The Introduction to Data Protection (96.8% completion rate) and Information Governance (98.8% completion rate). Figures as at September 2017.	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 one (April - June 2017), timescales were met for 98.5% of the 67 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 one (April - June 2017), timescales were met for 96.2% of the 78 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 one (April - June 2017), timescales were met for 100% of the 3 DPA requests received in that quarter.	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	----- This Year -----			----- Last 3 Years -----		
			Status	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	The council programme of EMPOWER assessments for 2017-18 is being implemented: the assessment of the Waste Service took place on 9 June 2017; the assessment of the Fleet Service took place on 21 September 2017; and the assessment of the Renewable Energy Fund is ongoing and due for completion by the year end. Resource and Service specific employee survey results have been collated and meetings are being held with Heads of Service to analyse and discuss the outcomes. We continue to meet with service managers on a quarterly basis to identify improvements to the service as a result of complaints.	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery	The council's LGBF web report, covering analysis of the council's 2015-16 results, is available to view on the council website. SMT discussed the CER results at their meeting on 13 January 2017. The Improvement Service will share the 2016-17 draft LGBF data with councils on 16 November 2017. The validation process closes on 29 December 2017, and the publication of the final LGBF figures will take place on 26 January 2018.	Green	---	---	---	---	---

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

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 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 quarters one and two, there were no Equality Impact Assessments submitted into the system (this was the position as at 19th September 2017).	Green	-----	0	17	31	14
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes	The timetable for reporting to the Equal Opportunities Forum is now available. The Resource is required to report to the Forum on 29th November 2017.	Report Later	---	---	---	---	---

Improve the skills, flexibility and capacity of the workforce

Action	Measures (non statistical measures shaded grey)	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	The 2016-17 Performance Appraisal completion rate will be reported in quarter four.	Report Later	100.00%	-----	96.50%	92.70%	84.50%
	Resource labour turnover rate to be less than 5%	On track to meet annual target.	Green	5.0%	3.8%	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 Resource workforce plan for 2017-20 was reported to Community and Enterprise Resources Committee on 2nd October 2017. The plan will continue to be updated in line with the Council's workforce planning cycle.	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	Customer contact - In addition to the three live waste forms, two further waste forms are in development: Order New Recycling Bins, Report a Damaged Recycling Bin. Fly tipping form at initial investigation phase. Next priorities to be identified in conjunction with business administration review. Mobile working solutions - preparatory work continuing in Roads (works instructions) and Facilities (inspections).	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)	There have been further delays with the EDRMS contract award, following approval of the business justification in July 2017. Contract negotiations still ongoing and project implementation plan still to be developed. Estimated revised system implementation date now June 2018. Project milestone date to be updated from December 2017 to June 2018.	Amber	---	---	---	---	---