

# **Community and Enterprise Resources**

# **improve**

## **Resource Plan (Community Services) Performance Report Quarter 2 (Jul-Sep) - 2014/15**

## How to use this performance report

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

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

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

**Green**

Achieved, or due to achieve with no issues

**Amber**

There may be problems or minor slippage

**Red**

Not on course, major slippage anticipated

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

### Develop a sustainable Council and communities

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

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

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

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<i>Improve services for older people</i>					
<i>Protect vulnerable children, young people and adults</i>					
<i>Improve road network and influence improvements in public transport</i>					
<b>Support the local economy by providing the right conditions for growth, improving skills and employability</b>	<b>2</b>			<b>1</b>	<b>3</b>
<i>Tackle disadvantage and deprivation</i>					
<b>Develop a sustainable Council and communities</b>	<b>5</b>	<b>1</b>		<b>1</b>	<b>7</b>
<i>Raise educational achievement and attainment</i>					
<i>Improve the quality, access and availability of housing</i>					
<b>Improve the quality of the physical environment</b>	<b>7</b>			<b>1</b>	<b>8</b>
<i>Increase involvement in lifelong learning</i>					
<i>Get it right for every child</i>					
<b>Improve community safety</b>	<b>3</b>			<b>3</b>	<b>6</b>
<b>Improve and maintain health and increase physical activity</b>	<b>17</b>	<b>2</b>			<b>19</b>
<b>Promote participation in cultural activities and provide quality facilities to support communities</b>	<b>5</b>				<b>5</b>
<b>Strengthen partnership working, community leadership and engagement</b>	<b>6</b>			<b>6</b>	<b>12</b>
<i>Provide vision and strategic direction</i>					
<b>Promote performance management and improvement</b>	<b>6</b>			<b>7</b>	<b>13</b>
<i>Embed governance and accountability</i>					
<b>Achieve efficient and effective use of resources</b>	<b>1</b>				<b>1</b>
<b>Total</b>	<b>52</b>	<b>3</b>	<b>0</b>	<b>19</b>	<b>74</b>

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

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Improve the competitiveness of local business through provision of a business advice service which includes delivery of seminars and educational activities and improve levels of consumer protection and fair trading and support the local economy	Four regulatory compliance bulletins issued to the business community	The first bulletin is scheduled for quarter three. An additional business community event has also been scheduled for quarter three to ensure performance is on track.	Green	---	---	---	---	---
	95% of business advice requests completed within 21 days	No issues year to date. On track to meet annual target.	Green	95.0%	96.8%	Not avail	Not avail	Not avail
	Number of businesses processed through Buy with Confidence approved trader scheme	Previous quarter reported total number of members on scheme. This is now corrected only to include traders entering the scheme for this year.	Contextual	Not avail	6	Not avail	Not avail	Not avail

## Develop a sustainable Council and communities

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Reduce transport emissions within the Council fleet and further develop the use of low carbon vehicles	3.3% reduction in council wide transport emissions achieved by March 2015	To date (April - September), there has been a 3.4% increase in council wide transport emissions in comparison to this time last year. However, the increase was actually greater in quarter one and transport emissions are therefore now showing a downward trend.	Amber	3.3%	-3.4%	Not avail	Not avail	Not avail
Implement the Fleet Asset Management Plan	Fleet Asset Management Plan, which includes performance indicators on vehicle utilisation and efficiency, reviewed by March 2015	The 2014 Fleet Asset Management Plans have been issued and distributed to service users. Plans are discussed at each Resource service level agreement review meeting.	Green	---	---	---	---	---

## Develop a sustainable Council and communities

### Provide services and infrastructure 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	2011/12	2012/13	2013/14
Introduce new waste management initiatives to reduce waste and increase recycling	Contract awarded for the collection and disposal of council buildings waste by December 2014	Tender has been issued and returns received in September 2014. Tender evaluation will take place in September and contract is on target to start in January 2015 as anticipated.	Green	---	---	---	---	---
	Procurement of long term waste treatment contract progressed, with procurement timetable milestones met	The procurement process has commenced and the Waste Working Group is working to a timetable that will see the new contract starting as planned by April 2017.	Green	---	---	---	---	---
	Council target achieved for amount of biodegradable municipal waste sent to landfill (Government target 47,510 tonnes)	This indicator is no longer widely used in the waste management sector due to the forthcoming ban on biodegradable municipal waste. The Council no longer requires to submit this information to SEPA.	Contextual	47,510	Not avail	65,439	62,781	70,271
	Council target achieved for total percentage household waste arising that is recycled (Council target 40% and Government target 50%)	Quarter two data not yet available and will be reported in quarter three. Quarter one figure is 50% and we are therefore on track to achieve Council target.	Green	40.0%	Not avail	35.7%	37.7%	39.7%
	Council target achieved for waste tonnage per household (target is lower than 1.2 tonnes)	Quarter two data is not yet available and will be reported in quarter three. Quarter one figure is 0.30 tonnes and we are therefore on track to achieve annual target.	Green	1.20	Not avail	1.20	1.00	1.01

## Improve the quality of the physical environment

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Identify and manage contaminated land within the statutory regulatory framework	Publication of the revised Contaminated Land Strategy 2013-2018 for South Lanarkshire and develop an action plan to implement the strategy by March 2015	Progress with the Contaminated Land Strategy has been limited due to the vacant Contaminated Land Officer post within the team. This post has very recently been filled and progress should be made over the next two quarters.	Green	---	---	---	---	---



## Improve the quality of the physical environment

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Maintain high standard of street cleanliness	Street Cleanliness Index (% of streets achieving KSB standard A or B)	This is the first full year of reporting against this new indicator. Therefore, no annual target has been set.	Contextual	Not avail	99.3%	97.8%	97.1%	99.0%
Maintain land to a high standard	Land Audit Managements System (LAMS) score of 70 achieved	On target to achieve annual score of 70	Green	70.0	70.0	70.0	70.0	72.0
Take preventative and enforcement action in relation to incidents of fly tipping, dog fouling and noise, including enhanced covert surveillance to reduce exposure to environmental injustice	90% of fly tipping complaints responded to within 2 days	97.9% of all fly tipping complaints were responded to within two working days in quarter two (July - September); 438 illegal dumping complaints were received by Environmental Services in this quarter.	Green	90.00%	98.30%	0.00%	0.00%	96.40%
	90% of dog fouling complaints responded to within 2 days	98.3% of all dog fouling enquiries were responded to within two working days in quarter two (July - September 2014); 236 dog fouling complaints were received by Environmental Services in this quarter.	Green	90.00%	98.80%	0.00%	0.00%	98.30%
	Domestic noise - average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	No issues year to date. On track to meet annual target.	Green	2.00	0.74	0.88	1.10	0.82

### Protect biodiversity and enhance Greenspace in South Lanarkshire

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Improve urban greenspaces in partnership with neighbouring communities	Funding application for Millheugh and Greenhill estates completed by March 2015, through continued liaison with Friends of Calder group	Draft management plan completed, along with forestry management plan. Awaiting reopening of appropriate Scotland Rural Development Plan funding programme in 2015.	Green	---	---	---	---	---
Create an Open Space Strategy	Consultative draft of Open Space Strategy prepared by March 2015 and to include a qualitative and quantitative review of urban greenspace	Work ongoing in order to complete draft of Open Space Strategy.	Green	---	---	---	---	---

## Improve community safety

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Undertake effective community safety awareness initiatives and work in partnership with National Trading Standards Board and Trading Standards Scotland to use intelligence to identify investigate and protect vulnerable consumers from scams	% of pupils expressing that they learned a great deal from the 'Crucial Crew' experiential safety learning programme	Programme completed. Assessment of outcomes ongoing at present and will be reported in quarters three and four.	Report Later	75%	0%	0%	0%	0%
	% of older people expressing Be Smart Be Safe events as being informative	Event will be organised for later in the year. Outcome will be reported in quarter four.	Report Later	75%	0%	98%	73%	84%
	% of older people expressing Be Smart Be Safe events as being valuable	Event will be organised for later in the year. Outcome will be reported in quarter four.	Report Later	75%	0%	98%	80%	89%
	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	All reports responded to within timescale, work ongoing with Police Scotland in this area.	Green	100%	100%	0%	100%	100%
Undertake regulatory activity designed to protect consumers, prevent the sale of tobacco to children and ensure compliance with legislation governing the sale and storage of solvents	65% of consumer complaints completed within 14 days	Ahead of target. The time taken to complete complaints varies from case to case and the complexity of individual cases.	Green	65.0%	73.7%	75.0%	70.6%	74.2%

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
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 224 sites in 2014/15	The number of sites has been reduced to 187.	Green	224	187	Not avail	219	222

## Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Maximise the number of individuals participating in physical activity at leisure facilities	Achieve 3.467m attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture (SLLC)	Attendances show a year to date decrease of 2% compared to this time last year, as the impact of new competition in the form of budget gyms takes effect. However, still currently on track to meet annual target.	Green	3.467m	1.722m	Not avail	3.403m	3.502m
	Increase number of attendances per 1,000 population for swimming pools	There has been a 5% (22,000) decrease in quarter two attendances at swimming pools due to the closure of the Dollan Aqua Centre pool to allow it to be used as a training venue for the Commonwealth Games and the closure of the Hamilton Water Palace pool for nine days maintenance. In addition, a number of pools have had closures due to faecal contamination. Combined with a 1% decrease in quarter one attendances, the year to date swimming pool attendances are consequently 3% lower than last year at 870,000.	Green	5,242	2,777	4,873	5,191	5,440
	Increase number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	There has been a 3.2% (13,000) decrease in quarter two attendances at other indoor sports and leisure facilities, where the opening of budget gyms in the East Kilbride area continues to have an impact. Year to date attendances equally show a 2% (14,300) decrease; but it is hoped that marketing campaigns over the next few months will ensure that the annual attendance target will be met.	Green	5,846	2,731	5,302	5,681	5,763



## Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
	Maintain number of attendances at outdoor recreation and country parks	Quarter two attendances at outdoor recreation and country parks were largely similar to last year, reporting only a 1% decrease (10,000). Year to date attendances fell by just over 2% (34,000) to 1,400,000, largely as a result of the closure of the James Hamilton Heritage Park over the busy summer months (due to blue green algae) and a poorer quarter one attendance where grass pitch usage decreased by 20,000.	Green	2.200m	1.395m	Not avail	2.180m	2.281m
Provide free use of SLLC facilities to under 16s sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy	Achieve 960,000 free under 16 attendances at SLLC facilities by March 2015 (includes halls, school lets, outdoor and indoor leisure)	Both quarter two and year to date attendances remain the same as last year, decreasing by less than 1%. Year to date usage now stands at 429,000, just 1,000 less than the same period last year.	Green	960,000	428,958	Not avail	958,261	967,724
Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire	Achieve 4,000 registered members of "Activage" scheme	Uptake of the Activage scheme has been higher than anticipated.	Green	4,000	6,331	24,416	27,219	30,287
	Achieve 12,000 over 60s attendances by residents using South Lanarkshire leisure facilities	Usage of the new Activage scheme has been higher than expected.	Green	12,000	192,519	345,776	376,003	440,348
Implement the recommendations of the Member / Officer review on Fixed Play areas	Fourth year of five year investment programme carried out on fixed play areas, as identified through the Member / Officer Review	Year four play area investment programme will continue to be implemented in autumn and winter, with particular emphasis on swing replacement programme. On course for completion by end December 2014.	Green	---	---	---	---	---
Continue to improve nutrition and health	Uptake level of paid primary school meals increased by 1% compared to 2013/14	It is expected that the target will be met by year end.	Green	50.90%	49.59%	54.58%	49.55%	49.88%

## Improve and maintain health and increase physical activity

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
value of school meals	Uptake level of paid secondary school meals increased by 1% compared to 2013/14	The introduction of the meal price increase from £1.20 to £1.50 has impacted on the figure for the secondary school meal uptake. Secondary school cafeteria prices have increased; however, pupils are still spending the same money as in the previous year (but purchasing fewer items). Work is ongoing to improve the income position.	Amber	64.00%	51.28%	54.45%	55.47%	62.95%
	Assess by December 2015 the implications of the Scottish Government's announcement of funding for free meals for all primary 1-3 pupils	Meetings taking place with head teachers and catering staff to establish requirements.	Green	---	---	---	---	---

### Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection	Incidence of notified food borne infection reduced from 2006/07 baseline figures by 8.5% by March 2015	To date, the number of cases reported is lower than the corresponding period in 2006/2007. The number of cases in this quarter (July - September) is usually higher than in other quarters due to increased levels of foreign travel over the busy summer period.	Green	170	57	106	120	115
	Broad compliance with food safety statutory requirements secured in 85% of premises	This measure is on target to be met by the end of the year as more food premises are inspected.	Green	85.0%	85.4%	86.3%	86.5%	86.1%
	96% food safety inspections achieved on time (6 months)	One A rated premise inspection was conducted a day late in this quarter. Due to the low number of A rated premises inspected overall, this one 'late' visit will be sufficient to prevent us achieving service targets for this measure in the current financial year.	Amber	96.0%	83.4%	Not avail	100.0%	100.0%

## Improve and maintain health and increase physical activity

### Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
	96% food safety inspections achieved on time (12 months)	The majority of inspections conducted in this quarter for B risk food premises was achieved on time, with only two visits not completed on target. We are therefore still on course to meet service plan targets this year.	Green	96.0%	98.6%	Not avail	96.0%	98.1%
	85% food safety inspections achieved on time (>12 months)	A strong performance in this measure can be seen in the first two quarters of the year. Visits not completed on time are largely attributable to E risk category premises, which can be caught up later in the year. Accordingly, we are currently on course to meet service plan targets.	Green	85.0%	91.4%	Not avail	93.0%	97.0%
Review and assess air quality throughout South Lanarkshire as required by the Environment Act 1995 and in line with national guidance	Submit the Update and Screening Assessment Report on air quality across South Lanarkshire to the Scottish Government by March 2015	2014 progress report has now been submitted to Scottish Government. Work will commence over the next two quarters in preparing data for the 2015 Update and Screening Assessment Report.	Green	---	---	---	---	---
	Progress implementation of Air Quality Action Plan measures by March 2015	Work is ongoing with the delivery of various air quality projects under the air quality grant fund.	Green	---	---	---	---	---
Provide a comprehensive and responsive public health service to protect the community from infectious diseases, contamination or other hazards which constitute a danger to public health	90% of public health service requests responded to within 2 working days	As at the end of quarter two, the total number of service requests received e.g. complaints of smoke nuisance, odour, defective drains etc was 1,007, of which 976 were responded to within the target of two working days.	Green	90.00%	96.92%	0.00%	0.00%	97.14%

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area	Achieve 0.55m visitors to SLLC cultural venues	There has been a 15% increase in attendances at SLLC cultural venues compared to the same period last year.	Green	0.55m	0.32m	Not avail	0.47m	0.50m
Maintain attendances at our libraries by actively promoting to the local community	Maintain number of visits per 1,000 population	Quarter two library attendances were similar to those for the same period last year, reporting a decrease of less than 1%. Year to date attendances show a 2% (17,300) decrease which was largely down to poorer attendances in the first quarter at East Kilbride Central library and Forth library (closure due to relocation).	Green	4,615.0	2,339.9	4,316.0	4,615.0	4,763.4
Further implementation of action plan to increase use of museums	Increase number of visits to/uses of council funded or part funded museums per 1,000 population	Quarter two attendances of 67,030 at SLC part/funded museums were up 7% (4,000) compared to quarter two last year, whilst poorer attendances in quarter one continue to negatively impact on year to date attendances showing a 24% decrease (-37,000). This is largely down to poorer attendances at Chatelherault Visitor Centre - collation methods being reviewed for accuracy.	Green	843.0	384.0	686.0	813.0	864.1
	Increase number of those visits that were in person per 1,000 population	Quarter two attendances at SLC part/funded museums remain largely similar to last year at 60,600 (less than 1% decrease), with year to date attendances showing a 25% (38,900) decline - largely due to a substantial drop in attendances at Chatelherault Visitor Centre in quarter one. However these figures are being reviewed for accuracy.	Green	788.0	362.2	636.0	757.0	835.9
Investigate availability of suitable burial ground in and around those cemeteries with less than five years new lair lifespan	Provision of new burial ground programme extended into fourth year, with completion target of March 2015	Extension programme on course. Works / plans continuing at Larkhall, Wilton, Westburn, Glebe and Strathaven.	Green	---	---	---	---	---

## Strengthen partnership working, community leadership and engagement

### Strengthen partnership working, community leadership and engagement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Achievement of targets for customer satisfaction	85% customer satisfaction achieved for waste service	On track to achieve annual target.	Green	85.0%	95.0%	91.7%	90.0%	93.0%
	85% customer satisfaction achieved for Environmental Service	Percentage of customers satisfied with service.	Green	85.0%	85.7%	Not avail	86.7%	86.0%
	85% customer satisfaction achieved for Trading Standards	Percentage of customers who rate the service 'good' or 'excellent'.	Green	85.0%	93.0%	0.0%	0.0%	0.0%
	95% customer satisfaction for cleaning and catering services achieved	On track to achieve annual target.	Green	95.0%	97.8%	96.4%	Not avail	98.3%
	97% customer satisfaction target achieved by SLLC facilities	Customer satisfaction rate remains on target.	Green	97.0%	96.0%	Not avail	97.0%	97.0%
	Baseline set for Bereavement services customer satisfaction by September 2014, and satisfaction rate monitored on a quarterly basis against baseline throughout October 2014 - March 2015	Currently working on developing baseline.	Green	---	---	---	---	---
	Libraries customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey figure will be reported after the end of this financial year. The 2013/14 Scottish Household Survey figure in respect of this measure will be provided in a separate report to Executive Committee later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	Not avail	82.0%	Not avail
	Museums and galleries customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey figure will be reported after the end of this financial year. The 2013/14 Scottish Household Survey figure in respect of this measure will be provided in a separate report to Executive Committee later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	Not avail	73.0%	Not avail

## Strengthen partnership working, community leadership and engagement

### Strengthen partnership working, community leadership and engagement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2011/12	2012/13	2013/14
	Customer satisfaction with Leisure facilities target achieved (results from SHS)	The 2014/15 Scottish Household Survey figure will be reported after the end of this financial year. The 2013/14 Scottish Household Survey figure in respect of this measure will be provided in a separate report to Executive Committee later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	Not avail	78.0%	Not avail
	Target achieved for customer satisfaction for parks and open space (results from Scottish Household Survey)	<p>The 2014/15 Scottish Household Survey figure will be reported after the end of this financial year.</p> <p>The 2013/14 Scottish Household Survey figure in respect of this measure will be provided in a separate report to Executive Committee later in 2014 and an update will be included within this report.</p> <p>In relation to the 'South Lanarkshire Council' Household Survey, there has been a 5.8% increase in customer satisfaction with parks and open space in 2014 compared to the 2010 survey result (2014 figure is 68%).</p>	Report Later	Not avail	Not avail	Not avail	74.0%	Not avail



## Strengthen partnership working, community leadership and engagement

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Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2011/12	2012/13	2013/14
	Target achieved for customer satisfaction for refuse collection (results from Scottish Household Survey)	The 2014/15 Scottish Household Survey figure will be reported after the end of this financial year.  The 2013/14 Scottish Household Survey figure in respect of this measure will be provided in a separate report to Executive Committee later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	Not avail	86.0%	Not avail
	Target achieved for customer satisfaction for street cleaning (results from Scottish Household Survey)	The 2014/15 Scottish Household Survey figure will be reported after the end of this financial year.  The 2013/14 Scottish Household Survey figure in respect of this measure will be provided in a separate report to Executive Committee later in 2014 and an update will be included within this report.  In relation to the 'South Lanarkshire Council' Household Survey, there has been a 16.5% increase in customer satisfaction with street cleanliness in 2014 compared to the 2010 survey result (2014 figure is 66%).	Report Later	Not avail	Not avail	Not avail	74.0%	Not avail

## Promote performance management and improvement

### Promote performance management and improvement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2011/12	2012/13	2013/14
Retain Customer Service Excellence (CSE) award for Bereavement Services and retain ISO 9001 and ISO 14001 accreditation	Retain all accreditation by March 2015	Retained Customer Services Excellence accreditation for Bereavement Services in May 2014.	Green	---	---	---	---	---

## Promote performance management and improvement

### Promote performance management and improvement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
Provide an effective and efficient household waste and recycling collection service	Council target achieved for net cost per premise of refuse collection	These are the figures to period 6.	Green	£63.44	£24.58	Not avail	£66.25	£65.46
	Council target achieved for net cost per premise of refuse disposal	These are the figures to period 6.	Green	£110.01	£37.45	Not avail	£85.72	£95.67
	95% of special uplifts completed within 5 working days	On track to meet annual target.	Green	95.0%	98.9%	98.7%	98.9%	99.2%
	5% reduction in the Council's missed collections per 100,000 collections achieved by March 2015, compared to 2013/14	This is an improvement on the overall score for 2013/14, when there were 89 missed collections per 100,000. On track to achieve annual target.	Green	84.0	69.7	114.4	101.8	89.0
	Routing software to enhance efficiency in refuse collection investigated by March 2015	Project at the early stage of development, discussions have taken place with IT and resources require to be identified to allow the project to progress. Anticipated project will run in parallel with the introduction of food waste collection services.	Green	---	---	---	---	---
Monitor ongoing costs of delivery of Community and Enterprise Resources' services	Cost per attendance of sport and leisure facilities (including swimming pools)	The 2014/15 figure will be reported after the end of this financial year. The Council's 2013/14 performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	£3.38	£2.35	Not avail
	Cost per visit to libraries	The 2014/15 figure will be reported after the end of this financial year. The Council's 2013/14 performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	£3.26	£3.73	Not avail

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				Target	To Date	2011/12	2012/13	2013/14
	Cost per visit to museums and galleries	The 2014/15 figure will be reported after the end of this financial year. The Council's 2013/14 performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	£3.26	£3.12	Not avail
	Cost of parks and open spaces per 1,000 population	The 2014/15 figure will be reported after the end of this financial year.  The Council's 2013/14 performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	£30,134	£30,633	Not avail
	Net cost of street cleaning per 1,000 population	The 2014/15 figure will be reported after the end of this financial year.  The Council's 2013/14 performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	£15,675	£16,372	Not avail

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				Target	To Date	2011/12	2012/13	2013/14
	Cost of Trading Standards per 1,000 population	The 2014/15 figure will be reported after the end of this financial year.  The Council's 2013/14 performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	£0.0	£3,674.1	£0.0
	Cost of Environmental Health per 1,000 population	The 2014/15 figure will be reported after the end of this financial year.  The Council's 2013/14 performance in respect of this measure will be provided in a separate report to Executive Committee when figures become available later in 2014 and an update will be included within this report.	Report Later	Not avail	Not avail	£0	£14,365	£0

## Achieve efficient and effective use of resources

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Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2011/12	2012/13	2013/14
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 87%)	On track to meet annual target for percentage of Council vehicles passing MOT without additional work being required.	Green	87.0%	90.0%	93.9%	92.0%	92.0%