

Community and Enterprise Resources

improve

Resource Plan (Community Services) Performance Report Quarter 2 (Jul-Sep) - 2015/16

How to use this performance report

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

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

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

Green

Achieved, or due to achieve with no issues

Amber

There may be problems or minor slippage

Red

Not on course, major slippage anticipated

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

Develop a sustainable Council and communities

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

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

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

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<i>Improve services for older people</i>					
<i>Protect vulnerable children, young people and adults</i>					
<i>Improve road network and influence improvements in public transport</i>					
Support the local economy by providing the right conditions for growth, improving skills and employability	2			1	3
<i>Tackle disadvantage and deprivation</i>					
Develop a sustainable Council and communities	5			2	7
<i>Raise educational achievement and attainment</i>					
<i>Improve the quality, access and availability of housing</i>					
Improve the quality of the physical environment	7			1	8
<i>Increase involvement in lifelong learning</i>					
<i>Get it right for every child</i>					
Improve community safety	3				3
Improve and maintain health and increase physical activity	16	4			20
Promote participation in cultural activities and provide quality facilities to support communities	3	2			5
Strengthen partnership working, community leadership and engagement	3	1		7	11
<i>Provide vision and strategic direction</i>					
Promote performance management and improvement	7	1		7	15
<i>Embed governance and accountability</i>					
Achieve efficient and effective use of resources	1				1
Total	47	8	0	18	73

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2012/13	2013/14	2014/15
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	Regulatory compliance bulletins are scheduled for Quarter 3 and Quarter 4.	Green	---	---	---	---	---
	95% of business advice requests completed within 21 days	On track to meet annual target.	Green	95.0%	96.0%	-----	-----	93.0%
	Number of businesses processed through Buy with Confidence approved trader scheme	Four businesses have been fully processed through the Buy with Confidence approved trader scheme since 1 April 2015, with five businesses currently going through the audit process. Successful applicants will be listed in the next quarter.	Contextual	-----	4	-----	-----	12

Develop a sustainable Council and communities

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2012/13	2013/14	2014/15
Implement fuel efficiency measures within the Council's vehicle fleet and further develop the use of low carbon vehicles	Maintain Council wide transport emissions to 2014 / 2015 levels adjusted in accordance with fleet size	At 25 September 2015, council-wide transport emissions have reduced by 7.3% compared to the same period in year 2014-15.	Green	---	---	---	---	---
	Agree Resource based transport emission reduction targets appropriate to individual service provision by March 2016 (working with Resources to deliver fuel efficiency measures across their fleet through vehicle specification, procurement, utilisation and driver training)	Fleet Services are engaged in ongoing dialogue with the Carbon Management Development Officer to agree the mechanism for setting individual Resource targets.	Green	---	---	---	---	---

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	2012/13	2013/14	2014/15
Introduce new waste management initiatives to reduce waste and increase recycling	Waste audits undertaken and waste collection arrangements reviewed in council buildings, identifying opportunities to reduce residual waste and increase recycling capacity in council buildings by March 2016	The new council buildings contract will see food waste collection services extended to a further 61 premises as of January 2016. This will mean a corresponding fall in the amount of residual waste going to landfill. The Resource continues to work with Education Resources (via the Learning About Sustainability in Schools Group) to facilitate the installation of can crushers in secondary schools throughout South Lanarkshire. The 'Every Can Counts' scheme diverts waste from litter bins and school residual bins by encouraging pupils to recycle metals such as aluminium.	Green	---	---	---	---	---
	Procurement of long term waste treatment contract progressed, with procurement timetable milestones met	The procurement process for the long term waste treatment contract is on track, with the Invitation to Tender being issued on 1 September 2015 and Bidders Day taking place on 30 September 2015. The Waste Steering Group is working to a timetable that will see the new contract start as planned by April 2017.	Green	---	---	---	---	---
	Implement new waste collection service in Hamilton and East Kilbride to incorporate food waste as per proposed plan and subject to Committee approval	The first phase of the implementation of the new waste collection services is completed for the Hamilton area, with the first collection of paper and card recycling material and food and garden waste completed week ending 19th June 2015. All new bins, caddies, compostable liners and information booklets for the second phase in the Hamilton area have been distributed to the householders.	Green	---	---	---	---	---
	Council target achieved for total percentage household waste arising that is recycled - 50% in line with Government target	Priority has been given to rolling out the new waste and recycling services this quarter. Quarter 2 figures are therefore not available, but will be reported in Quarter 3.	Report Later	50.0%	-----	37.7%	39.1%	47.4%

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	2012/13	2013/14	2014/15
	Council target achieved for waste tonnage per household (target is lower than 1.1 tonnes)	Priority has been given to rolling out the new waste and recycling services this quarter. Quarter 2 figures are therefore not available, but will be reported in Quarter 3.	Report Later	1.10	-----	1.00	1.01	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 (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2012/13	2013/14	2014/15
Identify and manage contaminated land within the statutory regulatory framework	Implement the Contaminated Land Strategy 2013-2018 for South Lanarkshire	Implementation of the Contaminated Land Strategy is ongoing. Further liaison with the Scottish Environment Protection Agency over the surrender of waste management licences for historical landfill sites has been undertaken. Site investigation preparation works are underway for a further two historical landfill sites.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2012/13	2013/14	2014/15
Sustain an independently assessed high score for street cleanliness	LEAMS street cleanliness score (% acceptable)	Three LEAMS surveys are undertaken annually, with the next one due in November 2015. Will report on these results in Quarter 3 report.	Report Later	70.0%	-----	97.1%	98.9%	98.3%
Maintain land to a high standard	Land Audit Managements System (LAMS) score of 70 achieved	Consistently achieving LAMS scores of 70+. Refresher training has been rolled out to officers and assistants on how to carry out LAMS surveys to include more detailed information. This data will be fed into APSE to benchmark against other local authorities.	Green	70.0	71.0	70.0	72.0	71.0
Take preventative and enforcement action in relation to incidents of fly	90% of fly tipping complaints responded to within 2 days	523 illegal dumping enquiries were received in Quarter 2, of which 99.5% were responded to within two working days.	Green	90.00%	99.50%	0.00%	96.40%	97.90%

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	2012/13	2013/14	2014/15
tipping, dog fouling and noise, including enhanced covert surveillance to reduce exposure to environmental injustice	90% of dog fouling complaints responded to within 2 days	219 dog fouling enquiries were received in Quarter 2, of which 99.1% were responded to within two working days.	Green	90.00%	99.00%	0.00%	98.30%	99.00%
	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)	These figures relate to the period 1 April 2015 - 30 September 2015 (inclusive).	Green	2.0	0.5	1.1	0.8	0.5

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	2012/13	2013/14	2014/15
Improve urban greenspaces in partnership with neighbouring communities	Completed funding applications for Bothwell and Blantyre Woods by March 2016, through continued liaison with various 'Friends of' groups	Application for management plan funding to be submitted later in the year.	Green	---	---	---	---	---
	Implement Phase 1 of Management Plan at Millheugh/ Greenhall Estate	Management Plan at Millheugh/Greenhall Estate completed. Forestry Commission Scotland Woodlands In and Around Towns (WIAT) funding application prepared and registered with Scottish Government, Rural Payments and Inspections Directorate. Working with partners in Central Scotland Green Network Trust to identify match funding.	Green	---	---	---	---	---

Improve community safety

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2012/13	2013/14	2014/15
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	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	Partnership working ongoing with Police Scotland to ensure targets achieved.	Green	100%	100%	100%	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	Target has been exceeded to date.	Green	65.0%	85.0%	70.6%	74.2%	75.0%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2012/13	2013/14	2014/15
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 160 sites in 2015/16	Sites covered in line with priority management system.	Green	160	160	219	222	188

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	2012/13	2013/14	2014/15
Maximise the number of attendances at leisure facilities	Achieve 3.3m attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture (SLLC)	There has been a 4% decrease in quarter two attendances (July - September 2015) at those facilities managed by the Sport and Physical Activity section of SLLC compared to the same period last year. Dryside attendances, in particular, continued to decline (down 9%) as a result of the emergence of budget gyms across South Lanarkshire. Year to date attendances correspondingly show a 6% decrease.	Amber	3.300m	1.621m	3.403m	3.502m	3.336m
	Maintain number of attendances per 1,000 population for swimming pools (5,235)	At quarter two (July - September 2015), there were 431,400 wetside attendances - an increase of 2,500 (just under 1%) on the same period last year. This is mainly due to the swimming lesson programme which continues to increase. Year to date attendances remain on target at 862,200.	Green	5,235	2,758	5,191	5,440	5,236

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	2012/13	2013/14	2014/15
	Maintain number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex (5,442)	<p>Compared to the same periods last year, there has been a 9% decrease in attendances for indoor sports and leisure facilities (excluding pools) in quarter two (July - September 2015) and an 11% decrease in year to date attendances.</p> <p>The emergence of budget gyms continues to impact on attendances. SLLC has undertaken a targetted marketing campaign aimed at the fitness market in order to address the competition from these gyms.</p>	Amber	5,442	2,426	5,681	5,763	5,432
	Maintain number of attendances at outdoor recreation and country parks (2.1 million)	Attendances across the outdoor recreation and country parks service have fallen by just under 4% for the quarter (July - September 2015) and by 5% for the year to date period, compared to the same periods last year. The inclement weather during quarter two impacted on golf attendances (declined by 8%), country park attendances (declined by 3%) and outdoor recreation attendances (declined by 3%).	Amber	2.100m	1.303m	2.180m	2.281m	2.148m
Provide free use of SLLC facilities to under 16s sports, uniformed and community organised groups in accordance with the Council's under 16's reduced rates policy	Achieve 750,000 under 16 reduced rates attendances at SLLC facilities by March 2016 (includes halls, school lets, outdoor and indoor leisure)	<p>In quarter two (July - September 2015), there has been a 3% decrease in the use of SLLC facilities by clubs registered to the Under 16's Reduced Charge Initiative (introduced in April 2015 to replace the Under 16's Free Use Initiative).</p> <p>Indoor use by the clubs has remained very similar to last year at 136,600, with outdoor use (pitches) having fallen by 12% to 54,400.</p> <p>Year to date attendances for this initiative show a 5% decrease.</p>	Amber	750,000	410,191	-----	-----	-----

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	2012/13	2013/14	2014/15
Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire	Achieve 6,000 registered members of 'Activage' scheme	Year to date, there has been a 9% increase in the number of over 60's registering with the Activage initiative compared to the same period last year.	Green	6,000	6,902	----	----	6,045
	Achieve 435,000 over 60's attendances by residents using South Lanarkshire leisure facilities	Year to date, usage of leisure facilities by the over 60's is 7% higher than the same period last year.	Green	435,000	206,118	376,003	440,348	435,393
Implement the recommendations of the Member / Officer review on Fixed Play areas	Fifth year of five year investment programme carried out on fixed play areas, as identified through the Member / Officer Review	Fifth year of five year play area investment programme is well underway in all districts. All play equipment and apparatus has been purchased in advance, and our Landscape Construction Teams will have the full programme completed by target date of March 2016.	Green	---	---	---	---	---
Develop proposals for cross boundary walking routes linking rural settlements and sites of cultural and environmental interest	A report on options to connect the Clyde Walkway to routes in Borders and Ayrshire completed by March 2016	Report on options to connect the Clyde Walkway to routes in Borders and Ayrshire completed.	Green	---	---	---	---	---
Continue to improve nutrition and health value of school meals	Uptake level of paid primary school meals increased by 1% compared to 2014/15	On track to achieve annual target.	Green	51.80%	63.16%	49.55%	49.88%	50.80%
	Uptake level of paid secondary school meals increased by 1% compared to 2014/15	The uptake of paid secondary school meals has improved since Q1 and we are expecting to meet the annual target by year end.	Green	55.81%	52.42%	55.47%	62.95%	54.81%
	Implement and monitor uptake of the Scottish Government's initiative for free meals for all primary 1-3 pupils	The uptake figures for free meals for all primary 1-3 pupils continue to be gathered from all schools each financial period, and are scrutinised to ensure uptake is being maximised.	Green	---	---	---	---	---

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	2012/13	2013/14	2014/15
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 2016	The incidence of sporadic food poisoning cases in this quarter is similar to that of the same period last year. We are on course to reach this year's targets.	Green	170	72	120	115	105
Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection	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%	84.4%	86.5%	86.1%	86.0%
	96% food safety inspections achieved on time (6 months)	For the second quarter in a row this year, performance is very good in this area, which reflects the importance given to higher risk food establishments.	Green	96.0%	100.0%	100.0%	100.0%	93.5%
	96% food safety inspections achieved on time (12 months)	Performance has been very good in this area in Quarter 2, with all premises having been inspected on target.	Green	96.0%	100.0%	96.0%	98.1%	98.0%
	85% food safety inspections achieved on time (>12 months)	A strong performance comparable to the first quarter can be seen in the second quarter of this year. Consequently, we are currently well on course for meeting annual service plan targets.	Green	85.0%	94.5%	93.0%	97.0%	96.0%
Review and assess air quality throughout South Lanarkshire as required by the Environment Act 1995 and in line with	Submit the progress report on air quality across South Lanarkshire to the Scottish Government by March 2016	The 2015 Updating, Screening and Assessment Report has been submitted to Scottish Government this last quarter. Work is ongoing for the submission of the 2016 progress report on air quality, due March 2016.	Green	---	---	---	---	---

Improve and maintain health and increase physical activity

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	2012/13	2013/14	2014/15
national guidance	Implementation of the Air Quality Action Plan measures by March 2016	Liaison with various partners to deliver projects supported through the Scottish Government Air Quality grant has commenced. These projects include eco fleet recognition scheme, cycle promotion campaign, upgrade to electric car charging infrastructure, cycle route design and cycle parking initiatives.	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	The total number of service requests received during Q2 e.g. complaints relating to defective drains, smoke nuisance, odour etc was 559, of which 542 were responded to within the target timescale of two working days.	Green	90.00%	96.69%	0.00%	97.14%	97.17%

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	2012/13	2013/14	2014/15
Maintain attendances at our cultural venues by actively promoting to the local community and visitors to the area	Achieve 0.6m visitors to SLLC cultural venues	There has been a 3% decrease in quarter two (July - September 2015) attendances at SLLC cultural venues, compared to the same period last year. Year to date attendances show a 13% decrease, largely due to the fact that the events celebrating the Queen's Baton Relay last year attracted larger numbers than usual to the venues.	Amber	0.60m	0.28m	0.47m	0.50m	0.60m
Increase attendances at our libraries by actively promoting to the local community	Achieve number of library visits per 1,000 population (4,400)	Quarter two attendances (July - September 2015) at libraries show a 14% decrease compared to last year, whilst year to date attendances are 11% lower than the same period last year. Whilst actual attendances are down, the service is increasingly used via the internet, with over 92,000 e-books having been downloaded in the last quarter.	Amber	4,400.0	2,070.7	4,615.0	4,763.4	4,618.8

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	2012/13	2013/14	2014/15
Further implementation of action plan to maintain use of museums	Maintain number of visits to/usages of council funded or part-funded museums per 1,000 population (705)	Year to date, there has been a 23% increase in attendances / visits (both in person and through the internet) to SLC part/funded museums, compared to the same period last year.	Green	705.0	475.3	813.0	864.1	706.8
	Maintain number of those visits to council funded or part funded museums that were in person per 1,000 population (630)	<p>Despite a 9% decrease in quarter two (July - September 2015) in the number of visits to SLC part/funded museums, figures remain on target, with the year to date visits showing a decrease of less than 1%.</p> <p>The above figure includes attendances recorded at the David Livingstone Centre.</p> <p>Visits to museums managed by SLLC (Low Parks Museum and the Mausoleum) reported a 40% decrease in quarter two attendances and a 28% decrease in year to date attendances compared to the same period last year. However, this was largely down to the successful Lego exhibition held last year which boosted visits during that period.</p>	Green	630.0	365.0	757.0	835.9	637.7
Investigate availability of suitable burial ground in and around those cemeteries with less than five years new lair lifespan	Provision of new burial ground as part of the 2014 - 17 capital programme; target areas for 2015 include Westburn, Strathaven and Hamilton	Work ongoing regarding land aquisition for new burial ground in Hamilton, Strathaven and Westburn.	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	2012/13	2013/14	2014/15
Achievement of targets for customer satisfaction	85% customer satisfaction achieved for Environmental Health	One unsatisfactory customer care questionnaire was received during this quarter and three in total for the year to date. The low return rate for customer care questionnaires may result in the target not being achieved.	Amber	85.0%	78.6%	86.7%	86.0%	81.0%
	85% customer satisfaction achieved for Trading Standards	This figure will be reported in Q3.	Report Later	85.0%	-----	0.0%	0.0%	86.0%
	95% customer satisfaction for cleaning and catering services achieved	On track to achieve annual target.	Green	95.0%	99.3%	-----	98.3%	98.9%
	85% customer satisfaction with Bereavement Services achieved	On track to achieve annual target.	Green	85.0%	85.0%	0.0%	-----	-----
	97% customer satisfaction target achieved by SLLC facilities	Satisfaction levels remain on target.	Green	97.0%	96.0%	97.0%	97.0%	96.0%
	Libraries customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey satisfaction figure will be reported in October/November 2015.	Report Later	-----	-----	82.0%	78.0%	-----
	Museums and galleries customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey satisfaction figure will be reported in October/November 2015.	Report Later	-----	-----	73.0%	65.0%	-----
	Leisure facilities customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey satisfaction figure will be reported in October/November 2015.	Report Later	-----	-----	78.0%	75.0%	-----
	Parks and open space customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey satisfaction figure will be reported in October/November 2015.	Report Later	-----	-----	74.0%	73.0%	-----
	Refuse collection customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey satisfaction figure will be reported in October/November 2015.	Report Later	-----	-----	86.0%	85.0%	-----
	Street cleaning customer satisfaction target achieved (results from SHS)	The 2014/15 Scottish Household Survey satisfaction figure will be reported in October/November 2015.	Report Later	-----	-----	74.0%	73.0%	-----

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	2012/13	2013/14	2014/15
Retain Customer Service Excellence (CSE) award for Bereavement Services and retain ISO 9001 and ISO 14001 accreditation	Retain all accreditation by March 2016	Bereavement Services retained CSE Award in May 2015. Work ongoing to retain all other accreditation.	Green	---	---	---	---	---
Provide an effective and efficient household waste and recycling collection service	Council target achieved for gross cost of waste collection per premise	On track to meet annual target.	Green	£75.81	£27.55	£0.00	-----	-----
	Council target achieved for net cost per premise of waste collection	On track to meet annual target.	Green	£74.97	£27.15	£66.25	£62.85	-----
	Council target achieved for gross cost of waste disposal per premise	On track to meet annual target.	Green	£100.18	£47.21	£0.00	£0.00	£0.00
	Council target achieved for net cost per premise of waste disposal	On track to meet annual target.	Green	£98.08	£45.49	£85.72	£94.59	-----
	95% of special uplifts completed within 5 working days	98.21% of special uplifts were completed within 5 working days in Q2 (July - September 2015). This is on target and in line with last year's figure (2014/15) of 98.83%.	Green	95.0%	98.4%	98.9%	99.2%	98.8%
	5% reduction in the Council's missed collections per 100,000 collections achieved by March 2016, compared to 2014/15	There were 143 missed refuse collections per 100,000 in Q2 (July - September 2015), compared to 59 in the same period last year.	Amber	103.0	110.0	101.8	89.0	108.0
	Routing software to enhance efficiency in refuse collection investigated by March 2016	We have invested in the webaspex routing software and are currently working on the information to load into the system.	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 in October/November 2015.	Report Later	-----	-----	£2.35	£2.34	-----
	Cost per visit to libraries	The 2014/15 figure will be reported in October/November 2015.	Report Later	-----	-----	£3.73	£3.71	-----
	Cost per visit to museums and galleries	The 2014/15 figure will be reported in October/November 2015.	Report Later	-----	-----	£3.12	£2.75	-----
	Cost of parks and open spaces per 1,000 population	The 2014/15 figure will be reported in October/November 2015.	Report Later	-----	-----	£30,634	£32,285	-----
	Net cost of street cleaning per 1,000 population	The 2014/15 figure will be reported in October/November 2015.	Report Later	-----	-----	£16,373	£15,795	-----
	Cost of Trading Standards per 1,000 population	The 2014/15 figure will be reported in October/November 2015.	Report Later	-----	-----	£3,674	£3,808	-----

Promote performance management and improvement

Promote performance management and improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2012/13	2013/14	2014/15
	Cost of Environmental Health per 1,000 population	The 2014/15 figure will be reported in October/November 2015.	Report Later	-----	-----	£14,366	£14,906	-----

Achieve efficient and effective use of resources

Achieve efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2012/13	2013/14	2014/15
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 achieve annual target.	Green	87.0%	91.0%	92.0%	92.0%	91.0%