

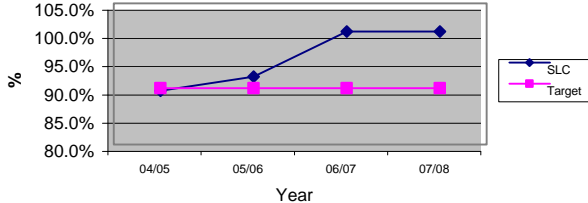
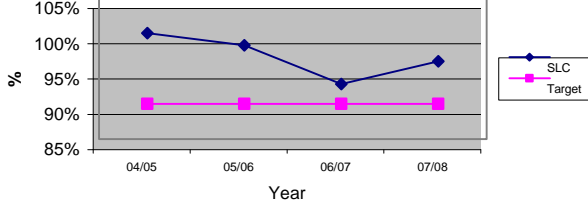
**Council Objective:** Raise educational attainment for all

Overall, for this objective, of 3 measures we:

- ~ have already achieved 2 (66%) measures
- ~ are on course to achieve 1 (33%) measures
- ~ are not on course to achieve 0 (0%) measures

Note:  
percentages may  
not add to 100  
due to rounding

**Resource Objective:** Implement vocational development programmes for secondary age young people

	Measure	Progress	Responsibility	On Course to Achieve?															
20.1	<p>Increase the % of young people with additional support needs gaining employment</p> <p><i>Good performance is an increase</i></p>	 <table> <caption>Data for Measure 20.1 Graph</caption> <tr> <th>Year</th> <th>SLC (%)</th> <th>Target (%)</th> </tr> <tr> <td>04/05</td> <td>~92</td> <td>90</td> </tr> <tr> <td>05/06</td> <td>~94</td> <td>90</td> </tr> <tr> <td>06/07</td> <td>~102</td> <td>90</td> </tr> <tr> <td>07/08</td> <td>~102</td> <td>90</td> </tr> </table>	Year	SLC (%)	Target (%)	04/05	~92	90	05/06	~94	90	06/07	~102	90	07/08	~102	90	<p>100%</p> <p>90%</p>	Achieved
Year	SLC (%)	Target (%)																	
04/05	~92	90																	
05/06	~94	90																	
06/07	~102	90																	
07/08	~102	90																	
20.2	<p>Increase the % of attainment levels for participants with additional support needs</p> <p><i>Good performance is an increase</i></p>	 <table> <caption>Data for Measure 20.2 Graph</caption> <tr> <th>Year</th> <th>SLC (%)</th> <th>Target (%)</th> </tr> <tr> <td>04/05</td> <td>~102</td> <td>90</td> </tr> <tr> <td>05/06</td> <td>~100</td> <td>90</td> </tr> <tr> <td>06/07</td> <td>~94</td> <td>90</td> </tr> <tr> <td>07/08</td> <td>~97</td> <td>90</td> </tr> </table>	Year	SLC (%)	Target (%)	04/05	~102	90	05/06	~100	90	06/07	~94	90	07/08	~97	90	<p>Data not yet available</p> <p>90%</p>	Yes
Year	SLC (%)	Target (%)																	
04/05	~102	90																	
05/06	~100	90																	
06/07	~94	90																	
07/08	~97	90																	
20.3	<p>Improved behaviour and attendance of young people with additional support needs</p>	<p>Achieved.</p> <p>This measure refers to the Rural Programme, which ended in 2007, but which has been restarted in 6 schools.</p> <p>The programme worked with young people aged 15 who were significantly disadvantaged because of poor social circumstances or the social exclusion they often experience due to living in small isolated towns and villages. The project worked with these young people intensively and offered a range of support programmes which allowed them to be better equipped for the transition to work or future training.</p>	<p>Executive Director (Corporate Resources)</p>	Achieved															

**Council Value:** Fair and open

Overall, for this value, of 8 measures we:

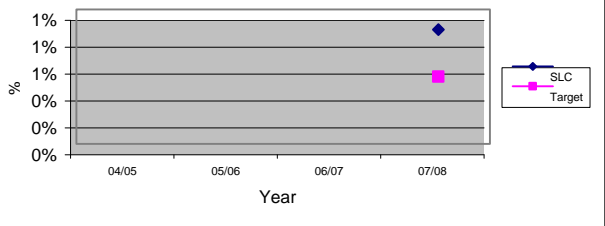
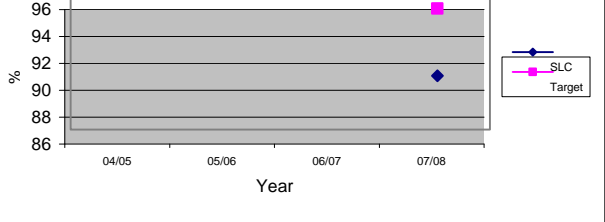
~ have already achieved 2 (25%) measures

~ are on course to achieve 2 (25%) measures

~ are not on course to achieve 4 (50%) measures

Note:  
percentages may  
not add to 100  
due to rounding**Resource Objective:** Develop, implement and communicate our corporate plans, performance and service standards

Measure	Progress	Responsibility	On Course to Achieve?
51.1 Quarterly monitoring reports (on complaints) to CMT	On course to achieve.  A report went to CMT on 5th June 2008 detailing complaints received into the Council for the first quarter of 2008. There had been a 12% increase between quarter 4 2007 and quarter 1 2008. The Q2 report (July to September 2008) is due to CMT 20 November 2008.	Executive Director (Corporate Resources)	Yes

Measure	Year to date	Target 08/09	On Course to Achieve?
51.2 % of complaints which reach stage 3 (escalation to Chief Executive)  <i>Good performance is a decrease</i>		1.42% Less than 0.5%	No
51.3 % of complaints responded to within 5 days  <i>Good performance is an increase</i>		93% More than 95%	No

Measure	Progress	Responsibility	On Course to Achieve?
Reader feedback on publications and focus group perceptions of PR initiatives	On course to achieve.  In the first six months of the year, we have logged 395 writing jobs, and in the last six months achieved coverage in local papers worth £450,000. Over and above this, the International Children's Games received significant media coverage in both print and broadcast media. We have also recently launched the new South Lanarkshire View, issued as part of the S&UN group titles. This 12 page publication has been very well received.	Head of Corporate Communications and Public Affairs	Yes

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

	Measure	Progress	Responsibility	On Course to Achieve?
	Member Learning and Development programme: Annual programme to be rolled out during 2008/09	Achieved. Annual programme successfully rolled out. Next phase of programme being developed for 2009/10 taking account of feedback from individual meetings with members and input from Resources.	Head of Administration Services	Achieved
	Member Learning and Development programme: Individual Plans for Members to be developed in 2008 with annual review thereafter	Achieved. Personal profiles in place for all elected members	Head of Administration Services	Achieved
52.2	Develop revised local code within 3 months of receipt of national guidance	Not achieved. As reported to Corporate Resources Committee, national guidance was received later than anticipated (May 2008). The Revised Local Code will be developed by December 2008	Head of Administration Services	No
52.3	Implement and roll-out awareness programme (on revised corporate governance) by December 2008	Not Achieved. Training and awareness activities dependent on the Revised Code of Corporate Governance, which has been delayed as noted in 52.2 above.	Head of Administration Services	No

**Council Value:** People focused

Overall, for this value, of 10 measures we:

~ have already achieved 1 (10%) measure

~ are on course to achieve 8 (80%) measures; a further 1 (10%) measure will be reported later

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

Note:  
percentages may  
not add to 100  
due to rounding**Resource Objective:** Seek the views of all stakeholders regularly on services we provide

Measure	Progress	Responsibility	On Course to Achieve?
<b>53.1</b> Establishment of corporate and service specific customer satisfaction survey with KPIs established for each Service and council as a whole	On course to achieve.  A register of all customer satisfaction surveys has been compiled together with an annual plan showing all consultations taking place. A consultation protocol and proforma has been compiled in order to ensure consultations are necessary and to accurately record those which will take place. The consultation section on the intranet has been updated and includes information on the consultation framework, a guide to consultation and participation, consultation protocol and flowchart, and consultation proforma which requires to be completed before any consultation is undertaken by the team in Corporate Resources, Personnel Services and will be used by all other Resources.	Head of Personnel Services	Yes

Measure		Year to date	Target 08/09	On Course to Achieve?																
53.2	Number of consultations carried out, targeting hard to reach groups  <i>Good performance is an increase</i>	<table><caption>Consultations Data</caption><thead><tr><th>Year</th><th>SLC</th><th>Target</th></tr></thead><tbody><tr><td>04/05</td><td>-</td><td>10</td></tr><tr><td>05/06</td><td>-</td><td>10</td></tr><tr><td>06/07</td><td>12</td><td>10</td></tr><tr><td>07/08</td><td>10</td><td>10</td></tr></tbody></table>	Year	SLC	Target	04/05	-	10	05/06	-	10	06/07	12	10	07/08	10	10	10	10	Yes
Year	SLC	Target																		
04/05	-	10																		
05/06	-	10																		
06/07	12	10																		
07/08	10	10																		
53.2	Response rate to consultations carried out  <i>Good performance is an increase</i>	<table><caption>Response Rate Data</caption><thead><tr><th>Year</th><th>SLC</th><th>Target</th></tr></thead><tbody><tr><td>04/05</td><td>-</td><td>75%</td></tr><tr><td>05/06</td><td>-</td><td>75%</td></tr><tr><td>06/07</td><td>75%</td><td>75%</td></tr><tr><td>07/08</td><td>80%</td><td>75%</td></tr></tbody></table>	Year	SLC	Target	04/05	-	75%	05/06	-	75%	06/07	75%	75%	07/08	80%	75%	Data not yet available	75%	Yes
Year	SLC	Target																		
04/05	-	75%																		
05/06	-	75%																		
06/07	75%	75%																		
07/08	80%	75%																		
53.3	Number of consultations carried out which have resulted in a change to service delivery.  <i>Good performance is an increase</i>	<table><caption>Changes to Service Data</caption><thead><tr><th>Year</th><th>SLC</th><th>Target</th></tr></thead><tbody><tr><td>04/05</td><td>-</td><td>20</td></tr><tr><td>05/06</td><td>-</td><td>20</td></tr><tr><td>06/07</td><td>23</td><td>20</td></tr><tr><td>07/08</td><td>14</td><td>20</td></tr></tbody></table>	Year	SLC	Target	04/05	-	20	05/06	-	20	06/07	23	20	07/08	14	20	3	20	Yes
Year	SLC	Target																		
04/05	-	20																		
05/06	-	20																		
06/07	23	20																		
07/08	14	20																		
53.4	Number of changes to service delivery as a result of consultation published on Internet and in other formats  <i>Good performance is an increase</i>	<table><caption>Changes Published Data</caption><thead><tr><th>Year</th><th>SLC</th><th>Target</th></tr></thead><tbody><tr><td>04/05</td><td>-</td><td>5</td></tr><tr><td>05/06</td><td>-</td><td>5</td></tr><tr><td>06/07</td><td>3.5</td><td>5</td></tr><tr><td>07/08</td><td>4</td><td>5</td></tr></tbody></table>	Year	SLC	Target	04/05	-	5	05/06	-	5	06/07	3.5	5	07/08	4	5	2	5	Yes
Year	SLC	Target																		
04/05	-	5																		
05/06	-	5																		
06/07	3.5	5																		
07/08	4	5																		

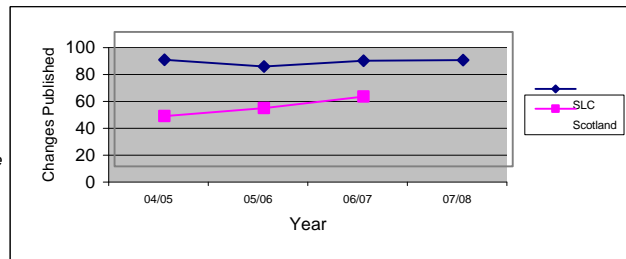
Measure	Progress	Responsibility	On Course to Achieve?
Overall satisfaction levels with the Council as a Service provider (Customer Satisfaction Measurement). Baseline to be established	Achieved.  A survey of all households took place in February 2008 which has given us baseline information on overall satisfaction with the Council and this currently stands at 86.5% satisfaction.	Head of Personnel Services	Achieved

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

	Measure	Progress	Responsibility	On Course to Achieve?
54.2	Implement Council business continuity plan, including business continuity plan for Headquarters complex by September 2008	On course to achieve.  Corporate Contingency Plan and Service Continuity Planning Guide for Managers issued June 2008 . Training to support service continuity planning guide commencing November 2008. EMT final review of HQ Plan ongoing - aiming for completion/issue by December 2008.	Head of Personnel Services	Yes
54.2	Review the Resource and Service level contingency arrangements and continuity plans in line with the Corporate Continuity Plan and Service Contingency Planning Guide and report on progress September 2008	On course to achieve.  Review of Resource Contingency Plan complete for Housing and Technical and South Lanarkshire Lesiure, nearing completion for Community, Social Work and Enterprise - in progress for Corporate, Finance and IT and Education.	Head of Personnel Services	Yes
54.1	100% assessment of the impact of new legislation and Health and Safety Executive requirements, identifying gaps and developing appropriate actions	On course to achieve.  OHSMS audit proposal agreed and provisionally scheduled to commence November 2008, and report on outcomes by May 2009.	Head of Personnel Services	Yes

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

Good performance is an increase



Year to date  
Data not yet available

Target 08/09  
100%

On Course to Achieve?  
To be reported later

**Council Value:** Working with and respecting others

Overall, for this value, of 13 measures we:

- ~ have already achieved 1 (8%) measure
- ~ are on course to achieve 12 (92%) measures
- ~ are not on course to achieve 0 (0%) measures

Note:  
percentages may  
not add to 100  
due to rounding

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

	Measure	Progress	Responsibility	On Course to Achieve?
55.1	Regular reports on themed partnership performance/actions to Community Planning Forum/Community Planning Partnership	On course to achieve.  Reports on Community Planning Theme Partnerships performance have been prepared and provided to Community Planning Forum and Board. Future reporting will be revised in line with the reporting of the Community Planning SOA 2009/10. Guidance on what form that might take is expected by the end of October 2008.	Executive Director (Corporate Resources)	Yes

**Resource Objective:** Report on progress in our partnership arrangements

	Measure	Progress	Responsibility	On Course to Achieve?
	Annual performance report on KPIs	Achieved.  The annual KPI report was prepared in March 2008 and a further report looking at the six worst performing KPIs was considered by the Partnership Board on 17 September. Future Annual Performance reporting will be against the outcomes contained in the SOA, therefore the KPI report in this format will not be prepared again.	Executive Director (Corporate Resources)	Achieved
55.2	Reports to Community Planning Partnership, Community Planning Forum and themed Partnerships	On course to achieve.  To be reviewed in line with development and implementation of Community Planning SOA. Refresh of Community Plan to be undertaken in 2009/10 coinciding with mid-term review of Connect.  Revised governance arrangements have been completed for the SLCP Board, the Community Regeneration, Community Safety, Rural, Health and Care and Youth Partnerships. The Sustainability Partnership has just agreed its role and remit and a governance paper will follow. The Lanarkshire Economic Forum is under review and its future is uncertain so no governance paper will be forthcoming until its future is determined.	Executive Director (Corporate Resources)	Yes
	Monitor effectiveness of partnership working with Trades Unions and Community Planning Partners	On course to achieve.  Regular Trade Union meetings are held across the Council including Joint Consultative Committee, Joint Trade Union Committee, Employee Issues Forum and Joint Consultative Forum. The Partnership working group has met in June and September.	Executive Director (Corporate Resources)	Yes
56.1	Reports submitted to range of partnership committees e.g. Community Safety Partnership, Joint Services, Integrated Children's services	On course to achieve.  Performance reporting for the Theme Partnerships is now in place. This will be further developed as a consequence of the production of a Community Planning SOA.	Executive Director (Corporate Resources)	Yes

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

	Measure	Progress	Responsibility	On Course to Achieve?
57.1	Number of impact assessments carried out against those timetabled	On course to achieve.  164 impact assessments have been carried out so far this year.	Executive Director (Corporate Resources)	Yes

57.2	Number of reports on impact assessments published on website	On course to achieve.  88 impact assessments have been published on the Council's website this year.	Executive Director (Corporate Resources)	Yes
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**Resource Objective:** Develop and introduce Council wide equality performance measures and publish results

	Measure	Progress	Responsibility	On Course to Achieve?
58.1	Range of equality related key performance indicators developed and publicised	On course to achieve.  Discussion with the Equal Opportunities Working Group are in progress to agree KPI's for equalities. These will be in line with the recently agreed Equality and Diversity Strategy and its associated action plan.	Executive Director (Corporate Resources)	Yes
58.2	Arrangements to monitor the effectiveness of service provision capture equality related data	On course to achieve.  As part of the ongoing process of impact assessment, monitoring systems are being developed to ensure that the appropriate equalities related information is being collected. A recent example of this is the questions added to the quality of life survey.	Executive Director (Corporate Resources)	Yes
58.3	Data on equality related performance is collated and published annually	On course to achieve.  Currently equalities related information on the Council's workforce composition is available via the intranet. This will be published on the internet beside the impact assessment outcomes which are currently available. This information will be updated on an annual basis.	Executive Director (Corporate Resources)	Yes

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

	Measure	Progress	Responsibility	On Course to Achieve?
59.1	Evidence that partnership plans, strategies and initiatives have been assessed for any adverse impact in relation to equalities	On course to achieve.  An assessment of partnership activity under the Community Planning Partnership is being undertaken in order to identify areas which require to be impact assessed. In addition, significant partnership work outwith this framework, e.g., Integrated Children's Services Plan, Joint Community Care Plan, Joint Services, have already been equality impact assessed by the partners and outcomes published on the website.	All Executive Directors	Yes
59.2	Evidence that consultation and engagement activities initiated by partnerships are inclusive and take account of all communities of interest	On course to achieve.  The equalities impact assessment process - as outlined in 59.1 above - includes consideration of the consultation and engagement processes initiated by partnerships. These aspects of partnership working will therefore be taken into account as impact assessments are carried out.	All Executive Directors	Yes
59.3	Evidence that equalities are included in performance monitoring and measurement activities for partnerships	On course to achieve.  The Council is working to ensure that reporting frameworks as a matter of course contain relevant equalities information. For example, the Extended Local Partnership Agreement in place for community care services has a section on equalities and the performance reporting framework takes this into account. The Community Planning Partnership KPI report includes equalities data.	All Executive Directors	Yes

**Council Value:** Excellent employer

Overall, for this objective, of 21 measures we:

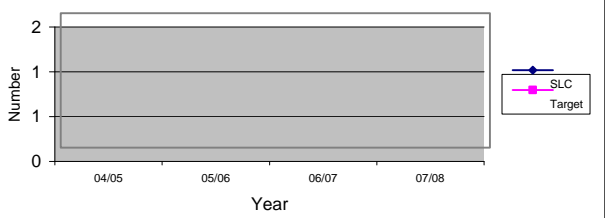
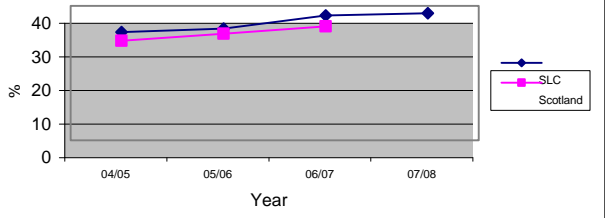
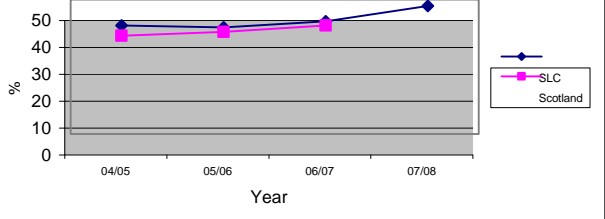
~ have already achieved 2 (10%) measures

~ are on course to achieve 11 (52%) measures; a further 7 (33%) will be reported later

~ are not on course to achieve 1 (5%) measures

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

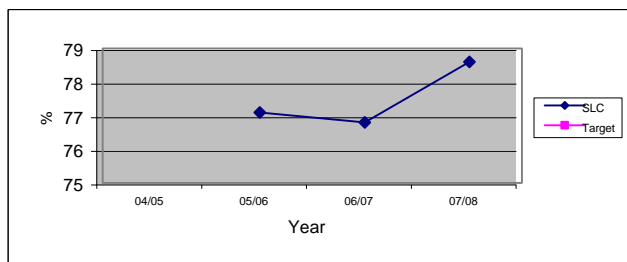
	Measure	Progress	Responsibility	On Course to Achieve?
60.1	Employment monitoring arrangements will meet the requirements of equalities legislation by quarterly reporting to CMT	On course to achieve.  Quarterly monitoring reports are provided to the CMT - this year on 31 July, 28 August and 25 September 2008	Executive Director (Corporate Resources)	Yes
60.2	Positive action measures put in place for delivering the "fairer future" action plan	On course to achieve.  Being taken forward through the Fairer Future action plan. In the last quarter 35 advertised posts were badged as "Delivering a fairer future" and encouraged applications from members of the opposite gender. Two posts were filled by members of the targeted gender. In addition, a key task included in the DFF action plan was to develop a monitoring system via Oracle to record PDRs completed and the outcome. The ability to report is now in place and a Monitoring Report is scheduled to be submitted to CMT 6 November 2008.	Executive Director (Corporate Resources)	Yes

	Measure	Year to date	Target 08/09	On Course to Achieve?
60.3	Number of women/men taking up employment in non-traditional areas (target=increase)  <i>Good performance is an increase</i>		2 Increase	Yes
	% of employees in the highest 2% of earners that are female (SPI)  <i>Good performance is an increase</i>		Data not yet available > Scottish Average	To be reported later
	% of employees in the highest 5% of earners that are female (SPI)  <i>Good performance is an increase</i>		Data not yet available > Scottish Average	To be reported later



% of Head and Depute Head teachers who are women

Good performance is an increase



Data not yet available

Increase

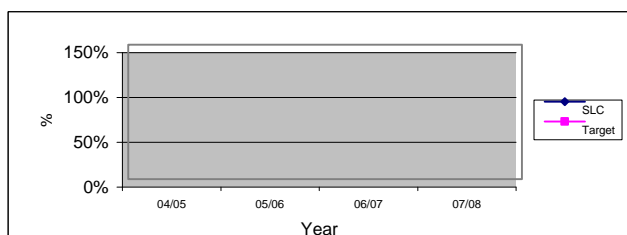
To be reported later

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

**Measure**

**61.1** Proportion of vacancies available through electronic formats

Good performance is an increase



**Year to date** **Target 08/09** **On Course to Achieve?**

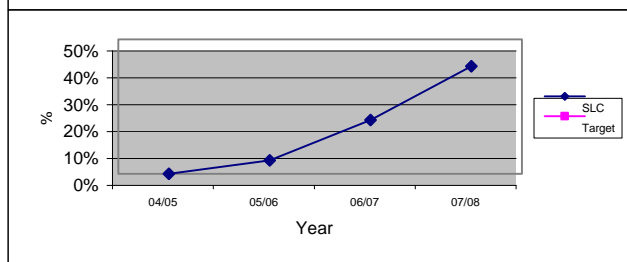
93% Increase

Yes

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

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

Good performance is an increase



58% 100% by 2011

Yes

**Measure**

**Progress**

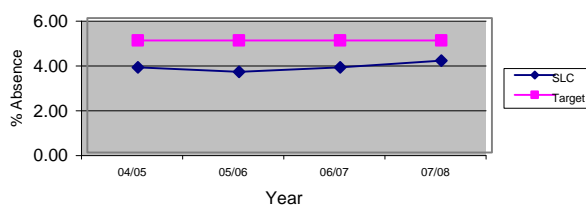
**Responsibility**

**On Course to Achieve?**

<b>61.1</b>	Establish a baseline measurement of the number of vacancies recruited online	Achieved.  Every Council vacancy is available online and all candidates can apply online. Vacancies requiring computer skills are recruited solely through online channels - though the opportunity to apply by hard copy is provided where appropriate. For quarter 2 2008, 95% of vacancies were filled by candidates who applied online i.e 175 out of a total of 185 vacancies.	Head of Personnel Services	Achieved
	Complete move to a national recruitment portal by October 2008	Achieved.  The council successfully moved to the national portal on 19 September 2008.	Head of Personnel Services	Achieved

Absence rate for Council

Good performance is a decrease



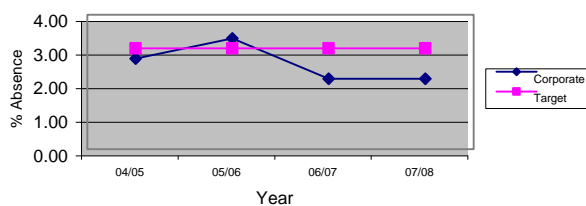
Year to date	Target 08/09	On Course to Achieve?
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3.8% Less than 5%

**Yes**

Absence rate for Resource

Good performance is a decrease



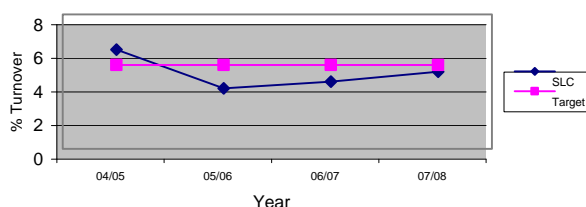
1.5% Less than 3%

Yes

## 61.4

Labour turnover rate for Council

Good performance is a decrease

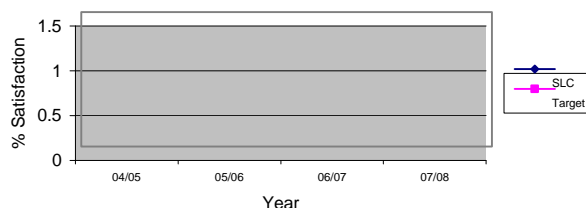


3.5% Less than 5%

Yes

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

Good performance is an increase



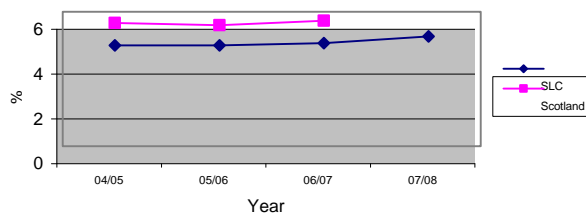
**Data  
not yet  
available**

To be  
reported  
later

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

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

Good performance is a decrease



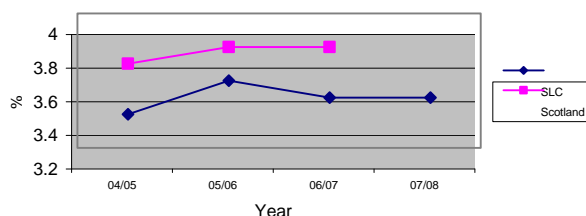
**Data  
not yet  
available**

< Scottish  
Average

To be  
reported  
later

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

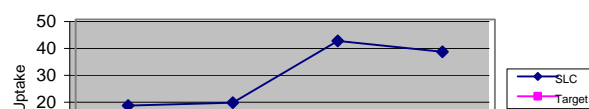
*Good performance is a decrease*



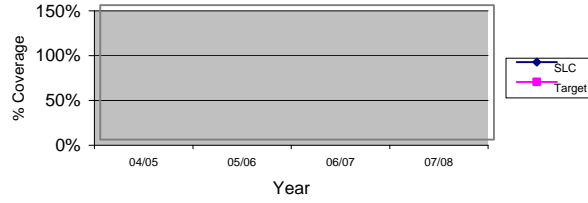
**Data  
not yet  
available**

**< Scottish  
Average**

To be  
reported  
later

<b>61.5</b>	Uptake of accredited training programmes for employees at all levels		204 Increase	Yes
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Good performance is an increase

<b>61.6</b>	Coverage of PDR and associated training plans		89% 100%	No
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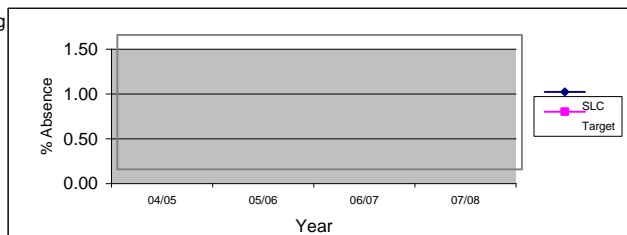
Good performance is an increase

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

	Measure	Progress	Responsibility	On Course to Achieve?
<b>61.7</b>	Continued achievement of IIP accreditation	<p>On course to achieve.</p> <p>Four Resources were assessed in June (Enterprise, Corporate, Social Work and Finance and IT) all with largely positive outcomes. Community Resources were assessed in September. Education and Housing and Technical Resources are on target to be assessed in October. 12 new Internal Reviewers are being trained 10, 11, 12 November.</p>	Executive Director (Corporate Resources)	Yes

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

Good performance is an increase

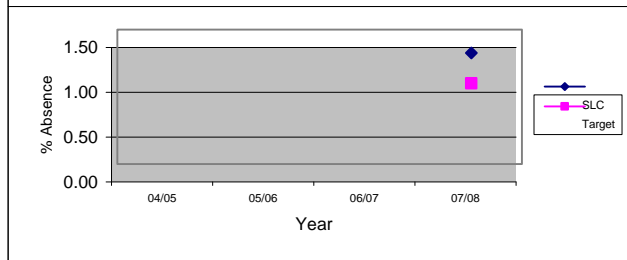


Year to date	Target 08/09	On Course to Achieve?
Data not yet available	Increase	To be reported later

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

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

Good performance is an increase



1.26%	0.9%	Yes
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**Council Value:** Accountable, effective and efficient

Overall, for this value, of 31 measures we:

~ have already achieved 9 (29%) measure

~ are on course to achieve 20 (65%) measures; a further 2 (6%) measures will be reported later

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

Note:  
percentages may  
not add to 100  
due to rounding**Resource Objective:** Implement effective Best Value management arrangements

	Measure	Progress	Responsibility	On Course to Achieve?
62.1	Best Value Reviews: Completion of reviews as per timetable	Legal Services, including devolved Legal Teams: Report submitted to CMT for consideration.  The best value review of Recruitment Administration was completed in August 2008 and approved by CMT on 4 September 2008 and Performance, Audit and Review Forum on 16 September 2008. Review of learning and development approved September 2008.	Executive Director (Corporate Resources)	Yes
62.2	Best Value Reviews: Improvement Plans approved by Council committee	Legal Services, including devolved legal teams: Improvement plan prepared and awaiting approval by CMT and Performance Forum.  The Recruitment Admin best value working group will begin to work on the actions identified within the improvement plan.	Executive Director (Corporate Resources)	Yes
62.3	Best Value Reviews: Efficiency savings identified and realised	The Best Value Review of Recruitment Administration identified £56,912 savings as a result of centralising recruitment administration, developing job pools and the introduction of online shortlisting.	Executive Director (Corporate Resources)	Yes
	Completion of all Resource actions (in preparation for audit of Best value & Community Planning) within agreed timescale	Achieved.  All Resource actions were completed in accordance with the corporate timescales for the Council's Audit of Best Value and Community Planning.	Executive Director (Corporate Resources)	Achieved
	Revised Resource Reporting Framework to be implemented by April 2008 with quarterly performance reports produced thereafter	Achieved.  Revised Resource performance reporting arrangements are now firmly established within Corporate Resources, with reports at pre-determined intervals being submitted to the Chief Executive, Resource Management Team and the Corporate Resource Committee.	Head of Administration Services	Achieved
	Commence implementation (of CORVU within Corporate Resources) by June 2008	Achieved.  A team has been established within Corporate Resources to implement the CorVu software (under the "branding" of IMPROVe) across all Resources by April 2009.	Head of Administration Services	Achieved

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

	Measure	Progress	Responsibility	On Course to Achieve?
	Deliver presentation materials (for the International Children's Games) by the bid deadline of July 2008	Achieved.  CCPA provided the full presentation for the ICG bid. This included scripting the bid document, rehearsals with the speakers, a DVD and full multi-media presentation including technical support. Following the announcement on 10 July in San Francisco, which we heard over night, there was good coverage in both local and national press and a 4 page wrap round in the Record PM the following Monday.	Head of Corporate Communications and Public Affairs	Achieved

	Present draft Communication Plan to the International Children's Games board for approval by September 2008	Achieved.  Presentation was made to Organising Committee on September 12th. Head of CCPA has been invited to join this group. Outline proposals for communication plan were discussed and accepted. It was agreed that CCPA would act as contact point for ICG until Lanarkshire's ICG's full structure is determined.	Head of Corporate Communications and Public Affairs	Achieved
66.2	Continue to develop the Council's web site in order to improve the % satisfaction with website, measured via exit survey (target=improve on 83.5%)	On course to achieve.  Progress is being made with the first level navigation being simplified, scripts shortened and the pages decluttered. This is scheduled to go live by 1st November. We have continued to improve and develop SLTV - our Internet Protocol Television channel. Our voluntary sector channel has now produced 33 films supporting the work of the voluntary sector, and trained its first 12 volunteers. We are developing a new platform for SLTV that will enable more interactivity with the website.	Head of Corporate Communications and Public Affairs	Yes

Measure	Year to date	Target 08/09	On Course to Achieve?
66.2 % satisfaction with website, measured via exit survey (target=improve on 83.5%)  <i>Good performance is an increase</i>	86.2%	>83.5%	Yes
66.2 Number of visitors to Council websites (target = increase on 2007-08 figure of 731,248). (Council wide measure including IT/mod gov)  <i>Good performance is an increase</i>	444,074	>731,248	Yes

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

Measure	Progress	Responsibility	On Course to Achieve?
67.4 Audit actions to be delivered by due dates	On course to achieve.  100% of audit actions (14 in total, all internal) for Corporate Resources between April and September were delivered by the due date.	Executive Director (Corporate Resources)	Yes

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

Measure	Progress	Responsibility	On Course to Achieve?
Draft Council-focused SOA in place by April 2008	Achieved.  SOA completed and approved by full Council on 25 June and by Scottish Government on 26 June.	Head of Administration Services	Achieved
Finalised SOA with Scottish Government by end of June 2008	Achieved.	Head of Administration Services	Achieved
SOA Annual Report developed and produced by mid-2009	On course to achieve.  Guidance is awaited on the form of the SOA Annual Report for the Council only SOA for 2008-09. The latest indication is that this report will be required by autumn 2009. Due to the linkage between the SOA and Connect, the work to report on Connect through the new IMPROVe performance management system will aid the reporting process. This system is forecast to go live in April 2009.	Executive Director (Corporate Resources)	Yes

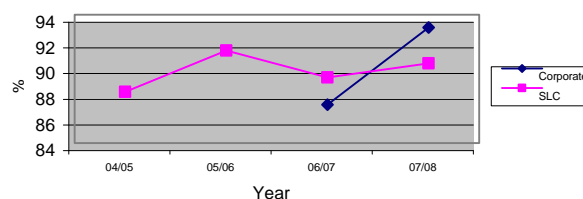
SLCPP SOA in place by April 2009	<p>On course to achieve.</p> <p>The Partnership Board agreed to a framework for the development of the community planning SOA at its meeting on the 17th September. This included its role in the development, the role of the Theme partnerships and Coordinating Group and the establishment of a new SOA Development Officers Group to take forward the SOA. The first meeting of the group has already taken place and a series of meetings and timeline has been established to deliver the SOA by mid-2009.</p>	Executive Director (Corporate Resources)	Yes
Implement the continuous improvement strategy by 2011	<p>On course to achieve.</p> <p>Continuous Improvement Guide for Managers is drafted. The Continuous Improvement Steering Group will be consulted before the guide is published.</p>	Executive Director (Corporate Resources)	Yes
Develop and implement Lean reviews across the Council	<p>On course to achieve.</p> <p>Community Grants lean thinking event completed Aug 08; Member's surgeries lean event scheduled Oct 08; National customer service week lean events (4) scheduled Oct 08; Photography lean event scheduled Nov 08; Fleet Services lean event scheduled December 08; 2009 programme of lean events drafted to include 3 and 5 day workshops; "back on track" continuous improvement team meetings started with previous lean teams; various trials underway; and lean development programme ongoing.</p>	Executive Director (Corporate Resources)	Yes
Annual award ceremony in August 2008	Ceremony took place August 28 2008.	Executive Director (Corporate Resources)	Achieved
Number of services Council-wide with Charter Mark (target = 10 by August 2008)	<p>On course to achieve.</p> <p>Currently, 9 services have the Charter Mark. A further 2 applications are being progressed.</p>	Executive Director (Corporate Resources)	Yes
Report on local corporate standards monitoring to CMT in May 2008	<p>Achieved.</p> <p>Report on local corporate standards monitoring approved by CMT 5 June 2008. The report included the outcome of local monitoring of corporate standards across the Council for October 2007 to March 2008. Subsequent reports on local monitoring will be collated on a six monthly basis. Next report due to CMT 20 November 2008 for period April 2008 - September 2008.</p>	Executive Director (Corporate Resources)	Achieved
Implement and report on customer satisfaction measurement at Council and Resource level	<p>On course to achieve.</p> <p>The first Council Customer Satisfaction measurement exercise for the Council concluded February 2008. Satisfaction with the Council overall was 86.5%. Resources are currently populating Q1 and Q2 customer satisfaction data in the Customer Satisfaction scorecard.</p>	Executive Director (Corporate Resources)	Yes
Implement the action plan for the shared service Learning and Development project.	<p>On course to achieve.</p> <p>Phase one of the Clyde Valley L&amp;D project has been successfully implemented (First Aid, Diversity training, rationalisation of SVQ delivery). Phase two is now in advanced development stage with progress on target in the fields of ILM, MD Equalities and Social care training). Initial analysis of provision of Elected Member development has been carried out and new approaches are now being considered. A proposal for the use of learning management technology has been developed with final recommendations by November 2008.</p>	Executive Director (Corporate Resources)	Yes
Develop a Customer Services and Access Strategy for all customer service channels for the short, medium and long term by Autumn 2008	<p>On course to achieve.</p> <p>This action has been superseded as a result of the Council's work as part of the National Diagnostic Project. A revised project brief is being developed. The project will be led by the Executive Director (Community Resources) and reported through the Executive Committee.</p>	Executive Director (Corporate Resources)	Yes
Transfer Rutherglen District Court by December 2008	<p>On course to achieve.</p> <p>Scoping exercises now complete. Operational plan has been published and subject to consultation. Court function transferring to JP Court in Glasgow.</p>	Head of Legal Services	Yes
Prepare transfer of Hamilton, East Kilbride and Lanark District Courts by July 2009	<p>On course to achieve.</p> <p>Scoping exercises now complete.</p>	Head of Legal Services	Yes

Renewal of Charter Mark for District Court, Licensing and Registration: Review procedures and identify possible improvements by December 2008	On course to achieve.  Renewal achieved May 2008. Action plan to be prepared to identify areas for improvement December 2008.	Head of Legal Services	Yes
Renewal of Charter Mark for District Court, Licensing and Registration: Prepare application and submit in April/May 2009	On course to achieve.  Action plan to be prepared to identify areas for improvement December 2008.	Head of Legal Services	Yes

#### Measure

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

Good performance is an increase



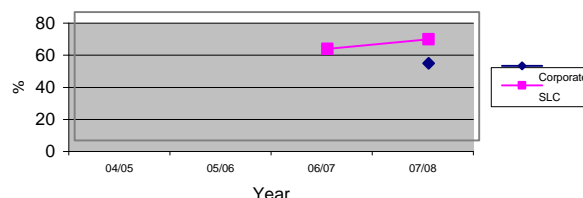
Year to date Target 08/09 On Course to Achieve?

95% >SLC Rate

Yes

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

Good performance is an increase



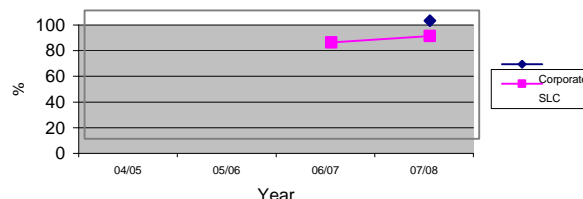
Data not yet available

Increase

To be reported later

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

Good performance is an increase



Data not yet available

Increase

To be reported later

**Council Value:** Sustainable development

Overall, for this value, of 4 measures we:

~ have already achieved 1 (25%) measure

~ are on course to achieve 2 (50%) measures

~ are not on course to achieve 1 (25%) measures

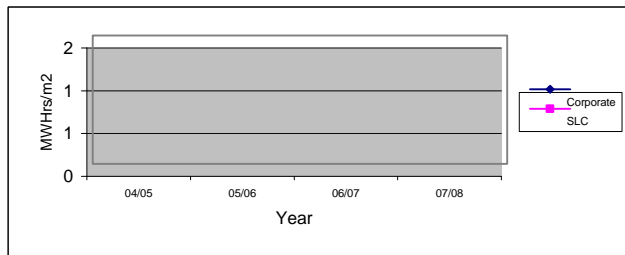
Note:  
percentages may  
not add to 100  
due to rounding

Measure	Progress	Responsibility	On Course to Achieve?
Implement employee training on sustainable development issues	On course to achieve.  Incorporated into Induction training. First Sustainability ½ day course scheduled for 21 November. Course added to Learning and Development schedule.	Head of Personnel Services	Yes
Development, communication and launch of Employee Travel Plan by September 2008	Achieved.  Employee travel has been launched October 2008. This will be followed by a series of articles in the Works around the policies and themes contained within the employee travel plan to raise awareness. By the end of October the launch of the operational bus link (Employee Connect Bus) between Hamilton and East Kilbride. This will support carbon reductions across the Council. Currently working with Corporate Finance and Procurement to explore the option of introducing a salary sacrifice scheme for discounted bus travel.	Head of Personnel Services	Achieved

**Measure**

Carbon emissions (all fuel types) per square metre of buildings, expressed as an annual consumption in MWhrs/m2 (Resource wide)

Good performance is an increase

Year to date  
Target 08/09

Data not yet available

On Course to Achieve?

No

Measure	Progress	Responsibility	On Course to Achieve?
Develop and implement a Corporate Print Strategy (including paper specifications, production methods and communication formats)	On course to achieve.  Sustainable paper specifications completed September 2008, resulting in a new (print production) paper framework agreement. This is due to be issued by strategic procurement in November 2008. Production methods and communication methods are being finalised. Production methods take two strands - internal and external production. These will include carbon footprint and sustainability criteria. External production is being developed into a framework agreement with strategic procurement and is due to be issued in December 2008. Internal production will be defined within digital storefront software in December 2008.	Head of Corporate Communications and Public Affairs	Yes