

## **Community Resources**

# **improve**

### **Resource Plan Performance Report Quarter 4 (Jan-Mar) - 2011/12**

## 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 or theme

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – how are we doing? 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

### Vision and Strategic Direction

#### Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions

Action	Measures (non statistical measures shaded grey)	Comments / Progress	Status	This Year Target	To date	Previous Years		
				2008/09	2009/10	Trend		
Further implement the carbon management plan to reduce greenhouse gas emissions	Reduce the Council's greenhouse gas emissions by March 2010 compared to 2005/06 baseline		Unknown	0.0%	0.0%	5.6%	Not avail	⬇
	Carbon management plan actions covering all key areas of emissions refreshed in March 2011	Current carbon reduction projects cover all resources. These projects will be reviewed and refreshed in March 2011 by members of the carbon management group.	Green	---	---	---	---	---
	Switch Off energy campaigns held in October 2010	The carbon management group are currently planning the 2010 energy reduction campaign to align to the national event, 'Energy Saving Week'.	Green	---	---	---	---	---
Implement the public sector duty under the Climate Change (Scotland) Act 2009.	Review the carbon management plan by January 2011 once guidance on new public sector duties in the Climate Change (Scotland) Act 2009 are clarified	Review of existing Carbon Management Plan on going. Public sector duties within the Climate Change (Scotland) Act 2009 will be taken into account in the revised version of the carbon management plan.	Green	---	---	---	---	---
	Review of SDS to be started by July 2010, and published for consultation Jan 2011	This action will be delayed due to the departure of the Council's sustainable development officer.	Amber	---	---	---	---	---

#### Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management

Action	Measures (non statistical measures shaded grey)	Comments / Progress	Status	This Year Target	To date	2008/09	Previous Years 2009/10	Trend
Continue to develop mechanisms for the recycling and of municipal waste in order to achieve Scottish Government waste targets. Review our new contracts for schools and of buildings in order to increase recycling. We will provide effective and efficient household waste collection service	The amount of biodegradable waste sent to landfill	To be reported in the second quarter	Unknown	73,730	Not avail	77,342	73,730	↑
		second quarter	Unknown	40.0%	Not avail	37.0%	40.2%	↑
		second quarter	Unknown	1.3 tonnes	Not avail	1.4 tonnes	1.3 tonnes	↑
			Unknown	208	152	144	152	↑
			Green	Not avail	£13.45	£64.07	£69.17	↓
			Green	Not avail	£19.21	£75.47	£80.80	↓
		consistent with the same period last	Green	95.0%	99.4%	99.0%	98.9%	↓

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 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 2 years, showing how we are doing over time.

The trend column shows how performance changed between these 2 years



Performance getting better



Performance staying the same



Performance getting worse






Information not yet available

Summary (level 1) - 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
<b>Vision and Strategic Direction</b>	<b>22</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>32</b>
<b>Governance and Accountability</b>	<b>4</b>	<b>3</b>			<b>7</b>
<i>Partnership Working, Community Leadership and Engagement</i>					
<b>Performance Management and Improvement</b>	<b>6</b>	<b>2</b>			<b>8</b>
<b>Efficient and effective use of resources</b>	<b>5</b>	<b>4</b>		<b>3</b>	<b>12</b>
<b>Raise educational attainment for all</b>	<b>1</b>				<b>1</b>
<i>Increase involvement in lifelong learning</i>					
<b>Improve health and increase physical activity</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>20</b>
<b>Improve the quality of the physical environment</b>	<b>4</b>	<b>3</b>			<b>7</b>
<i>Improve the road network and public transport</i>					
<b>Improve community safety</b>	<b>5</b>		<b>1</b>		<b>6</b>
<b>Support local economy by providing the right conditions for growth, improving skills and employability</b>	<b>4</b>				<b>4</b>
<b>Develop services for older people</b>	<b>2</b>				<b>2</b>
<b>Increase participation in arts and culture</b>	<b>8</b>	<b>1</b>		<b>1</b>	<b>10</b>
<i>Improve lives of vulnerable children, young people and adults</i>					
<i>Improve quality, access and availability of housing</i>					
<b>Total</b>	<b>76</b>	<b>17</b>	<b>4</b>	<b>12</b>	<b>109</b>

## Vision and Strategic Direction

### Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions







Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Further implement the carbon management plan to reduce greenhouse gas emissions from Council Services (buildings, waste, transport etc)	Achieve 2% reduction in the Council's greenhouse gas emissions by March 2012 compared to 2010/11	This is an annual measure. However, 2011/12 council greenhouse gas emissions figure will not be available until around May 2012.	Report Later	2.0%	Not avail	7.1%	9.4%	
	Switch Off energy campaigns held in October 2011	Energy Saving Week promoted during October 2011. Earth Hour campaign took place throughout March 2012, including local media, staff emails, newsletter and team brief articles.	Green	---	---	---	---	---
	Achieve 3.3% reduction in energy use in Community Resources' buildings by March 2012	The percentage reduction in energy use in Community Resources' buildings will be reported in Q1 2012/13 (when all data for 2011/12 will be available and collated).	Report Later	3.3%	Not avail	0.0%	0.0%	
	Achieve 3.3% reduction in Council wide transport emissions by March 2012	Rate of reduction in Council wide transport emissions in 2011/12 will not be available until after 31st March 2012.	Report Later	3.3%	Not avail	0.0%	0.0%	
Carry out a review of the Sustainable Development Strategy (SDS)	Review of Sustainable Development Strategy to be completed by December 2011	Preparation of Sustainable Development Strategy progressing alongside strategic environmental assessment (SEA) process.  Draft Sustainable Development Strategy was presented to Executive Committee in February 2012. Draft now out for public consultation, closing date being 20th April 2012. Feedback from the consultation will help inform the final draft which will be presented to Executive Committee following Council elections in May 2012.	Green	---	---	---	---	---

### Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Continue to develop mechanisms for the recycling and composting of household waste in order to achieve the targets set out in Scotland's zero waste plan	Maintain or reduce the annual amount of biodegradable waste sent to landfill	These are figures for biodegradable waste sent to landfill for Q3, 2011/12. Waste data flow figures for Q4 2011/12 will not be available until the beginning of May 2012.	Green	69,214	50,088	73,730	69,214	
	Maintain the recycling rate for domestic waste at 2010/11 level	This is the recycling rate for domestic waste for Q3 2011/12. Waste data flow figures for Q4 2011/12 will not be available until the beginning of May 2012.	Green	38.2%	41.3%	40.1%	38.2%	

## Vision and Strategic Direction

### Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Maintain waste tonnage per household at 2010/11 level or below	These are figures for waste tonnage per household for Q3 2011/12. Waste data flow figures for Q4 2011/12 will not be available until the beginning of May 2012.	Green	1.2 tonnes	0.9 tonnes	1.3 tonnes	1.2 tonnes	
We will provide an effective and efficient household waste collection service and continue to improve community understanding and the use of waste and recycling services	Achieve target for refuse collection costs per household	Figures are to end of Finance Period 13.	Green	£66.27	£63.13	£69.17	£71.02	
	Achieve target for refuse disposal costs per household	Figures are to end of Finance Period 13.	Green	£101.06	£90.19	£80.80	£89.59	
	Achieve target for special uplifts completed within 5 working days	The percentage of special uplifts completed within 5 working days in 2011/12 has exceeded the annual target, but is slightly lower than the actual figure in 2010/11. This is due to industrial action which took place in November 2011. The Q4 (Jan - March 2012) performance level, however, was 99.27% and is in line with the percentage achieved for the same period in 2010/11 (99.24%).	Green	95.0%	98.7%	98.9%	99.2%	
	Achieve 10% reduction in the Council's missed collections per 100,000 collections by March 2012, compared to 2010/11	Annual performance in relation to missed collections was slightly behind target in 2011/12, but showed an improvement on the 2010/11 level (119.68 missed collections).  The Q4 (Jan - March 2012) performance level (135.11 missed collections) is in line with the same period in 2010/11 (136.65 missed collections).	Amber	108	114	167	120	
	Maintain level of satisfaction with waste collection services	This is the figure for level of satisfaction with waste collection services over the period Jan - Dec 2011. This customer satisfaction score (91.74%) is an improvement on the score for 2010 (89.27%) and has exceeded the 2011/12 target of 87%.	Green	87.0%	91.7%	Not avail	87.9%	
Procure new generation waste treatment facilities to meet Scottish Government Zero Waste targets	Award contract for the treatment and disposal of residual waste with evaluation of final solutions and identification of preferred bidder (subject to committee approval and standstill period) by July 2011	Approval was given at Executive Committee on 7 September 2011 to appoint Preferred Bidder and proceed to contract award. On 13 October 2011 the Court of Session granted an interim order to suspend the implementation of the Executive Committee decision. The suspension stands until the Court action has been concluded.	Amber	---	---	---	---	---



## Vision and Strategic Direction

### Protect and enhance our natural environment, land and ecology

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Identify and manage contaminated land within the statutory regulatory framework	Implement a programme to validate the status of 100 sites identified by the Service's Risk Model	Programme completed, 100 sites validated.	Green	---	---	---	---	---
	Review the contaminated land risk model and ensure sites are given the appropriate site priority status	Contaminated Land Strategy Document reviewed, priority status of sites determined.	Green	---	---	---	---	---

### Foster responsible citizenship and awareness of sustainable development

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Engage community planning partners in joint action with the Council on climate change	Publish climate change declaration annual report by October 2011 with involvement of community planning partners	A report was presented to the Sustainability Partnership on 12th July 2011, proposing a combined South Lanarkshire Scotland Climate Change Declaration (SCCD) annual report. A draft of the combined SCCD report was approved by the Sustainability Partnership in October 2011 and the Council's Executive Committee in December 2011. Final 2011 report has now been submitted and to Sustainable Scotland Network (SSN). Copies can be found on SSN and SLC websites.	Green	---	---	---	---	---
	Stabilise or reduce South Lanarkshire's ecological footprint level	This indicator is produced for local authority areas nationally by the Stockholm Environment Institute. The most recent figures available, however, date to 2008, when the ecological footprint was assessed as 5.17 Global hectares per capita. This was below the Scottish and UK figures of 5.35 and 5.34 respectively. Unfortunately it is not clear when an updated figure will be available.	Report Later	---	---	---	---	---

## Vision and Strategic Direction

### Foster responsible citizenship and awareness of sustainable development

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	2011 update of Sustainability Partnership Improvement Plan completed by October 2011	Sustainability Partnership Improvement Plan is now complete and approved by the Sustainability Partnership. There has been a review carried out however by community planning and this has changed the structure of PIPs. There will no longer be a PIP for sustainability partnership and most of the actions will be covered under the new improvement plan 'Promoting Sustainable Economic Development'.	Green	---	---	---	---	---
Develop and implement an environmental volunteering framework	Achieve a year on year increase in the number of volunteer days in the Environmental Volunteer Programme - 1,850 days in 2011/12	Indications are that volunteer days have increased from 2010/11 levels. We are awaiting final returns from our network of community environment groups in South Lanarkshire and will provide a final number once these figures have been received and processed at the end of April 2012.	Report Later	---	---	---	---	---
Monitor and report on implementation of sustainable development strategy and associated risks to evidence improved performance	Quarter 2 and quarter 4 reports on all sustainable development strategy actions and issues presented to CMT and committee	Q2 Sustainable Development Strategy update report for 2011/12 was reported to Executive Committee in December 2011. Q4 report and final statement for SDS currently being prepared.	Green	---	---	---	---	---

### To secure quality living and working environments for health, wellbeing and economic prosperity

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Review and assess air quality throughout South Lanarkshire as required by the Environment Act 1995 and in line with national guidance	Detailed assessment for Hamilton Town Centre to be completed by December 2011	Detailed assessment was not available in time due to technical problems with monitoring equipment and specialist contractor's failure to deliver within timescale. Matters raised with specialist contractor, instruction issued and detailed assessment now to be produced by June 2012.	Red	---	---	---	---	---

## Vision and Strategic Direction

### To secure quality living and working environments for health, wellbeing and economic prosperity

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Detailed assessment for High Street, Lanark to be completed by December 2011	Detailed assessment of air quality in High Street, Lanark prepared December 2011. Determination to be made if progressing to Local Air Quality Management Area within 12 months.	Green	---	---	---	---	---
	Detailed assessment for Main Street, Uddingston to be completed by December 2011	Detailed assessment was not available in time due to technical problems with monitoring equipment and specialist contractor's failure to deliver within timescale. Matters raised with specialist contractor, instruction issued and detailed assessment now to be produced by June 2012.	Red	---	---	---	---	---
	Progress report to be completed by December 2011	Progress report completed.	Green	---	---	---	---	---
To liaise with Scottish Government, SEPA and other partners and stakeholders to progress the implementation of the M74 extension and the Clyde Gateway development	Respond to all regulatory enquiries from SEPA within 28 days	Target fully met	Green	100.0%	100.0%	0.0%	0.0%	⬆️
	Respond to all environmental impact assessment consultations within 21 days	Target fully met	Green	100.0%	100.0%	0.0%	0.0%	⬆️

### Vision and Strategic Direction

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Develop and implement our Council Plan – Connect	Deliver annual resource plan based on approved performance management framework	Resource and Service Plans 2011/12 completed. Draft Service Plans 2012/13 now developed and available on intranet. The draft Resource Plan 2012/13 is nearing completion and will be presented for approval to SMT on 2nd May 2012.	Green	---	---	---	---	---
Implement a programme of equality and human rights impact assessments across the Council	Number of impact assessments carried out against those timetabled	8 impact assessments were carried out throughout the year as part of the savings exercise.	Green	Not avail	8	9	0	⬇️
	Number of reports on impact assessments published on website	All equality impact assessments, once approved are published on website. The final stage of approval is conducted by Corporate Resources.	Contextual	Not avail	0	24	33	⬆️





## Vision and Strategic Direction

### Vision and Strategic Direction

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Progress in relation to equality impact assessment action plans is monitored and reported to Equal Opportunities Forum	Completed. The Action Plan was published at the Equal Opportunities Forum in September 2011 and will be monitored by the Resource Equalities Group.	Green	---	---	---	---	---
Develop and introduce Council wide equality performance measures and publish results	Resources to provide annual report to Equal Opportunities Forum on uptake of service, based on standardised equality reporting categories	Action complete. Report to Equal Opportunities Forum on 6th March 2012.	Green	---	---	---	---	---



## Governance and Accountability

### Governance and Accountability

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management)	Delivery of risk control actions by due date	There was only one risk control action which was to manage the under recovery of bulk uplift income. This has been implemented.	Green	75.0%	100.0%	0.0%	Not avail	
	Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)	Out of 34 reports, 24 were closed on time and 2 were completed late. The remaining 8 are still outstanding and a revised date has been agreed with Audit.	Amber	75.0%	71.0%	57.0%	61.0%	
	Complete Resource Governance Self Assessment and declaration by due date and develop actions to address non-compliant areas	Assessment completed for 2011/12. Process for 2012/13 now underway and will be on target for completion as per Corporate timetable.	Green	---	---	---	---	---

## Governance and Accountability

### Governance and Accountability

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Develop, implement and communicate our corporate plans, performance and service standards	Achieve target for complaints responded to within timescale	The percentage complaints responded to within timescale in 2011/12 is slightly below the annual target. This is due to the fact that in Q1 and Q2, only 80% and 91% (respectively) of complaints were completed on time. In Q3 and Q4, however, the target of 95% was met.	Amber	95.0%	89.1%	97.8%	89.5%	
	Achieve target for freedom of information requests completed within 20 working days	<p>Figures for Q4 have not yet been finalised, although early indications are that there has been a significant improvement in response times for January to March 2012.</p> <p>Results for the year end will be reported to SMT and in Q1 of 2012/13.</p> <p>Given the percentages responded to within the required timescales in Q1-3, as detailed below, it is not anticipated that the annual target of 90% could now be achieved.</p> <p>Q1 - 73.9% of the 46 requests received completed within required timescales</p> <p>Q2 – 73.8% of the 61 requests received completed within required timescales</p> <p>Q3 – 85% of the 40 requests received completed within required timescales</p> <p>Three workshops were held in February/March 2012 which included details of legislation, review of current procedures, frequently asked questions and information on the support available. Procedures are currently being reviewed in light of the merger with Enterprise Resources.</p>	Amber	90.0%	Not avail	90.0%	91.6%	
Implement the Council's Corporate Information	Undertake annual review of vital records by March 2012	Services have been requested to update their schedules completed last year.	Green	---	---	---	---	---

## Governance and Accountability

### Governance and Accountability

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Governance Strategy in line with set timescales	Brief and train appropriate staff on corporate information governance strategy by end March 2012 in line with Council wide guidelines	The roll out of the Learn on Line course began at the end of August 2011 and is now complete, with the remaining staff members who did not complete the course now undertaking it as part of their PDR. Briefing notes have also been prepared for non pc users and will be rolled out in the coming months.	Green	---	---	---	---	---

## Performance Management and Improvement

### Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Implement effective Best Value management arrangements to ensure continuous improvement and effective and efficient service delivery	Sustain positive SPI trend results for Council	The 2010-11 SPI results show that of the 13 SPIs under Community Resources' responsibility, performance improved in four indicators compared to last year, declined in eight indicators, and remained the same in one indicator. However, it is important to not only consider the improvement/decline for the SPI itself, but also the 'ranking' in comparison to other local authorities. Our ranking has improved in relation to 8 indicators, declined in relation to 4 indicators, and there is no change in relation to one indicator. Further detail on all SPIs was included in the SPI 5 year comparison report presented to Executive Committee on 14 December 2011. A report on Community Resources' specific performance was presented to the Community Resources Committee on 17 January 2012.	Amber	---	---	---	---	---

## Performance Management and Improvement

### Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Ensure Local PIs meet requirements of Best Value 2	Performance indicator review was carried out at the beginning of April 2012, in conjunction with preparation of Resource Plan 2012/13.	Green	---	---	---	---	---
Roll out the Council's self evaluation tool Empower	Carry out two assessments based on the PSIF by March 2012	New expanded PSIF schedule now in place as a result of Resource merger. In total, four PSIF assessments have been fully completed to date within Community and Enterprise Resources (Planning and Building Standards, Environmental Services/Consumer and Trading Services, Building Cleaning Services, and Regeneration Services). An additional PSIF assessment is part complete (Grounds Maintenance and Street Cleaning Service) and will be fully concluded during May/June 2012.	Green	---	---	---	---	---
Implement the recommendations of the Fleet Services Best Value Review	Achieve MOT pass rate greater than APSE reported national average per annum	2011/12 MOT pass rate (93.85%) greater than target ie 2010/11 APSE national average (92%).	Green	92.0	93.9	Not avail	89.3	○
	Sustain position in top quartile of APSE Performance Networks for annual maintenance cost per vehicle	The position in the top quartile for APSE Performance Networks for annual maintenance cost per vehicle was achieved in 2010/11.	Green	---	---	---	---	---
	Implement the Fuel Efficiency Officer post by March 2012 and identify target savings by end of pilot year	Fuel Efficiency Officer took up post in February 2011. Target savings have been identified across all Resources.	Green	---	---	---	---	---
	Implement an IT solution to improve vehicle utilisation and fuel management by August 2011	The procurement process for the IT solution took longer than originally expected, due to a requirement to go through the European Journal. Staff are now on site fitting vehicle trackers.	Amber	---	---	---	---	---
Create training framework on behalf of Council's drivers (Certificate of Professional Competence)	Develop five training modules and begin training rollout by July 2011	Development of training modules and roll out of training has commenced on track. Module 1 training development complete and roll out delivered. Module 2 training development complete with roll out progressing and now 90% complete. Module 3 development is complete with delivery programmed for the beginning of May 2012. Module 4 development is in progress as part of the three year programme. Module 5 will be developed before the end of 2012/13.	Green	---	---	---	---	---



## Efficient and effective use of resources

### Efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
We will ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Staff absence rate (SPI)	Overall annual absence figure in 2011/12 was lower than Resource annual target.  Staff absence rate was 5.0% for Jan 2012, 5.1% for Feb 2012, and 5.5% for March 2012. Total staff absence for period Jan - March 2012 was 5.2%.	Green	5.0%	4.5%	4.7%	4.5%	↑
	Labour turnover rate	Labour turnover rate for Q1 was 0.65%, Q2 was 1.01%, Q3 was 0.63%, and Q4 was 0.51%. Total annual labour turnover rate was 2.8%.	Green	5.00%	2.80%	4.30%	4.34%	↓
	100% coverage of PDR and associated training plans of employees in scope	Overall, 94% coverage achieved, representing a significant improvement compared to the previous year.	Amber	100.0%	94.0%	80.3%	83.0%	↑
Maximise funding opportunities from external sources	Achieve external funding target by March 2012	In Q2, £100,000 was awarded from Sport Scotland towards the pitch upgrade at Hamilton Palace Sports Grounds. A further £372k has been awarded to SLLC for a variety of other projects. Despite submitting a number of funding applications, not all of the applications were successful, leading to the shortfall in total external funding received against the annual target.	Amber	£0.500m	£0.472m	£1.603m	£0.366m	↓
Orders processed through e-procurement	Achieve a 10% increase in volume of orders processed through iproc from 2010/11 level	There has been a 1% reduction in Iproc purchase orders compared to last year. This is due to the transfer of Cultural Services and Halls to the South Lanarkshire Leisure and Culture Trust in October 2010.	Amber	52,435	47,283	50,000	96,884	↑
Manage property assets efficiently	Proportion of operational accommodation that is in satisfactory condition (SPI)	Information currently being collated by Housing and Technical Resources and will be reported in Q1 2012/13.	Report Later	Not avail	Not avail	80.0%	74.0%	↓
	Proportion of operational accommodation that is suitable for its current use (SPI)	Information currently being collated by Housing and Technical Resources and will be reported in Q1 2012/13.	Report Later	Not avail	Not avail	88.0%	91.0%	↑
	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people (SPI)	Information currently being collated by Housing and Technical Resources and will be reported in Q1 2012/13.	Report Later	Not avail	Not avail	90.0%	92.4%	↑

## Efficient and effective use of resources

### Efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Process invoices on time	The number of invoices paid within 30 days as a % of all invoices paid (SPI)	Annual performance in relation to percentage invoices paid within 30 days exceeds target by 9%.	Green	85.0%	94.0%	94.0%	93.0%	
Continue to develop and enhance the website to improve customer experience and encourage channel shift	Increase the number of opportunities for customers to carry out a transaction through the Council's website (one or more services by March 2012)	<p>Two projects were planned this year aimed at increasing the number of opportunities for customers to carry out a transaction through the Council's website.</p> <p>Both projects relate to Environmental Services and include the development of an integrated online customer enquiry form and the feasibility of integration of online licensing applications.</p> <p>There has been limited progress this year in relation to both these projects due to other priorities. However, progress to date includes the following: development of the existing online customer enquiry form to capture more information (though not integrated with back office systems) and there have been discussions with both Environmental Services and Legal Services in relation to the feasibility of integration of the online licensing applications and the process that Legal Services have undertaken. Both projects have been included in the Support services plan and the IT service plan for 2012/13.</p> <p>Web traffic has been increasing annually with customers' online transactions also rising steadily.</p>	Amber	---	---	---	---	---
Implement the recommendations of the Member / Officer review on Fixed Play Areas	Achieve target reduction in number of fixed play areas by March 2012	At the end of quarter 4, there were 241 fixed play areas being maintained by South Lanarkshire Council. This is 2 more than the original annual target of 239 remaining play areas. However, both these play areas are owned privately, though maintained by the Council, and the decision to remove them has been reversed.	Green	239.0	241.0	0.0	0.0	




## Efficient and effective use of resources

### Efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Carry out investment programme on remaining fixed play areas up to March 2012 (the investment programme will cover a five year period)	Resources currently allocated to the development of the remaining fixed play areas as part of the second year of the investment programme.	Green	---	---	---	---	---



## Raise educational attainment for all

### Support the implementation of the Council's "whole school approach" in primary and secondary schools by providing effective cleaning, catering and janitorial services

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Provide effective cleaning, catering and janitorial services in schools across South Lanarkshire	Achieve target customer satisfaction rating for cleaning, catering and janitorial services	Annual customer satisfaction rating exceeds annual target by 1.43%.	Green	95.0%	96.4%	98.0%	98.7%	




## Improve health and increase physical activity

### Deliver effective food safety monitoring, investigation, enforcement, advice and training services

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection	Reduce the incidence of notified food borne infection from 2006/07 baseline figure by 8.5% by March 2012	Annual target met. The total number of incidents of notified food borne infection in 2011/12 is well below the target set for the year.	Green	170.0	106.0	144.0	137.0	
	Secure broad compliance in 85% of food businesses	Target fully achieved.	Green	85.0%	86.3%	Not avail	86.9%	

## Improve 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 -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Increase the number of individuals participating in physical activity at leisure facilities	Maintain attendance at leisure facilities managed by SL Leisure and Culture by March 2012	Number of attendances at leisure facilities in 2011/12 exceeds annual target. There has been an 8% increase in annual attendances at leisure facilities compared to 2010/11. This increase is mainly caused by the opening of the refurbished Dollan Aqua Centre and has helped offset the 20% drop in golf attendances.	Green	3.612m	3.899m	3.616m	3.612m	
	Increase number of attendances at swimming pools per 1,000 population	Number of attendances at swimming pools in 2011/12 exceeds annual target. Annual attendance at swimming pools has increased by 23% compared to 2010/11. This increase has resulted from a combination of factors: bad weather in 2010/11 (which led to the decreased attendance in pool attendance in 2010/11), the reopening of the Dollan Aqua Centre, and generally good service performance at the major pools.	Green	3,988	4,888	3,861	3,988	
	Maintain attendances at other indoor facilities per 1,000 population	Attendances at other indoor facilities has exceeded target in 2011/12.  In 2011/12, there has been a 5% rise in annual attendances at other indoor facilities compared to 2010/11. This increase is mainly due to the negative impact of the severe weather on leisure centre attendances and programmes in 2010/11 which caused that year's attendance to be lower than normal.	Green	5,083	5,318	5,214	5,083	

## Improve 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 -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Maintain attendances at outdoor recreation facilities	Attendance at outdoor recreation facilities in 2011/12 was slightly below the annual target. There has been a 5% decrease in annual attendances in 2011/12 compared to 2010/11, caused by a decrease in the number of football teams using the pitches and a consequent decrease in the number of games being played. A number of pitches were also closed early on in the year due to the weather.	Amber	599,591	571,310	627,588	599,591	↓
	Maintain attendances at golf courses	Golf attendances have been lower than expected all year, with only Q4 showing an increase on the previous year (7%). Despite extensive marketing of the service, there has been a 20% drop in annual attendances. The SLLC Trust Board and SLC officials have been kept informed of the situation. Promotional pricing and a number of other new initiatives have been introduced at the start of the new season to boost season ticket sales.	Red	192,577	153,926	173,949	192,577	↑
Maintain a high level of customer satisfaction in leisure facilities	Maintain customer satisfaction rates at leisure facilities	Despite the fact that customer satisfaction is 1% behind target for the year, customer satisfaction generally remains high.	Amber	98.0%	97.0%	97.0%	98.0%	↑

### Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and Culture facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy.

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and Culture facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy	Maintain the number of free under 16 attendances at South Lanarkshire Leisure facilities by March 2012	Number of free under 16 attendances at SL Leisure facilities in 2011/12 exceeds annual target. Under 16's continue to make use of this initiative. There has been a 10% increase in annual attendances in 2011/12 compared to 2010/11.	Green	362,452	397,810	350,682	362,452	↑
	Maintain the number of free under 16 attendances at culture facilities (school lets and halls) by March 2012	Number of free under 16 attendances at culture facilities in 2011/12 exceeds annual target. This is a 104.4% increase on the 2010/11 figure, mainly resulting from a change to the data collection methods.	Green	227,953	465,872	51,797	227,953	↑

## Improve health and increase physical activity

### Contribute towards the success of international sporting events

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Make preparations for the International Children's Games (ICG) in 2011	Contribute towards a successful pan-Lanarkshire delivery of the 2011 International Children's Games event	Event successfully held in August 2011.	Green	---	---	---	---	---
Develop a Legacy Plan and projects for the ICG	Publish Children's Games Legacy Plan by May 2011	Children's Games Legacy Plan was published in May 2011.	Green	---	---	---	---	---
	Complete Children's Games environmental projects by March 2012	All South Lanarkshire projects completed, including tree planting at Chatelherault and in the Clyde Valley. Other projects took place in North Lanarkshire.	Green	---	---	---	---	---

### Improve access to 'dry side' sports facilities in communities currently less well served


Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Provide a new synthetic pitch at Whitemoss, East Kilbride	Complete construction of new pitch by August 2011	Pitch was complete and opened to public within the target timescale of August 2011.	Green	---	---	---	---	---

### Promote uptake and access to healthier eating across all South Lanarkshire schools

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Continue improvements to nutrition and health value of school meals	The uptake of free meals in primary schools	The year to date uptake of free school meals is above the annual target and also surpasses last year's uptake.	Green	73.0%	78.2%	69.0%	73.8%	↑
	The uptake of paid meals in primary schools	These encouraging uptake figures confirm the fact that the menu selections on offer are value for money.	Green	47.0%	53.9%	43.0%	45.8%	↑
	The overall uptake of meals in primary schools	Overall uptake of primary school meals has increased and the menus are compliant with the Government's nutritional standards.	Contextual	Not avail	57.9%	49.0%	51.9%	↑
	The uptake of free meals in secondary schools	The introduction of 'build a baguette' and 'pasta cart' has been well received by pupils. The significant increase in uptake is a result of ongoing discussions with health promoting groups, catering staff and managers.	Green	42.0%	42.9%	38.0%	41.3%	↑
	The uptake of paid meals in secondary schools	The introduction of 'build a baguette' and 'pasta cart' has been well received by pupils. These new service areas resulted from consultation, and pupils have welcomed the new menu items.	Green	48.0%	54.0%	48.0%	47.0%	↓



## Improve health and increase physical activity

### Promote uptake and access to healthier eating across all South Lanarkshire schools

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	The overall uptake of meals in secondary schools	This annual uptake figure is encouraging when compared to other authorities recognised by the HMIE. We continue to communicate with pupils, catering staff and managers to retain and increase our percentage uptake.	Contextual	Not avail	52.1%	47.0%	48.1%	





## Improve the quality of the physical environment

### Improve cleanliness of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Sustain an independently assessed high score for street cleanliness of 69 or above in each year	Achieve street cleanliness target score (LEAMS)	The Council scored fewer A grades and more B grades in two audits during the year (these are grades within the Keep Scotland Beautiful LEAMS scoring matrix). This resulted in a LEAMS score very slightly below the target this year. However, there is only a marginal difference between an A and B grade (can be one cigarette end or item of litter), and overall the 2011/12 score is in line with the score for the previous year (73) and higher than the Keep Scotland Beautiful target of 67.	Amber	74	73	70	73	
Maintain land to a high standard as measured by the Land Audit Managements System (LAMS)	Achieve grounds maintenance target score (LAMS)	These are LAMS scores to the end of March 2012.	Green	70	70	70	70	

## Improve the quality of the physical environment

### Improve cleanliness of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Take preventative and enforcement action in relation to incidents of fly tipping, graffiti, dog fouling, noise, including enhanced covert surveillance	Reduce incidence of fly tipping, dog fouling, and graffiti by 2.5% from 2010/11 levels by March 2012	Complaints recorded under this category relate to: litter, dog fouling, graffiti and fly tipping. The variance against the annual target primarily relates to the increase in complaints of fly tipping (i.e. for the period 01/04/2011 to 31/03/2012, there were 1,404 complaints of fly tipping, compared to 916 complaints in 2010/11). At this point in time it is believed that the increase in fly tipping is linked to changes in the waste sector i.e. increasing waste disposal costs, an increase in Landfill Tax and locally, the introduction of charges for special uplifts. In a bid to tackle the problem of fly tipping bespoke surveillance equipment has been purchased for deployment where fly tipping is ongoing.	Amber	3,151	3,315	4,048	3,232	
	Reduce reported incidents of environmental nuisance by 2.5% on 2010/11 levels by March 2012	Complaints recorded under this heading primarily relate to refuse disposal and refuse accumulation within commercial and residential properties. Similar to the above, the variance against the annual target is attributed to changes in the waste sector i.e. increasing waste disposal costs, an increase in Landfill Tax, and locally the introduction of charges for special uplifts.	Amber	1,631	1,908	1,708	1,673	
	Response to domestic noise complaints	Performance level for response to domestic noise complaints well within annual target for the year.	Green	2.0	0.9	1.1	0.8	
	Response to domestic noise complaints - under part V	Performance level for response to domestic noise complaints well within annual target for the year.	Green	2.0	0.5	0.5	0.5	






## Improve the quality of the physical environment

To provide burial space in line with the Council's statutory obligation as identified in the Burial Grounds Scotland Act 1855


Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Investigate availability of suitable burial grounds in and around those cemeteries with less than 5 years new lair lifespan	Report to Executive Director of Community Resources by September 2011	Development work to progress the burial site at Lanark Cemetery is complete, including securing full planning permission. Investigations are currently progressing for the development of the remaining burial sites with less than 5 years new lair lifespan. Update was provided to the Executive Director in Q2.	Green	---	---	---	---	---

## Improve community safety

Input to South Lanarkshire Community Safety Partnership to help coordinate joint action by local agencies to promote community safety

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
We will coordinate an experiential learning programme to promote personal safety and awareness among school children	Achieve target % of primary seven pupils participating in the 'Crucial Crew' experiential safety learning programme	Crucial Crew was delivered from 19 August - 22 September 2011 in the James Hamilton Heritage Park, Stewartfield, East Kilbride.	Green	95.0%	95.8%	97.0%	Not avail	
We will provide an experiential learning personal safety programme specifically designed to enable older people to live in a safer home environment	Achieve target % of older people expressing 'Be Smart Be Safe' events as being informative	Be Smart is an annual event. The last event took place in November 2011.	Green	75.0%	98.0%	85.0%	Not avail	
	Achieve target % of older people expressing 'Be Smart Be Safe' events as being valuable	Be Smart is an annual event. The last event took place in November 2011.	Green	75.0%	98.0%	92.0%	Not avail	

To 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 -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
To undertake legislative and educational activities aimed at protecting consumers	Carry out target number of underage test purchase exercises by March 2012	Number of underage test purchase exercises carried out in 2011/12 exceeds annual target (and exceeds figure carried out in 2010/11).	Green	120	155	155	121	

## Improve community safety

### To 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 -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Achieve target consumer redress by March 2012	The economic downturn has affected this figure in a number of different ways. The public have reduced spending on larger items. This means we are chasing lower levels of redress. Companies are also demanding higher levels of evidence before settling cases, and increasingly the companies themselves are in financial difficulty and are unable to deal with complaints.	Red	£0.750m	£0.567m	£0.807m	£0.812m	↑
	Achieve target % of consumer complaints completed within 14 days	Percentage of consumer complaints completed within 14 days in 2011/12 exceeds annual target by 10%.	Green	65.0%	75.0%	76.3%	78.0%	↑

## Support 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 -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Improve the competitiveness of local business by increasing the numbers of business advice requests, seminars and educational activities for business	Achieve target percentage of business advice requests completed within 14 days	Annual target met for percentage of business advice requests completed within 14 days.	Green	95.0%	95.0%	97.0%	96.0%	↓
	Four compliance workshops held for business community each year	12 Compliance/Business workshops have been delivered.	Green	---	---	---	---	---
Introduce an approved trader scheme to improve levels of consumer protection and fair trading and support the local economy	Implement an approved trader scheme by December 2011	Buy with Confidence trusted trader scheme introduced.	Green	---	---	---	---	---

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

### Deliver an effective health and safety enforcement service

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Provide a comprehensive occupational health & safety enforcement and advisory service to reduce risk of work related accidents and injuries.	Determine baseline for high risk businesses by March 2012 and thereafter set target to reduce number of high risk workplaces by securing compliance with occupational health legal requirements	Baseline figure for high risk businesses now determined. At the end of the work programme year, 10 high risk businesses were operating in South Lanarkshire (representing less than 0.3% of total businesses, where South Lanarkshire Council is the enforcing authority for occupational health and safety).	Green	---	---	---	---	---

## Develop services for older people

### Support individuals and communities to improve their health

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire	Achieve target number of 60+ residents registered with South Lanarkshire Leisure 'Activage'	Number of residents registered with Activage in 2011/12 has exceeded annual target. There has been an overall 14% increase in membership of the Activage scheme from 2010/11 figure.	Green	22,500	24,416	18,190	21,045	↑
	Achieve target number of 60+ using South Lanarkshire Leisure facilities	In 2011/12, number of attendances by 60+ residents registered with Activage has exceeded the annual target and signifies a 16% increase on the 2010/11 figure.	Green	290,000	345,776	282,724	297,927	↑





## Increase participation in arts and culture

### Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area	Maintain 2010/11 level of visitors to Council cultural venues, museums and country parks by March 2012	Target level of visitors to Council cultural venues, museums and country parks is slightly under target in 2011/12.  The number of visitors to museums in 2011/12 is similar to 2010/11. The number of visitors to cultural venues is slightly higher in 2011/12 compared to 2010/11. The number of visitors to country parks has decreased in the first three quarters of 2011/12 compared to 2010/11.	Amber	2.102m	1.950m	2.068m	2.102m	↑

## Increase participation in arts and culture

### Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Further implementation of action plan to increase use of museums	Maintain number of museum visits/ usages (per 1,000 population) at 2010/11 levels	Number of museum visits/usages in 2011/12 exceeds annual target and exceeds 2010/11 figure. This can be explained by the fact that 13,000 more people visited the museums in person in 2011/12 compared to 2010/11.	Green	646	688	677	646	
	Maintain number of museum visits/ usages in person (per 1,000 population) at 2010/11 levels	Number of museum visits/usages in person (per 1,000 population) in 2011/12 has exceeded the annual target. Overall SLLC museum attendances were maintained at 29,500 despite the closure at the start of the year of two seasonal museums.	Green	595	637	609	595	
Continue to consult with users and non-users to develop service	Achieve or exceed target for customers rating cultural services as 'excellent' or 'good' in each year	Last household customer satisfaction survey was carried out in January 2010. These surveys will now be carried out on a three yearly basis, so next survey not due until 2013.	Report Later	60.0%	Not avail	Not avail	Not avail	
	Achieve target for customers rating our services as 'excellent' or 'good' (from exit polls)	Customer satisfaction rate in 2011/12 exceeds target by 5%.	Green	90.0%	95.0%	98.0%	98.0%	

## Increase participation in arts and culture

### Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Complete a major refurbishment of Lanark Memorial Hall	Complete 75% of refurbishment of Lanark Memorial Hall by August 2012	<p>The project is progressing in line with the revised programme as follows:</p> <p>Concrete ground works are complete. The steel frame for the new build extension will be complete in May 2012, with stone and brickwork commencing thereafter.</p> <p>Windows and stonework to the existing building are almost complete, and the scaffolding on the front facade of the building should be removed in May 2012.</p> <p>As part of the project, South Lanarkshire Council, South Lanarkshire Leisure and Culture Trust, Lanark Museums Trust and local schools are continuing to work in partnership to develop a timeline and electronic kiosk to enable local people to research their local heritage.</p> <p>The refurbished facility will be ready to open in December 2012.</p>	Green	---	---	---	---	---
Provide a new Integrated Community Facility (ICF) for Fernhill	Achieve facility opening by third quarter of 2011/12	Project completed on time, handover took place on 26th October 2011, Community Open Day on 19th November 2011 and official opening on 21st November 2011. The facility is currently being well used by the local community and beyond.	Green	---	---	---	---	---
Provide a new Integrated Community Facility (ICF) for Stonehouse	Achieve facility opening by the fourth quarter of 2011/12	The project is complete. Handover took place on 10th October 2011. Formal opening took place on 7th November 2011.	Green	---	---	---	---	---

## Increase participation in arts and culture

### Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Increase attendances at our libraries by actively promoting to the local community	Maintain 2010/11 level of visitors to Council libraries (per 1,000 population) by March 2012	Level of visitors to Council libraries in 2011/12 exceeds the annual target. There has been a 3% increase on the number of visitors to Council libraries compared to 2010/11. This is due largely to an expanded programme of events, courses and activities throughout libraries ie. IT courses, birthday parties and community use of the Heritage Centre at Rutherglen Library.	Green	4,190	4,329	4,322	4,190	
Continue development of facilities for the local community within new primary school builds	Achieve site starts at Blackwood and Mossneuk Primary schools during 2011-12 in line with the schools modernisation programme	Site start achieved for Blackwood Primary School on 26th April 2011 and site work progressing well and on schedule, with school due to open in October 2012.  Design stage completed for Mossneuk Primary School, which is progressing well as per the schools modernisation programme. The contractor is in the process of taking possession of the site.	Green	---	---	---	---	---