

# **Community and Enterprise Resources**

# **improve**

## **Resource Plan**

**Performance Report 2018-19**

**Quarter 2 : April 2018 - September 2018**

(This represents the cumulative position to September 2018)

## How to use this performance report

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

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

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

**Green** Achieved, or due to achieve with no issues

**Amber** There may be problems or minor slippage

**Red** Not on course, major slippage anticipated

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

### Develop a sustainable Council and communities

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

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

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

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<i>Improve services for older people</i>					
<i>Protect vulnerable children, young people and adults</i>					
<b>Deliver better health and social care outcomes for all</b>	<b>1</b>	<b>2</b>			<b>3</b>
<b>Improve the availability, quality, and access of housing</b>	<b>1</b>				<b>1</b>
<b>Improve the road network, influence improvements in public transport and encourage active travel</b>	<b>15</b>			<b>6</b>	<b>21</b>
<b>Work with communities and partners to promote high quality, thriving and sustainable communities</b>	<b>44</b>	<b>5</b>		<b>15</b>	<b>64</b>
<b>Support the local economy by providing the right conditions for inclusive growth</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>20</b>
<b>Support our communities by tackling disadvantage and deprivation and supporting aspiration</b>	<b>2</b>				<b>2</b>
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
<b>Encourage participation in physical and cultural activities</b>	<b>8</b>	<b>5</b>		<b>6</b>	<b>19</b>
<b>Delivering the plan and achieving best value</b>	<b>14</b>	<b>2</b>		<b>2</b>	<b>18</b>
<b>Total</b>	<b>100</b>	<b>16</b>	<b>1</b>	<b>31</b>	<b>148</b>

**Deliver better health and social care outcomes for all****Provide opportunities for all school children to access nutritious school meals**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Continue to provide nutritious school meals to South Lanarkshire Council pupils	Achieve target level of paid primary school meals (60%)	<p>The service will continue to evaluate menu options, and with a change in menu due from 29 October 2018, it is expected that meal uptake will rise. However the 60% target may still not be met.</p> <p>The decline in uptake of paid school meals was anticipated due to the impact of auto enrolment on free school meal uptake - leading to increased free meal uptake, but a corresponding decrease in the number of paid meals.</p>	Amber	60.00%	54.13%	68.59%	68.79%	58.56%
	Achieve target level of paid secondary school meals (52%)	<p>The service will continue to evaluate menu options, and with a change in menu due from 29 October 2018, it is expected that meal uptake will rise. However the 52% target may still not be met.</p> <p>The decline in uptake of paid school meals was anticipated due to the impact of auto enrolment on free school meal uptake - leading to increased free meal uptake, but a corresponding decrease in the number of paid meals.</p>	Amber	52.00%	44.16%	56.54%	52.25%	46.57%
	Achieve uptake of 75% in P1 - P3 school lunches	The service is on track to meet the annual target.	Green	75.0%	75.0%	-----	76.0%	74.0%

**Improve the availability, quality, and access of housing****Ensure an adequate supply of housing, industry and business land and green space is maintained**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Monitor Local Development Plan policies for supply of housing, industry and business land and green space	Local Development Plan policies monitored during 2018-19 to ensure: at least a five year supply of housing land is maintained; an adequate supply of land is available for work and business activity; and an adequate supply of land is available for green space in the main urban communities of South Lanarkshire	Monitoring of the Local Development Plan policies has been completed for the period 2013-2018. Monitoring shows that an adequate supply of land for housing and work and business activity is available, and an appropriate provision of green space is available in the main urban communities.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Continue to undertake road and footway improvements	3.5% of the road network resurfaced by March 2019	During quarter two (July - September 2018), good progress has been made, which has allowed the Service to resurface a further 1.48% of the road network, resulting in 2.6% of the network resurfaced over the six month period. As a result, we are on track to achieve our annual target.	Green	3.5%	2.6%	6.2%	4.8%	4.7%
	150 carriageway schemes completed during 2018-19	During quarter two (July-September 2018), steady progress has been made, which has allowed the Service to complete a further 57 carriageway resurfacing schemes, resulting in 99 carriageway resurfacing schemes completed over the six month period. As a result, we are on track to achieve our annual target.	Green	150	99	243	215	178

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	25 footway schemes completed during 2018-19	During quarter two (July-September 2018), steady progress has been made, which has allowed the Service to complete a further 10 footway resurfacing schemes, resulting in 13 footway schemes completed during the six month period. As a result, we are on track to achieve our annual target.	Green	25	13	46	56	12
	Percentage of A class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	22.2%	23.0%	-----
	Percentage of B class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	23.7%	24.1%	-----
	Percentage of C class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	36.8%	37.9%	-----
	Percentage of U class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	36.8%	35.5%	-----

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Maintain or reduce the percentage of our road network that requires maintenance treatment (e.g. red category)	This figure will not be available until later in the year, in quarters 3 or 4.	Report Later	31.8%	-----	33.5%	33.1%	31.8%



**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Cost of maintenance (expenditure) per kilometre of road	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£13,771	£17,943	-----



**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Continue to undertake safety checks on bridges and implement a prioritised maintenance programme	Bridge improvement and maintainance projects progressed / delivered in line with agreed capital programme by March 2019	<p>Mousemill Rd. retaining wall strengthening – contract for design phase of project work awarded to Systra Ltd in quarter two. Design work progressing and due for completion in quarter three.</p> <p>Craigend Bridge by Coulter – ground investigation work complete and liaison with affected utility companies continuing. Detail of Scottish Water estimated cost for requisite diversion of water main awaited.</p> <p>Footway protection scheme for Network Rail bridge at Hunterfield Drive, Cambuslang – tenders submitted by Structures Maintenance Framework contractors in quarter one. Award of contract delayed by legal issues relating to Basic Asset Protection Agreement required for work on Network Rail structures. SLC and Network Rail legal advisors to commence dialogue with view to resolution of issues in quarter three.</p> <p>Containment upgrade at SLC structures – upgrade operations commenced at Wilson Place Bridge, East Kilbride and Gills Bridge by Carluke in quarter two. Work at Burnhead Bridge by Carluke to commence in quarter three. Tenders for containment upgrade at Halls Toll Bridge and Lochar Bridge issued in quarter two and due for return early in quarter three.</p>	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Implement the Roads Investment Programme**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Deliver prioritised traffic signal and pedestrian crossing maintenance improvements and new installations	Traffic signal and pedestrian crossing related improvements projects / schemes progressed / delivered in line with agreed 2018-19 capital and revenue programme	Traffic signal upgrade works are complete at Cambuslang Road / Bogleshall Road in Rutherglen.  Alterations to the Bothwell Road / Caird Street junction in Hamilton to improve the geometry and capacity as well as ongoing accident issues are being scheduled to begin in February 2019. All design works are complete and the tender process is currently being taken forward.	Green	---	---	---	---	---
Continue programme of street lighting improvements	Lighting columns improved / renewed by the end of March 2019 in line with agreed programme	As of 18th September 2018, 87 lighting columns remained to be installed, out of 238 for 2018-19. The total number of columns to be installed within the three year programme, which will be completed by end October 2018, is 7,253.	Green	---	---	---	---	---
	Continued roll out of LED lighting technology in line with agreed investment programme	As of 18th September 2018, 610 LEDs remained to be installed out of a total target of 2,412 for the year. The total number of LEDs to be installed within the three year programme, which will be completed by end October 2018, is approximately 59,000.	Green	---	---	---	---	---
Deliver a winter maintenance service	Winter policy procedures and documents, including gritting routes, implemented and reviewed as necessary	Winter policy and procedures will be in place for commencement of winter season in October 2018.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Deliver road and transportation infrastructure improvements to support new development, including those undertaken as part of the City Deal	Prioritised road infrastructure progressed / delivered by March 2019 in line with available external and internal capital funding	<p>The design for the Newton Community Growth Area (CGA), Westburn Road Roundabout project has been completed. Tenders have been issued and returned. Full Business Case has been prepared for approval in November 2018. Works should start in March 2019.</p> <p>Design work for the Hamilton CGA junctions at Annsfield Rd / Strathaven Road and Sherry Drive / Woodfoot Road has been completed and contract documentation developed. This will be delivered summer 2019.</p> <p>Other junctions in the Hamilton CGA at; Woodfoot Road / Laighstonehall Road, Gateside Street / Johnstone Road have completed designs and contract documentation. No time frame for the delivery has been given. Junctions at Sydes Brae, Wellhall Road / Woodfoot Road / Hillhouse Road, Strathaven Road / Mill Street are under design development at present.</p>	Green	---	---	---	---	---
	Subject to completion of the relevant governance processes, progress / deliver Greenhills Road major transport infrastructure project in line with agreed programme / profiling	Greenhills Road / Strathaven Road – Outline/Full Business Cases have been approved by the Chief Executives Group and will be considered by Cabinet in early October 2018. Award of contract expected on 24th October 2018. Main works are expected to start on site March 2019.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Subject to completion of the relevant governance processes, progress Stewartfield Way major transport infrastructure project in line with agreed programme / profiling	Stewartfield Way - the East Kilbride traffic modelling exercise has been largely completed. A revised programme has been developed which will see the main infrastructure works commence in summer 2023, continuing through to the end of spring 2025. Discussion has recommenced with affected landowners and we are reviewing the current design and considering the way forward for the Outline Business Case.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Encourage greater use of public transport by working with partners to improve public transport infrastructure	Prioritised improvements to bus and rail infrastructure (e.g. park and ride) progressed / delivered by March 2019 in line with agreed Park and Ride Strategy and available external funding	<p>Land was purchased at Carstairs Junction Park and Ride to allow a future expansion. Discussions with ScotRail Abellio and Strathclyde Partnership for Transport have been undertaken and a preferred option agreed. A detailed design will be concluded in autumn 2018, with a planning application submitted thereafter.</p> <p>Part 1 of the Cambuslang Park and Ride Study was concluded last year which identified the scale of parking required and a list of possible solutions. It is intended to take forward Part 2 of this Study in autumn 2018 which will establish a final project and its associated costs, with a view to submission of a future funding bid.</p> <p>In autumn 2018, proposals for a possible deck at Hamilton West station will be taken forward. This will involve the production of an outline design.</p> <p>Six advertising bus shelters will be replaced along the Main Street, Rutherglen corridor. These works are ongoing and scheduled to be complete in October 2018.</p> <p>The Draft Park and Ride Strategy consultation exercise was completed in June 2018. 321 responses were received and these have been assessed and considered. A final draft strategy will be presented to the Community and Enterprise Resources Committee in October 2018 for approval.</p>	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel****Encourage active travel and recreational access to the outdoors**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Encourage active travel and recreational access to the outdoors by extending network of cycle routes, upgrading, maintaining and promoting path networks, and extending Clyde Gateway	Walking and cycling projects / schemes progressed / delivered in line with agreed 2018-19 capital programme	<p>Funding has been granted from Sustrans to undertake an Active Travel Study in East Kilbride. This study will include consultation on the proposed identified cycle network of the town as well as identifying measures and initiatives to promote sustainable travel. A consultant will be appointed in the autumn.</p> <p>Meanwhile, expansion of the cycle network in East Kilbride continues. The design of the section between Whitemoss Roundabout and the town centre will be completed in October 2018, with a view to construction works commencing on completion of the Active Travel Study in early 2019.</p> <p>Cycle monitoring equipment as well as cycle shelters at various locations will be installed. Locations will be identified in the coming months with the installation of equipment and shelters following later in the year.</p>	Green	---	---	---	---	---
	Continue to deliver repairs programme to footbridges across the core path network by March 2019 in line with available external and internal capital funding	The Council's Outdoor Access Officers are currently developing a list of repairs to 'medium risk' (amber) footbridges which will be undertaken this year. Repairs to high risk (red) bridges have either been completed or the structures closed.	Green	---	---	---	---	---
	Continued investigation into partnership and external funding opportunities for extension of Clyde Walkway to link with neighbouring long distance routes	Discussions held with Community Councils and other stakeholders. Committee report has been prepared, to inform councillors of scope and proposed approach - will be tabled at the Community and Enterprise Resources Committee meeting early 2019.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure council has development plans which promote sustainable economic growth and regeneration and guide decisions on location of new developments and regeneration initiatives	Proposed Local Development Plan published by August 2018	Proposed Local Development Plan 2 approved by Planning Committee in May 2018.  Plan was then published for public consultation in July 2018 (consultation period ended in September 2018).  Now dealing with representations received.	Green	---	---	---	---	---
Provide effective and efficient Planning and Building Standards service	Major planning applications determined within an average annual timescale of 60 weeks	Eight major applications were determined between 1st July – 30th September 2018, with an average timescale of 52.1 weeks. This figure is slightly higher than the quarter one figure of 42.1 weeks, but is still within the 60 week target.  Although eight major planning applications were determined, two were subject to processing agreements and are therefore excluded from the figures (a processing agreement means that a specific timescale is agreed with the applicant for determining the application, not the statutory four month period).  Year to date (April-September 2018), major planning applications were determined within an average timescale of 41.8 weeks.	Green	60.0	41.8	-----	-----	151.1



**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Householder planning applications determined within an average timescale of 8 weeks	From July to September 2018, householder applications were determined with an average timescale of 7.1 weeks. This is an improvement on the previous quarter's figure of 8.0 weeks, and falls within the eight week target.  Year to date (April - September 2018), householder planning applications were determined within an average timescale of 7.5 weeks.	Green	8.0	7.5	-----	-----	6.7
	Local (non-householder) planning applications determined within an average timescale of 14 weeks	The average timescale for determining local (non-householder) applications in quarter two was 13.1 weeks. This is a slight improvement in performance on the previous quarter's figure of 15.4 weeks.  Year to date (April - September 2018), local (non-householder) planning applications were determined within an average timescale of 14.2 weeks.	Amber	14.0	14.2	-----	-----	12.1
	Average time (weeks) per commercial planning application (16 weeks)	The average timescale for a commercial application in quarter two was 12.7 weeks, a significant improvement on the previous quarter's figure of 21.1 weeks.  Year to date (April - September 2018), the average time to determine a commercial planning application was 15.8 weeks.	Green	16.0	15.8	10.3	9.9	12.2

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	95% of all applications granted (approval rates)	The quarter two figure of 97.7% of applications approved remains above the 95% target, although down slightly on the 99.1% figure for quarter one.  Year to date (April - September 2018), 98.5% of all applications were approved.	Green	95.0%	98.5%	-----	-----	98.6%
	Cost per planning application	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£4,888	£3,930	-----
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Planning service in September 2018	Evidence collection ongoing for 2018 assessment. Decision made to retain separate Planning and Building Standards submissions. Request for assessment submitted for 2018. Anticipated assessment likely to be December for Planning assessment.	Amber	---	---	---	---	---
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Building Standards service in December 2018	Evidence collection ongoing for 2018 assessment. Decision made to retain separate Planning and Building Standards submissions. Request for assessment submitted for 2018. Anticipated assessment likely to be the end of November for Building Standards.	Green	---	---	---	---	---
	Planning service satisfaction target for applicants and agents (90%)	Year end results will be provided shortly after March 2019.	Report Later	90.0%	-----	93.0%	90.0%	86.0%
	Satisfaction levels with Building Standards service sustained or improved against baseline (90%)	Year end results will be provided shortly after March 2019.	Report Later	90.0%	-----	85.0%	92.0%	84.0%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Sustain the quality of our town and neighbourhood centres**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Deliver and encourage investment in our town and neighbourhood centres to maximise opportunities for growth and regeneration	Promote town centre development opportunities, provide support to Business Improvement Districts (BIDs), and work with the business community and partners to maximise opportunities for growth, investment and regeneration	<p>Continued support is given to Business Improvement Districts (BID) and other business led groups, including Lanark Development Trust and proposed Lanark BID which will go to ballot in February 2019.</p> <p>Hamilton town centre audit and consultation work completed and will be reported to Community and Enterprise Resources committee. Work progressing in relation to audits in Cambuslang, Blantyre and Lanark.</p> <p>Supporting number of private sector led investments, where appropriate, including Wetherspoons and other investments in Hamilton, Lanark and East Kilbride.</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal project**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Deliver Community Growth Areas City Deal project	Community Growth Area sites progressed in accordance with criteria and programme specified in South Lanarkshire Local Development Plan and City Deal	<p>Hamilton Community Growth Area (CGA) now begun on site.</p> <p>Larkhall CGA Phase 1 now has consent and Persimmon have begun on site.</p> <p>Good progress is being made at Newton and Ferniegair, with limited progress at Carluke.</p> <p>Conclusion of legal agreement for East Kilbride CGA expected by the end of 2018.</p> <p>Since 2015, around 900 houses have been built across these Community Growth Area sites (10% of the projected 9,000 units anticipated by around 2030). These figures represent the position as at March 2018.</p> <p>The Planning Service has been instrumental in this process in terms of master planning and project implementation.</p>	Green	---	---	---	---	---

## Work with communities and partners to promote high quality, thriving and sustainable communities

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Deliver prioritised road safety infrastructure improvements and promote road safety	Road safety projects / schemes progressed / delivered in line with agreed 2018-19 capital programme	<p>In order to reduce accidents on the road network a number of projects are currently underway or proposed. These are listed below:</p> <p>a) B7071 Bothwell Road at the southern industrial access road – install traffic signals. A detailed design has been completed and signal equipment was purchased. Discussions with the Racecourse are ongoing and it is anticipated that construction will commence in October 2018.</p> <p>b) A71 between Drumclog and Cornsilloch – reduction of speed limit to 50mph. Promotion of Traffic Regulation Orders and works are complete.</p> <p>c) Newhousemill Road between Hamilton and East Kilbride – designs are complete with signing and road markings proposed. These works are programmed for December 2018.</p> <p>d) A73 at Station Road and Sherrifflats Road junctions – vehicle activated signs to warn drivers of emerging traffic from the side roads have been erected.</p> <p>e) Burnbank Road / Pollock Avenue, Hamilton – pedestrian refuge island. The designs are complete and works are programmed for December 2018.</p> <p>Other projects include engineering measures at schools and speed limit initiatives, as well as small signing and road marking schemes.</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Reduce the number of road casualties through road safety improvements and initiatives**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Contribute to the national casualty reduction targets, from a base of the average for 2004 to 2008, of a 40% reduction in fatal casualties and a 55% reduction in serious casualties amongst all age groups by 2020. For children the national target is a 50% reduction in fatalities and 65% reduction in serious casualties	Interim casualty figures for the first 6 months of 2018 indicate that there were 229 casualties. Of these there were 4 fatal casualties, 28 serious casualties and 197 slight casualties. There were 0 child fatal casualties, 5 children seriously injured and 39 children slightly injured.  This compares with the corresponding period of 2017 of 4 fatalities, 41 serious casualties and 218 slight casualties. For children in the first 6 months of 2017 there were no child fatality, 6 children seriously injured and 36 children slightly injured.	Green	-----	32	75	98	93

**Provide consumer protection through the work of our Consumer Advice and Trading Standards Service**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Provide an effective and efficient Consumer Advice and Trading Standards Service	Support maintained for vulnerable groups and neighbourhood watch areas by responding to 100% of door step crime reports on the same or next working day	SLC Officer seconded to Police Scotland as part of Joint Working Initiative, responded to sixteen cases of doorstep crime within this quarter. 100% of cases reported were responded to within the time period specified.	Green	100%	100%	100%	100%	100%
	80% of consumer complaints completed within 14 days	Prioritising resources for this area of work to ensure target is achieved. Almost £160,000 in civil redress has been returned to citizens in South Lanarkshire.	Green	80.0%	83.0%	87.0%	82.0%	80.0%
	90% customer satisfaction with consumer complaints and business advice requests responded to by Trading Standards	This figure will be reported in quarter three.	Report Later	90.0%	-----	86.0%	100.0%	100.0%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide consumer protection through the work of our Consumer Advice and Trading Standards Service**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Cost of Trading Standards per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£3,624	£3,513	-----

**Improve the quality of streets, parks and other public areas**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Provide an effective and efficient street cleaning service	Local Environmental Audit and Management System (LEAMS) street cleanliness score (95% acceptable)	First report complete and scored. This inspection was completed by external auditor Keep Scotland Beautiful. Further audits should bring the figure back in line with target.	Amber	95%	92%	98%	96%	96%
	Net cost of street cleaning per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£16,529	£15,929	-----
	Percentage of adults satisfied with street cleaning (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	74.7%	72.3%	-----
Provide an effective and efficient grounds maintenance service	Land Audit Management System (LAMS) score of 70 achieved	The June 2018 score was 70 and the August 2018 score was 73, with the cumulative 2018-19 score sitting at 71.5.	Green	70.0	71.5	72.0	74.0	72.8



**Work with communities and partners to promote high quality, thriving and sustainable communities****Improve the quality of streets, parks and other public areas**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Cost of parks and open spaces per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£32,834	£28,480	-----
	Percentage of adults satisfied with parks and open spaces (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	75.7%	79.0%	-----

**Create high quality cemeteries and provide sustainable options for burial**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Provide an effective and efficient bereavement service	Increase burial ground capacity in and around existing South Lanarkshire cemeteries in line with available capital funding	Bereavement Services continue to investigate land availability in the areas where burial capacity is below the five year annual usage. This includes both Council owned and private land, with a number of ongoing discussions continuing to take place with private land owners. Areas under investigation at present include Douglas, Carstairs, Rutherglen and Strathaven.	Green	---	---	---	---	---
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Bereavement Services	The Customer Service Excellence award was retained by Bereavement Services on 31st May 2018. Although fully compliant, work will continue in advance of the 2019 assessment.	Green	---	---	---	---	---
	95% customer satisfaction within Bereavement Services achieved	Current Bereavement Services customer satisfaction rate is 95%.	Green	95.0%	95.0%	85.0%	95.0%	95.0%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services which help local communities to become more sustainable**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure effective contribution to meeting the council's Sustainable Development and Climate Change objectives outlined in the Sustainable Development and Climate Change Strategy 2017-2022	Ensure sustainable development principles and climate change duties are incorporated in new or revised policies, plans, strategies and projects and initiatives, where appropriate (CER Resource only)	<p>The new Sustainable Development and Climate Change Strategy's Action Plan identifies the policies, plans and strategies that are being developed and revised for Community and Enterprise Resources (CER) during 2018-19. These include the Outdoor Access Strategy, Air Quality Strategy and Contaminated Land Strategy.</p> <p>The Sustainable Development Officer will work with relevant services to ensure that sustainable development principles and climate change duties have been considered within these policies, plans and strategies, and progress will be reported to the Corporate Management Team and Executive Committee in early 2019 as part of the Sustainable Development update reporting schedule.</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services which help local communities to become more sustainable**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Ensure sustainable development principles and climate change duties are incorporated in new or revised policies, plans, strategies and projects and initiatives, where appropriate (council wide)	<p>The new Sustainable Development and Climate Change Strategy's Action Plan identifies relevant policies, plans and strategies that are being developed and revised, Council-wide, in 2018-19 that should include sustainable development and climate change principles. These include the Outdoor Access Strategy, Air Quality Strategy, Contaminated Land Strategy and Sustainable Procurement Policy.</p> <p>The Sustainable Development Officer will work with relevant services to ensure that sustainable development principles and climate change duties have been considered within these policies, plans and strategies, and progress will be reported to the Corporate Management Team and Executive Committee in early 2019 as part of the sustainable development update reporting schedule.</p>	Green	---	---	---	---	---
Ensure council's compliance with public sector climate change duties	Council's performance in complying with public sector climate change duties evaluated and annual statutory Climate Change Duties Report published by 30th November 2018	The Climate Change Duties report 2018 has been prepared and submitted to the Corporate Management Team for approval, prior to seeking approval from the Executive Committee on 21st November 2018. Following approval, the report will be submitted to the Scottish Government by the 30 November 2018 deadline.	Green	---	---	---	---	---
	Participate in 'Climate Ready Clyde' partnership during 2018-19	The main focus for the Climate Ready Clyde partnership for 2018-19 so far has been the development of the Risk and Opportunity Assessment which will be launched in October 2018. The Risk and Opportunity Assessment will be the foundation for the development of the City Region's Regional Climate Adaptation Strategy and action plan, due in early 2020.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services which help local communities to become more sustainable**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Provide an effective and efficient household waste and recycling collection service	Net cost of waste collection per premise	At this stage in the new financial year, Waste Services is on track to meet the annual target for net cost of waste collection.	Green	£73.75	£25.95	£66.26	£73.62	£76.30
	Net cost of waste disposal per premise	At this stage in the new financial year, Waste Services is on track to meet the annual target for net cost of waste disposal.	Green	£99.26	£41.55	£94.12	£92.62	£98.13
	Percentage of adults satisfied with refuse collection (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	83.7%	83.0%	-----
Introduce new waste management initiatives to reduce waste and increase recycling	Develop Waste Services policies to promote waste minimisation, reuse and recycling within local communities	Service standard has been approved by the Council to formally address contamination in recycling bins: interim yellow tagging has taken place for contamination in paper / cardboard bins; red tagging has now commenced (paper / cardboard bins with items in them which shouldn't be there have a red tag put on them and are not emptied until next collection day, by which time the contamination needs to have been removed).	Green	---	---	---	---	---
	Performance of waste and recycling contracts monitored and end of year procedures delivered for all relevant contracts	Monthly contract meetings on performance continuing to take place. In addition, separate meetings to review and update the procedures associated with the individual contracts are ongoing.	Green	---	---	---	---	---
	The percentage of total household waste that is recycled in line with the Government's 50% target	Year to date quarter two figure to be confirmed in quarter three.	Report Later	50.0%	-----	49.0%	53.0%	44.3%

**Work with communities and partners to promote high quality, thriving and sustainable communities**

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	A reduction in the amount of municipal waste that is sent to landfill in 2018-19 compared with 2017-18	Year to date quarter two figure to be confirmed in quarter three.	Report Later	40,000	-----	-----	-----	-----

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services which help local communities to become more sustainable**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Manage flooding priorities and deliver prioritised flood protection schemes	Prioritised flood protection projects / studies progressed / delivered by March 2019 in line with available capital / revenue funding	<p>Station Gate, Netherburn - Flood relief channel through adjacent forest and two flood embankments. Outstanding works carried out in May-June 2018 and project now complete.</p> <p>Coulter - Flood protection works, including flood walls and other features, have been considered at this location to provide protection to vulnerable properties and infrastructure. Detailed hydraulic modelling and a cost/benefit analysis of various flood protection options have also been carried out, as well as liaison with local landowners. However, the progression of a traditional flood protection scheme at this location does not appear to be feasible. At this time, we are reviewing the potential for implementing a scheme of Property Level Flood Protection measures to individual properties at this location, as well as considering alternative priorities across the Service.</p> <p>Jerviswood Drive, Cleghorn - Flood protection works, including construction of flood embankment and re-establishing historical drainage features, are being considered to protect properties and infrastructure at risk of flooding. Drainage investigations carried out in June 2018 encountered an unknown historical drainage system. Further investigatory works are now being progressed to survey and trace the extent of this historical drain. Upon completion of these additional investigations, the options available to reduce flood risk will be assessed and preferred option identified and progressed (subject to available funding and landowner agreements where required).</p>	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Provide services which help local communities to become more sustainable**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Ensure Strategic Environmental Assessment of all appropriate policies, plans, programmes and strategies is undertaken	Strategic Environmental Assessments undertaken on all appropriate Council led policies plans and strategies, as statutorily required	Three plans have been pre-screened since April 2018. A further six plans are currently subject to SEA. All SEAs are regularly monitored by the Corporate SEA Working Group which met in August 2018.	Green	---	---	---	---	---
Monitor local environmental conditions through preparation and monitoring of the biennial update of the State of the Environment report	Production of updated biennial State of the Environment Report commenced by March 2019	A report on the key findings of the 2017 edition of the State of the Environment Report is to be given to the Community Planning Board in December 2018.  Work will commence on the 2019 edition later in the year.	Green	---	---	---	---	---



**Work with communities and partners to promote high quality, thriving and sustainable communities****Improve the council's environmental performance and reduce its greenhouse gas emissions**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Further implement the Carbon Management Plan to reduce greenhouse gas emissions from Council services (buildings, waste, transport etc)	10% reduction in the Council's greenhouse gas emissions achieved by March 2021, compared to 2015-16 (equivalent to 2% each year)	<p>Carbon emissions for 2018-19 will be reported around July 2019.</p> <p>As at the end of March 2018, carbon emissions have reduced by 5.1% compared with 2015-16, exceeding the 4% target for this two year period.</p> <p>Within the single year, 2017-18, however, emissions increased compared to the previous year. This is partly due to increased energy use throughout the second half of the year when cooler than usual temperatures were experienced. Carbon emissions also increased from increased levels of waste sent to landfill (which resulted from changes in the residual waste contract). The new contract, however, will ultimately convert waste to energy using a new treatment facility. The facility is not yet fully operational, but once it is, significant reductions in carbon emissions are anticipated.</p>	Report Later	6.0%	-----	-----	7.8%	5.1%

## Work with communities and partners to promote high quality, thriving and sustainable communities

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Compliance with Carbon Reduction Commitment (CRC) scheme achieved within deadlines	Allowances for the 2017-18 compliance year have been purchased in the 2017 presale. The 2017-18 Carbon Reduction Commitment annual report was submitted to the Department for Energy and Climate Change by the deadline of 31st July 2018. Preparations for the 2018-19 compliance year are underway and on schedule.	Green	---	---	---	---	---
Lead on reducing the Council's reliance on avoidable single-use plastic items	Report progress on the list of applicable single-use plastic items and appropriate action to the Sustainable Development Member Officer Working Group at the first meeting in June 2018 (council wide measure)	<p>The meeting of the Sustainable Development member officer working group scheduled for June 2018 was cancelled. A progress report will be presented to the next meeting on 22nd October 2018.</p> <p>Progress in this area to date: various communication methods have been used to raise the profile and encourage people to reduce single use plastic items, an action plan of items in use by the Council has been collated and prioritised, and procurement reports are being created to establish baselines and progress so far.</p>	Amber	---	---	---	---	---
Contribute to reducing the Council's reliance on avoidable single-use plastic items	Contribute to the development and implementation of the Council's single-use plastic action plan, by prioritising items in use across the Resource. Progress will be reported to the Sustainable Development Member Officer Working Group in June and October 2018 (Resource wide measure)	<p>Single use plastic items used by Community and Enterprise Resources and SLLC have been identified. The focus for reduction has been within the catering service. Changes in the provision of hot and cold drinking cups, cutlery and straws has resulted in reduced numbers being used.</p> <p>An action plan of items in use by all Resources in the Council has been collated and prioritised and procurement reports are being created to establish baselines and progress so far.</p>	Amber	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities****Improve the council's environmental performance and reduce its greenhouse gas emissions**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Deliver at least 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Continue to reduce vehicle emissions in 2018-19 against the baseline of 2014-15 (council wide figure)	There has been a 17.5% reduction in Council wide vehicle emissions in quarters one and two, against the baseline year 2014-15.	Green	6.00%	17.50%	-----	6.03%	10.50%
	Continue to reduce vehicle emissions in 2018-19 against the baseline of 2014-15 (Resource wide figure)	There has been a 17.8% reduction in Community and Enterprise Resources vehicle emissions in quarters one and two, against the baseline year 2014-15.	Green	6.00%	17.80%	-----	6.30%	10.90%
	Engage with Community and Enterprise Resource's Fleet Services to agree service specific vehicle emissions reduction strategies for the period 2019-2021 in line with service delivery requirements (Council wide measure)	Fleet Services will engage with Resources in quarter three to reinforce the strategies that are currently delivering reduced vehicle emissions.	Green	---	---	---	---	---
	Engage with Community and Enterprise Resource's Fleet Services to agree service specific vehicle emissions reduction strategies for the period 2019-2021 in line with service delivery requirements (Resource wide measure)	Fleet will engage with Services in quarter three to reinforce the strategies that are currently delivering reduced vehicle emissions.	Green	---	---	---	---	---
Provide efficient and effective fleet management and maintenance service	Target achieved for percentage of council vehicles presented externally for an MOT passing without additional work being required (target 95%)	On track to achieve annual target.	Green	95.0%	96.0%	93.0%	95.0%	98.0%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Safeguard health through an effective environmental services regulation and enforcement service**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Provide an effective and efficient Environmental Health service	Implementation of the Air Quality Action Plan by March 2019	<p>Consultation responses on the draft air quality action plan have now been received and final amendments to the plan are being undertaken.</p> <p>South Lanarkshire is progressing a number of projects as funded via the air quality action plan grant fund. Projects include: sustainable active travel workshops within primary and secondary schools; Eco fleet advice for businesses that are based in, or travel through, South Lanarkshire; walking and cycling campaign; improvements in traffic light infrastructure to optimise traffic flow; and, expansion of the walking / cycling counter network (this latter project assesses current engagement with walking and cycling activity in the area).</p>	Green	---	---	---	---	---
	Broad compliance with food safety statutory requirements secured in 85% of premises	<p>87.1% of food businesses operating in South Lanarkshire and inspected by Environmental Services were found to be broadly compliant with food safety requirements in the second quarter of 2018-19 (July-September 2018), which equates to 2,185 food businesses. This compliance figure continues to exceed the annual target set for this measure, following on from a good performance in quarter one.</p> <p>Year to date compliance figure (April - September 2018) is 87%.</p>	Green	85.0%	87.0%	87.0%	86.9%	85.8%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Safeguard health through an effective environmental services regulation and enforcement service**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Incidence of notified food borne infection reduced from 2006-07 baseline figures by 8.5% by March 2019	33 cases of foodborne infection were notified this quarter (July - September 2018). In total, this year, 76 notifications have been received, which is a 29% reduction on the same period in 2006-07.	Green	170	76	160	141	117
	90% of public health service requests responded to within five working days	<p>This measure relates to issues which have the potential to adversely impact on human health and / or the environment which we live in e.g. poor air quality, defective drainage systems resulting in the discharge of sewage or other pollutants onto land or into watercourses etc.</p> <p>During the period 1st July 2018 to 15th September 2018, the Service received 587 enquiries, of which 573 were responded to within the target response time of five working days.</p> <p>Between 1st April - 15th September 2018, the Service received a total of 1,256 enquiries, of which 96.89% were responded to on time.</p>	Green	90.00%	96.89%	-----	-----	-----
	90% fly tipping requests responded to within two working days	<p>482 illegal dumping enquiries were received in quarter two (July - 17th September 2018), 95.7% were responded to within two working days.</p> <p>1,093 fly-tipping complaints have been received to date (April - 17th September 2018), of which 95.9% were responded to within timescale.</p>	Green	90.0%	95.9%	99.6%	99.3%	80.8%

## Work with communities and partners to promote high quality, thriving and sustainable communities

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	90% of dog fouling complaints responded to within two days	148 dog fouling enquiries were received in quarter two (July - September 2018), 98.6% were responded to within two working days.  300 dog fouling complaints have been received to date (April - September 2018), of which 97.7% were responded to within timescale.	Green	90.00%	97.70%	97.90%	96.90%	97.50%
	For all those noise complaints requiring attendance on site, the average time (hours) between the time of complaint and attendance on site (including both those dealt with and not dealt with under Part V of the Antisocial Behaviour Act 2004)	The average response time for complaints which required a visit by officers between 1st July 2018 and 24th September 2018 was 0.55 hours (33 minutes).  The year to date figure (April - September 2018) is 0.54 hours (32.4 minutes).	Green	2.00	0.54	0.50	0.53	0.55
	Cost of Environmental Health per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£14,002	£12,851	-----
	85% customer satisfaction achieved for Environmental Health	Customer care questionnaires for the Environmental Health service are issued at the end of each quarter and performance for quarters one and two will therefore be reported in quarter three.	Report Later	85.0%	-----	89.3%	85.0%	92.3%

**Work with communities and partners to promote high quality, thriving and sustainable communities****Regenerate and bring back into use vacant and derelict and contaminated land**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Implement Contaminated Land Strategy and vacant derelict / contaminated land programme	Implement the Contaminated Land Strategy for South Lanarkshire	Implementation of the Contaminated Land Strategy is ongoing. Awaiting responses from SEPA regarding the waste management licence surrender applications that have been submitted for two historical landfill sites at Newlandsmuir and Markethill (both in East Kilbride). In the interim, SEPA have agreed to suspend waste management licence fees for this year, pending completion of their review of the licence surrender applications.  Environmental Services continues to work in partnership with Housing and Economic Development colleagues on various projects. This work is being funded by 2018-19 Vacant and Derelict Land Fund monies.	Green	---	---	---	---	---
	Agree Vacant and Derelict Land Fund Programme with Scottish Government and implement projects within approved framework	Vacant and Derelict Land Fund Delivery Plan covering Glen Esk, East Kilbride was prepared, submitted to Scottish Government, and approved by Scottish Ministers. The Community and Enterprise Resources Committee approved remediation plans for Glen Esk on 12th December 2017. Site investigations were carried out in January 2018 and monitoring of the results are ongoing. Consultants appointed to deliver masterplan, and community consultation process in progress.	Green	---	---	---	---	---



**Work with communities and partners to promote high quality, thriving and sustainable communities****Protect biodiversity and enhance green space in South Lanarkshire**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
In partnership with local communities, continue programme of restructuring council owned woodland and improving recreational access	Identify funding sources and specifications for phase 2 regeneration work at Greenhall and Millheugh, Blantyre including costed proposals for replacement river crossing	Draft funding proposal has been agreed with Forestry Commission Scotland. Still awaiting confirmation of match funding, which is dependant on projected cash flow and funding from the Section 75 Agreement related to the new housing development at Shotts Farm. After this, a consultant will be appointed to take forward the construction of a footbridge.	Green	---	---	---	---	---
	Funding applications completed for Management Plans for Bothwell and Blantyre Woods by March 2019, through liaison with community interests, David Livingstone Centre and other stakeholders	Funding secured for management plan. Currently assessing community interest to establish a group to work with on the project - meetings with community interests underway.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Implement South Lanarkshire Economic Strategy in conjunction with Community Planning Partnership and other partners	Promote South Lanarkshire Economic Strategy, implement associated actions in the Community Plan, and report activity and progress to the Sustainable Economic Growth Board	Consultant commissioned to lead midterm review of Economic Strategy. Reports and updates on Opportunities For All Strategy, Education Youth Employability Provision, South of Scotland Enterprise Agency, Town Centre Strategy, Economic Outcomes Programme and South Lanarkshire Economic Footprint presented to Sustainable Economic Growth Board at June and September 2018 meetings.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Support the Glasgow City Region City Deal development programmes	Provide strategic oversight of City Deal Place, Business and People themed programmes, with specific responsibility for progressing business case approvals for Roads and Community Growth Area projects and measurement of economic impact and outcomes	Attendance at the City Deal Lead Officer Group meetings is ongoing, with support provided to the Chief Executives Group (CEG) and Cabinet as necessary. Business case development ongoing: -full business case for Woodhead Primary School extension approved at August 2018 CEG; -East Kilbride Community Growth Area Outline Business Case approved at August 2018 Cabinet; and -augmentation of previously approved Outline Business Cases for Newton and Hamilton approved at August 2018 Cabinet.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Develop single door approach to economic development and inward investment activity which links employment, skills, business support and planning in such a way that ensures South Lanarkshire maximises its potential as key business and employment location	Undertake activity aimed at increasing the number of companies engaged with partners which lead to improved performance and turnover, increased employment, innovation, investment and internationalisation	<p>Ongoing liaison with partners (e.g. Scottish Enterprise, Scottish Development International, North Lanarkshire Council, Business Gateway, sector agencies) is aimed at improving connectivity of services and greater market reach.</p> <p>The Council is also: engaging in direct company liaison; producing new advisory leaflets for businesses (a Directory of Business Support has been completed and now developing complementary leaflets on key sectors and business resilience); and evaluating Lanarkshire Business Week with a view to further developing, with partners, an annual calendar of business engagement events.</p> <p>Regional Economic Strategy actions being developed in partnership with City Region Programme Management Office. Two actions SLC currently involved in, along with the seven other local authorities in the City Region, include: adopting the Regional Tourism Strategy and Action Plan; and the Enterprise group progressing the approach to business support and Business Gateway.</p>	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Implement the South Lanarkshire Economic Strategy and support the development and implementation of the Glasgow City Region Economic Strategy and City Deal**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Chooselanarkshire.com website maintained and marketing strategy implemented	Future 'Choose Lanarkshire' actions and partnership approach to inward investment reviewed - partnership with North Lanarkshire Council (NLC) will end as NLC wish to solely promote North Lanarkshire.  South Lanarkshire inward investment promotion to be progressed through new SLC website which is being developed with Corporate PR and IT teams.	Red	---	---	---	---	---

**Support local businesses through the delivery of business support programmes**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Support local businesses through effective company development activity and general business advice services and continue to invest in key business initiatives such as Clyde Gateway and the East Kilbride Task Force	Over 1,500 businesses assisted per annum with grants, loans or advice	On target at half year point. These Business Gateway figures are inclusive from April - August 2018. Up to date figures will be available in quarter three.	Green	1,500	774	1,560	1,879	1,637
	500 jobs created or sustained per annum as a direct result of Economic Development intervention	Below pro-rata target at present. However, given the pipeline of applications in progress, and subject to approval, it is expected that the target will be met over the remaining six months.	Amber	500	153	718	997	1,361
	Increase value of sales generated by businesses assisted by Economic Development by £10m	Below pro-rata target at present. However, given the pipeline of applications in progress, and subject to approval, it is expected that the target will be met over the remaining six months.	Amber	£10.00m	£2.58m	£10.10m	£15.69m	£23.03m

**Support the local economy by providing the right conditions for inclusive growth****Support local businesses through the delivery of business support programmes**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Percentage of procurement spend on local small/medium enterprises	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	11.6%	11.5%	-----
	East Kilbride Task Force supported in the delivery of their Action Plan priorities	The Task Force have commissioned an economic consultant to undertake a review of its role and progress to date, in order to reassess its priorities and define its future role. Task Force continues to be supported by South Lanarkshire Council officer resource.	Green	---	---	---	---	---
	Undertake performance monitoring role of Business Gateway contract and review contract/approach	Steering group and operations group meetings are taking place as planned. Contract progress is positive. Year end meeting with the contractor has also taken place to discuss performance for previous and current year, and to address challenges and opportunities. Currently finalising variations to the original contract for additional Digital Boost funding.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Support local businesses through the delivery of business support programmes**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Number of business gateway start-ups per 10,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	14.9	16.9	-----
	Oversee management of Supplier Development Programme, including strategic development and delivery of events, training and e-commerce	Economic Development Manager continues to provide oversight and assistance to Supplier Development Programme (SDP) manager and SDP team eg through weekly one to one meetings and through a monthly SDP budget review meeting.  Recent activity has seen the inclusion of SDP as part of the South Lanarkshire Council SME (Small and Medium Sized Enterprises) Working Group, creating and facilitating the South Lanarkshire Council SME engagement plan. This plan looks at the involvement of small and medium enterprises in procurement and the steps being taken to increase engagement. One of the key deliveries of the plan is the SLC Meet the Real Buyer event which will take place on 27th November 2018.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Support local businesses through the delivery of business support programmes**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Tourism Strategy delivered via Lanarkshire Area Tourism Partnership	Lanarkshire Area Tourism Partnership and Association meetings have taken place as scheduled and attendance and discussions have been positive. SLC, along with the seven other local authorities in the City Region, have participated in the development of the City Region Tourism Strategy and Action Plan, and this has now been launched.	Green	---	---	---	---	---
	Provision of specialist support to food and drink companies through liaison with Scotland Food and Drink and other partners	The feasibility study on the food and drink hub project has now been completed by Connect Local and this is currently being reviewed with a view to considering future activity.  Continuing to liaise with Scotland Food and Drink on the business opportunities and support available, including the new Regional Food Fund which offers grants up to £5,000.	Green	---	---	---	---	---
	Relocation of University of West of Scotland to new Hamilton International Park campus	The new University of West of Scotland (UWS) campus opened on schedule, in September 2018.  South Lanarkshire Council, recognising the importance of UWS in South Lanarkshire in terms of its educational, economic and social contributions, supported the university in its relocation, through the development of economic impact and business case studies and throughout the negotiation and contractual process with the owners of the Hamilton International Technology Park.	Green	---	---	---	---	---



**Support the local economy by providing the right conditions for inclusive growth****Implement the Lanarkshire Rural Development Strategy**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Manage delivery of EU LEADER and Community Benefit Funds programme	Implementation of LEADER programme activity with appropriate funding allocated and deployed	LEADER programme progressing satisfactorily and on target to have all funds committed within required timescales.	Green	---	---	---	---	---
	Community Benefit funds generated by windfarms promoted and disbursed	Continuing to assist applicants to develop eligible projects and applications with strong community outcomes.  Preparing Rural investment framework to align criteria around Renewable Energy Funds to strategic priorities in the rural area. A report on this will be presented to the Community and Enterprise Resources Committee in October 2018.	Green	---	---	---	---	---

**Support key voluntary organisations and help to develop the social economy**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Improve volunteering opportunities for individuals and organisations	Work with VASLAN to support key voluntary organisations and improve volunteering opportunities and raise voluntary sector capacity	Discussions continue with VASLAN about the formal relationship with the council and the expected service delivery. Further report on this is being prepared for the Corporate Management Team.	Green	---	---	---	---	---
Implement South Lanarkshire Social Economy Partnership strategy and action plan	Social Economy support through Business Gateway implemented for ten social economy organisations by March 2019	12 organisations have been supported through the mainstream programme. A major governance event organised by Lanarkshire Social Enterprise Partnership (and led by South Lanarkshire Council) for Lanarkshire social enterprises took place on 3rd October 2018. The event aimed to promote good governance within the boards of social enterprises.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth****Support key voluntary organisations and help to develop the social economy**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Voluntary organisations interested in Community Asset Transfer process engaged with and supported	14 organisations being supported, and two full applications have now been validated by the Council and will be going to Committee in early 2019. Further meeting of the Community Asset Transfer Corporate Working Group was held on 6th September 2018.	Green	---	---	---	---	---

**Support our communities by tackling disadvantage and deprivation and supporting aspiration****Lead partnership approaches to tackling the causes and effects of poverty and inequality**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Work with communities and partners to maximise awareness of, and commitment to, tackling poverty and local inequalities	Community Plan and Neighbourhood Plans are developed and reflect community needs and aspirations	Following the participation of 1,200 households across the three Our Place Our Plan areas in identifying community priorities, a further 640 residents of all ages have taken part in participatory budgeting events to determine how modest local Participatory Budgeting budgets of between £40,000 and £60,000 will be used to kickstart action. Working groups have progressed (and are being established to progress) local projects, including improvements to play and recreational facilities; community clean ups; and other activity.	Green	---	---	---	---	---
	A range of local networks and partnerships are in place to enable effective joined up working on key priorities/improvement areas linked to tackling poverty and inequalities	We continue to support and facilitate a number of local networks and working groups with a focus or interest in tackling poverty and inequalities, including the Financial Inclusion Network and sub groups looking at Digital Inclusion; Fuel Poverty; Poverty Awareness and Tackling Stigma; and Food Poverty. A new community planning working group, involving a wide range of key stakeholders, is now in place to develop the Child Poverty Action Report for South Lanarkshire.	Green	---	---	---	---	---

**Encourage participation in physical and cultural activities****Provide quality leisure facilities and develop integrated community facilities within new primary schools**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Provide new or refurbished community facilities	Progress/complete development of community facilities by March 2019, including: replacement of Ballgreen Hall and Library with new integrated facility within St Patrick's Primary School; progressing community facilities within new build Primary School at Elsrickle; and upgrade of at least one synthetic pitch	<p>Project to develop joint school and community facility to replace St Patrick's Primary School, Ballgreen Hall and Library commenced on site in November 2016. The facility opened its doors to the public on Saturday 26th May 2018 and has been well used, with positive feedback.</p> <p>A new school in Elsrickle with adaptations for community facilities started on site in summer 2018, with completion expected summer 2019.</p> <p>Two synthetic pitches will be upgraded this financial year. Work to replace Ballerup 3G pitch commenced on site on 27th August 2018. Pitch at Lanark will be upgraded from sand based to 3G, started on site on 17th September 2018, with £80,000 external funding secured from the Renewable Energy Fund. Both projects should complete by the end of November 2018.</p> <p>Various grass pitches have also been upgraded during the summer months e.g. Kirktonholme, Tileworks and Raploch.</p> <p>Hamilton Palace Grounds 3G pitch replacement will be programmed for next financial year.</p>	Green	---	---	---	---	---

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Maximise the number of attendances at leisure facilities	Achieve 2.9 million attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture	The number of attendances managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture has declined in quarter two (July - September 2018) by 31,807 (down 4.2%) compared to the same period last year. This was partly due to good weather and the World Cup which meant fewer participants undertaking indoor activities. Annual target may not be met in the remainder of the year.	Amber	2.900m	1.481m	3.156m	2.992m	2.965m
	Achieve target number of attendances for swimming pools (1.5 million)	The number of attendances at swimming pools have declined by 6,589 (down 1.5%) in quarter two (July - September 2018) compared to the same period in the previous year. This is partly due to the closure of Coalburn Leisure Complex for maintenance resulting in a drop in attendances in August 2018.	Green	1.500m	0.822m	-----	-----	1.563m

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Achieve target number of attendances for other indoor sports and leisure facilities (excluding pools) (1.4 million)	<p>The number of attendances for indoor sports and leisure facilities for quarter two (July - September 2018) is 25,218 lower (down 7.6%) compared to the same period last year.</p> <p>The loss of some regular lets at Blackwood and Kirkmuirhill Community Wing and Duncanrig Sports Centre, together with the partial closure of John Wright Sports Centre for maintenance, has resulted in a drop in attendances. However, this has been off-set by an increase at the Alistair McCoist Complex (due to some lets transferring from the John Wright Sports Centre) and an increase in general attendances at Larkhall Leisure Centre.</p>	Amber	1.400m	0.659m	-----	-----	1.402m
	Achieve target number of attendances at outdoor recreation and country parks (2.2 million)	<p>The number of attendances at outdoor recreation and country parks in quarter two (July - September 2018) increased by 16,579 (up 2.6%) compared to the same period in the previous year.</p> <p>Although attendances at golf courses continued to drop, attendances at Outdoor Recreation, Outdoor Learning and Adventure and Country Parks increased.</p>	Green	2.200m	1.362m	2.104m	2.226m	2.120m
	% of adults satisfied with leisure facilities	<p>This is a Local Government Benchmarking Framework (LGBF) indicator.</p> <p>2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.</p>	Report Later	-----	-----	74.0%	72.3%	-----

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	Cost per attendance at sports facilities	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£2.23	£2.21	-----
Maximise the number of attendances at cultural activities	Achieve 3.5 million attendances at facilities managed by Cultural Services and the Libraries and Museum Services	The number of attendances managed by Cultural Services and Libraries and Museum Services have dropped by 14,008 (down 1.9%) in quarter two (July - September 2018), against the same period in the previous year.	Amber	3.500m	1.574m	-----	-----	3.419m
	Achieve target number of attendances at Cultural Services facilities (2.2 million)	The number of attendances across our Cultural Services facilities in quarter two (July - September 2018) shows a decline of 11,542 (down 2.6%) on the same period last year. Although attendances at our halls and venues dropped by 3.5% and 8.5% respectively, school letting continued to show an increase of 10.1%.	Amber	2.200m	0.961m	-----	-----	2.185m
	Achieve target number of library physical and virtual visits (1.2 million)	The number of physical and virtual library visits has dropped over quarter two (July - September 2018) by 525 (down 0.2%) compared to the same period last year. Although the number of physical visits are down, virtual visits have risen.	Amber	1.200m	0.598m	-----	-----	1.204m
	Achieve target number of physical and virtual visits to council funded or part-funded museums (188,000)	The number of physical and virtual visits to council funded or part-funded museums has increased in quarter two (July - September 2018) by 5,821 (up 10.8%) on the same period in the previous year.	Green	188,000	116,247	-----	-----	188,470

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
	% of adults satisfied with libraries	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	72.7%	69.3%	-----
	% of adults satisfied with museums and galleries	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	67.3%	70.0%	-----
	Cost per library visit	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£3.72	£3.67	-----
	Cost of museums per visit	This is a Local Government Benchmarking Framework (LGBF) indicator.  2017-18 figures will be available in January 2019 and 2018-19 figures will be available in January 2020.	Report Later	-----	-----	£2.71	£3.14	-----

**Encourage participation in physical and cultural activities****Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and visitors to the area**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Deliver activity programmes which will support equitable access for all, including older people and under 16s groups	Achieve 870,000 under 16 reduced rates attendances at South Lanarkshire Leisure and Culture facilities by March 2019 (includes halls, school lets, outdoor and indoor leisure)	The number of under 16 reduced rate attendances at South Lanarkshire Leisure and Culture facilities increased in quarter two (July - September 2018) by 507 (up 0.3%) compared to the same period in the previous year. Although there was a slight reduction in outdoor leisure use, this was off-set with a rise of 7,034 (7.6%) in school and hall lets.  Still expecting to meet this target based on quarters three and four performance last year.	Green	870,000	408,518	919,569	876,690	881,965
	Achieve 470,000 over 60's attendances by residents using South Lanarkshire leisure facilities	The number of over 60's attendances by residents using South Lanarkshire facilities in quarter two (July - September 2018) increased by 3,852 (up 3.2%) on the same period last year.	Green	470,000	243,400	418,734	433,099	465,870
	Achieve 8,600 registered members of 'Activage' scheme	The number of registered members of the Activage scheme in quarter two (July - September 2018) is 694 higher (up 8.5%) over the same period in the previous year. Our Activage Membership continues to grow, which is also reflected in the increased numbers of attendances by over 60's (see indicator above).  The annual target for this indicator has already been met for the year.	Green	8,600	8,881	7,187	7,622	8,449
Deliver health specific intervention programmes which will support equitable access for all	Achieve 67,000 attendances by residents accessing SLLC health specific intervention programmes	Health intervention programmes continue to be very successful. On track to achieve annual target.	Green	67,000	45,446	-----	-----	-----



**Delivering the plan and achieving Best Value****Provide sound financial stewardship for the council**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Attract external funding support of £3m from European Union, lottery and related sources to support corporate objectives	Annual target achieved resulting in £3m external funding invested in South Lanarkshire	Significant external funds have been secured, including £325,000 for the Caledonian System Change and £270,050 from Smarter Choices. The development of significant applications and projects is progressing and the progress towards the annual target is as expected.	Green	£3.000m	£0.734m	£13.200m	£8.134m	£4.192m

**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Promote resilience / emergency preparedness for the council	Increase awareness of resilience / emergency preparedness initiatives / practices within and external to the council by March 2019	Progress is being made as a result of Council Emergency Management Team meetings, wider engagement with SLC employees, and SLC representation at (and facilitation of) multi agency resilience meetings and events at local, regional and national level. Notable updates include: SLC hosting Emergency Meeting Skills workshop for multi agency partners as facilitated by Scottish Government Resilience Learning and Development Team, emergency response to Storm Ali and ongoing review of Severe Weather Personnel Policy.	Green	---	---	---	---	---
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented	There are 14 actions in the Information governance self assessment action plan for the Resource. One action has been completed. No change from last quarter.	Green	---	---	---	---	---
Ensure that high standards of governance are being exercised	85% of risk control actions completed by due date	There are four live risk control actions. None were due for completion in quarter two. Two actions are due to be completed in quarter four and the remaining two are not due until 2020-21.	Green	85%	100%	82%	100%	100%
	90% of audit actions completed by due date	There were two audit actions due for completion by the end of quarter two. These were completed on time.	Green	90%	100%	88%	-----	100%

**Delivering the plan and achieving Best Value****Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
	Complete Resource Governance self assessment by due date and develop actions to address non-compliant areas	Work has commenced early on the Resource Governance self assessment this year. On track to complete by the start of 2019.	Green	---	---	---	---	---
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA	96% of Freedom of Information (FOISA) requests to be processed within the 20 working day period	Quarterly data is reported one period behind. In quarter one (April - June 2018), timescales were met for 98% of the 98 FOISA requests received in that quarter.	Green	96.0%	-----	97.5%	97.3%	98.3%
	96% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	Quarterly data is reported one period behind. In quarter one (April - June 2018), timescales were met for 87.9% of the 58 EISR requests received in that quarter.	Amber	96.0%	-----	95.1%	97.2%	95.7%
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days	Quarterly data is reported one period behind. In quarter one (April - June 2018), timescales were met for 100% of the ten DPA requests received in that quarter.	Green	90.0%	-----	100.0%	94.1%	92.9%

**Delivering the plan and achieving Best Value****Develop improvement activity and promote scrutiny**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Implement effective best value management arrangements to ensure continuous improvement and efficient and effective service delivery	Engage in self evaluation activity and take forward any improvement actions	<p>New council self assessment schedule for 2018-19 approved by CMT on 13th September 2018. Schedule includes two CER assessments: one on the lettings process and one on the developer contributions process. Preliminary meetings to scope out the assessments have been undertaken with the key stakeholders involved, with more detailed work to follow.</p> <p>We continue to meet with service managers on a quarterly basis to identify improvements to the service as a result of complaints. The SMT have received complaints reports covering quarter one, 2018-19.</p>	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery	<p>The council's 2016-17 LGBF web report, which provides analysis of the 2016-17 results, is available to view on the Council website; and a CMT report on the final results and action plan was presented to CMT on 5th July 2018. Meanwhile, the Resource continues to send delegates to the LGBF Benchmarking Group meetings.</p> <p>2017-18 LGBF figures are due to be published by the Improvement Service around January 2019.</p>	Green	---	---	---	---	---

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Develop and implement council wide equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Number of equality impact assessments undertaken for all relevant new and reviewed policies and procedures	One Equality Impact Assessment was submitted within the EqlA system in quarter one. In quarter two, there were no Equality Impact Assessments submitted.	Green	-----	1	31	14	25
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes	Next Equal Opportunities Forum date for the Community and Enterprise annual report is Wednesday 6th March 2019.	Report Later	---	---	---	---	---

**Improve the skills, flexibility and capacity of the workforce**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2015/16	2016/17	2017/18
Ensure our commitment to employees through the development and implementation of personnel policies and employee learning and development (L&D) opportunities	100% coverage of Performance Appraisals (PAs) of employees in scope	End of year position for 2017-18 will be reported in quarter four.  2018-19 figure will be reported in 2020.	Report Later	100.00%	-----	-----	93.50%	-----
	Resource labour turnover rate to be less than 5%	The labour turnover rate continues to be lower than the target rate, with no significant areas of concern.	Green	5.0%	2.2%	3.4%	4.0%	5.8%
Utilise the council workforce strategy toolkit to review and monitor Resource workforce plans and continue the cyclical reporting framework	Continue to review Resource workforce plans and monitor actions to respond to workforce changes and meet future needs	The workforce plan for the Resource has been reviewed and an updated report was presented to CMT on 13th September 2018.	Green	---	---	---	---	---

**Delivering the plan and achieving Best Value****Other actions in support of delivering the Plan and achieving Best Value**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Progress the council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource	<p>Internal enquiries - initial workshops have been held with relevant services to scope out requirements for internal form to be used by housing officers to record service requests on behalf of tenants. Also agreed overview / training sessions for housing officers to promote use of external forms to tenants for their own use, where appropriate (ie where services are not re-charged to housing eg. request for bin liners which are free of charge and can be requested directly by tenants with no need for housing officer involvement). The aim of this is to avoid unnecessary hand offs and promote customer self service wherever possible. Business requirement documentation currently being finalised.</p> <p>External enquiries - Review of original 'report it' integrated forms, currently not a priority due to small number of forms received. Roads and Lighting Faults: workshops held to review the roads fault reporting form, now that the roads adoption layers have been signed off for publication. This will allow intervention and re-direction for faults outwith responsibility of SLC. Customers will be provided with contact details for relevant Trunk road operator. Form expected for User Acceptance Testing in quarter three.</p>	Green	---	---	---	---	---

**Delivering the plan and achieving Best Value****Other actions in support of delivering the Plan and achieving Best Value**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2015/16	2016/17	2017/18
Prepare Resource for implementation of replacement corporate EDRMS and workflow software	System familiarisation, document and data mapping and migration, fileplan set up, correspondence workflow specification developed and tested, procedures revised, and training delivered (all by August 2018)	<p>Migration trials 1 and 2 completed successfully. File plan access control and retention schedules to be finalised prior to live migration.</p> <p>Workflow specification document signed off and phase 1 of testing due to complete end of quarter two. Minimal issues arising from technical User Acceptance Testing. Detailed discussions required in quarter three in relation to procedural set up for correspondence allocation to meet local service requirements. Core system specification to be signed off and User Acceptance Testing scheduled for quarter three.</p> <p>System Administration and Resource lead training commenced. Corporate trainers being trained to provide end user training to complement electronic training material provided by supplier.</p> <p>Procedures being discussed by key groups (eg FOISA / Complaints lead officers), to inform local training sessions and ensure corporate reports are fully tested during quarter two.</p> <p>Live date now scheduled 1st December 2018, project plan re-aligned.</p>	Amber	---	---	---	---	---