Deliver better health and social care outcomes for all

Provide opportunities for all school children to access nutritious school meals

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Continue to provide nutritious school meals to South Lanarkshire Council pupils	Achieve uptake of 75% in P1 - P3 school lunches	Green	Target not met due to lower than anticipated P1-P3 school lunch uptake in quarters three and four. Initiatives are ongoing to promote uptake.	Amber

Improve the road network, influence improvements in public transport and

Implement the Roads Investment Programme

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Continue to undertake road and footway improvements	Maintain or reduce the percentage of our road network that requires maintenance treatment (e.g. red category)	Report Later	This figure (31.2%) shows a reduction in the percentage of the road network within South Lanarkshire that requires to be considered for treatment compared to the previous year's figure (31.8%). This indicates an improvement in the overall condition of the network.	Green

Encourage active travel and recreational access to the outdoors

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	Continued investigation into partnership and external funding opportunities for extension of Clyde Walkway to link with neighbouring long distance routes	Green	This work remains a priority but little progress has been made over 2018-19. We plan to re-engage with Biggar, Duneaton, Crawford and Leadhills Community Councils over the coming year to see if a strategic partnership can be developed to take this work forward.	Amber

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

Provide Planning and Building Standards services which guide and control physical development and land

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status

Provide effective and efficient Planning and Building Standards service	Average time (weeks) per commercial planning application (16 weeks)	Green	This is a Local Government Benchmarking Framework Indicator (LGBF). 2018-19 figures will be available in January 2020. The Improvement Service have, however, published the 2017-18 LGBF figures. The average time to process a business/industrial planning application in South Lanarkshire increased in 2017-18 (from 9.93 weeks to 12.24 weeks). This can partly be explained by the introduction of a new case management system in February 2018 which caused a backlog over the following three months. These system processing issues have now been resolved. The service continues to encourage early engagement with planning applicants through pre-application discussions which lead to early identification of the information required to assess the application. The service also seeks to work with applicants to ensure a positive outcome for applicants and this is reflected in an approval rate for planning applications of	Report Later
	Planning service satisfaction target for applicants and agents (90%)	Report Later	24 out of the 27 Planning customer responses were positive. The Planning Service is currently investigating more effective methods of gauging customer satisfaction which will lead to a better response rate - an action to this end is included in the 2019-20 Planning and Economic Development service plan.	Amber
	Satisfaction levels with Building Standards service sustained or improved against baseline (90%)	Report Later	There were no Building Standards customer satisfaction returns for 2019-20. The Building Standards Service is currently investigating more effective methods of gauging customer satisfaction which will lead to a better response rate - an action to this end is included in the 2019-20 Planning and Economic Development service plan.	Contextual

Improve the quality of streets, parks and other public areas

Action	(non statistical measures shaded grey) Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Provide an effective and efficient street cleaning service	Local Environmental Audit and Management System (LEAMS) street cleanliness score (95% acceptable)	Amber	Most recent LEAMS score is 96.8%, added to previous scores of 96.2% and 92.1% gives an annual average score of 95.03, which is slightly above the annual target of 95%.	Green

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

Action	(non statistical measures shaded grey) Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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)	Amber	The meeting of the Sustainable Development member officer working group scheduled for June 2018 was cancelled. A progress report was presented to the group on 22nd October 2018. 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.	Green

| 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) | Amber | The meeting of the Sustainable Development member officer working group scheduled for June 2018 was cancelled. A progress report was presented to the group on 22nd October 2018.

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. | 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%) | Green | The recent recruitment of additional mechanics will see improved performance against this measure in 2019-2020. | Amber |

Safeguard health through an effective environmental services regulation and enforcement service

Action	(non statistical measures shaded grey) Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Provide an effective and efficient Environmental Health service	85% customer satisfaction achieved for Environmental Health	Report Later	Reviews of work and complaint investigations identified 86.8% of reviews and investigations met service standards.	Green

Support the local economy by providing the right conditions for inclusive growth

Support local businesses through the delivery of business support programmes

Action	(non statistical measures shaded grey) Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	500 jobs created or sustained per annum as a direct result of Economic Development intervention	Amber	Annual target (500 jobs) has been exceeded for this measure (812 jobs were created or sustained in the year).	Green
	Increase value of sales generated by businesses assisted by Economic Development by £10m	Amber	Annual target (£10m) has been exceeded for this measure (£13.09m was generated by businesses assisted by Economic Development in the year).	Green

Encourage participation in physical and cultural activities

Maintain attendances at SLLC facilities by actively promoting the facilities to the local community and

Action	(non statistical measures shaded grey) Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	Amber	Annual attendances at Sport and Physical Activities facilities reached over 3 million, exceeding the annual target by 5% and the previous year's level of attendance by 3%.	Green
	Achieve target number of attendances for other indoor sports and leisure facilities (excluding pools) (1.4 million)	Amber	At 1,405,753, attendances at dryside activities were largely similar to those reported for the previous year, showing an increase of over 1% and exceeding the annual target of 1.4 million.	Green

Delivering the plan and achieving Best Value

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

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	Green	Quarterly data is reported one period behind. In quarter three (October - December 2018), timescales were met for 95.1% of the 94 FOI requests received in that quarter. A number of factors behind the drop in performance have been identified and are currently being addressed.	Amber

Develop improvement activity and promote scrutiny

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	Green	Community and Enterprise Resources commenced two self assessments in 2018-19. The self assessment on the Developer Contributions tracking process has been completed, with improvement action agreed and to be implemented by Planning and Building Standards in 2019-20. The other self assessment which relates to the school lettings process has been progressed, with preliminary meetings held with the relevant stakeholders. This assessment will be progressed further in 2019-20. 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 quarters one, two, and three	Amber

Promote equality and the wellbeing of staff

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	Green	One Equality Impact Assessment was required in the financial year.	Contextual
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes	Report Later	The Community and Enterprise Resources 'Annual Report on Mainstreaming Equalities and Diversity' was presented to the Equal Opportunities Forum on 6th March 2019.	Green

Improve the skills, flexibility and capacity of the workforce

Action	*(non statistical measures shaded grey)* Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Ensure our commitment to employees through the development and implementation of personnel policies and employee learning and development (L&D) opportunities	Resource labour turnover rate to be less than 5%	Green	Labour turnover is 6.1%, 1.1% above the target of 5%. This is due to an increase in the number of voluntary leavers within the period.	Amber

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

Action	(non statistical measures shaded grey) Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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)	Amber	Resource user guide currently in development. Weekly corporate system administrator meetings ongoing, local records officers meetings established fortnightly. Minor amendments made to correspondence workflow as a result of initial user feedback and to reduce back office error processing. Suite of saved searches developed to assist users and supervisors to monitor workflow tasks and associated information. Fileplan being updated to address any minor issues following migration and in preparation for applying disposal schedules. Phase 2: plans to be agreed by Project Review Board.	Green

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