

# **Community and Enterprise Resources**

# **improve**

## **Resource Plan**

**Performance Report 2016-17**

**Quarter 4 : April 2016 - March 2017**

(This represents the cumulative position to March 2017)

## 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>Improve road network and influence improvements in public transport</b>	<b>11</b>			<b>5</b>	<b>16</b>
<b>Support the local economy by providing the right conditions for growth, improving skills and employability</b>	<b>32</b>			<b>4</b>	<b>36</b>
<b>Tackle disadvantage and deprivation</b>	<b>3</b>				<b>3</b>
<b>Develop a sustainable Council and communities</b>	<b>11</b>	<b>3</b>		<b>2</b>	<b>16</b>
<i>Raise educational achievement and attainment</i>					
<i>Improve the quality, access and availability of housing</i>					
<b>Improve the quality of the physical environment</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>16</b>
<i>Increase involvement in lifelong learning</i>					
<i>Get it right for every child</i>					
<b>Improve community safety</b>	<b>8</b>				<b>8</b>
<b>Improve and maintain health and increase physical activity</b>	<b>12</b>	<b>4</b>	<b>1</b>		<b>17</b>
<b>Promote participation in cultural activities and provide quality facilities to support communities</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>6</b>
<b>Strengthen partnership working, community leadership and engagement</b>	<b>6</b>			<b>8</b>	<b>14</b>
<b>Provide vision and strategic direction</b>	<b>2</b>			<b>1</b>	<b>3</b>
<b>Promote performance management and improvement</b>	<b>11</b>			<b>10</b>	<b>21</b>
<b>Embed governance and accountability</b>	<b>6</b>			<b>1</b>	<b>7</b>
<b>Achieve efficient and effective use of resources</b>	<b>6</b>			<b>1</b>	<b>7</b>
<b>Total</b>	<b>121</b>	<b>12</b>	<b>4</b>	<b>33</b>	<b>170</b>

**Improve the quality of the physical environment****Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Agree and implement vacant and derelict / contaminated land programme	Agreed programmes, including Vacant / Derelict Land Fund, delivered by March 2017 through corporate working group	Vacant/Derelict Land Fund 2016-17 award from Scottish Government being expended.  2017-18 Delivery Plan submitted to Scottish Government at end of February 2017. Awaiting response.	Green	---	---	---	---	---
Identify and manage contaminated land within the statutory regulatory framework	Implement the Contaminated Land Strategy for South Lanarkshire	Implementation of the Contaminated Land Strategy is ongoing. Liaison with the Scottish Environment Protection Agency over the surrender of waste management licences for historical landfill sites is ongoing, with licence surrender reports due to be submitted April 2017.	Green	---	---	---	---	---

**Improve the quality of the physical environment****Assess and determine development proposals in line with Planning and Building Standards legislation and the Council's Local Development Plans**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Manage processing of planning applications	70% of major applications determined within four months	In 2016-17, 40% of major applications were determined within four months. This is an improvement on the previous two years, when 25% and 23.8% of major applications were determined within four months (in 2014-15 and 2015-16 respectively).  Five major applications were determined within quarter four 2017 (January - March 2017). 40% were decided within the four month period. Of the three which were not determined within four months, all were major housing applications and all experienced delays while awaiting the conclusion of a legal agreement (in one case) and submission of financial contributions (in the other two cases).	Red	70.0%	40.0%	18.7%	25.0%	23.8%
	80% of local applications dealt with within two months	In 2016-17, 75.2% of local applications were determined within two months. This is an improvement on the two previous years' figures of 70.9% and 71.6% for 2014-15 and 2015-16 respectively. The householder figure for 2016-17 was 93.1% within two months and this contributed significantly to the overall improvement in local performance.  In quarter four, 74.1% of local applications were determined within two months. This was similar to the previous quarter. This figure continues to be held up by the performance for householder applications (92.8%).	Amber	80.0%	75.2%	66.8%	70.9%	71.6%

**Improve the quality of the physical environment****Assess and determine development proposals in line with Planning and Building Standards legislation and the Council's Local Development Plans**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Ensure construction and demolition of buildings meets national building standards	100% of Building Warrant applications receive a first report within 20 days	Figures are above national average.	Amber	100.0%	96.0%	99.0%	98.0%	99.0%
Adapt and establish processes, procedures and actions in line with the outcomes of the National Planning Review	Existing guidance reviewed and reassessed in order to ensure they accord with revisions, in line with programme set by National Planning Review	Ministers have signalled that as part of the review of the planning system, a Planning Bill will be brought forward. To enable that, consultation on the key components of the legislation has been scheduled - response due back from the Council by 4th April 2017.	Green	---	---	---	---	---
Implementation of replacement EDRM solution for Planning and Building Standards	Action to be progressed in line with project	iDOX project is currently being re-planned to following work related to data migration, there are no significant risk with this re-planning process.	Green	---	---	---	---	---
Introduction of new national portal for the online submission of Building Standards applications	Identify and take appropriate actions to ensure technical and procedural business readiness for introduction of new building standards portal by August 2016	Successful launch of building standards portal achieved on 24th August 2016. Supporting business processes being monitored.	Green	---	---	---	---	---



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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Sustain an independently assessed high score for street cleanliness	LEAMS street cleanliness score (% acceptable)	<p>The 2015-16 figures have been published by the Improvement Service. 98% of streets were found to be of an 'acceptable' standard placing us third of 32 local authorities in Scotland.</p> <p>Our street cleanliness survey scores have remained the same as the previous year and are higher than the Scottish average. These scores are based on a series of both local and independent inspections of a sample of streets and other relevant land held in council ownership.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	94%	-----	99%	98%	98%
Maintain land to a high standard	Land Audit Managements System (LAMS) score of 70 achieved	Land Audit Management System (L.A.M.S) scores undertaken during quarter four (Jan - March 2017) scored 70, with a year to date average of 74, which exceeds annual target.	Green	70	74	72	71	72
Take preventative and enforcement action in relation to incidents of fly tipping, dog fouling and noise	90% of fly tipping complaints responded to within 2 days	<p>In the full year, 2016-17, 2,389 fly tipping complaints were received and 99.3% were responded to within two working days.</p> <p>In quarter four (January - March 2017), 679 illegal dumping complaints were received, with 98.1% of fly tipping complaints responded to within two working days.</p>	Green	90.00%	99.30%	96.40%	97.90%	99.60%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	90% of dog fouling complaints responded to within 2 days	In the full year, 2016-17, 1,029 dog fouling complaints were received, with 96.9% of all dog fouling complaints responded to within two days.  364 dog fouling complaints were received in quarter four (January - March 2017), with 95.6% dog fouling enquiries responded to within two working days.	Green	90.00%	96.90%	98.30%	99.00%	97.90%
	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)	During the financial year 2016-17, the average response time for noise complaints requiring attendance on site was 0.53 hours.	Green	2.0	0.5	0.8	0.5	0.5

**Protect biodiversity and enhance Greenspace in South Lanarkshire**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Improve urban greenspaces in partnership with neighbouring communities	Completed funding applications for Bothwell and Blantyre Woods by September 2016, through continued liaison with various 'Friends of' groups	Contact has been made with local people who wish to form a Friends Group and they are being supported to raise their profile through events, etc. A funding application to support the production of a site management plan remains an early priority, but had had to be delayed due to pressure of other current funded projects and staff capacity.	Amber	---	---	---	---	---



**Improve the quality of the physical environment****Protect biodiversity and enhance Greenspace in South Lanarkshire**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Implement Phase 1 of Management Plan at Millheugh/ Greenhall Estate by March 2017	A regeneration programme for the whole Millheugh/ Greenhall Estate site has been prepared on the basis of the site management plan and in partnership with the Friends of the Calder. Funding has been secured from the Forestry Commission for the first phase of work in 2017, and all works have been tendered. We are currently awaiting confirmation of a further £40,000 in Landfill Tax credits from WREN, after which, work is scheduled to start in June 2017.	Green	---	---	---	---	---
Monitoring report submitted to Scottish Government on Biodiversity Duty Implementation Plan	Two yearly monitoring report on Biodiversity Duty Implementation Plan prepared and submitted to Scottish Government	Next report due in January 2018. Preparation of the next South Lanarkshire Council Biodiversity Implementation plan is underway.	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Undertake effective community safety awareness initiatives and protect vulnerable consumers from scams	Support maintained for vulnerable groups and neighbourhood watch areas by responding to 100% of door step crime reports on the same or next working day	Responded to 100% of doorstep crime reports on the same or next working day by working in partnership with Police Scotland.	Green	100%	100%	100%	100%	100%
	65% of consumer complaints completed within 14 days	Annual target has been exceeded for percentage of consumer complaints completed within 14 days. In addition, the service returned £285,000 to the local economy by way of civil redress in justified complaints.	Green	65.0%	82.0%	74.2%	75.0%	87.0%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Deliver prioritised road safety improvements at identified accident locations / routes	Road safety projects / schemes delivered in line with the agreed 2016/17 capital programme	<p>Route Action Plan works on the section of the B7018 from Kirkfieldbank to the B7078 are complete. Anti skid surfacing on the A726 at Knotlairs Farm (Strathaven) and A72 east of the M74 Junction 7 has been laid. Electronic warning signs have been erected at the B7078 Candermill Road Crossroads (Stonehouse).</p> <p>In addition, road infrastructure improvements including road markings and signs, engineering measures at schools and speed limit initiatives were implemented at various locations.</p>	Green	---	---	---	---	---

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2013/14	2014/15	2015/16
	Contributed 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	<p>There were 600 casualties on roads in South Lanarkshire in 2016. Of these, 18 were fatal casualties, 80 serious casualties, and 502 slight casualties. There were zero child fatal casualties, 12 children seriously injured and 47 children slightly injured.</p> <p>This compares with the totals for 2015 of 5 fatal casualties, 70 serious casualties and 524 slight casualties. For child casualties in 2015, there were zero fatalities, 6 seriously injured and 43 slightly injured.</p> <p>Whilst these figures demonstrate an increase in fatal and serious casualty figures compared to the previous year, recent years have been low in overall casualty numbers, and we are still on track to meet the 2020 targets (which are: no more than 9 fatal casualties, 54 serious casualties and 746 slight casualties; specifically, for child casualties, target figures are zero fatalities and no more than 6 seriously injured).</p>	Green	-----	98	75	96	75
Deliver prioritised traffic signal and pedestrian crossing maintenance improvements and new installations	Traffic signal and pedestrian crossing maintenance improvement projects / schemes delivered in line with the agreed 2016/17 capital and revenue programme	Traffic signal upgrade works were completed at Main Street, Carnwath and at the Leechlee Road / Cadzow Street, Hamilton pedestrian crossing.	Green	---	---	---	---	---
Continue programme of street lighting	3,600 lighting columns improved / renewed by the end of March 2017	Good progress has been made in 2016-17, with 4,175 aluminium columns installed.	Green	3,600	4,175	502	470	2,588

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
improvements	Continue roll out of LED lighting technology in line with the agreed investment programme	The second phase of the LED improvement programme commenced at the start of April 2016.  15,794 LED luminaires have been installed this financial year.	Green	---	---	---	---	---
Assist in the provision of safe routes to and from school through the operation of a school crossing patrol service	School crossing patrol cover provided at 148 sites in 2016/17	Annual target has been met.	Green	148	148	222	188	160

**Promote participation in cultural activities and provide quality facilities to support communities****Improve facilities for arts and cultural activities and provide quality facilities to support communities**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Achieve target number of attendances at our cultural venues	Achieve 0.55 million visitors to South Lanarkshire Leisure and Culture cultural venues	The number of attendances at South Lanarkshire Leisure and Culture cultural venues in 2016-17 is above the annual target by 12,086 (2.2%).	Green	0.55m	0.56m	0.50m	0.60m	0.55m
Achieve target number of attendances at our libraries	Achieve target number of library visits per 1,000 population (4,013)	The number of library visits per 1,000 population in 2016-17 is 4.9% lower than the annual target.	Amber	4,013.0	3,814.0	4,763.4	4,618.8	4,013.1

**Promote participation in cultural activities and provide quality facilities to support communities****Improve facilities for arts and cultural activities and provide quality facilities to support communities**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Achieve target number of attendances at museums	Achieve target number of visits to/usages of council funded or part-funded museums per 1,000 population (762)	The number of visits to/usages of council funded or part-funded museums in 2016-17 per 1,000 population (593.82) is 20% below the annual target. Attendances at museums have declined compared to the previous year due to the closure of the David Livingstone (DL) Museum for refurbishment. Bad weather and improved recording methods at Chatelherault Museum also contributed to the lower number compared to the previous year.	Red	762.0	593.8	864.1	706.8	762.4
	Achieve target number of those visits that were in person per 1,000 population (597)	The number of those visits which were in person per 1,000 population in 2016-17 (454.4) was 22% below the annual target. Attendances at museums have declined compared to the previous year due to the closure of the David Livingstone (DL) Museum for refurbishment. Bad weather and improved recording methods at Chatelherault Museum also contributed to the lower number compared to the previous year.	Red	597.0	454.4	835.9	637.7	597.0

**Promote participation in cultural activities and provide quality facilities to support communities****Improve facilities for arts and cultural activities and provide quality facilities to support communities**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Provide new or refurbished community facilities	Progress development of community facilities, including: community facilities completed within new build Abington Primary School by summer 2016; site start achieved by summer 2016 to replace Ballgreen Hall and Library with a new integrated facility within St Patrick's Primary School; and new build Newton Primary School community wing and synthetic pitch progressed (projected completion date of August 2017)	<p>Feasibility study complete to develop joint school and community facility to replace St Patrick's Primary School, Ballgreen Hall and Library. Demolition of St Patrick's School completed and construction of new buildings commenced in November 2016.</p> <p>Abington School build is now complete (Community and Enterprise Resources were involved in design input, specifically in relation to community accommodation within the school). Project handed over to SLC on 29th April 2016 and building was occupied from 3rd June 2016. Play area to be re-provisioned on site of old school following use of former school as decant for Crawford Primary School.</p> <p>Newton Farm Primary School and community wing/synthetic pitch construction is underway and is scheduled for completion in summer 2017.</p>	Green	---	---	---	---	---
Investigate availability of suitable burial ground in and around those cemeteries with less than five years new lair lifespan	Provision of new burial ground as part of the 2014 - 17 capital programme; target areas for 2016/17 include Strathaven and Rutherglen	<p>Works at Westburn (Cambuslang) complete.</p> <p>Suitable burial ground in Strathaven still to be located.</p>	Amber	---	---	---	---	---

**Improve road network and influence improvements in public transport****Implement the Roads Investment Programme for road and footway improvements**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Continue to implement the Roads Investment Programme for road and footway improvements	4.2% of the road network resurfaced by March 2017	During quarter four, a further 0.68% of the road network has been resurfaced. This means 4.84% of our network was resurfaced this financial year, exceeding the annual target of 4.20%.	Green	4.20%	4.84%	6.35%	7.01%	6.16%
	178 carriageway schemes completed during 2016/17	During quarter four, a further 42 carriageway schemes have been completed. This gives a total number of schemes for this financial year of 215 which exceeds the annual target of 178.	Green	178	215	215	214	243
	55 footway schemes completed during 2016/17	During quarter four, a further 20 footway schemes have been completed. This gives a total for this financial year of 56 schemes which exceeds our target.	Green	55	56	36	54	46



**Improve road network and influence improvements in public transport****Implement the Roads Investment Programme for road and footway improvements**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Percentage of A class roads that should be considered for maintenance treatment	<p>The Improvement Service have published the 2015-16 figures (see 2015-16 figure to right).</p> <p>Performance relating to the roads maintenance indicators is generally better than the Scottish average for all categories of roads. The exception to this is the C class roads, where our performance is below the Scottish average. It should be noted that the condition of these roads are improving, with the proportion of C class roads that need to be considered for maintenance treatment having declined over the last two years.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	22.7%	20.9%	22.2%

**Improve road network and influence improvements in public transport****Implement the Roads Investment Programme for road and footway improvements**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Percentage of B class roads that should be considered for maintenance treatment	<p>The Improvement Service have published the 2015-16 figures (see 2015-16 figure to right).</p> <p>Performance relating to the roads maintenance indicators is generally better than the Scottish average for all categories of roads. The exception to this is the C class roads, where our performance is below the Scottish average. It should be noted that the condition of these roads are improving, with the proportion of C class roads that need to be considered for maintenance treatment having declined over the last two years.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	25.0%	22.7%	23.7%

**Improve road network and influence improvements in public transport****Implement the Roads Investment Programme for road and footway improvements**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Percentage of C class roads that should be considered for maintenance treatment	<p>The Improvement Service have published the 2015-16 figures (see 2015-16 figure to right).</p> <p>Performance relating to the roads maintenance indicators is generally better than the Scottish average for all categories of roads. The exception to this is the C class roads, where our performance is below the Scottish average. It should be noted that the condition of these roads are improving, with the proportion of C class roads that need to be considered for maintenance treatment having declined over the last two years.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	40.0%	38.9%	36.8%

**Improve road network and influence improvements in public transport****Implement the Roads Investment Programme for road and footway improvements**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Percentage of U class roads that should be considered for maintenance treatment	<p>The Improvement Service have published the 2015-16 figures (see 2015-16 figure to right).</p> <p>Performance relating to the roads maintenance indicators is generally better than the Scottish average for all categories of roads. The exception to this is the C class roads, where our performance is below the Scottish average. It should be noted that the condition of these roads are improving, with the proportion of C class roads that need to be considered for maintenance treatment having declined over the last two years.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	39.5%	37.0%	36.8%
	Maintain or reduce the percentage of our road network that requires maintenance treatment (e.g. red category)	This is the Road Condition Index provided by SCOTS (Society of Chief Officers of Transportation in Scotland). This figure 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 (and this year's target) of 33.5%.	Green	33.5%	33.1%	35.9%	33.8%	33.5%

**Improve road network and influence improvements in public transport****Implement the Roads Investment Programme for road and footway improvements**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Cost of maintenance expenditure per kilometre of roads	The 2016-17 figure will be reported later in the calendar year.	Report Later	-----	-----	£13,530	£13,052	£13,936
Continue to undertake safety checks on road related structures and implement a prioritised maintenance programme	Continue to review completed bridge assessments and develop implementation programme (for required measures) by March 2017	Package of information relating to 11 SLC bridges which failed assessments was assembled during 2015-16. These assessment failures are to be addressed via implementation of vehicular weight restrictions. The promotion of requisite Traffic Regulation Orders to be implemented on staged basis over the next few years.  Promotion of Traffic Regulation Orders for implementation of restrictions at Westshield Bridge north of Carstairs and Mill Burn Bridge north of Abington have commenced in accordance with statutory procedures.	Green	---	---	---	---	---
Continue to work with Scottish local authority partners to develop an asset management plan and valuation of assets	Revision of Road Asset Management Plan completed by March 2017	Roads Asset Management Plan has continued to be updated throughout the financial year and will be published at the end of April 2017.	Green	---	---	---	---	---
Deliver a winter maintenance service	Winter policy procedures and documents, including gritting routes reviewed as necessary, by September 2016	Winter Policy has been reviewed and amended in line with current developments and was published in mid October 2016.	Green	---	---	---	---	---
Continue development of IT systems to support Roads and Transportation Service functions	Review of essential Roads related IT systems by March 2017	The new version of Causeway Project Accounting (CPA) has been tested and due for roll out in the new financial year. Further changes to the budget and costing processes within EXOR will roll out in the financial year.	Green	---	---	---	---	---

**Improve road network and influence improvements in public transport****Provide road infrastructure improvements to support new developments**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Work with developers and public sector partners to deliver road infrastructure improvements to support new development	Prioritised road infrastructure designed and / or constructed by March 2017 in line with available external and internal capital funding	Regional Congestion Reduction Measures have been implemented in Hamilton Town Centre. Measures included the installation of SCOOT as well as the upgrading of signal equipment at various locations. These were at: - the Top Cross; - Duke Street / High Patrick Street; - Quarry Street / Kemp Street; and - the pedestrian crossings on Duke Street, Brandon Street (at the bus station), and Leechlee Road/signals at Lamb Street.	Green	---	---	---	---	---
Work with public and private sector partners to deliver new or enhanced public transport infrastructure	Prioritised improvements to bus and rail infrastructure (e.g. park and ride) delivered by March 2017 in line with available external funding	Construction of the first phase of a new Park and Ride facility to provide approximately 25 off-street parking spaces at Carstairs Junction is complete.  Recent studies for Lanark Interchange and East Kilbride Park and Ride are also complete. The proposals in Lanark include the design of a reconfigured bus station as well as a proposed Park and Ride facility on adjacent land. Two options have been considered to provide additional parking facilities at East Kilbride Station and a preferred option has been identified.	Green	---	---	---	---	---
	Quality Bus Partnership and associated infrastructure for Hamilton Town Centre further developed in partnership with Strathclyde Partnership for Transport	High access kerbs have been provided at existing bus stops on Low Waters Road, Hillhouse Road and Burnbank Road to assist passengers boarding and alighting from buses. Funding has also been used to purchase new bollards for the section of road between the rail and bus station areas. These will be installed to coincide with ScotRail and Strathclyde Partnership for Transport works in the Hamilton Interchange areas.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for growth, improving skills and employability****Support the Clyde Gateway Regeneration Initiative**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Support the Urban Regeneration Company (URC)	Shawfield Remediation plan to treat chromium contamination implemented in accordance with URC operating plan	Design team in place and site investigation completed. Site chemical testing contractors appointed, SEPA licence granted and trials complete. Results received and level of contamination being assessed.	Green	---	---	---	---	---

**Support local businesses through development and delivery of business support programmes**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Implement South Lanarkshire Economic Strategy in conjunction with Community Planning Partnership and other partners	Promote South Lanarkshire Economic Strategy, implement associated actions in the Sustainable Economic Growth Partnership Improvement Plan, and report to the Sustainable Economic Growth Board	Sustainable Economic Growth Board has refined the Partnership Improvement Plan to prioritise key priorities and there has been a further meeting of the Board.	Green	---	---	---	---	---
Deliver support to businesses to sustain and grow the South Lanarkshire economy	Over 1,500 businesses assisted per annum with grants, loans or property advice	Annual target exceeded. This figure includes the Business Gateway contract start up and growth services and direct council business support figures for the full year to March 2017.	Green	1,500	1,879	1,546	1,514	1,560
	Between 500 - 1,000 jobs created or sustained per annum as a direct result of local authority intervention	Annual target achieved.	Green	500	997	1,643	1,288	718
	Value of sales generated by businesses assisted by Economic Development between £10m-£20m of sales	Annual target achieved.	Green	£10.00m	£15.69m	£20.90m	£9.73m	£10.10m
Maintain East Kilbride Task Force Action Plan with key partners	East Kilbride Task Force Action Plan implemented	Project development progressing in line with taskforce action plan and priorities.	Green	---	---	---	---	---
Project management and contractual completion of University of West of Scotland (UWS) relocation	Delivery and completion of relocation of UWS to new Hamilton International Park campus	Relocation agreements completed and master planning work in relation to existing campus ongoing and on track.	Green	---	---	---	---	---



**Support the local economy by providing the right conditions for growth, improving skills and employability****Support the Glasgow and Clyde Valley City Deal in the delivery of infrastructure, employability and business competitiveness projects**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Support the Clyde Valley City Deal infrastructure development programme	Subject to the completion of the relevant assurance processes, progress and deliver the three major road infrastructure projects (i.e. Cathkin, Greenhills Road, and Stewartfield Way) in line with agreed programme / profiling	<p>Cathkin Relief Road - The new road opened on the 24th February 2017. Finishing works are being undertaken and are expected to be complete by April 2017. Focus now turns to the complementary works during 2017-18.</p> <p>Greenhills Road / Strathaven Road - Design and preparatory work is progressing and land negotiations are continuing with owners and are proceeding well. The publication of the Compulsory Purchase Order is scheduled for early April 2017 and will run in parallel with the voluntary negotiations. The pre-planning application stage commenced on 23rd January 2017 and a public event was held on the 22nd February 2017 at Calderglen Country Park. A report of the event and the comments received is being prepared and will be included in the planning application. Submission of the planning application is scheduled for mid to late May 2017.</p> <p>Stewartfield Way - Design works are progressing and land discussions have commenced regarding the options for replacement holes. The East Kilbride traffic modelling exercise has been largely completed and a report is being prepared to confirm the way forward. The programme for this project is also being reviewed.</p>	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for growth, improving skills and employability****Support the Glasgow and Clyde Valley City Deal in the delivery of infrastructure, employability and business competitiveness projects**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Provide corporate oversight of City Deal infrastructure, business innovation and skills and employment programmes, with specific responsibility for progressing business case approvals for Roads and Community Growth Area projects	Attendance at Lead Officer Group ongoing with support provided to the Chief Executives Group and Cabinet as necessary.  Business case development ongoing for each project. Outline Business Case (OBC) for Hamilton Community Growth Area (CGA) approved at the October 2016 Cabinet and OBC for Larkhall CGA approved at the Cabinet in February 2017.	Green	---	---	---	---	---

**Deliver support to unemployed, particularly young people, to improve skills, employability and access to jobs**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Job brokerage initiative delivered to provide critical support for unemployed people living in South Lanarkshire	Contract monitored to ensure delivery of key elements and outcomes for employability services as specified by the Council by March 2017	Range of programmes, including new European funded activity, implemented. At the end of February 2017, 973 people have been engaged, with a 52% job outcome (and 52% job sustainment) and 17% into further training. This is a total of 70% with an overall positive outcome. Aftercare and tracking is ongoing.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for growth, improving skills and employability****Deliver support to unemployed, particularly young people, to improve skills, employability and access to jobs**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Deliver 'Opportunities for All' programme to support young people into jobs, education and training	Youth Employment Action Plan (YEAP) delivered within agreed timescales providing services to MCMC young people	Youth Employment Action Plan delivered within agreed timescales. 1,750 young people have been engaged in the last financial year on the Youth Employment Initiative (YEI) and related employability schemes.  An updated Youth Employment Action Plan will be put in place for the 2017-18 financial year, detailing all available post school provision.	Green	---	---	---	---	---
	16+ Learning Choices programme continued to be delivered in all secondary schools	16+ Learning Choices information is made available through designated Depute Head Teachers in schools for all senior phase young people, supporting them into a positive transition post school.  Each secondary school now has a plan for the delivery of their 'Developing the Young Workforce' activity. Schools continue to consider their senior phase cohort at risk matrix meetings three times a year, accessing in-school provision, Aspire, and the other available post school provision in the Youth Employment Action Plan.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for growth, improving skills and employability****Deliver support to unemployed, particularly young people, to improve skills, employability and access to jobs**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Number of NEET (those not in employment, education or training) young people progressing to a positive destination attaining 2011/2012 levels (89.8%) by end 2016/2017	In 2015-16, 94.05% of young people achieved a positive destination (0.72% above the national average). This is a 1.05% increase from the 2014-15 figure of 93%. The 2015-16 target was therefore met and a larger proportion of young people progressed to a positive destination.  Figures for 2016-17 are produced nationally and will be reported in March 2018.	Report Later	89.80%	-----	92.30%	93.00%	94.05%
	Initiatives and projects developed and delivered, based on available Scottish Government and partnership resources, to support the most vulnerable young people leaving school and beyond as per agreed partnership plan	The new Aspire key work service ensures young people are supported from prior to their school leaving date, right through until they have left school, with assistance to access the options and choices available to them. Aspire is designed to ensure a positive transition.  At March 2017, the Aspire programme was working with 170 young people post school, with 450 young people supported in the year to date. Progress of school leavers in the June-December 2016 period saw 98% of young people initially in a positive destination, with 92% still in a positive outcome six months later.	Green	---	---	---	---	---
Develop and progress as appropriate new employability services focused on priority client groups resourced by EU and Council resources	Continue the delivery of innovative employability services, including European Strategic Skills pipeline funding to be procured, contracts issued and delivered by end 2016/2017	The council's South Lanarkshire Works 4 U programme has achieved the following outcomes at the end of February 2017: - engagement on programmes: 3,691 (target met) - job outcomes: 1,774 (target met) - 784 achieved a qualification and 370 accessed further education or training.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for growth, improving skills and employability****Deliver support to unemployed, particularly young people, to improve skills, employability and access to jobs**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Over 3,000 people supported each year through employability programmes	From April 2016 to the end of February 2017 there were 3,691 engagements on SLW4U programmes. Annual target has been met.	Green	3,000	3,691	4,012	4,187	2,865
	A minimum of 1,500 of the people supported via employability programmes go on to access employment or training / education	From April 2016 to the end of February 2017, the following results were achieved: - entry to jobs: 1,774 - entry to further education or training: 370 - qualifications achieved: 784	Green	1,500	2,144	2,516	2,532	2,542
	% unemployed people assisted into work from Council operated / funded employability programmes	2015-16 figures have now been published by the Improvement Service (see 2015-16 figure to the right).  The percentage of unemployed people accessing jobs via council funded / operated employability programmes has decreased by 4.5% from 20.6% in 2014-15 to 16.1% in 2015-16, with delays in the new EU programme (which underpins these Council employability programmes) a contributory factor. However, the council's performance in this area is still better than the Scottish average of 13.9%. In 2015-16, the council supported just over 2,540 people into jobs, training, or education.  Full year 2016-17 figure will be available at the end of the calendar year.	Report Later	-----	-----	13.0%	20.6%	16.1%
	Gap in the working age employment rate reduced or maintained at 0.6% above the Scottish average by March 2017	For period January - December 2016, South Lanarkshire employment rate for 16-64 age group was 75.2% - 2.3% above the Scottish average (72.9%).	Green	0.6%	2.3%	-----	1.3%	3.1%
	Workless client group maintained below 148 per 1,000 in 2016/17	South Lanarkshire Workless client group was 113 per 1,000 as at August 2016. Annual target was therefore met.	Green	148	113	141	130	122

**Support the local economy by providing the right conditions for growth, improving skills and employability****Deliver support to unemployed, particularly young people, to improve skills, employability and access to jobs**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Workless client group reducing in line with the overall figures or maintained at 312 per 1,000 by March 2017 in worst 15% datazones	Workless client group in 15% data zones (SIMD12) was 233 per 1,000 as at August 2016. Annual target was therefore met.	Green	312	233	291	269	257

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Improve the competitiveness of local business through provision of a business advice service and improve levels of consumer protection and fair trading	Two regulatory compliance bulletins issued to the business community	Two bulletins have been issued to the business community in 2016-17.	Green	---	---	---	---	---
	95% of business advice requests completed within 21 days	Annual target has been met for percentage of business advice requests completed within 21 days.	Green	95.0%	97.0%	-----	93.0%	95.0%
	Number of businesses processed through Buy with Confidence approved trader scheme	Three businesses have been admitted to the scheme this year and one business is currently going through the application process.	Contextual	-----	3	-----	12	10

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

### Develop the area's tourism potential

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Continue to implement the Tourism Action Plan and work with the sector to develop the profile of the area as a visitor destination	Action plan delivered via VisitLanarkshire including national quality assurance and increasing participation in Lanarkshire Area Tourism Partnership and Association	<p>Refreshed Area Tourism Strategy 'Tourism Lanarkshire 2020' completed and published and additional partner activities progressing positively.</p> <p>VisitLanarkshire.com consumer portal has undergone significant improvements during the year, including itinerary development.</p> <p>We continue to work in partnership with VisitScotland and encourage businesses to become quality assured.</p> <p>Lanarkshire Area Tourism Partnership continues to meet quarterly and monitor and prioritise strategic activity.</p> <p>The Lanarkshire Tourism Association is currently reviewing its constitution with a view to marketing itself wider to encourage new operators on board.</p> <p>We are now also feeding into the City Region Tourism Portfolio meetings and have commented on the tourism strategy work.</p>	Green	---	---	---	---	---



**Support the local economy by providing the right conditions for growth, improving skills and employability****Update and implement the South Lanarkshire Rural Strategy and action plan**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Implement South Lanarkshire Rural Partnership (SLRP) Strategy Action Plans	Year 4 of the Clyde and Avon Valley Landscape Partnership delivered by March 2017	Year 4 priorities for the Landscape Partnership have been agreed and outstanding projects implemented. Consideration being given to future direction of the Partnership and potential funding opportunities.	Green	---	---	---	---	---

**Support and develop the South Lanarkshire community and voluntary sector**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Increase and improve volunteering opportunities for individuals and organisations	Number of organisations engaging volunteers maintained	Annual target exceeded.	Green	340	357	362	457	355

**Support the local economy by providing the right conditions for growth, improving skills and employability****Support and develop the South Lanarkshire community and voluntary sector**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Implement the new South Lanarkshire Social Economy Partnership strategy and action plan	Social Economy support process through the Business Gateway implemented for ten social economy organisations by March 2017	Social Economy support now embedded in the main Business Gateway contract. Twenty organisations have been supported in 2016-17.	Green	---	---	---	---	---
Promote partnership working for financial inclusion and the development of South Lanarkshire Credit Unions	Develop and support the financial inclusion network linked to preparation for welfare reform	<p>Good progress through the Financial Inclusion Network and associated sub groups to prepare for the full roll-out of Universal Credit in October 2017.</p> <ul style="list-style-type: none"> <li>• A Digital Inclusion Event is programmed for June 2017 to ensure we have adequate public online access and that this is being promoted to the public.</li> <li>• Work is ongoing to ensure the public and staff are aware of the Universal Credit full roll-out and the implications of this for them.</li> <li>• There is ongoing work to tackle stigma with a staff online training course near completion to support this and to more generally raise awareness of poverty across the council and partner staff.</li> <li>• There are a number of new external funding streams targeted at the voluntary sector that could support financial wellbeing, digital inclusion and community led anti poverty services. Work is ongoing to raise partners' awareness of these and to support them to develop proposals.</li> </ul>	Green	---	---	---	---	---
	Credit Union membership increased by 3.5%	To be reported later. Figures available in May 2017.	Report Later	3.5%	-----	17.0%	4.0%	2.6%

**Support the local economy by providing the right conditions for growth, improving skills and employability****Establish opportunities for sustainable economic growth through the preparation, adoption and implementation of Development Plans**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Ensure that planning applications are assessed within a development plan framework	Supplementary Guidance on Community Infrastructure Assessment published by July 2016	Supplementary Guidance produced, submitted, and approved by Scottish Ministers, now forms part of the adopted South Lanarkshire Local Development Plan.	Green	---	---	---	---	---
	Draft guidance on minerals developments approved by October 2016, finalised guidance approved by March 2017	Non-statutory planning guidance on Minerals approved by Planning Committee in November 2016. The finalised guidance has been circulated alongside the Main Issues Report for information. However, if there are any comments these will be included in the Supplementary Guidance on minerals that will be produced alongside the proposed Local Development Plan 2.	Green	---	---	---	---	---
	Pre Main Issues Report consultation on South Lanarkshire Local Development Plan 2 undertaken by March 2017	All consultation is complete and a Consultation and Engagement Report produced alongside the Main issues Report.	Green	---	---	---	---	---
Contribute to the monitoring of the Glasgow and Clyde Valley Strategic Development Plan	Annual survey and monitoring of housing, industrial, retail and vacant and derelict land undertaken by September 2016	Housing monitoring completed. Industrial and vacant land monitoring both completed in August 2016. Retail monitoring was completed in September 2016.	Green	---	---	---	---	---
Contribute to the preparation of new Strategic Development Plan	Consideration and assessment of the representations received to the proposed Strategic Development Plan completed by October 2016	The Strategic Development plan sets out land use for the Glasgow and Clyde Valley area.  With respect to the proposed Strategic Development Plan, the Council's consideration and assessment of representations by the public and interested parties is complete. The Council's contribution to the formal response to these representations is also complete.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for growth, improving skills and employability****Establish opportunities for sustainable economic growth through the preparation, adoption and implementation of Development Plans**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Monitor Local Plan objectives for supply of housing, industry and business land and green space to ensure an adequate supply is maintained	Local Development Plan policies monitored during 2016/17 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; an adequate supply of land is available for green space in the main urban communities of South Lanarkshire	Monitoring report now completed. Monitoring shows a 6.7 year land supply for housing. A complete report has been produced alongside the Main Issues Report for the LDP2.	Green	---	---	---	---	---

**Develop a sustainable Council and 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	2013/14	2014/15	2015/16
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)	Carbon emissions for 2016-17 will not be known until July 2017.  A baseline for greenhouse emissions in 2015-16 has now been established (120,276 tonnes) - this is a 3.6% reduction compared to the previous year. All carbon sources (buildings, waste, fleet, street lighting and staff travel) achieved reductions due to the ongoing projects and initiatives in carbon management.	Report Later	2.0%	----	----	----	----
	Carbon Management Plan update report completed and published in 2016 and compliance with the Carbon Reduction Commitment (CRC) scheme achieved within deadlines	Complete - Carbon Management Plan was published in December 2016 after CMT and Executive Committee approval. CRC for 2015-16 complete in July 2016. Plans for 2016-17 on schedule.	Green	---	---	---	---	---

**Develop a sustainable Council and communities****Improve the council's environmental performance and reduce its greenhouse gas emissions**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Monitor and report on implementation of Sustainable Development Strategy 2012-17	Quarter 2 and Quarter 4 reports on all Sustainable Development Strategy and Climate Change Duties Improvement Plan presented to Corporate Management Team and Executive Committee	Quarter two report for the sustainable development strategy and climate change duties improvement plan was presented to CMT on 12th January 2017 and Executive Committee on 8th February 2017.	Green	---	---	---	---	---
	Progress development of the new Sustainable Development Strategy 2017-2022 and accompanying communications plan by March 2017	Completion of new Sustainable Development Strategy has been slightly delayed, mainly due to the delay in the publication of the Scottish Government's draft Climate Change Plan. Agreeing outcomes and actions with Resources has also taken longer than first anticipated. This was reported to CMT in March 2017 with a new timescale for completion of September 2017.	Amber	---	---	---	---	---
Undertake biennial review of the impact of anticipated future climate change on key Council services	Complete Adaptation Scotland's 'Five steps to managing your climate: a guide for the public sector' and implement outcomes by March 2017	The five steps document is partially complete. Further work on identifying risk and opportunities of climate change will now be undertaken through the Climate Ready Clyde partnership.	Amber	---	---	---	---	---
Deliver a 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Implement fuel efficiency measures to achieve a 2% reduction in vehicle emissions by March 2017 (relative baseline year of 2014/15) (council wide figure)	Despite a slight increase in the last quarter, South Lanarkshire Council vehicle emissions in 2016-17 have reduced by 6.03% relative to 2014-15.	Green	2.00%	6.03%	0.00%	0.00%	0.00%
	Implement fuel efficiency measures to achieve a 2% reduction in vehicle emissions by March 2017 (relative to baseline year of 2014/15) (Resource figure) (all directors measure)	Despite a slight increase in the last quarter, Community and Enterprise Resources vehicle emissions in 2016-17 have reduced by 6.3% relative to 2014-15.	Green	2.00%	6.30%	0.00%	0.00%	0.00%

**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	2013/14	2014/15	2015/16
Demonstrate the council's compliance with public sector climate change duties	Evaluate the council's performance in relation to complying with the public sector climate change duties and publish annual statutory Climate Change Duties Report by 30th November 2016	Self-evaluation using the Climate Change Assessment Tool was carried out by the Sustainable Development Coordination Group in September 2016. Findings from the self-evaluation will be included in the development of the new Sustainable Development strategy.  The 2015-16 annual climate change duties report was approved by the Executive Committee on 16th November 2016 and submitted to Scottish Government. A copy of the annual report can be found on the Council's website.	Green	---	---	---	---	---
Implement the Climate Change Duties Compliance Improvement Action Plan	Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (council wide)	All actions are currently on target within the climate change duties improvement plan. Progress of the plan at quarter two was reported to CMT on 12th January 2017.	Green	---	---	---	---	---
	Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (CER Resource only) (all directors measure)	All actions for Community and Enterprise Resources within the climate change duties improvement plan are currently on target.	Green	---	---	---	---	---
Introduce new waste management initiatives to reduce waste and increase recycling	Procurement of long term waste treatment contract progressed, with procurement timetable milestones met for mobilisation and contract start date	Long term waste treatment contract procured and commences 1st April 2017. A contract timetable and action plan has been prepared for all other recycling and waste contract procurements.	Green	---	---	---	---	---

**Develop a sustainable Council and communities****Provide services and infrastructure 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	2013/14	2014/15	2015/16
	Implement new waste collection service in Rutherglen/Cambuslang and Clydesdale areas to incorporate food waste collection	The new waste and recycling collection service has been introduced across the Rutherglen / Cambuslang and Clydesdale areas, and the project to install communal street food waste bins and a review of communal recycling bins in flats is ongoing.	Green	---	---	---	---	---



**Develop a sustainable Council and communities****Provide services and infrastructure 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	2013/14	2014/15	2015/16
	The percentage of total household waste arising that is recycled (Council target is 50% in line with government target)	<p>April-December 2016 recycling rate is 54.2%. Quarter four data (January-March 2017) not yet available.</p> <p>However, calendar year figure (January-December 2016) is available (53%). Based on this information, it is likely that the Council is on target to achieve the 50% target recycling rate.</p>	Report Later	50.0%	-----	39.1%	45.0%	49.0%

**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	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Manage flooding priorities and deliver prioritised flood protection schemes	Prioritised flood protection projects / studies delivered by March 2017 in line with available capital / revenue funding	<p>Borgie Glen (Cambuslang) and Station Gate (Netherburn) flood protection projects have been delayed and will now be carried out in early 2017-18.</p> <p>The proposed project at the Hallside Burn (Halfway) will be carried out by Dundas Homes on behalf of the Council as part of their development. A Memorandum of Understanding is still in the process of being agreed. However, due to the programming of the development, the completion of the proposed works has slipped into 2017-18. The capital funding for this project has therefore been accrued from 2016-17 to permit the works to go ahead in summer 2017.</p> <p>The proposed project at the Powmillon Burn (Strathaven) was not taken forward in 2016-17 due to a delay in the related flood study and appraisal of potential measures being completed. This will be progressed when funding becomes available.</p> <p>Various other more minor works have been identified within our revenue budgets and officers are progressing these projects in accordance with our proposed programme.</p>	Amber	---	---	---	---	---

**Develop a sustainable Council and communities****Provide services and infrastructure 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	2013/14	2014/15	2015/16
Ensure Strategic Environmental Assessment of all appropriate policies, plans, programmes and strategies is undertaken	Strategic Environmental Assessments undertaken on all appropriate plans and strategies, and content of assessments monitored to ensure that they are in accordance with guidance and legislation	Seventeen policies, plans and strategies were subject to the SEA process in 2016-2017. These were monitored by the Corporate SEA Group which met three times in the financial year.	Green	---	---	---	---	---
Monitor the local environmental conditions through the preparation of the biennial update of the State of the Environment report	Production of updated biennial State of the Environment report commenced by March 2017	Work on 2017 edition of State of the Environment Report commenced from January 2017. First draft anticipated by end June 2017.	Green	---	---	---	---	---

**Improve and maintain health and increase physical activity****Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Maximise the number of attendances at leisure facilities	Achieve 3.1 million attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture	The number of attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture in 2016-17 is 3.47% (107,726 attendances) below our annual target. This can be attributed to a continued decline in gym memberships and uptake of fitness classes, as well as a slight decline in sports club usage. In addition to this, the continued closure of East Kilbride Ice Rink has impacted attendance figures, together with other facility closures for essential maintenance work.	Amber	3.100m	2.992m	3.502m	3.336m	3.156m
	Achieve target number of attendances per 1,000 population for swimming pools (5,264)	The number of attendances per 1,000 population for swimming pools in 2016-17 is 3.8% below the annual target. The closure of Hamilton Water Palace for essential maintenance has contributed to the overall decline in attendances, as well as nine swimming pools starting swimming lessons one week later than usual in January 2017.	Amber	5,264	5,062	5,440	5,236	5,265
	Achieve target number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex (4,827)	The number of attendances per 1,000 population in 2016-17 is 7.8% lower than the previous year, due to a continued fall in gym memberships, the closure of Burnhill Recreation Centre, and the closure of EK Ice Rink for eight months of the year.	Red	4,827	4,400	5,763	5,432	4,828
	Achieve target number of attendances at outdoor recreation and country parks (2.1 million)	The number of attendances at outdoor recreation and country parks in 2016-17 is 6% (121,120 attendances) above the annual target.	Green	2.100m	2.226m	2.278m	2.110m	2.104m

**Improve and maintain health and increase physical activity****Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Provide South Lanarkshire Leisure and Culture facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's reduced rates policy	Achieve 870,000 under 16 reduced rates attendances at South Lanarkshire Leisure and Culture facilities by March 2017 (includes halls, school lets, outdoor and indoor leisure)	The number of under 16 reduced rate attendances at South Lanarkshire Leisure and Culture facilities in 2016-17 has exceeded the target by 6,690 (0.77%).	Green	870,000	876,690	967,724	980,379	919,569
Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire	Achieve 6,500 registered members of 'Activage' scheme	The number of Activage memberships in 2016-17 show an overall increase of 435 (6%) on the previous year and has exceeded our annual target figure by 1,122 (17.26%).	Green	6,500	7,622	-----	6,045	7,187
	Achieve 420,000 over 60's attendances by residents using South Lanarkshire leisure facilities	The number of over 60s attendances by residents using South Lanarkshire leisure facilities in 2016-17 increased by 14,365 (3.4%) on the previous year and is 3.1% above the annual target.	Green	420,000	433,099	440,348	397,000	418,734
Progress and/or complete upgrades to leisure facilities across South Lanarkshire	Refurbishment of East Kilbride Ice Rink: replace plant and ice pad and refurbish ice rink in line with the wider town centre development	Project complete. Ice Rink opened December 2016.	Green	---	---	---	---	---
Promote and maintain opportunities for walking, cycling and horse riding using South Lanarkshire's network of core paths and develop a new Outdoor Access Strategy	Complete review of the Outdoor Access Strategy by March 2017	SEA Screening and scoping complete and draft report almost complete. Aim is to present a consultative draft to new Council in June 2017 and then release for public consultation.	Amber	---	---	---	---	---

**Improve and maintain health and increase physical activity****Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle**

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Continue to improve nutrition and health value of school meals	Sustain level of paid primary school meals compared to 2015/16	Exceeded year end target.	Green	68.59%	68.79%	49.88%	50.80%	68.59%
	Sustain level of paid secondary school meals compared to 2015/16	Following an increase in uptake in consecutive years, this year has shown a decline in paid secondary school meals due to increased high street and mobile van competition. The service has introduced theme days and meal deals and carried out a pupil survey to increase uptake.	Amber	56.54%	52.25%	62.95%	54.81%	56.54%
	Monitor the uptake of the Scottish Government's initiative for free meals for all primary 1-3 pupils to achieve a target of 75%	All primary schools are monitored for uptake of P1 - P3 free meals on a period by period basis. Year end figure exceeded the uptake target.	Green	75.00%	76.00%	0.00%	0.00%	0.00%

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

Action	Measures( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Provide a comprehensive food safety enforcement and	Incidence of notified food borne infection reduced from 2006/07 baseline figures by 8.5% by March 2017	Last year, 141 reports of infectious diseases were received - a reduction of 24.2% from the 186 cases reported in 2006-07	Green	170	141	115	105	160

**Improve and maintain health and increase physical activity****Safeguard health through an effective environmental services regulation and enforcement service**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
advisory service to reduce risk of food borne infection	Broad compliance with food safety statutory requirements secured in 85% of premises	86.9% of food businesses operating in South Lanarkshire were found to be broadly compliant with food safety requirements during 2016-17. This figure exceeds the annual target set for this measure.	Green	85.0%	86.9%	86.1%	86.0%	87.0%
Review and assess air quality throughout South Lanarkshire	Submit the progress report on air quality across South Lanarkshire to the Scottish Government by March 2017	<p>The annual progress report for 2015-2016 on air quality across South Lanarkshire was submitted to Scottish Government at the end of June 2016, with the Scottish Government accepting the findings.</p> <p>Data for the 2016-2017 annual progress report is in the process of being verified prior to inclusion, with the report due to be submitted June 2017.</p> <p>Five out of the seven continuous monitoring stations have been upgraded. One other site is due to be upgraded in April 2017.</p>	Green	---	---	---	---	---

**Improve and maintain health and increase physical activity****Safeguard health through an effective environmental services regulation and enforcement service**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Implementation of the Air Quality Action Plan measures by March 2017	This year's engine idling campaign has concluded, with no incidence of idling witnessed in relation to bus or taxi services provided at schools. This has been a significant improvement over previous years' campaigns. Officers also experienced much higher levels of awareness amongst the general public. Walking and cycling campaign continues. Car Club feasibility report now received, with recommendation for pilot trial recommended. Bike hire feasibility study due in May 2017.	Green	---	---	---	---	---
Provide a comprehensive and responsive public health service to protect the community from infectious diseases, contamination or other hazards which constitute a danger to public health	90% of public health service requests responded to within 2 working days	<p>The total number of public health service requests received during the year was 2,008, of which 1,957 were responded to within the target response time of two working days.</p> <p>The total number of service requests received during quarter four (January - March 2017) e.g. complaints relating to defective drains, smoke nuisance, odour etc. was 527, of which 514 were responded to within the target response time of two working days.</p>	Green	90.00%	97.46%	97.14%	97.17%	97.18%



**Tackle disadvantage and deprivation****Oversee and monitor the implementation of the Tackling Poverty Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Lead partnership approaches to tackling the causes and effects of poverty, including management of the Tackling Poverty Programme and associated budget as part of the Single Outcome Agreement	New Tackling Poverty Improvement Plan (PIP) for South Lanarkshire implemented and progress reported to the Tackling Poverty and Inequalities Strategic Board and Community Planning Board as required	A report on progress against the key priority outcomes and actions in the Improvement Plan will be produced in May/June 2017.  Work is now underway to develop tackling poverty and inequality outcomes and key partnership actions for the new Local Outcome Improvement Plan, which will take the place of the SOA and Thematic Improvement Plans come October 2017.	Green	---	---	---	---	---
	Promote the use of the Scottish Index of Multiple Deprivation (SIMD) (2012) as a tool to assist with targeting of resources and activity	The new SIMD (2016) has now been published and work is ongoing to promote and support its use in informing service design, delivery and resource allocation, with a view to tackling inequalities and poverty. To date, this has included six presentations to partner staff in NHS and across the Financial Inclusion Network.	Green	---	---	---	---	---

**Tackle disadvantage and deprivation****Oversee and monitor the implementation of the Tackling Poverty Programme**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Impacts of fifth year of Tackling Poverty Programme reported by July 2016	<p>The 2015-16 annual report was produced and circulated. 89% of targets were achieved/ exceeded; 10% were within 75% of target; with less than 1% being less than 75% of target.</p> <p>A 2016-17 half year performance report was produced and reported to the Tackling Poverty Board in December 2016. The 2016-17 full year annual report will be produced in May 2017 once we have received full monitoring reports from delivery partners. The monitoring process has been developed to include analysis of engagement in the most deprived datazones by project. The findings will be used to inform the 2017-18 Tackling Poverty Programme.</p> <p>The programme continues to support a wide range of programmes impacting on thousands of residents with a strong focus on children, young people and families.</p>	Green	---	---	---	---	---

**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Achievement of targets for customer satisfaction	Target achieved for customer satisfaction - Environmental services (85%)	100% of customer care returns in quarter four (January - March 2017) showed satisfaction with the service provided, resulting in an overall 85% Environmental Health customer satisfaction rate in 2016-17.	Green	85.0%	85.0%	86.0%	81.0%	89.3%
	Target achieved for customer satisfaction with consumer complaints and business advice requests responded to by Trading Standards (85%)	Customer satisfaction target has been exceeded for consumer complaints and business advice requests responded to by Trading Standards.	Green	85.0%	100.0%	0.0%	86.0%	86.0%

**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Target achieved for customer satisfaction - cleaning and catering services (95%)	Annual customer satisfaction target for cleaning and catering services has been exceeded.	Green	95.0%	98.0%	98.3%	98.9%	96.8%
	Target achieved for customer satisfaction - Bereavement Services (95%)	2016-17 target has been met for Bereavement Services satisfaction rate.	Green	95.0%	95.0%	-----	-----	85.0%
	Target achieved for customer satisfaction - South Lanarkshire Leisure and Culture facilities (95%)	96% customer satisfaction rate recorded for South Lanarkshire Leisure and Culture facilities which is 1% above the annual target.	Green	95.0%	96.0%	97.0%	96.0%	96.0%
	Satisfaction levels with the Planning service sustained or improved against baseline (73%)	Year end data collection in process. Final figures will be available by the end of June 2017.	Report Later	73.0%	-----	97.0%	100.0%	93.0%
	Satisfaction levels with Building Standards sustained or improved against baseline (87%)	Year end data collection in process. Final figures will be available by the end of June 2017.	Report Later	87.0%	-----	97.0%	95.0%	85.0%
	% of adults satisfied with libraries (results from Scottish Household Survey)	2015-16 Scottish Household Survey results have been published (see 2015-16 figure to right).  Compared to the previous year, the level of satisfaction with libraries has declined in the year, and is below the Scottish average.  Full year 2016-17 figure will be available at the end of the calendar year.	Report Later	-----	-----	81.2%	77.7%	72.7%

**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	% of adults satisfied with museums and galleries (results from Scottish Household Survey)	<p>2015-16 Scottish Household Survey results have been published (see 2015-16 figure to the right).</p> <p>Compared to the previous year, the level of satisfaction with museums and galleries has declined and is below the Scottish average.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	71.3%	70.0%	67.3%

**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	% of adults satisfied with leisure facilities (results from Scottish Household Survey)	<p>2015-16 Scottish Household Survey results have been published (see 2015-16 figure to the right).</p> <p>Compared to the previous year, the level of satisfaction with leisure facilities has declined and is below the Scottish average.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	76.5%	77.3%	74.0%

**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	% adults satisfied with parks and open space (results from Scottish Household Survey)	<p>The 2015-16 Scottish Household Survey results have been published (see figure to the right).</p> <p>Compared to the previous year, the level of satisfaction with parks and open spaces has increased in the year, but is still below the Scottish average.</p> <p>The council also carries out its own service specific survey of council residents who have accessed services related to our parks and open spaces. During 2015, this revealed that 83% of respondents rated the service provision positively, which is nearer to the Scottish average figure of 85.7%. The council was a finalist in the APSE Performance Networks 2016 national awards under the category of Most Improved Performer for its parks, open spaces and horticultural services.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	74.9%	74.7%	75.7%

**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	% adults satisfied with refuse collection (results from Scottish Household Survey)	<p>The 2015-16 Scottish Household Survey results have been published (see figure to the right).</p> <p>The percentage of adults satisfied with refuse collection has decreased by 2% in 2015-16 compared to 2014-15, but is slightly higher (83.7%) than the Scottish average figure (83%).</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	84.9%	85.7%	83.7%

**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	% adults satisfied with street cleaning (results from Scottish Household Survey)	<p>The 2015-16 Scottish Household Survey results have been published (see figure to the right).</p> <p>The Scottish Household Survey shows that there was a 1.3% decrease in adults satisfied with street cleaning in South Lanarkshire between 2014-15 and 2015-16, but the 2015-16 figure is still 1% higher than the Scottish average figure.</p> <p>The council also carries out its own service specific survey of South Lanarkshire residents who have accessed the council's street cleansing service. During 2015, this survey revealed that 80% of respondents rated the service positively. The council was a recent winner in the APSE Performance Networks 2016 national awards under the category of Most Improved Performer for street cleansing.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	74.8%	76.0%	74.7%



**Strengthen partnership working, community leadership and engagement****Strengthen partnership working, community leadership and engagement**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Promote resilience / emergency preparedness for the council	Increase awareness of resilience / emergency preparedness initiatives / practices within and external to the council by March 2017	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 events include: engagement with Transport Scotland, the emergency services, North Lanarkshire Council, Glasgow City Council and other partners in preparing / implementing contingencies for the 10 week closure of the M8 Baillieston Interchange; internal and multi agency Serious and Organised Crime / CONTEST meetings; refreshed multi agency Lanarkshire Major Incident Team meetings; internal and multi agency engagement in preparations and response to severe weather warning(s); and supporting preparations for local government election.	Green	---	---	---	---	---

**Provide vision and strategic direction****Provide vision and strategic direction**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Deliver the objectives of the Council Plan Connect	Deliver annual Resource Plan and review suite of measures for coverage and relevance (all directors measure)	<p>This measure is complete for 2016-17, with the development and implementation of the Community and Enterprise Resource Plan 2016-17 and the accompanying quarterly monitoring reports.</p> <p>The development of the Resource Plan 2017-18 is now well underway, with a draft plan peer reviewed on 19th April 2017 for coverage and relevance of measures. Plan will be presented to SMT for approval on 2nd June 2017.</p>	Green	---	---	---	---	---
Develop and implement council wide equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Number of policies recommended, not recommended or piloted as a result of Equality Impact Assessments undertaken for all relevant policies, strategies and procedures (all directors measure)	<p>A total of 14 EQIAs were created during 2016-17 (one created during quarter four).</p> <p>Eight have been approved, the remaining six are savings related and are awaiting approval.</p>	Contextual	-----	14	47	17	31
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes (all directors measure)	The Resource Annual Equalities report was submitted to the Equal Opportunities Forum on 7th June 2016 and to both the Enterprise Services Committee and the Community Services Committee on 12th July 2016. The Resource also provided updates for the Council's 2017-20 Mainstreaming report, to be submitted to the Equality and Human Rights Commission.	Green	---	---	---	---	---

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
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 (all directors measure)	<p>The council programme of EMPOWER assessments for 2016/17 has been fully implemented. This includes assessments of: the Roads and Transportation Service; the Council's approach to environmental sustainability; and the processing of major planning applications.</p> <p>The results from the Council's employee survey have now been collated and are being analysed and disseminated to the SMT.</p> <p>We continue to meet with service managers on a quarterly basis to identify improvements to the service as a result of complaints.</p>	Green	---	---	---	---	---
	Use the results of benchmarking activity (including the Local Government Benchmarking Framework) to inform and improve service delivery (all directors measure)	<p>2015-16 figures have now been published by the Improvement Service; and the council's LGBF web report, which provides analysis of the results, is now available to view on the Council website. SMT discussed the CER results at their meeting on 13th January 2017.</p> <p>Meanwhile, the Resource continues to send delegates to the LGBF benchmarking group meetings to discuss and share best practice.</p>	Green	---	---	---	---	---
Publication of annual Planning Performance Framework (PPF) and Improvement Plan	Planning Performance Framework prepared by July 2016 and improvement plan implemented in accordance with programme set out in Planning Performance Framework	Planning Performance Framework approved by Planning Committee.	Green	---	---	---	---	---

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Quarterly reporting of Continuous Improvement Plan detailing current position relating to requirements of Building Standards Performance Framework	Reports on key performance objectives 1-9 and Continuous Improvement Plan produced on quarterly basis	Continuous Improvement Plan and other key performance objectives data submitted to the Scottish Government on time.	Green	---	---	---	---	---
Liaise with the Building Standards Division (BSD) of the Scottish Government and other stakeholders to secure appointment as verifier for 2017 onwards	Participate in working groups and other initiatives to support the reappointment of local authority verifiers	Reappointment confirmed by Scottish Ministers for full six year term.	Green	---	---	---	---	---
	Respond to BSD requests for information or consultation as required as part of the reappointment process	Information provided as required, with specific reference to key performance indicators as requested.	Green	---	---	---	---	---
Retain Customer Service Excellence accreditation	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of the Planning Service in July 2016	Following a visit by the Customer Service Excellence assessor in August 2016, the Customer Service Excellence award for the Planning Service was successfully retained.  Actions to successfully retain Customer Service Excellence award being undertaken in preparation for the reassessment of the Planning Service in September 2017.	Green	---	---	---	---	---
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of the Building Standards Service in November 2016	Building Standards Service assessment was undertaken in November 2016 and the Customer Service Excellence award was successfully retained. An additional compliance plus achieved, taking the total to ten.	Green	---	---	---	---	---
	Actions to successfully retain Customer Service Excellence award undertaken in preparation for reassessment of Bereavement Services	Bereavement Services retained CSE Award in May 2016. A new assessment has been arranged for 4th May 2017.	Green	---	---	---	---	---

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Monitor ongoing costs of delivery of Community and Enterprise Resources' services	Gross cost of waste collection per premise	The gross cost of waste collection is lower than last year and better than the target set for the year.	Green	£83.09	£73.52	£65.27	£69.93	£75.12
	Net cost of waste collection per premise	<p>The 2015-16 cost figures have been published by the Improvement Service (see figure to the right).</p> <p>The council aims to keep its refuse collection costs as low as possible. Between 2014-15 and 2015-16, the net cost of waste collection per premise decreased, although it is slightly above the Scottish average. It is anticipated that costs may rise in 2016-17 as a result of the council continuing to roll out the new waste and recycling collection service, including the delivery of the enhanced garden and food waste collection service in the Rutherglen, Cambuslang and Clydesdale areas.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	£80.44	-----	£62.85	£67.37	£66.26
	Gross cost of waste disposal per premise	The gross cost of waste disposal is lower than last year and better than the target set for the year.	Green	£95.59	£86.67	£96.56	£91.45	£93.43

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Net cost of waste disposal per premise	<p>The 2015-16 cost figures have been published by the Improvement Service (see figure to the right).</p> <p>The council aims to keep its refuse disposal costs as low as possible. Between 2014-15 and 2015-16, the net cost of waste disposal per premise increased due to inflation and additional landfill tax, but is still slightly below the Scottish average figure.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	£94.75	-----	£94.59	£88.38	£94.12

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Cost per attendance of sport facilities	<p>2015-16 cost data has been published (see 2015-16 figure to right).</p> <p>In South Lanarkshire, the cost per attendance at sports facilities is lower than the Scottish average figure. Tight budgetary control is helping to maintain the cost of this service. However, this measure is impacted by the number of actual attendances at sports facilities in the year - the closure of East Kilbride Ice Rink and Lanark and Fairhill gyms for refurbishment and the ongoing impact of budget gyms all served to reduce the number of attendances at sports facilities in 2015-16, leading to the slight increase in cost per attendance at sports facilities.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£2.33	£2.20	£2.24

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Cost per library visit	<p>2015-16 cost data has been published (see 2015-16 figure to right).</p> <p>South Lanarkshire Council's cost per attendance at libraries increased in 2015-16 and is higher than the Scottish average figure. This measure is impacted by the number of actual attendances at libraries in the year. Refurbishment work in East Kilbride town centre (which impacted on East Kilbride Central Library attendances) and the closure of Calderwood Library in June 2015 led to a decline in the number of physical visits to libraries in the year and a consequent increase in the cost per library visit in 2015-16. However, there were almost 80,000 virtual visits to library e-services as people continued to move to digital services. Notwithstanding these issues, the library service will continue to market its services and in particular, develop its children's programme in order to attract and retain customers.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£3.71	£3.54	£3.72



**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Cost of museums per visit	<p>2015-16 cost data has been published (see 2015-16 figure to right).</p> <p>In South Lanarkshire, the cost per attendance at museums facilities is lower than the previous year and lower than the Scottish average figure. Tight budgetary control is helping to reduce the cost of this service.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£2.75	£2.90	£2.71

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Cost of parks and open spaces per 1,000 population	<p>2015-16 cost figures have been published by the Improvement Service (see 2015-16 figure to the right).</p> <p>South Lanarkshire Council's cost of parks and open spaces is higher than the previous year and higher than the Scottish average figure. The increase in costs from 2014-15 to 2015-16 can be explained by additional capital works, including improvements to cemetery infrastructure, upgrade to hard and soft landscaping within sheltered housing complexes, and the rebuild of Calderglen Play Area. These additional projects resulted in increased expenditure costs. Higher costs can also be explained by the range of services provided in South Lanarkshire across a broad spectrum of geographical landscapes and including a number of services which are provided more frequently than by other local authorities. Service efficiency savings, which have been identified and implemented in 2016-17, should lead to a reduction in our cost of parks and open spaces going forward.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£31,498	£32,458	£33,472

**Promote performance management and improvement****Promote performance management and improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Net cost of street cleaning per 1,000 population	<p>2015-16 cost figures have been published by the Improvement Service (see 2015-16 figure to the right).</p> <p>The net cost of street cleaning per 1,000 population decreased in 2015-16, but is still above the Scottish average. South Lanarkshire Council provides a range of services not provided by other local authorities, including an increased level of mechanical sweeping and the removal of offensive graffiti within 24 hours of notification. We also deliver the service to a high standard. These factors impact on the cost of the service. Service efficiency savings identified and implemented in 2016-17 will reduce our cost of street cleaning going forward.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£15,795	£16,943	£16,583

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Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
	Cost of Trading Standards per 1,000 population	<p>The Improvement Service have published the 2015-16 data (see 2015-16 figure to the right).</p> <p>The cost of providing the trading standards service per 1,000 population in South Lanarkshire increased very slightly in 2015-16 compared with the previous year, but is substantially lower than the Scottish average. This represents good value for money taking into account the range of services provided, not all of which continue to be provided by other councils.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£3,808	£3,634	£3,716

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Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	Cost of Environmental Health per 1,000 population	<p>The Improvement Service have published the 2015-16 data (see 2015-16 figure to the right).</p> <p>The cost of providing the environmental health service per 1,000 population in South Lanarkshire increased very slightly in 2015-16 compared with the previous year, but is substantially lower than the Scottish average. This represents good value for money taking into account the range of services provided, not all of which continue to be provided by other councils.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£14,906	£14,247	£14,297
	Cost of Trading Standards and Environmental Health per 1,000 population	<p>The Improvement Service have published the 2015-16 data for the cost of trading standards and cost of environmental service (see 2015-16 figure to the right).</p> <p>The costs of providing trading standards and environmental health services per 1,000 population in South Lanarkshire increased in 2015-16 compared with the previous year, but are substantially lower than the Scottish average. This represents good value for money taking into account the range of services provided, not all of which continue to be provided by other councils.</p> <p>Full year 2016-17 figure will be available at the end of the calendar year.</p>	Report Later	-----	-----	£18,714	£17,881	£18,013

**Embed governance and accountability****Embed governance and accountability**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Ensure that high standards of governance are being exercised	75% of risk control actions completed by due date (all directors measure)	There were eight actions originally on the Resource risk action log due for completion in 2016-17. However, this number was reduced to six. Two were given extended 2017-18 timescales to reflect top risk card timescales.  Of the six actions due, one was completed in quarter one and one completed in quarter two. The remaining four actions were completed within their quarter four timescale.	Green	75%	100%	91%	100%	82%
	90% of audit actions completed by due date (all directors measure)	There were no audit actions identified for 2016-17.	Contextual	90%	-----	-----	-----	88%
	Complete Resource Governance self assessment by due date and develop actions to address non-compliant areas (all directors measure)	Meetings of the Good Governance group are underway and will inform the completion of Resource Governance self assessment.	Green	---	---	---	---	---
Promote high standards of information governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented (all directors measure)	A revised Information governance self assessment audit checklist has been completed for 2016 and a new Information Governance Action Plan 2017 has been prepared. The majority of the 2016 actions were completed, with any outstanding actions carried forward into the new action plan.	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	90% of Freedom of Information (FOISA) requests to be processed within the 20 working day period (all directors measure)	Quarterly data is reported one period behind. In quarter three (October - December 2016), timescales were met for 96.3% of the 82 FOISA requests received in that quarter.	Green	90.0%	96.3%	90.7%	95.5%	97.4%
	90% 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 (all directors measure)	Quarterly data is reported one period behind. In quarter three (October - December 2016), timescales were met for 96.1% of the 51 EI(S)R requests received in that quarter.	Green	90.0%	96.1%	0.0%	0.0%	98.5%

**Embed governance and accountability****Embed governance and accountability**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
	90% of Data Protection Act (DPA) requests to be processed within 40 calendar days (all directors measure)	Quarterly data is reported one period behind. In quarter three (October - December 2016), timescales were met for 100% of the three DPA requests received in that quarter.	Green	90.0%	100.0%	0.0%	0.0%	100.0%

**Achieve efficient and effective use of resources****Achieve efficient and effective use of resources**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013/14	2014/15	2015/16
Ensure our commitment to employees through the development and implementation of personnel policies and employee learning and development opportunities	100% coverage of Resource Performance Development Reviews (PDR) of employees in scope (all directors measure)	Awaiting end of year PDR rate from Corporate Personnel.	Report Later	100.0%	-----	96.8%	96.5%	92.7%
	Resource labour turnover rate to be less than 5% (all directors measure)	The 2016-17 Resource labour turnover was well within the 5% target.	Green	5.0%	4.0%	0.8%	3.4%	3.4%

**Achieve efficient and effective use of resources****Achieve efficient and effective use of resources**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Implement the council workforce strategy toolkit and continue the cyclical reporting framework	Complete review of workforce plan and develop actions to respond to workforce changes and meet future needs (all directors measure)	<p>The Council wide workforce plan was reported to Executive Committee on 8 March 2017 and this incorporated the workforce plan for Community and Enterprise Resources.</p> <p>The Resource workforce plan will continue to be reviewed on an annual basis.</p>	Green	---	---	---	---	---



**Achieve efficient and effective use of resources****Achieve efficient and effective use of resources**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Deliver on the Council's IT priorities	Monitor, deliver and participate in main IT themes, including mobile working; customer contact; and EDRMS	<p>Customer contact: Waste forms delayed due to further technical issues encountered during testing. Technical investigation underway, recommendations to be taken forward in quarter one, 2017-18.</p> <p>EDRMS corporate system: Supplier demonstration held and tender evaluation process completed. Awaiting approval of report on tenders.</p> <p>Planning and Building Standards I Dox case management system: Project group training and initial consultancy completed. System set up and data migration underway. Initial / test migration target of 31 March 2017 not met, live date of July 2017 now being rescheduled for October 2017. Project plan being updated.</p> <p>Mobile working: Roads project - IT infrastructure in place and business requirements finalised. CPA system to be upgraded May 2017. Development of app thereafter.</p> <p>Environmental Services agile working - pilot now scheduled to commence quarter two 2017-18.</p>	Green	---	---	---	---	---

**Achieve efficient and effective use of resources****Achieve efficient and effective use of resources**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013/14	2014/15	2015/16
Prepare the resource for the implementation of replacement EDRMS and workflow software	Specifications reviewed, developed, tested and implemented and support procedures revised as required by March 2017	<p>Corporate EDRM system: Tender process complete. Awaiting contract award. Work underway in consultation with services to review file structure and cleanse data in existing EDRMs in preparation for data migration. Anticipated implementation January 2018. Project carried forward.</p> <p>Planning and Building Standards: Manual download of eBS apps and payments and issue of electronic decisions continuing until IDOX implementation. Technical issue with online payment system resolved.</p> <p>Planning and Building Standards I DOX system: Record management roles and responsibilities created. Initial scanning requirements assessed and set up and work underway to create system templates. Anticipated implementation October 2017. Project carried forward.</p>	Green	---	---	---	---	---
Attract external funding support of £5m from European Union, lottery and related sources to support corporate objectives	Annual target achieved resulting in £5m external funding invested in South Lanarkshire	The External Funding Team has exceeded the target set of £5m by £3.1m. The funding has been secured from Scottish Government and Lottery sources, with all funding sourced helping to achieve Council and partner strategic objectives. The target has been reached by proactive work with Council Resources and identified key partners.	Green	£5.00m	£8.13m	£6.00m	£5.25m	£13.20m
Provide efficient and effective fleet management and maintenance service	Target achieved for percentage of Council vehicles presented externally for an MOT passing without additional work being required (target 87%)	Annual target exceeded for percentage of Council vehicles passing MOT without additional work being required.	Green	87.0%	95.0%	92.0%	91.0%	93.0%