

Community Resources

improve

**Resource Plan
Performance Report
Quarter 4 (Jan-Mar) - 2010/11**

How to use this performance report

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

Council Plan objective or theme

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – how are we doing? The “traffic light” codes are:

Green

Achieved, or due to achieve with no issues

Amber

There may be problems or minor slippage

Red

Not on course, major slippage anticipated

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

Vision and Strategic Direction

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

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

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

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

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

Statistics for last 2 years, showing how we are doing over time.

The trend column shows how performance changed between these 2 years



Performance getting better



Performance staying the same



Performance getting worse



Information not yet available




improve

Summary (level 1) - number of measures green, amber and red under each Council Plan objective/theme

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Vision and Strategic Direction	22	6	2	1	31
Governance and Accountability	4	3			7
<i>Partnership Working, Community Leadership and Engagement</i>					
Performance Management and Improvement	9	1			10
Efficient and effective use of resources	7		2		9
Raise educational attainment for all	1				1
<i>Increase involvement in lifelong learning</i>					
Improve health and increase physical activity	20	2	1		23
Improve the quality of the physical environment	6				6
<i>Improve the road network and public transport</i>					
Improve community safety	6				6
Support local economy by providing the right conditions for growth, improving skills and employability	2				2
Develop services for older people	2				2
Increase participation in arts and culture	8	2	2		12
<i>Improve lives of vulnerable children, young people and adults</i>					
<i>Improve quality, access and availability of housing</i>					
Total	87	14	7	1	109

Vision and Strategic Direction**Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Further implement the carbon management plan to reduce greenhouse gas emissions	Reduce the Council's greenhouse gas emissions by March 2011 compared to 2005/06 baseline	Council fgreenhouse gas emissions figures for 2010/11 won't be available until June 2011. Figures to March 2010 show a reduction of 7.1% compared to the 2005/06 baseline year.	Report Later	Not avail	Not avail	5.6%	7.1%	
	Carbon management plan actions covering all key areas of emissions refreshed in March 2011	Carbon Management Plan 2 was approved by Executive Committee in January 2011. It sets out key actions for the Council to reduce its greenhouse gas emissions over the next four years setting an annual reduction target of 2%.	Green	---	---	---	---	---
	Switch Off energy campaigns held in October 2010	Staff energy awareness campaijns held in October 2010 and March 2011 (linked to the international Earth Hour campaign). During the year energy champions were appointed to assist in the roll out of the Council's Energy Strategy. These staff received energy management training by the Carbon Trust.	Green	---	---	---	---	---
Implement the public sector duty under the Climate Change (Scotland) Act 2009.	Review the carbon management plan by January 2011 once guidance on new public sector duties in the Climate Change (Scotland) Act 2009 are clarified	Carbon Management Plan 2 was approved by Executive Committee in January 2011. It sets out key actions for the Council to reduce its greenhouse gas emissions over the next four years setting an annual reduction target of 2%.	Green	---	---	---	---	---
	Review of SDS to be started by July 2010, and published for consultation Jan 2011	This action was delayed due to the departure of the Council's Sustainable Development Officer and subsequent delay in replacement. A new timetable for delivery of the plan has been approved by Executive Committee with a draft plan for consultation expected in the autumn of 2011. The strategic environmental assessment (SEA) process for the plan has already begun.	Amber	---	---	---	---	---

Vision and Strategic Direction

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Continue to develop mechanisms for the recycling and composting of municipal waste in order to achieve the Scottish Government's waste targets	The amount of biodegradable waste sent to landfill	Figures are for the third quarter. The figure is down slightly from the previous period and compared with the same period last year. Year end figures will be available by the 5th May	Green	73,730	51,148	77,342	73,730	↑
	Recycling rate	Figures are for the third quarter. The severe weather in December had a significant impact on the recycling performance for the third quarter. Year end figures will be available by the 5th May	Amber	40.0%	38.6%	37.0%	40.1%	↑
	Maintain waste tonnage per household at 1.3 tonnes or below	Figures are for the third quarter. The figure is down slightly from the previous period and compared with the same period last year. Year end figures will be available by the 5th May	Green	1.3 tonnes	0.9 tonnes	1.4 tonnes	1.3 tonnes	↑
Review our recycling contracts for offices, schools and other council buildings in order to increase recycling rates	Provide co-mingled recycling collections from Council premises	There has been an emphasis to maintain a high level of recycling facilities at existing premises rather than extending the service to new premises	Amber	208	154	144	152	↑
We will provide an effective and efficient household waste collection service and establish a new waste awareness team to improve community understanding and use of waste and recycling services	Refuse collection costs per household	The winter weather in December had an impact on costs for collection for year. Additional costs were incurred to catch up on collections which were restricted due to poor road conditions during the severe weather.	Amber	£63.22	£64.43	£64.07	£69.17	↓
	Refuse disposal costs per household		Green	£84.15	£83.87	£75.47	£80.80	↓
	Special uplifts completed within 5 working days	A small growth in the number of special uplifts, compared with previous year, lead to the total uplifts exceeding 400,000 uplifts for the year and the score of 99.23% for special uplifts completed within 5 days is consistent with the high score achieved in the previous years of 98.94%	Green	95.0%	99.2%	99.0%	98.9%	↓

Vision and Strategic Direction

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	Reduce the number of missed collections per 100,000 collections from the 2008/09 level	Severe weather during the month of December 2010 had an impact on service delivery and the number of missed collections reported; however the score achieved for the year 119.68 is well within the target of 138 missed collections per 100,000 collections from the 2008/09 level	Green	138	120	138	167	↓
	Maintain level of satisfaction with waste collection services. (2008: 83% very good or good)	Satisfaction with waste collection services has dipped slightly with 87.94% of residents rating the service as good or excellent. However this is still the fourth highest rated service and also recorded the highest Excellence response to any statement within the survey (31.9%). The Council wide satisfaction survey is carried out every two years.	Green	88.0%	87.9%	Not avail	Not avail	○
Procure new generation waste treatment facilities to meet Scottish Government Zero Waste targets	Award contract for the treatment and disposal of residual waste by March 2011	It was not possible to complete this action by 31 March, due to delays in the earlier stages of the procurement process. The process is now progressing well and it is anticipated that tender evaluation will be completed by 8 July 2011. The new contract is expected to be operational by 1 April 2012.	Amber	---	---	---	---	---

Develop responsible procurement practices

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Increase the use of recycled materials in construction contracts	In construction applications at least 10% of the total value of materials used on projects over £1m should derive from recycled or reused content (national voluntary target)	Returns from contractors are not yet complete but information received to date suggests that the target figure of 10% has been significantly exceeded.	Green	---	---	---	---	---

Protect and enhance our natural environment, land and ecology

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Develop and implement a Greenspace strategy	Consult on and adopt Greenspace strategy by Community Resources committee by July 2010	Strategy complete and implementation underway. Consultation completed and no changes to content required. Final work on SEA response to consultation will be completed before end of April and final document submitted to CR Committee for formal ratification.	Green	---	---	---	---	---

Vision and Strategic Direction

Protect and enhance our natural environment, land and ecology

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Develop and implement a local biodiversity Action plan (LBAP)	Consult and adopt plan through Sustainable Development Partnership by July 2010	LBAP completed and adopted through SL Sustainability Partnership	Green	---	---	---	---	---

Foster responsible citizenship and awareness of sustainable development

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Engage community planning partners in joint action with the Council on climate change	Achieve community planning partner sign up to Scotland's Climate Change Declaration and include partners contribution to the annual report by end of December 2010	A partnership sign up took place in June 2010. Partners have been invited to contribute to the next Scottish Climate Change Declaration annual report 2010/11 due to be published in August 2011.	Green	---	---	---	---	---
	Undertake a partnership-wide LCLIP by March 2011	It was not possible to complete this project due to the departure of the Council's Sustainable Development Officer. Local climate change adaptation will be addressed as part of the new Sustainable Development Strategy.	Red	---	---	---	---	---
	To stabilise or reduce South Lanarkshire's ecological footprint level	The most recently available ecological footprint for South Lanarkshire stands at 5.28 global hectares per person. This compares with UK and Scottish averages of 5.30 and 5.34 global hectares per person respectively.	Green	---	---	---	---	---
Develop a local climate impacts profile for South Lanarkshire (LCLIP)	Publish local climate impacts profile (LCLIP) by (timescale TBC)	It was not possible to complete this project due to the departure of the Council's Sustainable Development Officer. Local climate change adaptation will be addressed as part of the new Sustainable Development Strategy.	Red	---	---	---	---	---
Develop and implement an environmental volunteering framework	Achieve a year on year increase in the number of volunteer days in the Environmental Volunteer Programme - 925 days in 2010/11	1591 environmental volunteer days in 2010/11, based on same methodology as previous year.	Green	---	---	---	---	---
Monitor and report on implementation of sustainable development strategy and associated risks to evidence improved performance	Move reporting of all sustainable development actions in Resource Plans to IMPROVe by December 2010	Action achieved by Q3 2010/11. All Resource Plan level actions in the Sustainable Development Strategy are now reported on the IMPROVE system.	Green	---	---	---	---	---
	Quarterly reports on all sustainable development strategy actions presented to CMT and twice yearly to committee	Sustainable development strategy performance reports now carried out using IMPROVe. All reports were presented as planned.	Green	---	---	---	---	---

Vision and Strategic Direction**To secure quality living and working environments for health, wellbeing and economic prosperity**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Review South Lanarkshire's air quality strategy in line with national environmental objectives	Air quality strategy review completed by December 2010	Air Quality Consultancy was put out to tender via Procurement and this has resulted in a delay in the Consultants appointed and therefore there will be a delay in the annual report being produced. This should be complete by end of July 2011.	Amber	---	---	---	---	---

Vision and Strategic Direction

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Develop and implement our Council Plan – Connect	Deliver annual resource plan based on approved performance management framework	Resource Plan completed and approved by Community Resources Committee on 29 June 2011.	Green	---	---	---	---	---
Implement a programme of equality and human rights impact assessments across the Council	Number of impact assessments carried out against those timetabled	No impact assessments were scheduled.	Green	0	0	23	9	↓
	Progress in relation to equality impact assessment action plans is monitored and reported to Equal Opportunities Forum	Reported to Equal Opportunities Forum as scheduled	Green	---	---	---	---	---
Develop and introduce Council wide equality performance measures and publish results	Number of reports on impact assessments published on website		Green	Not avail	33	Not avail	24	○
	Resources to provide annual report to Equal Opportunities Forum on uptake of service, based on standardised equality reporting categories	Reported to Equal Opportunities Forum as scheduled.	Green	---	---	---	---	---

Governance and Accountability**Governance and Accountability**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management)	Delivery of risk control actions by due date	All historic risk control actions have been closed. A new list is in the process of being prepared.	Green	75.0%	Not avail	Not avail	0.0%	○
	Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)	All outstanding actions have been given revised dates.	Amber	75.0%	61.0%	Not avail	57.0%	○
	Complete Resource Governance Self Assessment	Completed April 2010. New assessment due April 2011.	Green	---	---	---	---	---

Governance and Accountability**Governance and Accountability**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Develop, implement and communicate our corporate plans, performance and service standards	Complaints responded to within timescale	At the end of Q4, 22 complaints out of the 143 received during that period were still being processed after the target timescale - mainly due to the complexity of issues involved. The figure shown is the average of the percentage of outstanding complaints at the end of each quarter. Over the course of the year 635 complaints have been investigated and responded to.	Amber	95.0%	89.5%	98.0%	97.8%	↓
	Freedom of information requests completed within 20 working days		Amber	100.0%	91.6%	97.0%	90.0%	↓
Implement the Council's corporate information governance strategy in line with set timescales	Identify all 'vital records' and complete corporate vital records register by end August 2010	Initial task complete. All vital records now recorded. Risk control measures for records currently being reviewed by services across the Resource.	Green	---	---	---	---	---
	Brief and train appropriate staff on corporate information governance strategy by end March 2011 in line with Council wide guidelines	Three SMT briefings took place on this subject during 2010/11 and a staff team brief was also carried out. The roll out of corporate training is now due to take place during 2011/12 in line with a corporate timetable.	Green	---	---	---	---	---

Performance Management and Improvement**Performance Management and Improvement**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Implement effective Best Value management arrangements to ensure continuous improvement and effective and efficient service delivery	Sustain positive SPI trend results for Council	The 2009-10 SPI results show that of the 12 SPI's under Community Resources responsibility, performance is improving in six indicators and declining in six indicators. Further detail on all SPI's is included in the SPI 5 year comparison report presented to committee on 9 November.	Amber	---	---	---	---	---
	Ensure Local PIs meet requirements of Best Value 2	Our local performance indicators were matched to Best Value 2 as part of a corporate exercise. Our LPIs will be reviewed in the light of Audit Scotland's recent report on the use of LPIs and public performance reports.	Green	---	---	---	---	---

Performance Management and Improvement

Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Implement a strategic response to the Scottish Government's Efficient Government agenda	Completion of diagnostic projects as per agreed timetable	All NDP are part of the 2011-14 savings programmes	Green	---	---	---	---	---
Implement the recommendations of the Fleet Services, Grounds, Streets and Refuse Best Value Reviews	MOT pass rate greater than APSE reported national average per annum	The pass rate is 5% above the target for the year with a 12.5% growth in the number of MOTs carried out compared with the previous year	Green	84.0	89.3	0.0	Not avail	○
	Sustain position in top quartile of APSE Performance Networks for annual maintenance cost per vehicle	APSE annual stats have only recently been published and may take some time to fully assess. However, it would appear that across the 6 commonest vehicle types, the service has achieved the objective of remaining in the best performing quartile.	Green	---	---	---	---	---
	Implement the Fuel Efficiency Officer post by May 2010 and identify target savings by end of pilot year	Post originally filled in May as planned but subsequently redeployed to work on Council pool car scheme. Post was refilled through redeployment on 14 February. An overall reduction in fuel consumption of 10 % reduction over 3 years has been determined as the target for this initiative together with the introduction of new IT systems to manage the vehicle fleet.	Green	---	---	---	---	---
	Review the utilisation of large mechanical sweepers and provision of street washing/gum removal by April 2010	Review completed resulting in a recommendation to put street suction machine out to tender. The tender process was completed but it has subsequently been decided to retain the service in house for a further year pending the outcome of a review Streets Services with a final decision to be made late 2012.	Green	---	---	---	---	---
	Investigate the feasibility of an IT solution to improve vehicle utilisation and fuel management by October 2010	Pilot project complete and proof of concept established. A system specification has been developed for the procurement of fleet wide solution.	Green	---	---	---	---	---
	Investigate the feasibility of ISO 9001 accreditation for Fleet Services by December 2010	Evaluation complete and will be considered by Resource Management in due course.	Green	---	---	---	---	---
	Retain ISO 9001 and ISO 14001 accreditation by March 2010	ISO 9001 and ISO 14001 accreditation achieved 13 and 14 May 2010 for Bereavement Services.	Green	---	---	---	---	---

Efficient and effective use of resources

Efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
We will ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Staff absence rate (SPI)	Average absence figure for Quarter January to March 2011. Actual absence for March 2011 was 5.1%	Green	5.0%	4.5%	4.4%	4.7%	↓
	Labour turnover rate	Average turnover figure for Jan - March 2011.	Green	5.00%	4.34%	7.50%	4.30%	↑
	100% coverage of PDR and associated training plans of employees in the scope	A number of employees will not have received a PDR for 2010/11 as a result of long term absence. The PDR process has already commenced for 2011/12 and we are optimistic of a major improvement in this area.	Red	100.0%	83.0%	91.0%	80.3%	↓
Maximise funding opportunities from external sources	External funding	<p>To date this year the Resource has received:</p> <ul style="list-style-type: none"> • £121,000 from the Scottish Government for air quality management • £9,000 from the Lanarkshire Community Justice Authority • £4k Lanarkshire Criminal Justice Authority to support financial education. • £22,000 from Network Rail for diversionary activities organised through Active Schools • £53,000 from Scottish Swimming to expand the swimsafe programme • £147,000 from the Fairer Scotland Fund to support the Financial Education project. • £17,200 from the Scottish Government's Low Carbon Vehicle Procurement Support Scheme for electric car charging infrastructure with a further £193,000 anticipated in 2011/12. <p>The target of £500,000 has therefore not been realised this year but this is still considered a good performance under the circumstances of a significant decrease in external funding options available.</p>	Red	£0.500m	£0.366m	£2.440m	£1.603m	↓
Orders processed through e-procurement	Achieve a 10% increase in volume of orders processed through iproc from 2008/09 baseline		Green	55,000	96,884	Not avail	50,000	○

Efficient and effective use of resources**Efficient and effective use of resources**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Manage property assets efficiently	Proportion of operational accommodation that is suitable for its current use (SPI)	Overall percentage of accommodation defined as 'suitable' for current use is 91%. This comprises 89% for Community Resources and 92% for South Lanarkshire Leisure and Culture.	Green	Not avail	91.0%	86.0%	88.0%	↑
	Proportion of operational accommodation that is in satisfactory condition (SPI)	Overall percentage given is based on total floor area considered to be in satisfactory condition relative to the overall floor areas of properties. The figures are for both Community Resources and South Lanarkshire Leisure and Culture properties. The percentages for each are 77% and 73% respectively.	Green	Not avail	74.0%	80.0%	80.0%	↔
	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people (SPI)	The figure shown is the percentage of buildings assessed as suitable for disabled persons for both Community Resources and South Lanarkshire Leisure and Culture. This is 169 properties out of 183. The percentages for each are 100% and 92.31% respectively.	Green	Not avail	92.4%	90.0%	90.0%	↔
Process invoices on time	The number of invoices paid within 30 days as a % of all invoices paid (SPI)		Green	75.0%	93.0%	95.0%	94.0%	↓

Raise educational attainment for all**Support the implementation of the Council's "whole school approach" in primary and secondary schools by providing effective cleaning, catering and janitorial services.**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Provide effective cleaning, catering and janitorial services in schools across South Lanarkshire	Customer satisfaction rating of cleaning, catering and janitorial services	This satisfaction measure is based on a quarterly survey of 151 schools and 164 offices	Green	95.0%	98.7%	96.0%	98.0%	↑

Improve health and increase physical activity**Deliver effective food safety monitoring, investigation, enforcement, advice and training services**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Provide a comprehensive food safety enforcement and advisory service to	Reduce the incidence of notified food borne infection		Green	177.0	137.0	118.0	144.0	↓

Improve health and increase physical activity**Deliver effective food safety monitoring, investigation, enforcement, advice and training services**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
reduce risk of food borne infection	Secure broad compliance in 85% of food businesses	End of year catch up has resulted in annual target being exceeded.	Green	85.0%	86.9%	0.0%	Not avail	

Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Increase the number of individuals participating in physical activity at leisure facilities	Attendance at leisure facilities	Annual attendances are similar to last year despite the continued closure of the DAC and the considerable loss of attendances suffered across all services in Dec 2010 due to the severe weather.	Green	Not avail	3,612m	3,467m	3,616m	
	Attendances at swimming pools per 1,000 population	A 4% and 3% improvement in the quarterly and annual attendances respectively. Due largely to an increase in swimming lesson attendances and a 78% increase in the newly opened Lifestyle - Lanark.	Green	Not avail	3,988	4,035	3,879	
	Attendances at other indoor facilities per 1,000 population	Improved attendances in the last quarter at Coalburn (closed this time last year), Carlisle and Lanark have helped offset the 40% loss caused by the weather in December, although the annual figure is just below (1%) the previous years' total.	Green	Not avail	5,083	4,462	5,214	
	Attendances at outdoor recreation facilities	Better weather in the last quarter increased the play on grass pitches which reflects the 17% increase in the quarter. However the 80% loss of attendances in December (weather) largely contributed to a 4% drop in annual attendances.	Amber	Not avail	599,591	673,798	627,588	
	Attendances at golf courses	All courses except Biggar (-11%) reported an increase in annual attendances, which were up 11% overall. A good last quarter returned a 36% increase in attendances, again very weather dependant.	Green	Not avail	192,577	163,682	173,949	
Maintain a high level of customer satisfaction in leisure facilities	Customer satisfaction rates at leisure facilities	Overall customer satisfaction has improved by 1% to 98%. Improved staff training and a focus on customer service has contributed to the improvement.	Green	Not avail	98.0%	97.0%	97.0%	

Improve health and increase physical activity

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and South Lanarkshire Council facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy.	Achieve over 365,000 free under 16 attendances at South Lanarkshire Leisure facilities by March 2010	Both the indoor and outdoor free use initiatives report annual increases of 4% and 3% respectively	Green	365,000	362,452	316,496	350,682	↑
	Achieve over 37,000 free under 16 attendances at schools and community halls by March 2010	Annual target significantly exceeded in terms of free hall and school lets to under 16s sports organisations	Green	37,000	104,105	Not avail	51,797	○

Refurbish Dollan Aqua Centre

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Begin refurbishment of the Dollan Aqua Centre in East Kilbride	Complete refurbishment with facility operational by March 2011	The Dollan Aqua Centre is currently programmed to be handed over to the Council at the end of April 2011. As a post handover fit out and commissioning period are required the facility will now not be opened to the public until 28 May 2011.	Red	---	---	---	---	---

Contribute towards the success of international sporting events

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Make preparations for the International Children's Games in 2011 and the Commonwealth Games in 2014	Contribute towards a successful pan-Lanarkshire delivery of the 2011 International Children's Games event.	Community Resources and South Lanarkshire Leisure and Culture have played a major role in preparations for the Children's Games during the past year. Tasks have included planning transport, accommodation, catering, registration, competitions and the environmental legacy. 79 cities will be represented at the Games by 1,260 young athletes.	Green	---	---	---	---	---
	Contribute towards a successful 2014 Commonwealth Games at the Jackton events	The Glasgow 2014 organisers have now decided alternative facilities in Dundee for the Commonwealth Games shooting competitions so this action is no longer relevant.	Green	---	---	---	---	---

Improve health and increase physical activity**Improve access to 'dry side' sports facilities in communities currently less well served**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Provide a replacement for Loch Park stadium	Complete construction with facility operational by August 2010	The project was not achieved within the intended timescale due to poor weather and the discovery of unmarked mineshafts on site. The building was however handed over from the main contractor to the Council on 18 February 2011. Following a short handover and commissioning period the Stadium opened to the public on 7 March 2011.	Green	---	---	---	---	---
Provide a new synthetic pitch at Whitmoss, East Kilbride	Complete construction of new pitch by May 2011	The project had to be retendered as a result of the main contractor ERDC going into administrations. A new contractor has now been appointed and works recommenced on 4 April. It is anticipated the pitch will be operational in June 2011.	Amber	---	---	---	---	---

Promote responsible public access to the countryside in parks, around towns, and in our rural areas.

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Develop proposals for and consult on a Core Path Plan for South Lanarkshire, in line with the Land Reform (Scotland).	Complete the draft Core Path plan for statutory consultation and submit to Scottish Ministers for adoption by March 2011	Draft Core Plan and consultation completed and submitted to Scottish Ministers.	Green	---	---	---	---	---

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Continue improvements to nutrition and health value of school meals	The uptake of free meals in primary schools		Green	70.0%	74.0%	72.0%	69.0%	↓
	The uptake of paid meals in primary schools		Green	44.0%	45.8%	44.0%	43.0%	↓
	The overall uptake of meals in primary schools		Green	49.0%	51.9%	48.0%	49.0%	↑
	The uptake of free meals in secondary schools		Green	38.0%	41.4%	35.0%	38.0%	↑
	The uptake of paid meals in secondary schools	National eligibility rules for free school meals were broadened for the 2009-10 school year. There has been a 36% increase in the number of children entitled to free meals which has had an impact on the numbers paying for meals. However Q4 results were much stronger than earlier in the year and the Resoruce target was only just missed (by less than 1%).	Green	48.0%	47.0%	47.0%	48.0%	↑
	The overall uptake of meals in secondary schools		Green	47.0%	48.1%	46.0%	47.0%	↑

Improve health and increase physical activity**Promote uptake and access to healthier eating across all South Lanarkshire schools**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
	The uptake of free fruit in primary schools	Fresh fruit only being supplied to P1 & P2 pupils.	Green	75.0%	95.0%	77.0%	80.0%	↑

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Sustain an independently assessed high score for street cleanliness of 69 or above in each year	Street Cleanliness score (LEAMS)	Scores of 73 and 75 by our external partners lifted our average score for the year and a score of 73 is considered satisfactory	Green	69	73	72	70	↓
Maintain land to a high standard as measured by the Land Audit Managements System (LAMS)	Grounds maintenance score (LAMS)	This meets the national target of 67 for LAMS and currently our cumulative score has consistently exceeded this target	Green	68	70	72	70	↓
Take preventative and enforcement action in relation to incidents of fly tipping, graffiti, dog fouling, noise, including enhanced covert surveillance	The incidence of fly tipping, dog fouling, and graffiti		Green	4,048	3,232	3,928	4,048	↓
	Incidents of environmental nuisance		Green	1,708	1,673	1,999	1,708	↑
	Response to domestic noise complaints		Green	2.0	0.8	1.5	1.1	↑
	Response to domestic noise complaints - under part V		Green	2.0	0.5	0.4	0.5	↓

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
We will coordinate an experiential learning programme to promote personal safety and awareness among school children	Number of primary seven pupils participating in the 'Crucial Crew' experiential safety learning programme	A total of 3,514 primary 6 and 7 pupils from across South Lanarkshire attended Crucial Crew 2010.	Green	Not avail	Not avail	97.0%	97.0%	↔
We will provide an experiential learning personal safety programme specifically designed to enable older	Percentage of older people expressing Be Smart Be Safe events as being informative		Green	Not avail	Not avail	89.0%	85.0%	↓

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
people to live in a safer home environment	Percentage of older people expressing Be Smart Be Safe events as being valuable		Green	Not avail	Not avail	78.0%	92.0%	↑

Protection from the consequences of unsafe goods and services

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
To undertake legislative and educational activities aimed at protecting consumers	Test purchase exercises		Green	120	121	72	155	↑
	Consumer redress achieved		Green	£0.750m	£0.812m	£1.004m	£0.807m	↓
	Consumer complaints completed within 14 days		Green	65.0%	78.0%	77.0%	76.3%	↓

Support local economy by providing the right conditions for growth, improving skills and employability**Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Improve the competitiveness of local business	Seminars for the business community		Green	---	---	---	---	---
	The percentage of business advice requests completed within 14 days		Green	95.0%	96.0%	96.0%	97.0%	↑

Develop services for older people**Support individuals and communities to improve their health**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Actively promote the 'activage' scheme in leisure facilities across South Lanarkshire	The number of 60+ residents registered with South Lanarkshire Leisure 'activage'	A 16% increase in memberships over the past year.	Green	Not avail	21,045	14,921	18,190	↑
	Increase numbers of 60+ using South Lanarkshire Leisure facilities	March 2011 recorded the highest usage of the year, contributing to a 5% increase in annual attendance figures.	Green	Not avail	297,927	273,821	282,724	↑

Increase participation in arts and culture**Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Carry out a feasibility study into the possibility of extending the existing South Lanarkshire Leisure Trust by transferring both Cultural and Library Services into this charitable body	Complete outline business case with commencement of new extended Trust by 1 October 2010	New Leisure and Culture Trust commenced 1 October 2010. Project complete.	Green	---	---	---	---	---
Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area.	Visitors to Council cultural venues, museums and country parks	Overall there has been a slight increase in attendances at cultural venues and country parks despite very poor weather during December and January. This is attributed to the promotion of special events.	Green	Not avail	2.102m	1.556m	2.068m	↑
Further implementation of action plan to increase use of museums	Number of museum visits/ usages (per 1,000 population)	An upturn (9%) in visitors in the last quarter which can be attributed to a number of events held at LPM. However a 9% drop in annual attendances is the result of severe weather and closures through budget savings.	Green	Not avail	91	539	677	↑
	Number of museum visits/ usages in person	An upturn (9%) in visitors in the last quarter which can be attributed to a number of events held at LPM. However a 9% drop in annual attendances is the result of severe weather and closures through budget savings.	Green	Not avail	28,201	492	609	↑
Continue to consult with users and non-users to develop service	Customers rating cultural services as 'excellent' or 'good' in Council wide satisfaction survey	Satisfaction with cultural services has increased slightly with 81% of residents rating the service as good (69.5%) or excellent (11.5%). The Council wide satisfaction survey is carried out every two years.	Green	Not avail	Not avail	Not avail	Not avail	○
	Customers rating our services as 'Excellent' or 'Good' (from exit polls)	Customers continue to score their satisfaction high.	Green	Not avail	98.0%	93.8%	98.0%	↑
Complete a major refurbishment of Lanark Memorial Hall	Achieve site start by the first quarter of 2010/11	Contractor issued construction programme and started on site 7 March 2011. Asbestos removal and duntakings commenced, scaffold erection to commence beginning of May 2011. Building scheduled to re-open August 2012.	Red	---	---	---	---	---
Provide a new Integrated Community Facility (ICF) for Fernhill	Achieve site start by the second quarter of 2010/11	The contractor started on site 18 October 2010 and the project is progressing on programme. Structural steel, Piling and Foundations are complete. The new building is scheduled to open in winter 2011.	Amber	---	---	---	---	---

Increase participation in arts and culture**Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2008/09	2009/10	Trend
Provide a new Integrated Community Facility (ICF) for Stonehouse	Achieve site start by the first quarter of 2010/11	Works commenced on site in Q1 2010/11. The project is progressing well and is on target for an early 2012 opening.	Green	---	---	---	---	---
Refurbish The Fountain, Lesmahagow	Achieve site start by the first quarter of 2010/11	Main building work complete and will open to the public from 5 May 2011. Further work will be carried out to create a fixed play area for the facility	Green	---	---	---	---	---
Continue development of facilities for the local community within new primary school builds	Complete new community wing at Dalsersf Primary School by fourth quarter of 2010-11	Dalsersf Primary School now complete with new community wing opening during May.	Amber	---	---	---	---	---
	Achieve site starts at Blackwood and Mossneuk Primary schools during 2010-11 in line with the schools modernisation programme	School modernisation programme has been under review for a number of months which has caused both of these projects to be delayed. Mossneuk now due to begin build during 2012. Blackwood Primary School currently at planning stage.	Red	---	---	---	---	---