



Community Resources

Community Resources Plan

2009/10

Contents

Section		Page
1	Introduction	3
2	National context	5
3	Local context	9
4	Major achievements, service overview and performance in 2008/09	17
5	Objectives and actions for 2009/10	28
6	Budget and workforce	41
7	Appendix 1 – Staff Structure	43
8	Appendix 2 – Resource Plan 2008/09 progress update	44

Section 1: Introduction to the resource plan

Once again I am delighted to introduce our Resource Plan for 2009/10.

The economic recession will make this a difficult year for many in South Lanarkshire. I am very conscious that what we do to improve quality of life in South Lanarkshire matters more than ever. We remain dedicated to providing quality services and supporting the health and wellbeing of our local communities throughout these difficult times.

In February of this year the Council received a very positive endorsement of its performance in Audit Scotland's independent report on best value and community planning in South Lanarkshire. It said:

"The Council benefits from strong leadership and clear direction and is able to marshal its resources effectively to deliver on its priorities".

Auditors also said:

"The Council has an integrated set of plans and a sound approach to business planning which is linked to its financial strategy".

The Resource Plan is a key part of this planning structure. It explains the context in which our services will operate over the next 12 months. It looks back at our successes over the last year, and compares our performance with that of other councils. More importantly, it sets out what we will do to deliver the Council's vision 'to work together to improve the quality of life for everyone in South Lanarkshire'.

The last year was an eventful one for the Resource and there is a long roll-call of achievements to report. We completed and began operating several community facilities including Fairhill Lifestyles Centre, a new dual-use sports centre at Uddingston Grammar, and new community wings at Blacklaw and Craigbank primary schools, providing excellent accommodation for a wide range of community activities. Almost 15,000 people over 60 years took up leisure activities as a result of the Council's new Activage free use initiative.

Community groups for young people also benefited from free use of leisure and cultural premises for the first time. We increased uptake of meals in secondary schools, now healthier than ever, by 7% to the highest levels in decades. Our Trading Standards service broke previous records by achieving over £1m in redress for customers who had purchased defective goods and services.

We secured Visit Scotland's Five Star Visitor Attraction status for Low Parks Museum which also became the first museum in the UK to achieve QUEST quality standard accreditation. Our Facilities Management Service obtained the Local Government Chronicle national award for sustainable development.

Overall our services performed very well in national indicators for performance across a broader range of measures which we have chosen to provide a benchmark of performance. In the end however, it is our customers' experience of the service they receive that really matters and this something that should inform our service improvement plans.

Investment in community facilities continues in 2009/10 with an emphasis on South Lanarkshire's rural areas. In Lanark, a new swimming pool and gym will be completed and a much needed upgrade to the Memorial Hall will begin. A new integrated community facility for Carluke will be completed and work will begin to convert the Fountain Centre in Lesmahagow for community use.

Environmental and Strategic Services will continue to implement 'better regulation', tailored to the needs of local consumers, and appropriate to the different types of businesses. A regulatory forum will also be established in partnership with local businesses.

Sustainable development remains a priority for the Council. One of Audit Scotland's 15 recommendations was:

"Ensure that recent efforts on sustainable development are maintained and tangible progress is achieved"

We have made a good start but I am aware there is a great deal more to do. During the year we will be focussing our attention on working with our community planning partners to develop the action we as a Council have embarked on to tackle climate change and reduce the impact we all have on the environment both globally and locally. The improvement in fuel efficiency achieved across the Council's fleet of 900 vehicles is one practical example of how we are not only meeting this challenge but saving money as well.

In the coming year we have challenging Scottish Government targets to meet for the recycling of domestic waste. Our rate is already among the highest in Scotland but I am confident that this year we will see a further step-change in recycling rates thanks to new household glass recycling services, provision of recycling to flat properties and improved processing of waste to minimise land-fill.

We retained Investors in People accreditation last year. To achieve the standard we not only have to have good systems and procedures to develop our employees, but we have to ensure that everyone understands their role in achieving the Council's objectives. The Resource Plan is only one way of making this connection. I would say to employees we **all** matter in delivering services to the public and everyone's job is important in achieving the Council's vision and objectives. If you are not sure how ask at your PDR.

Commenting on the forthcoming audit of best value and community planning in my introduction to the Resource Plan last year, I said that knowing the dedication of our employees and the quality of the service we deliver I was confident that we would receive a favourable report. We did, and I thank everyone warmly for their continued commitment to best value and quality services in South Lanarkshire.

Norrie Anderson
Executive Director (Community Resources)

Section 2: National context

Community Resources services are influenced by national legislation and policy initiatives over a wide range of areas including the environment, health improvement and protection, quality of life, culture, anti-social behaviour, community and consumer safety, regeneration, social inclusion and sustainable development. The key national influences which set the context for the plan are set out below:

Local Government (Scotland) Act 2003

The Local Government in Scotland Act 2003 introduced:

- A general power for councils to improve the well-being of their area
- A statutory underpinning for community planning
- A duty of best value

The duty to deliver best value is outlined through statutory guidance. A full audit of community planning and best value in South Lanarkshire Council was undertaken by Audit Scotland during 2008/09. The full report was published in February 2009 and praised the performance of the Council in the delivery of key services including waste and recycling. The report also noted as “impressive” the range of physical and environmental improvements being made including new community facilities and refurbished sports and leisure facilities. A copy of the full report is available at www.southlanarkshire.gov.uk

Sustainable development

In January 2007, South Lanarkshire Council acknowledged the importance of this issue by joining other councils in the signing of Scotland’s Climate Change Declaration. This commits us to take action to reduce our own greenhouse gas emissions, by making more efficient use of energy in buildings, reducing the use of fossil fuels, reducing the amount of waste created and considering the implications of the things we buy. The declaration also commits us to working on a wider basis to influence our communities and partner organisations to reduce domestic and commercial emissions as well. In January 2008 the Scottish Government published its Climate Change Bill outlining a range of measures it intends to take in order to achieve an 80% cut in greenhouse gas emissions by 2050. The Bill envisages a key role for the Scottish public sector in reducing emissions and there is a need to ensure that the Council is prepared for the changes envisaged.

As well as having a Council-wide remit for the coordination of sustainable development, Community Resources has responsibility for several key environmental services (e.g. waste strategy and recycling, biodiversity and countryside services). Resource management is also a critical issues for sustainable development in terms of achieving lower carbon inputs, reducing waste and minimising impact on the environment. Sustainable development has been set as a priority within the Council Plan ‘Connect’ (see local context).

National waste strategy

The greatest impact on local waste strategy arises from new and challenging targets announced by the Scottish Government in January 2008 (Zero Waste Scotland). The targets are more challenging than the rest of the UK and aspire to achieve 60% recycling and composting by 2020 and 70% recycling and composting by 2025. It also limits 25% of the total waste stream to be treated through energy from waste (EfW) technology. These targets have to be achieved in conjunction with EU landfill diversion targets.

The Council is undertaking an incremental approach to meeting short and medium term targets. A range of new waste collection systems designed to increase recyclable material will be introduced in May/ June 2009. These systems include a new kerbside glass collection scheme, mixed recycle service for households not covered by the existing system and a mixed recycle service specifically designed for

flatted properties. It is projected that these new systems will achieve the 2010 recycling/ composting target of 40%.

The 50% recycling/ composting target for 2013 will only be met through some form of treatment to recover waste material. The Council has existing waste disposal contracts with two contractors until 2014. Discussions are taking place with contractors to determine if their existing or proposed operations can assist the Council in meeting the 2013 target. Targets beyond 2013 will require completely new waste treatment facilities. A cross resource group has been established to determine the options available to the Council to meet long term waste targets.

The Housing (Scotland) Act 2006

From December 1, 2008, houses for sale have had to be marketed with a Home Report. This is a pack of three documents: a Single Survey, an Energy Report and a Property Questionnaire. The Home Report will be made available on request to prospective buyers of the home.

The Single Survey contains an assessment by a surveyor of the condition of the home, a valuation and an accessibility audit for people with particular needs. The Energy Report contains an assessment by a surveyor of the energy efficiency of the home and its environmental impact. It also recommends ways to improve its energy efficiency. The trading standards service has responsibility for enforcing aspects of the legislation and protecting consumers rights.

The Environmental Assessment (Scotland) Act 2005

This Act requires councils (and other public sector organisations) to carry out strategic environmental assessment (SEA) on all plans, programmes, policies and strategies which may have significant impacts (either positive or negative) on the environment. The process is now built into our plan making. It involves carrying out full and effective consultation on environmental impacts and giving consideration to the effects of different policy alternatives for achieving objectives. An effective SEA process can be used to enhance the environmental outcomes of policies and plans, which is a key aspect of mainstreaming sustainable development.

Creative Scotland

The Minister for Europe, External Affairs and Culture announced the establishment of Creative Scotland as a publicly owned Limited Company in December 2008. The company is charged with taking responsibility for the practical transition arrangements, including staffing, systems and processes and will work closely with the Joint Boards of The Scottish Arts Council and Scottish Screen until their formal dissolution.

The Minister reiterated that the Scottish Government was committed to the establishment of a single dedicated body for Scotland's arts and culture sector. It is intended that Creative Scotland will be established as a Statutory Non Departmental Public Body (NDPB) through a Public Services Reform Bill, which will be introduced to Parliament in 2009.

One of Creative Scotland's key functions will be to work closely with partners to support the creative industries, ensuring that they thrive in Scotland. The Culture Minister published a framework document on February 5, 2009 which sets out the complementary roles and responsibilities of Creative Scotland and other bodies, including the enterprise agencies and local authorities.

From South Lanarkshire Council's perspective this new cultural agenda will be challenging. It is intended that future cultural service delivery will be embedded in the community planning framework, ensuring that it is directed at the achievement of both local and national strategic priorities and that it is of high quality and involves local consultation, planning and delivery.

Equal opportunities legislation

The Council has published Race Equality and Disability Equality schemes outlining proposed actions to meet the respective duties arising from the Race Relation Act 1990 and the Disability Discrimination Act 1995 as amended by the Disability Discrimination Bill 2005. From October 2007 the Commission for Equality and Human Rights (CEHR) takes over responsibility for the enforcement of equalities legislation with increased powers to audit public bodies. The mainstreaming of equalities issues into all policies and strategies is now also core requirement of the Council's duty of best value.

As well as complying with the corporate requirements of the Council's equality schemes, Community Resources now has a clear duty not only to avoid discrimination but to promote equality. To meet this duty, the uptake of key services by different equality groups requires to be monitored and action taken to address barriers to equality. Policies, strategies and functions also require to be assessed for their relevance to and impact on equality.

Working tax credit scheme

New legislation governing the above scheme will come into force during 2009/10 altering the assessment criteria for pupils' eligibility for free school meals. Initial indications suggest this may result in a significant increase in pupils entitled to free school meals and will have a consequent increase in cost for the service.

Health, fitness and physical activity

The need to improve the health of Scots is now well recognised at a national level among all political parties giving rise to a wide range of initiatives over the last parliamentary term including 'Hungry for Success' in schools, 'Healthy working lives' scheme and the ban on smoking in public places. Through national policies, local authorities have been encouraged to become health promoting organisations and to work alongside Health Boards, through community planning to develop plans to improve the life circumstances and behaviours that impact on health.

The Physical Activity Taskforce document, 'Let's Make Scotland More Active' and **sportscotland's** 'Reaching Higher: Building on the Success of Sport 21', are the two key national strategies, both endorsed by the Scottish Government. They set targets for increasing access to, and participation in, sport and physical activity across different age groups emphasising the need for partnership between local agencies.

Community Resources plays a significant role in health promotion through services such as school meals, catering in Council buildings, parks and countryside access are all areas where the Resource is making improvements. Continued success in securing external funding for sport and leisure facilities also increasingly depends on our ability to show that we are contributing to national objectives.

Schools (Health Promotion and Nutrition) (Scotland) Act 2007

This new act places a number of key duties on our school meals service:

- All schools must be health promoting
- All food and drink provided to pupils must be nutritionally balanced and comply with Scottish Government regulations
- All schools are obliged to promote the availability of school lunches
- All schools must endeavour to protect the identity of pupils receiving school meals

Based on the above key duties it is intended to create an integrated/ cross resource promotional plan to take forward the legislative obligations.

The Public Health etc (Scotland) Act 2008

The Act updates the law on public health enabling the Scottish Government, health boards and local authorities to better protect public health in Scotland. The Act also makes provision relating to the use, sale or hire of sunbeds, clarifies statutory responsibility for the provision of mortuaries and post mortem facilities and amends the law on statutory nuisances.

For the purposes of the Act “protecting public health” means the protection of the community from infectious diseases, contamination or other hazards which constitute a danger to public health; and includes the prevention of, the control of, and the provision of a public health response to such diseases, contamination or other hazards. There are a number of implications from the new Act. The Council -

- Will be required to designate “competent” persons to undertake functions assigned to them under the Act. It has been determined that there are sufficient personnel employed by the Council to satisfy this requirement.
- Must engage with NHS Lanarkshire to prepare a joint Health Protection Plan which will require to be signed off by the Chief Environmental Officer on behalf of the Council. Discussions with NHS Lanarkshire are already underway.
- Will be required to make provision for the facilities and equipment necessary to disinfect, disinfect or decontaminate premises and things. To meet this requirement the Council will need to establish a list of organisations, contractors and specialist expertise who possess the necessary facilities and equipment.
- Must ensure provision of mortuary and post mortem facilities for deaths outwith hospitals. It is hoped to meet with NHS Lanarkshire and the Crown Office Procurator Fiscal Service to determine the adequacy of existing arrangements and facilities and formalise an agreement which can be signed off by all parties.

The Hampton Review and the Better Regulation Task Force

In the 2005 Budget the Chancellor announced a package of measures to reduce regulatory burdens on UK business in response to its Hampton Review. A new agency has been created in England and Wales which oversee the streamlining of environmental health and consumer and trading standards services’ inspection and enforcement activities. Structures are different in Scotland but the same objectives will apply which means a greater emphasis on risk-based approaches to regulation which focus mainly where evidence shows it is most needed to protect the public. This is already largely in place in South Lanarkshire but a review of our regulatory functions is due to be completed in May.

Section 3: Local context

“Stronger Together” – South Lanarkshire’s Community Plan

The Community Plan was launched in 2005 by the South Lanarkshire Community Planning Partnership. The plan is structured around three aims, to build: successful and inclusive communities, safe and healthy communities and working and learning communities. The Council works with its partners to deliver these aims and has developed its four year Corporate Plan to reflect them.

Community Resources provides services which contribute to all of these aims impacting on many areas of quality of life. In particular, the Resource has specific responsibility for leading on the Sustainability Partnership.

Connect – mid term review

The Council has recently undertaken a mid term review of the Council Plan – Connect 2007/11 to reflect developments both internally and externally. These include:

- the recently published report on the Audit of Best Value and Community Planning
- the emerging guidance on the audit framework for Best Value 2
- the new Single Outcome Agreement developed jointly between the Council and Community Planning Partners
- the Council’s financial strategy from 2010 onwards

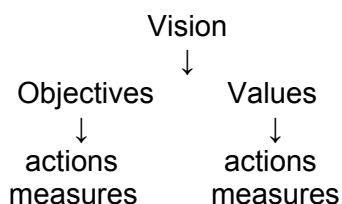
The review of Connect involved the development of a Corporate Improvement Plan and a review of Connect priorities.

Corporate Improvement Plan

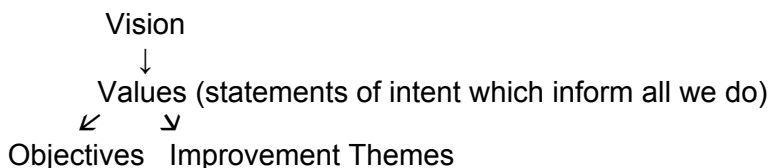
The Corporate Improvement Plan (CIP) sits within Connect and provides a single focus for the development and delivery of all corporate improvement activity within the Council. The CIP has been developed in response to the Audit of Best Value and Community Planning to ensure that corporate improvement activity is better prioritised and co-ordinated.

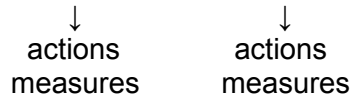
Connect now incorporates the CIP as shown below. The CIP has evolved from the actions and measures which previously sat under Connect values and better reflects a more comprehensive range of corporate improvement activity using the corporate assessment criteria proposed as part of Best Value 2 as organisers (improvement themes).

Previous structure



New structure





The action plans within Resource Plans for 2009/10 are built around Connect objectives and Improvement Themes.

Connect Improvement Themes

The Connect Improvement Themes are as follows:

- Vision and Strategic Direction (including sustainable development and equalities)
- Partnership Working and Community Leadership/Engagement
- Governance and Accountability
- Performance Management and Improvement
- Use of resources

Connect Values

A new Connect value of 'Self Aware and Improving' was also added as a result of the mid term review.

Connect priorities

A summary of the refreshed Connect priorities, based on improvement themes and objectives are identified below:

Connect Improvement Themes

- Sustainable development (within Vision and Strategic Direction)
- Partnership working and Community Leadership/Engagement
- Performance Management and Improvement
- Use of resources

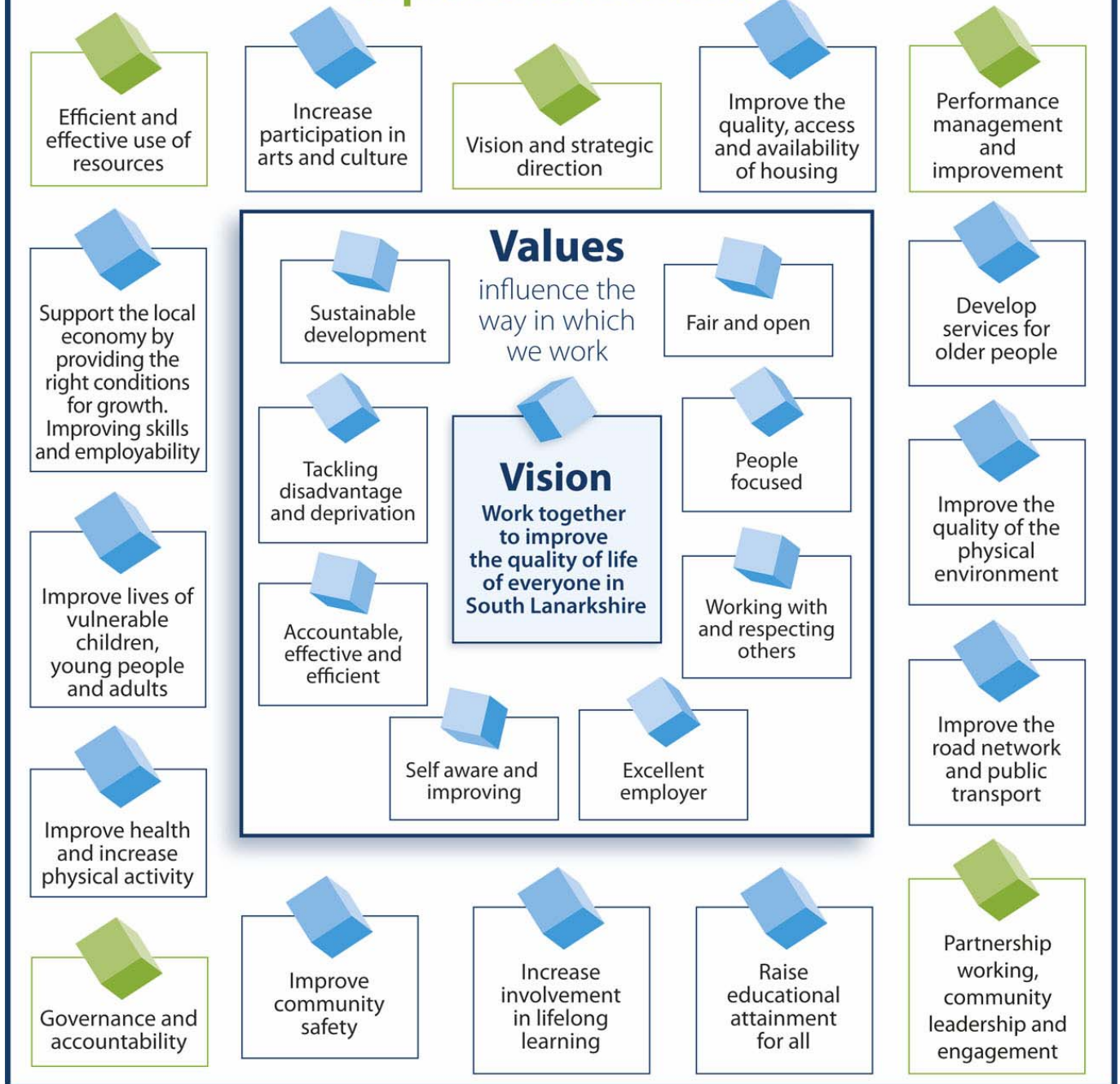
Connect objectives

- Improve the quality, access and availability of housing
- Develop services for older people
- Improve the road network
- Schools modernisation
- Support the local economy by providing the right conditions for growth, improving skills and employability

Resource Plans for 2009/10 reflect the refreshed Connect priorities. As with all Resources, Community Resources continues to uphold SLC values in all our work

An updated diagram showing the Council's vision, values, objectives and improvement themes is shown below:

Objectives and Improvement Themes



Community Resources contributes to all of the *Connect* values and objectives but has a lead role in relation to several of them. The Resource objectives for 2009-2010 are listed below under the relevant objectives and values from the new Council Plan while section five of the plan sets out specific actions for Community Resources in relation to the relevant values and objectives.

Council objective: *Develop services for older people (Council priority)*

- ◆ Support individuals and communities to improve health (resource priority)

Council objective: *Improve the Quality of the Physical Environment*

- ◆ Improve cleanliness of streets, parks and other public areas

Council objective: *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

Council objective: *Improve Community Safety*

- ◆ Input to the South Lanarkshire Community Safety Partnership to help coordinate joint action by local agencies to promote community safety
- ◆ To protect vulnerable groups from the consequences of unsafe goods and services

Council objective: *Improve Health and Increase Physical Activity*

- ◆ Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle
- ◆ 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.
- ◆ Refurbish the Dollan Aqua Centre
- ◆ Contribute towards the success of international sporting events
- ◆ Improve facilities for swimming in Lanark and surrounding areas
- ◆ Improve access to 'dry side' sports facilities in communities currently less well served
- ◆ Promote responsible public access to the countryside in parks, around towns, and in our rural areas
- ◆ Promote uptake and access to healthier eating across all South Lanarkshire schools
- ◆ Deliver an effective food safety monitoring, investigation, enforcement, advice and training service

Council objective: *Support Local Economy by Providing the Right Conditions for Growth, Improving Skills and Employability (Council priority)*

- ◆ Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness (resource priority)
- ◆ Deliver an effective health and safety enforcement service (resource priority)

Council objective: *Increase Participation in Arts and Culture*

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

As with all Resources, Community Resources aims to contribute to the delivery of corporate improvement themes. Resource specific actions against corporate improvement themes are listed in Section 5.

Corporate Improvement Plan themes

- ◆ Vision and strategic direction (includes sustainable development and equalities)
- ◆ Partnership working and community leadership/ engagement
- ◆ Governance and accountability
- ◆ Performance management and improvement
- ◆ Efficient and effective use of resources (Financial management, people management, asset management, procurement, information management)

The Single Outcome Agreement

The development of the SOA for 2009/10 – between planning partners in South Lanarkshire and the Scottish Government – commits the Council to achieving identified local outcomes, which in turn contribute to the Scottish Government's fifteen national outcomes. The local outcomes in the SOA have been drawn up with reference to the objectives and actions within the Council Plan and Community Plan, so that achievement against the Council Plan is also achievement against the SOA.

In the delivery of this plan, Community Resources will be contributing to the achievement of a number of the local outcomes proposed in the SOA, for example:

- Promoting a learning culture
- Creating a sustainable environment
- Improving health & well being
- Promoting community safety

As part of the SOA process during 2008/09, the two regional/national issues relating to Community Resources' remit were raised with the Scottish Government. These were the current lack of local statistics for people who suffer accidental injury and resource requirements for the 2011 Children's Games. Further discussions on these issues will be pursued during 2009/10.

Sustainable development strategy and carbon management

This strategy was developed enable the Council to improve its environmental performance and meet its commitments under Scotland's Climate Change Declaration. Community Resources also leads on implementation of this strategy. Community Resources also developed the Council's first carbon management plan in 2008 and will continue to lead on its implementation during the course of the coming year.

Cultural strategy

In 2009/10 we will finalise a South Lanarkshire Cultural Strategy which will embed culture and the arts within the community planning framework and lead to the formation of a local cultural partnership. At the same time we will undertake and complete a cultural audit which will identify the current availability of cultural activities throughout the authority and inform future cultural planning programmes.

Leisure strategy

This strategy covering the period 2007 – 2011 aims to ensure that the Council and its partners can build on the major progress made through creation of South Lanarkshire Leisure Trust and many other initiatives. The strategy proposes six key goals that will influence how leisure and physical activity are delivered over the next four years. The delivery of the Strategy is managed and monitored by the cross-resource Leisure Strategy Implementation Group (LSIG) and links in to the Community Planning agenda through the Health and Care Partnership.

Core Path Plan

The provisions of the Land Reform (Scotland) Act 2003 require all councils and National Park authorities to prepare a draft Core Path Plan, the purpose of which is to identify a network of outdoor access routes suitable for use by walkers, cyclists, horse riders and those wishing to take non motorised access to water (rivers, lochs, reservoirs) for the purposes of recreation and passage. South Lanarkshire's draft Core Path Plan has identified a core path network of 1,200 kilometres and is now being prepared for its final statutory round of consultation; following which, it will be submitted to Scottish Government for ratification.

Greenspace Strategy

South Lanarkshire's Greenspace Strategy will provide a strategic framework for improving the evaluation and management of the Council's urban open spaces. The strategy looks at the Council's land asset in terms of its potential to make a significant contribution to the delivery of the Council's objectives and values particularly in relation to the health, wellbeing and sustainable development of urban communities. Its implementation will improve the linkage between national standards and policy, the South Lanarkshire Local Plan and the implementation of more specialist plans, policies and strategies, such as those for play, parks, woodlands and biodiversity.

Community Safety Partnership

As a result of the Council's decision to provide revenue funding to Strathclyde Police to employ 20 additional police officers in South Lanarkshire, the Council decided to relocate the Community Safety Unit to Housing and Technical Resources. Two community safety functions, home safety and community wellbeing, will remain with Community Resources.

Council spending priorities 2009/10

New spending priorities in the Council's 2009/10 budget which impact on Community Resources are:

- £1.152m to cover the increased cost of landfill tax
- £0.920m for the running costs for the new Carluke Integrated Facility, the refurbished Carluke Leisure Centre and new dual use facilities

In addition capital programme allocations have been made in respect the following projects:

- Lanark Swimming Pool and Gym (replacement)
- Fernhill Community Facility (replacement)
- Lanark Memorial Hall (modernisation)
- Carluke Integrated Community Facility (replacement)
- Community wings in new schools
- Dollan Aqua Centre (emergency repairs)
- The Fountain, Lesmahagow

Statutory performance indicator (SPI) reporting 2009/10

This year's Direction from Audit Scotland represents a major change from what has gone before. It is more broadly drawn and flexible than in the past and consists of two main elements –

- Information chosen by local authorities about certain key functions which demonstrate how they meet their Best Value obligations and how they balance their national responsibilities with local priorities relating to local needs and
- A reduced number of specified performance indicators on issues of particular concern to the Commission

It is anticipated that Community Resources will be required to put forward a number of measures to demonstrate that the Council is achieving best value in relation to sustainable development.

We will also now be able to report a range of information in relation to our services with a reduced suite of specified indicators. We will not be required to report on five of our SPI's but we will continue to monitor three in their current format. Please see table below.

Discontinued SPI's	Continue to collect Yes/No	Reason
Food Hygiene Inspections	Yes	Useful management information and will be audited by Food Standards Agency
Non Domestic Noise Complaints	Yes	Useful management information.
Inspection of Trading Premises	Yes	Useful management information.
Refuse Collection Complaints per 1,000 population	No	We will develop a new indicator in relation to refuse collection complaints
Abandoned Vehicles	No	We will develop a new indicator in relation to the removal of abandoned vehicles

Performance monitoring and review

Over the last ten years Community Resources has carried out best value reviews of all of its key services. During 2009/10 we will complete a review of Environmental enforcement in the context of the national better regulation agenda.

During 2009 Bereavement Services will seek to obtain Customer Service Excellence award (formerly known as Charter Mark) following excellent placings achieved through the Charter of the Institute for Cemetery and Crematorium Management. During 2008/09 Consumer and Trading Standards (CATS) retained Chartermark and during 2009/10 will make the transition to the new Customer Service Excellence standard.

Five South Lanarkshire venues – Chatelherault Country Park, Hamilton Town House, Rutherglen Town Hall, East Kilbride Arts Centre and Almada Suite have achieved Quest quality system accreditation (only one other cultural venue has achieved the award in the UK). During 2008/09 Low Parks Museum became the first museum in the UK to achieve Quest accreditation and also achieved a 5 Star Award under the Visit Scotland Visitor Attraction Scheme. A number of our venues with catering facilities also achieved the Healthy Living Award (Rutherglen Town Hall, Chatelherault Country Park, Calderglen Country Park and Low Parks Museum) joining Horizons restaurant who already have the award. The award recognises catering establishments for serving healthier food and helping their customers make better food choices.

Public consultation and satisfaction measures

South Lanarkshire Citizens' Panel Quality of Life Survey was carried out once again in November 2008. In line with previous surveys panel members were asked to suggest what three changes they would like to see in order to enhance the quality of life in their neighbourhood. The results where they relate to Community Resources are presented below along with the change in importance (rank) from the previous survey in 2006.

Improvement	First Choice	Second Choice	Third Choice	Rank	Change in rank 06 - 08
More community facilities/ spirit	6%	5%	6%	4	+14
Better leisure facilities	5%	4%	4%	6	+5
Less litter/ rubbish	3%	6%	6%	7	-2
Better/ more play areas for children	6%	4%	3%	8	-2
More/ better quality of open space	3%	2%	2%	18	-14
More recycling facilities	1%	2%	2%	22	-3
Less dog fouling	1%	1%	1%	25	-10

Community and leisure facilities appear to have increased in importance to panel members, but this may be in part due to a greater focus in this year's survey on community spirit. However, as section 5 of this plan sets out, the Resource has made a considerable commitment to improving local community and leisure facilities in the coming years. These include new community facilities in Carluke, Fernhill and Stonehouse as well as a new swimming pool for Lanark, a new sports complex in East Kilbride and a refurbishment of the Dollan Aqua Centre. (Please see section 5 for further details on these and other projects).

It is encouraging to note that other suggested areas for improvement appear to have decreased in importance to panel members. The fact that less litter/ rubbish, more/ better quality of open space and less dog fouling have dropped in ranking reflects progress we have made in these areas in recent years following the launch of the 'Clean Sweep' initiative to combat environmental crime. This is supported by independently assessed high scores in street cleanliness and also reductions in the incidences of litter, dog fouling, fly tipping and graffiti.

Section 4: Major achievements, service overview and performance 2008/09

The table below sets out the Resource's major achievements in the last year. These achievements are set out against their relevant objectives, at Council and resource level as well as the relevant National Outcome.

Council objective/ value	Resource objective	Achievement
National outcome 6: We live longer, healthier lives		
Develop services for older people	Actively promote the 'activeage' scheme in leisure facilities across South Lanarkshire	A further 3,000 members signed up during the year, bringing the total to almost 15,000
National outcome 12: We value and enjoy our built and natural environment and protect it and enhance it for future generations.		
Improve the Quality of the Physical Environment	Improve cleanliness of streets, parks and other public areas	LEAMS score (a national measure of street cleanliness) of 72 against a target of 68 or above
National outcome 9: We live our lives safe from crime, disorder and danger		
Improve community safety	Coordinate South Lanarkshire Community Safety Partnership to promote community safety	Almost 3,500 primary seven pupils (97% of total) participated in Crucial Crew event.
	To undertake legislative and educational activities aimed at protecting consumers	Achieved over £1 million in redress for local consumers
National outcome 5: Our children have the best start in life and are ready to succeed		
Improve Health and Increase Physical Activity	Improve access to 'dry side' sports facilities in communities currently less well served	Uddingston Grammar dual use sports facility opened during the year
	Continue improvements to nutrition and health value of school meals	Increased the uptake of meals in secondary schools to 46% - a 7% increase on last year
National outcome 13: We take pride in a strong, fair and inclusive national identity		
Increase Participation in Arts and Culture	Improve facilities for arts and cultural activities and develop a framework for cultural planning to identify and meet the cultural entitlements of South Lanarkshire	Low Parks Museum became the first museum in the UK to achieve Quest accreditation and also achieved the 5 Star Award under the Visit Scotland Visitor Attraction Scheme.
National outcome 10: We live in well designed, sustainable places where we are able to access the amenities and services we need		

Council objective/ value	Resource objective	Achievement
Tackling disadvantage and deprivation (Council value)	Deliver major capital projects to support local community regeneration	Completed a new integrated facility for Fairhill – opening on 30 th June 2008
		Community wings in Blacklaw and Craigbank primary schools completed and opened for lets during the year
National outcome 14: We reduce the local and global environmental impact of our consumption and production		
Sustainable development		Won the Local Government Chronicle award for sustainability for our recycling of waste cooking oil project
National outcome 15: Our public services are high quality, continually improving, efficient and responsive to local people’s needs		
Excellent employer		Successfully retained Investors in People award for the Resource

Service overview and performance - Environmental and Strategic Services

Environmental and Strategic Services fulfil a wide range of environmental and regulatory functions. During 2008/09 the service:

- Carried out over 3,600 inspections of food premises
- Acted on over 3,100 enquiries relating to environmental pollution
- Responded to almost 4,450 pest control requests
- Visited over 300 premises in relation to tobacco and solvents
- Provided advice and assistance to almost 3,700 complaints from consumers achieving over £1,000,000 of redress
- Arranged removal of 59 abandoned vehicles
- Investigated over 2,100 noise complaints

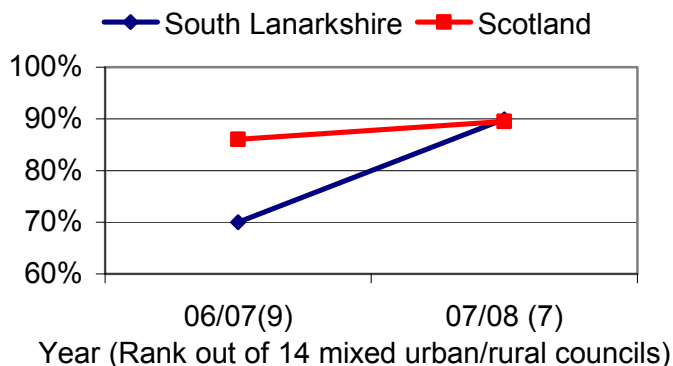
Food safety inspections

The service performs well in terms of the statutory performance indicator (SPI) for food safety/hygiene inspections. A risk based approach is used whereby the highest risk establishments are inspected most frequently. In 2008/09 we carried out 375 inspections of the highest risk establishments all within our target timescale. Only eight other local authorities managed to inspect all of their category B premises on time. During 2008/09 all high risk inspections have once again been carried out on time (Please note all SPI's included in the performance section have yet to be audited for 2008/09 and are subject to change). In 2009/10 it will no longer be a statutory requirement to report on this indicator but we will continue to make use of the measure to manage performance of the service.

	2006/07	2007/08	2008/09	Target 0809	Rank 0708
South Lanarkshire	100%	100%	100%	100%	1 of 30
Scotland	97.8%	97.6%	-		

Removal of abandoned vehicles

In 2007/08 ninety percent of vehicles reported as abandoned were removed within the 14 day target. This is inline with Scottish average and a 20% improvement on 2006/07. However performance has dropped this year with 75% of vehicles removed within 14 days. This highlights an anomaly in the indicator as when a vehicle is abandoned on private land a 15 day notice must be issued. This has been the case for 5 vehicles so far this year meaning the 14 day target is unachievable. This SPI will not be continued in 2009/10 but an appropriate measure will be developed for this service.



Response to domestic noise complaints

2006/07 was the first year that the SPI for domestic noise complaints was collected. This indicator measures –

- I. The average time taken between time of complaint and attendance on site (for those requiring attendance on site) and
- II. The average time taken between time of complaint and attendance on site, for those dealt with under the Anti Social Behaviour Act 2004

	2006/07	2007/08	2008/09	Target 0809	Rank 0708
Part i.					
South Lanarkshire	0.5	1.8	1.5	2	6
Scotland	68.8	91.8	-		
Part ii.					
South Lanarkshire	0.5	0.4	0.4	2	4
Scotland	10.5	2.7	-		

During 2007/08 a change to the definition of part i. of this indicator meant that the average time taken between time of complaint and attendance on site increased to 1.8 hours (This increase was experienced across all local authorities and is reflected by a 33% increase in the national average between 2006/07 and 2007/08). However this is still within our 2 hour target and much less than 91.8 hour national average, ranking us sixth in Scotland. Response times have improved during 2008/09 with around 1.5 hours taken until attendance on site.

Average response times in part ii. of the indicator have remained fairly consistent over the last three years with average time taken to attendance on site in 2007/08 of 0.4 hours. This is within our two hour target and less than the 2.7 hour national average, ranking fourth best in Scotland. Response times in 2008/09 have remained the same at 0.4 hours.

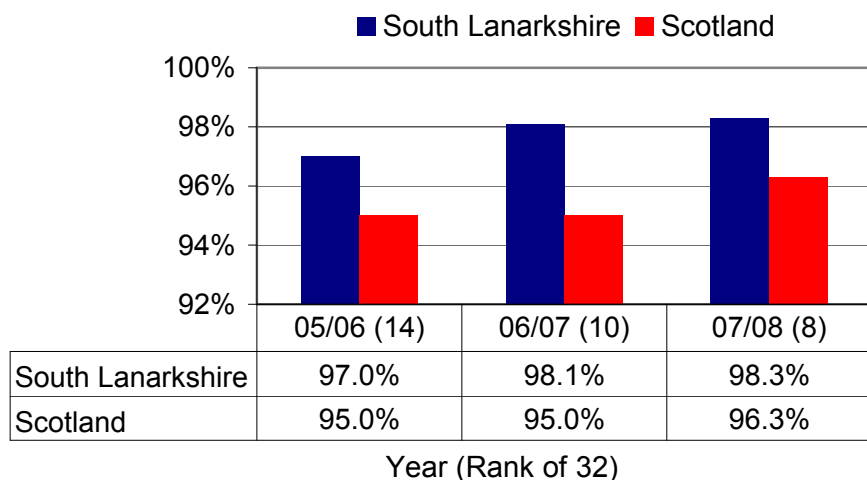
Inspection of trading premises

South Lanarkshire has consistently performed above the Scottish average for the number of inspections of high and medium risk trading premises carried out on time. In 2007/08 almost all (99%) of inspections were carried out on time, 3.5% higher than the national average and ranking 7th in Scotland. Performance has remained steady during 2008/09 with 99% of high and medium risk premises inspected on time. This SPI will not be continued in 2009/10.

Inspections	2006/07	2007/08	2008/09	Target 0809	Rank 0708
South Lanarkshire	98.3%	99.8%	99%	100%	7
Scotland	85.7%	96.3%	-	-	

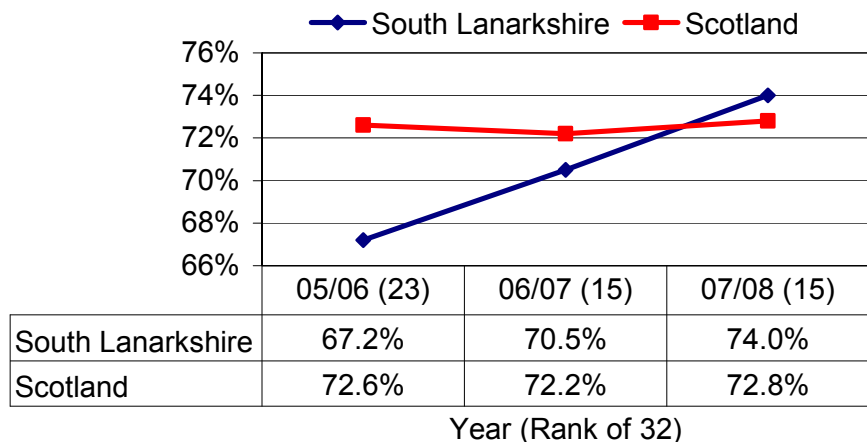
Business advice requests

The percentage of business advice requests dealt with within 14 days of receipt has been steadily improving over the last three years. In 2007/08 just over 98% of requests were dealt with within the target timescale, around the same as last year and the eighth highest performance in Scotland. Performance has dipped slightly this year with 96% of requests dealt with within 14 days though this is still ahead of the 95% target.



Consumer complaints

The percentage of consumer complaints processed within 14 days of receipt has steadily improved over the last three years with 74% processed within target timescale in 2007/08. For the first time in a number of years performance is now greater than the national average (72.8%), ranking 15th in Scotland. Performance remained steady in 2008/09 with 77% of complaints currently being processed within 14 days against the 65% target.



A new weighting system is being used to establish customer satisfaction levels across the Council. Using the new system 85% of customers are satisfied with the CATS service.

Facilities and Cultural Services

Facilities and Cultural Services manage community halls, arts venues, country parks, and museums and provide facilities management services across the Council. The service also operates events and programmes from a number of these facilities including exhibitions, arts classes, community events, performances, access services and countryside ranger activities. During 2008/09 the service:

- Managed over 400 public buildings (e.g. halls, arts venues, museums, and public conveniences)
- Provided over 3.6 million nutritious school meals almost 700,000 of which were free
- Hosted over 500,000 visits to various cultural venues and over one million visits to country parks
- Provided a hall and school letting service used by over 1.2 million people

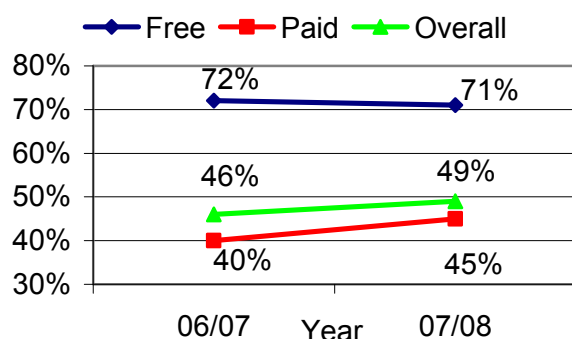
School meal uptake

School meal uptake is the most critical performance measure for the service at this time due to the impact of the Scottish Executive's Hungry for Success initiative and nutritional framework. Healthier menus were introduced into primary schools in November 2004 and into secondary schools two years later. This was a radical change, involving banning sales of fizzy drinks, crisps and confectionary and there have been a range of impacts on uptake of meals as the table below shows.

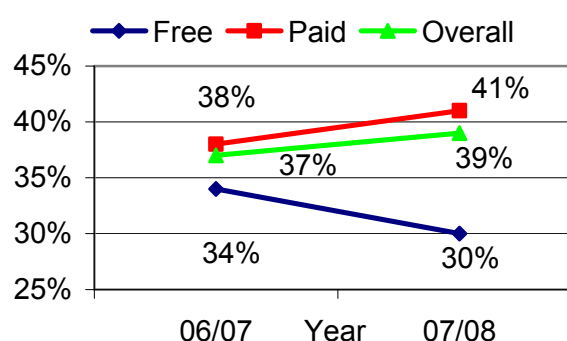
The annual trend for the uptake of meals in primary schools has been increasing since the introduction of new Hungry for Success compliant menus. In 2007/08 the overall uptake of school meals (free or paid) increased by 3% on the previous year to 49%, although free meal uptake reduced slightly from 72% to 71%. During 2008/09 70% of children in primary schools who are entitled have taken free meals, similar to last year and short of the 73% target. Overall uptake of school meals has dipped slightly to 47%.

In secondary schools the decline in the uptake of meals has been addressed with overall uptake of meals improving to 39% in 2007/08. However, free meal uptake reduced 4% in this time to 30%. During 2008/09 free meal uptake in secondary schools has increased to around 35%, with overall uptake at 46% the highest it has been for a number of years and both figures exceeding target.

Primary school meal uptake



Secondary school meal uptake



The Scottish Government undertakes a one day census of the school meal service in January each year and the statistics for 2008 are presented below. The census perhaps presents a more accurate reflection of uptake levels as it offers the opportunity to report against those children present.

Uptake of those present	Primary		Secondary	
	Free	Overall	Free	Overall
South Lanarkshire	87.0%	53.1%	47.8%	37.7%
Scotland	88.6%	49.6%	69.8%	42.9%
Rank (of 32)	20	12	32	19

In previous years South Lanarkshire reported some of the lowest uptake levels in Scotland. This year however has shown a marked improvement with free meal uptake in primary schools on census day at 87% only slightly less than the national average and ranking 20th in Scotland. Overall uptake in primaries exceeded the national average and ranked 12th best in Scotland.

Uptake of free meals in secondary schools is still an area of concern with only 47.8% of those entitled taking a free meal on census day. This is over 20% less than the national average and is currently the lowest level in Scotland. This decline is also being experienced nationally although there has been a slight improvement this year. In contrast, overall uptake in secondary schools has improved with an uptake of 37.7% ranking 19th nationally. This means that many more school children are now buying meals than in previous years.

Museum visits

The only statutory performance indicator for the service is the number of museum visits. This SPI measures the number of visits to/usages of council funded or part funded museums per 1,000 population and was collected for the first time in 2006/07. The indicator is split into two parts;

- Part i. Total number (Includes actual visits by the public, telephone enquiries, website hits and outreach visits)
- Part ii. Number in person.

The last two years figures are presented below (Glasgow City Council figures have been omitted from the national average as their figures skew the data).

	Part i.			Part ii.		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
South Lanarkshire	99	107	539	95	103	492
Scotland	972	1,225	-	634	793	-
Rank (of 32)	24	26	-	23	25	-

The total number of visits to/usages of museums increased in 2007/08 to 107 per 1,000 population. However, this was a tenth of the national average and ranked the service 26th of all local authorities. There was also an increase in the number of visits in person at 103 per 1,000 population but this is also considerably below the national average ranking 26th in Scotland.

In April 2008 an action plan was implemented to increase usage of museums and this has proved successful with the total number of visits currently at 539 per 1,000 population, with 492 of those in person. Both have exceeded target for the year.

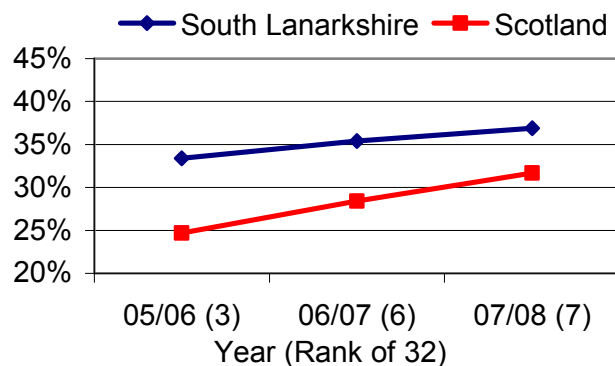
Land and Fleet Services

Land and Fleet Services are responsible for ground maintenance, parks, play areas, refuse collection, cemeteries, street cleansing and the management of the Council's vehicle fleet. During 2008/09 the service:

- Maintained almost 2,850 hectares of diverse land types
- Collected around 200,000 tonnes of waste from over 144,000 households
- Carried out almost 335,000 free waste uplifts
- Recycled approximately 72,000 tonnes of plastics, paper, metals, and glass
- Emptied in excess of 2,000 litter bins in public areas every week
- Maintained and managed the Council's vehicle fleet of over 1,300 vehicles and plant items
- Carried out 1,450 burials and over 1,240 cremations
- Cleaned up over 1,600 items of graffiti around 210 of which were considered offensive

Recycling

We continue to be one of the top performing local authorities in Scotland for the recycling of municipal waste. In 2007/08 we recycled 37% of the municipal waste we collected, an increase of 1.5% on the previous year. This was the seventh highest rate in Scotland and compares well with the national average of 31.7%. During 2008/09 the recycling rate has remained the same at 37%, short of the 38% target. Less recyclable material was collected than forecast due to a combination of a reduction in the number of special uplifts requested by residents over the year and a large reduction in the amount of green (composting) waste uplifted due to the wet summer in 2008. A number of new initiatives are being introduced this year to increase recycling levels (see section 5).



Street Cleanliness (CIMS)

The cleanliness of our streets is another statutory indicator where we continue to perform to a high standard. Last year we achieved an independently assessed score of 74, the eighth highest in Scotland and second in the family group of similar authorities. In 2008/09 performance has dropped slightly with a score of 72 achieved but is still in excess of the 68 target.

Refuse collection complaints

National ranking in terms of the statutory performance indicator for refuse complaints has been very low over the last few years. The vast majority of such complaints are for bins reported as having been missed which are collected within 24 hours in line with service standards. The service considers it is better at recording refuse complaints than many other authorities and that this ranking does not accurately reflect performance. During 2008/09 the number of complaints received has dropped to 88.9 complaints per 1,000 households. We will not be reporting on this indicator next year as there is no statutory requirement to do so. Instead we will monitor complaints based on the number of collections carried out.

Refuse collection and disposal costs

In terms of cost of refuse collection, at £56.69 per household in 2007/08 the service compared well with similar councils which averaged £66.14. Refuse disposal costs were £65.54 per household, lower than the average for similar authorities at £65.26, and lower than the Scottish average of £67.13. This year the cost of refuse collection was £64.07 per household, above the £56.99 target, and the cost of disposal was £75.47 per household, within the £76.88 target for the year.

Overall customer satisfaction levels (based on a sample of callers to the service) have increased over each of the last four years with 84.6% of respondents now rating their experience of contacting the service as 'excellent' or 'above average' compared to 79.5% in 2004/05.

Sport and leisure

South Lanarkshire Leisure Trust provides sports and leisure services on behalf of the Council including four pools, 20 indoor sports centres, two integrated leisure facilities, 19 health and fitness clubs, six golf courses, an ice rink and 57 outdoor sports facilities. During 2008/09 the Leisure Trust: -

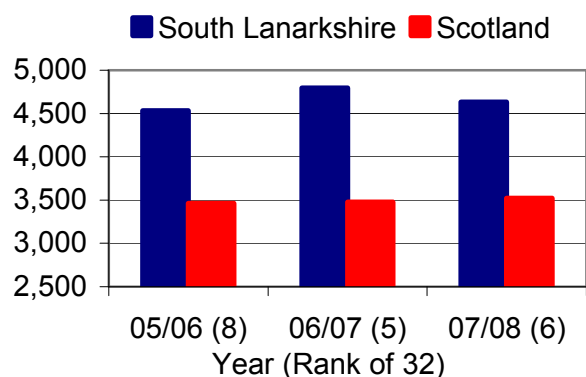
- Recorded over 1.2 million attendance at swimming pools and almost 1.4 million at other indoor facilities
- Provided sports development activities including coaching attended by just over 260,000 people
- Provided concessionary entrance to sports facilities on over 184,000 occasions
- Provided free use of facilities on 275,000 occasions to residents aged over 60 years
- Recorded 250,000 attendances at outdoor sports pitches by Under 16's clubs

Community Resources is responsible for monitoring Leisure Trust performance on behalf of the Council including statutory measures. There are two statutory performance indicators for sport and leisure: Attendance at swimming pools and attendance at indoor sport and leisure facilities.

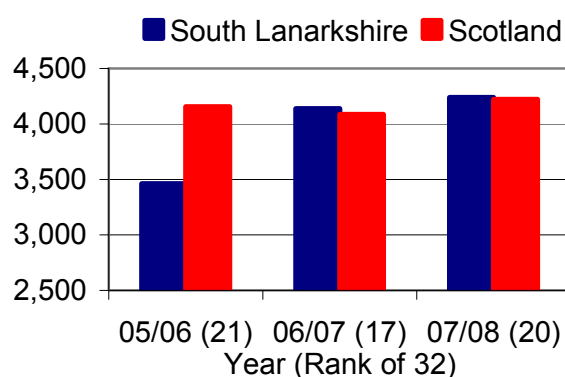
Attendances at swimming pools per 1,000 population have been well in excess of the national average over the last three years. In 2007/08 there was a slight dip in attendances with 4,631 attendances per 1,000 people, the sixth highest in Scotland. There has been further decline this year with 4,035 attendances per 1,000 people but this can be attributed to the closure of the Dollan Aqua Centre in East Kilbride for refurbishment and additional closures in Carluke and Strathaven due to the Schools Modernisation Programme.

Attendances at other indoor facilities also continue to increase with performance in 2007/08 at 4,239 per 1,000 population the highest for a number of years, slightly ahead of the national average and ranking 20th in Scotland. The upsurge in usage of other indoor facilities has continued in 2008/09 with 4,462 attendances per 1,000 people.

**Attendances at swimming pools
(per 1,000 population)**



**Attendances at other indoor facilities
(per 1,000 population)**



During 2008/09 the Leisure Trust carried out exit interviews with 5,629 customers to assess satisfaction with service and facilities. 97% of customers were either 'very satisfied' or 'satisfied' with the current level of service – maintaining the same high rating of last year.

Corporate statutory performance indicators

Community Resources' absence levels are considered very good for both staff and manual categories with levels below Council and national averages. Absence levels have improved again in 2008/09 with reductions in both staff and manual levels to 4.0% and 4.5% respectively.

Absence levels – council and Scottish comparisons				
Category	Year	2006/07	2007/08	2008/09
APT&C	Community	3.8	4.2	4.0
	SLC	4.6	4.9	
	Scotland	5.6	5.8	
Manual & craft	Community	4.3	4.8	4.5
	SLC	6.1	6.1	
	Scotland	6.3	6.6	

The percentage of public service buildings across South Lanarkshire that are suitable and accessible to disabled people has been steadily increasing over the last three years. In 2007/08 the Council performed significantly above the Scottish average and were ranked sixth overall in the country. Community Resources performed even better with around 90% of the buildings we manage compliant to the SPI standard. Awaiting data for 2008/09.

Public access – council and Scottish comparisons			
Year	2006/07	2007/08	2008/09
Community	89%	90%	
SLC	78.5%	79%	
Scotland	51.9%	56.6%	

2008/09 Single Outcome Agreement progress targets

Performance against 2008/09 SOA progress targets are laid out in the table below.

National outcome	Indicator	Progress target	2008/09 performance	On target to achieve
We live longer, healthier lives	Primary school free meal uptake	72%	70%	No
	Primary school paid meal uptake	41%	43%	Achieved
	Secondary school free meal uptake	34%	35%	Achieved
	Secondary school paid meal uptake	38%	47%	Achieved
We value and enjoy our built and natural environment and protect it and enhance it for future generations.	Number engaged in the Environmental Volunteer programme	> 850	1,375	Achieved
We take pride in a strong, fair and inclusive national identity	Successful 2014 Commonwealth games	-	-	Achieved
	Successful International Children's Games in 2011	-	-	Achieved
	Number of attendees at Council Cultural venues each year	1,701,737	1,555,855	No
	Improve Quality of Life Survey	> 42%	45%	Achieved

National outcome	Indicator	Progress target	2008/09 performance	On target to achieve
	satisfaction rating for the availability of local cultural opportunities			
We reduce the local and global environmental impact of our consumption and production	Recycling rate	40% by March 2010	37%	On target to achieve
	Annual growth in municipal waste - 0% by 2010	0%	N/A	N/A
	BMW waste	77,835	N/A	N/A
	Stabilise or reduce global/ecological footprint	5.28 ha/person	N/A	N/A

Financial outturn 2008/09

General services	Budgeted expenditure £000	Actual expenditure £000	Budgeted income £000	Actual Income £000	Net variance Underspend/ (Overspend) £000
Facilities and Cultural Services	23,367	23,507	10,273	9,540	(873)
Land and Fleet Services	39,750	39,778	4,868	4,759	(137)
Environmental and Strategic Services	6,061	6,372	404	522	(193)
Support Services	3,111	3,059	6,645	7,865	1,272
Funding to South Lanarkshire Leisure	10,645	10,645	525	525	0
Projects	1,022	942	495	385	(30)
Total	83,956	84,303	23,210	23,596	39

Trading services	Budgeted expenditure £000	Actual expenditure £000	Budgeted income £000	Actual Income £000	Net variance Underspend/ (Overspend) £000
Fleet Trading	19,104	21,089	19,354	21,277	(62)
Grounds Trading	14,503	15,124	15,353	16,174	200
Facilities Trading	22,727	23,116	23,360	23,597	(152)
Total	56,334	59,329	58,067	61,048	(14)

Section 5: Objectives and actions for 2009/10

21 high level strategic objectives have been set for 2009/10 each of which has been set out together with a number of specific actions in the table below. These objectives and actions will form the basis of resource plan reporting to Executive Committee for the Resource Plan. Where measures are cascaded from Connect, the Connect reference number is shown. Links to other plans and strategies and national frameworks are presented.

Links:

SOA – Single Outcome Agreement;

CS – Culture Strategy;

JHIP – Joint Health Improvement Plan

CP – Community Plan;

LS – Leisure Strategy;

ASB – Antisocial Behaviour Strategy

SDS – Sustainable Development Strategy;

SPI – Statutory Performance Indicator;

Corporate Improvement Theme: Vision and strategic direction

sub heading – Sustainable Development

Resource objective: Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions				
Action	Measures	Connect Ref. Number	Links	Responsibility
Further implement the carbon management plan to reduce greenhouse gas emissions from council services (buildings, waste, transport etc)	3.75% reduction in the Council's greenhouse gas emissions by March 2010 compared to 2005/06 baseline	57.1	SOA, SDS	Head of Environmental and Strategic Services
	Review and revise the Council's greenhouse gas emissions by January 2010 in the light of new UK and Scottish climate change legislation	New	SDS	

Resource objective: Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management				
Continue to develop mechanisms for the recycling and composting of municipal waste in order to achieve the Scottish Government's waste targets	Reduce the annual amount of biodegradable waste sent to landfill to 77,835 tonnes by March 2010		SOA, SDS	Head of Land and Fleet Services
	Achieve a recycling rate of 40% for domestic waste by March 2010		SOA, SDS, SPI, CP	
	Implement a kerbside glass collection scheme to 70% of domestic households by March 2010	n/a	SDS	

	Provide co-mingled recycling collections from 41% (171) of Council premises by March 2010	n/a	SDS	
	Maintain waste tonnage per household at 1.43 tonnes or below		SOA , SDS	
Review our recycling contracts for offices, schools and other council buildings in order to increase recycling rates	Provide co-mingled recycling collections from 100% of domestic households by March 2010	n/a	SDS	
We will provide an effective and efficient household waste collection service	Refuse collection costs per household	n/a	SPI	
	Refuse disposal costs per household	n/a	SPI	
	95% of special uplifts completed within 5 working days	n/a		
	Reduce the number of missed collections per 100,000 collections from the 2008/09 level	n/a		
	Maintain level of satisfaction with waste collection services. (2008: 83% very good or good)	n/a	SOA	

Resource objective: Protect and enhance our natural environment, land and ecology				
Action	Measures	Connect Ref. Number	Links	Responsibility
Complete and launch the new Local Biodiversity Action Plan (LBAP) and Greenspace Strategy	Launch of new Local Biodiversity Action Plan (LBAP) by October 2009 and delivery of annual action plan in partnership with key local/national agencies		SDS	Head of Facilities and Cultural Services
	Launch of Greenspace Strategy by October 2009 and delivery of annual action plan in partnership with key local/national agencies		SDS	

Resource objective: Foster responsible citizenship and awareness of sustainable development				
Raise awareness of sustainable development among employees and the local community.	Awareness of sustainable development as reflected through the quality of life and customer satisfaction surveys		SDS	Head of Environmental and Strategic Services
	400 Council staff to have participated in Sustainable Development training by March 2011		SDS	
	Lead South Lanarkshire Sustainability Partnership and deliver its SOA targets		SDS	
	Develop a Local Climate Impacts Profile for South Lanarkshire by December 2009		SDS	
	Achieve a year on year increase in the number of volunteer days in the Environmental Volunteer Programme		SOA,SDS	Head of Facilities and Cultural Services
	To stabilise or reduce South Lanarkshire's ecological footprint level		SOA,SDS	Head of Environmental and Strategic Services

Corporate Improvement Theme: Vision and strategic direction
sub heading – Equalities

Action	Measures	Connect Ref. Number	Links	Responsibility
Implement a programme of equality and human rights impact assessments	Number of impact assessments carried out against those timetabled	57.1		Head of Support Services
	Number of reports on impact assessments published on website	57.2		
	Progress in relation to equality impact assessment action plans is monitored and reported to Equal Opportunities Forum	New		
Develop and introduce Council wide equality performance measures and publish results	Resources to provide annual report to Equal Opportunities Forum on uptake of service, based on standardised equality reporting categories	New		

Corporate Improvement Theme: Governance and Accountability

Action	Measures	Connect Ref. Number	Links	Responsibility
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			Head of Support Services
	Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)			
	Complete Resource Governance Self Assessment and declaration by due date and develop actions to address non-compliant areas	New		Head of Environmental and Strategic Services
Develop, implement and communicate our corporate plans, performance and service standards	95% of complaints responded to within timescale	n/a		All heads of service
	Process freedom of information requests within 20 working days	n/a		Head of Support Services

Corporate Improvement Theme: Performance Management and Improvement

Action	Measures	Connect Ref. Number	Links	Responsibility
Implement effective Best Value management arrangements to ensure continuous improvement and effective and efficient service delivery	<ul style="list-style-type: none"> Complete best value review of enforcement policy in light of better regulation agenda and present to Performance and Review Forum on 5 May Improvement plan approved by Council committee by September 2009 	62.1		Head of Environmental and Strategic Services
	Sustain positive SPI trend results for Council			All Heads of Service
	Ensure Local PIs across all Resources meet requirements of Best Value 2			
Implement a strategic response to the Scottish Government's Efficient Government agenda	Completion of diagnostic projects as per agreed timetable			
Implement the recommendations of the Fleet Services, Grounds, Streets and Refuse Best Value Reviews	MOT pass rate greater than 94%	n/a		Head of Land and Fleet Services
	Passenger fleet seating capacity greater than 80%	n/a		

	Passenger fleet utilisation annual improvement of 5%	n/a		
	Realign ASN and Social Work transportation by August 2009	n/a		
	Review the utilisation of large mechanical sweepers and provision of street washing/gum removal by October 2009	n/a		
	Review staffing structure of grounds, streets and refuse operations by April 2009	n/a		
	Investigate the feasibility of an IT solution to improve vehicle utilisation and fuel management by October 2009	n/a		
	Investigate the feasibility of ISO 9001 accreditation for Land Services by March 2010	n/a		
Achieve Customer Service Excellence award for Bereavement Services and retain ISO 9001 and ISO 14001 accreditation	Achieve Customer Service Excellence award by December 2009	n/a		
	Retain ISO 9001 and ISO 14001 accreditation by March 2010	n/a		

Corporate Improvement Theme: Efficient and effective use of resources

Action	Measures	Connect Ref. Number	Links	Responsibility
We will ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Absence rate less than 5%	61.3	SPI	All Heads of Service
	Labour turnover rates less than 5%	61.4		
	100% coverage of PDR and associated training plans	61.6		
Maximise funding opportunities from external sources	Achieve £500k in external funding by March 2010	n/a		Head of Support Services
Orders processed through e-procurement	Achieve a 10% increase in volume of orders processed through iproc from 2008/09 baseline	n/a		
Manage property assets efficiently	The proportion of operational	n/a	SPI	

	accommodation that is in a satisfactory condition			
	The percentage of operational buildings that are suitable for their current use	n/a	SPI	
	Percentage of public service buildings that are suitable and accessible to disabled people	n/a	SPI	
Process invoices on time	The number of invoices paid within 30 calendar days as a percentage of all invoices paid	n/a	SPI	

Council Objective: Raise educational attainment for all

Resource objective: 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	Connect Ref. Number	Links	Responsibility
Provide effective cleaning, catering and janitorial services in schools across South Lanarkshire	Achieve a minimum customer satisfaction rating of 95% for our cleaning, catering and janitorial services	n/a		Head of Facilities and Cultural Services

Council Objective: Improve health and increase physical activity

Resource objective: Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle				
Action	Measures	Connect Ref. Number	Links	Responsibility
Increase the number of individuals participating in physical activity at leisure facilities	Achieve 3.4 million attendances at leisure facilities managed by South Lanarkshire Leisure by March 2010	31.1	LS	General Manager South Lanarkshire Leisure Ltd.
	Achieve 3,654 attendances per 1,000 population at swimming pools	n/a	SPI	
	Increase the number of attendances at other indoor facilities from 4,461 per 1,000 population in 2008/09	n/a	SPI	
	Increase the number of attendances at outdoor recreation facilities from 673,000 in 2008/09		LS	

	Increase the number of attendances at golf courses from 163,000 in 2008/09		LS	
Maintain a high level of customer satisfaction in leisure facilities	Maintain satisfaction rates at 97%		LS	
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.		SOA	General Manager South Lanarkshire Leisure Ltd.
	Contribute towards a successful 2014 Commonwealth Games at the Jackton events		SOA	

Resource objective: 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	Connect Ref. Number	Links	Responsibility
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 316,000 free under 16 attendances at South Lanarkshire Leisure facilities by March 2010	New		General Manager South Lanarkshire Leisure Ltd.
	Achieve over 12,000 free under 16 attendances at community halls by March 2010	New		Head of Facilities and Cultural Services

Resource objective: Refurbish the Dollan Aqua Centre

Action	Measures	Connect Ref. Number	Links	Responsibility
Begin refurbishment of the Dollan Aqua Centre in East Kilbride	Achieve a site start by the second quarter of 2009/10	New		Head of Support Services

Resource objective: Contribute towards the success of international sporting events				
Action	Measures	Connect Ref. Number	Links	Responsibility
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.	New	SOA	General Manager South Lanarkshire Leisure Ltd.
	Contribute towards a successful 2014 Commonwealth Games at the Jackton events	New	SOA	

Resource objective: Improve facilities for swimming in Lanark and surrounding areas				
Action	Measures	Connect Ref. Number	Links	Responsibility
Provide a new 25 m swimming pool with modern fitness facilities	Achieve a site opening by the fourth quarter of 2009/10	32.1		Head of Support Services
Promote our facilities in the Lanark area to improve attendances	Increase leisure centre attendance in the Lanark area by 1% from 81,303 to 82,256 by March 2010	32.2		General Manager South Lanarkshire Leisure Ltd.

Resource objective: Improve access to 'dry side' sports facilities in communities currently less well served				
Action	Measures	Connect Ref. Number	Links	Responsibility
Provide new 'dual use' sports facilities at three schools	Provide new 'dual use' sports facilities at Strathaven Academy by the third quarter of 2009/10	33.1		Head of Support Services
	Provide new 'dual use' sports facilities at Biggar High School by the third quarter of 2009/10	33.1		
	Provide new 'dual use' sports facilities at Lanark Grammar by the fourth quarter of 2009/10	33.1		

Provide a new integrated sports facility for East Kilbride (Alistair McCoist Sports Complex)	Achieve a site opening by the first quarter of 2009/10	n/a		
Provide a replacement for Loch Park stadium	Achieve site start by second quarter of 2009/10	n/a		

Resource objective: Promote responsible public access to the countryside in parks, around towns, and in our rural areas.				
Action	Measures	Connect Ref. Number	Links	Responsibility
Develop proposals for and consult on a Core path Plan for South Lanarkshire, in line with the Land Reform (Scotland).	Following informal consultation, amend plan accordingly and prepare finalised draft plan together with SEA Environmental Report for statutory consultation by March 2010.	34.1	SDS	Head of Facilities and Cultural Services

Resource objective: Promote uptake and access to healthier eating across all South Lanarkshire schools.				
Action	Measures	Connect Ref. Number	Links	Responsibility
Roll-out of cashless school meals system in line with school modernization programme	Install 'cashless' school meals systems into 18 schools in line with the schools modernisation programme by March 2010	35.1	JHIP	Head of Facilities and Cultural Services
Continue improvements to nutrition and health value of school meals	Further increase primary school meal uptake levels by 1% Free - 71% Paid - 44% Overall - 48%	35.2	JHIP	
	Increase uptake of free school meals in secondary schools by 1% and paid meal uptake by 3% on 2008/09 levels Free - 36% Paid - 50% Overall - 49%	35.3	JHIP	
	Achieve 75% uptake of free fruit in all primary schools	35.4	JHIP	

Resource objective: Deliver an effective food safety monitoring, investigation, enforcement, advice and training services				
Action	Measures	Connect Ref. Number	Links	Responsibility
Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection	Reduce the incidence of notified food borne infection from 2006/07 baseline figures by 3.75% by March 2010	29.1		Head of Environmental and Strategic Services
	Achieve food safety inspections on time targets for each category of premises: approved premises (96%), 6 month (100%), annual (96%), over 12 months (85%)	n/a		
Provide an effective food safety training programme	Provide a minimum of 30 food safety training courses by March 2010	n/a		
	Achieve a minimum candidate satisfaction rating of 98%	n/a		

Council Objective: Improve the Quality of the Physical Environment

Resource objective: Improve cleanliness of streets, parks and other public areas				
Action	Measures	Connect Ref. Number	Links	Responsibility
Sustain an independently assessed high score for street cleanliness of 69 or above in each year	LEAMS score of 69+	8.1	SOA, CP, SPI	Head of Land and Fleet Services
Maintain land to a high standard as measured by the Land Audit Managements System (LAMS)	Achieve LAMS score of 68+	n/a		
Take preventative and enforcement action in relation to incidents of fly tipping, graffiti, dog fouling, noise, including enhanced covert surveillance	Reduce the incidence of fly tipping, dog fouling, and graffiti by 15% from 2006/07 levels by March 2010	8.2	ASB	Head of Environmental and Strategic Services

	Reduce reported incidents of environmental nuisance by 15% on 2006/07 levels by March 2010	8.4	ASB	
	Removal of abandoned vehicles <ul style="list-style-type: none"> Public road/ land: 90% within 14 days Private land: 90% within 29 days 	n/a	ASB	
	Respond to domestic noise complaints within 2 hours	n/a	SPI	

Council Objective: Improve community safety

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

Action	Measures	Connect Ref. Number	Links	Responsibility
We will coordinate an experiential learning programme to promote personal safety and awareness among school children	Achieve 95% of primary seven pupils (approximately 4,000) participation in the 'Crucial Crew' experiential safety learning programme each year.	27.2		Head of Environmental and Strategic Services
We will provide an experiential learning personal safety programme specifically designed to enable older people to live in a safer home environment	Achieve 75% of older people expressing Be Smart Be Safe events as being informative and valuable.	27.4		

Resource objective: To protect vulnerable groups from the consequences of unsafe goods and services

Action	Measures	Connect Ref. Number	Links	Responsibility
To undertake legislative and educational activities aimed at protecting consumers	Carry out 80 underage test purchase exercises by March 2010	n/a		Head of Environmental and Strategic Services
	Achieve a minimum of £500,000 consumer redress by March 2010	n/a		
	65% of consumer complaints completed within 14 days	n/a		

Council Objective: Support local economy by providing the right conditions for growth, improving skills and employability (Council priority)

Resource objective: Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness (Resource priority)

Action	Measures	Connect Ref. Number	Links	Responsibility
Improve the competitiveness of local business by increasing the numbers of business advice requests, seminars and educational activities for business.	Hold 4 seminars for business community each year	48.2		Head of Environmental and Strategic Services
	Complete 95% of business advice requests within 14 days	n/a	SPI	
Create a gateway for the provision of advice to local business	Provide a portal for business advice and support on regulatory matters by June 2010	New		
Arrange a regulatory forum for local business	Organise and facilitate a regulatory forum for local business by November 2009	New		

Resource objective: Deliver an effective health and safety enforcement service (Resource priority)

Action	Measures	Connect Ref. Number	Links	Responsibility
Implement an effective workplace health and safety inspection programme	All workplace inspections carried out within target timescales (A Risk (95%), B1 risk (95%), B2 risk (90%) B3-C risk (Alternative Intervention))	n/a		Head of Environmental and Strategic Services

Council objective: Develop services for older people (Council priority)

Resource objective: Support individuals and communities to improve their health (Resource priority)				
Action	Measures	Connect Ref. Number	Links	Responsibility
Actively promote the 'activage' scheme in leisure facilities across South Lanarkshire	Increase the numbers of 60+ registered with South Lanarkshire Leisure 'Activage' scheme - achieve in excess of 15,000 registered members	6.2	LS, JHIP	General Manager South Lanarkshire Leisure Ltd.
	Increase numbers of 60+ using South Lanarkshire Leisure facilities – achieve in excess of 250,000 attendances per year	6.3	LS, JHIP	

Council Objective: Increase participation in arts and culture

Resource objective: Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire				
Action	Measures	Connect Ref. Number	Links	Responsibility
Create a framework to support culture working with the Community Planning Board.	Create a Cultural Partnership by March 2010	n/a	CS	Head of Facilities and Cultural Services
Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area.	Achieve over 1,665,000 visitors to Council cultural venues, museums and country parks by March 2010	50.1	CS	
Further implementation of action plan to increase use of museums	Increase number of museum visits/ usages by 1% on 2008/09 levels	n/a	SPI	
Continue to consult with users and non-users to develop service	Achieve or exceed 60% of customers rating cultural services as 'excellent' or 'good' in each year	50.2	CS	
	Achieve 90% of customers rating our services as 'Excellent' or 'Good' (from exit polls)	n/a	CS	

Complete a major refurbishment of Lanark Memorial Hall	Achieve site start by the second quarter of 2009/10	50.3	CS	Head of Support Services
Construct a new integrated community facility for Carluke by October 2009	Complete construction by third quarter of 2009/10	50.4	CS	
Provide a new Integrated Community Facility (ICF) for Fernhill	Achieve site start by the third quarter of 2009/10	72.1		
Provide a new Integrated Community Facility (ICF) for Stonehouse	Achieve site start by the fourth quarter of 2009/10	72.3		
Refurbish The Fountain, Lesmahagow	Project tendered by the second quarter of 2009/10	n/a		
Introduce a centralised booking service for all community facilities	Introduce by March 2010	n/a		Head of Facilities and Cultural Services
Review the community rural bus scheme	Complete feasibility study by October 2009	n/a		

Section 6: Budget and workforce

South Lanarkshire Council prepares a long term budget strategy based on the 3 year Settlement advised by the Scottish Government. A medium term financial strategy covering the period 2008-2012 was approved at Executive Committee (23 March 2007) which detailed the Council's strategy in managing its finances and also the principles and assumptions used in preparing the revenue and capital budgets for the 4 year period. Each Resource considers their budget on a 3 year rolling basis when preparing their financial strategies within the overall corporate framework. The budget in our Resource plan therefore reflects a 3 year strategy but focuses on those priorities and activities to be delivered in 2008/09.

General services	Revenue expenditure £000	Revenue income £000	Net expenditure/ (income) £000
Facilities and Cultural Services	24,277	10,285	13,992
Land and Fleet Services	43,112	5,533	37,579
Environmental and Strategic Services	6,452	513	5,939
Support Services	7,906	7,911	(5)
Funding to South Lanarkshire Leisure	10,355	0	10,355
Total	92,101	24,241	67,860

Trading services	Revenue expenditure £000	Revenue income £000	Trading surplus £000
Grounds Maintenance	14,727	15,616	889
Fleet	20,332	20,585	253
Facilities	23,262	24,010	748
Total	58,322	60,212	1,890

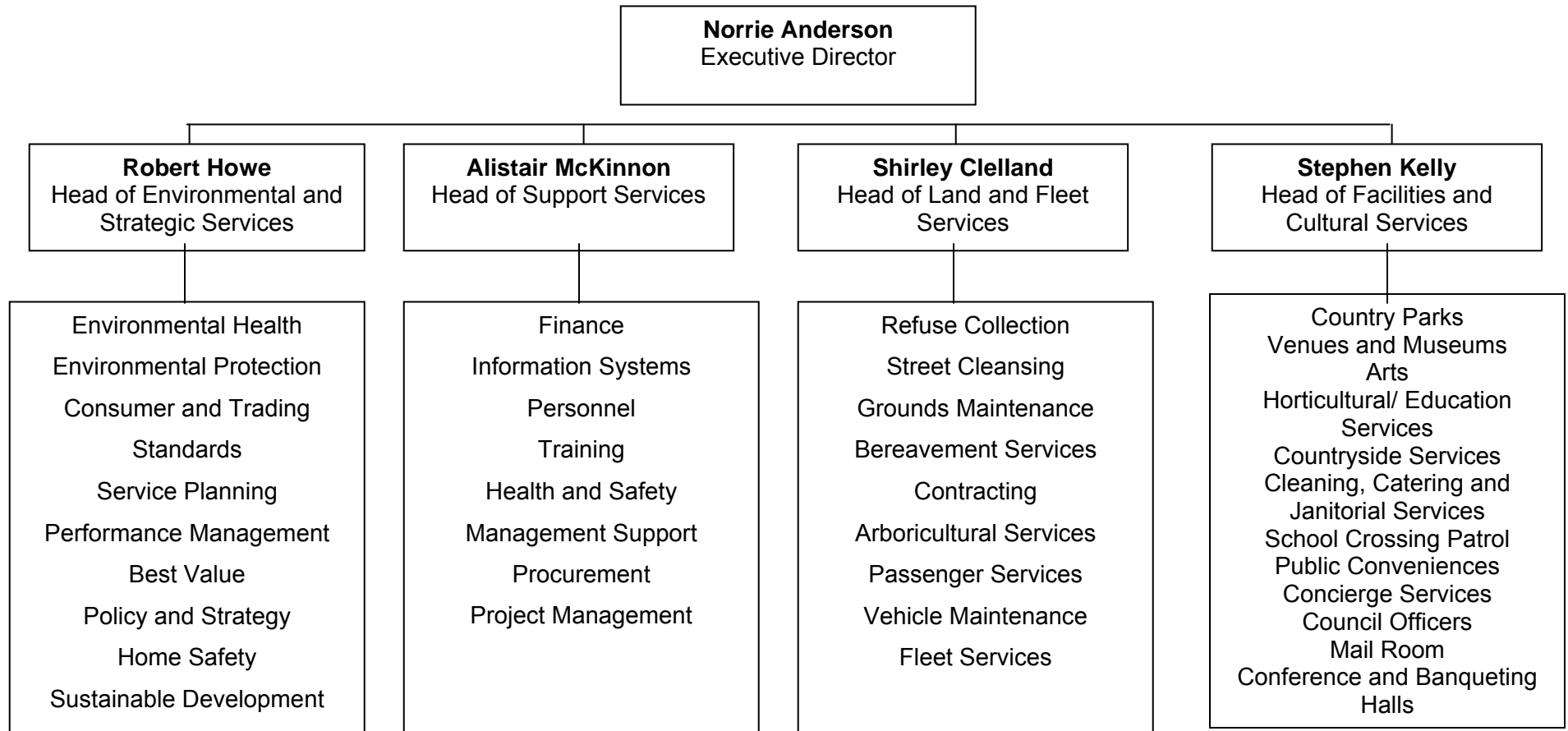
Workforce	No. of employees	Full time equivalent
Facilities and Cultural Services	2,011	1,215
Land and Fleet Services	911	906
Environmental and Strategic Services	115	111
Support Services	75	65
South Lanarkshire Leisure	624	469
Total	3,736	2,766

A staffing structure is included in Appendix 1.

Major capital projects		
Council Plan objective/ value and Resource priority	Project/Action	Capital
Improve Health and Increase Physical Activity <i>Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle</i> <i>Improve facilities for swimming in Lanark and surrounding areas.</i> <i>Improve access to 'dry side' sports facilities in communities currently less well served</i> <i>Promote uptake and access to healthier eating across all South Lanarkshire schools</i> Increase Participation in Arts and Culture <i>Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire</i>	<ul style="list-style-type: none"> • Dollan Aqua Centre 	<ul style="list-style-type: none"> • £5.745m
	<ul style="list-style-type: none"> • Lanark Pool 	<ul style="list-style-type: none"> • £3.743m
	<ul style="list-style-type: none"> • Alistair McCoist Sports Complex 	<ul style="list-style-type: none"> • £0.058m
	<ul style="list-style-type: none"> • Loch Park stadium 	<ul style="list-style-type: none"> • £2.284m
	<ul style="list-style-type: none"> • Install 'cashless' school meals systems into 18 schools 	<ul style="list-style-type: none"> • £0.392m
	<ul style="list-style-type: none"> • Lanark Memorial Hall 	<ul style="list-style-type: none"> • £3.912m
	<ul style="list-style-type: none"> • Carluke Community Facility 	<ul style="list-style-type: none"> • £0.450m
	<ul style="list-style-type: none"> • Fernhill Community Facility 	<ul style="list-style-type: none"> • £4.486m
	<ul style="list-style-type: none"> • Stonehouse Community Facility 	<ul style="list-style-type: none"> • £3.990m
	<ul style="list-style-type: none"> • The Fountain, Lesmahagow 	<ul style="list-style-type: none"> • £1.098m
Total capital budget for the year (all capital projects)		£27.421m

Risks associated with delivery of the actions in this resource Plan have been identified and evaluated and are listed in the resource Risk register. Where necessary, controls or further actions to mitigate these risks have been agreed. Such actions are tracked through the Resource Risk Control Plan which is kept under review by the risk sponsor for the Resource.

Appendix 1
Resource structure



Appendix 2: Resource Plan 2008/09: Quarter 4 Progress Report

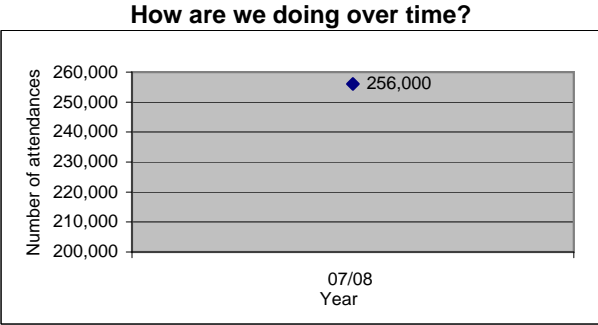
Council Objective: Develop services for older people (Council priority)

Resource Objective: Support individuals and communities to improve their health (Resource priority)

Overall for this objective we:
~ have already achieved 2 (100%) measures
~ are on course to achieve 0 (0%) measures
~ are not on course to achieve 0 (0%) measures

The numbers of 60+ using South Lanarkshire Leisure facilities

(Good performance is high)



Year to date	Target 08/09	On course to achieve?
273,821	>256,000	Yes

Action	Measure	Progress	Resp
Actively promote the 'activage' scheme in leisure facilities across South Lanarkshire	Increase the numbers of 60+ registered with 'activage' scheme from the 11,900 registered in 2007/08	Achieved - currently have 14,921 registered by March 2009	Gerry Campbell GMLT

Council Objective: Improve quality of physical environment (Council priority)

Resource Objective: Improve cleanliness of streets, parks and other public areas (Resource priority)

Overall for this objective we:

~ have already achieved 6 (86%) measures

~ are on course to achieve 0 (0%) measures

~ are not on course to achieve 1 (14%) measures

How are we doing over time and against other councils?

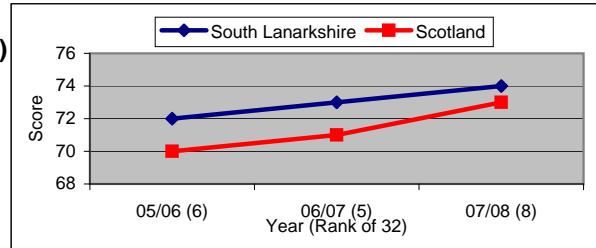
Year to date
72

Target
08/09
68

On course to achieve?
Yes

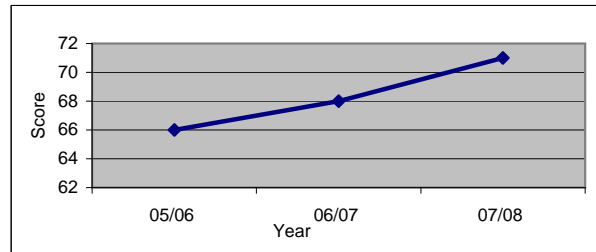
Street cleanliness score (LEAMS)
(Council plan indicator, SPI)

(Good performance is high)



Land Audit Management System (LAMS) score

(Good performance is high)



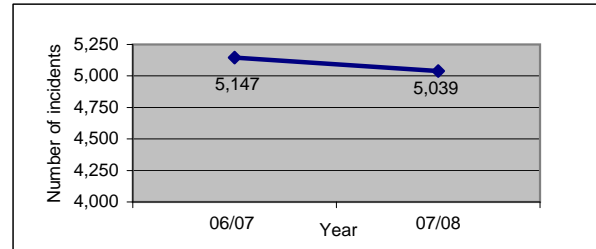
72

67

Yes

The number of incidents of fly-tipping, dog fouling and graffiti

(Good performance is low)



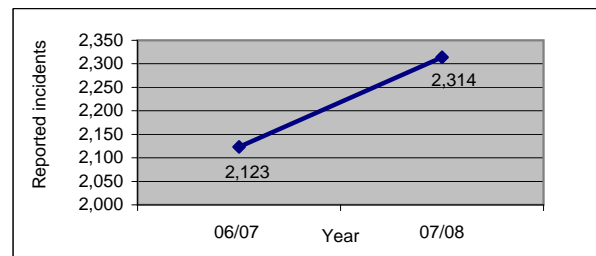
3,928

4,633

Yes

Reported incidents of environmental nuisance

(Good performance is low)



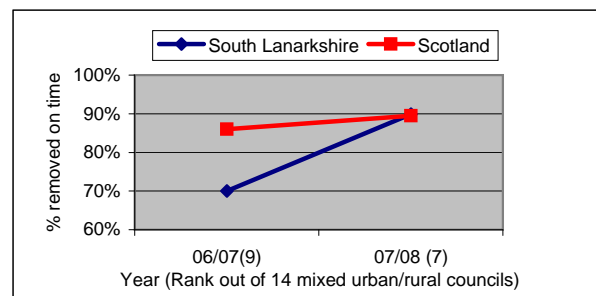
1,720

1,911

Yes

The percentage of abandoned vehicles removed within 14 days (SPI)

(Good performance is high)



75%

90%

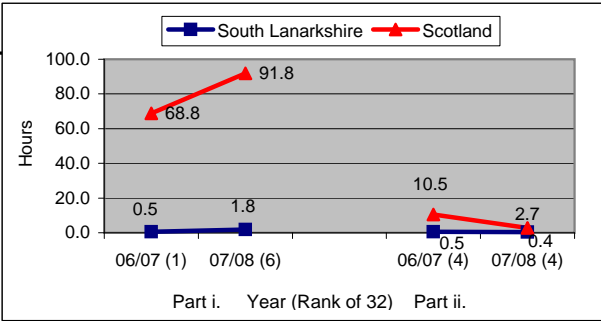
No

Domestic noise complaints (SPI)

i. Average time between time of complaint and time on site

ii. Average time between time of complaint and time on site for thos dealt with under Part V of ASB Act 2004

(Good performance is low)



1.5 2 Yes

0.4 2 Yes

Council Objective:Raise educational attainment for all

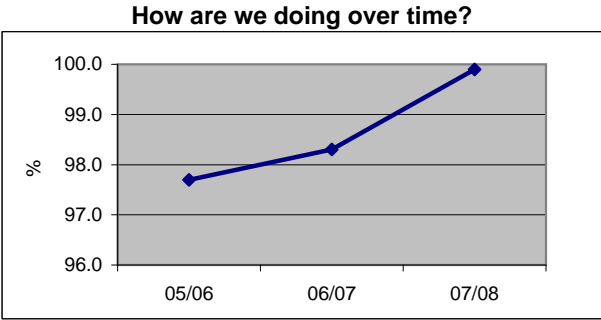
Resource Objective:Support the implementation of the Council's schools modernisation programme in primary and secondary schools by providing effective cleaning, catering and janitorial services

Overall for this objective we:

- ~ have already achieved 1 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 0 (0%) measures

Customer satisfaction rating of 95% for our cleaning, catering and janitorial services

(Good performance is high)



Year to date	Target 08/09	On course to achieve?
95.7%	95%	Yes

Council Objective: Improve community safety

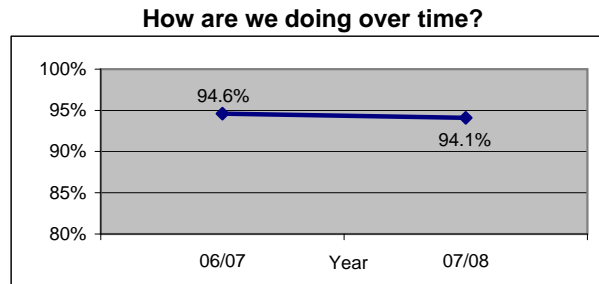
Resource Objective: Coordinate South Lanarkshire Community Safety Partnership to promote community safety

Overall for this objective we:

- ~ have already achieved 3 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 0 (0%) measures

Percentage of older people participating in Safe as Houses stating that they feel more safe and secure in their home

(Good performance is high)

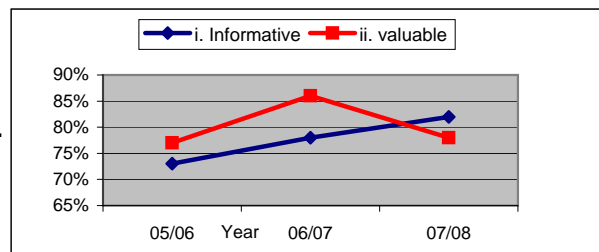


Year to date **Target 08/09** **On course to achieve?**

Housing and Technical Resources are now responsible for the Community Safety Partnership and this action will be reported through their performance framework.

Percentage of older people expressing Be Smart Be Safe events as being - i. informative ii. Valuable (Council plan indicator)

(Good performance is high)



i. 89% 75% Yes
ii. 78% 75% Yes

Action	Measure	Progress	Resp
We will undertake the financial management and monitoring of Scottish Government (SG) on behalf of the Community Safety Partnership	Complete all monitoring reports relating to SG community safety funding within timescales and sustain future funding at current levels or above	Housing and Technical Resources are now responsible for the Community Safety Partnership and this action will be reported through their performance framework.	Robert Howe HoESS
We will continue to coordinate / provide a partnership based experiential learning programme to all P7 children to promote personal safety / awareness	Achieve 95% of primary seven pupils (approximately 4,000) participation in the 'Crucial Crew' experiential safety learning programme each year.	Achieved. Crucial Crew event ran during September with 3,476 (97%) of primary seven pupils attending.	Robert Howe HoESS

Resource Objective:

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

Overall for this objective we:

- ~ have already achieved 7 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 0 (0%) measures

How are we doing over time and against other councils?

Food safety inspections carried out on time (SPI)-

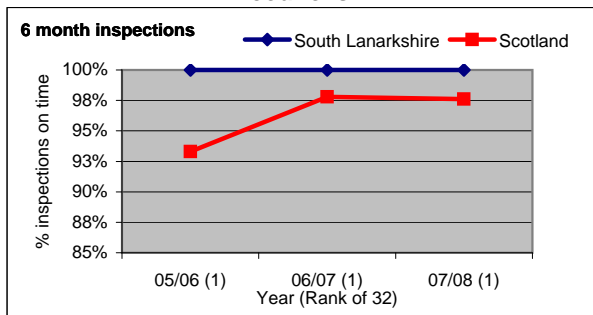
i. Approved premises

ii. 6 month

iii. 12 month

iv. Over 12 months

(Good performance is high) The highest risk category (6 month) is shown in the graph opposite



Year to date

Target 08/09

On course to achieve?

100.0%

96%

Yes

100.0%

96%

Yes

100.0%

96%

Yes

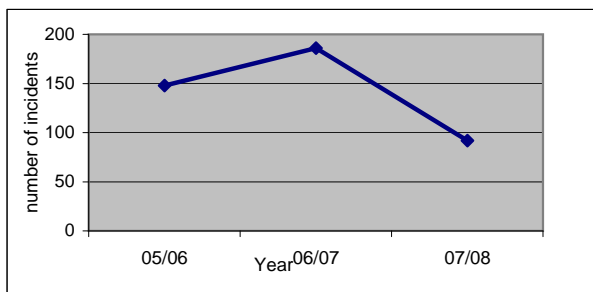
99.8%

85%

Yes

The incidence of notified food borne infection

(Good performance is low)



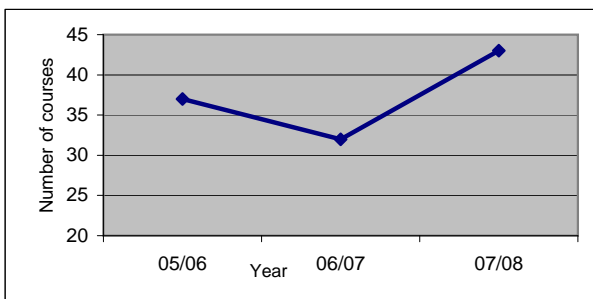
118

181

Yes

The number of food safety training courses provided

(Good performance is high)



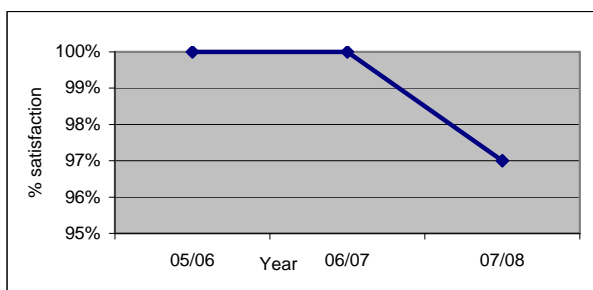
37

30

Yes

Food safety training candidate satisfaction rating

(Good performance is high)



99%

98%

Yes

Resource Objective:

To protect vulnerable groups from the consequences of unsafe goods and services

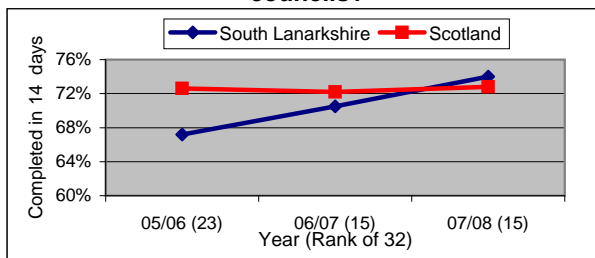
Overall for this objective we:

- ~ have already achieved 3 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 0 (0%) measures

Consumer complaints completed within 14 days (SPI)

(Good performance is high)

How are we doing over time and against other councils?



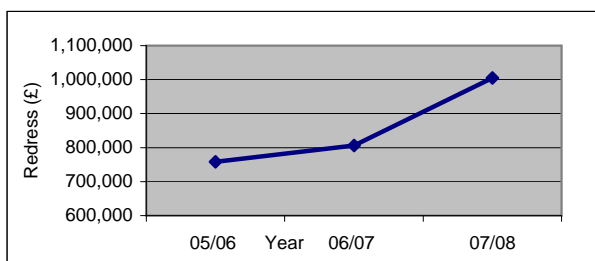
Year to date
77%

Target 08/09
65%

On course to achieve?
Yes

Consumer redress

(Good performance is high)



1,004,280

500,000

Yes

Action	Measure	Progress	Resp
To undertake legislative and educational activities aimed at protecting consumers	Carry out 50 test purchase exercises by March 2009	Achieved - 72 test purchase exercises carried out during the year	Robert Howe HoESS

Council Objective: Improve health and increase physical activity

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

Overall for this objective we:

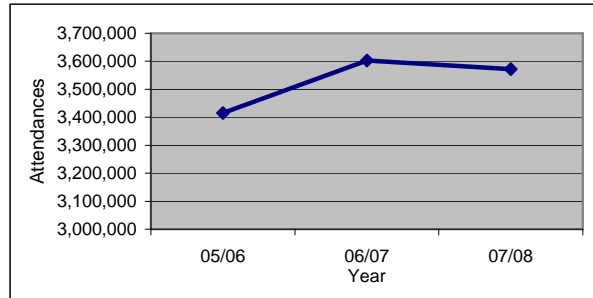
- ~ have already achieved 6 (55%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 5 (45%) measures

How are we doing over time and against other councils?

Year to date **Target 08/09** **On course to achieve?**

Attendances at leisure facilities (Council plan)

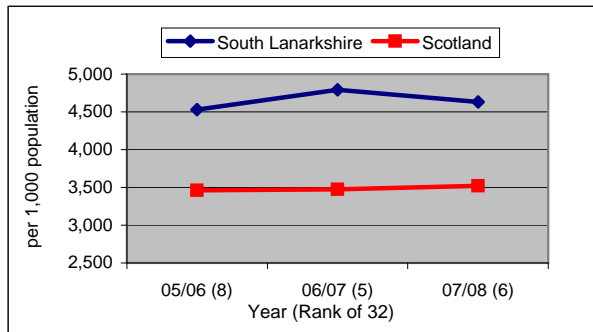
(Good performance is high)



3,467,103 3,645,000 No

Attendances at swimming pools per 1,000 population (SPI) (SPI)

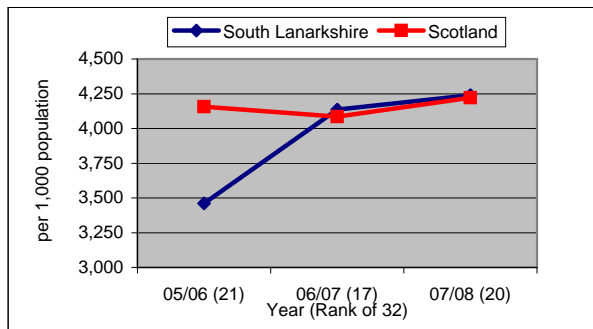
(Good performance is high)



4,035 >4,631 No

facilities per 1,000 population (SPI) (SPI)

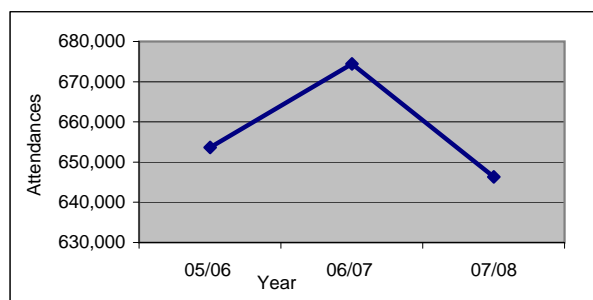
(Good performance is high)



4,462 >4,239 Yes

Attendances at outdoor recreation facilities

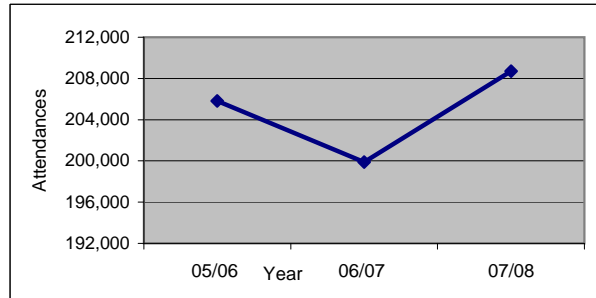
(Good performance is high)



673,798 >646,000 Yes

Attendances at golf courses

(Good performance is high)

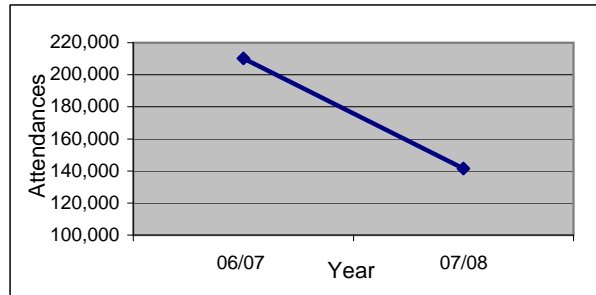


163,682 >208,000

No

Attendances at leisure based regeneration activities

(Good performance is high)

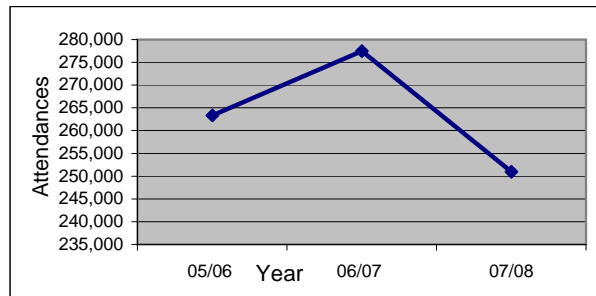


74,382 >141,000

No

Attendances at Development Services activities

(Good performance is high)

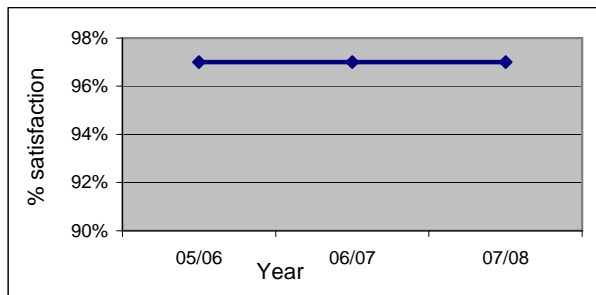


261,612 >249,000

Yes

Customer satisfaction levels in leisure facilities (Council plan indicator)

(Good performance is high)



97%

97%

Yes

Action	Measure	Progress	Resp
Management action taken to ensure continued registration of Quest registered facilities and services (i.e. (independently assessed quality system)	All Quest registered facilities retain accreditation by March 2009	Achieved.	Gerry Campbell GMLT
Refurbishment of the Dollan Aqua Centre	Achieve planned closure and site start during 2008/09 subject to design progress	Not on course to achieve – Building closed during 2008/09, tender returned 31/03/09 – delay due to additional asbestos issues. Revised timescales being developed, contractor due on site summer 2009.	Alistair Mckinnon HoSS
Refurbishment of Carluke Leisure Centre	Achieve a site start by April 2008	Achieved – Project complete and reopened week commencing 20 April 2009.	Alistair Mckinnon HoSS

Resource Objective: Improve facilities for swimming in Lanark and surrounding areas

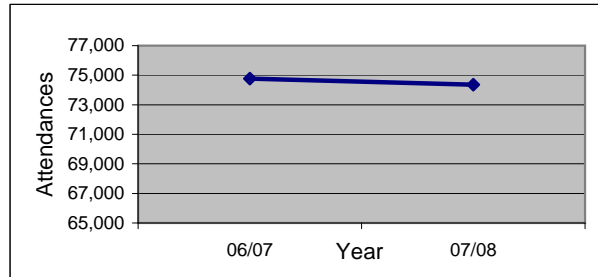
Overall for this objective we:

- ~ have already achieved 2 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 0 (0%) measures

Lesiure centre attendance in the Lanark area (Council plan indicator)

(Good performance is high)

How are we doing over time ?



Year to date	Target 08/09	On course to achieve?
81,303	78,181	Yes

Action	Measure	Progress	Resp
Provide a new 25m swimming pool with modern fitness facilities	Achieve a site start in conjunction with decant and demolition of the Dale Centre by May 2008	Achieved – project on site and 60% complete. Due to be completed winter 2009.	Alistair Mckinnon HoSS

Resource objective: Improve access to 'dry side' sports facilities in communities currently less well served

Overall for this objective we:

- ~ have already achieved 1 (50%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 1 (50%) measures

Action	Measure	Progress	Resp
Provide new 'dual use' sports facilities at one school by August 2008 and begin preparatory work on 4 others.	Provide new 'dual use' sports facilities at Uddingston Grammar by August 2008.	Not on course to achieve. School opened to pupils on 7th January 2009. New dual use centre scheduled to open on 2nd February 2009.	Alistair Mckinnon HoSS
Provide a new integrated sports facility for East Kilbride	Achieve site start on a new integrated sports facility for East Kilbride by April 2008 with completion September 2009	Achieved – project completed and will be operational by summer 2009	Alistair Mckinnon HoSS

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

Overall for this objective we:

- ~ have already achieved 0 (0%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 1 (100%) measures

Action	Measure	Progress	Resp
Develop proposals for and consult on a Core Path Plan for South Lanarkshire, in line with the Land Reform (Scotland).	Complete and implement the South Lanarkshire Core Path Plan by July 2008	Not achieved. Draft Core Path Plan has been completed and consultations run. Final ratification is the responsibility of Scottish Government, following a statutory 90 day deposition. "Implementation" is a long term process.	Stephen Kelly HoFACS

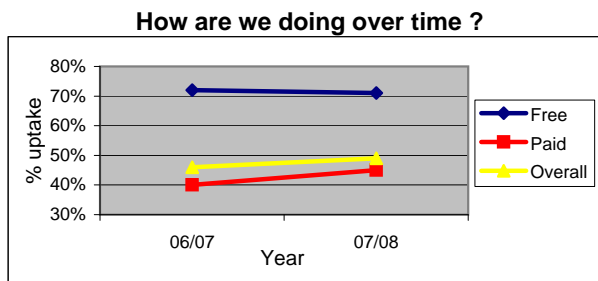
Resource objective: Promote uptake and access to healthier eating across all South Lanarkshire schools

Overall for this objective we:

- ~ have already achieved 5 (71%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve (29%) measures

Primary school meal uptake
i. free
ii. Paid
(Council plan indicator)

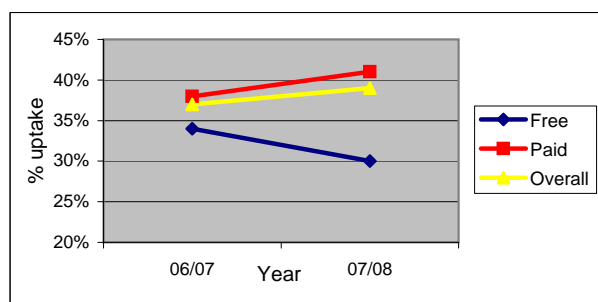
(Good performance is high)



Year to date	Target 08/09	On course to achieve?
72%	72%	Yes
44%	46%	No

Secondary school meal uptake
i. free
ii. Paid
(Council plan indicator)

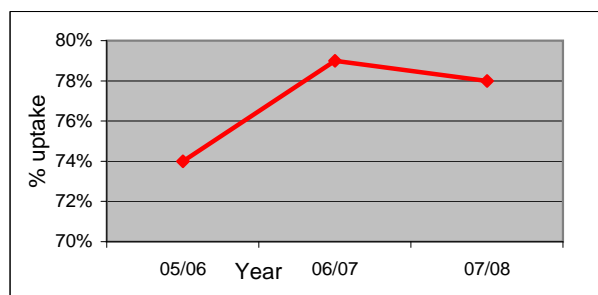
(Good performance is high)



35%	34%	Yes
47%	38%	Yes

Uptake of free fruit in primary schools (Council plan indicator)

(Good performance is high)



77%	75%	Yes
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Action	Measure	Progress	Resp
Roll out of cashless school meals system in line with school modernisation programme	Install cashless school meal system into 16 schools by March 2009	Not achieved. Action now complete with 8 schools "live". Sixteen was not achieved due to opening dates for schools changing via the schools modernisation programme which has pushed back the implementation of cashless school meals. Schools not completed in Phase 4 have been moved to the Phase 5 implementation plan	Stephen Kelly HoFACS
Continue to promote healthier eating across South Lanarkshire schools in accordance with Hungry for Success principles	Live workshops using drama, craft, song, dance in every primary school to promote healthy eating by March 2009	Achieved - programme completed in January 2009.	Stephen Kelly HoFACS

Council Objective:

Support Local Economy by Providing the Right Conditions for Growth, Improving Skills and Employability

Resource Objective:

Undertake advice, assistance and other regulatory activities which enables local businesses to comply with their legal obligations to trade fairly and safely in an increasingly complex market place.

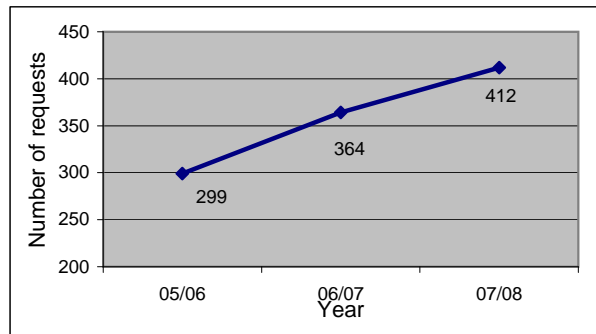
Overall for this objective we:

- ~ have already achieved 3 (50%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 3 (50%) measures

The number of business advice requests (Council plan indicator)

(Good performance is high)

How are we doing over time and against other councils?



Year to date

371

Target 08/09

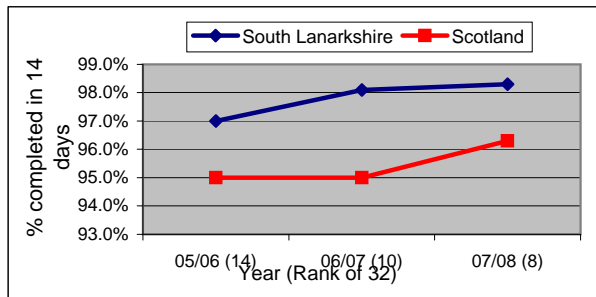
422

On course to achieve?

No

The percentage of business advice requests completed within 14 days (SPI)

(Good performance is high)



96%

95%

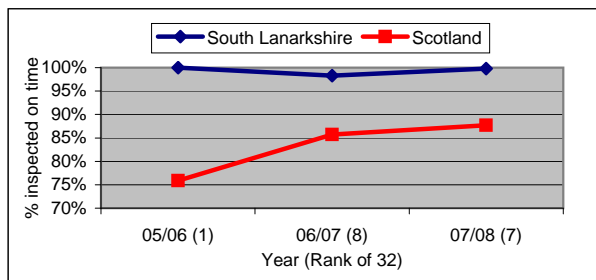
Yes

The percentage of planned trading inspections carried out on time (SPI)

- i. High risk
- ii. Medium risk

The graph shows the categories combined

(Good performance is high)



99%
97%

100%
100%

Yes
No

Action	Measure	Progress	Resp
Improve the competitiveness of local business by increasing the numbers of business advice requests, seminars and educational activities for business.	Hold 4 seminars for business community each year	Achieved - 4 Seminars have been undertaken.	Robert Howe HoESS
Create additional business partnership with local enterprise which improves their customer relations and supports economic success.	Produce a Trusted Trader Scheme in collaboration with local traders by July 2008.	Not achieved. This action has been superseded by a national scheme currently being developed by the Scottish Government.	Robert Howe HoESS

Resource Objective: Deliver an effective health and safety enforcement service

Overall for this objective we:

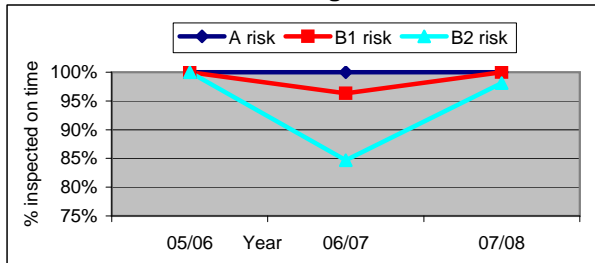
- ~ have already achieved 4 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 0 (0%) measures

Workplace health and safety inspections

A risk
B1 risk
B2 risk

(Good performance is high)

How are we doing over time ?



Year to date	Target 08/09	On course to achieve?
97.8%	95%	Yes
98.0%	95%	Yes
97.0%	90%	Yes

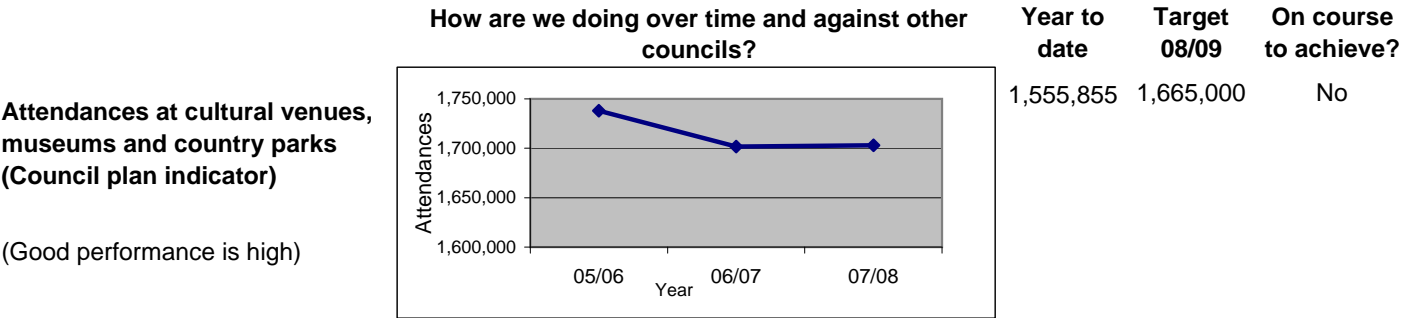
Action	Measure	Progress	Resp
Implement an effective workplace health and safety inspection programme	Reduce the number of working days lost from work related injury and ill health by 10% by March 2010 thereby improving productivity	Data will be collected nationally in 2010.	Robert Howe HoESS

Council Objective: Increase participation in arts and culture

Resource Objective: Improve facilities for arts and cultural activities and develop a framework for cultural planning to identify and meet the cultural entitlements of South Lanarkshire

Overall for this objective we:

- ~ have already achieved 7 (58%) measures
- ~ are on course to achieve 2 (17%) measures
- ~ are not on course to achieve 3 (25%) measures

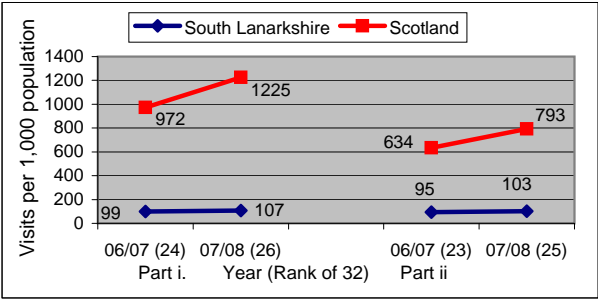


Museums visits/usages per 1,000 population (SPI)

i. Total attendances
ii. Those in person

*note - the Scotland average does not include Glasgow City Council as their return skews the data.

(Good performance is high)

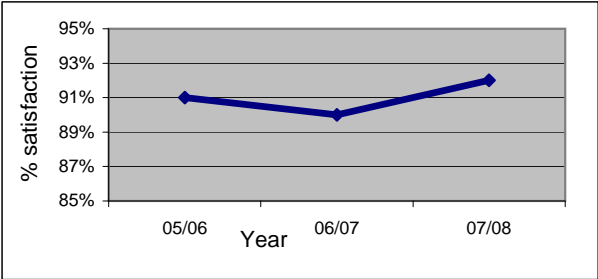


539	460	Yes
492	440	Yes

(We are now able to include a proportion of visitors to Chatelherault Country Park and Rutherglen Town Hall. The targets have been adjusted accordingly.)

Customer satisfaction at cultural venues and museums. (Council plan indicator)

(Good performance is high)



93.8%	90%	Yes
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Action	Measure	Progress	Resp
Complete and implement a Cultural Strategy for South Lanarkshire	Begin implementation of strategy by July 2008	Achieved. Strategy presented to CMT on 15th January 2009 and approval to extend consultation process granted. External consultation event took place on 5th March and report currently being prepared on feedback received.	Stephen Kelly HoFACS
Mainatain a high level of customer satisfaction for our facilities and services	Achieve or exceed 60% of customers rating as 'excellent' or 'good' in each year	Achieved - 80.5% rating achieved for Arts and Museum services	Stephen Kelly HoFACS
Develop and implement an action plan to increase use of museums	Action plan implemented by May 2008	Achieved - action plan complete and implementation begun.	Stephen Kelly HoFACS
Complete a major refurbishment of Lanark Memorial Hall by April 2010	Continue design work to facilitate site start by October 2008	Not on course to achieve. Building closed to allow detailed survey works, contractor due on site summer 2009.	Alistair McKinnon HoSS
Construct a new integrated community facility for Carluke by October by October 2009	Achieve a site start by June 2008	Achieved – on site and due for completion third quarter 2009	Alistair McKinnon HoSS
Further implementation of Patron Edge on-line ticketing project	East Kilbride Village Theatre by March 2009	Not on course to achieve. Awaiting financial reporting being developed by income management staff. Completion expected early May.	Stephen Kelly HoFACS
	Hamilton Town House by September 2009		
	Rutherglen Town Hall by September 2009	On course to achieve.	

Council value: Tackling disadvantage and deprivation

Resource objective Deliver major capital projects to support local community regeneration

Overall for this objective we:

- ~ have already achieved 1 (25%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 3 (75%) measures

Action	Measure	Progress	Resp
Fernhill Integrated Community Facility (ICF)	Achieve site start by April 2009	Not on course to achieve. Project delayed to allow linkage to master planning exercise, due on site fourth quarter 2009/10	Alistair McKinnon HoSS
Fairhil ICF	Complete and commission building by June 2008	Achieved – facility opened on 30th June 2008	
Stonehouse ICF	Achieve site start by April 2009	Not on course to achieve. Design and consultation taken longer than anticipated. Project due on site fourth quarter 2009/10	
The Fountain, Lesmahagow	Achieve a site start by March 2009	Not on course to achieve. Design taken longer than anticipated. Project due on site fourth quarter 2009/10	

Council value:

Sustainable development (Council priority)

Resource objective

To improve effective use of our buildings and transport in order to reduce greenhouse gas emissions (Resource priority)

Overall for this objective we:

- ~ have already achieved 0 (0%) measures
- ~ are on course to achieve 2 (100%) measures
- ~ are not on course to achieve 0 (0%) measures

Action	Measure	Progress	Resp
Finalise and implement a carbon management plan to reduce greenhouse gas emissions from council services (buildings, waste, transport etc)	1.25% reduction in the Council's greenhouse gas emissions by March 2009 compared to 2005/06 baseline	On course to achieve - Carbon data for 2008-9 is currently being collated to assess position against target. Data sources, other than SLC energy data from buildings, are expected to be obtained by end May 09. The collection of energy data for 2008/09 and 2007/08 is dependent on the installation of new energy management software.	Robert Howe HoESS
	Establish a baseline for the consumption of energy (all fuel types) per sq m of buildings. Annual consumption in MWhrs/m2	On course to achieve. Awaiting data from H&TR software to progress issue.	Robert Howe HoESS

Resource objective

To ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management (Resource priority)

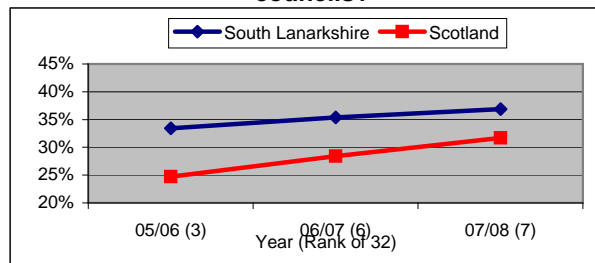
Overall for this objective we:

- ~ have already achieved 4 (57%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 3 (43%) measures

Percentage of municipal domestic waste recycled (SPI, Council Plan indicator)

(Good performance is high)

How are we doing over time and against other councils?



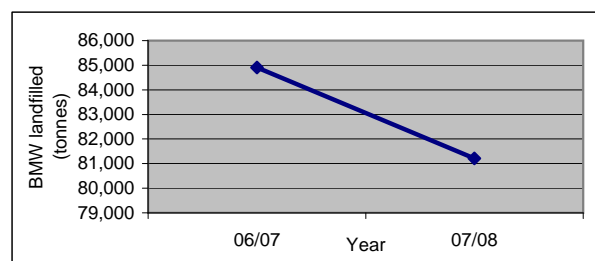
Year to date
37.0%

Target
08/09
38%

On course to achieve?
No

Biodegradable waste sent to landfill

(Good performance is low)



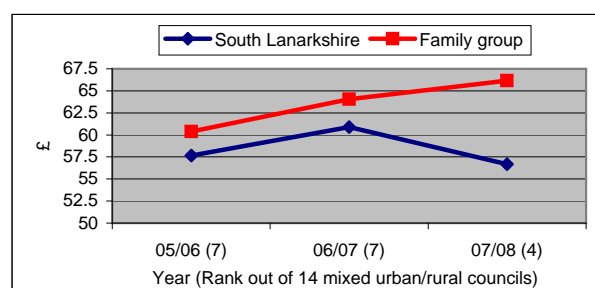
77,342

80,868

Yes

Refuse collection - i. net cost per property of refuse collection (SPI)

(Good performance is low)



£ 64.07

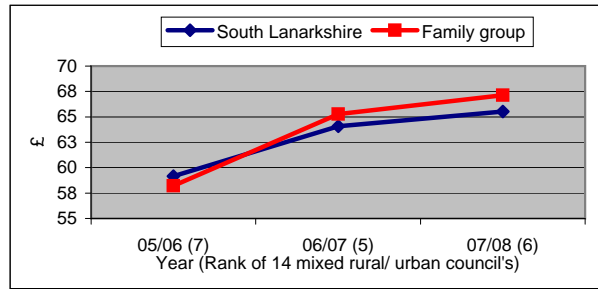
£ 56.99

No

Refuse collection -

ii. net cost per property of refuse disposal (SPI)

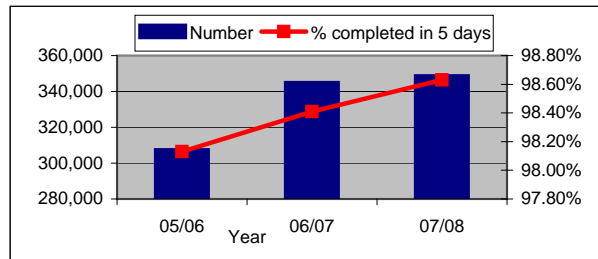
(Good performance is low)



£ 75.47 £ 76.80 Yes

The percentage of special uplifts completed within 5 days

(Good performance is high)



99% 95% Yes

Action	Measure	Progress	Resp
Continue to develop mechanisms for the recycling and composting of municipal waste in order to achieve Scottish Government's new waste targets	Increase the number of households with blue bins from 121,000 to 126,000 by March 2009	Achieved - bins delivered during March.	Shirley Clelland HoLAFS
Review our recycling contracts for offices, schools and other council buildings in order to increase recycling provision.	Provide co-mingled recycling collections from 36% (151) of Council premises by March 2009	Not achieved - 144 premises (30%) currently provided with co-mingled recycling facilities. This figure is likely to remain static as all resources are being used to roll out glass recycling bins in March, April and May	Shirley Clelland HoLAFS

Resource objective **To protect and enhance our natural environment, land and ecology (Resource priority)**

Overall for this objective we:

- ~ have already achieved 1 (33%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 2 (67%) measures

Action	Measure	Progress	Resp
Develop and implement a Greenspace Strategy	Finalise strategy by May 2008	Not achieved. Draft text and action plan almost complete. Requires facilitated consultation with key stakeholders, prior to public release. SEA Environmental statement and Equal Opportunities assessment to be completed	Stephen Kelly HoFACS
Implement the Local Biodiversity Action Plan for 2008-2013	Begin implementation of plan by September 2008	Not achieved. Draft text and action plan almost complete. Requires facilitated consultation with key stakeholders, prior to public release. SEA Environmental statement and Equal Opportunities assessment to be completed	
Work through the Glasgow and Clyde Valley Green Network Partnership to plan and develop an Integrated Habitat Network	An Integrated Habitat Network evaluation is undertaken by March 2008 to establish priorities for developing a functional green network in South Lanarkshire	Achieved.	

Resource objective

- ~ have already achieved 2 (67%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 1 (33%) measures

Action	Measure	Progress	Resp
Develop a Local Climate Impacts Profile for South Lanarkshire	Profile developed by December by 2008	Not achieved - draft profile completed. Full profile to be completed and approved by December 2009.	
Take a lead in reviewing the Sustainability Partnership and developing a new Sustainability Partnership Strategy	<div>Complete review by May 2008</div> <div>Implement review by March 2009</div>	Achieved - The partnership is up and running and the Sustainability Partnership Improvement Plan is in draft form. The plan will contain all of the targets that the partnership is working towards.	Robert Howe HoESS

Council value

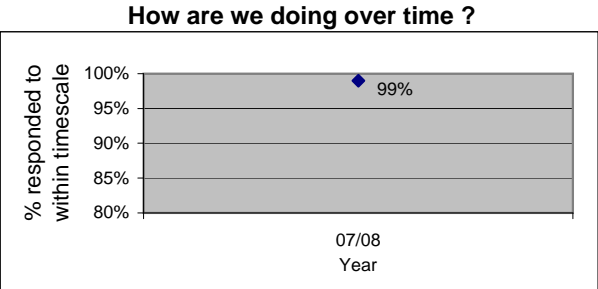
Fair and open

Overall for this value we:

- ~ have already achieved 1 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 1 (50%) measures

Complaints responded to within timescale

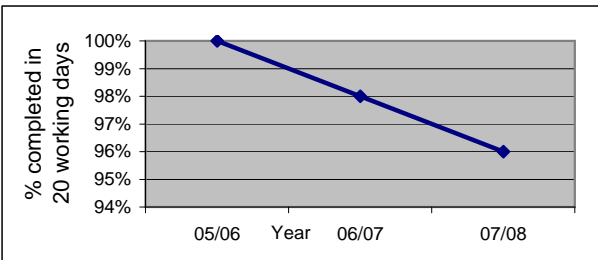
(Good performance is high)



Year to date	Target 08/09	On course to achieve?
98%	95%	Yes

Process freedom of information requests within 20 working days

(Good performance is high)



97%	100%	No
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Council value

Working with and respecting others

Overall for this value we:

- ~ have already achieved 1 (100%) measures
- ~ are on course to achieve 0 (0%) measures
- ~ are not on course to achieve 0 (0%) measures

Action	Measure	Progress	Resp
Implement a programme of equality and human rights impact assessments	Number of impact assessments carried out against those timetabled (23 by November 2008)	Achieved. All scheduled assessments for existing policies, strategies and functions completed.	Alistair McKinnon HoSS

Overall for this value we:

- ~ have already achieved 16 (70%) measures
- ~ are on course to achieve 1 (4%) measures
- ~ are not on course to achieve 6 (26%) measures

	How are we doing over time and against other councils?	Year to date	Target 08/09	On course to achieve?																
Refuse collection - the number of complaints per 1,000 households (SPI) (Good performance is low)	<table><tr><th>Year (Rank of 31)</th><th>South Lanarkshire</th><th>Scotland</th></tr><tr><td>05/06 (29)</td><td>100.00</td><td>40.00</td></tr><tr><td>06/07 (31)</td><td>115.00</td><td>40.00</td></tr><tr><td>07/08 (30)</td><td>105.00</td><td>40.00</td></tr></table>	Year (Rank of 31)	South Lanarkshire	Scotland	05/06 (29)	100.00	40.00	06/07 (31)	115.00	40.00	07/08 (30)	105.00	40.00	88.86	<93	Yes				
Year (Rank of 31)	South Lanarkshire	Scotland																		
05/06 (29)	100.00	40.00																		
06/07 (31)	115.00	40.00																		
07/08 (30)	105.00	40.00																		
Maximise funding opportunities from external sources (Good performance is high)	<table><tr><th>Year</th><th>External funding (£)</th></tr><tr><td>06/07</td><td>2,200,000</td></tr><tr><td>07/08</td><td>1,200,000</td></tr></table>	Year	External funding (£)	06/07	2,200,000	07/08	1,200,000	2,439,504	1,000,000	Yes										
Year	External funding (£)																			
06/07	2,200,000																			
07/08	1,200,000																			
The percentage of invoices paid within 30 calendar days (Good performance is high)	<table><tr><th>Year</th><th>Community Resources</th><th>SLC</th><th>Scotland</th></tr><tr><td>05/06</td><td>96.0%</td><td>91.0%</td><td>85.0%</td></tr><tr><td>06/07</td><td>96.0%</td><td>89.0%</td><td>86.0%</td></tr><tr><td>07/08</td><td>97.0%</td><td>-</td><td>-</td></tr></table>	Year	Community Resources	SLC	Scotland	05/06	96.0%	91.0%	85.0%	06/07	96.0%	89.0%	86.0%	07/08	97.0%	-	-	95%	85%	Yes
Year	Community Resources	SLC	Scotland																	
05/06	96.0%	91.0%	85.0%																	
06/07	96.0%	89.0%	86.0%																	
07/08	97.0%	-	-																	

Action	Measure	Progress	Resp
Implement the recommendations of the Fleet Services Best Value Review	Reviews completed and actions implemented by March 2009	Not achieved. All actions have been completed with the exception of the individual resource operator licences. This is on hold until restructure projects are completed.	Shirley Clelland HoLAFS
	Fleet availability - 90%	Achieved - 98%	
	MOT pass rate greater than 94%	Not achieved - 91%. 14 fails over the year. Workshop procedures have been improved.	
	Passenger fleet seating capacity greater than 80%	Not achieved - 77%. Challenging target set.	
	Passenger fleet utilisation annual improvement of 10%	Achieved - 16% improvement achieved.	
Carry out a best value review of the refuse collection service	Completed by September 2008	Achieved - report presented to Performance and Review Forum on 9 December	Shirley Clelland HoLAFS
Carry out a best value review of enforcement policy in light of better regulation agenda	Completed by March 2009	Achieved - report presented to Performance and Review Forum on 5 May	Robert Howe HoESS
Achieve Chartermark for Bereavement Services	Achieved by March 2009	Not achieved. Scheduled to be assessed in August 2009.	Shirley Clelland HoLAFS
Carry out a review of Passenger Services	Achieved by March 2009	Achieved - report presented to Performance and Review Forum on 9 December	Shirley Clelland HoLAFS
Complete the Grounds Maintenance best value review	Completed by September 2008	Achieved - report presented to Performance and Review Forum on 9 December	Shirley Clelland HoLAFS
Secure Quest accreditation for Low Parks museum	Achieved by June 2008	Achieved - Quest awarded April 2008. Low Parks is the first museum in the UK to achieve Quest accreditation.	Stephen Kelly HoFACS
Manage property assets efficiently	The proportion of operational accommodation that is in a satisfactory condition	Achieved. 80% of Community Resources operational accommodation were in a satisfactory condition in 2008/09	Alistair McKinnon HoSS
	The percentage of operational buildings that are suitable for their current use	Achieved. 86% of Community Resources operational buildings were suitable for their current use in 2008/09	
	The percentage of public service buildings that are suitable and accessible to disabled people	On course to achieve. 90% of Community Resources public service buildings were suitable and accessible to disabled people in 2007/08	
Ensure high standards of governance are being exercised	Audit actions to be delivered by due dates	Not achieved. 51 actions due during the year, with 40 (78%) delivered by due date.	Alistair McKinnon HoSS
Web enable Epilogue cemeteries administration system	Implemented by December 2008	Achieved. System went "live" on 3rd November and can be accessed via Council website.	Alistair McKinnon HoSS
Implement air quality management system	Phase 1 implemented by May 2008	Achieved - All monitoring stations operational and reporting back air quality statistics to SLC PC in Atholl House.	Robert Howe HoESS
	Phase 2 implemented by September 2008	Not achieved. Awaiting content to be uploaded to website by Information Controller's.	
	Phase 3 dates to be confirmed	On course to achieve. Awaiting install of Q&A screens by Housing and Technical Resources to display system statistics.	
Operate within our revenue budget to provide quality front line services	Achieve efficiency improvements of 2.25% for the year	Achieved	Alistair McKinnon HoSS

Council value

Excellent employer

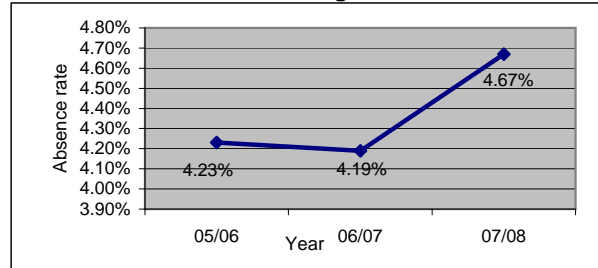
Overall for this value we:

- ~ have already achieved 4 (57%) measures
- ~ are on course to achieve 1 (14%) measures
- ~ are not on course to achieve 2 (29%) measures

Absence rate (Council Plan, SPI)

(Good performance is low)

How are we doing over time ?



Year to date	Target 08/09	On course to achieve?
4.39%	<5%	Yes

Action	Measure	Progress	Resp
We will ensure our commitment to employees through the development and effective implementation personnel policies and employee learning and development opportunities	100% of staff recruited through competency based interview by 2011	On course to achieve - job families in place or drafted for all areas. Service management to reach agreement with trade unions. Personnel team to arrange training sessions for service managers and to use competences for all agreed job families.	Alistair McKinnon HoSS
	Labour turnover rates less than 5%	Not on course to achieve - 7.5% turnover rate.	
	Average number of off job training days per member of staff	Achieved -1.6 off job training days per employee	
	100% of staff to have current PDR for 2008/09	Not achieved. 91.2% of staff with current PDR.	
	Continued achievement of liP accreditation	Achieved	
Implement Occupational Health and safety Management Sysytem	Complete audit of OHSMS by February 2009	Achieved. Audit complete	