

# **Community and Enterprise Resources**

# **improve**

## **Resource Plan (Community Services) Performance Report Quarter 4 (Jan-Mar) - 2012/13**

## How to use this performance report

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

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

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

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

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

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

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

### Develop a sustainable Council and communities

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

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

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

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<i>Improve services for older people</i>					
<i>Protect vulnerable children, young people and adults</i>					
<i>Improve road network and influence improvements in public transport</i>					
<b>Support the local economy by providing the right conditions for growth, improving skills and employability</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>
<i>Tackle disadvantage and deprivation</i>					
<b>Develop a sustainable Council and communities</b>		<b>1</b>		<b>5</b>	<b>6</b>
<i>Raise educational achievement and attainment</i>					
<i>Improve the quality, access and availability of housing</i>					
<b>Improve the quality of the physical environment</b>	<b>10</b>		<b>1</b>		<b>11</b>
<i>Increase involvement in lifelong learning</i>					
<i>Get it right for every child</i>					
<b>Improve community safety</b>	<b>5</b>	<b>1</b>	<b>1</b>		<b>7</b>
<b>Improve and maintain health and increase physical activity</b>	<b>21</b>	<b>1</b>			<b>22</b>
<b>Promote participation in cultural activities and provide quality facilities to support communities</b>	<b>5</b>				<b>5</b>
<b>Strengthen partnership working, community leadership and engagement</b>	<b>4</b>			<b>6</b>	<b>10</b>
<i>Provide vision and strategic direction</i>					
<b>Promote performance management and improvement</b>	<b>5</b>			<b>8</b>	<b>13</b>
<i>Embed governance and accountability</i>					
<b>Achieve efficient and effective use of resources</b>	<b>1</b>				<b>1</b>
<b>Total</b>	<b>52</b>	<b>4</b>	<b>2</b>	<b>20</b>	<b>78</b>

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Deliver the approved trader scheme to improve levels of consumer protection and fair trading and support the local economy	Number of businesses processed through Buy with Confidence approved trader scheme	A formal launch of the Buy with Confidence approved trader scheme will take place on 18th April 2013, thereby promoting the scheme further.	Contextual	Not avail	19	Not avail	Not avail	Not avail
Improve the competitiveness of local business by increasing the number of business	Four regulatory compliance bulletins issued to the business community	Four regulatory compliance bulletins have been issued to the business community in 2012/13.	Green	---	---	---	---	---
	95% of business advice requests completed within 14 days	Overall performance is affected by the legislative and technical complexity of each individual case.	Amber	95.0%	93.4%	97.0%	95.8%	94.6%

## Develop a sustainable Council and communities

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Reduce transport emissions within Facilities, Fleet and Grounds Services	3.3% reduction in council wide transport emissions achieved by March 2013	Year to date figures will be available week ending 10th May 2013.	Report Later	3.3%	Not avail	Not avail	Not avail	7.6%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Develop and implement recycling and composting schemes for municipal and/or household waste in order to achieve the	Council target achieved for amount of biodegradable municipal waste sent to landfill (51,890 tonnes)	Figure for Q3 is 48,452 (Q4 figure is not yet available and will be reported later). Although it is unlikely that the annual target will be met, the year to date figure is an improvement on the tonnage achieved for the same period last year (48,982 tonnes).	Report Later	51,890	Not avail	73,730	69,214	65,439

## Develop a sustainable Council and communities

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Scottish Government waste and recycling targets	Council target achieved for recycling household waste (target is 40% or above)	This is a new Council SPI replacing the previous SPI on recycling of municipal waste. The figure for Q3 is 39.3% (Q4 figure not yet available and will be reported later).	Report Later	40.0%	Not avail	Not avail	Not avail	Not avail
	Council target achieved for waste tonnage per household (target is lower than 1.3 tonnes)	Figure for Q3 is 0.78 tonnes (Q4 figure not yet available and will be reported later).	Report Later	1.3	Not avail	1.3	1.2	1.2
	Council target achieved for municipal waste collected during 2012/13 that was recycled or composted (40% or above)	Figure for Q3 is 41.3% (Q4 figure not yet available and will be reported later).	Report Later	40.0%	Not avail	40.1%	38.2%	40.5%
Introduce new waste management services to reduce waste and increase recycling	Project for treatment facilities progressed by March 2013	The priority to establish a long term solution has changed to focus on short term requirements, with a project team identified to consider the longer term solution.	Amber	---	---	---	---	---

## Improve the quality of the physical environment

### Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Identify and manage contaminated land within the statutory regulatory framework	Completion of comprehensive review of the Contaminated Land Strategy for South Lanarkshire by March 2013	The Contaminated Land Strategy review has been undertaken. The target for 2014 is to obtain political approval and publish the Contaminated Land Strategy 2013-2018.	Green	---	---	---	---	---

### Improve the cleanliness of streets, parks and other public areas and take preventative and enforcement action against environmental crimes and incivilities

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Sustain an independently assessed	Local Environment Audit and Management System (LEAMS) score of 72 achieved	Annual target has been surpassed for the LEAMS score.	Green	72.0	73.0	70.0	73.0	72.0



## Improve the quality of the physical environment

### Improve the cleanliness of streets, parks and other public areas and take preventative and enforcement action against environmental crimes and incivilities

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
high score for street cleanliness	Develop and implement a litter action plan by March 2013	Implementation of the litter action plan has been concluded.  The customer survey reports are now being compiled for both community groups and school pupils. Recommendations will now be agreed for 2013/14 based on the comments provided.	Green	---	---	---	---	---
Maintain land to a high standard	Land Audit Managements System (LAMS) score of 70 achieved	The Land Audit Managements System (LAMS) target has been achieved in 2012/13.	Green	70.0	70.0	70.0	70.0	70.0
Take preventative and enforcement action in relation to incidents of fly tipping, graffiti, dog fouling, noise, including enhanced covert surveillance	Target achieved for incidence of fly tipping, dog fouling, and graffiti (reduction of 2.5% on 2011/12 levels by March 2013)	The target reduction of 2.5% on the end of year figure for 2011/12 was achieved. A reduction of 16% in fly tipping, dog fouling and graffiti was achieved compared to the previous year.	Green	3,232	2,793	4,048	3,232	3,315
	Target achieved for reported incidents of environmental nuisance (reduction of 2.5% on 2011/12 levels by March 2013)	The target reduction of 2.5% on the end of year figures for 2011/12 was achieved. A reduction of 24% in reported incidents of environmental nuisance was achieved compared to the previous year.	Green	1,860	1,450	1,708	1,673	1,908
	Target (2 hours) achieved for domestic noise complaints - average time between the time of the complaint and attendance on site (those not dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004)	Annual performance has surpassed the target in 2012/13, with domestic noise complaints in this category responded to within 65 minutes (just over half the national target time of two hours).	Green	2.00	1.07	1.07	0.78	0.88
	Target (2 hours) achieved for domestic noise complaints - average time between the time of the complaint and attendance on site (those dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004)	Annual performance has surpassed the target in 2012/13, with domestic noise complaints in this category responded to within around 29 minutes (less than a quarter of the national target time of two hours).	Green	2.00	0.48	0.50	0.53	0.54

## Improve the quality of the physical environment

### Protect biodiversity and enhance Greenspace in South Lanarkshire

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Improve urban greenspaces in partnership with neighbouring communities	Regeneration of access infrastructure and woodland at Neilsland Park and Earnock Glen, Hamilton completed by March 2013	Project completed. Two new bridges have been installed, a footpath system has been completed, and woodland management is underway.	Green	---	---	---	---	---
	Prepare draft long term Forest Plans for Bothwell/Blantyre Woods, Millheugh/Greenhall Estates (Blantyre) and Mauldslee Estate (Rosebank) and submit to Forestry Commission for approval by March 2013	Work is underway to develop Forest Plans for all these sites, but programme has been set back by the closure of the relevant Scottish Rural Development Plan (SRDP) funding schemes. SRDP woodland grants will reopen in mid 2014, and the intention is to have all plans ready for submission by this date.	Red	---	---	---	---	---
	Identify outstanding funding element linked to replacement of boardwalk at Langlands Moss Local Nature Reserve by March 2013	Funding identified, secured and project completed. New boardwalk was 100% externally funded, at a cost of £101,000.	Green	---	---	---	---	---

## Improve community safety

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Undertake effective community safety awareness initiatives	Target participation achieved for % of SLC primary schools participating in the P3 Home Safety Cadet initiative by March 2013 (85%)	We have surpassed our target SLC primary schools participation rate in the P3 Home Safety Cadet Initiative in 2012/13.	Green	85.0%	98.0%	Not avail	Not avail	Not avail

## Improve community safety

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
	Target participation achieved for the 'Crucial Crew' experiential safety learning programme (95% of primary seven pupils - approximately 4,000)	Crucial Crew events took place between 20th August and 20th September 2012. A total of 3,223 pupils attended these events (80.58% of approx 4,000 pupils).  This performance indicator will be amended for next year, reflecting the fact that the 95% target is based on the number of schools "willing to participate" in the Crucial Crew programme, rather than the total number of schools.  Crucial Crew will be redesigned next year to ensure buy in from other agencies.	Red	95.0%	80.6%	97.0%	Not avail	95.8%
	Target achieved for older people expressing Be Smart Be Safe events as being informative (75%)	This is an opinion gathering exercise on the event. Customer satisfaction was only 2% short of the target satisfaction rating for the year.	Amber	75.0%	73.0%	85.0%	Not avail	98.0%
	Target achieved for older people expressing Be Smart Be Safe events as being valuable (75%)	This is an opinion gathering exercise on the event. Customer satisfaction was 5% above the target satisfaction rating for the year.	Green	75.0%	80.0%	92.0%	Not avail	98.0%
Promote and develop the Doorstep Crime Initiative Cold Calling Control Zones and address ongoing incidents of door steps crime	100% of intelligence reports of door step crime responded to the same or next working day	Intelligence reports inform reactive work, and all reports were responded to within timescales in 2012/13.	Green	100.0%	100.0%	Not avail	Not avail	Not avail
Undertake legislative and educational activities aimed at protecting consumers	65% of consumer complaints completed within 14 days	Performance in this area in 2012/13 has exceeded the annual target.	Green	65.0%	70.8%	76.3%	78.4%	75.0%



## Improve community safety

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Assist in the provision of safe routes to and from school through the operation of a school crossing patrol service	School crossing patrol cover provided at 200 sites	Annual target surpassed, with school crossing patrol cover provided at 219 sites throughout the year.	Green	200	219	Not avail	Not avail	Not avail

## Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Maximise the number of individuals participating in physical activity at leisure facilities	Achieve 3.2m attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture (SLLC)	Overall, annual attendances at those facilities managed by the Sport and Physical Activity section show a 7% increase on the previous year.	Green	3.20m	3.40m	Not avail	Not avail	Not avail
	Increase the number of attendances per 1,000 population for swimming pools	In 2012/13, attendances at swimming pools have risen to 1.6m compared to the previous year (an increase of just under 7%).	Green	4,921	5,204	3,861	3,988	4,873
	Increase the number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	In 2012/13, attendances for other indoor sports and leisure facilities show an 8% rise compared to 2011/12.	Green	5,354	5,707	5,214	5,083	5,302

## Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
	Maintain the number of attendances at outdoor recreation and country parks at 2.181m	Between January and March 2013, there was a 48% drop in golf attendances (caused by wet weather / closures) compared to the same period in the previous year. This has had a major effect on the overall number of attendances at outdoor recreation and country parks. Nevertheless, a good Q3 return (19% increase on same period in the previous year) for attendances means that annual attendances have remained on a par with last year (<1% decrease).	Green	2.181m	2.180m	Not avail	Not avail	Not avail
Provide free use of South Lanarkshire Leisure and Culture facilities to under 16s sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy	Number of free under 16 attendances at South Lanarkshire Leisure and Culture facilities maintained by March 2013 (includes halls, school lets, outdoor and indoor leisure)	An increase in both quarterly (2%) and year to date (10%) attendances by under 16's clubs compared to the same periods in the previous year brings the annual use of these free initiatives to over 900,000.	Green	881,000	958,261	Not avail	Not avail	Not avail
Implement the recommendations of the Member / Officer review on Fixed Play Areas	Second year of five year investment programme carried out on fixed play areas, as identified through the Member / Officer Review	Year 2 investment programme works completed.	Green	---	---	---	---	---
Develop proposals for cross boundary walking routes linking rural settlements and sites of cultural and environmental interest	Identify cross boundary walking routes in agreement with partners (Borders, Dumfries and Galloway, South Ayrshire Councils and the Southern Upland Partnership) and prepare maps by March 2013	Potential cross boundary routes identified and mapped, in partnership with South Ayrshire, Dumfries and Galloway and Scottish Borders Councils and the Southern Uplands Partnership.	Green	---	---	---	---	---
Continue to improve nutrition and health value of school meals	Primary school free meal uptake levels further increased compared to 2011/12	Annual target surpassed.	Green	73.0%	75.1%	69.0%	73.8%	70.8%
	Primary school paid meal uptake levels further increased compared to 2011/12	Annual target surpassed.	Green	47.0%	49.6%	43.0%	45.8%	54.6%
	Secondary school free meal uptake levels further increased compared to 2011/12	Annual target surpassed.	Green	42.0%	49.8%	38.0%	41.3%	43.3%

## Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
	Secondary school paid meal uptake levels further increased compared to 2011/12	Annual target surpassed.	Green	48.0%	55.5%	48.0%	47.0%	54.5%
Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire	Increase the numbers of 60+ registered with South Lanarkshire Leisure 'Activage' scheme (in excess of 25,000 registered members)	In 2012/13, Activage membership now stands at just over 27,000, with 3,000 60+ users joining in the last year.	Green	25,000	27,219	18,190	21,045	24,416
	Increase numbers of 60+ using South Lanarkshire Leisure facilities (in excess of 345,000 attendances per year)	In 2012/13, the number of attendances by 60+ users of South Lanarkshire Leisure facilities increased by 9% compared to 2011/12.	Green	345,000	376,003	282,724	297,927	345,776

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection	Incidence of notified food borne infection reduced from 2006/07 baseline figures by 8.5% by March 2013	The level of food poisoning is below the target and correlates with a good level of food safety compliance by local food businesses.	Green	170	120	144	137	106
	Broad compliance with food safety statutory requirements secured in 85% of premises	86.5% of rated food businesses are 'broadly compliant' with food safety legislation in 2012/13. Our performance in this area has surpassed the annual target.	Green	85.0%	86.5%	Not avail	86.9%	86.3%
	96% food safety inspections achieved on time (6 months)	Our performance in this area in 2012/13 has surpassed the annual target, demonstrating that resources are correctly allocated to high risk food businesses.	Green	96.0%	100.0%	Not avail	Not avail	Not avail
	96% food safety inspections achieved on time (12 months)	Our performance in this area in 2012/13 has met with the annual target.	Green	96.0%	96.0%	Not avail	Not avail	Not avail
	85% food safety inspections achieved in time (>12 months)	Our performance in this area in 2012/13 has surpassed the annual target.	Green	85.0%	93.0%	Not avail	Not avail	Not avail
Review and assess air quality throughout South Lanarkshire as required by the Environment Act	Review of Air Quality Strategy completed by March 2013	The Air Quality Strategy consultation process has started. The target for 2014 is to obtain political approval and publish the Air Quality Strategy 2013-2018.	Green	---	---	---	---	---

## Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
1995 and in line with national guidance	Progress report prepared and submitted to Scottish Government and Scottish Environment Protection Agency (SEPA) by March 2013	Update and screening assessment (progress report) submitted to Scottish Government.	Green	---	---	---	---	---
	Update and screening assessment of South Lanarkshire Council areas carried out by March 2013	Update and screening assessment (progress report) submitted to Scottish Government.	Green	---	---	---	---	---
Provide a comprehensive and responsive public health service to protect the community from infectious diseases, contamination or other hazards which constitute a danger to public health	Lanarkshire Joint Health Protection Plan 2012-2014 submitted for Committee approval by March 2013	South Lanarkshire Council's comments on the draft plan were forwarded to NHS Lanarkshire (which has responsibility for its completion) in June 2012. As the Plan has still to be published, we have been unable to submit it to Committee for approval.	Amber	---	---	---	---	---

## Promote participation in cultural activities and provide quality facilities to support communities

### Improve facilities for arts and cultural activities and provide quality facilities to support communities

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2009/10	2010/11	2011/12
Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area	Increase 2011/12 level of visitors to SLLC cultural venues	In 2012/13, there has been an increase in the level of visitors to SLLC cultural venues compared to 2011/12 (just under 2% increase).	Green	0.47m	0.47m	Not avail	Not avail	Not avail
Maintain attendances at our libraries by actively promoting to the local community	Maintain number of library visits per 1,000 population	In 2012/13, there has been a 7% increase in the number of library visits compared to 2011/12. In 2012/13, Larkhall, Stonehouse and Biggar libraries all reported 30% increases on the previous year.	Green	4,190.0	4,608.8	4,322.0	4,190.0	4,316.0

## Promote participation in cultural activities and provide quality facilities to support communities

### Improve facilities for arts and cultural activities and provide quality facilities to support communities

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Further implementation of action plan to increase use of museums	Increase the number of visits to/usages of council funded or part funded museums per 1,000 population	In 2012/13, the number of visitors at Low Parks Museum has increased by 31% in comparison to last year, whilst there has been an increase for all museums in 2012/13 of 19% compared to the same period last year.	Green	692.0	813.9	677.0	646.0	686.0
	increase the number of those visits [to council funded/part funded museums] that were in person per 1,000 population	In 2012/13, the number of visitors to all museums funded by the council has risen 19% compared to the previous year.	Green	642.0	758.7	609.0	595.0	636.0
Investigate availability of suitable burial ground in and around those cemeteries with less than five years new lair lifespan	Completion of two year programme to provide new burial ground by March 2013	The two year programme to provide new burial ground is now complete. A programme covering a third year will now be put in place.	Green	---	---	---	---	---

## Strengthen partnership working, community leadership and engagement

### Strengthen partnership working, community leadership and engagement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Achievement of targets for customer satisfaction	Waste services customer satisfaction target achieved (85%)	The customer satisfaction target has been exceeded for 2012/13.	Green	85.0%	90.0%	Not avail	87.9%	91.7%
	Environmental services customer satisfaction target achieved (85%)	Of the 51 questionnaires issued, 15 were returned, including 13 showing customer satisfaction with the service received.	Green	85.0%	86.7%	Not avail	Not avail	Not avail
	Cleaning, catering and janitorial customer satisfaction target achieved (95%)	The annual target for cleaning, catering and janitorial customer satisfaction has been surpassed, with 98% customer satisfaction achieved.	Green	95.0%	98.0%	98.0%	98.7%	96.4%
	97% customer satisfaction target achieved by SLLC facilities	In 2012/13, customer satisfaction levels for SLLC facilities were on target.	Green	97.0%	97.0%	Not avail	Not avail	Not avail
	Libraries customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail

## Strengthen partnership working, community leadership and engagement

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Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
	Museums and galleries customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Customer satisfaction with Leisure facilities target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Parks and open spaces customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Refuse collection customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Street cleaning customer satisfaction target achieved (results from SHS)	Results are produced as part of the Scottish Household Survey and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail

## Promote performance management and improvement

### Promote performance management and improvement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Retain Customer Service Excellence award for Bereavement Services and retain ISO 9001 and ISO 14001 accreditation	ISO 9001 and ISO 14001 accreditation retained (assessment date is September 2012)	The assessment on ISO 9001 and ISO 14001 was completed by ACS Registrars Ltd during early September 2012 and the necessary accreditation was retained.  Assessment for the period 2013/14 is due in September 2013.	Green	---	---	---	---	---
Implement the recommendations of the Fleet Services Best Value Review	Vehicle and Operator Services Agency MOT Pass Rate of 87% achieved	The 2012/13 MOT pass rate (92%) is greater than the annual target of 87%.	Green	87.0%	92.0%	Not avail	89.3%	93.9%
	Telematics implemented within 282 vehicles between 1 April 2012 and March 2013	Telematics has been implemented within 282 vehicles in 2012/13.	Green	282	282	Not avail	Not avail	Not avail



## Promote performance management and improvement

### Promote performance management and improvement

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2009/10	2010/11	2011/12
Provide an effective and efficient household waste and recycling collection service	Council target achieved for net cost per premise of refuse collection (combined domestic, commercial and domestic bulky uplift) - £65.42 per premise	At the end of period 13, the net cost per premise of refuse collection was £60.51. Period 14 information not yet available.	Report Later	£65.42	Not avail	£69.17	£71.02	£67.69
	Council target achieved for net cost per premise of refuse disposal - £114.23 per premise	At the end of period 13, the net cost per premise of refuse disposal was £114.23. Period 14 information not yet available.	Report Later	£114.23	Not avail	£80.80	£89.59	£92.37
	95% target achieved for special uplifts completed within 5 working days	The overall performance for 2012/13 (98.94%) exceeds the score achieved for the previous year (98.72%), and exceeds the target of 95%.	Green	95.0%	98.9%	98.9%	99.2%	98.7%
	5% reduction in the Council's missed collections per 100,000 collections achieved by March 2013, compared to 2011/12	The end of year performance (101) is an improvement on the performance for the previous year (114) and is within the target for the year.	Green	108.0	101.8	167.4	119.7	114.4
Monitor ongoing costs of delivery of Community and Enterprise Resources' services	Cost per attendance of sport and leisure facilities (including swimming pools)	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost per visit to libraries	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost per visit to museums and galleries	Figures will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost of parks and open spaces per 1,000 population	Information being prepared for submission to APSE.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Net cost of street cleaning per 1,000 population	Information being prepared for submission to APSE.	Report Later	Not avail	Not avail	Not avail	Not avail	Not avail
	Cost of Trading Standards and Environmental Health per 1,000 population	This is the cost for the combined services and includes central charges. Trading standards equates to £4,542/1,000 population and Environmental Health £11,114/ 1,000 population.	Contextual	Not avail	£15,655	Not avail	Not avail	Not avail

## Achieve efficient and effective use of resources

### Achieve efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2009/10	2010/11	2011/12
Create a training framework on behalf of Council's drivers (Certificate of Professional Competence)	PCV training to be completed by September 2013	All training modules have been developed and Service now on track to complete delivery of PCV training by September 2013.	Green	---	---	---	---	---