

## Appendix 1: Resource Plan 2008/09: Quarter 2 Progress Report

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

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

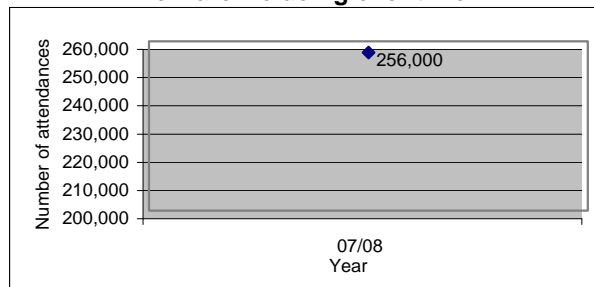
Overall for this objective we:

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

The numbers of 60+ using South Lanarkshire Leisure facilities

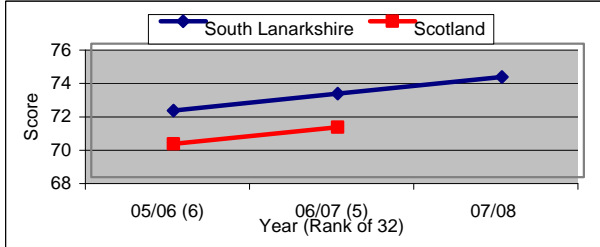
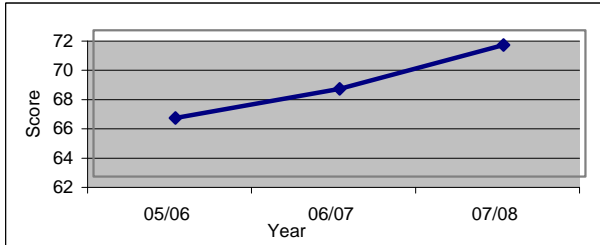
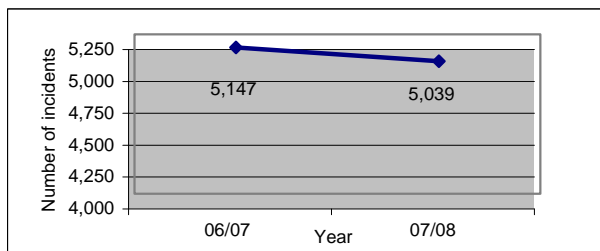
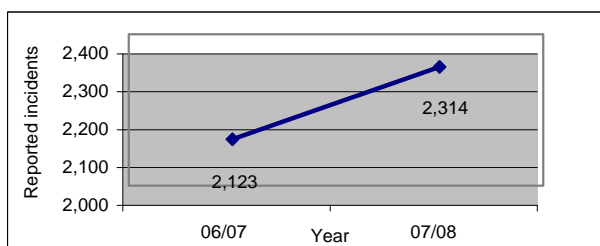
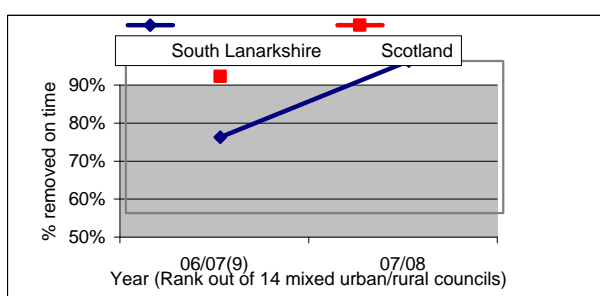
(Good performance is high)

How are we doing over time?



Year to date	Target 08/09	On course to achieve?
142,004	>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 13,630 registered with scheme	Gerry Campbell GMLT

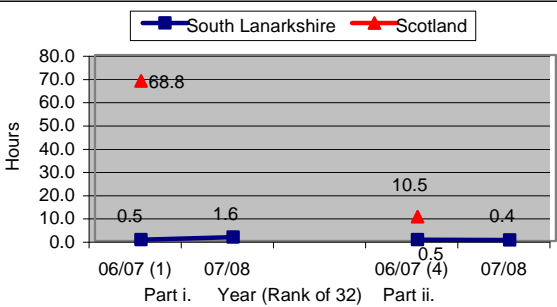
Council Objective:		Improve quality of physical environment (Council priority)				
Resource Objective:		Improve cleanliness of streets, parks and other public areas (Resource priority)				
Overall for this objective we: ~ have already achieved 0 (0%) measures ~ are on course to achieve 6 (86%) measures ~ are not on course to achieve 1 (14%) measures						
		How are we doing over time and against other councils?		Year to date	Target	On course to achieve?
Street cleanliness score (LEAMS) (Council plan indicator, SPI)				75 august	08/09 68	Yes
(Good performance is high)						
Land Audit Management System (LAMS) score				73	67	Yes
(Good performance is high)						
The number of incidents of fly-tipping, dog fouling and graffiti				2,134	4,633	Yes
(Good performance is low)						
Reported incidents of environmental nuisance				778	1,911	Yes
(Good performance is low)						
The percentage of abandoned vehicles removed within 14 days (SPI)				68%	90%	No
(Good performance is high)						

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)



1.27 2 Yes

0.46 2 Yes



**Council Objective:** Improve community safety

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

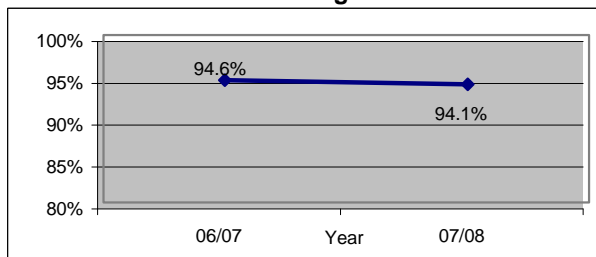
Overall for this objective we:

- ~ have already achieved 2 (40%) measures
- ~ are on course to achieve 3 (60%) 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)

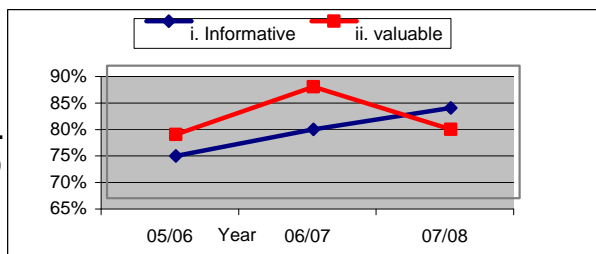
How are we doing over time?



Year to date	Target 08/09	On course to achieve?
100.0%	95%	Yes

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

(Good performance is high)



Year to date	Target 08/09	On course to achieve?
i. 84%	75%	Yes
ii. 76%	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	Achieved. Reports relating to the Award Programme, Local Action Fund and Town Centre Festive Initiative undertaken on schedule.	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:

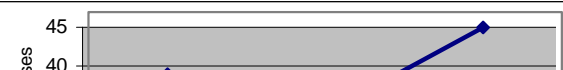
Deliver effective food safety monitoring, investigation, enforcement, advice and training services

Overall for this objective we:

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

	How are we doing over time and against other councils?	Year to date	Target 08/09	On course to achieve?												
<b>Food safety inspections carried out on time (SPI)-</b> <b>i. Approved premises</b> <b>ii. 6 month</b> <b>iii. 12 month</b> <b>iv. Over 12 months</b>  (Good performance is high) The highest risk category (6 month) is shown in the graph opposite	<b>6 month inspections</b> <table><caption>6 month inspections - % inspections on time</caption><thead><tr><th>Year</th><th>South Lanarkshire</th><th>Scotland</th></tr></thead><tbody><tr><td>05/06</td><td>100%</td><td>~94%</td></tr><tr><td>06/07</td><td>100%</td><td>~98%</td></tr><tr><td>07/08</td><td>100%</td><td>~98%</td></tr></tbody></table>	Year	South Lanarkshire	Scotland	05/06	100%	~94%	06/07	100%	~98%	07/08	100%	~98%	95.5%	96%	Yes
	Year	South Lanarkshire	Scotland													
	05/06	100%	~94%													
	06/07	100%	~98%													
	07/08	100%	~98%													
	100.0%	100%	Yes													
	100.0%	96%	Yes													
	99.7%	85%	Yes													
	(To end August)															

<p><b>The incidence of notified food borne infection</b></p> <p>(Good performance is low)</p>	<table border="1"><thead><tr><th>Year</th><th>Number of incidents</th></tr></thead><tbody><tr><td>05/06</td><td>155</td></tr><tr><td>06/07</td><td>195</td></tr><tr><td>07/08</td><td>100</td></tr></tbody></table>	Year	Number of incidents	05/06	155	06/07	195	07/08	100	<p>0181</p> <p>(To end August)</p> <p>Yes</p>
Year	Number of incidents									
05/06	155									
06/07	195									
07/08	100									

<b>The number of food safety training courses provided</b>	 <table><caption>Number of food safety training courses</caption><thead><tr><th>Year</th><th>Number of courses</th></tr></thead><tbody><tr><td>05/06</td><td>39</td></tr><tr><td>06/07</td><td>34</td></tr><tr><td>07/08</td><td>45</td></tr></tbody></table>	Year	Number of courses	05/06	39	06/07	34	07/08	45	13	30	Yes
Year	Number of courses											
05/06	39											
06/07	34											
07/08	45											
(Good performance is high)	(To end August)											

<b>Food safety training candidate satisfaction rating</b>	<table><caption>Food safety training candidate satisfaction</caption><tr><th>Year</th><th>% satisfaction</th></tr><tr><td>05/06</td><td>100%</td></tr><tr><td>06/07</td><td>100%</td></tr><tr><td>07/08</td><td>~97.5%</td></tr></table>	Year	% satisfaction	05/06	100%	06/07	100%	07/08	~97.5%	99%	98%	Yes
Year	% satisfaction											
05/06	100%											
06/07	100%											
07/08	~97.5%											
(Good performance is high)	(To end August)											

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

Overall for this objective we:  
 ~ have already achieved 0 (0%) measures  
 ~ are on course to achieve 3 (100%) measures  
 ~ are not on course to achieve 0 (0%) measures

	How are we doing over time and against other councils?	Year to date	Target 08/09	On course to achieve?												
Consumer complaints completed within 14 days (SPI)	<table><caption>Completed in 14 days (SPI)</caption><thead><tr><th>Year (Rank of 32)</th><th>South Lanarkshire</th><th>Scotland</th></tr></thead><tbody><tr><td>05/06 (23)</td><td>68%</td><td>72%</td></tr><tr><td>06/07 (15)</td><td>71%</td><td>71%</td></tr><tr><td>07/08</td><td>75%</td><td>71%</td></tr></tbody></table>	Year (Rank of 32)	South Lanarkshire	Scotland	05/06 (23)	68%	72%	06/07 (15)	71%	71%	07/08	75%	71%	75%	65%	Yes
Year (Rank of 32)	South Lanarkshire	Scotland														
05/06 (23)	68%	72%														
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(Good performance is high)																

<b>Consumer redress</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
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Action	Measure	Progress	Resp
To undertake legislative and educational activities aimed at protecting consumers	Carry out 50 test purchase exercises by March 2009	On course to achieve - test purchasing exercises on age restricted products will commence in the month of October with fireworks as a seasonal exercise. Test purchasing will be increased as a range of new volunteers are trained.	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 1 (9%) measures

~ are on course to achieve 7 (64%) measures

~ are not on course to achieve 3 (27%) measures

How are we doing over time and against other councils?

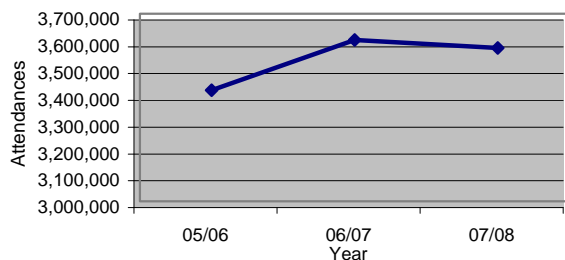
Year to date

Target 08/09

On course to achieve?

**Attendances at leisure facilities (Council plan)**

(Good performance is high)



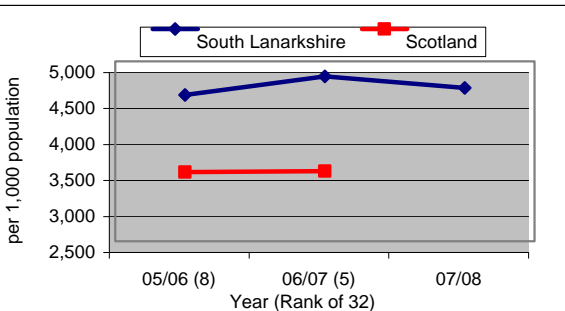
1,930,026

3,645,000

Yes

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

(Good performance is high)



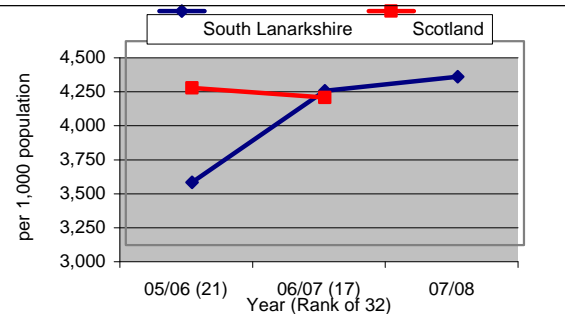
2,310

>4,631

No

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

(Good performance is high)



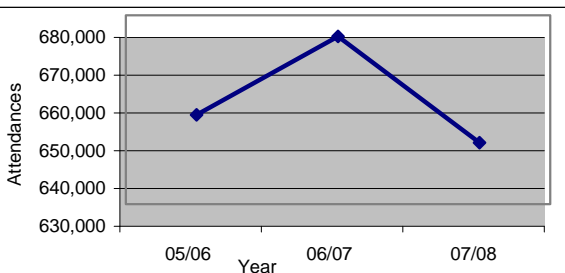
2,060

>4,239

Yes

**Attendances at outdoor recreation facilities**

(Good performance is high)

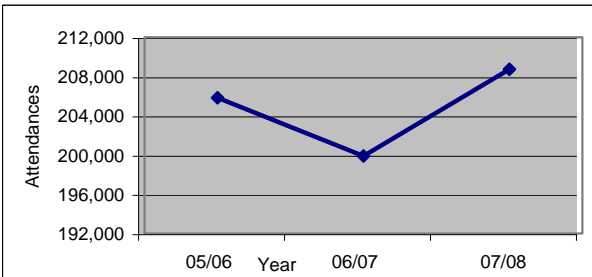
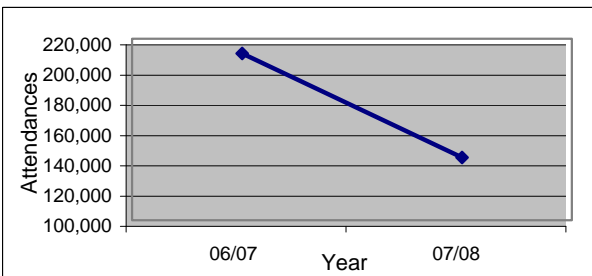
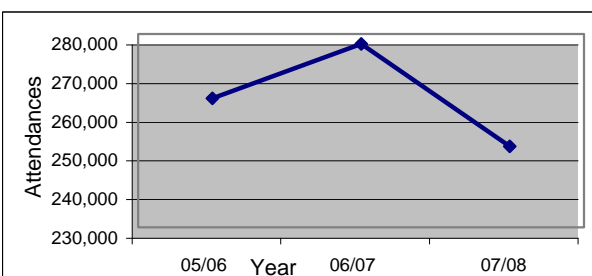
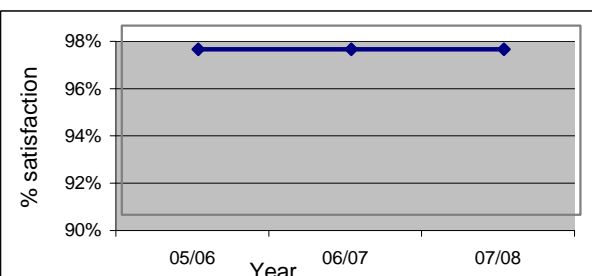


444,637

>646,000

Yes



<b>Attendances at golf courses</b>  (Good performance is high)		139,218	>208,000	No
<b>Attendances at leisure based regeneration activities</b>  (Good performance is high)		45,238	>141,000	No
<b>Attendances at Development Services activities</b>  (Good performance is high)		116,615	>249,000	Yes
<b>Customer satisfaction levels in leisure facilities (Council plan indicator)</b>  (Good performance is high)		97%	97%	Yes
<b>Action</b>	<b>Measure</b>	<b>Progress</b>		<b>Resp</b>
<b>Management action taken to ensure continued registration of Quest registered facilities and services (i.e. (independently assessed quality system))</b>	All Quest registered facilities retain accreditation by March 2009	On course to achieve		Gerry Campbell GMLT
<b>Refurbishment of the Dollan Aqua Centre</b>	Achieve planned closure and site start during 2008/09 subject to design progress	On course to achieve – facility closure targeted for 27th October to allow survey squads to gain access. Tender issue will follow afterwards to allow a site start early in 2009		Alistair Mckinnon HoSS
<b>Refurbishment of Carluke Leisure Centre</b>	Achieve a site start by April 2008	Achieved – on site, currently 40% complete and on programme.		Alistair Mckinnon HoSS

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

Overall for this objective we:

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

	How are we doing over time ?	Year to date	Target 08/09	On course to achieve?						
<b>Lesiure centre attendance in the Lanark area (Council plan indicator)</b>  (Good performance is high)	<table><caption>Attendance Data</caption><thead><tr><th>Year</th><th>Attendances</th></tr></thead><tbody><tr><td>06/07</td><td>75,000</td></tr><tr><td>07/08</td><td>74,500</td></tr></tbody></table>	Year	Attendances	06/07	75,000	07/08	74,500	40,660	78,181	Yes
Year	Attendances									
06/07	75,000									
07/08	74,500									

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 – on site, 14% complete and on programme.	Alistair Mckinnon HoSS

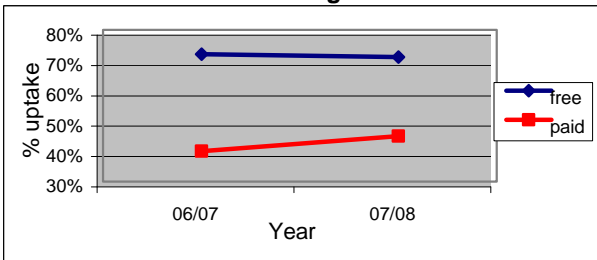
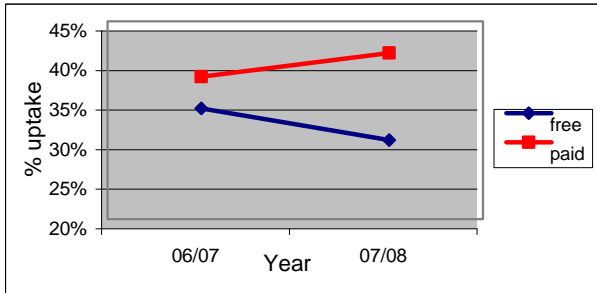
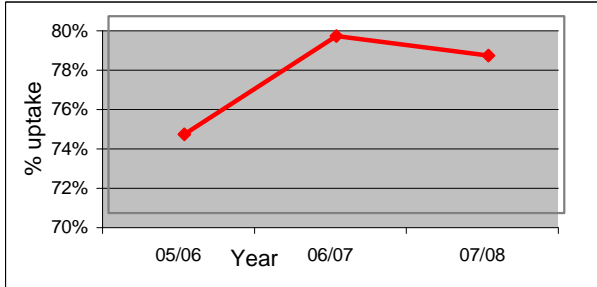
**Resource objective: Improve access to 'dry side' sports facilities in communities currently less well served**

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 opening delayed and new date yet to be finalised (potentially after Christmas holidays). New dual use centre will open thereafter.	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 – on site, 44% complete and on programme.	Alistair Mckinnon HoSS

<b>Resource objective:</b>		<b>Promote responsible public access to the countryside in parks, around towns and in our rural areas</b>	
<b>Overall for this objective we:</b> ~ have already achieved 0 (0%) measures ~ are on course to achieve 0 (0%) measures ~ are not on course to achieve 1 (100%) measures			
<b>Action</b>	<b>Measure</b>	<b>Progress</b>	<b>Resp</b>
<b>Develop proposals for and consult on a Core Path Plan for South Lanarkshire, in line with the Land Reform (Scotland).</b>		Not on course to achieve. Consultative draft completed including all maps. SEA screening phase and scoping report completed and now waiting on official response to the report from Gateway (SNH, SEPA and Historic Scotland). Formal consultation to commence on receipt of above.	
	Complete and implement the South Lanarkshire Core Path Plan by July 2008	Environmental statement being prepared which will be included as an appendix to the plan.	Stephen Kelly HoFACS

<b>Resource objective:</b>		<b>Promote uptake and access to healthier eating across all South Lanarkshire schools</b>			
<b>Overall for this objective we:</b> ~ have already achieved 0 (0%) measures ~ are on course to achieve 6 (86%) measures ~ are not on course to achieve 1 (14%) measures					
<b>Primary school meal uptake</b> <b>i. free</b> <b>ii. Paid</b> <b>(Council plan indicator)</b>		<b>How are we doing over time ?</b> 	<b>Year to date</b>  69% 42%	<b>Target 08/09</b>  73% 41%	<b>On course to achieve?</b>  Yes Yes
(Good performance is high)					
<b>Secondary school meal uptake</b> <b>i. free</b> <b>ii. Paid</b> <b>(Council plan indicator)</b>			29% 40%	34% 38%	No Yes
(Good performance is high)					
<b>Uptake of free fruit in primary schools (Council plan indicator)</b>			81%	75%	Yes
(Good performance is high)					
<b>Action</b>	<b>Measure</b>	<b>Progress</b>	<b>Resp</b>		
<b>Roll out of cashless school meals system in line with school modernisation programme</b>	Install cashless school meal system into 16 schools by March 2009	On course to achieve - target revise from 20 schools in line with adjustment to school modernisation programme. Installed in 10 schools so far.	Stephen Kelly HoFACS		
<b>Continue to promote healthier eating across South Lanarkshire schools in accordance with Hungry for Success principles</b>	Live workshops using drama, craft, song, dance in every primary school to promote healthy eating by March 2009	On course to achieve. Initiative successfully presented to HMIE Best Practice seminar in September 2008. Major launch of promotion and new 'Go Fresh' DVD to Elected Members and Officers scheduled for 02 October 2008. Workshops will follow thereafter.	Stephen Kelly HoFACS		

<b>Council Objective:</b>		<b>Support Local Economy by Providing the Right Conditions for Growth, Improving Skills and Employability</b>			
<b>Resource Objective:</b>		<b>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.</b>			
Overall for this objective we: ~ have already achieved 0 (0%) measures ~ are on course to achieve 5 (83%) measures ~ are not on course to achieve 1 (17%) measures					
		<b>How are we doing over time and against other councils?</b>	<b>Year to date</b>	<b>Target 08/09</b>	<b>On course to achieve?</b>
<b>The number of business advice requests (Council plan indicator)</b>  (Good performance is high)			208	422	Yes
<b>The percentage of business advice requests completed within 14 days (SPI)</b>  (Good performance is high)			96%	95%	Yes
<b>The percentage of planned trading inspections carried out on time (SPI)</b> i. High risk ii. Medium risk The graph shows the categories combined  (Good performance is high)			99%	100%	Yes
			99%	100%	Yes
<b>Action</b>	<b>Measure</b>	<b>Progress</b>	<b>Resp</b>		
<b>Improve the competitiveness of local business by increasing the numbers of business advice requests, seminars and educational activities for business.</b>	Hold 4 seminars for business community each year	On course to achieve - 3 Seminars have been undertaken, (2 SLC licensing forums and 1 business group).	Robert Howe HoESS		
<b>Create additional business partnership with local enterprise which improves their customer relations and supports economic success.</b>	Produce a Trusted Trader Scheme in collaboration with local traders by July 2008.	Not on course to achieve - the project document has been drafted and submitted to the Office of Fair Trading for accreditation. Anticipated support funding from Communities Scotland has not materialised. Currently investigating other funding sources.	Robert Howe HoESS		

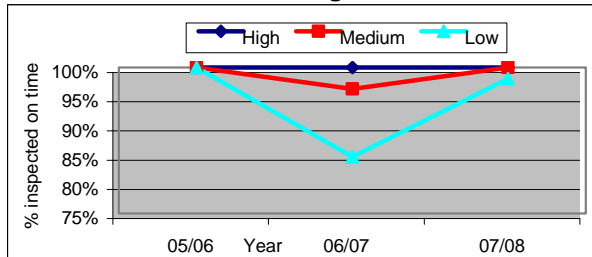
**Resource Objective:** Deliver an effective health and safety enforcement service

Overall for this objective we:

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

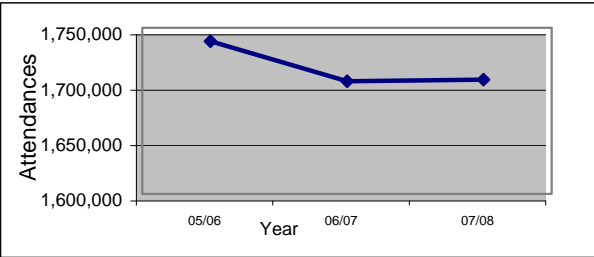
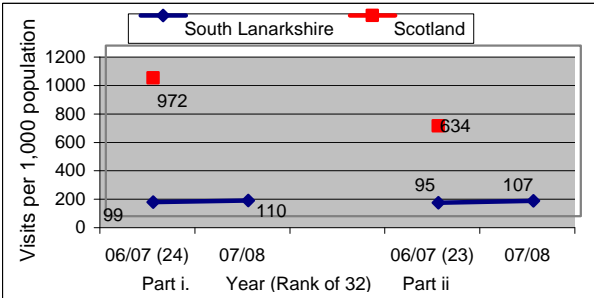
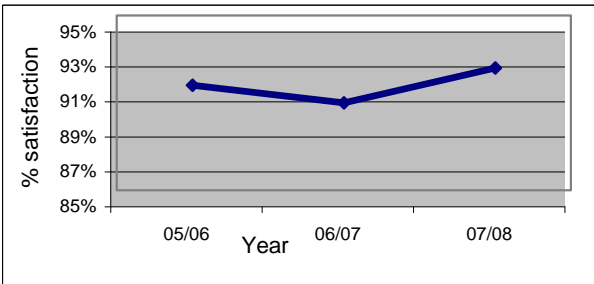
	Year to date	Target 08/09	On course to achieve?
<b>Workplace health and safety inspections</b>			
<b>High risk</b>	100%	95%	Yes
<b>Medium risk</b>	85.8%	95%	Yes
<b>Low risk</b>	94.1%	90%	Yes

How are we doing over time ?



(Good performance is high)

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

<b>Council Objective:</b>	<b>Increase participation in arts and culture</b>			
	<b>Improve facilities for arts and cultural activities and develop a framework for cultural planning to identify and meet the cultural entitlements of South Lanarkshire</b>			
<b>Resource Objective:</b>				
<b>Overall for this objective we:</b> ~ have already achieved 4 (33%) measures ~ are on course to achieve 8 (67%) measures ~ are not on course to achieve 0 (0%) measures				
	<b>How are we doing over time and against other councils?</b>	<b>Year to date</b>	<b>Target 08/09</b>	<b>On course to achieve?</b>
<b>Attendances at cultural venues, museums and country parks (Council plan indicator)</b>  (Good performance is high)		858,084	1,665,000	Yes
<b>Museums visits/usages per 1,000 population (SPI)</b> <b>i. Total attendances</b> <b>ii. Those in person</b>  *note - the Scotland average does not include Glasgow City Council as their return skews the data.  (Good performance is high)		284 264	460 440	Yes Yes  (We are now able to include a proportion of visitors to Chatelherault Country Park and Rutherglen Town Hall. The target has been adjusted accordingly.)
<b>Customer satisfaction at cultural venues and museums. (Council plan indicator)</b>  (Good performance is high)		93.4%	90%	Yes

Action	Measure	Progress	Resp
<b>Complete and implement a Cultural Strategy for South Lanarkshire</b>	Begin implementation of strategy by July 2008	Achieved. Strategy complete and formal meetings have taken place with all Community Planning partners and South Lanarkshire Council Directorates. Strategy to go to Community Resources Committee on 11th November 2008 and external consultation event to be held in February 2009	Stephen Kelly HoFACS
<b>Mainatain a high level of customer satisfaction for our facilities and services</b>	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
<b>Develop and implement an action plan to increase use of museums</b>	Action plan implemented by May 2008	Achieved - action plan complete and implementation begun.	Stephen Kelly HoFACS
<b>Complete a major refurbishment of Lanark Memorial Hall by December 2009</b>	Continue design work to facilitate site start by October 2008	On course to achieve. Facility closure targeted for 31st October to allow survey squads to gain access. Tender issue will follow afterwards on the enabling works package.	Alistair McKinnon HoSS
<b>Construct a new integrated community facility for Carluke by October by October 2009</b>	Achieve a site start by June 2008	Achieved – on site and on programme	Alistair McKinnon HoSS
<b>Further implementation of Patron Edge on-line ticketing project</b>	<u>East Kilbride Village Theatre by March 2009</u> <u>Hamilton Town House by September 2009</u> <u>Rutherglen Town Hall by September 2009</u>	On course to achieve - The supplier is working on the upgraded software solution which will be delivered by end-December 2008 for user testing prior to go "live". On course to achieve - The supplier is working on the upgraded software solution which will be delivered by end-December 2008 for user testing prior to go "live".	Stephen Kelly HoFACS



**Council value:** Tackling disadvantage and deprivation

**Resource objective** Deliver major capital projects to support local community regeneration

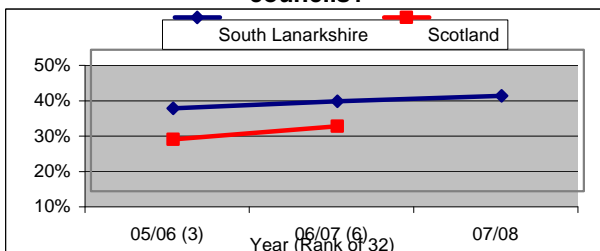
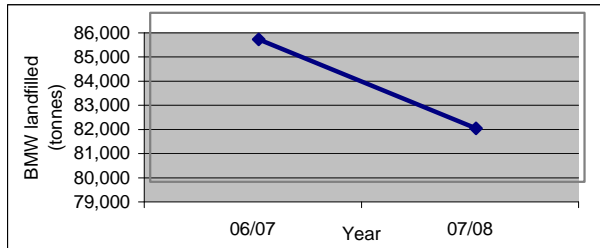
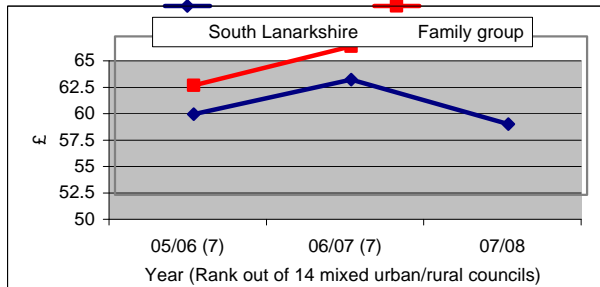
Overall for this objective we:

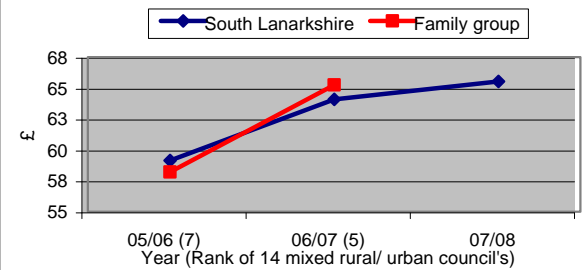
~ have already achieved 1 (25%) measures

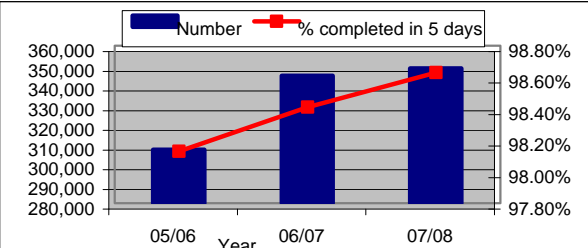
~ are on course to achieve 1 (25%) measures

~ are not on course to achieve 2 (50%) measures

Action	Measure	Progress	Resp
<b>Fernhill Integrated Community Facility (ICF)</b>	Achieve site start by April 2009	Not on course to achieve. Regeneration Master Plan passed by Housing Committee in August 2008 – implementation meeting now held with Housing Services. Community Resources has commenced briefing the project – site start likely to be delayed.	Alistair McKinnon HoSS
<b>Fairhil ICF</b>	Complete and commission building by June 2008	Achieved – facility opened on 30th June 2008	
<b>Stonehouse ICF</b>	Achieve site start by April 2009	Not on course to achieve. Project commencement aligned to approval dates for the local planning enquiry. Brief issued to HTR and design underway	
<b>The Fountain, Lesmahagow</b>	Achieve a site start by March 2009	On course to achieve – design on going, on programme	

Council value:	Sustainable development															
Resource objective	To improve effective use of our buildings and transport in order to reduce greenhouse gas emissions															
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 emissions reduced by 3.7% from 2005-06 to 2007-08	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. Completion of this action requires input of data from H&T Resources to enable measure to be calculated. Approximate date for completion of this end of 2008.	Robert Howe HoESS													
Resource objective	To ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management															
Overall for this objective we: ~ have already achieved 0 (0%) measures ~ are on course to achieve 7 (100%) measures ~ are not on course to achieve 0 (0%) 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?  <table border="1"><caption>Percentage of municipal domestic waste recycled</caption><thead><tr><th>Year</th><th>South Lanarkshire</th><th>Scotland</th></tr></thead><tbody><tr><td>05/06 (3)</td><td>38%</td><td>28%</td></tr><tr><td>06/07 (6)</td><td>40%</td><td>32%</td></tr><tr><td>07/08</td><td>42%</td><td>36.8%</td></tr></tbody></table>	Year	South Lanarkshire	Scotland	05/06 (3)	38%	28%	06/07 (6)	40%	32%	07/08	42%	36.8%	Year to date 36.8%  (Provisional)	Target 08/09 38%  On course to achieve? Yes	
Year	South Lanarkshire	Scotland														
05/06 (3)	38%	28%														
06/07 (6)	40%	32%														
07/08	42%	36.8%														
Biodegradable waste sent to landfill  (Good performance is low)	 <table border="1"><caption>Biodegradable waste sent to landfill (tonnes)</caption><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>06/07</td><td>85,500</td></tr><tr><td>07/08</td><td>82,000</td></tr></tbody></table>	Year	Value	06/07	85,500	07/08	82,000	21,682	77,835	Yes						
Year	Value															
06/07	85,500															
07/08	82,000															
Refuse collection - i. net cost per property of refuse collection (SPI)  (Good performance is low)	 <table border="1"><caption>Net cost per property of refuse collection (£)</caption><thead><tr><th>Year</th><th>South Lanarkshire</th><th>Family group</th></tr></thead><tbody><tr><td>05/06 (7)</td><td>60</td><td>62.5</td></tr><tr><td>06/07 (7)</td><td>63</td><td>65</td></tr><tr><td>07/08</td><td>59</td><td>66</td></tr></tbody></table>	Year	South Lanarkshire	Family group	05/06 (7)	60	62.5	06/07 (7)	63	65	07/08	59	66	£ 30.35	£ 56.99	Yes
Year	South Lanarkshire	Family group														
05/06 (7)	60	62.5														
06/07 (7)	63	65														
07/08	59	66														

<b>Refuse collection -</b>  <b>ii. net cost per property of refuse disposal (SPI)</b>  (Good performance is low)	 <p>£ 41.86   £ 76.80   Yes</p>	
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<b>The percentage of special uplifts completed within 5 days</b>  (Good performance is high)	 <p>99%   95%   Yes</p>	
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Action	Measure	Progress	Resp
<b>Continue to develop mechanisms for the recycling and composting of municipal waste in order to achieve Scottish Government's new waste targets</b>	Increase the number of households with blue bins from 121,000 to 126,000 by March 2009	On course to achieve. Report submitted requesting resources to supply additional bins. Currently under discussion.	Shirley Clelland HoLAFS
<b>Review our recycling contracts for offices, schools and other council buildings in order to increase recycling provision.</b>	Provide co-mingled recycling collections from 36% (151) of Council premises by March 2009	On course to achieve - 126 premises (30%) currently provided with co-mingled recycling facilities.	Shirley Clelland HoLAFS

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

Overall for this objective we:

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

Action	Measure	Progress	Resp
<b>Develop and implement a Greenspace Strategy</b>	Finalise strategy by May 2008	Not on course to achieve. Not on course to achieve. Strategy complete. SEA screening and scoping report completed. Scoping report expected back from Gateway. Environmental statement being produced which will be included as a formal appendix to the strategy.	
<b>Implement the Local Biodiversity Action Plan for 2008-2013</b>	Begin implementation of plan by September 2008	Not on course to achieve. Initial consultations have been held with all LBAP partners. SEA screening and scoping report completed and waiting on result of report from Gateway.	Stephen Kelly HoFACS
<b>Work through the Glasgow and Clyde Valley Green Network Partnership to plan and develop an Integrated Habitat Network</b>	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**                      **To foster responsible citizenship and awareness of sustainable development**

**Overall for this objective we:**

- ~ have already achieved 1 (33%) measures
- ~ are on course to achieve 2 (66%) measures
- ~ are not on course to achieve 0 (0%) measures

Action	Measure	Progress	Resp
<b>Develop a Local Climate Impacts Profile for South Lanarkshire</b>	Profile developed by December by 2008	On course to achieve - The student placement has now finished and a draft report has been prepared. This has been submitted to the consultant for the pilot project, who will make comments to assist us to improve it further before finalisation. Initial indications are that they are happy with the report and pleased with the work we have done here at SLC.	Robert Howe HoESS
<b>Take a lead in reviewing the Sustainability Partnership and developing a new Sustainability Partnership Strategy</b>	<u>Complete review by May 2008</u>	Achieved - Completed and recommendations made to committees, June 2008	
	Implement review by March 2009	On course to achieve - It is proposed that the first meeting of the partnership will take place in November 2008 and partners will then be able to work together to set out the next steps.	

**Council value** **Fair and open**

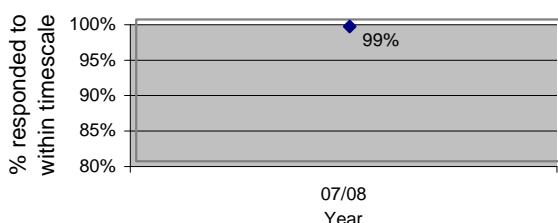
Overall for this value we:

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

**Complaints responded to within timescale**

(Good performance is high)

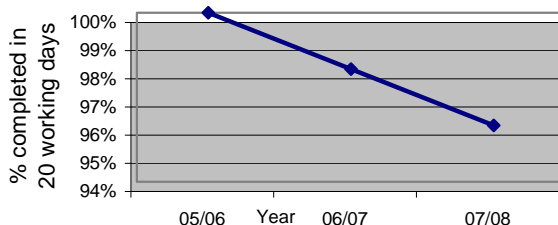
How are we doing over time ?



Year to date 95% Target 08/09 95% On course to achieve? Yes  
(Quarter 1)

**Process freedom of information requests within 20 working days**

(Good performance is high)



97% 100% No  
(To end August)

**Council value** **Working with and respecting others**

Overall for this value we:

- ~ have already achieved 0 (0%) measures
- ~ are on course to achieve 1 (100%) 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 (27 by November 2008)	On target to achieve. 21 Impact Assessments have been completed so far and a further 6 are scheduled for completion before the end of November. 14 completed assessments have been published on the website.	Alistair McKinnon HoSS

## Council value

## Accountable, effective and efficient

Overall for this value we:

- ~ have already achieved 3 (15%) measures
- ~ are on course to achieve 18 (85%) measures
- ~ are not on course to achieve 0 (0%) measures

How are we doing over time and against other councils?

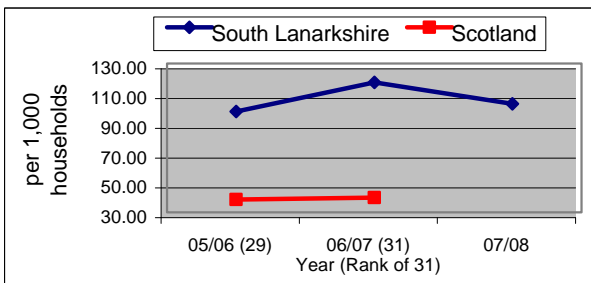
Year to date

Target 08/09

On course to achieve?

Refuse collection - the number of complaints per 1,000 households (SPI)

(Good performance is low)



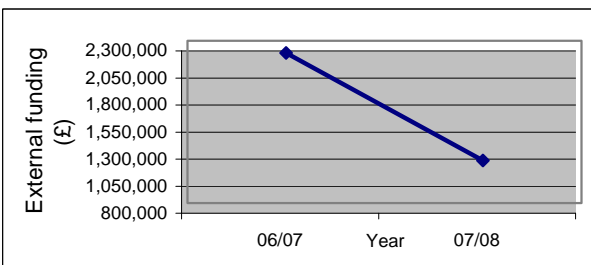
50.99

<93

Yes

Maximise funding opportunities from external sources

(Good performance is high)



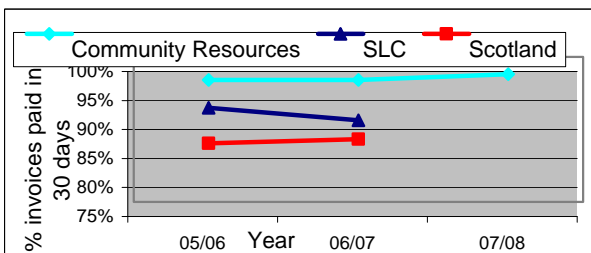
1,752,000

1,000,000

Yes

The percentage of invoices paid within 30 calendar days

(Good performance is high)



97%

85%

Yes

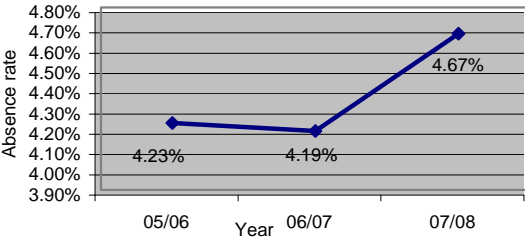
Action	Measure	Progress	Resp
<b>Implement the recommendations of the Fleet Services Best Value Review</b>	Reviews completed and actions implemented by March 2009	On course to achieve	Shirley Clelland HoLAFS
	Fleet availability - 90%	On course to achieve - 97%	
	MOT pass rate greater than 94%	On course to achieve - 91%	
	Passenger fleet seating capacity greater than 80%	On course to achieve - currently 72%	
	Passenger fleet utilisation annual improvement of 10%	On course to achieve	
<b>Carry out a best value review of the refuse collection service</b>	Completed by September 2008	On course to achieve - will be presented to Performance and Review Forum on 9 December	Shirley Clelland HoLAFS
<b>Carry out a best value review of enforcement policy in light of better regulation agenda</b>	Completed by March 2009	On course to achieve - interim report completed on schedule	Robert Howe HoESS
<b>Achieve Chartermark for Bereavement Services</b>	Achieved by March 2009	On course to achieve	Shirley Clelland HoLAFS
<b>Carry out a review of Passenger Services</b>	Achieved by March 2009	On course to achieve	Shirley Clelland HoLAFS
<b>Complete the Grounds Maintenance best value review</b>	Completed by September 2008	On course to achieve - will be presented to Performance and Review Forum on 9 December	Shirley Clelland HoLAFS
<b>Secure Quest accreditation for Low Parks museum</b>	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
<b>Manage property assets efficiently</b>	The proportion of operational accommodation that is in a satisfactory condition	On course to achieve. 81% of Community Resources operational accommodation were in a satisfactory condition in 2007/08	Alistair McKinnon HoSS
	The percentage of operational buildings that are suitable for their current use	On course to achieve. 84% of Community Resources operational buildings were suitable for their current use in 2007/08	
	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	
<b>Ensure high standards of governance are being exercised</b>	Audit actions to be delivered by due dates	On course to achieve - 7 out of 8 audit actions delivered by due dates. The deadline for one action relating to an IT project has been extended and is now expected to be completed during 2009	Alistair McKinnon HoSS
<b>Web enable Epilogue cemeteries administration system</b>	Implemented by December 2008	On course to achieve - pilot scheduled during October. System 'live' date 3 November.	Alistair McKinnon HoSS
<b>Implement air quality management system</b>	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	On course to achieve - due to be completed early October	
	Phase 3 dates to be confirmed	Dates of final phase yet to be clarified	
<b>Operate within our revenue budget to provide quality front line services</b>	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 1 (14%) measures
- ~ are on course to achieve 5 (72%) measures
- ~ are not on course to achieve 1 (14%) measures

	How are we doing over time ?	Year to date	Target 08/09	On course to achieve?
<b>Absence rate (Council Plan, SPI)</b>	 <p>(Good performance is low)</p>	4.04%	<5%	Yes

Action	Measure	Progress	Resp
<b>We will ensure our commitment to employees through the development and effective implementation personnel policies and employee learning and development opportunities</b>	100% of staff recruited through competency based interview by 2011	On course to achieve - will report at year end	Alistair McKinnon HoSS
	Labour turnover rates less than 5%	On course to achieve - will report at year end	
	Average number of off job training days per member of staff	On course to achieve - will report at year end	
	100% of staff to have current PDR for 2008/09	Not on course to achieve. To date 62% of employees have a recorded date for their PDR for 2008/2009	
	Continued achievement of IIP accreditation	On course to achieve - Community Resources was recently assessed as part of SLC overall assessment. Verbal feedback indicated the Resource is on target to meet the standard.	
<b>Implement Occupational Health and safety Management Sysytem</b>	Complete audit of OHSMS by February 2009	Achieved - audit complete and service action plans developed	