

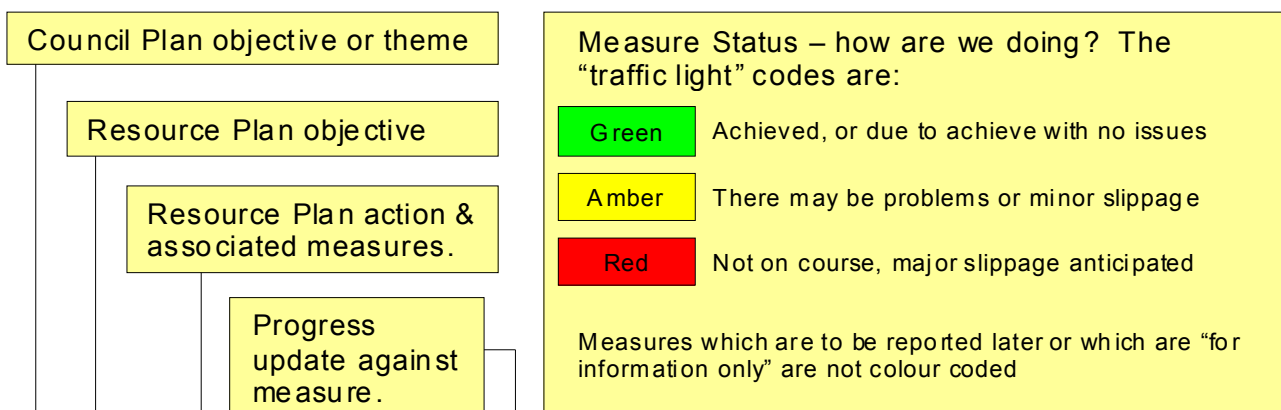
Corporate Resources

improve

**Resource Plan
Performance Report
Quarter 2 (Jul-Sep) - 2011/12**

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.



Vision and Strategic Direction

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

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

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

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

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

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

The trend column shows how performance changed between these 2 years

- Performance getting better
- Performance staying the same
- Performance getting worse
- Information not yet available

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Raise educational attainment for all	1			1	2
Vision and Strategic Direction	11			8	19
Governance and Accountability	11			1	12
Partnership Working, Community Leadership and Engagement	3				3
Performance Management and Improvement	11	2		6	19
Efficient and effective use of resources	15			4	19
<i>Increase involvement in lifelong learning</i>					
<i>Improve health and increase physical activity</i>					
<i>Improve the quality of the physical environment</i>					
<i>Improve the road network and public transport</i>					
<i>Improve community safety</i>					
<i>Support local economy by providing the right conditions for growth, improving skills and employability</i>					
<i>Develop services for older people</i>					
<i>Increase participation in arts and culture</i>					
<i>Improve lives of vulnerable children, young people and adults</i>					
<i>Improve quality, access and availability of housing</i>					
Total	52	2	0	20	74

Raise educational attainment for all

Implement vocational development programmes for secondary age young people including pupils with additional support needs

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Implement a programme of vocational development for secondary age young people including pupils with additional support needs	% participants achieving a vocational qualification	Out of 39 participants on the programme 2010/11 6 returned to school Out of 33 individuals making the transition from school 30 (91%) moved on to positive destinations Out of 33 individuals 23 (70%) moved into Further Education Out of 33 individuals 6 (18%) moved into Training for Work Out of 33 individuals 1(3%) moved into employment	Green	80.0%	91.0%	Not avail	Not avail	<input type="checkbox"/>
	% attainment levels for participants in the vocational programme	This measure will be reported at Q4 New programme started August 2011	Report Later	95.0%	Not avail	Not avail	Not avail	<input type="checkbox"/>

Vision and Strategic Direction

Develop and implement our Council Plan - Connect

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Develop and implement our Council Plan – Connect	Deliver Annual Resource Plan within the Council's approved performance reporting framework	The 2011-12 Resource Plan was delivered in line with guidance and as per the reporting framework.	Green	---	---	---	---	---

Vision and Strategic Direction

Implement a programme of equality and human rights impact assessments across the Council

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Implement a programme of equality and human rights impact assessments across the Council	Number of impact assessments carried out against those timetabled	Equality impact assessments are now carried out on a needs basis and as such there is no longer a schedule of assessments to be done. Council policy is to assess all new and revised strategies, policies, functions and financial proposals to ensure due regard to the equality duty.	Report Later	Not avail	Not avail	13	Not avail	<input type="checkbox"/>
	Number of reports on impact assessments published on website (with recommendations)	Equality impact assessments are now carried out on a needs basis and as such there is no longer a schedule of assessments to be done. Council policy is to assess all new and revised strategies, policies, functions and financial proposals to ensure due regard to the equality duty. All completed assessments are published on the Council website.	Report Later	Not avail	Not avail	6	Not avail	<input type="checkbox"/>

Develop and introduce Council wide equality performance measures and publish results

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Develop and introduce Council wide equality performance measures and publish results	Data on equality related performance is collated and published annually	The Council is participating in an Improvement Service pilot to look at the ways and means of collating equality related statistics to improve the way in which outcomes are developed and achieved.	Green	---	---	---	---	---
	Resources to provide annual report to Equal Opportunities Forum on uptake of service	Service monitoring is being aligned with recruitment monitoring to ensure Resources are able to capture an accurate profile of service users. As such monitoring will include questions relating to all protected characteristics but will be in line with statutory duties of individual services.	Green	---	---	---	---	---

Ensure that our legal duties with regard to promoting equality of opportunity are built in to all of our CPP activities

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Ensure that our legal duties with regard to promoting equality of	Evidence that partnership plans etc have been assessed by lead partner for impact in relation to equalities	This is part of the ongoing work of the Equalities Network.	Green	---	---	---	---	---

Vision and Strategic Direction

Ensure that our legal duties with regard to promoting equality of opportunity are built in to all of our CPP activities

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
opportunity are built in to all of our Community Planning Partnership activities	Evidence that equalities are included in performance monitoring and measurement activities for partnerships	Equalities issues are highlighted within the SOA, the SOA Annual Report and were included within the Community Plan Refresh.	Green	---	---	---	---	---

Ensure equal opportunities in all our services, facilities and employment opportunities reflecting the diversity of our community

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Ensure equal opportunities in all our services, facilities and employment opportunities reflecting the diversity of our community	Number of women/men taking up employment in non-traditional areas (target=increase)	This measure will be reported at Q4	Green	20	Not avail	44	44	
	% of employees in the highest 2% of earners that are female (SPI)	This measure will be reported at Q4	Report Later	Not avail	Not avail	38.3%	Not avail	
	% of employees in the highest 5% of earners that are female (SPI)	This measure will be reported at Q4	Report Later	Not avail	Not avail	53.2%	Not avail	
	Employment monitoring arrangements will meet the requirements of equalities legislation	A workforce profile is published annually and equality trends are identified and reported.	Green	---	---	---	---	---
	Positive action measures put in place if required	As part of the Council's ongoing positive action programme "Delivering a Fairer Future" research is being carried out with a group of primary 6 aged pupils better to understand the influences on their subject and career choices. The intention will be to assess what changes can be made to curriculum or work practices to ensure greater choice and fairer opportunities for young people.	Green	---	---	---	---	---

Vision and Strategic Direction

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Implement and monitor the Council's employee travel plan	Promote the Council's employee travel plan and ensure effective links with other staff initiatives	Revised Travel and Subsistence Policy has a strong emphasis on smarter journey planning.	Green	---	---	---	---	---
	% of staff travelling to work using active travel methods e.g. cycling or walking	This measure will be reported at Q4	Report Later	Not avail	Not avail	0.0%	Not avail	
	% of staff travelling to work using public transport	This measure will be reported at Q4	Report Later	Not avail	Not avail	0.0%	Not avail	
	Number of staff using Council Connect Bus Between Hamilton and East Kilbride		Report Later	Not avail	Not avail	0	Not avail	
	Conduct 2nd employee travel plan survey to monitor staff travel patterns by April 2012	It is planned to undertake the employee travel survey in Dec 2011. The outcome will be reported later.	Report Later	---	---	---	---	---

Vision and Strategic Direction

Vision and Strategic Direction

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Support implementation of sustainable development communications	Co-ordinate the publication of sustainable development information to maximise impact	We have developed info on website, produced film on bulky uplifts and a campaign on litter is being discussed.	Green	---	---	---	---	---
	Increase stakeholders awareness of the Council's sustainable development activities		Green	---	---	---	---	---

Governance and Accountability

Externally communicate our corporate plans, performance and service standards

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Externally communicate our corporate plan, performance and service standards	Incorporate mix of statistical data and public interest stories in Public Performance Reporting documents	Four pages are included in Novmeber Reporter and more are planned for Spring. We are also including some performance info in the council tax guide.	Green	---	---	---	---	---
	Gather reader feedback on publications and focus group perceptions of Public Relations initiatives		Green	---	---	---	---	---
	Local service standards monitoring collated and published quarterly	Local montiroing is ongoing but collected annually and reported with the results of the annual mystery shopper exercise to CMT in May each year.	Report Later	---	---	---	---	---

Support and facilitate open and transparent governance and decision-making arrangements

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Support and facilitate open and transparent governance and decision making arrangements	Undertake an annual survey of elected members to measure satisfaction and to enable feedback on governance issues	Current questionnaire to be reviewed and finalised for issues following recess.	Green	---	---	---	---	---
	Annual programme of corporate and individual member learning and development	Programme is delivered annually, with flexible content to take account of requirements each year.	Green	---	---	---	---	---
	In advance of the new Council in 2012, consider the role of Area Committees, in particular in respect of decision making powers.	To be considered as part of overall review of decision-making arrangements in preparation for new Council following local government election in May 2012.	Green	---	---	---	---	---
Manage and develop elections processes	Manage arrangements for the Scottish Parliamentary election and voting system referendum in May 2011	Complete	Green	---	---	---	---	---
	Make initial arrangements for the Scottish Local Government election on 3 May 2012	Ongoing	Green	---	---	---	---	---

Governance and Accountability

Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management)

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management)	Development and delivery of annual Governance Statement and associated actions	Annual accounts signed off 31 October 2011.	Green	---	---	---	---	---
	Delivery of Risk Control Actions by due date	All actions appear to be on target at present	Green	---	---	---	---	---
	Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)	All actions have been completed apart from two which are being worked on and have been given revised dates. It is not anticipated that there will be any issues regarding the achievement of the actions.	Green	---	---	---	---	---
	Complete Resource Governance Self Assessment and declaration by due date and develop actions to address non-compliant areas	Self assessment carried out by all Resources following in accordance with the Finance Advisory Network (FAN) model.	Green	---	---	---	---	---

Partnership Working, Community Leadership and Engagement

Work with partners to enhance community planning, service planning and service delivery through the development and implementation of a Community Planning Single Outcome Agreement (SOA)

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Work with partners to enhance community planning, service planning and service delivery through the development and implementation of a Community Planning Single Outcome Agreement (SOA)	Monitor progress of the SOA through an annual report against national and local outcomes	Annual Report for 2010-11 completed and submitted to the Scottish Government in September 2011.	Green	---	---	---	---	---

Ensure that consultation and community engagement are carried out to a consistent standard in the Council

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Ensure that consultation and community engagement are carried out to a consistent standard in the Council	Apply national standards for community engagement to all aspects of the Council's consultation and community engagement programmes	Community Engagement Framework has been refreshed and published. It's availability to the partners and Council officers should see an increase in the uptake of VOICE (online tool for planning, doing and reviewing Community Engagement) which incorporates the National Standards.	Green	---	---	---	---	---

Partnership Working, Community Leadership and Engagement

Report outcomes of community engagement to the public

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Report outcomes of community engagement to the public	Record outcomes of community engagement and report on changes to service which result	Voluntary organisations and community planning partners currently use an online form to advise of current and completed consultations which are then uploaded to the consultation database on the Council's website.	Green	---	---	---	---	---

Performance Management and Improvement

Manage our performance

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Manage our performance	% of complaints responded to within 5 days (target = 95%)	This figure is for Q1 (1st April to 30th June 2011). The complaints process is being revised to a single complaints procedure to meet the needs of the ombudsman's Complaints Handling Procedure (CHP) due to launch in 2012. This will extend timescales from 5 days to 20 days which will make this target obsolete. Under achievement of this target is due to complex and 3 party complaints which require detailed investigation.	Amber	Not avail	83.0%	87.6%	Not avail	<input type="checkbox"/>
	Evidence of complaints considered and informing service improvements	The quarterly CMT report on complaints gives examples of how complaints have led to service improvement where applicable. Report also includes information on any other actions by Resources in addressing complaints.	Green	---	---	---	---	---
	Develop, monitor and review a comprehensive suite of service standards. Annual mystery shopper exercise undertaken and reported.	The annual mystery shopper exercise will take place in February 2012 and reported to CMT in May.	Report Later	---	---	---	---	---
	Implementation of the Council's performance management system IMPROVe	The IMPROVe system has been implemented in all Resources and provides all reports against Resource Plans, Connect and the SOA.	Green	---	---	---	---	---

Seek the views of all stakeholders regularly on services we provide, in particular specific efforts will be made to consult with hard to reach groups, and tell people what we have done as a result

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Seek the views of all stakeholders regularly on services we provide, in particular specific efforts	Number of consultations carried out targeting hard to reach groups	This measure will be reported at Q4	Report Later	Not avail	Not avail	20	12	
	Number of consultations carried out which have resulted in a change to service delivery	This measure will be reported at Q4	Report Later	Not avail	Not avail	17	16	

Performance Management and Improvement

Seek the views of all stakeholders regularly on services we provide, in particular specific efforts will be made to consult with hard to reach groups, and tell people what we have done as a result

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
will be made to consult with hard to reach groups, and tell people what we have done as a result	Response rate to cyclical consultations	This measure will be reported at Q4	Report Later	Not avail	Not avail	Not avail	Not avail	
	% of completed consultations published on the database with an outcome	In the period in question 4 new consultations with findings have been loaded onto the website.	Green	Not avail	4.0%	100.0%	75.0%	
	Number of changes (made to service delivery as a result of consultation) published	This measure will be reported at Q4	Report Later	Not avail	Not avail	17	16	
	Council level customer satisfaction scorecard is populated and results published annually including 2 KPIs for each service and for the Council as a whole	Surveying ongoing for those services on the Customer Satisfaction Score Card. The 2012 score card results due to Continuous improvement steering group in June 2012.	Report Later	---	---	---	---	---
	Perception of high quality services and best use of money - proportion agreeing Council provides high quality services	KPIs were established for the first Household Survey in 2008 which was repeated in 2010. The Household Survey is now on a 3 year cycle and is scheduled to take place in March 2013.	Amber	---	---	---	---	---
	Targeted surveys carried out to understand variation in customer satisfaction across geographical areas	Action plan from 2010 Household survey currently being implemented. This includes detailed actions by Roads to mitigate the dips in response rates in Clydesdale. early indications suggest a significant reduction in the number of complaints Winter 2010/2011 from 2009/2010 mainly attributed to better communication with residents.	Green	---	---	---	---	---

Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Implementation of efficiencies on behalf of Corporate Resources	Implement approved efficiencies for the current financial year	Agreed savings were deducted from Corporate Resources budget at the start of 2011/12.	Green	---	---	---	---	---
	Identify efficiencies for next year in line with Council's Financial Strategy		Green	---	---	---	---	---
Implement effective Best Value management arrangements to ensure continuous improvement and effective and efficient service delivery	Completion of reviews as per timetable (reviews of Learning and Development and Health and Safety)	Both reviews are complete.	Green	---	---	---	---	---
	Improvement Plans approved by Council Committee		Green	---	---	---	---	---
	Sustain positive SPI trend results for Council	The recent exercise ranking the latest SPI data did not raise any concerns about SPIs within the Corporate Resources remit.	Green	---	---	---	---	---

Performance Management and Improvement

Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Ensure Local PIs across all Resources meet requirements of Best Value 2	Local PIs will be reviewed in advance of the implementation of the new Council Plan. This exercise will seek to ensure that PIs meet the requirements of BV2.	Green	---	---	---	---	---
Implement a strategic response to the Scottish Government's Efficient Government agenda	Completion of diagnostic projects as per agreed timetable (Management Structures and Administrative/Clerical Services)	Progressing in line with agreed timetable.	Green	---	---	---	---	---

Efficient and effective use of resources

Internally communicate our corporate plans and policies

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Internally communicate our corporate plans and policies	Communication of key plans and policies to employees through appropriate routes		Green	---	---	---	---	---
	Make use of periodic surveys/spot checks as appropriate	A survey was conducted on the Public Protection Magazine. Steps have been taken to incorporate feedback from Reporter survey into future editions.	Green	---	---	---	---	---

Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	Number of vacancies dealt with through electronic formats	278 Q1, 172 Q2	Green	Not avail	450	218	443	↑
	100% of staff recruited through competency based interview by 2011	Q1, 70%, Q2 71%	Green	Not avail	70.5%	54.0%	552.0%	↑
	Staff absence rate (service)		Green	0.4%	0.9%	3.5%	2.6%	↑
	Average working days lost through sickness absence per employee - all others (Council)	This measure will be reported at Q4	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Increase the uptake of accredited training programmes for employees at all levels	166 employees graduated from our accredited training programmes. 71 commenced their programmes.	Green	Not avail	Not avail	522	263	↓
	% coverage of PDR and associated training plans of employees in the scope (Council)	This measure will be reported at Q4	Report Later	Not avail	Not avail	100.0%	100.0%	↔
	% of salary budget invested in learning and development		Report Later	Not avail	Not avail	1.0%	1.1%	↑

Efficient and effective use of resources

Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
	Increased response rate to employee audit by March 2010	The employee audit was launched on 3rd October 2011 and the findings are due to be reported to the Corporate Management Team in December 2011. Whether there has been an increase in the response rate will be known at that time.	Report Later	Not avail	Not avail	35.6%	35.1%	
	Continued achievement of IIP accreditation	7 Resources have now been reviewed with positive outcomes. Community Resources report is with the managing assessor for validation. A final collated report for the Council as a whole will be drafted by the managing assessor for presentation to CISG in October / November.	Green	---	---	---	---	---
	Review Competence Initiative Scheme	Continuation of housekeeping of all matrices across the Council and first re-draft of the CI Handbook.	Green	---	---	---	---	---
	Undertake the Council's third Equal Pay Review in line with the EHRC toolkit and associated guidance	Underway and ongoing with Resources	Green	---	---	---	---	---
Develop a more forward-looking Work Force Strategy, which meets the future requirements of the Council	The action plan to supplement the Workforce Strategy should continue to be developed to enable the Council to ascertain how it will implement each of the seven key phases of the workforce planning cycle	Initial meeting held with SW re implementation of the toolkit across either Home Care or Residential. Commencing work with HAT for tool to support Customer Contact NDP.	Green	---	---	---	---	---

Promote effective external communications utilising new media opportunities

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Develop the council website to meet requirements of customer services review	Number of visitors to website (target = increase on 2006-07 figure of 529,947). (Council wide measure including IT/mod gov)	There was a particular peak during the International Children's Games in August.	Green	Not avail	542,480	971,247	1,097,950	
	Increase customer contact through the web channel	Use of online transactions has continued to build and this should gather place as customer services strategy is implemented.	Green	---	---	---	---	---
We will promote effective external communications utilising new media opportunities	Continue to develop the Council's website	Website was relaunched in October 2010 - this is now being reviewed following feedback from Socitm survey, Socitm exit survey and other feedback.	Green	---	---	---	---	---

Efficient and effective use of resources

Promote effective external communications utilising new media opportunities

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Provide ongoing communications in support of the International Children's Games 2011	Continue to implement communication and publicity strategy in preparation for the 2011 games	The communications for the games were extremely effective and there was heavy usage of the games facebook, youtube, flickr and twitter streams as well as the Games website. Attendance at the games was the best they had ever achieved.	Green	---	---	---	---	---

Efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments / Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To date	2009/10	2010/11	Trend
Manage land and property assets efficiently	The number of invoices paid within 30 days as a % of all invoices paid (SPI)		Green	95.0%	94.0%	95.0%	95.0%	↕