

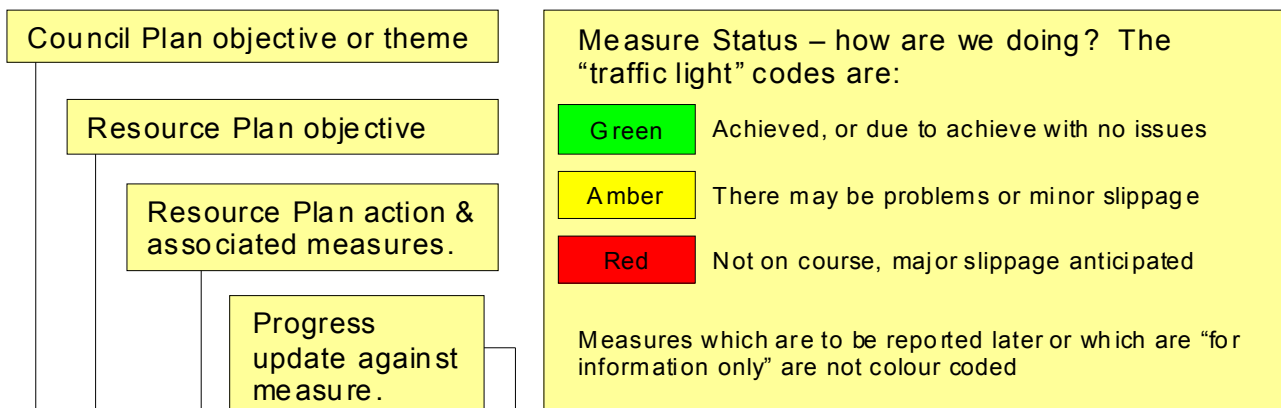
South Lanarkshire Council

improve

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

How to use this performance report

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



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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Vision and Strategic Direction	33	4	1	4	42
Governance and Accountability	11	2	1		14
Partnership Working, Community Leadership and Engagement	9			1	10
Performance Management and Improvement	21	1		1	23
Efficient and effective use of resources	23	3		7	33
Raise educational attainment for all	18	1	1	1	21
Increase involvement in lifelong learning	6				6
Improve health and increase physical activity	20	1	1		22
Improve the quality of the physical environment	12				12
Improve the road network and public transport	8	1		2	11
Improve community safety	10	3		1	14
Support local economy by providing the right conditions for growth, improving skills and employability	9	3		19	31
Develop services for older people	9		2	1	12
Increase participation in arts and culture	5	3	1		9
Improve lives of vulnerable children, young people and adults	10		4	3	17
Improve quality, access and availability of housing	6	4	2	1	13
Total	210	26	13	41	290

Vision and Strategic Direction

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Develop and implement our Council Plan – Connect	Deliver Annual Resource Plan within the Council's approved performance reporting framework	The 2010-11 Resource Plan was delivered in line with guidance and as per the reporting framework.	Green	---	---	---	---	
	Draft Council Plan 2012-2017 prepared by March 2012	Outline proposals for structure and organisers for Connect 2012 being reported to Executive Committee May 2011. CMT (April 2011) approval for Heads of Service workshop (June 2011) to consider detail. Aiming for Draft Plan to Executive Committee January/February 2012. Work progressing on Strategic Environmental Assessment.	Green	---	---	---	---	
	Mid term review of Connect completed/ approved by June 2009 inc CIP and revised Council priorities)	Connect Mid Term Review completed and approved by Executive Committee June 2009.	Green	---	---	---	---	
Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions	Annual consumption of energy per square metre of buildings, (MWhrs/m2)	Figures will not be available until mid May 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Reduce the Council's greenhouse gas emissions by March 2008 compared to 2005/06 baseline	Council greenhouse gas emissions figures for 2010/11 won't be available until June 2011. Figures to March 2010 show a reduction of 7.1% compared to the 2005/06 baseline year.	Report Later	Not avail	Not avail	5.6%	7.1%	↑
	Review and revise the Council's greenhouse gas emissions targets by January 2010 in the light of new UK and Scottish climate change legislation	This was undertaken as part of the review of the Council's Carbon Management Plan during 2010/11 following publication of guidance on public sector duties in the Climate Change (Scotland) Act. Along with a range of other measures, the Council's new Carbon Management Plan approved by Executive Committee in January 2011 sets an annual reduction target of 2% for the Council's greenhouse gas emissions (an increase on the previous target of 1.25% per year). This is considered strategically appropriate and consistent with the national legislation.	Amber	---	---	---	---	

Vision and Strategic Direction

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management	Maintain level of satisfaction with waste collection services. (2008: 83% very good or good)	Satisfaction with waste collection services has dipped slightly with 87.94% of residents rating the service as good or excellent. However this is still the fourth highest rated service and also recorded the highest Excellence response to any statement within the survey (31.9%). The Council wide satisfaction survey is carried out every two years.	Green	88.0%	87.9%	Not avail	Not avail	○
	Provide co-mingled recycling collections from Council premises	There has been an emphasis to maintain a high level of recycling facilities at existing premises rather than extending the service to new premises	Amber	208	154	144	152	↑
	Recycling rate	The severe weather in December and January had a significant impact on the recycling performance for the third and fourth quarters, giving a lower recycling figure than last year.	Amber	40.0%	38.2%	37.0%	40.1%	↑
	The amount of biodegradable waste sent to landfill	The figure for the 4th Quarter is up from the previous period (16,088) and compared with the same period last year(16,858), however overall the score is within target figure for the whole year.	Green	73,730	69,214	77,342	73,730	↑
	Maintain waste tonnage per household at 1.43 tonnes or below	The figure is up slightly from the previous period and compared with the same period last year.	Green	1.30 tonnes	1.23 tonnes	1.35 tonnes	1.28 tonnes	↑
To develop responsible procurement practices	In construction applications at least 10% of the total value of materials used on projects over £1m should derive from recycled or re-used content	Sustainable Strategy to be reviewed on production of overarching Procurement Strategy.	Green	---	---	---	---	
	In printing and writing paper applications products should contain at least 50% recycled content	Currently paper contains 70% recycled content.	Green	---	---	---	---	
	In tissue paper applications products should contain 100% recycled content	All tissue is 100% recycled content.	Green	---	---	---	---	
	Increase annually the % and value of contracts with SMEs	Suite of PIs developed for iProc implementation April/May 2011.	Green	---	---	---	---	
Manage our impact on the water environment	SUDS schemes incorporated into all applicable developments	Schemes continue to be incorporated in all applicable developments.	Green	Not avail	133	173	104	↓



Vision and Strategic Direction

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	System and baseline information in place for monitoring water consumption by April 2010	System billing now being implemented. Data within monitoring software being evaluated to develop baseline information. Following this, water consumption will be monitored.	Amber	---	---	---	---	
To protect and enhance our natural environment, land and ecology	Launch of Greenspace Strategy by October 2009 and delivery of annual action plan in partnership with key local/ national agencies	Strategy complete and implementation underway. Consultation completed and no changes to content required. Final work on SEA response to consultation will be completed before end of April and final document submitted to CR Committee for formal ratification.	Green	---	---	---	---	
	Launch of new Local Biodiversity Action Plan (LBAP) by October 2009 and delivery of annual action plan in partnership with key local/ national agencies	LBAP completed and adopted through SL Sustainability Partnership	Green	---	---	---	---	
To secure quality living and working environments for health, wellbeing and economic prosperity	An increase in the number of trips per person per year by public transport	Information is collated from the Scottish Household Survey on a biennial basis to achieve a suitable sample size. Data for 2009 will be available late 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	An increase in walking and cycling as measured by the mode share monitoring conducted by schools and businesses in South Lanarkshire which are undertaking travel plans	Information is collated from the Scottish Household Survey on a biennial basis to achieve a suitable sample size. Data for 2009 will be available late 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	Strategic Environmental Assessments undertaken on all key plans and strategies in line with legislation	The template for the post adoption statement finalised. Reports on SEA progress in plans and strategies throughout the Council has been submitted to member officers working group. To be reported to Executive Committee.	Green	---	---	---	---	
Foster responsible citizenship and awareness of sustainable development	% of schools participating in Eco schools awards or similar accredited award schemes	97.3% of schools are registered with Eco Schools Scotland.	Green	97.0%	97.3%	94.0%	96.0%	↑
	400 Council staff to have participated in Sustainable Development training by March 2011	Just over 500 staff have now completed training courses in sustainable development and energy management. Courses have been tailored to specific groups including elected members, education staff, building managers etc.	Green	---	---	---	---	
	Achieve a year on year increase in the number of volunteer days in the Environmental Volunteer Programme	1591 environmental volunteer days in 2010/11, based on same methodology as previous year.	Green	---	---	---	---	

Vision and Strategic Direction

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Awareness of sustainable development as reflected through the quality of life and customer satisfaction surveys	The March 2010 customer survey indicates a significant increase in public satisfaction with the Council's handling of climate change with 76.3% of those surveyed rating this as excellent or good. This was 6.3% improvement on the 2008 survey results and the largest increase of any of the aspects of service covered by the survey.	Green	---	---	---	---	
	Develop a Local Climate Impacts Profile (LCLIP) for South Lanarkshire by December 2009	It was not possible to complete this project due to the departure of the Council's Sustainable Development Officer. Local climate change adaptation will be addressed as part of the new Sustainable Development Strategy.	Red	---	---	---	---	
	Lead South Lanarkshire Sustainability Partnership and deliver its SOA targets	The Council continues to lead on the Sustainability Partnership. A partnership signing of an addendum to Scotland's climate change declaration took place in June 2010 with seven community planning partners participating. A sustainable development Partnership Improvement Plan, based around relevant SOA targets, is in preparation.	Green	---	---	---	---	
	Published update (State of Environment Report) by June 2009 and then every two years tracking change in local environment indicators	Data within the Council's State of the Environment Report is currently being updated in preparation for the 2011 publication. The 2009 report has been developed into a local teaching package and deposited on GLOW for use by schoolchildren. A Local environmental leaflet will be produced following production of the 2011 report.	Green	---	---	---	---	
	To stabilise or reduce South Lanarkshire's ecological footprint level	The most recently available ecological footprint for South Lanarkshire stands at 5.28 global hectares per person. This compares with UK and Scottish averages of 5.30 and 5.34 global hectares per person respectively.	Green	---	---	---	---	

Vision and Strategic Direction

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
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.	Green	Not avail	Not avail	289	140	
	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.	Green	Not avail	Not avail	216	301	
	Progress in relation to Equality Impact Assessment Actions monitored against targets and reported to Equal Opportunities Forum	All Resources report relevant impact assessment outcomes/actions as part of their annual reports to the Equal Opportunities Forum.	Green	---	---	---	---	
Develop and introduce Council wide equality performance measures and publish results	Data on equality related performance is collated and published annually	Equality related performance measures to be agreed in line with Equality Act 2010 and public sector specific duties which are due to be enacted in February 2011. 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, based on standardised equality reporting categories	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	---	---	---	---	


Vision and Strategic Direction

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Single Equality Scheme based on 6 strands in place by 2011	"South Lanarkshire Working for You" Single Equality Scheme, published in December 2009. This document replaces the existing race, disability and gender schemes and was created in consultation with council partners and community representatives. The scheme is in line with the Equality Act 2010 and covers all new and existing protected characteristics. The action plan will be reviewed and updated on an annual basis or as required by the public sector specific duties.	Green	---	---	---	---	
Ensure that our legal duties with regard to promoting equality of opportunity are built in to all of our CPP activities	Establishment of Partnership Equalities Network	The Partnership Equalities Network has been established and is now operational.	Green	---	---	---	---	
	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 included as part of the Community Plan Refresh.	Green	---	---	---	---	
	Evidence that partnership plans, strategies and initiatives have been assessed by lead partner for impact in relation to equalities	This is part of the ongoing work of the Equalities Network.	Green	---	---	---	---	
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)		Green	25	44	23	44	↑
	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	---	---	---	---	

Governance and Accountability

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend

Governance and Accountability

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
We will support and facilitate open and transparent governance and decision-making arrangements	Annual programme of corporate and individual member learning and development	Programme completed.	Green	---	---	---	---	
	Review and implement revised arrangement for the Council's member scrutiny forums and area committees in line with timetable for actions arising from the Audit of Best Value and Community Planning	Revised arrangements for Scrutiny forums, including composition and the fact that they are now held in public, in place. Forward programme of partner and service reporting/monitoring in place for Area Committees. Work of Community Council Task and Finish Group on Scheme for Establishment of Community Councils and review of arrangements progressing with update report to Performance and Review Scrutiny Forum scheduled for early 2011.	Green	---	---	---	---	
	Review the operating arrangements of the Risk Management and Audit Forum in line with good practice	Review complete	Green	---	---	---	---	
	Undertake an annual survey of elected members to measure satisfaction and to enable feedback on governance issues		Red	---	---	---	---	
We will develop, implement and communicate our corporate plans, performance and service standards	Gather reader feedback on publications and focus group perceptions of Public Relations initiatives	Feedback from surveys and focus groups in 2010 is still being applied. We will revisit this in 2012.	Green	---	---	---	---	
	Incorporate mix of statistical data and public interest stories in Public Performance Reporting documents (namely SL Reporter and SL View) and signpost readers to more detailed information	Reporter was distributed to all households at the end of February 2011. View was also distributed in February and March through local press. Proactive news releases,(not reactive statements) generated press coverage worth £416,598 in local newspapers.	Green	---	---	---	---	
	Local service standards monitoring collated and published quarterly	Snap survey is now in place to monitor customer satisfaction with media and new media.	Green	---	---	---	---	
Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management)	Delivery of risk control actions by due date	Although Resource delivery of risk controls seems low the activity around top risk controls is very much better at 75% but this is not yet reported. Main outstanding risk areas include procurement, security controls at selected premises, completion of the first use of the revised governance assessment, care assessment improvements, changes to health and safety and business continuity plans.	Amber	60.0%	46.0%	Not avail	65.0%	

Governance and Accountability

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Actions from approved risk management work plan to be delivered by agreed date	42.4% at Status 1 and 2 (Achieved)	Green	---	---	---	---	
	Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)	Council Resources missed the target by more than ten percentage points for the full 2010/11 year. External actions met the target but internal actions achieved only 70%. Internal met on time 288/414 and external 17/21	Amber	---	---	---	---	
	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. Copy of Internal Audit report circulated to all Resource Lead Officers to progress relevant actions highlighted. New self assessment to follow Finance Advisory Network (FAN) model for 2010/11.	Green	---	---	---	---	
	Completion of audit work to draft stage by year end, ie 30 April	74 of 87 planned jobs completed by end of December. This is 85% of the whole year plan.	Green	---	---	---	---	
	Development and delivery of annual Governance Statement and associated actions, including communication and awareness programme for revised Code of Good Governance	Annual Governance statement developed and signed off by the External Auditors as part of the Annual Accounts - September 2010	Green	---	---	---	---	
	Half yearly reporting to Risk and Audit Manager by nominated lead officers on progress made on Council's top 20 risks		Green	---	---	---	---	

Partnership Working, Community Leadership and Engagement

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
We will work with partners to enhance community planning, service planning and service delivery	Approval of SOA in line with national timetable	South Lanarkshire's Community Planning SOA was approved in 2009, in line with the national timetable which required all SOAs to be based around Community Planning from 2009-10 onwards.	Green	---	---	---	---	
	Monitor progress of the SOA through an annual report against national and local outcomes and a qualitative assessment of the effectiveness of the SOA approach, in particular, Community Planning and partnership working	Annual Report completed and submitted to the Scottish Government on 30 September 2010.	Green	---	---	---	---	


Partnership Working, Community Leadership and Engagement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Undertake a refresh of the Community Plan and review Community Planning governance arrangements	The Community Plan has been refreshed and new governance arrangements have been agreed and are now in place.	Green	---	---	---	---	
Ensure that consultation and engagement activities initiated by partnerships are inclusive and take account of all communities of interest	Ensure consistent use of Community Engagement Framework across the Community Planning Partnership to include the voluntary, community and social economy partners to maximise their participation.	Community Engagement Framework has been revised and approved by the Partnership Board in March 2011.	Green	---	---	---	---	
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	The draft Community Engagement Strategy is in its final stage of consultation awaiting feedback from Community Planning Partners. The final document should be able to go to print in May 2011 and to the Executive Committee	Green	---	---	---	---	
Report outcomes of community engagement to the public	Record outcomes of community engagement and report on changes to service which result	Community Engagement activity is recorded on the Council's website specifically on the Consultation Database. This includes the outcome of and impact of consultation/sommunity engagement. The VOiCE database (Visioning outcomes in Community Engagement) is now web based and we will be able to cross check our database with theirs to ensure all activity is up to date on our website.	Green	---	---	---	---	
Develop and implement Neighbourhood Plans for the most disadvantaged areas in South Lanarkshire	% of adult residents within the worst 15% datazones stating their neighbourhood is a very good or fairly good place to live	There has been an improvement in reported satisfaction with neighbourhoods in 2010, compared to 2007.	Green	Not avail	72.0%	68.0%	Not avail	<input type="checkbox"/>
	Capacity of Neighbourhood Boards increased to enable them to effectively engage with partners	The capacity of neighbourhood boards continues to be increased via a variety of measures. By the end of Q4, 4 calendars and 28 newsletters had been produced and 38 Neighbourhood Board meetings, 6 NM area community consultation events, 2 open days, 1 community clean up, 8 breakfast clubs and 2 community fun days had been held.	Green	---	---	---	---	

Partnership Working, Community Leadership and Engagement

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Improvement in relative position of each neighbourhood against worst 15% identified in the Scottish Index of Multiple Deprivation	Over the period 2006 to 2009, position has improved in 5 Neighbourhood Management Areas (NMAs), position has got worse in 3 NMAs, position has remained the same in 2 NMAs. Next SIMD results will be available in 2012/13.	Report Later	---	---	---	---	
	Increase local accountability through the establishment of Neighbourhood level monitoring and evaluation framework	Revised Neighbourhood Management monitoring report has been prepared, taking account of available corporate and service information.	Green	---	---	---	---	

Performance Management and Improvement

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Manage our performance	% of complaints responded to within 5 days (target = 95%)	This figure will not be available until mid May 2011 as complaints for this quarter will run until mid April if received on 31st March.	Report Later	95.0%	Not avail	89.8%	87.6%	
	Develop, monitor and review effectiveness of, a comprehensive suite of service standards. Annual mystery shopper exercise undertaken and reported.	Annual mystery shopper for 2011 will be completed by 8th April 2011 and reported to CMT on 26 May 2011.	Green	---	---	---	---	
	Evidence of complaints considered and informing service improvements, including: 95% of complaints responded to within timescale; outcome of complaints and service improvements published on the website.	Statistics for Quarter 4 and end of year report on complaints will be available by Mid May 2011. Awaiting date for report to go to CMT.	Green	---	---	---	---	
	Implementation of the Council's performance management system, IMPROVe, to enable timeous and comprehensive performance management reporting against the SOA, Connect and Resource Plans	Plans and against Connect. The system was also used to co-ordinate input to the 2009-10 SOA annual report, which was delivered to the Scottish Government in September. The IMPROVe system is increasingly being used to manage performance reporting across the Council, recently incorporating the Sustainability Strategy and best value improvement actions.	Green	---	---	---	---	

Performance Management and Improvement

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Research and implementation of corporate self assessment model	Implementation of agreed roll out programme for Resources progressing satisfactorily and reports being presented to Senior Management Teams advising on progress and areas for improvement. Pilot assessment for CPP Board carried out in March/April 2011 and areas for improvement will be considered by Partnership.	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	% of completed consultations published on the database with an outcome	The figure of 75 is an actual figure and not percentage. We cannot calculate in advance what would equate to 100% as consultation levels are variable from year to year.	Green	100.0%	75.0%	Not avail	100.0%	○
	Number of consultations carried out targeting hard to reach groups	These include people with a disability, those from an ethnic minority background, those who are homeless, adults with learning difficulties, those with mental health issues etc.	Green	15	12	16	20	↑
	Number of consultations carried out which have resulted in a change to service delivery		Green	15	16	9	17	↑
	Response rate to cyclical consultations	This target was based on Quality of Life survey which we no longer carry out as it has been superseded by the Residents Survey carried out jointly by Housing & Technical Resources and Enterprise Resources. However, the response rate to the Household survey which is carried out every 2 years (latest report May 2010) saw an increase in response rates from 9,848 to 11,201 (increase of 13.7%).	Green	75.0%	Not avail	66.0%	Not avail	○
	Council level customer satisfaction scorecard is populated and results published annually	Scorecard is being prepared with the results from 1/4/2010 to 31/3/2011, and will be reported to the Continuous Improvement Steering Group's June meeting.	Green	---	---	---	---	
	Perception of high quality services and best use of money - proportion agreeing Council provides high quality services	From the 2010 household survey the overall satisfaction with Council Services was 84%. The satisfaction with 'Efficiency of Council services' was 73.9% and the satisfaction with 'Using and managing Council resources effectively' was 66.1%.	Green	---	---	---	---	

Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Targeted surveys carried out to understand variation in customer satisfaction across geographical areas	Analysis of the Household survey results indicate that the satisfaction of people in Clydesdale and East Kilbride with Council service delivery is less than people in Hamilton and Cambuslang/Rutherglen. An action plan has been developed to address the specific issues raised in the Household survey as well as the area on area variations, and will commence implementation from 1st April 2011.	Green	---	---	---	---	
Implement effective Best Value management arrangements to ensure continuous improvement, and effective and efficient service delivery	Completion of Best Value Reviews as per timetable	Scheduled reports on service reviews have been presented timeously to Performance and Review Scrutiny Forum and Committees as appropriate. Some reporting dates changed to reflect operational requirements.	Green	---	---	---	---	
	Ensure Local PIs across all Resources meet requirements of Best Value 2	Report to Executive Committee March 2011 'SPIs 2009/10 - performance and prioritisation analysis' included information on SPIs in terms of Council priorities. Committee approved that Executive Directors use the data and analysis to help inform improvement planning processes. Proposals for use of unit costing model was considered by Financial Strategy Group and referred to 3 Year Budgeting Group to monitor progress. Agreed not mandatory at this stage but Heads of Support will review current arrangements and identify gaps.	Green	---	---	---	---	
	Improvement Plans approved by committee	Service Review reports presented to the Performance and Review Scrutiny Forum include an Improvement Plan which forms the basis of actions/measures to be included in relevant Resource Plans, and monitored through Improve. Benefits tracking in place for all Corporate Improvement projects. Quarter 4 update developed from Improve and will be further refined for 2011/12.	Green	---	---	---	---	

Performance Management and Improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Manage Audit processes within Audit Scotland timescales	Progress on BV1 Follow up actions will be reported to PricewaterhouseCoopers and Risk and Audit Scrutiny Forum at Q4. Interim update provided to PwC March 2011. Draft Assurance and Improvement Plan from Shared Risk Assessment (Year 2) scheduled for Executive Committee May 2011 and thereafter to Risk and Audit Scrutiny Forum and South Lanarkshire Partnership Board. Relevant Resources to ensure progress as required.	Green	---	---	---	---	
	Sustain positive SPI trend results for Council	Regular monitoring and reporting on performance, to CMT and Executive Committee, along with the identification of improvement measures for 2010/11 SPIs emphasises the importance of performance improvement for the Council. The SPIs for 2009/10 for all local authorities have now been issued by Audit Scotland and a report to review and compare South Lanarkshire's comparative performance has been completed. The exercise carried out by the Improvement Unit on SPI prioritisation linked to Council priorities was also included within this report. Emphasis for the Council is to sustain and/or pursue improvement on 'high importance' measures.	Green	---	---	---	---	
Implement a strategic response to the Scottish Government's Efficient Government agenda, based on five themes - managing absence, asset management, procurement, shared services and	Completion of diagnostic projects as per agreed timetable	Projects progressed appropriately. Management Structures, Flexible Working, ICT and Customer Contact complete. Asset Management Action Plan reported (March 2011) with update scheduled for March 2012. Administration/Clerical and Finance have reported on Phase 1 and moved to Phase 2. Procurement progressing review of Service planned between April and June 2011.	Green	---	---	---	---	

Performance Management and Improvement

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
streamlining bureaucracy	Encourage and influence current shared service users of payroll to expand their use of facilities by uptake of HR	No positive progress to report in respect of South Ayrshire Council although we have requested a meeting to discuss the current status. The Council is no longer involved in the discussions around the Clyde Valley and Shared Services	Amber	---	---	---	---	
	Exploit Caird Data Centre facility to host infrastructure for other organisations under SLA and have an income stream	Additional income achieved from North Lanarkshire Council in respect of their Disaster Recovery functions.	Green	---	---	---	---	
	Fully implement the procurement strategy and guidelines across the Council	Procurement Strategy implementation plan target date of July 2011, due to Service Review.	Green	---	---	---	---	
	Implementation of Financial Strategy, including Efficiency Plan and agreed percentage savings (4.5% of controllable budget in 2009/10)	Budget in place for 2010/11 which includes efficiency savings. The specific delivery of this package will be monitored through a number of exercises.	Green	---	---	---	---	
	Options appraisal conducted on alternative models of service delivery, resulting in efficiencies being realised	Service Review planned for April - June 2011. Alternative service delivery projects regarding the Cultural Trust and SEEMIS were brought to a close between August and October 2010. The move to 4 weekly pay was implemented February / March 2011 with Teachers to follow in April.	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	2008/09	2009/10	Trend
Internally communicate our corporate plans and policies	Communication of key plans and policies to employees through appropriate routes including Works, team brief, global e-mail, Intranet, etc	Work Magazine continues to be produced on the last Monday of the month for distribution to all council and SLLC staff. Discussions underway with Personnel Employee Development on employee survey and improving employee comms.	Green	---	---	---	---	
	Make use of periodic surveys/spot checks as appropriate	Employee survey completed through personnel. Reporter distribution survey also completed by employees shows improvements in Royal Mail distribution of Reporter at end of November 2010 despite severe weather.	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	2008/09	2009/10	Trend
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	100% coverage of PDR and associated training plans of employees in the scope (Council Wide)		Unknown	100.0%	Not avail	88.0%	Not avail	
	100% of staff recruited through competency based interview by 2011		Report Later	50.0%	Not avail	84.0%	54.0%	
	Increased response rate to employee audit by March 2010	There was an increase in response rate from the 2009 to 2010 audit of 21.6%. The 2011 audit is scheduled to comments in August/September with Resources currently sharing best practice as to how to increase response rates. The figure shown in for the 2009/2010 audit.	Report Later	36.0%	35.1%	15.0%	35.6%	
	Labour turnover rate (Council Wide)		Green	5.0%	1.7%	4.6%	2.3%	
	Increase the uptake of accredited training programmes for employees at all levels	Employees continue to participate in full range of accredited programmes. 314 employees graduated from our accredited programmes in the period 1 April 2010 - 31 March 2011.	Green	300	263	460	522	
	Number of vacancies dealt with through electronic formats		Green	220	443	100	218	
	Staff absence rate (Council Wide)		Green	5.0%	3.8%	4.1%	4.0%	
	Continued achievement of IIP accreditation	The internal review team are on target to complete a review of the whole council by end of June 2011. This will allow the managing assessor to make a decision on whether the Council has retained the standard in advance of the renewal deadline of December 2011. Indications suggest that the Council is well placed to achieve a successful outcome with 5 out of the Council's 7 Resources already having retained the award.	Green	---	---	---	---	
	Develop workforce strategy by March 2010	Previously reported 100%	Green	---	---	---	---	
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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Highlight the new content available on SLTV and the voluntary channel through South Lanarkshire View each month	As part of an ongoing drive to make best use of new communications technology, the content previously shown through SLTV has been moved onto YouTube, which provides higher quality video and an interface familiar to internet users. During 2010-11 we had 90,000 film views on YouTube.	Green	---	---	---	---	
	Work with the Modernising Government Team to install new Content Management System by December 2009	Achieved. A new content management system was installed and the Council's website has been refreshed and relaunched.	Green	---	---	---	---	
Manage land and property assets efficiently	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people (Council Wide)	This is a Statutory Performance Indicator and will be reported once data has been gathered and analysed.	Report Later	Not avail	Not avail	85.1%	90.0%	
	Prepare, manage and deliver five year programme of capital receipts - completion of annual disposal programme	Capital Receipts of £11,424,970 achieved in current financial year 2010/2011 this was largely due to a single receipt for a large retail site.	Green	Not avail	£11.425m	£4.500m	£3.730m	
	Improve performance of lease portfolio - annual net rental income	Achieved £3m in net rental income.	Green	Not avail	£3.000m	£2.800m	£2.830m	
	Improve performance of lease portfolio - combined vacancy rates of less than 15% per annum achieved	Analysis reveals Offices are running at 32% void. This figures accounts for 47% of the total voids within the portfolio. Industrial unit voids - 16% Business Centre voids - 28% The percentage void excludes properties held for development / disposal and as such are not to be re-let.	Amber	Not avail	15.5%	13.2%	16.0%	
	Improve performance of lease portfolio - debt levels of less than 5% of total rental invoiced per annum achieved	The debt figure is distorted by the late payment of rent by three shopping centre owners. Although late these are always paid with interest. Excluding those figures the debt level is at 2%, the lowest level recorded. Options for challenging the late payments are being investigated.	Green	5.0%	7.6%	7.0%	6.5%	
	Number of council buildings from which the council delivers services to the public (Council Wide)		Contextual	Not avail	Not avail	591	577	
	Proportion of operational accommodation that is in satisfactory condition (Council Wide)		Report Later	Not avail	Not avail	79.2%	89.7%	

Efficient and effective use of resources

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Proportion of operational accommodation that is suitable for its current use (Council Wide)		Report Later	Not avail	Not avail	82.0%	85.3%	
	Developed and monitor the Corporate Asset Management Plan	Progress in implementing the 2011 Corporate Asset Management Plan has been reported to the CMT Review Board, and on 22nd September 2010, to the Executive Committee. A progress report to the CMT is due June 2011.	Green	---	---	---	---	
Maintain and refine as appropriate financial management and corporate governance arrangements relating to the Council's short and long-term financial strategies	Accounts completed by 30 June and receipt of clear audit certificate by 30 September	Annual Report and Accounts completed by 30 June 2010 and clear audit certificate received by 30 September.	Green	---	---	---	---	
	Contribution to Single Outcome Agreement reflected in Annual Report and Accounts	Finance and IT Resources has reflected the Single Outcome Agreement in it's 2010/11 Resource Plan.	Green	---	---	---	---	
	Effective budgetary control and reporting arrangements in place (revenue, capital and trading accounts)	Variance between budget and actual monitored on an ongoing basis. Status relates to year end position.	Green	---	---	---	---	
	Reconstruct the Council's Financial Strategy in response to the short/medium term economic circumstances, including the development of a revised efficiency plan.	One year settlement provided by Scottish Government in December 2010. 2011/12 budget approved at Committee in February 2011. Work has commenced on updating the medium term financial strategy for 2012/13 to 2014/15.	Green	---	---	---	---	
	Reporting of medium term financial strategy on an annual basis	One year settlement provided by Scottish Government in December 2010. 2011/12 budget approved at Committee in February 2011. Work has commenced on updating the medium term financial strategy for 2012/13 to 2014/15.	Green	---	---	---	---	
Facilitate achievement of the Council's priorities and objectives through delivery of the Information and Technology Strategy	98% of hardware installs will be achieved within SLA		Amber	98.0%	Not avail	96.0%	99.0%	
	98% of software installs will be achieved within SLA		Green	98.0%	Not avail	98.0%	99.0%	
	At a Council Wide level, report on performance and major project initiations to CMT on eight weekly basis. Success to be defined as 95% of current Service Plan projects green or amber at any time.		Green	95.0%	98.0%	97.0%	99.0%	
	Adherence to ICT Strategy checklists and project initiation sign off	Progress is reported through the ICT Programme Board and the Corporate Management Team	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	2008/09	2009/10	Trend
Maintain current high levels of income collection and generation	% Council Tax collection rate (SPI)	The annual Council Tax collection target for 2010/2011 was set at 95%. Council Tax collection in 2010/2011 was 94.7%, below target by 0.3% and behind comparable performance in 2009/2010 by 0.2%. While collection performance up to December 2010 was broadly comparable to last year, collection between December 2010 and March 2011 reduced by 0.25%. One of the key factors contributing to the reduced collection performance was the change of Debt Collection and Sheriff Officer contractors and with the new contract taking effect from 1 April 2011, there was a reduced level of activity in both contracts in the approach to the termination date. However it should be noted that the service delivered a saving of £0.325m in debt collection and sheriff officer fees in 2010/2011 in comparison to the shortfall in collection performance of £0.215m.	Amber	95.0%	94.7%	94.9%	94.9%	






Raise educational attainment for all

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Implement the secondary schools modernisation programme	No of secondary schools opened on time	All 15 new build secondary schools and 2 refurbished schools are now occupied.	Green	Not avail	Not avail	4	5	
Implement vocational development	% attainment levels for participants in the vocational programme		Green	95.0%	Not avail	94.0%	Not avail	

Raise educational attainment for all

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
programmes for secondary age young people including pupils with additional support needs	% of young people with additional support needs gaining positive vocational outcomes	<p>This programme works within the school year. Vocational destinations will not be realised until September 2011.</p> <p>The economic climate is presenting a greater challenge in finding employment opportunities for this furthest removed group of young people in transition.</p> <p>80% of the young people in the aftercare group for period 2010/11 have sustained their destinations.</p>	Report Later	95.0%	Not avail	100.0%	Not avail	
	Improved behaviour and attendance of participants in the vocational development programme	<p>In 2005 – 2008 a vocational school programme was delivered to a group of S4 pupils from 4 schools in South Lanarkshire. This project targeted pupils who were at risk of disengaging from school with the objective to change behaviour and improve attendance. Subsequently, the Vocational Development Programme was developed to allow school pupils entering S3 the opportunity to experience a vocational taster in an occupational sector of their choice. The programme targeted at all S3 pupils, all abilities and backgrounds, across all 17 South Lanarkshire secondary schools. The evidence from these programmes indicates that pupils experience a number of benefits, such as improved motivation and behaviour.</p>	Green	---	---	---	---	
Progress approaches in respect of the national priorities in Education	Exclusion incidents per 1,000 pupils in primary schools	The exclusion rate per 1,000 pupils in primary schools continues to fall in line with previous years.	Green	6	6	8	7	
	Exclusion incidents per 1,000 pupils in secondary schools	The exclusion rate per 1,000 pupils in secondary schools continues to fall in line with previous years.	Green	90	90	117	91	

Raise educational attainment for all

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Reduction in the average number of half days absence per pupil in primary schools	The average number of half days absence increased slightly. This increase was also reflected nationally. The rate in South Lanarkshire remains below the national level of 19.4. Overall, the percentage of absences rose by 0.3% to 5.0%. There was a similar increase in both the comparator authority and national averages. The percentage absence figure in South Lanarkshire remains below both the national and comparator authority rates.	Red	18	19	18	18	
	Reduction in the average number of half days absence per pupil in secondary schools	Absence rates are in line with national and comparator authority averages.	Green	35	33	35	35	
	Reduction in the overall number of days lost through exclusion in primary schools	The reduction equates to a 22% fall in the total number of days lost through exclusion in primary schools	Green	540	424	611	543	
	Reduction in the overall number of days lost through exclusion in secondary schools	There was minor slippage: the increase equates to a 0.6% increase in the total number of days lost through exclusion in secondary schools. A rise in the secondary school population from the previous session means that the exclusion rate per 1,000 pupils actually declined over the same period.	Amber	5,980	6,025	7,974	5,986	
To raise standards of educational attainment for all in schools, especially in the core skills of literacy and numeracy	0.5% overall increase in attainment levels in the KPIs for Education	SQA attainment by the end of S6 increased in all 7 nationally recognised measures from June 2009 to June 2010. This measure will be adjusted within IMPROVe from 2011/12 to reflect the implementation of Curriculum for Excellence (this will remove 5-14 from the indicator).	Green	0.5%	2.3%	1.1%	-0.8%	
Take forward the principles, values and purposes of "A Curriculum for Excellence"	Develop appropriate guidance materials to support establishments in implementing Curriculum for Excellence in line with the national programme	A range of guidance materials has been produced to support Assessment, Reporting and Moderation. Supplementary guidance has also been prepared for parents and carers. The new Glow site also hosts Sharing Practice areas to enable establishments and practitioners to share materials and resources.	Green	---	---	---	---	

Raise educational attainment for all

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Progress with establishments to agreed targets related to Curriculum for Excellence to March 2010	Establishments have developed planning approaches to reflect Curriculum for Excellence Values and Principles. Establishment planning more consistently takes account of Experiences and Outcomes. Inter disciplinary learning experiences are increasingly being used to provide positive learning experiences for children and young people. Approaches to Assessment continue to be developed successfully through our successful network of Teacher Learning Communities. South Lanarkshire hosted a successful international conference in partnership with Tapestry with a focus on effective learning and teaching.	Green	---	---	---	---	
	Respond to national consultations linked to the implementation of Curriculum for Excellence	All national consultations on Curriculum for Excellence have been completed. Curriculum for Excellence has been implemented across the authority.	Green	---	---	---	---	
Implement the Council's programme to modernise all primary schools	Overall target to deliver 124 new or refurbished primary schools by 2016 (time table of schools to be delivered by 2011 is available)	The primary schools Modernisation Programme remains on schedule to deliver 124 new or refurbished primary schools by 2016. Revised programme approved January 2011. 14 Primary schools opened in 2010/11 : Auchinraith, Bothwell, Carmichael, Chapelton, Crawforddyke, Douglas, Kirkfieldbank, Robert Smillie, St Anthony's, St Joseph's, St Kenneth's, Udston, Wiston and Woodpark. Programme review delayed two projects.	Green	124	54	30	39	↑
Establish approaches to address the National Inspection Framework for establishments and Services within Education Resources	Increase the proportion of schools receiving positive inspection reports	A total of 22 inspection reports were published in 2010/11. 94% evaluated the overall effectiveness as being satisfactory or above.	Green	92.5%	94.0%	91.0%	92.0%	↑
Ensure the highest possible quality of educational provision for children, young people,	% of parents of pre-school pupils expressing satisfaction with service provision	97% of parents of pre-school children interviewed as part of the HMIE or Care Commission inspection processes expressed satisfaction with service provision.	Green	91.0%	97.0%	97.0%	90.0%	↓

Raise educational attainment for all

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
families and communities	% of primary pupils expressing satisfaction with school	92% of primary pupils interviewed as part of the HMle inspection process expressed satisfaction with school.	Green	91.0%	92.0%	92.0%	90.0%	
	% of secondary pupils expressing satisfaction with school	95% of secondary pupils interviewed as part of the HMle inspection process expressed satisfaction with school.	Green	78.0%	95.0%	78.0%	77.0%	
	Increase the overall % of education staff holding or working towards additional qualifications, including Chartered Teachers and SQH	832 staff holding or working towards additional qualifications.	Green	27.0%	27.3%	25.0%	26.0%	
	Increase the overall % of teaching staff participating in professional development programmes	100% of staff continue to participate in professional development programmes.	Green	100.0%	100.0%	100.0%	100.0%	

Increase involvement in lifelong learning

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Deliver services and programmes through the Community Learning Partnership to further improve literacy and numeracy skills among young people and adults	Increase the number of learners involved in literacy and numeracy programme	The number of learners involved in literacy and numeracy programmes increased from 3208 in 2009/10 to 3522 in 2010/11. This represents an increase of 9.8%	Green	3,250	3,522	2,405	3,208	
	Provide an additional 200 places through Universal Connections Services to develop literacy and numeracy skills of young people	1,366 additional opportunities accessed during 2010/11.	Green	200	1,366	502	771	
Increase levels of achievement through learning for adults	Increase the annual % of participants successfully completing an agreed programme of learning	Number of learners completing programme at end March 2011 - 7412. This represents an increase of 483 on the total of 6929 at March 2010.	Green	5	7	Not avail	21	
Increase levels of achievement through community capacity building	Increase the annual % of people involved in decision making processes affecting their community	Partial count at March 2011 shows 4739 people involved in decision making processes. Some partners have yet to return final figure. Delays have been incurred due to restructuring in organisations across the partnership. Percentage increase calculated on figures available at September 2009.	Green	25	34	Not avail	37	


Increase involvement in lifelong learning

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Increase levels of achievement through learning for young people	Improve Youth Partnership Survey satisfaction ratings of universal services	61% of young people reported that they were either very satisfied or satisfied with cultural opportunities available to them. This represents an increase of 15% from the last Youth Survey held in 2008.	Green	50.0%	61.0%	46.0%	Not avail	
	Number of young people outwith schools successfully completing and gaining nationally recognised qualifications	1,897 young people gained nationally recognised awards outwith school in 2010/11, including: Youth Achievement Awards, Duke of Edinburgh Awards, REHIS and First Aid.	Green	1,500	1,897	1,050	1,434	

Improve health and increase physical activity

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Engage all education establishments in the health promoting schools programme	Ensure 100% of schools participating in Health Promoting Schools programmes	All schools have achieved the Health Promoting Schools Bronze Award. 63% of schools have achieved a Gold Award and 93% a Silver Award. The Health Promoting Nursery scheme has also been very successful with 100% of Stand Alone and Partner Provider Nurseries, and 99% of nursery classes achieving the award.	Green	100.0%	100.0%	100.0%	100.0%	
Deliver effective food safety monitoring, investigation, enforcement, advice and training services	Reduce the incidence of notified food borne infection		Green	177	137	118	144	
Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle	Attendance at leisure facilities	Annual attendances are similar to last year despite the continued closure of the DAC and the considerable loss of attendances suffered across all services in Dec 2010 due to the severe weather.	Green	Not avail	3.612m	3.467m	3.616m	

Improve health and increase physical activity

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Improve facilities for swimming in Lanark and surrounding areas	Leisure centre attendance in the Lanark area	Leisure attendances in Lanark have increased significantly as a result of the construction of the new swimming pool and leisure centre, 'Lifestyles Lanark.' Attendances are continuing to grow as the new facility develops its programmes and services for the local community. 172,577 attendances were recorded in 2010/11 compared to 96,761 in 2009/10 – a 78% increase. The current level of attendances is more than three times that of the old Lanark Pool in 2008/2009.	Green	Not avail	172,577	81,303	96,761	
	Achieve site opening by the fourth quarter of 2009/10	The new facility opened to the public on 18th January 2010.	Green	---	---	---	---	
Refurbish Dollan Aqua Centre	Achieve site start by second quarter of 2009/10	The Dollan Aqua Centre is currently programmed to be handed over to the Council at the end of April 2011. As a post handover fit out and commissioning period are required the facility will now not be opened to the public until 28 May 2011.	Red	---	---	---	---	
Contribute towards the success of international sporting events	Contribute towards a successful 2014 Commonwealth Games at the Jackton events	The Glasgow 2014 organisers have now decided alternative facilities in Dundee for the Commonwealth Games shooting competitions so this action is no longer relevant.	Green	---	---	---	---	
	Contribute towards a successful pan-Lanarkshire delivery of the 2011 International Children's Games event	Community Resources and South Lanarkshire Leisure and Culture have played a major role in preparations for the Children's Games during the past year. Tasks have included planning transport, accommodation, catering, registration, competitions and the environmental legacy. 79 cities will be represented at the Games by 1,260 young athletes.	Green	---	---	---	---	
Improve access to 'dry side' sports facilities in communities currently less well served	Achieve a site opening by the first quarter of 2009/10	Facility completed and opened on schedule during April 2009.	Green	---	---	---	---	
	Provide new 'dual use' sports facilities at Biggar High School by the third quarter of 2009/10	Biggar High School opened August 2009 with dual use centre open during September.	Green	---	---	---	---	

Improve health and increase physical activity

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Provide new 'dual use' sports facilities at Lanark Grammar by the fourth quarter of 2009/10	A proposal to exchange the dual use status from Lanark Grammar to Carluke High School was approved by CMT on 20 August 2009. The new arrangement took effect from 30 October 2009 and is working well.	Green	---	---	---	---	
	Provide new 'dual use' sports facilities at Strathaven Academy by the third quarter of 2009/10	Strathaven Academy opened August 2009 with dual use centre open during September.	Green	---	---	---	---	
Promote responsible public access to the countryside in parks, around towns, and in our rural areas.	Following informal consultation, amend plan accordingly and prepare finalised draft plan together with SEA Environmental Report for statutory consultation by March 2010.	Draft Core Plan and consultation completed and submitted to Scottish Ministers.	Green	---	---	---	---	
Promote uptake and access to healthier eating across all South Lanarkshire schools	The uptake of free fruit in primary schools	Fresh fruit only being supplied to P1 & P2 pupils.	Green	75.0%	95.0%	77.0%	80.0%	↑
	The uptake of free meals in primary schools		Green	70.0%	73.8%	72.0%	69.0%	↓
	The uptake of free meals in secondary schools		Green	38.0%	41.3%	35.0%	38.0%	↑
	The uptake of paid meals in primary schools		Green	44.0%	45.8%	44.0%	43.0%	↓
	The uptake of paid meals in secondary schools	National eligibility rules for free school meals were broadened for the 2009-10 school year. There has been a 36% increase in the number of children entitled to free meals which has had an impact on the numbers paying for meals. However Q4 results were much stronger than earlier in the year and the Resoruce target was only just missed (by less than 1%).	Green	48.0%	47.0%	47.0%	48.0%	↑
	Continue the roll out of 'cashless' school meals systems - 53 schools with cashless systems by March 2010	The rollout of cashless school meals to all schools alongside the schools modernisation programme remains on hold as a result of financial pressures. At this point it is not clear whether the project will be continued. Currently there are 51 primary schools and 17 secondary schools where cashless meals systems have been installed and are operational.	Amber	---	---	---	---	
Support individuals and communities to improve their health	Annual report on Joint Health Improvement Plan (JHIP) produced	This was completed during 2010.	Green	---	---	---	---	

Improve health and increase physical activity

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and South Lanarkshire Council facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy.	Achieve over 12,000 free under 16 attendances at community halls by March 2010	Annual target significantly exceeded in terms of free hall and school lets to under 16s sports organisations	Green	37,000	104,105	Not avail	51,797	
	Achieve over 316,000 free under 16 attendances at South Lanarkshire Leisure facilities by March 2010	Both the indoor and outdoor free use initiatives report annual increases of 4% and 3% respectively	Green	365,000	362,452	316,496	350,682	

Improve the quality of the physical environment

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Improve our towns and villages through improved management and maintenance, promotional events and investment	Sustain the 72% satisfaction rating of the general environment of town centres by users	Annual survey was undertaken in July/August 2010 in 10 town centres within South Lanarkshire involving 2,000 individual respondents. Results reflect satisfaction scores on overall appearance, cleanliness, vandalism and graffiti, and trees and planting in town centres.	Green	72.0%	72.0%	72.0%	72.0%	
	Number & value of public realm town centre improvements	Three public realm projects now complete with value of £2.92m.	Green	---	---	---	---	
	Number of town centre activities and initiatives	Ongoing liaison with private sector, Chamber of Commerce and programme of town group meetings addressing issues as they arise. Town Groups meeting on a regular basis and monitoring progress. Supporting Hamilton Business Improvement District (BID).	Green	---	---	---	---	
	Work with private sector owners and developers in Hamilton and East Kilbride	Continued discussion with centre owners conducted. Further development in Hamilton not being considered due to the current economic circumstances. Initial introductory discussions have taken place with new owners in East Kilbride and more detailed discussions programmed for April 2011.	Green	---	---	---	---	

Improve the quality of the physical environment

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks	Of 20% of the total vacant and derelict land treated 75% to be in regeneration areas (2005 baseline 400 h.a.)	Up to 2009/10 78.1% of the land treated is within regeneration areas.	Green	Not avail	Not avail	27Ha	7Ha	
	Treat 20% of the total vacant and derelict land in South Lanarkshire by 2012 (2005 baseline 550 h.a.)	2009/10 Vacant and Derelict Register figures indicate that 12.74ha of land was brought back into use in 2009/10. This gives a total of 216.35ha brought back into use since 2005 - 39% of the total. 2010/11 figures will be reported Q3 2011/12.	Green	Not avail	Not avail	50Ha	13Ha	
Set out strategy for development and land use across the whole of the Council's area	Provisions of the Act implemented	Completed. Existing provisions of the Act have been implemented.	Green	---	---	---	---	
	Review arrangements, resources and systems as result of Planning Act and Delivery Planning Reform within required timescales	Development management procedures reviewed at Procedures Group: issues identified programmed and actioned.	Green	---	---	---	---	
	South Lanarkshire Local Plan adopted March 2009 with final stages completed May 2009	South Lanarkshire Local Plan was adopted in March 2009 and the final stages were completed in May 2009. The Local Plan sets out for the first time in a unified manner the Council's vision and strategy for development and land use across the whole of the Council's area. Two prestigious awards have been received from the Scottish Government and the Royal Town Planning Institute recognising outstanding performance and quality in Development Plans.	Green	---	---	---	---	
Improve cleanliness of streets, parks and other public areas	Incidents of environmental nuisance		Green	1,708	1,673	1,999	1,708	
	The incidence of fly tipping, dog fouling, and graffiti		Green	4,048	3,232	3,928	4,048	
	Street Cleanliness score (LEAMS)	Scores of 73 and 75 by our external partners lifted our average score for the year and a score of 73 is considered satisfactory	Green	69	73	72	70	

Improve the road network and public transport

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Implement a major programme of	Reduce accident risks by resurfacing 8.87% of the roads network each year	Target exceeded.	Green	8.9%	9.6%	7.4%	8.1%	

Improve the road network and public transport

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
carriageway resurfacing to reflect maintenance requirements across all classes of road	Maintain or reduce percentage of road network (red/amber roads) that should be considered for maintenance treatment to 37% by 2010-2011 (baseline of 39.2% 2007/08 long term target to reduce to 28% by 2015/16)	Figures are produced on a rolling 2year basis. 2009-11 figures show percentage of the road network to be considered for maintenance (red/amber) is 38%, an increase of 0.5% from last year. It is probable that the damage caused by the last two severe winters have accounted for the minimal increase of red/amber routes. Figures will be discussed by Roads management team.	Amber	37	38	38	38	
	Reduce percentage of red/amber roads in rural areas requiring treatment to 42% by 2010-2011 (baseline of 44% 2007/08 long term target to reduce to 34% by 2015/16)	2009-11 figures show that the percentage of the road network that should be considered for maintenance (red/amber) is 38.79%. Exceeding the target for the period.	Green	42.0%	38.8%	Not avail	40.1%	
	Adjust funding strategy to take account of market conditions in relation to continuation of roads investment programme	Completed. Way forward agreed with Central Finance allowing continuation of Roads Investment Programme as originally proposed but with a reduction in base revenue funding of £1m.	Green	---	---	---	---	
Undertake and promote a series of new roads proposals e.g. the £3.5m Peacock Cross Link Road in Hamilton	Proportion of driver journeys delayed due to congestion 86% to 2010-2011 (base 86% not delayed)	Data for reporting on congestion is supplied from the Scottish Governments Statisticians group on a biennial basis. Data for the period from 2007-2010 will not be available until late 2011.	Report Later	15.3%	Not avail	15.3%	Not avail	
	Complete detailed design and commence construction	Construction was completed on 27 March 2011. Scheme continuing to be monitored.	Green	---	---	---	---	
	Implementation and project management of Wellhall Road / Peacock Cross link road traffic management scheme progressed	Completed. Wellhall Road / Peacock Cross link road traffic management scheme completed under budget on 27 March 2011.	Green	---	---	---	---	
	Reduce congestion and improve traffic flow	Farne Cross: Dalmarnock Rd improvement works delayed due to utility works in the area. Anticipated start date 11 April. Signing and Traffic Regulation Orders: works completed end March 2011. Peacock Cross works completed 27 March 2011.	Green	---	---	---	---	

Improve the road network and public transport

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Promote the development of modern public transport facilities	Achieve a reduction in traffic growth levels long term and sustain 54% to 2010-2011 (baseline 54% of monitored LTS sites showing reduced or national growth rates)	In 2010 traffic was below national forecasts at 61% of our sites, against baseline of 54%, exceeding target. Of the remaining sites traffic was above national forecasts at 21% of sites and the same as forecasts at 18%. Traffic flow data from the Council's automatic counter sites continues to be collected and assessed.	Green	54.0%	61.0%	64.0%	57.0%	
	An increase in the number of trips per person per year by public transport	Information is collated from the Scottish Household Survey on a biennial basis to achieve a suitable sample size. Data for 2009 will be available late 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Increase the proportion of children using public transport or taking active approaches to school to 72% to 2010-2011 (base 2008 72%)	Annual survey was carried out in Autumn 2010. 72% of school pupils travelled by public transport or use active travel approaches.	Green	72.0%	72.0%	72.0%	76.0%	

Improve community safety

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Invest in road safety improvements in terms of lighting, traffic signals and accident reduction measures	To reduce road casualties in line with national targets. The targets, from a base of the average for 1994 to 1998, are a 40% reduction in fatal and serious casualties and a 50% reduction in child fatal and serious accidents by 2010	There were 12 fatalities (all adult) during 2010 and 82 serious casualties, including 14 child casualties. Government targets to 2010 have been exceeded and casualties in all categories were the lowest since the Council was formed in 1996.	Green	138	94	144	138	
Input to South Lanarkshire Community Safety Partnership to help coordinate joint action by local agencies to promote community safety	Percentage of primary seven pupils participating in the 'Crucial Crew' experiential safety learning programme	A total of 3,514 primary 6 and 7 pupils from across South Lanarkshire attended Crucial Crew 2010.	Green	Not avail	Not avail	97.0%	97.0%	
	Percentage of older people expressing Be Smart Be Safe events as being informative		Green	Not avail	Not avail	89.0%	85.0%	
	Percentage of older people expressing Be Smart Be Safe events as being valuable		Green	Not avail	Not avail	78.0%	92.0%	
Reduce the risk of harm to individuals and communities by working	Achieve then maintain % of offenders seen within one week of receiving a probation order	The systems in place at the Court and Local Offices are working well and allows continued performance above target.	Green	80.0%	89.8%	69.2%	88.0%	

Improve community safety

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
in partnership to manage offenders in the community and reduce re-offending	Maintain at 97% the number of social enquiry reports (SERs) submitted to Court by the due date	We continue to exceed the target for the submission of reports to the Court.	Green	97.0%	97.8%	97.2%	98.2%	
	Increase average number of hours per week to complete Community Service Order	We continue to exceed the national average and will monitor the introduction of the Community Payback Order - unpaid work requirement which has stricter timescales.	Green	4	6	3	4	
Implement and update the Anti Social Behaviour Strategy	% of adults residents stating that they feel very safe or fairly safe when out alone at night	Minor downward change to reported perception in 2007 survey.	Amber	Not avail	58.0%	61.0%	Not avail	
	% of people stating intimidation and harassment of others is a major problem in their neighbourhood	Minor upward change to perceived issue from survey in 2007.	Amber	Not avail	9.0%	7.0%	Not avail	
	% of residents in SLC stating their neighbourhood is a very good/fairly good place to live improved from baseline	Minor downward change to reported satisfaction from survey in 2007.	Amber	Not avail	88.0%	89.0%	Not avail	
	Level of satisfaction with the local agencies tackling anti-social behaviour	Major improvement from reported satisfaction of 54% in 2007 survey.	Green	Not avail	70.0%	Not avail	Not avail	
Develop and implement a Security Strategy covering the design and risk management of property, security of IT systems, and central monitoring of CCTV, alarms and alerts	% of new build projects signed off for CCTV and Security projects	New procedures are ensuring 100% sign off.	Green	100.0%	100.0%	0.0%	92.0%	
	Reduce incidences of crime to council properties	This is a 32% reduction in crime to Council properties (significantly better than 5% target reduction).	Green	675	483	808	711	
	Implement and monitor the prioritised investment plan for security of council properties	Development of Resource Action Plan for low risk properties was part complete by March 2011, and will be fully complete by December 2011. This involves security surveys of all low risk General Services properties (surveys of high risk properties were completed by March 2010). Implementation and monitoring of the plans will take place beyond December 2011.	Report Later	---	---	---	---	

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Develop the area's tourism potential and its image / profile	Increase the amount spent by tourists visiting the area by 6% year on year until 2010-2011 (based on 2005 baselines of spending on average £245)	2009 outcomes now available indicate a 1% increase in expenditure to £173.39million. This 1% growth is consistent with projected National figures for the period in question. Figures for 2010 will be available for Q3 2011/12 reports.	Report Later	Not avail	Not avail	£171m	£173m	
	Increase number of tourists visiting the area by 3% year on year until 2010-2011 (based on 2005 baselines of £2.8m people)	2009 outcomes now available indicate that the number of tourists visiting the area increased by 3% to reach 1,422,070. Figures for 2010 will be available for Q3 2011/12 reports.	Report Later	Not avail	Not avail	1.38m	1.42m	
	Increase the total number of employees in the tourism sector by 2% by December 2011 (based on a baseline figure of 5,900)	Interim (9 months) STEAM result for 2010 indicate a 1% rise in number of tourism sector employees.	Report Later	Not avail	Not avail	3,687	3,715	
Support the Clyde Gateway Regeneration Initiative	Create 21,000 new jobs (gross) by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Increase population by 20,000 by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Provide 10,000 new homes by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Provide 400,000 sq.m. of employment space by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Remediate 350 ha of derelict and contaminated land by 2025	This is a long term measure. Systematic progress is being made towards outcomes.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Complete Clyde Gateway remediation strategy	The completed Remediation strategy has been issued in its final format. It is now subject to detailed discussions with SEPA regarding the phasing and formatting of implementation works.	Green	---	---	---	---	
	Finalise arrangements and business support programme	Completed. Business support programme arrangements finalised. Ongoing discussions are taking place with North Lanarkshire Council to include elements of the Clyde Windfarm Fund into the Business Support portfolio.	Green	---	---	---	---	
Deliver support to local businesses	Improvement of three year survival rate of companies against past trends and Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Narrowing business start rate differential between SL and Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Reduction in GVA per head gap between South Lanarkshire and the Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
Promote employability and access to jobs	Increase number of people recovering from drug and alcohol problems entering training, education and employment	Figures are produced nationally and will be reported when available.	Report Later	393	Not avail	Not avail	Not avail	<input type="radio"/>
	Maintain the percentage of school leavers achieving a positive destination	Performance slightly below target since the School Leavers Destinations Report (SLDR) does not class the 380 young people who receive Activity Agreement support as being in a positive destination.	Report Later	88.0%	86.2%	Not avail	Not avail	<input type="radio"/>
	Maintain the gap in working age employment rate between SL and Scottish average	The source for these figures is the Annual Population Survey (APS). The most recent data is for October 2009- September 2010 and suggests that the South Lanarkshire employment rate is still marginally above the Scottish average (72.2% of 16-64 population in employment in South Lanarkshire, against the Scottish average of 71%).	Amber	78.6%	72.2%	76.3%	Not avail	<input type="radio"/>
	Maintain the number of MC MC young people achieving a positive destination at 2007-2008 levels (88%) by 2011	Performance slightly below target since the School Leavers Destinations Report (SLDR) does not class the 380 young people who receive Activity Agreement support as being in a positive destination.	Amber	88	86	87	Not avail	<input type="radio"/>
	Maintain the total workless client group below 36,000 to 2010-2011	The latest figures from the Department of Work and Pensions (DWP) published in February 2011 suggest that the workless figure for South Lanarkshire is still below 36,000 with 30,450 on out-of-work benefits.	Green	36,000	30,450	27,270	Not avail	<input type="radio"/>
	Maintain workless client group to 8000 in worst datazones	The latest figures from the Department of Work and Pensions (DWP), August 2010, indicate that 9,050 people were on out-of-work benefits in the 15% data zones.	Amber	8,000	9,050	Not avail	Not avail	<input type="radio"/>
Tackle poverty	Reduce the gap between areas identified as being in Scotland's worst 15% and rest of SL in relation to employment, educational and learning achievement, health improvement, safety and attractiveness	The Residents Study has been completed and results are currently being analysed for the extent to which the gap is being closed. Results are due by end April 2011.	Report Later	58	Not avail	Not avail	58	<input type="radio"/>

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Implement the Rural Strategy and Action Plan through the South Lanarkshire Rural Partnership	Increase community involvement, community transport use, business productivity and visitor expenditure by 10% to 2013 (baselines drawn from relevant published 2007 statistics or commissioned surveys)	Data being gathered and will be available for reporting by end June 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Bring forward an annual monitoring report to the RTF setting out progress on the RTF Action Plan	Completed. It was agreed to report twice yearly to the Rural Task Force (RTF). A Report was submitted at the May and November 2010 meetings of the RTF. Next report due May 2011.	Green	---	---	---	---	
Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness	Hold 4 seminars for business community each year		Green	---	---	---	---	
	Organise and facilitate a regulatory forum for local business by November 2009	The Council's Regulatory Forum for local businesses has now been established and is providing a mechanism for cooperation between the Council's regulatory services and the business community. The forum is backed by the Lanarkshire Federation of Small Businesses and the Lanarkshire Chamber of Commerce.	Green	---	---	---	---	
	Provide a portal for business advice and support on regulatory matters by June 2010	Provision of regulatory support to new businesses has been extended to encompass assistance with waste, nuisance, pollution and regulatory regimes. Support to businesses in developing documented Food Safety Management systems is ongoing. Regulatory burden on businesses in relation to Health and Safety legislation continues to be reduced by the use of the self assessment mechanism, developed by the service, to determine the risk rating of premises. This has now been mainstreamed in to day to day business.	Green	---	---	---	---	
Support and develop the South Lanarkshire community and voluntary sector	Close gap between SLC and Scotland on percentage of residents with access to a bank account	Results will be available from the Scottish Household Survey, due to be published August 2011.	Report Later	88.5%	Not avail	86.0%	Not avail	
	Increase Credit Union membership	5.6% increase in credit union membership achieved 2010-11.	Green	3.5%	5.6%	5.8%	5.6%	
	Increase the level of volunteering among residents to Scottish average	Results will be available from the Scottish Household Survey, due to be published August 2011.	Report Later	25.0%	Not avail	Not avail	Not avail	

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Increase the level of volunteering among residents in deprived datazones	Results will be available from the Scottish Household Survey, due to be published August 2011.	Report Later	22.0%	Not avail	Not avail	Not avail	
	More voluntary organisations trading or contracting with the public sector by 2011	Data will be reported in Quarter 1, 2011/12.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Implement revised Lanarkshire Social Economy Partnership strategy and action plan	Complete. ERDF application successful and Gateway Plus Team working from January 2011.	Green	---	---	---	---	

Develop services for older people

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Support individuals and communities to improve their health	The number of 60+ residents registered with South Lanarkshire Leisure 'activage'	A 16% increase in memberships over the past year.	Green	Not avail	21,045	14,921	18,190	
	Increase numbers of 60+ using South Lanarkshire Leisure facilities	March 2011 recorded the highest usage of the year, contributing to a 5% increase in annual attendance figures.	Green	Not avail	297,927	273,821	282,724	
Implement the South Lanarkshire Carers Strategy to support carers in their caring role	Sustain the number of residential respite care nights provided to people 65+ at the current high level	There has been a change in the profile of respite requirements. There has been reduction in residential respite nights, however, nursing respite provision has increased from 11262 in 2009-10 to 14313 in 2010-11 thus compensating for the reduction.	Red	12,762	11,072	12,762	11,553	
Improve services to support older people to live in their homes and communities	% of aids and adaptations completed on target (client and contractor overall)	There had been improved performance in Q3 in relation to this measure following specific problems with asbestos related works in Q1 and Q2. However, overall we did not achieve our annual target.	Red	97.0%	90.8%	96.7%	95.0%	
	Proportion of people aged 65 and over with intensive care needs receiving services at home	The target for people receiving intensive home care has been met. There has been a slight decrease compared to the previous year which was 36.9%.	Green	35.0%	35.5%	35.3%	36.9%	
	The percentage of people (aged 65+) whose service starts within 5 working days of their community care assessment being completed	There has been an increase in the percentage of people receiving a service within 5 working days of the community care assessment being completed, compared to the previous year which was 88.7%. Target will be reviewed for 2011-12.	Green	71.0%	92.6%	81.6%	88.7%	
	Number of adaptations completed in RSL homes	Target number exceeded.	Green	130	171	173	216	

Develop services for older people

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Number of approvals given for adaptations in private homes	Target number exceeded.	Green	700	721	688	851	○
	No. of net new community alarms installations		Contextual	Not avail	181	-57	62	○
	No. on waiting list for Community Alarms	All demand met for Community Alarms.	Green	0	0	0	0	⬆️
	No. on waiting list for Council adaptation	All demand met for Council adaptations.	Green	0	0	0	0	⬆️
	Full implementation of Adult Support and Protection (Scotland) Act 2007 by 2011	The APC has been established and an independent chair appointed. The chair has produced his first biennial report and a positive response has been received from the Scottish Government.	Green	---	---	---	---	

Increase participation in arts and culture

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire	Customers rating cultural services as 'excellent' or 'good' in Council wide satisfaction survey	Satisfaction with cultural services has increased slightly with 81% of residents rating the service as good (69.5%) or excellent (11.5%). The Council wide satisfaction survey is carried out every two years.	Green	Not avail	Not avail	Not avail	Not avail	○
	Visitors to Council cultural venues, museums and country parks	Overall there has been a slight increase in attendances at cultural venues and country parks despite very poor weather during December and January. This is attributed to the promotion of special events.	Green	Not avail	2.102m	1.556m	2.068m	⬆️
	Begin construction of three additional community wings in primary schools	Community wings have been completed in Ashgill and Carluke. Blackwood Primary is currently at the planning stage.	Amber	---	---	---	---	
	Carluke integrated community facility (ICF) - Complete construction by third quarter of 2009/10	Contractor handover achieved on 11/09/09 with operational opening held on the 12/10/09.	Green	---	---	---	---	
	Create a framework to support culture working with the Community Planning Board by March 2010	Cultural services transferred to South Lanarkshire Leisure Trust in October 2010. The role of culture within the community planning context may be revisited in the context of an integrated strategy for leisure and culture which may be developed.	Red	---	---	---	---	

Increase participation in arts and culture

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Fernhill Integrated Community Facility (ICF) - Achieve site start by the third quarter of 2009/10	The contractor started on site 18 October 2010 and the project is progressing on programme. Structural steel, Piling and Foundations are complete. The new building is scheduled to open in winter 2011.	Amber	---	---	---	---	
	Refurbishment of Lanark Memorial Hall - Achieve site start by the second quarter of 2009/10	Contractor started on site 7 March 2011. Building now scheduled to re-open August 2012.	Amber	---	---	---	---	
	Stonehouse integrated community facility (ICF) - Achieve site start by the fourth quarter of 2009/10	Works commenced on site in Q1 2010/11. The project is progressing well and is on target for an early 2012 opening.	Green	---	---	---	---	
	The Fountain, Lesmahagow - Project tendered by the second quarter of 2009/10	Main building work complete and will open to the public from 5 May 2011. Further work will be carried out to create a fixed play area for the facility	Green	---	---	---	---	

Improve lives of vulnerable children, young people and adults

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Improve outcomes for vulnerable children, young people and families by delivering integrated children's services priorities in all resources	Child and Family Services will further develop reporting mechanism to enable outcomes to be measured	Lanarkshire partners have agreed the content of the integrated assessment. A meeting held internally has considered changes to electronic tool and has also considered the design of a review screen which will capture the outcome measures. A further meeting has been planned for 24 May 2011 with IT Services to agree timescale for work to be completed	Green	---	---	---	---	
Improve services to support adults to live in their homes and communities	Maintain % the number of people (under 65 years) whose service starts within 5 working days of their community care assessment being completed	There has been an increase in the percentage of people receiving a service within 5 working days of the community care assessment being completed, compared to the previous year which was 88.7%. Target will be reviewed for 2011-12.	Green	71.0%	95.2%	83.2%	92.4%	↑
	% of equipment and adaptation assessments completed in timescale	Since quarter 3, there have been changes to the performance reporting system to allow for more detailed information to be presented in relation to timescales for assessments. During the year there were 5403 assessment completed of which 4029 were completed in 28 days.	Red	95.0%	74.6%	87.9%	82.1%	↓

Improve lives of vulnerable children, young people and adults

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
	Successfully achieve national and local partnership targets that positively shift the balance of care for adults	SW is responsible for two of the four indicators included in the Joint Community Care Plan against Shifting the Balance of Care. These are the % of people aged 65+ with intensive care needs receiving care at home and the % of people aged 65+ receiving personal care. We have met the target for both of these measures.	Green	95.0%	Not avail	Not avail	Not avail	
Protect vulnerable children, young people and adults living in our communities	Reduce the % of child protection referrals that are repeat referrals within a 12 month period or initial referral or removal from register	This measure is part of the Child Protection Return, which is due to be completed in quarter 2.	Report Later	Not avail	0.0%	0.9%	0.0%	
	Continue work to achieve % of reports submitted to the Children's Reporter within 20 days (Council Plan)	End of year performance is 86.49% and indicates that this target has again been achieved.	Green	75.0%	86.5%	46.9%	85.6%	
	The number of children on child protection register	The number of children on the Child Protection Register can fluctuate. Through the year there has been an increase in the number of multiple sibling groups	Contextual	0	146	Not avail	140	
	Continue to implement the Social Work action plan to address the areas for improvement identified by HIMle inspection on how well children and young people are protected	Multi-agency Action Plan has been developed and SW will contribute to the implementation of the Action Plan and work in partnership with other agencies to protect children and young people	Green	---	---	---	---	
In Partnership with Education Resources, ensure attainment levels of looked after and accommodated children are improved in line with Learning and care	Increase the % of looked after and accommodated young people who have achieved a minimum of SCQF level 3 or above in English and Maths	Although this measure has not achieved it's target, there has been an upward trend over the past two years. This year has seen a further increase of 16.4% on the previous year. There were 27 young people who left care in 2010-11, that had the potential to sit exams. 16 young people (7 looked after at home and 9 looked after away from home) achieved a level 3 in English and Maths.	Red	65.0%	59.3%	28.6%	42.9%	
Implement Doorway Strategy to support individuals and families	Monitor the number of domestic abuse referrals	Throughout the year we have continued to see an increase in the number of domestic abuse referrals, this continues to be monitored	Contextual	0	1,490	Not avail	1,104	

Improve lives of vulnerable children, young people and adults

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
affected by domestic abuse	Domestic abuse training is available in all partner agencies	The Doorway training plan is routinely updated and shared with partnership agencies. Also Doorway information updates are now routinely included in the Lanarkshire Public Protection newsletter which is circulated to all partner agencies.	Green	---	---	---	---	
	Review existing pathways for accessing supports by individuals and families affected by domestic abuse and implement recommendations by March 2011	Review of whole process undertaken in 2010, new screening of domestic abuse referrals put in place in partnership with Police. Report provided to RMT on implementation and progress.	Green	---	---	---	---	
Implement the South Lanarkshire Carers Strategy to support carers, including young carers, in their caring role	% of carers offered an assessment and reasons for refusal recorded	During 2010-11, there were 1159 carers as part of the community care process of which 1124 were offered a carer assessment. There is an ongoing review of practice and recording. Monthly reports on carer assessments are produced and monitored by Fieldwork Managers.	Red	100.0%	97.0%	Not avail	97.4%	○
	% of carers wishing an assessment will receive an assessment within 28 days	The quarterly figure continues to fluctuate. There is an ongoing review of practice and recording. Monthly reports on carer assessments are produced and monitored by Fieldwork Managers. A one – page guide has also been prepared for frontline staff and agreed through the Fieldwork Managers meeting to ensure consistency of approach to recording carers assessment information.	Red	70.0%	50.0%	Not avail	60.7%	○
Provide Money Matters and more general benefits counselling to maximise the income available to individuals	Amount of benefits claimed		Green	£14.00m	£15.61m	£15.41m	£15.30m	↓
	Amount of debt written off		Green	£200,000	£206,035	£237,737	£210,279	↓
	Benefit Right Time indicator		Green	9.5 days	7.0 days	9.5 days	7.8 days	↑


Improve quality, access and availability of housing

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Provide quality social housing management, maintenance and	% of Households assessed as homeless deemed to be in priority need	Target met.	Green	15.0%	14.1%	18.0%	14.4%	↓
	% of houses meeting the SHQS		Green	59.0%	66.3%	66.0%	56.1%	↓

Improve quality, access and availability of housing

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
homelessness services	% of lets < 4 weeks	The average relet time did not meet its target this year. There were a number of reasons for this including low demand and high turnover in the rural Clydesdale areas and parts of Rutherglen. Although there has been some success in reletting longer term voids in these areas during the year, it has impacted negatively on the overall performance in reletting times. A further issue arising during the third quarter of the year was the impact of the adverse weather. Frost and flood damaged homes took priority for repair work over void properties. In addition to this, the Council holds vacant properties empty for the duration of a homeless appeal against an offer and this has added to the average number of days to relet.	Red	79.0%	65.4%	77.6%	72.4%	
	% of lets to homeless applicants	Target met.	Green	55.6%	56.8%	49.5%	55.5%	
	% of cases reassessed as homeless or potentially homeless within 12 months of previous application - same household type	Slightly below target. Housing Options and Advice work being progressed to improve this measure.	Amber	6.0%	6.2%	6.3%	6.2%	
	% satisfaction levels with kitchens and bathrooms (product)		Green	98.0%	99.3%	99.5%	99.0%	
	Average days to relet	See above.	Red	24.0 days	32.0 days	25.0 days	28.0 days	
	No of households assessed as homeless or potentially homeless		Contextual	Not avail	2,311	2,314	2,438	
	Tenancy sustainment (homelessness)	Work ongoing to analyse failed tenancies across all offices and measures will be introduced in 2011/12.	Amber	88.1%	86.4%	87.0%	85.5%	
Improve private sector housing services	Full Scheme of Assistance in place by April 2010	The Final Scheme of Assistance was approved by the Housing and Technical Resources Committee in November 2009, and has been operational since 1st April 2010. As part of the Scheme, a full suite of information leaflets were produced and distributed to the Q&A offices. The practical assistance part of the Scheme has been operational since the end of June 2010.	Green	---	---	---	---	
	Interim Scheme of Assistance in place by April 2009	The Interim Scheme of Assistance was approved by the Housing and Technical Resources Committee on the 1st April 2009, and has been operational since that date.	Green	---	---	---	---	

Improve quality, access and availability of housing

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2008/09	2009/10	Trend
Ensure an adequate supply of affordable housing (for rent and sale) across South Lanarkshire	Average output of affordable units per annum	Minor slippage. 71 of the 81 unit site in EK complete and occupied. Whole site will be completed next financial year.	Amber	185	106	392	329	
	Number of demolitions against target	With regard to the remaining two blocks that require to be demolished, rehousing for one tenant is affecting the demolition of one block, and in the second block, the late acquisition of an owner occupied property has slipped the demolition into 2011/12.	Amber	177	169	80	119	