

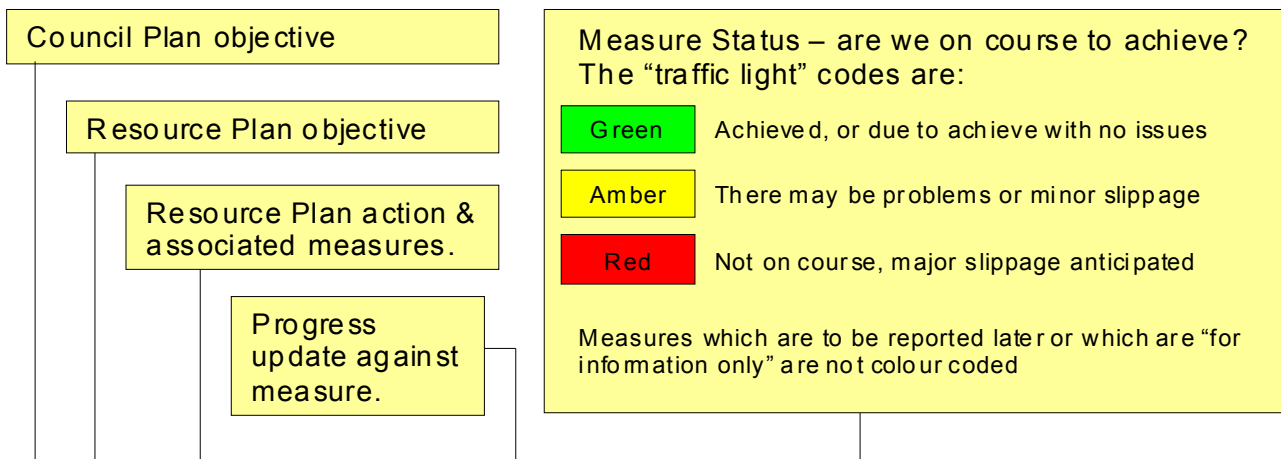
Community and Enterprise Resources

improve

**Resource Plan (Community Services)
Performance Report
Quarter 4 (Jan-Mar) - 2016**

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.



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

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

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
<i>Improve services for older people</i>					
<i>Protect vulnerable children, young people and adults</i>					
<i>Improve road network and influence improvements in public transport</i>					
Support the local economy by providing the right conditions for growth, improving skills and employability	2			1	3
<i>Tackle disadvantage and deprivation</i>					
Develop a sustainable Council and communities	7				7
<i>Raise educational achievement and attainment</i>					
<i>Improve the quality, access and availability of housing</i>					
Improve the quality of the physical environment	7	1			8
<i>Increase involvement in lifelong learning</i>					
<i>Get it right for every child</i>					
Improve community safety	3				3
Improve and maintain health and increase physical activity	17	2	1		20
Promote participation in cultural activities and provide quality facilities to support communities	2	2	1		5
Strengthen partnership working, community leadership and engagement	5			6	11
<i>Provide vision and strategic direction</i>					
Promote performance management and improvement	7	1		7	15
<i>Embed governance and accountability</i>					
Achieve efficient and effective use of resources	1				1
Total	51	6	2	14	73

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

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Improve the competitiveness of local business through provision of a business advice service which includes delivery of seminars and educational activities and improve levels of consumer protection and fair trading and support the local economy	Four regulatory compliance bulletins issued to the business community	Four regulatory bulletins were issued to the business community in the year (two in the final quarter, of which one was issued to the Buy with Confidence members and one to the Lanarkshire Chamber of Commerce).	Green	---	---	---	---	---
	95% of business advice requests completed within 21 days	Annual target has been met for percentage of business advice requests completed within 21 days.	Green	95.0%	95.0%	-----	-----	93.0%
	Number of businesses processed through Buy with Confidence approved trader scheme	Four businesses completed the application process successfully in the final quarter. There are a further four businesses with pending applications.	Contextual	-----	10	-----	-----	12

Develop a sustainable Council and communities

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Implement fuel efficiency measures within the Council's vehicle fleet and further develop the use of low carbon vehicles	Maintain Council wide transport emissions to 2014 / 2015 levels adjusted in accordance with fleet size	Council wide transport emissions have reduced by 4.3% in the year 2015/2016 when compared with those in 2014/2015.	Green	---	---	---	---	---
	Agree Resource based transport emission reduction targets appropriate to individual service provision by March 2016 (working with Resources to deliver fuel efficiency measures across their fleet through vehicle specification, procurement, utilisation and driver training)	A transport emission reduction target of 2% per year for the next five years has been agreed.	Green	---	---	---	---	---

Develop a sustainable Council and communities

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Introduce new waste management initiatives to reduce waste and increase recycling	Waste audits undertaken and waste collection arrangements reviewed in council buildings, identifying opportunities to reduce residual waste and increase recycling capacity in council buildings by March 2016	Food waste collection services have been introduced to all council buildings, including schools, that produce more than 5kg of food waste per week. Changes have been made to waste uplift arrangements within schools throughout South Lanarkshire in a bid to further increase the number of recycling uplifts (as opposed to residual waste).	Green	---	---	---	---	---
	Procurement of long term waste treatment contract progressed, with procurement timetable milestones met	The procurement process for the long term waste treatment contract is still on track, with the evaluation process completed by the end of March 2016. Report on long term treatment contract was prepared and approved by Executive Committee on 13th April 2016. The Waste Steering Group is working to a timetable that will see the new contract start as planned by April 2017.	Green	---	---	---	---	---
	Implement new waste collection service in Hamilton and East Kilbride to incorporate food waste as per proposed plan and subject to Committee approval	Hamilton and East Kilbride roll out complete and Cambuslang and Rutherglen roll out scheduled to commence in May 2016.	Green	---	---	---	---	---
	Council target achieved for total percentage household waste arising that is recycled - 50% in line with Government target	The 2015-16 recycled household waste figure is 4.8% higher than last year.	Green	50.0%	49.8%	37.7%	39.1%	45.0%
	Council target achieved for waste tonnage per household (target is lower than 1.1 tonnes)	Annual target for 2015/16 was achieved.	Green	1.10	1.03	1.00	1.01	1.01

Improve the quality of the physical environment

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Identify and manage contaminated land within the statutory regulatory framework	Implement the Contaminated Land Strategy 2013-2018 for South Lanarkshire	Implementation of the Contaminated Land Strategy is ongoing. Further liaison with the Scottish Environment Protection Agency over the surrender of waste management licences for historical landfill sites has been undertaken. Site investigation preparation works are underway for two further historical landfill sites.	Green	---	---	---	---	---

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Sustain an independently assessed high score for street cleanliness	LEAMS street cleanliness score (% acceptable)	New reporting mechanism is in place for street cleanliness which now measures whether streets are deemed 'acceptable'. Consequently, the annual target will be increased next year in line with this new method of reporting. The third of our three surveys during 2015/16 showed an acceptable street cleanliness standard of 96.8% which gave an annual score across the three surveys of 97.9%.	Green	70.0%	97.9%	97.1%	98.9%	98.3%
Maintain land to a high standard	Land Audit Managements System (LAMS) score of 70 achieved	All six LAMS surveys are complete, with overall score exceeding target.	Green	70.0	72.0	70.0	72.0	71.0

Improve the quality of the physical environment

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Take preventative and enforcement action in relation to incidents of fly tipping, dog fouling and noise, including enhanced covert surveillance to reduce exposure to environmental injustice	90% of fly tipping complaints responded to within 2 days	In the full year, 2015-16, 2,314 fly tipping complaints were received and 99.6% were responded to within two working days. In Quarter 4, 595 illegal dumping complaints were received (January to March 2016), with 99.8% of fly tipping complaints responded to within two working days.	Green	90.00%	99.60%	0.00%	96.40%	97.90%
	90% of dog fouling complaints responded to within 2 days	In the full year, 2015-16, 1,008 dog fouling complaints were received, with 97.9% of all dog fouling complaints responded to within two days. 352 dog fouling complaints were received in Quarter 4 (January - March 2016), with 97.7% dog fouling enquiries responded to within two working days.	Green	90.00%	97.90%	0.00%	98.30%	99.00%
	For all those noise complaints requiring attendance on site, the average time (hours) between the time of complaint and attendance on site (including both those dealt with and not dealt with under Part V of the Antisocial Behaviour Act 2004)	30 minutes (0.5 hours) was the average response time from complaint to attendance on site during the period 1 January to 31 March 2016. The average for the year (1 April 2015 - 31 March 2016) was 31 minutes (0.51hrs).	Green	2.0	0.5	1.1	0.8	0.5

Protect biodiversity and enhance Greenspace in South Lanarkshire

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Improve urban greenspaces in partnership with neighbouring communities	Completed funding applications for Bothwell and Blantyre Woods by March 2016, through continued liaison with various 'Friends of' groups	Scoping work underway, but funding application for management plans not yet submitted due to funders only recently accepting bids. Now programmed for later in 2016.	Amber	---	---	---	---	---
	Implement Phase 1 of Management Plan at Millheugh/ Greenhall Estate	Phase 1 of Management Plan implemented, with Forestry Commission Scotland Woodlands In and Around Towns application submitted and Bills of Quantity in preparation.	Green	---	---	---	---	---

Improve community safety

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
Undertake effective community safety awareness initiatives and work in partnership with National Trading Standards Board and Trading Standards Scotland to use intelligence to identify investigate and protect vulnerable consumers from scams	Support maintained for vulnerable groups and neighbourhood watch areas by responding to 100% of door step crime reports on the same or next working day	In 2015-16, 100% of reports were responded to by the next working day, working in conjunction with Police Scotland.	Green	100%	100%	100%	100%	100%
Undertake regulatory activity designed to protect consumers, prevent the sale of tobacco to children and ensure compliance with legislation governing the sale and storage of solvents	65% of consumer complaints completed within 14 days	Annual target has been exceeded.	Green	65.0%	87.0%	70.6%	74.2%	75.0%

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
Assist in the provision of safe routes to and from school through the operation of a school crossing patrol service	School crossing patrol cover provided at 160 sites in 2015/16	School crossing patrol cover has been provided at 160 sites over the year. This meets the annual target.	Green	160	160	219	222	188

Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Maximise the number of attendances at leisure facilities	Achieve 3.3m attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture (SLLC)	In 2015/16, annual attendances at facilities managed by the Sport and Physical Activity section of SLLC were 5.4% lower than the same period in the previous year. This is largely due to the continued impact of budget gyms and the closure of East Kilbride Ice Rink. Q4 was the best performing quarter of the year, but attendances were still 4% lower than in Q4 in the previous year.	Amber	3,300m	3,156m	3,403m	3,502m	3,336m
	Maintain number of attendances per 1,000 population for swimming pools (5,235)	Attendances at swimming pools in 2015/16 have increased by just under 1% to 1,646,000, compared to the same period last year. Take up of swimming lessons continues to increase and Hamilton Water Palace has been particularly busy due to the closure of the Time Capsule in North Lanarkshire.	Green	5,235	5,265	5,191	5,440	5,236
	Maintain number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex (5,442)	The number of attendances at indoor sports and leisure facilities in 2015/16 is 11% lower than last year. This is largely due to the ongoing closure of the East Kilbride Ice Rink, the impact of budget gyms, and the closure of the Lanark and Fairhill gyms for refurbishment in March 2016. Nevertheless, the total number of attendances still remains at just over 1,500,000.	Red	5,442	4,828	5,681	5,763	5,432

Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
	Maintain number of attendances at outdoor recreation and country parks (2.1 million)	<p>The number of attendances at outdoor recreation and country parks in 2015/16 was very similar to the previous year at 2,104,000, a decrease of less than 1%.</p> <p>Q4 attendances have increased by 10% compared to last year, with golf courses being particularly busy, reporting a 47% increase in attendances compared to last year. Country Parks were 9% busier than the same period last year, mainly due to improved weather and an improved programme of activities.</p>	Green	2.100m	2.104m	2.180m	2.281m	2.148m
Provide free use of SLLC facilities to under 16s sports, uniformed and community organised groups in accordance with the Council's under 16's reduced rates policy	Achieve 750,000 under 16 reduced rates attendances at SLLC facilities by March 2016 (includes halls, school lets, outdoor and indoor leisure)	<p>Although the number of reduced rates attendances by under 16s at SLLC facilities in 2015/16 fell by 6% compared to the previous year, the drop in numbers was less than anticipated.</p> <p>Q4 attendances fell by just under 8% to 257,300 compared to last year, continuing the downward trend since introducing a reduced charge (for a previously free service) in April 2015.</p>	Green	750,000	919,569	-----	-----	-----
Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire	Achieve 6,000 registered members of 'Activage' scheme	Activage membership has increased by 869 over the last year, with over 7,100 people now registered on to the scheme. This is a rise of 18%.	Green	6,000	7,187	-----	-----	6,045
	Achieve 435,000 over 60's attendances by residents using South Lanarkshire leisure facilities	<p>The number of attendances by residents over 60 using SLLC leisure facilities remained over 400,000, but is still over 16,000 below target.</p> <p>The target for 2016/17 will be reviewed in the light of this year's performance.</p>	Amber	435,000	418,734	376,003	440,348	435,393

Improve and maintain health and increase physical activity

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2013	2014	2015
Implement the recommendations of the Member / Officer review on Fixed Play areas	Fifth year of five year investment programme carried out on fixed play areas, as identified through the Member / Officer Review	Year 5 of five year play area investment programme complete, with fixed play area improvements complete.	Green	---	---	---	---	---
Develop proposals for cross boundary walking routes linking rural settlements and sites of cultural and environmental interest	A report on options to connect the Clyde Walkway to routes in Borders and Ayrshire completed by March 2016	Report on options to connect the Clyde Walkway to routes in Borders and Ayrshire completed. Will be considered as part of the 2017/19 capital submissions bid.	Green	---	---	---	---	---
Continue to improve nutrition and health value of school meals	Uptake level of paid primary school meals increased by 1% compared to 2014/15	Year to date performance has exceeded annual target.	Green	51.80%	68.59%	49.55%	49.88%	50.80%
	Uptake level of paid secondary school meals increased by 1% compared to 2014/15	Year to date performance has exceeded annual target.	Green	55.81%	56.54%	55.47%	62.95%	54.81%
	Implement and monitor uptake of the Scottish Government's initiative for free meals for all primary 1-3 pupils	The meals for P1-3 are monitored in all schools on a weekly basis. Feedback is provided to all school kitchens as to the uptake and, if required, support provided.	Green	---	---	---	---	---

Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	This Year		Last 3 Years		
				Target	To Date	2013	2014	2015
Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection	Incidence of notified food borne infection reduced from 2006/07 baseline figures by 8.5% by March 2016	We have met this year's target of fewer than 170 incidents of notified food borne infection. The incidence of sporadic food poisoning cases in this quarter (Jan - April 2016) is lower than that of the same period last year.	Green	170	160	120	115	105

Improve and maintain health and increase physical activity

Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection	Broad compliance with food safety statutory requirements secured in 85% of premises	87% of food businesses operating in South Lanarkshire have been found to be broadly compliant with food safety requirements. This figure exceeds the annual target set for this measure. Performance during the year has improved, with the return to specialist operating teams resulting in more new food businesses being risk rated during the year.	Green	85.0%	87.0%	86.5%	86.1%	86.0%
	96% food safety inspections achieved on time (6 months)	Performance has been excellent in this area throughout the year, which reflects the importance given to higher risk food establishments.	Green	96.0%	100.0%	100.0%	100.0%	93.5%
	96% food safety inspections achieved on time (12 months)	Performance has been excellent in this area throughout the year, with all premises having been inspected on target.	Green	96.0%	100.0%	96.0%	98.1%	98.0%
	85% food safety inspections achieved on time (>12 months)	A very strong performance can be seen in this measure in the final quarter of the year and ensured the annual service plan target was exceeded.	Green	85.0%	96.5%	93.0%	97.0%	96.0%
Review and assess air quality throughout South Lanarkshire as required by the Environment Act 1995 and in line with national guidance	Submit the progress report on air quality across South Lanarkshire to the Scottish Government by March 2016	Revised Scottish Government Local Air Quality Management (LAQM) Policy Guidance PG(S)(16) requires local authorities to submit their air quality reports to the Scottish Government and other statutory consultees by end of June each calendar year. Air quality data has been gathered to the end of 2015 to support the progress report submission. Final submission is anticipated June 2016.	Green	---	---	---	---	---

Improve and maintain health and increase physical activity

Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
	Implementation of the Air Quality Action Plan measures by March 2016	A number of action plan measures have been delivered, including: eco fleet recognition scheme, air quality school workshop delivery, cycle promotion campaign, upgrade to electric car charging infrastructure, cycle route design and cycle parking initiatives.	Green	---	---	---	---	---
Provide a comprehensive and responsive public health service to protect the community from infectious diseases, contamination or other hazards which constitute a danger to public health	90% of public health service requests responded to within 2 working days	Annual target has been exceeded. The total number of service requests received during quarter 4 e.g. complaints relating to defective drains, smoke nuisance, odour etc was 490, of which 481 were responded to within the target timescale of two working days.	Green	90.00%	97.18%	0.00%	97.14%	97.17%

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

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Maintain attendances at our cultural venues by actively promoting to the local community and visitors to the area	Achieve 0.6m visitors to SLLC cultural venues	<p>The number of attendances at SLLC cultural venues in 2015/16 remained over the half million mark at 550,000 - but was 8% lower than the previous year. Attendance figures are down on last year as a result of fewer weddings and event hires in the venues.</p> <p>Most of this reduction has resulted from the Q1 period which was lower than the same period in 2014/15, when a major event attracting large numbers was held in one of the venues.</p>	Amber	0.60m	0.55m	0.47m	0.50m	0.60m
Increase attendances at our libraries by actively promoting to the local community	Achieve number of library visits per 1,000 population (4,400)	<p>There were 1,255,000 library visits in 2015/16 - a 13% drop on the number of visits compared to the previous year. This was caused by both the refurbishment of East Kilbride Shopping Centre and the closure of Calderwood Library in June 2015.</p> <p>It should be noted that against the drop in the number of physical library visits, the number of virtual visits to library e-services has been steadily growing, having reached 80,000.</p>	Red	4,400.0	4,013.1	4,615.0	4,763.4	4,618.8
Further implementation of action plan to maintain use of museums	Maintain number of visits to/usages of council funded or part-funded museums per 1,000 population (705)	Year to date visits/usages of council funded or part-funded museums (web and in person) increased by 8% to 238,365, with web hits on the SLLC website (museums section) and the Cameronians website both experiencing increases of 15,000 and 5,000 respectively.	Green	705.0	762.4	813.0	864.1	706.8

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

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

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2013	2014	2015
	Maintain number of those visits to council funded or part funded museums that were in person per 1,000 population (630)	The number of attendances in person at council funded or part funded museums fell by 6% to 186,700 in 2015/16, with Low Parks Museum down 26% and Chatelherault Visitor Centre down 3%.	Amber	630.0	597.0	757.0	835.9	637.7
Investigate availability of suitable burial ground in and around those cemeteries with less than five years new lair lifespan	Provision of new burial ground as part of the 2014 - 17 capital programme; target areas for 2015 include Westburn, Strathaven and Hamilton	Work completed at Philipshill and Priestfield Cemeteries. Delay at Westburn due to SEPA involvement and still trying to locate suitable ground in Strathaven.	Green	---	---	---	---	---

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2013	2014	2015
Achievement of targets for customer satisfaction	85% customer satisfaction achieved for Environmental Health	The target has been achieved for the year.	Green	85.0%	89.3%	86.7%	86.0%	81.0%
	85% customer satisfaction achieved for Trading Standards	The target for this year has been achieved.	Green	85.0%	86.0%	0.0%	0.0%	86.0%
	95% customer satisfaction for cleaning and catering services achieved	Annual target has been exceeded.	Green	95.0%	96.8%	-----	98.3%	98.9%
	85% customer satisfaction with Bereavement Services achieved	The year to date satisfaction figure for Bereavement Services is 85%. This meets the annual target.	Green	85.0%	85.0%	0.0%	-----	-----

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2013	2014	2015
	97% customer satisfaction target achieved by SLLC facilities	Customer satisfaction rates remain high at 96%.	Green	97.0%	96.0%	97.0%	97.0%	96.0%
	Libraries customer satisfaction target achieved (results from SHS)	<p>2014/15 Scottish Household Survey results have now been published (see figure to right).</p> <p>Satisfaction with libraries has declined by 5% to 73% compared to the previous year and is 4% below the Scottish average. This differs considerably from the results of the SLC survey, where a 94% satisfaction rate was reported for libraries - one of the highest satisfaction levels for an SLC service. Nevertheless, satisfaction levels may have been influenced by two factors: the fact that many libraries are aging facilities and public knowledge about the library service being reduced (one library was identified for closure in spring 2015). The library service will continue to market its services and consult its users in order to improve user satisfaction with the service.</p> <p>2015/16 Scottish Household Survey results will be reported next year.</p>	Report Later	-----	-----	82.0%	78.0%	73.0%

Strengthen partnership working, community leadership and engagement

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Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
	Museums and galleries customer satisfaction target achieved (results from SHS)	<p>2014/15 Scottish Household Survey results have now been published (see figure to the right).</p> <p>Compared to the previous year, the level of satisfaction has increased in the year for museums and galleries in SLC by 7% to 72%. However, satisfaction is below the Scottish average of 75%.</p> <p>2015/16 Scottish Household Survey results will be published next year.</p>	Report Later	-----	-----	73.0%	65.0%	72.0%
	Leisure facilities customer satisfaction target achieved (results from SHS)	<p>2014/15 Scottish Household Survey results have now been published (see figure to the right).</p> <p>Compared to the previous year, the level of satisfaction has increased in the year for leisure facilities in SLC (79%). The satisfaction level is also higher than the Scottish average (76%).</p> <p>2015/16 Scottish Household Survey results will be published next year.</p>	Report Later	-----	-----	78.0%	75.0%	79.0%

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
	Parks and open space customer satisfaction target achieved (results from SHS)	<p>The 2014/15 Scottish Household Survey results have now been published (see figure to the right).</p> <p>Compared to the previous year, the level of satisfaction has increased in the year for SLC for parks and open spaces (77%). However, the satisfaction level is below the Scottish average (86%).</p> <p>The 2015/16 Scottish Household Survey results will be published next year.</p>	Report Later	-----	-----	74.0%	73.0%	77.0%

Strengthen partnership working, community leadership and engagement

Strengthen partnership working, community leadership and engagement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
	Refuse collection customer satisfaction target achieved (results from SHS)	<p>The 2014/15 Scottish Household Survey results have now been published (see figure to the right).</p> <p>The results show that the percentage of adults satisfied with refuse collection in SLC (86%) has increased by 1% in 2014-15 compared to 2013-14 and is slightly higher than the Scottish average of 84%.</p> <p>The 2015/16 Scottish Household Survey results will be published next year.</p>	Report Later	-----	-----	86.0%	85.0%	86.0%
	Street cleaning customer satisfaction target achieved (results from SHS)	<p>The 2014/15 Scottish Household Survey results have now been published (see figure to the right).</p> <p>The results for SLC shows that there was an 8% increase in adults satisfied with street cleaning between 2013-14 (73%) and 2014-15 (81%) and a 7% higher satisfaction rate than the Scottish average (74%). The council's own satisfaction survey also showed that since 2010 there has been a 16.5% increase in satisfaction with the cleanliness of streets and other public places for which the council is responsible.</p> <p>The 2015/16 Scottish Household Survey results will be published next year.</p>	Report Later	-----	-----	74.0%	73.0%	81.0%

Promote performance management and improvement

Promote performance management and improvement

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
Retain Customer Service Excellence (CSE) award for Bereavement Services and retain ISO 9001 and ISO 14001 accreditation	Retain all accreditation by March 2016	Bereavement Services retained CSE Award in May 2015.	Green	---	---	---	---	---
Provide an effective and efficient household waste and recycling collection service	Council target achieved for gross cost of waste collection per premise	The gross cost of waste collection per household has slightly increased from the previous year. This can be explained by the increased number of households, the part roll out of new food and garden waste services to the Hamilton and East Kilbride area, and increased inflation. However, the annual target has still been met.	Green	£75.81	£75.12	£67.81	£65.27	£69.93
	Council target achieved for net cost per premise of waste collection	The net cost of waste collection per household has slightly increased from the previous year. This can be explained by the increased number of households, the part roll out of new food and garden waste services to the Hamilton and East Kilbride area, and increased inflation. However, the annual target has still been met.	Green	£74.97	£69.86	£66.25	£62.85	£67.37
	Council target achieved for gross cost of waste disposal per premise	The gross cost of waste disposal per household has slightly increased from the previous year. This can be explained by the increase in the number of households and increased inflation. However, the annual target has been met.	Green	£100.18	£93.43	£88.78	£96.56	£91.45
	Council target achieved for net cost per premise of waste disposal	The net cost of waste disposal per household has slightly increased from the previous year. This can be explained by the increase in the number of households and increased inflation. However, the annual target has been met.	Green	£98.08	£92.38	£85.72	£94.59	£88.38

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Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
	95% of special uplifts completed within 5 working days	98.26% of special uplifts were completed within 5 working days in Q4 (January to March 2016). The year to date figure 98.31% is above target and in line with last year's figure (2014/15) of 98.83%.	Green	95.0%	98.3%	98.9%	99.2%	98.8%
	5% reduction in the Council's missed collections per 100,000 collections achieved by March 2016, compared to 2014/15	Introduction of new services in Hamilton and East Kilbride, with improved recycling collections, has resulted in an increase in missed bins. This may be down to the public presenting the wrong bin on the wrong collection day. Work is ongoing to determine and rectify these issues.	Amber	103.0	127.0	101.8	89.0	108.0
	Routing software to enhance efficiency in refuse collection investigated by March 2016	Webaspx routing software, purchased and currently being utilized, Hamilton and East Kilbride complete, Rutherglen and Cambuslang next area for implementation May 2016.	Green	---	---	---	---	---

Promote performance management and improvement

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Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
Monitor ongoing costs of delivery of Community and Enterprise Resources' services	Cost per attendance of sport and leisure facilities (including swimming pools)	<p>2014/15 cost data has now been published (see figure to right).</p> <p>Cost per attendance/visit to sports facilities in SLC has fallen compared to the previous year, resulting in improved performance. The figure (£2.23) is also substantially lower than the Scottish average (£3.68). Tight budgetary control is helping to reduce the cost of this service.</p> <p>2015/16 cost data will be published next year.</p>	Report Later	-----	-----	£2.35	£2.34	£2.23

Promote performance management and improvement

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Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
	Cost per visit to libraries	<p>2014/15 cost data has now been published (see figure to right).</p> <p>Cost per attendance at libraries has fallen in SLC (£3.54), but is higher than the Scottish average figure (£2.59). This measure is impacted by the number of actual attendances at libraries in the year. The drive towards a digital library service has meant more customers accessing the library service via the internet, resulting in an increase in the lending out of e-books and consequently fewer people physically visiting libraries. Actual attendances at libraries fell by 3% (45,000) in this period, mainly for the above reason, but also due to the impact of the town centre development in East Kilbride, where the Central Library's attendances fell by around 18,000. Notwithstanding these issues, the library service will continue to market its services and in particular, develop its children's programme, in order to attract and retain customers.</p> <p>2015/16 cost data will be published next year.</p>	Report Later	-----	-----	£3.73	£3.71	£3.54

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Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
	Cost per visit to museums and galleries	<p>2014/15 cost data has now been published (see figure to right).</p> <p>Cost per attendance at museums in SLC has increased slightly (£2.90), but is lower than the Scottish average (£3.53).</p> <p>2015/16 cost data will be published next year.</p>	Report Later	-----	-----	£3.12	£2.75	£2.90

Promote performance management and improvement

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Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
	Cost of parks and open spaces per 1,000 population	<p>2014/15 cost figures have now been published by the Improvement Service (see figure to the right).</p> <p>The cost of maintaining parks and open spaces per 1,000 population in SLC (£33,346.02) has risen compared with the previous year, due to increased living wage costs. This has resulted in a poorer result compared with the national result for the year (£31,273.47). In interpreting this result, however, it is important to remember that varying levels of maintenance are provided by different local authorities across Scotland. Nevertheless, the Council is currently reviewing these service costs as part of the cross - Council efficiency savings required for 2016/17 onwards.</p> <p>2015/16 cost data will be reported next year.</p>	Report Later	-----	-----	£30,634	£32,285	£33,346

Promote performance management and improvement

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Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
	Net cost of street cleaning per 1,000 population	<p>2014/15 cost figures have now been published by the Improvement Service (see figure to the right).</p> <p>The net cost of street cleaning per 1,000 population in SLC increased in 2014-15 (£16,942.54) and is above the Scottish average (£15,816.44). This rise in costs has resulted from increased living wage costs. The Council is currently reviewing service costs as part of the cross - Council efficiency savings required for 2016/17 onwards.</p> <p>2015/16 cost figures will be published by the Improvement Service next year.</p>	Report Later	-----	-----	£16,373	£15,795	£16,943

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Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2013	2014	2015
	Cost of Trading Standards per 1,000 population	<p>The Improvement Service have now published the 2014/15 data (see figure to the right).</p> <p>The cost of providing trading standards and environmental health services per 1,000 population for SLC declined in 2014-15 compared with the previous year and is also significantly lower than the 2014-15 Scottish average. This represents good value for money taking into account the range of services provided, not all of which continue to be provided by other councils.</p> <p>The 2015/16 data will be published next year.</p>	Report Later	-----	-----	£3,674	£3,808	£3,634
	Cost of Environmental Health per 1,000 population	<p>The Improvement Service have now published the 2014/15 data (see figure to the right).</p> <p>The cost of providing trading standards and environmental health services per 1,000 population for SLC declined in 2014-15 compared with the previous year and is also significantly lower than the 2014-15 Scottish average. This represents good value for money taking into account the range of services provided, not all of which continue to be provided by other councils.</p> <p>The 2015/16 data will be published next year.</p>	Report Later	-----	-----	£14,366	£14,906	£14,247

Achieve efficient and effective use of resources

Achieve efficient and effective use of resources

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2013	2014	2015
Provide efficient and effective fleet management and maintenance service	Target achieved for percentage of Council vehicles presented externally for an MOT passing without additional work being required (target 87%)	Year to date performance exceeded annual target.	Green	87.0%	93.0%	92.0%	92.0%	91.0%