

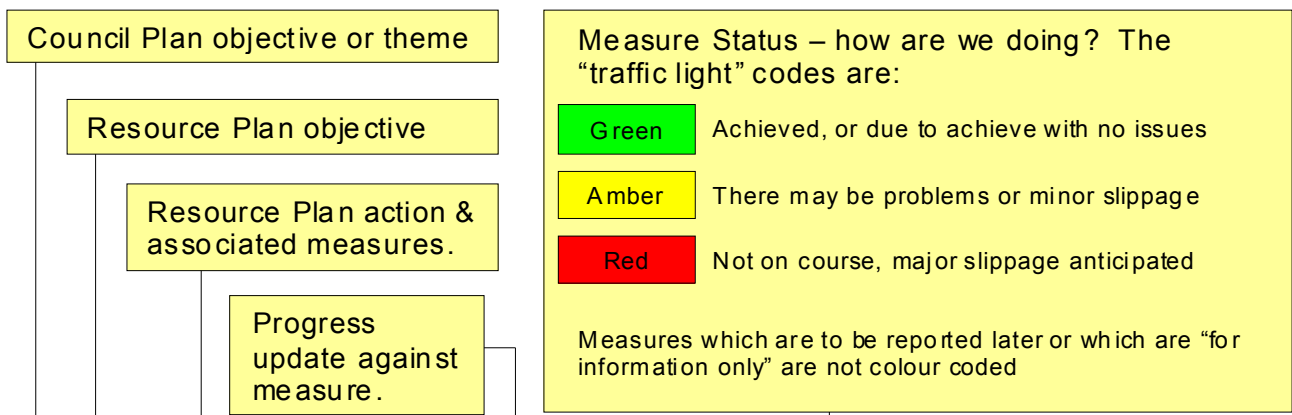
## **Community Resources**

# **improve**

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

## How to use this performance report

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



| Vision and Strategic Direction  |  |   |         |                  |           |                |            |       |   |
|---|--|---|---------|------------------|-----------|----------------|------------|-------|---|
| Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions                              |  |   |         |                  |           |                |            |       |   |
| Action  | Measures (non statistical measures shaded grey)  | Comments / Progress   | Status  | This Year Target | To date   | Previous Years |            | Trend |   |
|   |  |   |         | 2008/09          | 2009/10   | 2008/09        | 2009/10    |       |   |
| 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<br>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 Target | To date   | Previous Years |            | Trend |   |
|   |  |   |         | 2008/09          | 2009/10   | 2008/09        | 2009/10    |       |   |
| Continue to develop mechanisms for the recycling and of municipal waste in order to achieve Scottish Government waste targets | 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     |       | ↓ |
|   |  | consistent with the same period last  | Green   | 95.0%            | 99.4%     | 99.0%          | 98.9%      |       | ↓ |

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

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

The trend column shows how performance changed between these 2 years

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

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

| Council Objective / Theme   | Green     | Amber    | Red      | To be reported later / Contextual | Total      |
|---|-----------|----------|----------|-----------------------------------|------------|
| <b>Vision and Strategic Direction</b>   | <b>23</b> |          | <b>2</b> | <b>7</b>                          | <b>32</b>  |
| <b>Governance and Accountability</b>  | <b>4</b>  | <b>2</b> |          | <b>1</b>                          | <b>7</b>   |
| <i>Partnership Working, Community Leadership and Engagement</i>   |           |          |          |                                   |            |
| <b>Performance Management and Improvement</b>   | <b>5</b>  | <b>1</b> | <b>1</b> | <b>1</b>                          | <b>8</b>   |
| <b>Efficient and effective use of resources</b>   | <b>7</b>  | <b>1</b> |          | <b>4</b>                          | <b>12</b>  |
| <b>Raise educational attainment for all</b>   | <b>1</b>  |          |          |                                   | <b>1</b>   |
| <i>Increase involvement in lifelong learning</i>  |           |          |          |                                   |            |
| <b>Improve health and increase physical activity</b>  | <b>19</b> | <b>1</b> |          |                                   | <b>20</b>  |
| <b>Improve the quality of the physical environment</b>  | <b>5</b>  | <b>2</b> |          |                                   | <b>7</b>   |
| <i>Improve the road network and public transport</i>  |           |          |          |                                   |            |
| <b>Improve community safety</b>   | <b>4</b>  |          |          | <b>2</b>                          | <b>6</b>   |
| <b>Support local economy by providing the right conditions for growth, improving skills and employability</b> | <b>3</b>  |          |          | <b>1</b>                          | <b>4</b>   |
| <b>Develop services for older people</b>  | <b>2</b>  |          |          |                                   | <b>2</b>   |
| <b>Increase participation in arts and culture</b>   | <b>8</b>  | <b>1</b> |          | <b>1</b>                          | <b>10</b>  |
| <i>Improve lives of vulnerable children, young people and adults</i>  |           |          |          |                                   |            |
| <i>Improve quality, access and availability of housing</i>  |           |          |          |                                   |            |
| <b>Total</b>  | <b>81</b> | <b>8</b> | <b>3</b> | <b>17</b>                         | <b>109</b> |

## Vision and Strategic Direction

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

| Action  | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress   | Status       | ----- This Year ----- |           | ----- Previous Years ----- |         |       |
|---|--|---|--------------|-----------------------|-----------|----------------------------|---------|-------|
|   |  |   |              | Target                | To date   | 2009/10                    | 2010/11 | Trend |
| Further implement the carbon management plan to reduce greenhouse gas emissions from Council Services (buildings, waste, transport etc) | Achieve 2% reduction in the Council's greenhouse gas emissions by March 2012 compared to 2010/11 | Council greenhouse gas emissions figures for 2011/12 won't be available until after 31st March 2012. Reduction figure for 2010/11, however, has now been confirmed as 9.4% below 2005/06 baseline.  | Green        | Not avail             | Not avail | 7.1%                       | 9.4%    | ↑     |
|   | Switch Off energy campaigns held in October 2011   | Annual Switch Off Campaign will be programmed on target in October 2011.  | Green        | ---                   | ---       | ---                        | ---     | ---   |
|   | Achieve 3.3% reduction in energy use in Community Resources' buildings by March 2012             | New processes and training being introduced aimed at reducing energy use in Community Resources' buildings. Performance in meeting reduction target will be reported at year end, after 31st March 2012.  | Report Later | 3.3%                  | Not avail | 0.0%                       | 0.0%    | ↔     |
|   | Achieve 3.3% reduction in Council wide transport emissions by March 2012                         | Rate of reduction in Council wide transport emissions in 2011/12 will not be available until after 31st March 2012.   | Report Later | 3.3%                  | Not avail | 0.0%                       | 0.0%    | ↔     |
| Carry out a review of the Sustainable Development Strategy (SDS)  | Review of Sustainable Development Strategy to be completed by December 2011                      | Preparation of Sustainable Development Strategy progressing alongside strategic environmental assessment (SEA) process.<br><br>Staff consultation survey and workshops have been held and feedback now being analysed to help develop new Strategy. | Green        | ---                   | ---       | ---                        | ---     | ---   |

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

| Action   | Measures <i>(non statistical measures shaded grey)</i>                       | Comments / Progress   | Status | ----- This Year ----- |            | ----- Previous Years ----- |            |       |
|--|--|---|--------|-----------------------|------------|----------------------------|------------|-------|
|  |  |   |        | Target                | To date    | 2009/10                    | 2010/11    | Trend |
| Continue to develop mechanisms for the recycling and composting of household waste in order to achieve the targets set out in Scotland's zero waste plan | Maintain or reduce the annual amount of biodegradable waste sent to landfill | These are figures for biodegradable waste sent to landfill for Q1, 2011/12. Waste data flow has still to be completed for Q2 2011/12. | Green  | 69,214                | 16,891     | 73,730                     | 69,214     | ↑     |
|  | Maintain the recycling rate for domestic waste at 2010/11 level              | This is the recycling rate for domestic waste for Q1 2011/12. Waste data flow has still to be completed for Q2 2011/12.               | Green  | 38.2%                 | 42.1%      | 40.1%                      | 38.2%      | ↓     |
|  | Maintain waste tonnage per household at 2010/11 level or below               | These are figures for waste tonnage per household for Q1 2011/12. Waste data flow has still to be completed for Q2 2011/12.           | Green  | 1.2 tonnes            | 0.3 tonnes | 1.3 tonnes                 | 1.2 tonnes | ↑     |
| We will provide an effective and efficient   | Achieve target for refuse collection costs per household                     | Figures are to end of Finance Period 6.   | Green  | £66.27                | £28.16     | £69.17                     | £71.02     | ↓     |

## Vision and Strategic Direction

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

| Action   | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress  | Status       | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|--|--|--------------|-----------------------|---------|----------------------------|---------|-------|
|  |  |  |              | Target                | To date | 2009/10                    | 2010/11 | Trend |
| household waste collection service and continue to improve community understanding and the use of waste and recycling services | Achieve target for refuse disposal costs per household   | Figures are to end of Finance Period 6.  | Green        | £101.06               | £42.71  | £80.80                     | £89.59  |       |
|  | Achieve target for special uplifts completed within 5 working days   | The score achieved (99.24%) is in line with the score achieved for the same period last year (99.38%) and exceeds the target of 95% of special uplifts completed within 5 working days.  | Green        | 95.0%                 | 99.0%   | 98.9%                      | 99.2%   |       |
|  | Achieve 10% reduction in the Council's missed collections per 100,000 collections by March 2012, compared to 2010/11   | This year's performance in relation to the Q2 missed collection performance (99.02 missed collections per 100,000 collections) is an improvement compared to the same period last year (128.3 missed collections per 100,000 collections). | Green        | 108                   | 99      | 167                        | 120     |       |
|  | Maintain level of satisfaction with waste collection services  | No future residents satisfaction survey this year.   | Report Later | 87.0%                 | 93.0%   | Not avail                  | 87.9%   |       |
| Procure new generation waste treatment facilities to meet Scottish Government Zero Waste targets                               | Award contract for the treatment and disposal of residual waste with evaluation of final solutions and identification of preferred bidder (subject to committee approval and standstill period) by July 2011 | Approval was given at Executive Committee on 7 September 2011 to appoint Preferred Bidder and proceed to financial close and contract award.   | Green        | ---                   | ---     | ---                        | ---     | ---   |

### Protect and enhance our natural environment, land and ecology

| Action  | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress   | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|---|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |   |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Identify and manage contaminated land within the statutory regulatory framework | Implement a programme to validate the status of 100 sites identified by the Service's Risk Model        | Programme to validate status of 100 sites no longer required as risk modelling criteria has been reviewed and deemed appropriate - no changes were required.                                      | Green  | ---                   | ---     | ---                        | ---     | ---   |
|   | Review the contaminated land risk model and ensure sites are given the appropriate site priority status | Contaminated Land Strategy Document (which includes contaminated land risk model) has been reviewed. Risk model has been determined to be appropriate, with no change to risk modelling criteria. | Green  | ---                   | ---     | ---                        | ---     | ---   |

## Vision and Strategic Direction

### Foster responsible citizenship and awareness of sustainable development

| Action   | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress  | Status       | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|--|--|--------------|-----------------------|---------|----------------------------|---------|-------|
|  |  |  |              | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Engage community planning partners in joint action with the Council on climate change  | Publish climate change declaration annual report by October 2011 with involvement of community planning partners                 | A report was presented to the Sustainability Partnership on 12th July 2011, proposing a combined South Lanarkshire Scotland Climate Change Declaration (SCCD) annual report. A draft of the combined SCCD report will be presented to the Partnership on 11th October 2011.  | Green        | ---                   | ---     | ---                        | ---     | ---   |
|  | Stabilise or reduce South Lanarkshire's ecological footprint level   | This indicator is produced for local authority areas nationally by the Stockholm Environment Institute. The most recent figures available, however, date to 2008, when the ecological footprint was assessed as 5.17 Global hectares per capita. This was below the Scottish and UK figures of 5.35 and 5.34 respectively. Unfortunately it is not clear when an updated figure will be available. | Report Later | ---                   | ---     | ---                        | ---     | ---   |
|  | 2011 update of Sustainability Partnership Improvement Plan completed by October 2011   | Draft Partnership Improvement Plan circulated to members of the Partnership for comment. Final version will be approved at the next Sustainability Partnership meeting on 11 October 2011.   | Green        | ---                   | ---     | ---                        | ---     | ---   |
| Develop and implement an environmental volunteering framework  | Achieve a year on year increase in the number of volunteer days in the Environmental Volunteer Programme - 1,850 days in 2011/12 | This measure will be reported at year end.   | Report Later | ---                   | ---     | ---                        | ---     | ---   |
| Monitor and report on implementation of sustainable development strategy and associated risks to evidence improved performance | Quarter 2 and quarter 4 reports on all sustainable development strategy actions and issues presented to CMT and committee        | Q4 Sustainable Development Strategy update report for 2010/11 was reported to Executive Committee in September 2011.   | Green        | ---                   | ---     | ---                        | ---     | ---   |

## Vision and Strategic Direction

### To secure quality living and working environments for health, wellbeing and economic prosperity

| Action   | Measures <i>(non statistical measures shaded grey)</i>                           | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|--|--|--------|-----------------------|---------|----------------------------|---------|-------|
|  |  |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Review and assess air quality throughout South Lanarkshire as required by the Environment Act 1995 and in line with national guidance                              | Detailed assessment for Hamilton Town Centre to be completed by December 2011    | The installation date for the monitoring equipment was delayed until August 2011, and since 6 months monitoring results are required to complete a Detailed Assessment, the earliest date results will now be available are Feb 2012. The December target is therefore no longer achievable. | Red    | ---                   | ---     | ---                        | ---     | ---   |
|  | Detailed assessment for High Street, Lanark to be completed by December 2011     | AEA is the newly appointed external specialist technical consultants. Timescales have been agreed for the preparation of a detailed assessment of air quality in High Street, Lanark.  | Green  | ---                   | ---     | ---                        | ---     | ---   |
|  | Detailed assessment for Main Street, Uddingston to be completed by December 2011 | The installation date for the monitoring equipment was delayed until August 2011, and since 6 months monitoring results are required to complete a Detailed Assessment, the earliest date results will now be available are Feb 2012. The December target is therefore no longer achievable. | Red    | ---                   | ---     | ---                        | ---     | ---   |
|  | Progress report to be completed by December 2011                                 | AEA is the newly appointed external specialist technical consultants. Timescales have been agreed for the preparation of a progress report. Discussion is ongoing with the Scottish Government on some technical aspects of Whirlies AQMA designation.                                       | Green  | ---                   | ---     | ---                        | ---     | ---   |
| To liaise with Scottish Government, SEPA and other partners and stakeholders to progress the implementation of the M74 extension and the Clyde Gateway development | Respond to all regulatory enquiries from SEPA within 28 days                     | No new formal regulatory enquiries from SEPA relating to M74 extension and/or the Clyde Gateway development  | Green  | 100.0%                | 0.0%    | 0.0%                       | 0.0%    | ↕     |
|  | Respond to all environmental impact assessment consultations within 21 days      | No new EIA's relating to M74 extension and/or the Clyde Gateway development  | Green  | 100.0%                | 0.0%    | 0.0%                       | 0.0%    | ↕     |

## Vision and Strategic Direction

### Vision and Strategic Direction

| Action   | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress   | Status       | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|---|---|--------------|-----------------------|---------|----------------------------|---------|-------|
|  |   |   |              | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Develop and implement our Council Plan – Connect   | Deliver annual resource plan based on approved performance management framework   | Resource Plan 11/12 completed and approved by Community Resources Committee on 29 June 2011. Meeting to discuss development of 2012/13 Resource/ Service Plans has taken place with Enterprise Resources and timeline drafted for development of these new plans. | Green        | ---                   | ---     | ---                        | ---     | ---   |
| Implement a programme of equality and human rights impact assessments across the Council | Number of impact assessments carried out against those timetabled   | None scheduled for this quarter   | Green        | Not avail             | 0       | 9                          | 0       | ↓     |
|  | Number of reports on impact assessments published on website  | No impact assessments were scheduled for this quarter.  | Green        | Not avail             | 0       | 24                         | 33      | ↑     |
|  | Progress in relation to equality impact assessment action plans is monitored and reported to Equal Opportunities Forum                    | Progress in relation to EIA action plans continues to be monitored and will be reported to Equal Opportunities Forum on an annual basis, report to Forum not scheduled for this quarter.  | Report Later | ---                   | ---     | ---                        | ---     | ---   |
| Develop and introduce Council wide equality performance measures and publish results     | Resources to provide annual report to Equal Opportunities Forum on uptake of service, based on standardised equality reporting categories | Report to Equal Opportunities Forum on uptake of service not scheduled for this quarter.  | Report Later | ---                   | ---     | ---                        | ---     | ---   |

## Governance and Accountability

### Governance and Accountability

| Action   | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress   | Status       | ----- This Year ----- |           | ----- Previous Years ----- |           |       |
|--|---|---|--------------|-----------------------|-----------|----------------------------|-----------|-------|
|  |   |   |              | Target                | To date   | 2009/10                    | 2010/11   | Trend |
| Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management) | Delivery of risk control actions by due date  | There is only one risk control action and it is not due for delivery until 31st of March 2012.  | Report Later | 75.0%                 | Not avail | 0.0%                       | Not avail | ○     |
|  | Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)               |   | Green        | 75.0%                 | 82.0%     | 57.0%                      | 61.0%     | ↑     |
|  | Complete Resource Governance Self Assessment and declaration by due date and develop actions to address non-compliant areas | Resource Governance Self Assessment completed for 2011/12. Next review will start in March 2012 for 2012/13.  | Green        | ---                   | ---       | ---                        | ---       | ---   |
| Develop, implement and communicate our corporate plans, performance and service standards  | Achieve target for complaints responded to within timescale   |   | Amber        | 95.0%                 | 84.0%     | 97.8%                      | 89.5%     | ↓     |
|  | Achieve target for freedom of information requests completed within 20 working days   | In Q1 and Q2, there have been a high number of complex cases, which have therefore taken more time to be completed. Of the 60 information requests, 10 took over 20 days to be completed. | Amber        | 100.0%                | 82.6%     | 90.0%                      | 91.6%     | ↑     |



## Governance and Accountability

### Governance and Accountability

| Action  | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|--|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Implement the Council's Corporate Information Governance Strategy in line with set timescales | Undertake annual review of vital records by March 2012  | Review and risk assessment completed for 2011/12. Resource also liaising with South Lanarkshire Leisure and Culture in respect of their vital records to assist them in carrying out a parallel process. | Green  | ---                   | ---     | ---                        | ---     | ---   |
|   | Brief and train appropriate staff on corporate information governance strategy by end March 2012 in line with Council wide guidelines | The roll out of the Learn on Line course began at the end of August 2011 and will continue over Q3 2011/12.  | Green  | ---                   | ---     | ---                        | ---     | ---   |

## Performance Management and Improvement

### Performance Management and Improvement

| Action   | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress   | Status       | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|---|---|--------------|-----------------------|---------|----------------------------|---------|-------|
|  |   |   |              | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Implement effective Best Value management arrangements to ensure continuous improvement and effective and efficient service delivery | Sustain positive SPI trend results for Council  | The 2010-11 SPI results show that of the 13 SPIs under Community Resources responsibility, performance is improving in four indicators, declining in eight indicators, and remains the same in one indicator. Further detail on all SPIs will be included in the SPI 5 year comparison report presented to committee in December 2011.                    | Amber        | ---                   | ---     | ---                        | ---     | ---   |
|  | Ensure Local PIs meet requirements of Best Value 2  | Carried out a performance indicator review last year with Improvement Unit. We will do a further review in preparation for next year's Resource Plan.   | Report Later | ---                   | ---     | ---                        | ---     | ---   |
| Roll out the Council's self evaluation tool Empower  | Carry out two assessments based on the PSIF by March 2012   | Part 1 of PSIF assessment was carried out on 12th/13th September with Environmental Services/Consumer and Trading Services. Second and final part of this assessment will take place on 13th October 2011. Thereafter improvement plan will be finalised. The second PSIF assessment will commence within the Building Cleaning Service in November 2011. | Green        | ---                   | ---     | ---                        | ---     | ---   |
| Implement the recommendations of the Fleet Services Best Value Review  | Achieve MOT pass rate greater than APSE reported national average per annum                           | Q2 MOT pass rate (94%) greater than 2010/11 APSE national average (92%).  | Green        | 92.0                  | 93.5    | Not avail                  | 89.3    | ☐     |
|  | Sustain position in top quartile of APSE Performance Networks for annual maintenance cost per vehicle | The position in the top quartile for APSE Performance Networks for annual maintenance cost per vehicle was achieved in 2010/11. 2011/12 position will be reported after March 2012.   | Green        | ---                   | ---     | ---                        | ---     | ---   |

## Performance Management and Improvement

### Performance Management and Improvement

| Action  | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|--|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
|   | Implement the Fuel Efficiency Officer post by March 2012 and identify target savings by end of pilot year | Fuel Efficiency Officer took up post in February 2011. Target savings will be identified by end of pilot year.   | Green  | ---                   | ---     | ---                        | ---     | ---   |
|   | Implement an IT solution to improve vehicle utilisation and fuel management by August 2011                | The procurement process for the IT solution is taking longer than originally expected, due to the fact that the tender has to go through the European Journal. Procurement process received CMT approval on the 29/09/11 and procurement is expected to be complete by December 2011, with implementation in January 2012. | Red    | ---                   | ---     | ---                        | ---     | ---   |
| Create training framework on behalf of Council's drivers (Certificate of Professional Competence) | Develop five training modules and begin training rollout by July 2011                                     | Module 1 training development complete and roll out delivered. Module 2 training currently submitted for approval.   | Green  | ---                   | ---     | ---                        | ---     | ---   |

## Efficient and effective use of resources

### Efficient and effective use of resources

| Action  | Measures <i>(non statistical measures shaded grey)</i>                                | Comments / Progress   | Status       | ----- This Year ----- |           | ----- Previous Years ----- |         |       |
|---|---|---|--------------|-----------------------|-----------|----------------------------|---------|-------|
|   |   |   |              | Target                | To date   | 2009/10                    | 2010/11 | Trend |
| We will ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities | Staff absence rate (SPI)  |   | Green        | 5.0%                  | 4.6%      | 4.7%                       | 4.5%    | ↑     |
|   | Labour turnover rate  | Average turnover figure for Q2 July - August 2011 was 2.6% (September stats not yet available). Actual turnover for August 2011 was 0.94%.  | Green        | 5.00%                 | 4.37%     | 4.30%                      | 4.34%   | ↓     |
|   | 100% coverage of PDR and associated training plans of employees in scope              |   | Report Later | 100.0%                | Not avail | 80.3%                      | 83.0%   | ↑     |
| Maximise funding opportunities from external sources  | Achieve external funding target by March 2012   | In Q2, £100,000 was awarded from Sport Scotland towards the pitch upgrade at Hamilton Palace Sports Grounds. Responses expected later in 2011/12 in relation to a number of other funding applications.   | Green        | £0.500m               | £0.100m   | £1.603m                    | £0.366m | ↓     |
| Orders processed through e-procurement  | Achieve a 10% increase in volume of orders processed through iproc from 2010/11 level | There has been a 5% reduction in Iproc purchase orders compared to Q2 last year. This is due to the transfer of Cultural Services and Halls to the South Lanarkshire Leisure and Culture Trust in October 2010 - these services are therefore no longer on the system. Increase will be more achievable in Q3 2011. | Amber        | 52,435                | 22,015    | 50,000                     | 96,884  | ↑     |

## Efficient and effective use of resources

### Efficient and effective use of resources

| Action   | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress   | Status       | ----- This Year ----- |           | ----- Previous Years ----- |         |       |
|--|--|---|--------------|-----------------------|-----------|----------------------------|---------|-------|
|  |  |   |              | Target                | To date   | 2009/10                    | 2010/11 | Trend |
| Manage property assets efficiently   | Proportion of operational accommodation that is in satisfactory condition (SPI)  |   | Report Later | Not avail             | Not avail | 80.0%                      | 74.0%   | ↓     |
|  | Proportion of operational accommodation that is suitable for its current use (SPI)   |   | Report Later | Not avail             | Not avail | 88.0%                      | 91.0%   | ↑     |
|  | % of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people (SPI) |   | Report Later | Not avail             | Not avail | 90.0%                      | 92.4%   | ↑     |
| Process invoices on time   | The number of invoices paid within 30 days as a % of all invoices paid (SPI)   |   | Green        | 85.0%                 | 96.0%     | 94.0%                      | 93.0%   | ↓     |
| Continue to develop and enhance the website to improve customer experience and encourage channel shift | Increase the number of opportunities for customers to carry out a transaction through the Council's website (one or more services by March 2012)           | Discussions have taken place regarding the development of an online customer enquiry form for Environmental Services. Project timescales for development have not yet been agreed, due to the current priorities to progress intranet 'go live' and the development of the PRSF scrutiny portal.<br><br>Meetings and discussions have taken place with both Environmental Services and Legal Services, with a view to integrating online licensing applications. Legal Services project is still in the development stages. | Green        | ---                   | ---       | ---                        | ---     | ---   |
| Implement the recommendations of the Member / Officer review on Fixed Play Areas                       | Achieve target reduction in number of fixed play areas by March 2012   | Resources are being used to remove play equipment from existing play areas as part of the investment programme.   | Green        | 239.0                 | 241.0     | 0.0                        | 0.0     | ↔     |
|  | Carry out investment programme on remaining fixed play areas up to March 2012 (the investment programme will cover a five year period)                     | Resources are currently allocated to the removal of play equipment from existing play areas as part of the investment programme. Development of remaining fixed play areas scheduled to progress during the winter period 2011/12.  | Green        | ---                   | ---       | ---                        | ---     | ---   |

## Raise educational attainment for all

### Support the implementation of the Council's "whole school approach" in primary and secondary schools by providing effective cleaning, catering and janitorial services

| Action   | Measures <i>(non statistical measures shaded grey)</i>                                     | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|--|--|--------|-----------------------|---------|----------------------------|---------|-------|
|  |  |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Provide effective cleaning, catering and janitorial services in schools across South Lanarkshire | Achieve target customer satisfaction rating for cleaning, catering and janitorial services | This is the customer satisfaction rating for Q1. No Q2 information is available due to the closure of schools between the beginning of July and mid August 2011. The Q2 rating will be reported in the Q3 Resource Plan update report. | Green  | 95.0%                 | 96.9%   | 98.0%                      | 98.7%   | ↑     |

## Improve health and increase physical activity

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

| Action  | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|--|--|--------|-----------------------|---------|----------------------------|---------|-------|
|   |  |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Provide a comprehensive food safety enforcement and advisory service to reduce risk of food borne infection | Reduce the incidence of notified food borne infection from 2006/07 baseline figure by 8.5% by March 2012 |  | Green  | 170.0                 | 57.0    | 144.0                      | 137.0   | ↑     |
|   | Secure broad compliance in 85% of food businesses  | Whilst this is just 1% behind target, the inspection of new businesses should bring performance back on track. | Green  | 85.0%                 | 84.0%   | Not avail                  | 86.9%   | ○     |

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

| Action  | Measures <i>(non statistical measures shaded grey)</i>                                    | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|--|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Increase the number of individuals participating in physical activity at leisure facilities | Maintain attendance at leisure facilities managed by SL Leisure and Culture by March 2012 | Compared to this time last year, there has been a 1% increase on the YTD figure and a 4.5% increase for the quarter, with attendances at the newly opened Dollan Aqua Centre offsetting a 22% decrease in golf attendances (caused by closures due to poor weather). | Green  | 3,612m                | 2,079m  | 3,616m                     | 3,612m  | ↓     |
|   | Increase number of attendances at swimming pools per 1,000 population                     | Compared to this time last year, there has been a 15% increase in swimming pool attendances, largely to the opening of the Dollan Aqua Centre which was closed this time last year.  | Green  | 3,988                 | 2,524   | 3,861                      | 3,988   | ↑     |
|   | Maintain attendances at other indoor facilities per 1,000 population                      | Both quarterly and YTD figures remain on a par with last year, the latter showing a 0.4% increase.   | Green  | 5,083                 | 2,509   | 5,214                      | 5,083   | ↓     |

## Improve health and increase physical activity

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

| Action   | Measures <i>(non statistical measures shaded grey)</i>     | Comments / Progress   | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|--|---|--------|-----------------------|---------|----------------------------|---------|-------|
|  |  |   |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
|  | Maintain attendances at outdoor recreation facilities      | Compared to this time last year, there has been a decrease of 4% (16,000) in the YTD attendance figure, caused by the closure of pitches (due to inclement weather) and the decrease in the number of adult teams playing football. This is a very weather dependant service, therefore difficult to predict if Q3 attendance figures will redress the shortfall.   | Green  | 599,591               | 387,375 | 627,588                    | 599,591 | ↓     |
|  | Maintain attendances at golf courses                       | Compared to last September, there has been a 46% decrease in this September's attendance figures (caused by inclement weather and an overall downturn). This decrease has contributed to an overall decrease of 22% (36,000) for both the quarter and YTD attendance figures compared to this time last year. Will continue to market the service in both the local and national press, but weather will have the greatest impact over the coming months. | Amber  | 192,577               | 126,554 | 173,949                    | 192,577 | ↑     |
| Maintain a high level of customer satisfaction in leisure facilities | Maintain customer satisfaction rates at leisure facilities | Customer satisfaction remains on target.  | Green  | 98.0%                 | 98.0%   | 97.0%                      | 98.0%   | ↑     |

### Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and Culture facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy.

| Action  | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress   | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|--|---|--------|-----------------------|---------|----------------------------|---------|-------|
|   |  |   |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and Culture facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy | Maintain the number of free under 16 attendances at South Lanarkshire Leisure facilities by March 2012       | Compared to this time last year, there has been a 5% increase in the quarter and an 8% increase in the YTD figure, as under 16's continue to make use of this free initiative. Free outdoor pitch use has increased by 4% whilst indoor usage is up 1% compared to this time last year. | Green  | 362,452               | 194,445 | 350,682                    | 362,452 | ↑     |
|   | Maintain the number of free under 16 attendances at culture facilities (school lets and halls) by March 2012 | The significant increase on this time last year (80% increase) follows a review of the previous collection methods.   | Green  | 104,105               | 172,999 | 51,797                     | 104,105 | ↑     |

### Contribute towards the success of international sporting events

| Action   | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|---|--|--------|-----------------------|---------|----------------------------|---------|-------|
|  |   |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Make preparations for the International Children's Games (ICG) in 2011 | Contribute towards a successful pan-Lanarkshire delivery of the 2011 International Children's Games event | A successful International Children's Games event took place in August 2011. | Green  | ---                   | ---     | ---                        | ---     | ---   |

## Improve health and increase physical activity

### Contribute towards the success of international sporting events

| Action   | Measures <i>(non statistical measures shaded grey)</i>         | Comments / Progress   | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|--|---|--------|-----------------------|---------|----------------------------|---------|-------|
|  |  |   |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Develop a Legacy Plan and projects for the ICG | Publish Children's Games Legacy Plan by May 2011               | Children's Games Legacy Plan was published in May 2011.   | Green  | ---                   | ---     | ---                        | ---     | ---   |
|  | Complete Children's Games environmental projects by March 2012 | Tree planting project at Chatelherault Country Park completed in March 2011. One further environmental project to be completed this autumn. | Green  | ---                   | ---     | ---                        | ---     | ---   |

### Improve access to 'dry side' sports facilities in communities currently less well served

| Action  | Measures <i>(non statistical measures shaded grey)</i> | Comments / Progress   | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|--|---|--------|-----------------------|---------|----------------------------|---------|-------|
|   |  |   |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Provide a new synthetic pitch at Whitemoss, East Kilbride | Complete construction of new pitch by August 2011      | Pitch was complete and opened to public within the target timescale of August 2011. | Green  | ---                   | ---     | ---                        | ---     | ---   |

### Promote uptake and access to healthier eating across all South Lanarkshire schools

| Action  | Measures <i>(non statistical measures shaded grey)</i> | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|--|--|--------|-----------------------|---------|----------------------------|---------|-------|
|   |  |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Continue improvements to nutrition and health value of school meals | The uptake of free meals in primary schools            | As a result of our Primary 1 induction days, the free meal uptake has shown a healthy increase this period | Green  | 73.0%                 | 71.8%   | 69.0%                      | 73.8%   | ↑     |
|   | The uptake of paid meals in primary schools            | These encouraging uptake figures confirm the fact that the menu selections on offer are value for money.   | Green  | 47.0%                 | 48.0%   | 43.0%                      | 45.8%   | ↑     |
|   | The overall uptake of meals in primary schools         | These encouraging uptake figures confirm the fact that the menu selections on offer are value for money.   | Green  | 52.0%                 | 53.3%   | 49.0%                      | 51.9%   | ↑     |
|   | The uptake of free meals in secondary schools          | The introduction of 'build a baguette' and 'pasta cart' has been well received by pupils.                  | Green  | 42.0%                 | 39.9%   | 38.0%                      | 41.3%   | ↑     |
|   | The uptake of paid meals in secondary schools          | The introduction of 'build a baguette' and 'pasta cart' has been well received by pupils.                  | Green  | 48.0%                 | 50.0%   | 48.0%                      | 47.0%   | ↓     |
|   | The overall uptake of meals in secondary schools       | The introduction of 'build a baguette' and 'pasta cart' has been well received by pupils.                  | Green  | 46.0%                 | 48.3%   | 47.0%                      | 48.1%   | ↑     |

## Improve the quality of the physical environment

### Improve cleanliness of streets, parks and other public areas

| Action   | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|--|--|--------|-----------------------|---------|----------------------------|---------|-------|
|  |  |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Sustain an independently assessed high score for street cleanliness of 69 or above in each year  | Achieve street cleanliness target score (LEAMS)  | The independent LEAMS assessment by Keep Scotland Beautiful in August 2011 alone was 78. September scores not available until late October 2011.   | Green  | 74                    | 74      | 70                         | 73      | ↑     |
| Maintain land to a high standard as measured by the Land Audit Managements System (LAMS)   | Achieve grounds maintenance target score (LAMS)  | These are LAMS scores to the end of August 2011. September scores not available until late October 2011.   | Green  | 70                    | 70      | 70                         | 70      | ↔     |
| Take preventative and enforcement action in relation to incidents of fly tipping, graffiti, dog fouling, noise, including enhanced covert surveillance | Reduce incidence of fly tipping, dog fouling, and graffiti by 2.5% from 2010/11 levels by March 2012 | Complaints under this heading include litter and fly tipping. The increase in the number of complaints compared to last year (target is based on last year's performance) is attributed to a variety of changes within the waste sector e.g. increasing waste disposal costs, an increase in the Landfill Tax, and locally, the introduction of charges for special uplifts. The Service will continue to monitor the incidence of fly tipping, dog fouling and graffiti, in an effort to identify the causes of any increase.   | Amber  | 3,151                 | 1,787   | 4,048                      | 3,232   | ↑     |
|  | Reduce reported incidents of environmental nuisance by 2.5% on 2010/11 levels by March 2012          | Complaints under this heading include problems associated with refuse accumulation and refuse disposal within both commercial and residential properties. The increase in the number of complaints compared to last year (target is based on last year's performance) is attributed to changes within the waste sector e.g. increasing waste disposal costs, an increase in the Landfill Tax and locally the introduction of charges for special uplifts. The Service will continue to monitor the incidence of environmental nuisance, in an effort to identify the causes of any increase. | Amber  | 1,631                 | 992     | 1,708                      | 1,673   | ↑     |
|  | Response to domestic noise complaints  |  | Green  | 2.0                   | 0.6     | 1.1                        | 0.8     | ↑     |
|  | Response to domestic noise complaints - under part V   |  | Green  | 2.0                   | 0.8     | 0.5                        | 0.5     | ↓     |

## Improve the quality of the physical environment

### To provide burial space in line with the Council's statutory obligation as identified in the Burial Grounds Scotland Act 1855

| Action  | Measures <i>(non statistical measures shaded grey)</i>                | Comments / Progress   | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|---|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |   |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Investigate availability of suitable burial grounds in and around those cemeteries with less than 5 years new lair lifespan | Report to Executive Director of Community Resources by September 2011 | Development work to progress the burial site at Lanark Cemetery is complete, including securing full planning permission. Investigations are currently progressing for the development of the remaining burial sites with less than 5 years new lair lifespan. Update was provided to the Executive Director in Q2. | Green  | ---                   | ---     | ---                        | ---     | ---   |

## Improve community safety

### Input to South Lanarkshire Community Safety Partnership to help coordinate joint action by local agencies to promote community safety

| Action  | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress   | Status       | ----- This Year ----- |           | ----- Previous Years ----- |           |       |
|---|---|---|--------------|-----------------------|-----------|----------------------------|-----------|-------|
|   |   |   |              | Target                | To date   | 2009/10                    | 2010/11   | Trend |
| We will coordinate an experiential learning programme to promote personal safety and awareness among school children                                | Achieve target % of primary seven pupils participating in the 'Crucial Crew' experiential safety learning programme | Crucial Crew was delivered from 19 August - 22 September 2011 in the James Hamilton Heritage Park, Stewartfield, East Kilbride. | Green        | 95.0%                 | 95.8%     | 97.0%                      | Not avail | ○     |
| We will provide an experiential learning personal safety programme specifically designed to enable older people to live in a safer home environment | Achieve target % of older people expressing 'Be Smart Be Safe' events as being informative                          | Be Smart is an annual event. This year, the event will take place on 15th/16th November 2011.                                   | Report Later | 75.0%                 | Not avail | 85.0%                      | Not avail | ○     |
|   | Achieve target % of older people expressing 'Be Smart Be Safe' events as being valuable                             | Be Smart is an annual event. This year, the event will take place on 15th/16th November 2011.                                   | Report Later | 75.0%                 | Not avail | 92.0%                      | Not avail | ○     |

### To protect vulnerable groups from the consequences of unsafe goods and services

| Action  | Measures <i>(non statistical measures shaded grey)</i>                    | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|--|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| To undertake legislative and educational activities aimed at protecting consumers | Carry out target number of underage test purchase exercises by March 2012 | Although only one test purchase exercise has been carried out to date, on track to meet annual target over the next two quarters, particularly with forthcoming fireworks and tobacco initiatives. | Green  | 120                   | 1       | 155                        | 121     | ↓     |
|   | Achieve target consumer redress by March 2012                             |  | Green  | £0.750m               | £0.342m | £0.807m                    | £0.812m | ↑     |
|   | Achieve target % of consumer complaints completed within 14 days          |  | Green  | 65.0%                 | 72.0%   | 76.3%                      | 78.0%   | ↑     |



## Support 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 ----- |         | ----- Previous Years ----- |         |       |
|---|--|---|--------------|-----------------------|---------|----------------------------|---------|-------|
|   |  |   |              | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Improve the competitiveness of local business by increasing the numbers of business advice requests, seminars and educational activities for business | Achieve target percentage of business advice requests completed within 14 days |   | Green        | 95.0%                 | 96.0%   | 97.0%                      | 96.0%   | ↓     |
|   | Four compliance workshops held for business community each year                | No workshops held in Q2. These will occur around the launch of the Buy with Confidence Trusted Trader scheme in December 2011.    | Report Later | ---                   | ---     | ---                        | ---     | ---   |
| Introduce an approved trader scheme to improve levels of consumer protection and fair trading and support the local economy                           | Implement an approved trader scheme by December 2011                           | Community Resources Committee approved scheme on 12 July 2011. Now on track to achieve implementation of scheme by December 2011. | Green        | ---                   | ---     | ---                        | ---     | ---   |

### Deliver an effective health and safety enforcement service

| Action   | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|--|---|--|--------|-----------------------|---------|----------------------------|---------|-------|
|  |   |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Provide a comprehensive occupational health & safety enforcement and advisory service to reduce risk of work related accidents and injuries. | Determine baseline for high risk businesses by March 2012 and thereafter set target to reduce number of high risk workplaces by securing compliance with occupational health legal requirements | New Risk Rating Scheme in operation and will give accurate picture of high risk businesses by end of Q3. Thereafter, the baseline will be determined and targets set for future years. | Green  | ---                   | ---     | ---                        | ---     | ---   |

## Develop services for older people

### Support individuals and communities to improve their health

| Action  | Measures <i>(non statistical measures shaded grey)</i>                                      | Comments / Progress   | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|---|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |   |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Actively promote the 'Activage' scheme in leisure facilities across South Lanarkshire | Achieve target number of 60+ residents registered with South Lanarkshire Leisure 'Activage' | YTD membership of the Activage initiative is 16% higher than this time last year.   | Green  | 22,500                | 22,816  | 18,190                     | 21,045  | ↑     |
|   | Achieve target number of 60+ using South Lanarkshire Leisure facilities                     | Compared to this time last year, there has been a 17% rise in quarterly figures and a 10% rise in YTD figures. The opening of the Dollan Aqua Centre has largely contributed to the rise. | Green  | 290,000               | 167,173 | 282,724                    | 297,927 | ↑     |

## Increase participation in arts and culture

### Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire

| Action  | Measures <i>(non statistical measures shaded grey)</i>   | Comments / Progress  | Status       | ----- This Year ----- |           | ----- Previous Years ----- |           |       |
|---|--|--|--------------|-----------------------|-----------|----------------------------|-----------|-------|
|   |  |  |              | Target                | To date   | 2009/10                    | 2010/11   | Trend |
| Increase attendances at our cultural venues by actively promoting to the local community and visitors to the area | Maintain 2010/11 level of visitors to Council cultural venues, museums and country parks by March 2012 | Whilst YTD attendances at the cultural venues show a 5% increase compared to this time last year and attendances at museums are relatively stable, country parks are showing a 13% (134,000) downturn due to poor weather in the last six months. This led to cancellation of events as well as a general decrease in numbers of visitors. Will continue to be monitored by the Outdoor Recreation and Country Parks Manager, but is very weather dependant. | Amber        | 2.102m                | 1.165m    | 2.068m                     | 2.102m    | ↑     |
| Further implementation of action plan to increase use of museums  | Maintain number of museum visits/ usages (per 1,000 population) at 2010/11 levels                      | Visitor numbers remain on a par with this time last year.  | Green        | 646                   | 396       | 677                        | 646       | ↓     |
|   | Maintain number of museum visits/ usages in person (per 1,000 population) at 2010/11 levels            | Figures are on a par with this time last year.   | Green        | 595                   | 372       | 609                        | 595       | ↓     |
| Continue to consult with users and non-users to develop service   | Achieve or exceed target for customers rating cultural services as 'excellent' or 'good' in each year  | Last household customer satisfaction survey was carried out in January 2010. These surveys will now be carried out on a three yearly basis, so next survey not due until 2013.   | Report Later | 60.0%                 | Not avail | Not avail                  | Not avail | ○     |
|   | Achieve target for customers rating our services as 'excellent' or 'good' (from exit polls)            | Satisfaction levels remain on target.  | Green        | 90.0%                 | 98.0%     | 98.0%                      | 98.0%     | ↕     |
| Complete a major refurbishment of Lanark Memorial Hall  | Complete 75% of refurbishment of Lanark Memorial Hall by August 2012                                   | Refurbishment project is progressing according to revised programme for completion summer 2012.<br><br>Progress video posted online in June 2011, further progress video will be online in November 2011.<br><br>SLC and SLLCT currently working in partnership with local schools and Lanark Museum Trust to develop Electronic Information Kiosk within the building, for local people to research their local heritage.                                   | Green        | ---                   | ---       | ---                        | ---       | ---   |
| Provide a new Integrated Community Facility (ICF) for Fernhill  | Achieve facility opening by third quarter of 2011/12   | Project is progressing on schedule to complete in October 2011.  | Green        | ---                   | ---       | ---                        | ---       | ---   |

## Increase participation in arts and culture

### Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire

| Action  | Measures <i>(non statistical measures shaded grey)</i>  | Comments / Progress  | Status | ----- This Year ----- |         | ----- Previous Years ----- |         |       |
|---|---|--|--------|-----------------------|---------|----------------------------|---------|-------|
|   |   |  |        | Target                | To date | 2009/10                    | 2010/11 | Trend |
| Provide a new Integrated Community Facility (ICF) for Stonehouse                            | Achieve facility opening by the fourth quarter of 2011/12   | The project is progressing well and to programme. Handover took place on 10th October 2011. Formal opening to the public earmarked for 7th November 2011.  | Green  | ---                   | ---     | ---                        | ---     | ---   |
| Increase attendances at our libraries by actively promoting to the local community          | Maintain 2010/11 level of visitors to Council libraries (per 1,000 population) by March 2012                                  | Despite a small downward trend compared to this time last year (<1%), some individual libraries have shown significant increases in visitor numbers. An extended programme of children's activities over the summer largely contributed to attendance figures. | Green  | 4,190                 | 2,179   | 0                          | 0       | ↕     |
| Continue development of facilities for the local community within new primary school builds | Achieve site starts at Blackwood and Mossneuk Primary schools during 2011-12 in line with the schools modernisation programme | Site start achieved for Blackwood Primary School on 26th April 2011 and site work progressing well. Mossneuk Primary School at design stage as per the schools modernisation programme, with construction programme yet to be scheduled.                       | Green  | ---                   | ---     | ---                        | ---     | ---   |