



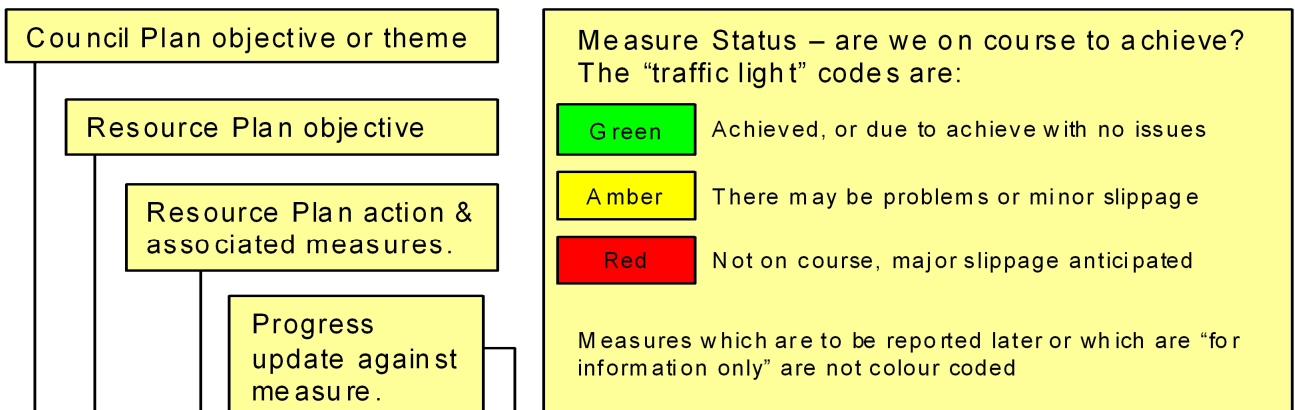
South Lanarkshire Council

improve

Council Plan - Quarterly Performance Report

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.



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 | --- Previous Years --- | | | --- This Year --- | |
|---|--|--|--------------|------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Further implement the carbon management plan to reduce greenhouse gas emissions | The Council's greenhouse gas emissions | This measure will be reported at year end | Report Later | 3.7% | | ⊖ | 3.8% | |
| | Review and revise the Council's greenhouse gas emissions targets | Review underway. Business case for investment in carbon saving measures is being developed and requires to be agreed before new targets can be set. Considering impacts of final stage amendments to the Scottish Climate Change Act approved by Parliament on 23 June 2009, concerning aspiration of new national targets and new duties on local government. | 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 | --- Previous Years --- | | | --- This Year --- | |
|---------------------|---|-----------------------------|--------|------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Continue to develop | The amount of biodegradable waste sent to | On course to achieve target | Green | 81,214 | 77,342 | ⬆ | 77,835 | 19,310 |
| | | | Amber | 37.0% | 37.0% | ⬆ | 40.0% | 40.8% |

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

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.

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 / Unassigned |
|---|------------|-----------|----------|-----------------------------------|
| Vision and Strategic Direction | 25 | 8 | | 8 |
| Governance and Accountability | 9 | 5 | | |
| Partnership Working, Community Leadership and Engagement | 7 | 1 | | 2 |
| Performance Management and Improvement | 18 | 1 | | 4 |
| Efficient and effective use of resources | 20 | 6 | | 7 |
| Raise educational attainment for all | 14 | | | 7 |
| Increase involvement in lifelong learning | 2 | | | 4 |
| Improve health and increase physical activity | 16 | 5 | | 1 |
| Improve the quality of the physical environment | 9 | | 1 | 2 |
| Improve the road network and public transport | 2 | 3 | | 6 |
| Improve community safety | 4 | 1 | | 9 |
| Support local economy | 7 | 1 | | 23 |
| Develop services for older people | 9 | 2 | | 1 |
| Increase participation in arts and culture | 2 | 5 | | 2 |
| Improve lives of vulnerable children, young people and adults | 8 | 3 | | 6 |
| Improve quality and availability of housing | 7 | 4 | | 2 |
| Grand Total | 159 | 45 | 1 | 84 |


Vision and Strategic Direction

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|---|--------------|--------------------------|-------------|-------|-------------------|-------------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Develop and implement our Council Plan - Connect | Mid term review of Connect completed/ approved by June 2009 inc CIP and revised Council priorities) | Connect mid term review completed and approved by Executive Committee June 2009 | Green | --- | --- | | --- | --- |
| | Draft Council Plan 2012-2017 prepared by March 2012 | This work is due to commence in 2010/11 | Report Later | --- | --- | | --- | --- |
| | Deliver Annual Resource Plan within the Council's approved performance reporting framework | Achieved in accordance with approved corporate template and timetable. | Green | --- | --- | | --- | --- |
| Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions | Reduce the Council's greenhouse gas emissions by March 2008 compared to 2005/06 baseline | This measure will be reported at year end -2008-09 figures currently being calculated | Report Later | 3.7% | Not avail | | 3.8% | Not avail |
| | Review and revise the Council's greenhouse gas emissions targets by January 2010 in the light of new UK and Scottish climate change legislation | The target within the Councils Carbon Management plan is under review. Guidance on the implementation of the Climate Change Scotland Act is expected before the end of 2009, this will assist in informing the revised SLC carbon reduction target. Carbon reduction projects continue to be tracked through the Councils carbon project tracker. | Amber | --- | --- | | --- | --- |
| | Annual consumption of energy per square metre of buildings, (MWhrs/m2) | Housing and Technical Resources have a project within the Resource Plan to put in place a system to measure the energy consumption from April 2010. | Report Later | Not avail | Not avail | | Not avail | Not avail |
| Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management | Provide co-mingled recycling collections from Council premises | Additional collection premises are being programmed. | Green | 124 | 144 | | 171 | 145 |
| | The amount of biodegradable waste sent to landfill | | Green | 81,214 | 77,342 | | 77,835 | 37,760 |
| | Recycling rate | | Amber | 37.0% | 37.0% | | 40.0% | 40.5% |
| | Maintain waste tonnage per household at 1.43 tonnes or below | | Green | 1.43 tonnes | 1.35 tonnes | | 1.35 tonnes | 0.70 tonnes |
| | Maintain level of satisfaction with waste collection services. (2008: 83% very good or good) | This measure will be reported at year end | Report Later | 83.0% | Not avail | | 83.0% | Not avail |

Vision and Strategic Direction

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|--|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Protect and enhance our natural environment, land and ecology | Launch of new Local Biodiversity Action Plan (LBAP) by October 2009 and delivery of annual action plan in partnership with key local/ national agencies | Draft completed: Environmental Report in preparation. On target for submission of draft LBAP to Sustainability Committee in October 2009. (No longer being submitted to Community Resources Committee) | Green | --- | --- | | --- | --- |
| | Launch of Greenspace Strategy by October 2009 and delivery of annual action plan in partnership with key local/ national agencies | Draft completed: Environmental Report Completed. On target for submission to Community Resources Committee on 24th November 2009. | Green | --- | --- | | --- | --- |


Vision and Strategic Direction

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|---|--------------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Foster responsible citizenship and awareness of sustainable development | % of schools participating in Eco schools awards or similar accredited award schemes | 93% of schools are registered with Eco Schools Scotland. | Green | 58.0% | 94.0% |  | 95.0% | 93.0% |
| | Published update (State of Environment Report) by June 2009 and then every two years tracking change in local environment indicators | The revised State of the Environment report has been completed and is going through the publication process. The report incorporates external data and was sent for external consultation. Presentations were given to Executive Committee and across the Community Planning Partnerships Forums. Additional local teaching packages are currently being considered with potential completion 2010. Public summary report is currently being developed. | Green | --- | --- | | --- | --- |
| | Awareness of sustainable development as reflected through the quality of life and customer satisfaction surveys | No new survey data so far this year. | Report Later | --- | --- | | --- | --- |
| | 400 Council staff to have participated in Sustainable Development training by March 2011 | Course now on corporate programme and 63 attendances recorded so far. Take up increasing and encouraged through PDR process. It is hoped to look again at the integration of sustainable development into other training, such as induction and management development. A number of teachers are also being trained via the Sustainable Development Education Officer. | Amber | --- | --- | | --- | --- |
| | Lead South Lanarkshire Sustainability Partnership and deliver its SOA targets | Partnership has met 3 times as per target. Initial focus on development of sustainability component of the Single Outcome Agreement. | Amber | --- | --- | | --- | --- |
| | Achieve a year on year increase in the number of volunteer days in the Environmental Volunteer Programme | Ongoing process. Working through Councils Volunteering Policy review to ensure that environmental volunteering is integrated. 3 Supported volunteer groups currently operational - Conservation therapy (with Phoenix Futures): Friends of Langlands Moss Local Nature Reserve (LNR): Friends of Morgan Glen LNR. Volunteer support seminar arranged for 28th October 2009 | Amber | --- | --- | | --- | --- |


Vision and Strategic Direction

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|--|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| | To stabilise or reduce South Lanarkshire's ecological footprint level | Data not yet available for 2008/09. Actions to address this target are necessarily long term and complex, as the indicator covers the environmental impacts of all consumption and production of goods and services in South Lanarkshire. Several pilot projects now underway to use indicator as a guide to the impact of sustainability initiatives: e.g. use of ecological footprinting methodology to reduce environmental impact of community growth areas. | Amber | --- | --- | | --- | --- |
| | Develop a Local Climate Impacts Profile (LCLIP) for South Lanarkshire by December 2009 | Initial project complete but amendments needed in order to complete this piece of work. At present other work has had to be prioritised. It now seems likely that this work will not be completed until Spring 2010. | Amber | --- | --- | | --- | --- |
| To secure quality living and working environments for health, wellbeing and economic prosperity | An increase in the number of trips per person per year by public transport | Information on travel needs is collected for the Scottish Household Survey, published on bi-annual basis. 2007/08 data anticipated late 2009 | Report Later | Not avail | Not avail | ○ | Not avail | Not avail |
| | An increase in walking and cycling as measured by the mode share monitoring conducted by schools and businesses in South Lanarkshire which are undertaking travel plans | Information on travel modes is collected for the Scottish Household Survey, published on bi-annual basis. 2007/08 data anticipated late 2009 | Report Later | Not avail | Not avail | ○ | Not avail | Not avail |
| | Strategic Environmental Assessments undertaken on all key plans and strategies in line with legislation | Council SEA group is well established with templates and guidance available on intranet. Further guidance is continuing to be developed. Tracking and SEA progress is reported through SD Co-ordination Group. 45 policies identified to date, 16 have been implemented with SEA considered and 7 without, 10 currently going through process, whilst 13 have still to commence. | Green | --- | --- | | --- | --- |


Vision and Strategic Direction

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|---|--------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Manage our impact on the water environment | SUDS schemes incorporated into all applicable developments | | Green | 177 | 173 |  | Not avail | 29 |
| | System and baseline information in place for monitoring water consumption by April 2010 | System for monitoring water consumption in place. However there have been issues over the required baseline information. Housing and Technical resources will continue to meet with Scottish Water to resolve these issues. | Amber | --- | --- | | --- | --- |
| Develop responsible procurement practices | Increase annually the % and value of contracts with SMEs | Discussions are in progress with the Scottish Procurement Directorate to provide reporting tools and greater training to enable more accurate reporting of the SME situation from the Spikes Cavell national tool. These reports are now being added to Finance PIs on a quarterly basis via the Best Practice Indicators (BPI) report. | Green | --- | --- | | --- | --- |
| | In construction applications at least 10% of the total value of materials used on projects over £1m should derive from recycled or re-used content | The use of the WRAP assessment tools has created problems for both Enterprise and Housing & Technical Resources. For both Resources contracts the use of the tool is conflicting with Specification criteria, with particular misalignment to Roads contracts. Both resources are in discussion with WRAP to resolve the issues. | Green | --- | --- | | --- | --- |
| | In printing and writing paper applications products should contain at least 50% recycled content | These papers are procured under two different contracts - a Procurement Scotland collaborative contract providing 75% recycle content until 2012, and an internal print room contract providing 80% recycle content until March 2010. Both contracts exceed the Scottish Government target of 50%. | Green | --- | --- | | --- | --- |
| | In tissue paper applications products should contain 100% recycled content | All tissue papers are procured via a Scotland Excel collaborative contract, and meet the 100% recycle content target. The current contracts will run until September 2009. | Green | --- | --- | | --- | --- |

Vision and Strategic Direction

| Action | Measures <i>(non statistical measures shaded grey)</i> | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|--|--------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Implement a programme of equality and human rights impact assessments across the Council | Number of reports on impact assessments published on website (with recommendations) | There are currently over 260 assessments published on the Council website. | Green | Not avail | 216 |  | 100 | 68 |
| | Progress in relation to Equality Impact Assessment Actions monitored against targets and reported to Equal Opportunities Forum | Resources report quarterly to the Equal Opportunities Forum on where an assessment has been carried out and what if any changes this has had on strategy, policy or service delivery. Overall though impact assessment is more a measure of mainstreaming the equalities agenda and showing that throughout the organisation equalities considerations are making up a part of our decision making process at all levels and that we are having the proper due regard towards our public sector duties. | Green | --- | --- | | --- | --- |
| Develop and introduce Council wide equality performance measures and publish results | Data on equality related performance is collated and published annually | Figures being collated and will be published in November 2009 in accordance with the Single Equalities Scheme. | Green | --- | --- | | --- | --- |
| | Single Equality Scheme based on 6 strands in place by 2011 | Consultation ongoing and will be completed by October 2009. Report for consideration by CMT in December 2009. | Green | --- | --- | | --- | --- |
| | Resources to provide annual report to Equal Opportunities Forum on uptake of service, based on standardised equality reporting categories | A new equal opportunities monitoring form has been produced in conjunction with all Resources, trade unions and employee forums to accurately reflect the new census categories as well as the new equality characteristics established in the new Equality Bill. This will be rolled out at the beginning of 2010 and should enable resources to capture a more accurate picture of those in our communities using services. | Green | --- | --- | | --- | --- |

Vision and Strategic Direction

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|--|--------------|--------------------------|---------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Ensure that our legal duties with regard to promoting equality of opportunity are built in to all of our CPP activities | Evidence that partnership plans, strategies and initiatives have been assessed by lead partner for impact in relation to equalities | A review has been undertaken of existing partnership plans & strategy to determine those requiring an Equalities Impact Assessment to be undertaken and the status of any reviews. | Green | --- | --- | | --- | --- |
| | Evidence that equalities are included in performance monitoring and measurement activities for partnerships | The Partnership is awaiting guidance from the Scottish Government on how to deal with equalities in respect of the Single Outcome Agreement (SOA). A position statement is to be drawn up as part of the refresh of the community plan in respect of equalities. | Green | --- | --- | | --- | --- |
| | Establishment of Partnership Equalities Network | The remit for the Partnership Equality Network has been drawn up and was approved at the South Lanarkshire Partnership Board meeting in September | Green | --- | --- | | --- | --- |
| Ensure equal opportunities in all our services, facilities and employment opportunities reflecting the diversity of our community | Employment monitoring arrangements will meet the requirements of equalities legislation | Revised Equal Opportunities Monitoring Form being finalised and report to be submitted to CMT in December 2009. | Green | --- | --- | | --- | --- |
| | Positive action measures put in place if required | Awaiting outcome of Single Equality Bill consultation and will take appropriate course of action. Proposals under consideration for tackling occupational segregation through engagement with Schools | Green | --- | --- | | --- | --- |
| | Number of women/men taking up employment in non-traditional areas (target=increase) | This measure will be reported at Q4 | Report Later | Not avail | 23 |  | 25 | Not avail |

Governance and Accountability

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|---|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Support and facilitate open and transparent governance and decision-making arrangements | Review and implement revised arrangement for the Council's member scrutiny forums and area committees in line with timetable for actions arising from the Audit of Best Value and Community Planning | Report approved by Executive Committee 8 July 2009 on revised arrangements for area committees and member scrutiny forums. Implementation of revised arrangements commenced in September 2009. | Green | --- | --- | | --- | --- |
| | Review the operating arrangements of the Risk Management and Audit Forum in line with good practice | First meeting of new Risk and Audit Scrutiny Forum (RASf) on 30 September 2009. Further detailed report on gaps to go to future meeting of RASf. | Green | --- | --- | | --- | --- |
| | Undertake an annual survey of elected members to measure satisfaction and to enable feedback on governance issues | Consultation issued electronically, with option of hard copy, on 22 July 2009 for return by 31 August 2009. Feedback on outcome of consultation to members due by 9 October 2009. Achieved - 97.4% members satisfied with services from members' support section. On target to feedback to members commencing from October 2009. Action Plan to take forward any improvement actions being developed. | Green | --- | --- | | --- | --- |
| | Annual programme of corporate and individual member learning and development | Report submitted to Corporate Resources Committee on 4 March 2009 highlighting areas of inclusion for forward programme. Resources consulted on topics for inclusion in programme. Courses identified as part of 2008 Personal Development Profiles incorporated. Programme being rolled out. | Green | --- | --- | | --- | --- |

Governance and Accountability

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|--|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Externally communicate our corporate plans, performance and service standards | Incorporate mix of statistical data and public interest stories in Public Performance Reporting documents (namely SL Reporter and SL View) and signpost readers to more detailed information | Performance reporting has been prepared for the Connect insert in November 09 Reporter and is being planned for March 10 edition of Reporter. Service information also issued through news releases and the monthly SL View. In the first six months, we have recorded 231 news releases published in local papers worth £320,744 (using advertising rates). Information on many aspects of our services has been included the monthly SL View and uploaded to the website news. | Green | --- | --- | | --- | --- |
| | Gather reader feedback on publications and focus group perceptions of Public Relations initiatives | Focus groups are being scheduled to follow up on those hosted earlier this year. | Green | --- | --- | | --- | --- |
| | Local service standards monitoring collated and published quarterly | Performance and service standards information supplied by services is published on the website. Each Resource can upload such information to the Performance pages. The Council is also working towards making data from Improve available online. | Amber | --- | --- | | --- | --- |


Governance and Accountability

| Action | Measures (non statistical measures shaded grey) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|---|--------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management) | Development and delivery of annual Governance Statement and associated actions, including communication and awareness programme for revised Code of Good Governance | Governance statement signed off by senior officers and committee. Signed off by Price Waterhouse Coppers and Finance & IT Resources on 30/09/09 Action plan to be signed off by the Good Governance Group - October 2009 and due to CMT December 2009 A review of the Governance Statement procedures to be undertaken by end of 2009. | Green | --- | --- | | --- | --- |
| | Actions from approved risk management work plan to be delivered by agreed date | 40 % of actions are rated as good progress made. | Green | --- | --- | | --- | --- |
| | Completion of audit work to draft stage by year end, ie 30 April | Audit plan on schedule with 23% of actions complete, and 48% at work in progress or draft stage. | Green | --- | --- | | --- | --- |
| | Half yearly reporting to Risk and Audit Manager by nominated lead officers on progress made on Council's top 20 risks | Report on top risks went to CMT on 23 July 2009. Some initial meetings have taken place with nominated officers on top risks. Report to CMT in November will address issues. | Amber | --- | --- | | --- | --- |
| | Delivery of risk control actions by due date | Corporate, Education and Social Work Resources do not have up to date risk control plans so a council wide figure cannot be provided. | Amber | Not avail | Not avail | ○ | 80.0% | Not avail |
| | Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports) | Update reports submitted in accordance with agreed timescales. | Amber | --- | --- | | --- | --- |
| | Complete Resource Governance Self Assessment and declaration by due date and develop actions to address non-compliant areas | The format for self assessment changed this year and involved a far greater level of detail. Each Resource has a Good Governance Lead Officer and in order to provide them with help and assistance guidance is being developed to outline how Good Governance should be built into the business of each Resource and how actions and requirements should be progressed internally. This links with yearly Resource self assessments and adds to the evidence base for the Good Governance statement. A mid-year report will be provided to the Risk and Audit Form on 16 December 2009 and an end of year report will form part of our annual governance statement. | Amber | --- | --- | | --- | --- |


Partnership Working, Community Leadership and Engagement

| Action | Measures <i>(non statistical measures shaded grey)</i> | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|--|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Work with partners to enhance community planning, service planning and service delivery through the development and implementation of a Community Planning Single Outcome Agreement (SOA) | Approval of SOA in line with national timetable | Community Planning Single Outcome Agreement officially signed off by Council, community planning partners and the Scottish Government on 2 July 2009. | Green | --- | --- | | --- | --- |
| | Undertake a refresh of the Community Plan and review Community Planning governance arrangements | The draft timetable has been approved and the refreshed Community Plan is due to be launched in September 2010 | Green | --- | --- | | --- | --- |
| | Monitor progress of the SOA through an annual report against national and local outcomes and a qualitative assessment of the effectiveness of the SOA approach, in particular, Community Planning and partnership working | 2008/2009 Single Outcome Agreement Annual Report approved by Executive Committee 7 October 2009 and issued to Scottish Government by due date. Work on the 2009/10 Annual Report is being progressed with internal Resources and external partners through IMPROVe. | Green | --- | --- | | --- | --- |
| Ensure that consultation and engagement activities initiated by partnerships are inclusive and take account of all communities of interest | Ensure consistent use of Community Engagement Framework across the Community Planning Partnership to include the voluntary, community and social economy partners to maximise their participation. | A position statement is to be produced as part of the refresh of the community plan in relation to community engagement across the partnership. This will lead to formal guidelines for use by Community Planning Partners when undertaking community engagement activity. | Green | --- | --- | | --- | --- |
| Ensure that consultation and community engagement are carried out to a consistent standard in the Council | Apply national standards for community engagement to all aspects of the Council's consultation and community engagement programmes | Lean review of consultation undertaken and reported to Continuous Improvement Steering Group October 2009. Proposals to revise arrangements for coordination of community engagement out with Resources for comment. | Green | --- | --- | | --- | --- |
| Report outcomes of community engagement to the public | Record outcomes of community engagement and report on changes to service which result | CMT report prepared for consideration in December 2009 reviewing community engagement activity across the Council. The report will include proposals on reporting outcomes and changes to service. | Green | --- | --- | | --- | --- |





Partnership Working, Community Leadership and Engagement

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|--|--------------|--------------------------|---------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Develop and implement Neighbourhood Plans for the most disadvantaged areas in South Lanarkshire | Improvement in relative position of each neighbourhood against worst 15% identified in the Scottish Index of Multiple Deprivation | SIMD update is scheduled to be published end of October 2009, when progress of each area relative to its ranking will be assessed. | Report Later | --- | --- | | --- | --- |
| | Increase local accountability through the establishment of Neighbourhood level monitoring and evaluation framework | Progress being made with partners with regards to the monitoring and evaluation framework. Framework will be approved in January 2010. | Amber | --- | --- | | --- | --- |
| | Capacity of Neighbourhood Boards increased to enable them to effectively engage with partners | Capacity of individual neighbourhood board members on 10 established neighbourhood boards continues to improve. | Green | --- | --- | | --- | --- |
| | % of adult residents within the worst 15% datazones stating their neighbourhood is a very good or fairly good place to live | Next Survey due 2010. | Report Later | 68.0% | 68.0% |  | 89.0% | Not avail |

Performance Management and Improvement

| Action | Measures <i>(non statistical measures shaded grey)</i> | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|------------------------|--|---|--------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Manage our performance | % of complaints responded to within 5 days (target = 95%) | An outcome of the Lean review of complaints is recommending a move to a two stage process from a three stage complaints process. The report also recommends increasing the timescales at each stage to 15 days. | Amber | 90.0% | 89.8% |  | 95.0% | 87.8% |
| | Evidence of complaints considered and informing service improvements, including: 95% of complaints responded to within timescale; outcome of complaints and service improvements published on the website. | Review of Corporate Complaints Process was considered by CMT in October 2009. | Green | --- | --- | | --- | --- |
| | Develop, monitor and review effectiveness of, a comprehensive suite of service standards. Annual mystery shopper exercise undertaken and reported. | Local monitoring takes place on a six monthly basis. Next report to be prepared for consideration by CMT in December 2009. Annual mystery shopper exercise planned for February 2010. | Green | --- | --- | | --- | --- |
| | Implementation of the Council's performance management system, IMPROVe, to enable timeous and comprehensive performance management reporting against the SOA, Connect and Resource Plans | IMPROVe has been implemented in each Resource. The system is live and is being used to compile the quarterly performance reports for Resource Plans and the bi-annual reports for the Council Plan, Connect. Beyond this initial phase of implementation, the system is being developed to enable reporting against the Single Outcome Agreement, and also to monitor the impact on the Council of the economic downturn. | Green | --- | --- | | --- | --- |
| | Research and implementation of corporate self assessment model | Public Sector Improvement Framework (PSIF) system of self evaluation approved by Executive Committee June 2009. Detailed implementation and roll out arrangements to be considered by Executive Committee November 2009. | Green | --- | --- | | --- | --- |
| | | | | | | | | |

Performance Management and Improvement

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|---|--------------|--------------------------|-----------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Seek the views of all stakeholders regularly on services we provide, in particular specific efforts will be made to consult with hard to reach groups, and tell people what we have done as a result | Number of consultations carried out targeting hard to reach groups | This measure will be reported at Q4 | Report Later | 8 | 16 |  | 15 | Not avail |
| | Number of consultations carried out which have resulted in a change to service delivery | This measure will be reported at Q4 | Report Later | 10 | 9 |  | 10 | Not avail |
| | Council level customer satisfaction scorecard is populated and results published annually | | Green | --- | --- | | --- | --- |
| | Response rate to cyclical consultations | This measure will be reported at Q4 | Report Later | 75.0% | 66.0% |  | 75.0% | Not avail |
| | % of completed consultations published on the database with an outcome | All surveys are published on the internet. | Green | Not avail | Not avail |  | 100.0% | 100.0% |
| | Targeted surveys carried out to understand variation in customer satisfaction across geographical areas | Further analysis of customer survey has been undertaken. This analysis will influence future strategy and implementation. | Green | --- | --- | | --- | --- |
| | Perception of high quality services and best use of money - proportion agreeing Council provides high quality services | Household survey planned for spring 2010. | Green | --- | --- | | --- | --- |

Performance Management and Improvement

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|---|--------------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Implement effective Best Value management arrangements to ensure continuous improvement, and effective and efficient service delivery | Manage Audit processes within Audit Scotland timescales | Q2 progress report being prepared for consideration by Risk and Audit Forum (9th December 2009) | Green | --- | --- | | --- | --- |
| | Sustain positive SPI trend results for Council | This information is reported annually at Q4 | Report Later | --- | --- | | --- | --- |
| | Ensure Local PIs across all Resources meet requirements of Best Value 2 | Work undertaken by officers of the Corporate Improvement Advisory Board has confirmed that, whilst there is a considerable number of local performance indicators currently in place relating to the proposed Best Value 2 characteristics, there are some areas which should be further considered over the next few months, e.g. service/unit costs and efficiency measures. A schedule of Statutory and Local Performance indicators is in place and will be updated on an annual basis. | Green | --- | --- | | --- | --- |
| | Completion of Best Value Reviews as per timetable | Scheduled reports on service reviews have been presented timeously to the Performance and Review Forum and Committees as appropriate. A report on the Future Best Value Service Review Programme was presented to Executive Committee on 9 September 2009, identifying areas to be considered over the next two years, pending the introduction of the Public Service Improvement Framework self evaluation software. This programme will also be monitored. | Green | --- | --- | | --- | --- |
| | Improvement Plans approved by committee | Each of the Service Review reports presented to the Performance and Review Forum included an Improvement Plan. These form the basis of actions/measures to be included in the relevant Resource Plans. Thereafter, progress will be monitored through Figtree/Improve. | Green | --- | --- | | --- | --- |

Performance Management and Improvement

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|---|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Implement a strategic response to the Scottish Government's Efficient Government agenda | Implementation of Financial Strategy, including Efficiency Plan and agreed percentage savings (4.5% of controllable budget in 2009/10) | Report provided to Executive Committee on 7 October includes details of all efficiency proposals. | Green | --- | --- | | --- | --- |
| | Fully implement the procurement strategy and guidelines across the Council | Report on strategic procurement service approved June 2009. Head of Procurement now recruited. | Green | --- | --- | | --- | --- |
| | Options appraisal conducted on alternative models of service delivery, resulting in efficiencies being realised | A report informing the Executive Committee of the outcome of work examining opportunities for alternative service delivery was presented to Committee on 9 September 2009. | Green | --- | --- | | --- | --- |
| | Exploit Caird Data Centre facility to host infrastructure for other organisations under SLA and have an income stream | The Caird Centre is already providing infrastructure services to a number of public sector organisations. This provides an important income stream whilst the Caird Business Plan seeks to increase that income stream with other Local Authorities. | Green | --- | --- | | --- | --- |
| | Encourage and influence current shared service users of payroll to expand their use of facilities by uptake of HR | IT Services has already responded to a Pre Qualification Questionnaire for Strathclyde Fire and Rescue and were unsuccessful at that stage, Meantime discussions continue with South Ayrshire Council. | Green | --- | --- | | --- | --- |
| | Completion of diagnostic projects as per agreed timetable | Projects progressed to date as appropriate. Management Structures complete and actions identified. Asset Management and Customer Contact final reports and action plans expected December 2008. A revised Terms of Reference agreed for ICT to address requirement for 5% efficiency savings over the next 5 years. Finance Service review complete at this stage in terms of original specification. Flexible Working, Procurement, and Administrative/Clerical reviews ongoing. | Green | --- | --- | | --- | --- |

Efficient and effective use of resources

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|---|--------------|--------------------------|-----------|--------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Internally communicate our corporate plans and policies | Communication of key plans and policies to employees through appropriate routes including Works, team brief, global e-mail, Intranet, etc | We have continued to produce the Works and produced the campaign to raise awareness of the financial situation (Hard Choices for Hard Times) | Green | --- | --- | | --- | --- |
| | Make use of periodic surveys/spot checks as appropriate | | Green | --- | --- | | --- | --- |
| Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities | Develop workforce strategy by March 2010 | Personnel manager group taking forward development of workforce strategy. | Green | --- | --- | | --- | --- |
| | Number of vacancies dealt with through electronic formats | This measure was introduced in 2007/08 therefore no data is available prior to that date | Green | Not avail | 100 | | 100 | 100 |
| | 100% of staff recruited through competency based interview by 2011 | This measure will be reported at Q4 | Report Later | 40.0% | 84.0% | | 100.0% | Not avail |
| | Increase the uptake of accredited training programmes for employees at all levels | | Green | 38 | 460 | | 470 | 312 |
| | Continued achievement of IIP accreditation | Report to CMT being prepared for consideration in December 2009 giving recommendations to prepare for re-assessment in December 2011. In parallel, business case for New Choices with a view to implementation in January 2011. | Green | --- | --- | | --- | --- |
| | Increased response rate to employee audit by March 2010 | Employee audit being undertaken during October/November 2009. | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Staff absence rate (SPI) | The target for the year is 5% and we are on course to achieve this target and anticipate that the Council Wide absence rate for the year will be less than 5%. | Green | 3.8% | 4.1% | | 5.0% | 3.6% |
| | Labour turnover rate | The target for this measure is 5% and we are on target to achieve this, it is anticipated that the figure for the year will be less than 5% | Green | 4.0% | 4.6% | | 5.0% | 1.3% |
| 100% coverage of PDR and associated training plans of employees in the scope | This information is reported annually at Q4 | Report Later | 0.0% | 88.0% | | 100.0% | Not avail | |





Efficient and effective use of resources

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|---|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Promote effective external communications utilising new media opportunities | Highlight the new content available on SLTV and the voluntary channel through South Lanarkshire View each month | SLTV and the voluntary channel are being promoted through the View each month as well as through voluntary sector contacts. | Green | --- | --- | | --- | --- |
| | Work with the Modernising Government Team to install new Content Management System by December 2009 | Following presentations from suppliers, Jadu has been selected. Arrangements are now being made to instal the infrastructure by January 2010. | Green | --- | --- | | --- | --- |
| | Maintain existing website to a good standard while preparing for the replacement | We have continued to update the website until recent weeks when technical problems have arisen with the content management system. The Modernising Government Team have been working with Oracle to resolve these. In the meantime, HTML is being used to update the home page. | Amber | --- | --- | | --- | --- |

Efficient and effective use of resources

| Action | Measures <i>(non statistical measures shaded grey)</i> | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|---|--------------|--------------------------|---------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Manage land and property assets efficiently | Develop and Implement the Corporate Asset Management Plan by June 2009 | Revised Corporate Asset Management Plan was approved by CMT on 25th June 2009, and is now being implemented. | Green | --- | --- | | --- | --- |
| | % 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) | This is a Statutory Performance Indicator and is reported annually at Q4 | Report Later | 79.0% | 85.1% | | Not avail | Not avail |
| | Number of council buildings from which the council delivers services to the public | Statutory Performance Indicator reported annually. | Report Later | 91 | 91 | | Not avail | Not avail |
| | Proportion of operational accommodation that is in satisfactory condition (SPI) | This is a Statutory Performance Indicator and is reported annually at Q4 | Report Later | 62.8% | 73.6% | | Not avail | Not avail |
| | Proportion of operational accommodation that is suitable for its current use (SPI) | This is a Statutory Performance Indicator and is reported annually at Q4 | Report Later | 79.8% | 82.0% | | Not avail | Not avail |
| | Prepare, manage and deliver five year programme of capital receipts - completion of annual disposal programme | General Services and Housing Services programmes currently on course to meet annual targets notwithstanding difficult economic situation and consequent property market conditions. | Green | Not avail | 5 | | Not avail | Not avail |
| | Improve performance of lease portfolio - annual net rental income | Period 6 income on target for year end | Green | 104.0% | 100.0% | | 100.0% | 38.7% |
| | Improve performance of lease portfolio - debt levels of less than 5% of total rental invoiced per annum achieved | Debt levels affected by economic climate. | Amber | 3.6% | 7.0% | | 5.0% | 11.0% |
| | Improve performance of lease portfolio - combined vacancy rates of less than 15% per annum achieved | | Amber | 10.7% | 13.2% | | 15.0% | 14.0% |








Efficient and effective use of resources

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|--|--------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Maintain and refine as appropriate financial management and corporate governance arrangements relating to the Council's short and long-term financial strategies | Accounts completed by 30 June and receipt of clear audit certificate by 30 September | Accounts completed by end of June. Audit ongoing with clearance meeting scheduled early September. | Green | --- | --- | | --- | --- |
| | Reporting of medium term financial strategy on an annual basis | | Green | --- | --- | | --- | --- |
| | Effective budgetary control and reporting arrangements in place (revenue, capital and trading accounts) | Variance between budget and actual monitored on an ongoing basis. Status relates to year end position. | Green | --- | --- | | --- | --- |
| | Contribution to Single Outcome Agreement reflected in Annual Report and Accounts | Finance and IT Resources has reflected the Single Outcome Agreement in its 2009/10 Resource Plan | Green | --- | --- | | --- | --- |
| | Reconstruct the Council's Financial Strategy in response to the short/medium term economic circumstances, including the development of a revised efficiency plan. | Budget Strategy Report for 2010/11 prepared and submitted to Executive Committee on 7 October 2009. In part based on information provided in Scottish Budget Announcement on 17 September. | Amber | --- | --- | | --- | --- |
| Facilitate achievement of the Council's priorities and objectives through delivery of the Information and Technology Strategy | At a Council Wide level, report on performance and major project initiations to CMT on eight weekly basis. Success to be defined as 95% of current Service Plan projects green or amber at any time. | | Green | 97.0% | 97.0% |  | 95.0% | 99.0% |
| | 98% of hardware installs will be achieved within SLA | | Amber | 96.0% | 96.0% |  | 98.0% | 92.0% |
| | 98% of software installs will be achieved within SLA | | Green | 95.0% | 98.0% |  | 98.0% | 99.0% |
| | Adherence to ICT Strategy checklists and project initiation sign off | This is being managed via the IT Diagnostic and reported to the ICT Programme Board and the Corporate Management Team | Green | --- | --- | | --- | --- |
| Maintain current high levels of income collection and generation | % Council Tax collection rate (SPI) | The quarterly target of 58.5% has been achieved. | Amber | 95.2% | 94.9% |  | 95.0% | 58.5% |

Raise educational attainment for all

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|--|--------------------------|--------------------------|---------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Implement vocational development programmes for secondary age young people including pupils with additional support needs | % of young people with additional support needs gaining positive vocational outcomes | This measure is reported annually in July | Green | 100.0% | 100.0% | | 95.0% | 100.0% |
| | % attainment levels for participants in the vocational programme | %age Participants who achieved in June 2009. Will not be reported again until June 2010 | Green | 96.0% | 94.0% | | 95.0% | 93.5% |
| | Improved behaviour and attendance of participants in the vocational development programme | This is reported annually at the end of the programme. Next update due July 2010. | Green | --- | --- | | --- | --- |
| Progress approaches in respect of the national priorities in Education | Reduction in the overall number of days lost through exclusion in secondary schools | Reported annually at Q4. | Report Later | 8,421 | 7,974 | | 7,575 | Not avail |
| | Reduction in the average number of half days absence per pupil in primary schools | Reported annually at Q4. | Report Later | 18 | 18 | | 18 | Not avail |
| | Reduction in the average number of half days absence per pupil in secondary schools | Reported annually at Q4. | Report Later | 35 | 37 | | 36 | Not avail |
| | Reduction in the overall number of days lost through exclusion in primary schools | Reported annually at Q4. | Report Later | 504 | 611 | | 580 | Not avail |
| | Exclusion incidents per 1,000 pupils in primary schools | Reported annually at Q4. | Report Later | 7 | 8 | | 8 | Not avail |
| | Exclusion incidents per 1,000 pupils in secondary schools | Reported annually at Q4. | Report Later | 111 | 117 | | 110 | Not avail |
| | To raise standards of educational attainment for all in schools, especially in the core skills of literacy and numeracy | 0.5% overall increase in attainment levels in the KPIs for Education | Reported annually at Q4. | Report Later | -1.1% | 1.1% | | 0.5% |
| Take forward the principles, values and purposes of "A Curriculum for Excellence" | Progress with establishments to agreed targets related to Curriculum for Excellence to March 2010 | All establishments are making progress towards the implementation of Curriculum for Excellence by August 2010. | Green | --- | --- | | --- | --- |
| | Develop appropriate guidance materials to support establishments in implementing Curriculum for Excellence in line with the national programme | Materials to support implementation of Curriculum for Excellence - literacy provided to all establishments. | Green | --- | --- | | --- | --- |
| | Respond to national consultations linked to the implementation of Curriculum for Excellence | There were no national consultation exercises in the period April - October 2009. | Green | --- | --- | | --- | --- |

Raise educational attainment for all

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|---|--------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Implement the Council's programme to modernise all primary schools | Overall target to deliver 124 new or refurbished primary schools by 2016 (time table of schools to be delivered by 2011 is available) | Year to date figure is based on the total for the Schools Modernisation Project. | Green | 24 | 30 |  | 124 | 33 |
| Establish approaches to address the National Inspection Framework for establishments and Services within Education Resources | Schools receiving positive inspection reports | A total of 18 inspection reports have been published in the period April 2009 till Sept 2009 Pre school: 4 reports Primary: 11 reports Secondary: 1 report ASN: 2 reports In quarter 2, all 3 published reports were deemed to be satisfactory (100%). | Green | Not avail | 91.0% |  | 92.0% | 89.0% |
| Ensure the highest possible quality of educational provision for children, young people, families and communities | Increase the overall % of teaching staff participating in professional development programmes | 49% of teaching staff have undertaken central CPD between August and October 2009. | Green | Not avail | 100.0% |  | 100.0% | 49.0% |
| | Increase the overall % of education staff holding or working towards additional qualifications, including Chartered Teachers and SQH | A slight increase was recorded between Quarter 1 and Quarter 2, performance remains on course to meet target. | Green | 10.0% | 25.0% |  | 26.0% | 24.0% |
| | % of primary pupils expressing satisfaction with school | Over 91% of primary school pupils interviewed as part of the HMle inspection process expressed satisfaction with their school. | Green | Not avail | 92.0% |  | 93.0% | 91.0% |
| | % of secondary pupils expressing satisfaction with school | Over 70% of secondary school pupils interviewed as part of the HMle inspection process expressed satisfaction with their school. | Green | Not avail | 78.0% |  | 79.0% | 70.0% |
| | % of parents of pre-school pupils expressing satisfaction with service provision | 100% of parents of pre-school children interviewed as part of the HMle or Care Commission inspection process expressed satisfaction with the service provision. | Green | Not avail | 97.0% |  | 98.0% | 100.0% |



Increase involvement in lifelong learning

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|--|--------------|--------------------------|---------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Deliver services and programmes through the Community Learning Partnership to further improve literacy and numeracy skills among young people and adults | Increase the number of learners involved in literacy and numeracy programme | Update will be available in Quarter 3. | Report Later | Not avail | 2,405 | | 2,645 | Not avail |
| | Provide an additional 200 places through Universal Connections Services to develop literacy and numeracy skills of young people | The additional 154 places which were taken up in Quarter 2 mean that performance remains on course to meet target. | Green | 234 | 502 | | 200 | 197 |
| Increase levels of achievement through learning for adults | Increase the annual % of participants successfully completing an agreed programme of learning | Report to be provided at Quarter 3. | Report Later | 1,037 | 1,272 | | 10 | Not avail |
| Increase levels of achievement through community capacity building | Increase the annual % of people involved in decision making processes affecting their community | Report to be provided at Quarter 3. | Report Later | Not avail | 3,584 | | 10 | Not avail |
| Increase levels of achievement through learning for young people | Improve Youth Partnership Survey satisfaction ratings of universal services | Next survey due 2011. | Report Later | Not avail | 46.0% | | Not avail | Not avail |
| | Number of young people outwith schools successfully completing and gaining nationally recognised qualifications | An additional 187 young people gained awards during Quarter 2. | Green | Not avail | 1,050 | | 1,100 | 531 |

Improve health and increase physical activity

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|--|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Engage all education establishments in the health promoting schools programme | Ensure 100% of schools participating in Health Promoting Schools programmes | 100% of schools are participating in Health Promoting Schools programmes of which 92% of all establishments have achieved bronze, silver or gold status. | Green | 100.0% | 100.0% | | 100.0% | 100.0% |
| Deliver effective food safety monitoring, investigation, enforcement, advice and training services | Reduce the incidence of notified food borne infection | | Green | 92 | 118 | | 179 | 64 |




Improve health and increase physical activity

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|---|--------------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle | Attendance at leisure facilities | Despite the closure of the Dollan Aqua Centre, overall attendances have increased, with dryside in particular benefitting from the opening of a number of new facilities. | Green | 3.572m | 3.467m |  | 3.400m | 1.997m |
| Improve facilities for swimming in Lanark and surrounding areas | Achieve site opening by the fourth quarter of 2009/10 | The project is currently on schedule for a November 2009 handover and following a short period for fitout should be ready to open in early January 2010. | Green | --- | --- | | --- | --- |
| | Leisure centre attendance in the Lanark area | Similar attendance numbers to the same period last year. | Green | 74,348 | 81,303 |  | 82,256 | 39,229 |
| Refurbish Dollan Aqua Centre | Achieve site start by second quarter of 2009/10 | The project is currently on site having achieved a site start on the 13th July. The project is on programme for a November 2010 completion. | Green | --- | --- | | --- | --- |
| Contribute towards the success of international sporting events | Contribute towards a successful pan-Lanarkshire delivery of the 2011 International Children's Games event | Joint North and South Lanarkshire organising group formed which meets on a regular basis. | Green | --- | --- | | --- | --- |
| | Contribute towards a successful 2014 Commonwealth Games at the Jackton events | No involvement to date. | Report Later | --- | --- | | --- | --- |
| Improve access to 'dry side' sports facilities in communities currently less well served | Provide new 'dual use' sports facilities at Strathaven Academy by the third quarter of 2009/10 | Strathaven Academy opened August 2009 with dual use centre open during September. | Green | --- | --- | | --- | --- |
| | Provide new 'dual use' sports facilities at Biggar High School by the third quarter of 2009/10 | Biggar High School opened August 2009 with dual use centre open during September. | Green | --- | --- | | --- | --- |
| | Provide new 'dual use' sports facilities at Lanark Grammar by the fourth quarter of 2009/10 | A proposal to exchange the dual use status from Lanark Grammar to Carlisle High School was approved by CMT on 20 August 2009. The new arrangement is scheduled to take effect from 30 October 2009. | Amber | --- | --- | | --- | --- |
| | Achieve a site opening by the first quarter of 2009/10 | Facility completed and opened on schedule during April. | Green | --- | --- | | --- | --- |




Improve health and increase physical activity

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|---|--------|--------------------------|-----------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Promote responsible public access to the countryside in parks, around towns, and in our rural areas. | Following informal consultation, amend plan accordingly and prepare finalised draft plan together with SEA Environmental Report for statutory consultation by March 2010. | Issues and conflict areas, highlighted by informal consultation, have been analysed and are under discussion with senior management. | Amber | --- | --- | | --- | --- |
| Promote uptake and access to healthier eating across all South Lanarkshire schools | Install 'cashless' school meals systems into 18 schools in line with the schools modernisation programme by March 2010 | No schools went live with cashless meal systems during the second quarter. Installation of systems dependent on schools modernisation programme. Five schools live during the first quarter. | Amber | --- | --- | | --- | --- |
| | The uptake of free meals in primary schools | Ongoing promotions in schools having positive impact with uptake levels increasing. | Green | 71.0% | 72.0% | ↑ | 71.0% | 71.0% |
| | The uptake of paid meals in primary schools | Paid meal uptake remains fairly consistent. | Green | 45.0% | 44.0% | ↓ | 44.0% | 43.0% |
| | The uptake of free meals in secondary schools | Free meal uptake in secondary schools increasing. | Amber | 30.0% | 35.0% | ↑ | 36.0% | 36.0% |
| | The uptake of paid meals in secondary schools | | Amber | 41.0% | 47.0% | ↑ | 50.0% | 46.0% |
| | The uptake of free fruit in primary schools | Showing positive increase. | Green | 78.0% | 77.0% | ↓ | 75.0% | 83.0% |
| Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and South Lanarkshire Council facilities to under 16's sports, uniformed and community organised groups in accordance with the Council's under 16's free use policy. | Achieve over 316,000 free under 16 attendances at South Lanarkshire Leisure facilities by March 2010 | Outdoor free use very similar to last year whilst indoor use continues to increase, mainly because the initiative was only introduced last July. | Green | Not avail | Not avail | ○ | 316,000 | 171,818 |
| | Achieve over 12,000 free under 16 attendances at community halls by March 2010 | New annual target of 35,000 established and on course to achieve. Schools closed for most of quarter 2 so large drop in attendances in comparison to the previous quarter. | Green | Not avail | Not avail | ○ | 35,000 | 25,629 |
| Support individuals and communities to improve their health | Annual report on Joint Health Improvement Plan (JHIP) produced | Report has been uploaded onto the Council website and PDF distributed to partners. Hard copy is expected by mid July for distribution among partners and to key sites. Summary document has been reproduced and is being distributed. | Green | --- | --- | | --- | --- |




Improve the quality of the physical environment

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|--|--------------|--------------------------|---------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Improve our towns and villages through improved management and maintenance, promotional events and investment | Number of town centre activities and initiatives | Town groups continue to meet quarterly and project programmes on course to achieve objectives. Town Centre Regeneration Fund in partnership with Biggar Arts Guild in second round - value £4.6m | Green | --- | --- | | --- | --- |
| | Sustain the 72% satisfaction rating of the general environment of town centres by users | Surveys undertaken July/August 2009 | Green | 78.0% | 72.0% |  | 72.0% | 72.0% |
| | Number & value of public realm town centre improvements | Lesmahagow: Work out to tender, on programme. Lanark: Project complete on time and on budget. | Green | --- | --- | | --- | --- |
| | Work with private sector owners and developers in Hamilton and East Kilbride | East Kilbride town centre masterplan discussions continuing with objective of concluding agreements during 2010. Discussions continuing with Asda, planning application subject to supplementary masterplan currently being progressed. Downturn in economy has resulted in no further progress on owners scheme (Regent Centre, Hamilton) | Red | --- | --- | | --- | --- |
| Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks | Treat 20% of the total vacant and derelict land in South Lanarkshire by 2012 (2005 baseline 550 h.a.) | Figures for 2008/09 now available. Please note that the majority of take up (39ha) was due to the construction of the M74 extension. Take up for other development uses, particularly housing, is down on previous years. 2009/10 figures will be available October 2010. | Report Later | 37Ha | 50Ha |  | Not avail | Not avail |
| | Of 20% of the total vacant and derelict land treated 75% to be in regeneration areas (2005 baseline 400 h.a.) | Figures for 2008/09 now available. 2009/10 figures will be available October 2010 | Report Later | Not avail | 27Ha |  | Not avail | Not avail |
| Set out strategy for development and land use across the whole of the Council's area | South Lanarkshire Local Plan adopted March 2009 with final stages completed May 2009 | South Lanarkshire Local Plan adopted March 2009 and final stages completed May 2009 | Green | --- | --- | | --- | --- |
| | Provisions of the Act implemented | Implementation underway since 3 August 2009. Regular meetings established to review consistency of implementation. | Green | --- | --- | | --- | --- |
| | Review arrangements, resources and systems as result of Planning Act and Delivery Planning Reform within required timescales | Report to Executive Committee on 10 June 2009 approved Service response to Planning Act changes. | Green | --- | --- | | --- | --- |





Improve the quality of the physical environment

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|--------------------|--------|--------------------------|---------|---|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Improve cleanliness of streets, parks and other public areas | Street Cleanliness score (LEAMS) | | Green | 74 | 72 |  | 69 | 70 |
| | The incidence of fly tipping, dog fouling, and graffiti | | Green | 5,039 | 3,928 |  | 4,349 | 2,279 |
| | Incidents of environmental nuisance | | Green | 2,314 | 1,999 |  | 1,804 | 945 |

Improve the road network and public transport

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|---|--------------|--------------------------|-----------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Implement a major programme of carriageway resurfacing to reflect maintenance requirements across all classes of road | Reduce accident risks by resurfacing 8.87% of the roads network each year | | Green | 6.0% | 7.4% |  | 8.9% | 5.6% |
| | Maintain or reduce percentage of road network (red/amber roads) that should be considered for maintenance treatment to 37% by 2010-2011 (baseline of 39.2% 2007/08 long term target to reduce to 28% by 2015/16) | 136 carriageway schemes have been undertaken resurfacing 5.6% of the network during the first half of 2009/10. The percentage of the road network that should be considered for maintenance treatment is an annual measure. | Report Later | 39 | 38 |  | 37 | Not avail |
| | Reduce percentage of red/amber roads in rural areas requiring treatment to 42% by 2010-2011 (baseline of 44% 2007/08 long term target to reduce to 34% by 2015/16) | | Report Later | 44.0% | Not avail |  | Not avail | Not avail |
| | Adjust funding strategy to take account of market conditions in relation to continuation of roads investment programme | The way forward has been agreed with Central Finance allowing continuation of the programme as originally proposed but with a reduction in base revenue funding of £1m. | Green | --- | --- | | --- | --- |

Improve the road network and public transport

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|---|--------------|--------------------------|-----------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Undertake and promote a series of new roads proposals e.g. the £3.5m Peacock Cross Link Road in Hamilton | Progression of CPO for Peacock Cross inquiry date requested | Compulsory Purchase Order confirmed by Scottish Government and remaining acquisitions being pursued. | Amber | --- | --- | | --- | --- |
| | Reduce congestion and improve traffic flow | Review into management of traffic flow and capacity complete. Funding being sought to progress priority areas. | Amber | --- | --- | | --- | --- |
| | Complete detailed design and commence construction | Detailed design commenced. Planning permission granted for revised access arrangements for retail units on Wellhall Rd. Following Public Local Inquiry the Compulsory Purchase Order decision was found in favour of the Council. Land scheduled to be purchased by end of February 2010 it is therefore unlikely that construction will begin by March 2010. | Amber | --- | --- | | --- | --- |
| | Proportion of driver journeys delayed due to congestion 86% to 2010-2011 (base 86% not delayed) | Figures are published by Scottish Government, due March 2010 | Report Later | 86.0% | Not avail |  | Not avail | Not avail |
| Promote the development of modern public transport facilities | An increase in the number of trips per person per year by public transport | Information on travel needs is collected for the Scottish Household Survey, published on bi-annual basis. 2007/08 data anticipated late 2009 | Report Later | Not avail | Not avail |  | Not avail | Not avail |
| | Increase the proportion of children using public transport or taking active approaches to school to 72% to 2010-2011 (base 2008 72%) | Travel survey of school children carried out September 2009; results available later in the year. | Report Later | Not avail | 72.0% |  | Not avail | Not avail |
| | Achieve a reduction in traffic growth levels long term and sustain 54% to 2010-2011 (baseline 54% of monitored LTS sites showing reduced or national growth rates) | Data collected during August 2009; results will be available later in the year. | Report Later | 54.0% | 64.0% |  | Not avail | Not avail |

Improve community safety

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|--|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Invest in road safety improvements in terms of lighting, traffic signals and accident reduction measures | To reduce road casualties in line with national targets. The targets, from a base of the average for 1994 to 1998, are a 40% reduction in fatal and serious casualties and a 50% reduction in child fatal and serious accidents by 2010 | Statistics produced on a calendar year basis. Government 10 year targets have been exceeded however there was a slight increase in 2008. | Report Later | 136 | 142 | | 142 | Not avail |
| Input to South Lanarkshire Community Safety Partnership to help coordinate joint action by local agencies to promote community safety | Number of primary seven pupils participating in the 'Crucial Crew' experiential safety learning programme | This measure will be reported at year end | Report Later | 98.0% | 97.0% | | 95.0% | Not avail |
| | Percentage of older people expressing Be Smart Be Safe events as being informative | This measure will be reported at year end | Report Later | 82.0% | 89.0% | | 75.0% | Not avail |
| | Percentage of older people expressing Be Smart Be Safe events as being valuable | This measure will be reported at year end | Report Later | 78.0% | 78.0% | | 75.0% | Not avail |
| Reduce the risk of harm to individuals and communities by working in partnership to manage offenders in the community and reduce re-offending | Maintain the number of social enquiry reports (SERs) submitted to Court by the due date | Continue to exceed target. | Green | 97.8% | 97.2% | | 97.0% | 98.2% |
| | Achieve then maintain % of offenders seen within one week of receiving a probation order | Have made good progress now above target. | Green | 51.3% | 69.2% | | 80.0% | 84.4% |
| | Increase average number of hours per week to complete Community Service Order | There has been an increase compared with the previous quarter which was 3.3 | Green | 3 | 3 | | 4 | 3 |
| Implement and update the Anti Social Behaviour Strategy | % of people stating intimidation and harassment of others is a major problem in their neighbourhood | Next Survey due 2010. | Report Later | 14.0% | 14.0% | | 7.0% | Not avail |
| | % of adults residents stating that they feel very safe or fairly safe when out alone at night | Next Survey due 2010. | Report Later | 61.0% | 61.0% | | 61.1% | Not avail |
| | % of residents in SLC stating their neighbourhood is a very good/fairly good place to live improved from baseline | Next Survey due 2010. | Report Later | 71.0% | 71.0% | | 89.1% | Not avail |
| | Level of satisfaction with the local agencies tackling anti-social behaviour | Next Survey due 2010. | Report Later | Not avail | Not avail | | 47.0% | Not avail |

Improve community safety

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|--|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Develop and implement a Security Strategy covering the design and risk management of property, security of IT systems, and central monitoring of CCTV, alarms and alerts | % of new build projects signed off for CCTV and Security projects | This measure will be reported at year end. This is a new measure therefore no data is available before 2009 | Report Later | Not avail | Not avail | | 85.0% | Not avail |
| | Reduce incidences of crime to council properties | 3.5% reduction compared to same period last year. On course to achieve target reduction of 5% if trend continues. | Amber | 695 | 808 | | 768 | 446 |
| | Implement and monitor the prioritised investment plan for security of council properties | Phase 1 of investment plan complete in March 2009, involving security improvements to high risk properties. Phase 2 will commence in Q3 and will involve security surveys of all other operational properties by March 2011. | Green | --- | --- | | --- | --- |

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

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|---|--------------|--------------------------|---------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Develop the area's tourism potential and its image / profile | Increase number of tourists visiting the area by 3% year on year until 2010-2011 (based on 2005 baselines of £2.8m people) | Tourism figures are Lanarkshire wide and based on calendar year. In 2008 against the backdrop of recession, visitor numbers were up 2% on 2007. Autumn campaign underway with online, PR and radio activity. 2009 figures will be available October 2010. | Report Later | 2.95m | 2.98m | | 3.06m | Not avail |
| | Increase the amount spent by tourists visiting the area by 6% year on year until 2010-2011 (based on 2005 baselines of spending on average £245) | Tourism figures are Lanarkshire wide and based on calendar year. In 2008 against the backdrop of recession, visitor expenditure per head was up 3% and overall was up 5%. 2009 figures will be available October 2010. | Report Later | £301m | £315m | | £334m | Not avail |
| | Increase the total number of employees in the tourism sector by 2% by December 2011 (based on a baseline figure of 5,900) | 2008 figures now available show the number of employees in the sector dropped by 1% | Report Later | 6,578 | 6,542 | | Not avail | Not avail |

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

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|---|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Support the Clyde Gateway Regeneration Initiative | Finalise arrangements and business support programme | Draft business support action plan prepared for October board meeting. | Green | --- | --- | | --- | --- |
| | Complete Clyde Gateway remediation strategy | Consultants working to programme dates | Green | --- | --- | | --- | --- |
| | Remediate 350 ha of derelict and contaminated land by 2025 | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Provide 400,000 sq.m. of employment space by 2025 | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Create 21,000 new jobs (gross) by 2025 | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Provide 10,000 new homes by 2025 | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Increase population by 20,000 by 2025 | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |


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

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|-------------------------------------|---|---|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Deliver support to local businesses | Narrowing business start rate differential between SL and Scottish average | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Improvement of three year survival rate of companies against past trends and Scottish average | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Reduction in GVA per head gap between South Lanarkshire and the Scottish average | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | 17,500 | Not avail |

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

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|---|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Promote employability and access to jobs | Maintain workless client group to 8000 in worst datazones | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | | Not avail | Not avail |
| | Maintain the number of MC MC young people achieving a positive destination at 2007-2008 levels (88%) by 2011 | Leaver destination projections and analysis of gaps in service provision updated. European funding bid (Youth Jobs Hub) submitted to address gaps in provision. | Green | 86 | 87 | | Not avail | Not avail |
| | Maintain the gap in working age employment rate between SL and Scottish average | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | 78.6% | Not avail | | Not avail | Not avail |
| | Increase number of people recovering from drug and alcohol problems entering training, education and employment | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | 437 | Not avail | | Not avail | Not avail |
| | Maintain the percentage of school leavers achieving a positive destination | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | 88.0% | Not avail | | Not avail | Not avail |
| | Maintain the total workless client group below 36,000 to 2010-2011 | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | 28,900 | 27,270 | | Not avail | Not avail |
| Tackle poverty | Reduce the gap between areas identified as being in Scotland's worst 15% and rest of SL in relation to employment, educational and learning achievement, health improvement, safety and attractiveness | High level impact monitoring conducted on annual basis. New SIMD Report due 29 October 2009 | Report Later | Not avail | Not avail | | Not avail | Not avail |

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

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|---|--------------|--------------------------|-----------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Implement the Rural Strategy and Action Plan through the South Lanarkshire Rural Partnership | Increase community involvement, community transport use, business productivity and visitor expenditure by 10% to 2013 (baselines drawn from relevant published 2007 statistics or commissioned surveys) | | Report Later | Not avail | Not avail |  | Not avail | Not avail |
| | Bring forward an annual monitoring report to the RTF setting out progress on the RTF Action Plan | Approved by Rural Task Force on 27 May 2009 | Green | --- | --- | | --- | --- |
| Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness | Hold 4 seminars for business community each year | Planning of events progressing. Under age sales advice provided to the licenced trade sector. General consumer/business advice given to Rotary Club businessmen with further events planned. | Green | --- | --- | | --- | --- |
| | Provide a portal for business advice and support on regulatory matters by June 2010 | Provision of regulatory support to new businesses is on target and being extended to encompass assistance with waste, nuisance, pollution and regulatory regimes. Support to businesses in developing documented Food Safety Management systems is ongoing. Regulatory burden on businesses in relation to Health and Safety legislation continues to be reduced by the use of the self assessment mechanism, developed by the service, to determine the risk rating of premises. | Green | --- | --- | | --- | --- |
| | Organise and facilitate a regulatory forum for local business by November 2009 | Work is complete in identifying the full membership of the companies willing to participate on the Council's Regulatory Forum for local businesses. It is envisaged that letters of invitation will be issued next month and electronic means of communicating with the members will be established. | Amber | --- | --- | | --- | --- |

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

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|---|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Support and develop the South Lanarkshire community and voluntary sector | Increase the level of volunteering among residents to Scottish average | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | ○ | Not avail | Not avail |
| | Increase the level of volunteering among residents in deprived datazones | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | ○ | Not avail | Not avail |
| | Increase Credit Union membership | Launch of Blantyre / South Lanarkshire Credit Union in Clydesdale taking place October 2009 | Report Later | Not avail | Not avail | ○ | Not avail | Not avail |
| | Close gap between SLC and Scotland on percentage of residents with access to a bank account | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | Not avail | Not avail | ○ | Not avail | Not avail |
| | Implement revised Lanarkshire Social Economy Partnership strategy and action plan | Strategy and action plan agreed at partnership meeting in June 2009 and on track. | Green | --- | --- | | --- | --- |
| | More voluntary organisations trading or contracting with the public sector by 2011 | This is a measure from the Single Outcome Agreement (SOA). It will be monitored and reported through the SOA process, and also reported through the Council Plan reporting when appropriate | Report Later | 44 | Not avail | ○ | Not avail | Not avail |



Develop services for older people

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|--|------------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Support individuals and communities to improve their health | The number of 60+ residents registered with South Lanarkshire Leisure 'activage' | Just under 400 (new) people a month are registering for Activage, mainly at Carluke, Hamilton Water Palace, Blantyre and Lifestyle - Eastfield | Green | 11,900 | 14,921 | | 15,000 | 17,051 |
| | Increase numbers of 60+ using South Lanarkshire Leisure facilities | 6% increase in comparison to same period last year due to new facilities opening up and continual rise in usage at major facilities (Hamilton Water Palace, Blantyre, Carluke and Lifestyle - Eastfield) | Green | 256,000 | 273,821 | | 250,000 | 150,527 |
| Implement the South Lanarkshire Carers Strategy to support carers in their caring role | Sustain the number of residential respite care nights provided to people 65+ at the current high level | This is a cumulative target. On course to achieve annual set target | Amber | 10,640 | 12,762 | | 12,762 | 5,912 |
| Improve services to support older people to live in their homes and communities | Full implementation of Adult Support and Protection (Scotland) Act 2007 by 2011 | Manager in post. Committee established. Chair in place. | Green | --- | --- | | --- | --- |
| | The percentage of people (aged 65+) whose service starts within 5 working days of their community care assessment being completed | There has been a decrease in the % of Older People whose service has started within 5 days of their community care assessment being complete to previous quarter which was 78.76. | Green | 80.0% | 81.6% | | 71.0% | 71.4% |
| | Proportion of people aged 65 and over with intensive care needs receiving services at home | No significant change compared with previous quarter. Continue to meet target. | Green | 36.5% | 35.3% | | 35.0% | 35.6% |
| | % of aids and adaptations completed on target (client and contractor overall) | | Amber | 87.2% | 96.7% | | 97.0% | 95.6% |
| | No. on waiting list for Council adaptation | Target of no waiting list achieved. | Green | 0 | 0 | | 0 | 0 |
| | Number of adaptations completed in RSL homes | 42 adaptations at a value of £60,442 completed in Q2 - there is no quarterly or unit target, just an annual budget of £440k which will be spent. | Green | 278 | 173 | | 130 | 65 |
| | Number of approvals given for adaptations in private homes | | Green | 929 | 688 | | 960 | 525 |
| | No. on waiting list for Community Alarms | Target of no waiting list achieved. | Green | 0 | 0 | | 0 | 0 |
| | No. of net new community alarms installations | There were 557 new alarm systems installed with 554 systems being removed. | Unassigned | 177 | -57 | | Not avail | 3 |




Increase participation in arts and culture

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|---|---|--------|--------------------------|---------|-------|-------------------|---------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Improve facilities for arts and cultural activities and develop a framework for cultural planning across South Lanarkshire | Create a framework to support culture working with the Community Planning Board by March 2010 | Resources to deliver and manage partnership yet to be identified. | Amber | --- | --- | | --- | --- |
| | Refurbishment of Lanark Memorial Hall - Achieve site start by the second quarter of 2009/10 | The design section has been progressing various improvements to the layout of the building relating to catering and performance areas. Building survey work is now complete. A legal partnership between the Council and the Cargill Club is being negotiated which will present various benefits to both parties. The offer has been issued to the group and conclusion expected soon. The planning application was submitted on 24 April 2009. Due to minor alterations to the plans, approval is anticipated at the start of November. The tender for the main construction contract will be issued in autumn 2009 and construction work will commence in the spring 2010. The planning application for demolition of the Cargill Club has been granted. The demolition contract will commence in autumn 2009. | Amber | --- | --- | | --- | --- |
| | Carlisle integrated community facility (ICF) - Complete construction by third quarter of 2009/10 | Contractor handover achieved on 11/09/09 with operational opening held on the 12/10/09. On programme for the final phase to provide newly formed car park and drop off back to the front of the facility. This is on programme for February 2010. | Green | --- | --- | | --- | --- |
| | Fernhill Integrated Community Facility (ICF) - Achieve site start by the third quarter of 2009/10 | The site layout has been agreed within the master plan for Fernhill and site investigations are complete. Feasibility drawings were completed in May. A joint consultation event took place in May to discuss the layout, floor plans and images of the proposed community centre and the layout of the proposed housing development. The event was well attended with many positive and constructive comments. The project is due to start on site in Spring / Summer 2010 and the new facility will be completed and ready to open Winter 2011. | Amber | --- | --- | | --- | --- |

Increase participation in arts and culture

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--------|--|---|--------------|--------------------------|-----------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| | Stonehouse integrated community facility (ICF) - Achieve site start by the fourth quarter of 2009/10 | The site has been purchased and initial site investigations have been carried out. Feasibility drawings are complete, the design team are now developing detailed drawings and exploring various renewable energy solutions. Consultation with existing user groups was carried out in February to present plans and discuss individual groups requirements. Further consultation will be arranged in the autumn when detailed designs are complete. The Planning application was approved on 23 June 2009. Site start is expected in the Spring 2010 and the new facility should be completed and ready to open Winter 2011. | Amber | --- | --- | | --- | --- |
| | Begin construction of three additional community wings in primary schools | Construction of three community wings programmed for 2010 - 2011 and will be included in the Resource Plan for that year. | Report Later | --- | --- | | --- | --- |
| | The Fountain, Lesmahagow - Project tendered by the second quarter of 2009/10 | Design Meetings ongoing with Housing and Technical Resources. Initial consultation with Jubilee Hall user group completed. | Amber | --- | --- | | --- | --- |
| | Visitors to Council cultural venues, museums and country parks | On target to achieve. Large increases in visitor numbers at both country parks. | Green | 1.703m | 1.556m |  | 1.665m | 1.227m |
| | Customers rating cultural services as 'excellent' or 'good' in Council wide satisfaction survey | This measure will be reported at year end | Report Later | 80.5% | Not avail |  | 60.0% | Not avail |

Improve lives of vulnerable children, young people and adults

| Action | Measures <i>(non statistical measures shaded grey)</i> | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|---|--------------|--------------------------|-----------|---|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Improve outcomes for vulnerable children, young people and families by delivering integrated children's services priorities in all resources | Child and Family Services will further develop reporting mechanism to enable outcomes to be measured | Paperwork for Getting It Right is currently being tested. The Single Agency Assessment will be used as the assessment for children Social Work is working with on a voluntary basis (section 22). An IT Working Group will be established to develop an electronic assessment | Green | --- | --- | | --- | --- |
| Improve services to support adults to live in their homes and communities | Successfully achieve national and local partnership targets that positively shift the balance of care for adults | This will be monitored and updated as part of ongoing development of the joint services performance framework. Information will be reported in quarter 3 following presentation to the joint service management group on 8th December 2009. | Report Later | Not avail | Not avail |  | 95.0% | Not avail |
| | Maintain % the number of people (under 65 years) whose service starts within 5 working days of their community care assessment being completed | The reduction in percentage at quarter 2 reflects a recently identified recording issue for non chargeable services. This is currently being reviewed and improved reporting will be in place for quarter 3. | Amber | 74.1% | 83.2% |  | 71.0% | 66.7% |
| | % of equipment and adaptation assessments completed in timescale | There has been a decrease this quarter compared to the previous Quarter 84.4. Within the reporting period the IT system for OT was being developed. As a result there is a transition between the two systems which could account for the reported decrease in this quarter. | Amber | 96.5% | 87.9% |  | 95.0% | 82.6% |

Improve lives of vulnerable children, young people and adults

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|---|--|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Protect vulnerable children, young people and adults living in our communities | Reduce the % of child protection referrals that are repeat referrals within a 12 month period or initial referral or removal from register | | Report Later | 1.6% | 0.9% | | 0.9% | Not avail |
| | Continue work to achieve % of reports submitted to the Children's Reporter within 20 days (Council Plan) | We have achieved the target this quarter and will continue to monitor and maintain this progress before altering the target. | Green | 38.5% | 46.9% | | 75.0% | 78.0% |
| | Continue to implement the Social Work action plan to address the areas for improvement identified by HIMle inspection on how well children and young people are protected | Briefing to RMT on 26th October | Green | --- | --- | | --- | --- |
| | The number of children on child protection register | This measure is monitored for contextual purpose only | Unassigned | Not avail | Not avail | | 0 | 114 |
| In Partnership with Education Resources, ensure attainment levels of looked after and accommodated children are improved in line with Learning and care | Increase the % of looked after and accommodated young people who have achieved a minimum of SCQF level 3 or above in English and Maths | | Report Later | 57.1% | 28.6% | | 57.1% | Not avail |
| Implement Doorway Strategy to support individuals and families affected by domestic abuse | Monitor the number of domestic abuse referrals | This measure is monitored for contextual purpose only | Unassigned | Not avail | Not avail | | 0 | 549 |
| | Review existing pathways for accessing supports by individuals and families affected by domestic abuse and implement recommendations by March 2011 | Issues paper developed Reviewing domestic abuse protocols | Green | --- | --- | | --- | --- |
| | Domestic abuse training is available in all partner agencies | The Doorway training programme is being delivered. In addition requests for training from the PFs office, Schools, Police, Social Work, Universal Connections and Quarriers have, or will be met. | Green | --- | --- | | --- | --- |
| Implement the South Lanarkshire Carers Strategy to support carers, including young carers, in their caring role | % of carers offered an assessment and reasons for refusal recorded | In this period there has been an increase in the percentage of carers offered an assessment compared with the previous quarter. | Green | Not avail | Not avail | | 100.0% | 97.5% |
| | % of carers wishing an assessment will receive an assessment within 28 days | There has been a slight increase in percentage of carers receiving an assessment within 28 days compared with the previous quarter which was 67%. Carers Issues Groups meets monthly. Revised guidance on carer assessments being developed. | Amber | Not avail | Not avail | | 95.0% | 68.4% |

Improve lives of vulnerable children, young people and adults

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|---|--|--|--------------|--------------------------|----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Provide Money Matters and more general benefits counselling to maximise the income available to individuals | Amount of benefits claimed | | Green | £16.44m | £15.41m | ↓ | £17.00m | £7.72m |
| | Amount of debt written off | | Green | £281,545 | £237,737 | ↓ | £300,000 | £133,071 |
| | Benefit Right Time indicator | The Department of Work and Pensions is currently not reporting this figure. Our own software supplier reports are currently being developed as a result of recent system changes. This information should be available from November 2009. | Report Later | 8.1 days | 9.5 days | ↓ | 9.8 days | Not avail |

Improve quality, access and availability of housing

| Action | Measures (<i>non statistical measures shaded grey</i>) | Comments/ Progress | Status | -----Previous Years----- | | | ----This Year---- | |
|--|--|---|--------------|--------------------------|-----------|-------|-------------------|-----------|
| | | | | 2007/08 | 2008/09 | Trend | Target | To Date |
| Provide quality social housing management, maintenance and homelessness services | % of houses meeting the SHQS | Statutory Performance Indicator reported annually. | Report Later | 56.0% | 66.0% | | 66.8% | Not avail |
| | % satisfaction levels with kitchens and bathrooms (product) | | Green | 99.0% | 99.5% | | 98.0% | 99.2% |
| | Tenancy sustainment (homelessness) | This was a new Statutory Performance Indicator for 2008/2009. This indicator looks at all the homeless lets that were made in 2008/09 and then monitors how many have managed to remain in the tenancy for more than 12 months. | Amber | Not avail | 87.0% | | 87.1% | 71.0% |
| | % of cases reassessed as homeless or potentially homeless within 12 months of previous application - same household type | | Amber | 6.7% | 6.3% | | 6.0% | 7.2% |
| | No of households assessed as homeless or potentially homeless | This information is contextual. | Unassigned | 2,168 | 2,314 | | Not avail | 1,275 |
| | % of lets to homeless applicants | Lets to Homeless applicants increased by 5.9% on the same period last year. | Green | 46.0% | 49.5% | | 50.1% | 55.6% |
| | Reduction in non-priority determinations by 2012 | | Green | 18.0% | 18.0% | | 17.0% | 14.0% |
| | Average days to relet | See comments outlined in measure "% of lets < 4 weeks". | Amber | 26.0 days | 25.0 days | | 21.0 days | 25.0 days |
| | % of lets < 4 weeks | In comparison to the same period last year, there was an increase in properties re-let in the over 4 weeks category. This was due to a number of long term voids being re-let within low demand areas. | Amber | 69.8% | 77.6% | | 79.0% | 74.0% |
| Improve private sector housing services | Interim Scheme of Assistance in place by April 2009 | Interim Scheme of Assistance was given committee approval on the 1st April 2009 and has been operational since that date. | Green | --- | --- | | --- | --- |
| | Full Scheme of Assistance in place by April 2010 | Final proposals developed for full Scheme of Assistance and put out for consultation in Q1. Consultation now complete and results reported to RMT. Final Scheme of Assistance has now been reported to RMT and will be presented to H&TR Committee for approval in November 2009. | Green | --- | --- | | --- | --- |
| Ensure an adequate supply of affordable housing (for rent and sale) across South Lanarkshire | Number of demolitions against target | | Green | 96 | 80 | | 224 | 36 |
| | Average output of affordable units per annum | On course to achieve annual target | Green | 119 | 392 | | 305 | 151 |