

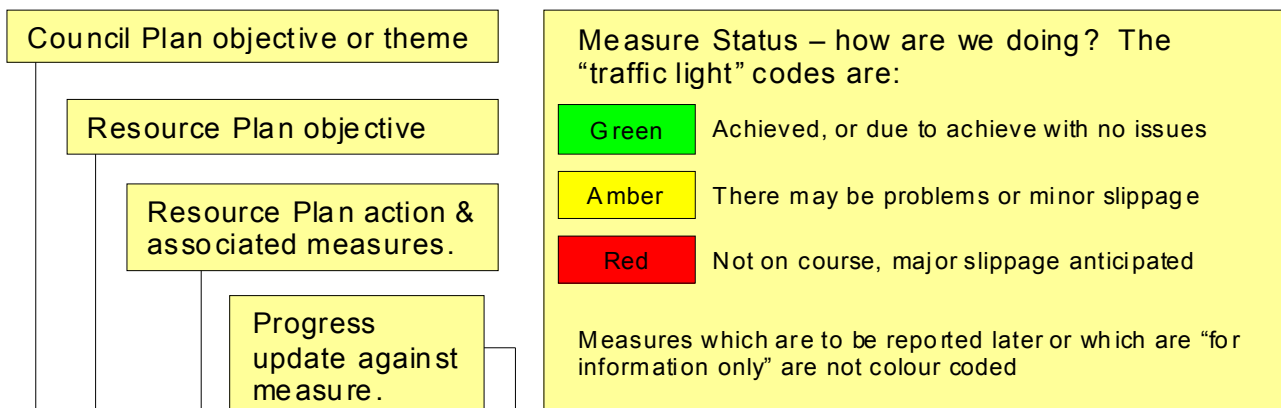
**South Lanarkshire Council**

**improve**

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

## How to use this performance report

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



### Vision and Strategic Direction

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

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

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

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

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

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

The trend column shows how performance changed between these 2 years

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Vision and Strategic Direction	33	2	1	6	42
Governance and Accountability	11	1		2	14
Partnership Working, Community Leadership and Engagement	9			1	10
Performance Management and Improvement	16	2		5	23
Efficient and effective use of resources	26			7	33
Raise educational attainment for all	13			8	21
Increase involvement in lifelong learning	3	1		2	6
Improve health and increase physical activity	20	2			22
Improve the quality of the physical environment	7	2		3	12
Improve the road network and public transport	6			5	11
Improve community safety	7	3		4	14
Support local economy by providing the right conditions for growth, improving skills and employability	7			24	31
Develop services for older people	10			2	12
Increase participation in arts and culture	4	3	1	1	9
Improve lives of vulnerable children, young people and adults	11	2		4	17
Improve quality, access and availability of housing	8	2		3	13
<b>Total</b>	<b>191</b>	<b>20</b>	<b>2</b>	<b>77</b>	<b>290</b>

**Vision and Strategic Direction**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Develop and implement our Council Plan – Connect	Deliver Annual Resource Plan within the Council's approved performance reporting framework	The 2011-12 Resource Plan was delivered in line with guidance and as per the reporting framework.	Green	---	---	---	---	
	Draft Council Plan 2012-2017 prepared by March 2012	Outline proposals for Connect 2012 approved by Executive Committee May 2011. Corporate Management Team/Senior Management workshop 8 June 2011 informed outcomes and priority objectives. Feedback report to Corporate Management Team 11 August 2011. Consultation on priorities September/October 2011. Draft plan to be submitted to Corporate Management Team by December 2011 and Executive Committee February 2012.	Green	---	---	---	---	
	Mid term review of Connect completed/ approved by June 2009 inc CIP and revised Council priorities)	Connect Mid Term Review completed and approved by Executive Committee June 2009.	Green	---	---	---	---	
Improve effective use of our buildings and transport in order to reduce greenhouse gas emissions	Annual consumption of energy per square metre of buildings, (MWhrs/m2)	This measure will be reported at year end.	Report Later	0	Not avail	Not avail	Not avail	○
	Reduce the Council's greenhouse gas emissions by March 2008 compared to 2005/06 baseline	Council greenhouse gas emissions figures for 2011/12 won't be available until after 31st March 2012. Reduction figure for 2010/11, however, has now been confirmed as 9.4% below 2005/06 baseline.	Green	Not avail	Not avail	7.1%	9.4%	↑
	Review and revise the Council's greenhouse gas emissions targets by January 2010 in the light of new UK and Scottish climate change legislation	This was undertaken as part of the review of the Council's Carbon Management Plan during 2010/11 following publication of guidance on public sector duties in the Climate Change (Scotland) Act.  Along with a range of other measures, the Council's new Carbon Management Plan approved by Executive Committee in January 2011 sets an annual reduction target of 2% for the Council's greenhouse gas emissions (an increase on the previous target of 1.25% per year). This is considered strategically appropriate and consistent with the national legislation.	Amber	---	---	---	---	


**Vision and Strategic Direction**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Ensure efficient use of material resources and to increase recycling of waste and develop more sustainable waste management	Maintain level of satisfaction with waste collection services. (2008: 83% very good or good)	No future residents satisfaction survey this year.	Report Later	87.0%	93.0%	Not avail	87.9%	
	Provide co-mingled recycling collections from Council premises	There has been a slight increase in the number of premises that have got recycling facilities since Q4 2010/11 (20 more since end of last year).	Green	208	174	152	154	
	Recycling rate	This is the recycling rate for domestic waste for Q1 2011/12. Waste data flow has still to be completed for Q2 2011/12.	Green	38.2%	42.1%	40.1%	38.2%	
	The amount of biodegradable waste sent to landfill	These are figures for biodegradable waste sent to landfill for Q1, 2011/12. Waste data flow has still to be completed for Q2 2011/12.	Green	69,214	16,891	73,730	69,214	
	Maintain waste tonnage per household at 1.43 tonnes or below	These are figures for waste tonnage per household for Q1 2011/12. Waste data flow has still to be completed for Q2 2011/12.	Green	1.20 tonnes	0.33 tonnes	1.28 tonnes	1.23 tonnes	
To develop responsible procurement practices	In construction applications at least 10% of the total value of materials used on projects over £1m should derive from recycled or re-used content	This information is monitored by Resources as it only applies to capital works. It is believed that we exceed these requirements but the relevant Resources should report this data.	Report Later	---	---	---	---	
	In printing and writing paper applications products should contain at least 50% recycled content	Currently the SLC paper contract uses paper with an average 70% recycled content. Recycled content ranges from 50-100%. A newly created paper contract exceeds the requirements and also introduces greater sustainability measures e.g. reduced deliveries, packaging.	Green	---	---	---	---	
	In tissue paper applications products should contain 100% recycled content	All tissue paper used in SLC collaborative contract has 100% recycled content.	Green	---	---	---	---	
	Increase annually the % and value of contracts with SMEs	This data is monitored via Spikes Cavell database. The data for 2009/10 is 38% spend to the value of £97 million; and for 2008/09 41% to the value of £94 million spent with SMEs. The data for 2010/11 is a slight increase in percentage 47% and an increase in value- £123 million.	Green	---	---	---	---	
Manage our impact on the water environment	SUDS schemes incorporated into all applicable developments	SUDS schemes incorporated into all relevant developments.	Green	Not avail	63	104	133	

**Vision and Strategic Direction**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	System and baseline information in place for monitoring water consumption by April 2010	System billing in place for all metered water supplies.  Current programme in place to install automatic meter readers for all reasonably accessible supplies above 25mm.	Green	---	---	---	---	
To protect and enhance our natural environment, land and ecology	Launch of Greenspace Strategy by October 2009 and delivery of annual action plan in partnership with key local/ national agencies	Strategy complete and implementation underway. Consultation completed and no changes to content required. Final work on SEA response to consultation was complete April 2011 and final document approved by Community Resources Committee.	Green	---	---	---	---	
	Launch of new Local Biodiversity Action Plan (LBAP) by October 2009 and delivery of annual action plan in partnership with key local/ national agencies	LBAP completed and adopted through SL Sustainability Partnership	Green	---	---	---	---	
To secure quality living and working environments for health, wellbeing and economic prosperity	An increase in the number of trips per person per year by public transport	Information is collated from the Scottish Household Survey report produced on a biennial basis to achieve a suitable sample size. 2009/10 data will be available after publication on 23rd November 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	○
	An increase in walking and cycling as measured by the mode share monitoring conducted by schools and businesses in South Lanarkshire which are undertaking travel plans	The 2011 Hands Up survey was carried out in September and schools are returning their data. This will be forwarded to Sustrans for analysis and data from schools with travel plans will be extracted from this. All participating schools will be monitored to provide an overall picture in South Lanarkshire.	Green	Not avail	50	Not avail	Not avail	○
	Strategic Environmental Assessments undertaken on all key plans and strategies in line with legislation	Assessments are currently being undertaken on the Council Plan - Connect, South Lanarkshire Local Development Plan and the Local Transport Strategy. The Environment Report for the South Lanarkshire Local Housing Strategy has been sent out for consultation and is due back during Q3 for adoption. Other Council policies are continuing through the latter stages of the SEA process.	Green	---	---	---	---	

**Vision and Strategic Direction**


Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Foster responsible citizenship and awareness of sustainable development	% of schools participating in Eco schools awards or similar accredited award schemes	During the period April 2011- September 2011 an additional one establishment registered; there was one more bronze award; 5 more silver awards; 5 more 1st Green Flag awards; 1 more 2nd Green Flag award; and 2 more 3rd Green Flag awards.	Green	99.0%	98.0%	96.0%	97.3%	
	400 Council staff to have participated in Sustainable Development training by March 2011	Just over 500 staff have now completed training courses in sustainable development and energy management. Courses have been tailored to specific groups including elected members, education staff, building managers etc.	Green	---	---	---	---	
	Achieve a year on year increase in the number of volunteer days in the Environmental Volunteer Programme	This measure will be reported at year end.	Report Later	---	---	---	---	
	Awareness of sustainable development as reflected through the quality of life and customer satisfaction surveys	The March 2010 customer survey indicates a significant increase in public satisfaction with the Council's handling of climate change with 76.3% of those surveyed rating this as excellent or good. This was 6.3% improvement on the 2008 survey results and the largest increase of any of the aspects of service covered by the survey.	Green	---	---	---	---	
	Develop a Local Climate Impacts Profile (LCLIP) for South Lanarkshire by December 2009	It was not possible to complete this project due to the departure of the Council's Sustainable Development Officer. Local climate change adaptation will be addressed as part of the new Sustainable Development Strategy.	Red	---	---	---	---	
	Lead South Lanarkshire Sustainability Partnership and deliver its SOA targets	The Council continues to lead on the Sustainability Partnership. A partnership signing of an addendum to Scotland's climate change declaration took place in June 2010 with seven community planning partners participating. A sustainable development Partnership Improvement Plan, based around relevant SOA targets, is in preparation.	Green	---	---	---	---	

**Vision and Strategic Direction**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Published update (State of Environment Report) by June 2009 and then every two years tracking change in local environment indicators	The data within the State of the Environment Report has been completed and a draft version of the report is currently out to lead officers across Resources for consultation. The final report will progress to committee approval during Q3.  Timescales for publication have slipped due to the volume of information to be collated and finalised.	Amber	---	---	---	---	
	To stabilise or reduce South Lanarkshire's ecological footprint level	This indicator is produced for local authority areas nationally by the Stockholm Environment Institute. The most recent figures available, however, date to 2008, when the ecological footprint was assessed as 5.17 Global hectares per capita. This was below the Scottish and UK figures of 5.35 and 5.34 respectively. Unfortunately it is not clear when an updated figure will be available.	Report Later	---	---	---	---	
Implement a programme of equality and human rights impact assessments across the Council	Number of impact assessments carried out against those timetabled	Equality impact assessments are now carried out on a needs basis and as such there is no longer a schedule of assessments to be done. Council policy is to assess all new and revised strategies, policies, functions and financial proposals to ensure due regard to the equality duty.	Green	Not avail	Not avail	140	Not avail	○
	Number of reports on impact assessments published on website (with recommendations)	Equality impact assessments are now carried out on a needs basis and as such there is no longer a schedule of assessments to be done. Council policy is to assess all new and revised strategies, policies, functions and financial proposals to ensure due regard to the equality duty. All completed assessments are published on the Council website.	Green	Not avail	Not avail	301	Not avail	○
	Progress in relation to Equality Impact Assessment Actions monitored against targets and reported to Equal Opportunities Forum	All Resources report relevant impact assessment outcomes/actions as part of their annual reports to the Equal Opportunities Forum.	Green	---	---	---	---	



**Vision and Strategic Direction**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Develop and introduce Council wide equality performance measures and publish results	Data on equality related performance is collated and published annually	The Council is participating in an Improvement Service pilot to look at the ways and means of collating equality related statistics to improve the way in which outcomes are developed and achieved.	Green	---	---	---	---	
	Resources to provide annual report to Equal Opportunities Forum on uptake of service, based on standardised equality reporting categories	"South Lanarkshire Working for You" Single Equality Scheme, published in December 2009. This document replaces the existing race, disability and gender schemes and was created in consultation with council partners and community representatives. The scheme is in line with the Equality Act 2010 and covers all new and existing protected characteristics. The action plan will be reviewed and updated on an annual basis or as required by the public sector specific duties.	Green	---	---	---	---	
	Single Equality Scheme based on 6 strands in place by 2011	"South Lanarkshire Working for You" Single Equality Scheme, published in December 2009. This document replaces the existing race, disability and gender schemes and was created in consultation with council partners and community representatives. The scheme is in line with the Equality Act 2010 and covers all new and existing protected characteristics. The action plan will be reviewed and updated on an annual basis or as required by the public sector specific duties.	Green	---	---	---	---	
Ensure that our legal duties with regard to promoting equality of opportunity are built in to all of our CPP activities	Establishment of Partnership Equalities Network	The Partnership Equalities Network has been established and is now operational.	Green	---	---	---	---	
	Evidence that equalities are included in performance monitoring and measurement activities for partnerships	Equalities issues are highlighted within the SOA, the SOA Annual Report and were included within the Community Plan Refresh.	Green	---	---	---	---	
	Evidence that partnership plans, strategies and initiatives have been assessed by lead partner for impact in relation to equalities	This is part of the ongoing work of the Equalities Network.	Green	---	---	---	---	
Ensure equal opportunities in all our services, facilities and	Number of women/men taking up employment in non-traditional areas (target=increase)	This measure will be reported at Q4	Green	20	Not avail	44	44	

**Vision and Strategic Direction**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
employment opportunities reflecting the diversity of our community	Employment monitoring arrangements will meet the requirements of equalities legislation	A workforce profile is published annually and equality trends are identified and reported.	Green	---	---	---	---	
	Positive action measures put in place if required	As part of the Council's ongoing positive action programme "Delivering a Fairer Future" research is being carried out with a group of primary 6 aged pupils better to understand the influences on their subject and career choices. The intention will be to assess what changes can be made to curriculum or work practices to ensure greater choice and fairer opportunities for young people.	Green	---	---	---	---	

**Governance and Accountability**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
We will support and facilitate open and transparent governance and decision-making arrangements	Annual programme of corporate and individual member learning and development	Programme is delivered annually, with flexible content to take account of requirements each year.	Green	---	---	---	---	
	Review and implement revised arrangement for the Council's member scrutiny forums and area committees in line with timetable for actions arising from the Audit of Best Value and Community Planning	Revised arrangements for Scrutiny forums, including composition and the fact that they are now held in public, in place.	Green	---	---	---	---	
	Review the operating arrangements of the Risk Management and Audit Forum in line with good practice	Review complete.	Green	---	---	---	---	
	Undertake an annual survey of elected members to measure satisfaction and to enable feedback on governance issues	Current questionnaire to be reviewed and finalised for issues following recess.	Green	---	---	---	---	
We will develop, implement and communicate our corporate plans, performance and service standards	Gather reader feedback on publications and focus group perceptions of Public Relations initiatives		Green	---	---	---	---	
	Incorporate mix of statistical data and public interest stories in Public Performance Reporting documents (namely SL Reporter and SL View) and signpost readers to more detailed information	Four pages are included in Novmeber Reporter and more are planned for Spring. We are also including some performance info in the council tax guide.	Green	---	---	---	---	

**Governance and Accountability**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Local service standards monitoring collated and published quarterly	Local monitoring is ongoing but collected annually and reported with the results of the annual mystery shopper exercise to CMT in May each year.	Report Later	---	---	---	---	
Ensure that high standards of governance are being exercised (through the use of scrutiny forums, audit plans and risk management)	Audit actions to be delivered by due date (Reported to Chief Executive through quarterly performance reports)	Target 80%. Overall achieved 67%. Internal audit actions achieved 65%. External audit actions achieved 75%.	Amber	80.0%	67.0%	Not avail	Not avail	○
	Delivery of risk control actions by due date		Green	60.0%	88.0%	65.0%	46.0%	↓
	Actions from approved risk management work plan to be delivered by agreed date		Report Later	---	---	---	---	
	Complete Resource Governance Self Assessment and declaration by due date and develop actions to address non-compliant areas	Self assessment carried out by all Resources following in accordance with the Finance Advisory Network (FAN) model.	Green	---	---	---	---	
	Completion of audit work to draft stage by year end, ie 30 April		Green	---	---	---	---	
	Development and delivery of annual Governance Statement and associated actions, including communication and awareness programme for revised Code of Good Governance	Annual accounts signed off 31 October 2011.	Green	---	---	---	---	
	Half yearly reporting to Risk and Audit Manager by nominated lead officers on progress made on Council's top 20 risks		Green	---	---	---	---	

**Partnership Working, Community Leadership and Engagement**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
We will work with partners to enhance community planning, service planning and service delivery	Approval of SOA in line with national timetable	South Lanarkshire's Community Planning SOA was approved in 2009, in line with the national timetable which required all SOAs to be based around Community Planning from 2009-10 onwards.	Green	---	---	---	---	
	Monitor progress of the SOA through an annual report against national and local outcomes and a qualitative assessment of the effectiveness of the SOA approach, in particular, Community Planning and partnership working	Annual Report for 2010-11 completed and submitted to the Scottish Government in September 2011.	Green	---	---	---	---	



**Partnership Working, Community Leadership and Engagement**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Undertake a refresh of the Community Plan and review Community Planning governance arrangements	The Community Plan has been refreshed and new governance arrangements have been agreed and are now in place.	Green	---	---	---	---	
Ensure that consultation and engagement activities initiated by partnerships are inclusive and take account of all communities of interest	Ensure consistent use of Community Engagement Framework across the Community Planning Partnership to include the voluntary, community and social economy partners to maximise their participation.		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	Community Engagement Framework has been refreshed and published. It's availability to the partners and Council officers should see an increase in the uptake of VOICE (online tool for planning, doing and reviewing Community Engagement) which incorporates the National Standards.	Green	---	---	---	---	
Report outcomes of community engagement to the public	Record outcomes of community engagement and report on changes to service which result	Voluntary organisations and community planning partners currently use an online form to advise of current and completed consultations which are then uploaded to the consultation database on the Council's website.	Green	---	---	---	---	
Develop and implement Neighbourhood Plans for the most disadvantaged areas in South Lanarkshire	% of adult residents within the worst 15% datazones stating their neighbourhood is a very good or fairly good place to live	There has been an improvement in reported satisfaction with neighbourhoods in 2010, compared to 2007. the next Survey is scheduled for 2013	Green	Not avail	72.0%	Not avail	72.0%	○
	Capacity of Neighbourhood Boards increased to enable them to effectively engage with partners	The capacity of neighbourhood boards continues to be increased via a variety of measures. By the end of Q2, 10 newsletters had been produced and 12 Neighbourhood Board meetings, 4 NM area community consultation events, 2 community clean ups, and 3 breakfast clubs had been held.	Green	---	---	---	---	
	Improvement in relative position of each neighbourhood against worst 15% identified in the Scottish Index of Multiple Deprivation	Over the period 2006 to 2009, position has improved in 5 Neighbourhood Management Areas (NMAs), position has got worse in 3 NMAs, position has remained the same in 2 NMAs. Next SIMD results will be available in 2012/13.	Report Later	---	---	---	---	

**Partnership Working, Community Leadership and Engagement**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Increase local accountability through the establishment of Neighbourhood level monitoring and evaluation framework	Revised Neighbourhood Management monitoring report has been prepared, taking account of available corporate and service information.	Green	---	---	---	---	

**Performance Management and Improvement**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Manage our performance	% of complaints responded to within 5 days (target = 95%)	This figure is for Q1 (1st April to 30th June 2011). The complaints process is being revised to a single complaints procedure to meet the needs of the ombudsman's Complaints Handling Procedure (CHP) due to launch in 2012. This will extend timescales from 5 days to 20 days which will make this target obsolete. Under achievement of this target is due to complex and 3 party complaints which require detailed investigation.	Amber	Not avail	83.0%	87.6%	Not avail	
	Develop, monitor and review effectiveness of, a comprehensive suite of service standards. Annual mystery shopper exercise undertaken and reported.	The annual mystery shopper exercise will take place in February 2012 and reported to CMT in May.	Report Later	---	---	---	---	
	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.	The quarterly CMT report on complaints gives examples of how complaints have led to service improvement where applicable. Report also includes information on any other actions by Resources in addressing complaints.	Green	---	---	---	---	
	Implementation of the Council's performance management system, IMPROVe, to enable timeous and comprehensive performance management reporting against the SOA, Connect and Resource Plans	The IMPROVe system has been implemented in all Resources and provides all reports against Resource Plans, Connect and the SOA.	Green	---	---	---	---	
	Research and implementation of corporate self assessment model	Resources continue to roll out programme as scheduled. Evaluation from Community Planning Partnership Board pilot awaited from the Improvement Service.	Green	---	---	---	---	
Seek the views of all stakeholders regularly	% of completed consultations published on the database with an outcome	In the period in question 4 new consultations with findings have been loaded onto the website.	Green	Not avail	4.0%	100.0%	75.0%	

**Performance Management and Improvement**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
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	Not avail	Not avail	20	12	
	Number of consultations carried out which have resulted in a change to service delivery	This measure will be reported at Q4	Report Later	Not avail	Not avail	17	16	
	Response rate to cyclical consultations	This measure will be reported at Q4	Report Later	Not avail	Not avail	Not avail	Not avail	
	Council level customer satisfaction scorecard is populated and results published annually	Surveying ongoing for those services on the Customer Satisfaction Score Card. The 2012 score card results due to Continuous improvement steering group in June 2012.	Report Later	---	---	---	---	
	Perception of high quality services and best use of money - proportion agreeing Council provides high quality services	KPIs were established for the first Household Survey in 2008 which was repeated in 2010. The Household Survey is now on a 3 year cycle and is scheduled to take place in March 2013.	Amber	---	---	---	---	
	Targeted surveys carried out to understand variation in customer satisfaction across geographical areas	Action plan from 2010 Household survey currently being implemented. This includes detailed actions by Roads to mitigate the dips in response rates in Clydesdale. early indications suggest a significant reduction in the number of complaints Winter 2010/2011 from 2009/2010 mainly attributed to better communication with residents.	Green	---	---	---	---	
Implement effective Best Value management arrangements to ensure continuous improvement, and effective and efficient service delivery	Completion of Best Value Reviews as per timetable	On target to report to Performance and Review Scrutiny as programmed to 31 March 2012. Reports in draft for meeting of Forum on 25 October.	Green	---	---	---	---	
	Ensure Local PIs across all Resources meet requirements of Best Value 2	Early preparatory work underway in respect of Resource Plans 2012/13 and consideration will be given to mix and suitability of Local PIs.	Green	---	---	---	---	
	Improvement Plans approved by committee	Improvement Plans continue to be included as required for reports scheduled to future meetings of the Performance and Review Scrutiny Forum.	Green	---	---	---	---	
	Manage Audit processes within Audit Scotland timescales	PWC report on progress with actions from Audit of Best Value and Community Planning reported to PRSF July 2011. Progress on remaining actions will be considered as part of IMPROVe update at Quarter 2.	Green	---	---	---	---	

**Performance Management and Improvement**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Sustain positive SPI trend results for Council	Analysis of SLC year on year SPI performance completed in September, which will be further considered in terms of ranking compared to Scottish local authorities as information becomes available. Reports scheduled for Performance and Review Scrutiny Forum in January 2012	Green	---	---	---	---	
Implement a strategic response to the Scottish Government's Efficient Government agenda, based on five themes - managing absence, asset management, procurement, shared services and streamlining bureaucracy	Completion of diagnostic projects as per agreed timetable	Final report on Procurement due later in year.	Green	---	---	---	---	
	Encourage and influence current shared service users of payroll to expand their use of facilities by uptake of HR	No positive progress to report in relation to HR/Payroll Shared Services although the publication of the McClelland Report - Review of ICT Infrastructure in the Public Sector in Scotland may well increase the emphasis on shared applications provision.	Green	---	---	---	---	
	Exploit Caird Data Centre facility to host infrastructure for other organisations under SLA and have an income stream	Income continues to be generated through the marketing of the Caird Data Centre with income generated from a number of Public Sector organisations.	Green	---	---	---	---	
	Fully implement the procurement strategy and guidelines across the Council	A revised organisational capacity has been achieved. The creation of a new procurement strategy to reflect the organisational changes has been completed and approved. A service review of the new organisation will be completed in October 2011. The outcome of the review will inform the final project status.	Green	---	---	---	---	
	Implementation of Financial Strategy, including Efficiency Plan and agreed percentage savings (4.5% of controllable budget in 2009/10)	Draft Financial Strategy for 2012/13 prepared and presented to both CMT and Executive Committee.	Green	---	---	---	---	
	Options appraisal conducted on alternative models of service delivery, resulting in efficiencies being realised	Options appraisal included as appropriate in Alternative Service Delivery Projects which have now completed reporting and moved to implementation.	Green	---	---	---	---	

**Efficient and effective use of resources**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend

**Efficient and effective use of resources**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
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		Green	---	---	---	---	
	Make use of periodic surveys/spot checks as appropriate	A survey was conducted on the Public Protection Magazine. Steps have been taken to incorporate feedback from Reporter survey into future editions.	Green	---	---	---	---	
Ensure our commitment to employees through the development and effective implementation of personnel policies and employee learning and development opportunities	100% coverage of PDR and associated training plans of employees in the scope (Council Wide)	This measure will be reported at Q4	Report Later	Not avail	Not avail	100.0%	100.0%	
	100% of staff recruited through competency based interview by 2011	Q1, 70%, Q2 71%	Green	Not avail	70.5%	54.0%	552.0%	
	Increased response rate to employee audit by March 2010	The employee audit was launched on 3rd October 2011 and the findings are due to be reported to the Corporate Management Team in December 2011. Whether there has been an increase in the response rate will be known at that time.	Report Later	Not avail	Not avail	35.6%	35.1%	
	Labour turnover rate (Council Wide)		Green	0.6%	0.9%	2.3%	0.7%	
	Increase the uptake of accredited training programmes for employees at all levels	166 employees graduated from our accredited training programmes. 71 commenced their programmes.	Green	Not avail	Not avail	522	263	
	Number of vacancies dealt with through electronic formats	278 Q1, 172 Q2	Green	Not avail	450	218	443	
	Staff absence rate (Council Wide)		Green	3.1%	3.2%	4.0%	2.3%	
	Continued achievement of IIP accreditation	7 Resources have now been reviewed with positive outcomes. Community Resources report is with the managing assessor for validation. A final collated report for the Council as a whole will be drafted by the managing assessor for presentation to CISG in October / November.	Green	---	---	---	---	
	Develop workforce strategy by March 2010	Completed in 2010.	Green	---	---	---	---	
Promote effective external communications utilising new media opportunities	Continue to develop the Council's website	Website was relaunched in October 2010 - this is now being reviewed following feedback from Socitm survey, Socitm exit survey and other feedback.	Green	---	---	---	---	



### Efficient and effective use of resources

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Highlight the new content available on SLTV and the voluntary channel through South Lanarkshire View each month	As part of an ongoing drive to make best use of new communications technology, the content previously shown through SLTV has been moved onto YouTube, which provides higher quality video and an interface familiar to internet users.	Green	---	---	---	---	
	Work with the Modernising Government Team to install new Content Management System by December 2009	Achieved. A new content management system was installed and the Council's website has been refreshed and relaunched.	Green	---	---	---	---	
Manage land and property assets efficiently	% of buildings from which the council delivers services to the public in which all public areas are suitable for, and accessible to, disabled people (Council Wide)	This is a Statutory Performance Indicator and is reported annually at Q4	Report Later	Not avail	Not avail	89.6%	89.8%	↑
	Prepare, manage and deliver five year programme of capital receipts - completion of annual disposal programme	Annual target will be reported on at year end.	Green	Not avail	Not avail	£3.730m	£11.425m	↑
	Improve performance of lease portfolio - annual net rental income	Income targets adjusted in discussions with Finance to reflect economic circumstances. Debt management and marketing initiatives underway.	Green	£2.844m	£1.354m	£2.830m	£3.000m	↑
	Improve performance of lease portfolio - combined vacancy rates of less than 15% per annum achieved	Figure slightly higher than the year end target but consistent with previous years performance at this point.  Offices, and particularly Head Lease Properties, continue to be of greatest concern with vacancies at 37%. Discussions with Head Landlords to agree an exit strategy are underway.  Breakdown of figure as follows: Business centres 30% Industrial 16.5% Offices 37% Overall 16.5%	Green	15.0%	16.5%	16.0%	15.5%	↑
	Improve performance of lease portfolio - debt levels of less than 5% of total rental invoiced per annum achieved	Q2 figures will be added to report on 28 October as not yet available.	Report Later	5.0%	Not avail	6.5%	7.6%	↓
	Number of council buildings from which the council delivers services to the public (Council Wide)	This measure will be reported at year end.	Report Later	Not avail	Not avail	577	547	↓

**Efficient and effective use of resources**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Proportion of operational accommodation that is in satisfactory condition (Council Wide)	This is a Statutory Performance Indicator and is reported annually at Q4	Report Later	Not avail	Not avail	79.2%	81.5%	
	Proportion of operational accommodation that is suitable for its current use (Council Wide)	This is a Statutory Performance Indicator and is reported annually at Q4	Report Later	Not avail	Not avail	85.3%	90.1%	
	Developed and monitor the Corporate Asset Management Plan	Report to Corporate Management Team on progress of the Corporate Asset Management Plan complete.  Report to Executive Committee on 7 September 2011 approved.	Green	---	---	---	---	
Maintain and refine as appropriate financial management and corporate governance arrangements relating to the Council's short and long-term financial strategies	Accounts completed by 30 June and receipt of clear audit certificate by 30 September	Accounts completed by 30 June and achieved clear audit certificate by 30 September.	Green	---	---	---	---	
	Contribution to Single Outcome Agreement reflected in Annual Report and Accounts	Finance and IT Resources have reflected the Strategic Outcome Agreement and Community Planning Partnership in the Annual Report and Accounts.	Green	---	---	---	---	
	Effective budgetary control and reporting arrangements in place (revenue, capital and trading accounts)	Variance between budget and actual monitored on an ongoing basis.	Green	---	---	---	---	
	Reconstruct the Council's Financial Strategy in response to the short/medium term economic circumstances, including the development of a revised efficiency plan.	Achieved	Green	---	---	---	---	
	Reporting of medium term financial strategy on an annual basis	Achieved	Green	---	---	---	---	
Facilitate achievement of the Council's priorities and objectives through delivery of the Information and Technology Strategy	98% of hardware installs will be achieved within SLA		Green	98.0%	98.0%	99.0%	98.0%	
	98% of software installs will be achieved within SLA		Green	98.0%	98.0%	99.0%	98.0%	
	At a Council Wide level, report on performance and major project initiations to CMT on eight weekly basis. Success to be defined as 95% of current Service Plan projects green or amber at any time.	Service Planning framework continues to be reported to the Council's Corporate Management Team as well as the ICT Programme Board. Service Planning Priorities continue to remain on schedule.	Green	95.0%	Not avail	99.0%	98.0%	
	Adherence to ICT Strategy checklists and project initiation sign off	Progress is reported through the ICT Programme Board and the Corporate Management Team	Green	---	---	---	---	

**Efficient and effective use of resources**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Maintain current high levels of income collection and generation	% Council Tax collection rate (SPI)		Green	95.0%	49.0%	94.9%	94.7%	<input type="radio"/>

**Raise educational attainment for all**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Implement the secondary schools modernisation programme	No of secondary schools opened on time	All 15 new build secondary schools and 2 refurbished schools are now occupied.	Green	Not avail	Not avail	5	Not avail	<input type="radio"/>
Implement vocational development programmes for secondary age young people including pupils with additional support needs	% attainment levels for participants in the vocational programme	This measure will be reported at Q4 New programme started August 2011	Report Later	95.0%	Not avail	Not avail	Not avail	<input type="radio"/>
	% of young people with additional support needs gaining positive vocational outcomes	Out of 39 participants on the programme 2010/11 6 returned to school  Out of 33 individuals making the transition from school 30 (91%) moved on to positive destinations  Out of 33 individuals 23 (70%) moved into Further Education  Out of 33 individuals 6 (18%) moved into Training for Work  Out of 33 individuals 1(3%) moved into employment	Green	80.0%	91.0%	Not avail	Not avail	<input type="radio"/>


**Raise educational attainment for all**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Improved behaviour and attendance of participants in the vocational development programme	In 2005 – 2008 a vocational school programme was delivered to a group of S4 pupils from 4 schools in South Lanarkshire. This project targeted pupils who were at risk of disengaging from school with the objective to change behaviour and improve attendance. Subsequently, the Vocational Development Programme was developed to allow school pupils entering S3 the opportunity to experience a vocational taster in an occupational sector of their choice. The programme targeted at all S3 pupils, all abilities and backgrounds, across all 17 South Lanarkshire secondary schools. The evidence from these programmes indicates that pupils experience a number of benefits, such as improved motivation and behaviour.	Green	---	---	---	---	
Progress approaches in respect of the national priorities in Education	Exclusion incidents per 1,000 pupils in primary schools	Report to be provided at Quarter 4.	Report Later	6	Not avail	7	6	↑
	Exclusion incidents per 1,000 pupils in secondary schools	Report to be provided at Quarter 4.	Report Later	89	Not avail	91	90	↑
	Reduction in the average number of half days absence per pupil in primary schools	Report to be provided at Quarter 4.	Report Later	19	Not avail	18	19	↓
	Reduction in the average number of half days absence per pupil in secondary schools	Report to be provided at Quarter 4.	Report Later	33	Not avail	35	33	↑
	Reduction in the overall number of days lost through exclusion in primary schools	Report to be provided at Quarter 4.	Report Later	420	Not avail	543	424	↓
	Reduction in the overall number of days lost through exclusion in secondary schools	Report to be provided at Quarter 4.	Report Later	5,980	Not avail	5,986	6,025	↑
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	Achieved: Figures for this year are pre-appeal. Post-appeal figures to be reported at Quarter 4.	Green	0.5%	1.2%	-0.8%	2.3%	↑

**Raise educational attainment for all**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Previous Years -----		
			Status	Target	To Date	2009/10	2010/11	Trend
Take forward the principles, values and purposes of "A Curriculum for Excellence"	Develop appropriate guidance materials to support establishments in implementing Curriculum for Excellence in line with the national programme	<p>Learning Communities continue to facilitate joint working within and across establishments. Finances have been allocated to allow this valuable work to continue.</p> <p>The assessment aspect of the SLC Glow site has now been amended to reflect new national documentation guidance. The South Lanarkshire Assessment Resource (SLAR), located within the Glow site, continues to be populated by practitioners across the authority to support sharing expectation of standards. Initially focusing on literacy and numeracy, it has moved to reflect other curriculum areas. Central staff are aligned to each learning community to support moderation activities and networking. Establishments have in place processes and procedures to record a broad range of pupils' achievements which reflects national guidance through profiling in P7. A comprehensive programme of CPD is in place to support practitioners in recording wider achievements.</p> <p>Consultation on reporting procedures completed with amendments made as appropriate to meet the needs of stakeholders.</p>	Green	---	---	---	---	

**Raise educational attainment for all**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Progress with establishments to agreed targets related to Curriculum for Excellence to March 2010	<p>Good progress continues to be made by establishments. In most early years and primary establishments, courses and programmes are now based on a wide range of experiences and outcomes across most curriculum areas. Pupils from early years to S2 access a range of experiences and outcomes through interdisciplinary learning approaches. Practice has changed in the style of delivery of the curriculum towards active learning.</p> <p>Experiences and outcomes, as the basis for the delivery of the curriculum, are now used by subject areas in secondary schools. All staff are familiar with and implementing the 'Responsibility for All' aspects of Health and Wellbeing, literacy and numeracy. Quality Link Officers are evaluating the implementation of Curriculum for Excellence through establishments' improvement planning processes, learning community interactions and professional dialogue with establishments.</p> <p>Secondary schools are making good progress in identifying the shape and content of the senior phase for implementation as per planned timescales.</p>	Green	---	---	---	---	
	Respond to national consultations linked to the implementation of Curriculum for Excellence	All national consultations on Curriculum for Excellence have been completed. Curriculum for Excellence has been implemented across the authority.	Green	---	---	---	---	
Implement the Council's programme to modernise all primary schools	Overall target to deliver 124 new or refurbished primary schools by 2016 (time table of schools to be delivered by 2011 is available)		Green	124	59	39	54	

**Raise educational attainment for all**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Establish approaches to address the National Inspection Framework for establishments and Services within Education Resources	Increase the proportion of schools receiving positive inspection reports	In the 14 HMIE inspection reports published (April to Sept 2011) all (100%) of the quality indicators were evaluated as satisfactory or above.	Green	94.0%	100.0%	92.0%	94.0%	
Ensure the highest possible quality of educational provision for children, young people, families and communities	% of parents of pre-school pupils expressing satisfaction with service provision	In the five reports published by HMIE during April to Sept 2011, 98% of parents agreed or strongly agreed that they were happy with the care and education their child received while in nursery.  In addition, 100% of parents agreed or strongly agreed that the nursery was assisting their child to become more confident.	Green	98.0%	98.0%	90.0%	97.0%	
	% of primary pupils expressing satisfaction with school	92% of primary school pupils interviewed as part of the HMIE inspection process expressed satisfaction with school.  In addition, over 94% of pupils interviewed agreed or strongly agreed that school was helping them to become more confident.	Green	93.0%	92.0%	90.0%	92.0%	
	% of secondary pupils expressing satisfaction with school	No secondary school inspected within the first two quarters of 2011/2012.	Report Later	95.0%	Not avail	77.0%	95.0%	
	Increase the overall % of education staff holding or working towards additional qualifications, including Chartered Teachers and SQH	On course to achieve. This will be the last year of The Chartered Teacher Programme. In response Education Resources has significantly increased Teacher and Middle Leadership qualification opportunities.	Green	28.0%	27.3%	26.0%	27.3%	
	Increase the overall % of teaching staff participating in professional development programmes	All teaching staff are currently involved in professional development as part of their ongoing CPD to progress Establishment Development Plans.	Green	100.0%	100.0%	100.0%	100.0%	

**Increase involvement in lifelong learning**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend

**Increase involvement in lifelong learning**




Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Deliver services and programmes through the Community Learning Partnership to further improve literacy and numeracy skills among young people and adults	Increase the number of learners involved in literacy and numeracy programme	By the end of Quarter 2, 2,678 adult learners were participating this represents good progress against the year end figure for 2010/11 of 3,522. On course to achieve by the end of Quarter 4.	Green	3,522	2,678	3,208	3,522	
	Provide an additional 200 places through Universal Connections Services to develop literacy and numeracy skills of young people	Increased support through Active Breaks and Universal Connections programmes has resulted in a further 137 young people engaging in literacy and numeracy activity.	Green	200	137	771	1,366	
Increase levels of achievement through learning for adults	Increase the annual % of participants successfully completing an agreed programme of learning	By the end of Quarter 2, 3,336 participants had completed an agreed programme. Partner data has still to be added to this total. Full year percentage increase figures will be reported at the end of Quarter 4.	Amber	1	Not avail	21	7	
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	1	Not avail	37	34	
Increase levels of achievement through learning for young people	Improve Youth Partnership Survey satisfaction ratings of universal services	This measure will be reported in 2013 as it is part of the Youth Partnership Survey which takes place every 2 years.	Report Later	Not avail	Not avail	Not avail	61.0%	
	Number of young people outwith schools successfully completing and gaining nationally recognised qualifications	A further 1,317 accredited awards were gained. Young people continue to gain awards such as Youth Achievement Awards, Dynamic Youth Awards, Duke of Edinburgh Awards, First Aid, REHIS and Sports Leader Awards.	Green	1,055	1,317	1,434	1,897	

**Improve health and increase physical activity**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Engage all education establishments in the health promoting schools programme	Ensure 100% of schools participating in Health Promoting Schools programmes	The Health Promoting Schools programme has concluded, and the target has been met. A 'Portfolio' has been developed and posted onto the South Lanarkshire Council GLOW site, to assist schools to move their Health Education Programmes from Health Promoting Schools to Health and Wellbeing within Curriculum for Excellence.	Green	100.0%	100.0%	100.0%	100.0%	




**Improve health and increase physical activity**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Deliver effective food safety monitoring, investigation, enforcement, advice and training services	Reduce the incidence of notified food borne infection		Green	170	57	144	137	
Improve the quality and number of opportunities for individuals to develop a healthy and active lifestyle	Attendance at leisure facilities	Compared to this time last year, there has been a 1% increase on the YTD figure and a 4.5% increase for the quarter, with attendances at the newly opened Dollan Aqua Centre offsetting a 22% decrease in golf attendances (caused by closures due to poor weather).	Green	3.612m	2.079m	3.616m	3.612m	
Improve facilities for swimming in Lanark and surrounding areas	Leisure centre attendance in the Lanark area	Attendance continues to rise, with a 12% increase in attendances in quarter 2 alone (48,602 attendances in Q2), compared to the same period in 2010/11. Meanwhile, the Q2 YTD figures shows an 18% drop in the number of attendances compared to the same period in 2010/11. Last year's high attendance figure, however, can be explained by the effect of the 'honeymoon period' which occurred after opening. We are still expecting to meet the annual target.	Green	172,000	95,684	96,761	172,577	
	Achieve site opening by the fourth quarter of 2009/10	The new facility opened to the public on 18th January 2010.	Green	---	---	---	---	
Refurbish Dollan Aqua Centre	Achieve site start by second quarter of 2009/10	The Dollan Aqua Centre opened to the public June 2011.	Amber	---	---	---	---	
Contribute towards the success of international sporting events	Contribute towards a successful 2014 Commonwealth Games at the Jackton events	The Glasgow 2014 organisers have now decided alternative facilities in Dundee for the Commonwealth Games shooting competitions so this action is no longer relevant.	Green	---	---	---	---	
	Contribute towards a successful pan-Lanarkshire delivery of the 2011 International Children's Games event	A successful International Children's Games event took place in August 2011.	Green	---	---	---	---	
Improve access to 'dry side' sports facilities in communities currently less well served	Achieve a site opening by the first quarter of 2009/10	Facility completed and opened on schedule during April 2009.	Green	---	---	---	---	
	Provide new 'dual use' sports facilities at Biggar High School by the third quarter of 2009/10	Biggar High School opened August 2009 with dual use centre open during September.	Green	---	---	---	---	




**Improve health and increase physical activity**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Provide new 'dual use' sports facilities at Lanark Grammar by the fourth quarter of 2009/10	A proposal to exchange the dual use status from Lanark Grammar to Carluke High School was approved by CMT on 20 August 2009. The new arrangement took effect from 30 October 2009 and is working well.	Green	---	---	---	---	
	Provide new 'dual use' sports facilities at Strathaven Academy by the third quarter of 2009/10	Strathaven Academy opened August 2009 with dual use centre open during September 2009.	Green	---	---	---	---	
Promote responsible public access to the countryside in parks, around towns, and in our rural areas.	Following informal consultation, amend plan accordingly and prepare finalised draft plan together with SEA Environmental Report for statutory consultation by March 2010.	Draft Core Plan and consultation completed and submitted to Scottish Ministers.	Green	---	---	---	---	
Promote uptake and access to healthier eating across all South Lanarkshire schools	The uptake of free fruit in primary schools	Free fruit provided to P1 and P2 pupils.	Green	75.0%	95.0%	80.0%	95.0%	↑
	The uptake of free meals in primary schools	As a result of our Primary 1 induction days, the free meal uptake has shown a healthy increase this period	Green	73.0%	71.8%	69.0%	73.8%	↑
	The uptake of free meals in secondary schools	The introduction of 'build a baguette' and 'pasta cart' has been well received by pupils.	Green	42.0%	39.9%	38.0%	41.3%	↑
	The uptake of paid meals in primary schools	These encouraging uptake figures confirm the fact that the menu selections on offer are value for money.	Green	47.0%	48.0%	43.0%	45.8%	↑
	The uptake of paid meals in secondary schools	The introduction of 'build a baguette' and 'pasta cart' has been well received by pupils.	Green	48.0%	50.0%	48.0%	47.0%	↓
	Continue the roll out of 'cashless' school meals systems - 53 schools with cashless systems by March 2010	Currently there are 51 primary schools and 17 secondary schools where cashless meals systems have been installed and are operational.	Amber	---	---	---	---	
Support individuals and communities to improve their health	Annual report on Joint Health Improvement Plan (JHIP) produced	The outline for this report was presented to the JSMG in July and the full report is scheduled to go to the Health and Care Partnership/OMC in October 2011.	Green	---	---	---	---	
Provide free use (both indoor and outdoor) of South Lanarkshire Leisure and South Lanarkshire Council	Achieve over 12,000 free under 16 attendances at community halls by March 2010	The significant increase on this time last year (80% increase) follows a review of the previous collection methods.	Green	104,105	172,999	51,797	104,105	↑




**Improve health and increase physical activity**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
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	Compared to this time last year, there has been a 5% increase in the quarter and an 8% increase in the YTD figure, as under 16's continue to make use of this free initiative. Free outdoor pitch use has increased by 4% whilst indoor usage is up 1% compared to this time last year.	Green	362,452	194,445	350,682	362,452	





**Improve the quality of the physical environment**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Improve our towns and villages through improved management and maintenance, promotional events and investment	Sustain the 72% satisfaction rating of the general environment of town centres by users	Will be reported at year end.	Report Later	72.0%	Not avail	72.0%	72.0%	
	Number & value of public realm town centre improvements	Three public realm projects now complete with value of £2.92m.	Green	---	---	---	---	
	Number of town centre activities and initiatives	A range of projects are being progressed with town group organisations and with the private sector, including promotion of Hamilton Business Improvement District (BID).	Green	---	---	---	---	
	Work with private sector owners and developers in Hamilton and East Kilbride	Discussions are progressing with new East Kilbride town centre owners and with Lynnhamm Limited in connection with subsequent Towers, Hamilton, developments.	Green	---	---	---	---	
Unlock the development potential of vacant, derelict and contaminated sites and remove and control health risks	Of 20% of the total vacant and derelict land treated 75% to be in regeneration areas (2005 baseline 400 h.a.)	2010/11 figures will be reported Q3 2011/12.	Report Later	Not avail	Not avail	7Ha	Not avail	
	Treat 20% of the total vacant and derelict land in South Lanarkshire by 2012 (2005 baseline 550 h.a.)	2010/11 figures will be reported Q3 2011/12.	Report Later	Not avail	Not avail	13Ha	Not avail	
Set out strategy for development and land use across the whole of the Council's area	Provisions of the Act implemented	Completed. Existing provisions of the Act have been implemented.	Green	---	---	---	---	
	Review arrangements, resources and systems as result of Planning Act and Delivery Planning Reform within required timescales	Development management procedures reviewed at Procedures Group: issues identified programmed and actioned.	Green	---	---	---	---	




**Improve the quality of the physical environment**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	South Lanarkshire Local Plan adopted March 2009 with final stages completed May 2009	South Lanarkshire Local Plan was adopted in March 2009 and the final stages were completed in May 2009. The Local Plan sets out for the first time in a unified manner the Council's vision and strategy for development and land use across the whole of the Council's area. Two prestigious awards have been received from the Scottish Government and the Royal Town Planning Institute recognising outstanding performance and quality in Development Plans.	Green	---	---	---	---	
Improve cleanliness of streets, parks and other public areas	Incidents of environmental nuisance	Complaints under this heading include problems associated with refuse accumulation and refuse disposal within both commercial and residential properties. The increase in the number of complaints compared to last year (target is based on last year's performance) is attributed to changes within the waste sector e.g. increasing waste disposal costs, an increase in the Landfill Tax and locally the introduction of charges for special uplifts. The Service will continue to monitor the incidence of environmental nuisance, in an effort to identify the causes of any increase.	Amber	1,631	992	1,708	1,673	
	The incidence of fly tipping, dog fouling, and graffiti	Complaints under this heading include litter and fly tipping. The increase in the number of complaints compared to last year (target is based on last year's performance) is attributed to a variety of changes within the waste sector e.g. increasing waste disposal costs, an increase in the Landfill Tax, and locally, the introduction of charges for special uplifts. The Service will continue to monitor the incidence of fly tipping, dog fouling and graffiti, in an effort to identify the causes of any increase.	Amber	3,151	1,787	4,048	3,232	
	Street Cleanliness score (LEAMS)	The independent LEAMS assessment by Keep Scotland Beautiful in August 2011 alone was 78. September scores not available until late October 2011.	Green	74	74	70	73	

**Improve the road network and public transport**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
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	5% completed at end of quarter two therefore annual target currently on course to be met.	Green	7.3%	5.0%	8.1%	9.6%	
	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)	This is an annual measure which will be reported on at year end.	Report Later	38	Not avail	38	38	
	Reduce percentage of red/amber roads in rural areas requiring treatment to 42% by 2010-2011 (baseline of 44% 2007/08 long term target to reduce to 34% by 2015/16)	This is an annual measure which will be reported on at year end.	Report Later	38.0%	Not avail	40.1%	38.8%	
	Adjust funding strategy to take account of market conditions in relation to continuation of roads investment programme	Completed. Way forward agreed with Central Finance allowing continuation of Roads Investment Programme as originally proposed but with a reduction in base revenue funding of £1m.	Green	---	---	---	---	
Undertake and promote a series of new roads proposals e.g. the £3.5m Peacock Cross Link Road in Hamilton	Proportion of driver journeys delayed due to congestion 86% to 2010-2011 (base 86% not delayed)	Data for reporting on congestion is supplied from the Scottish Governments Statisticians Group on a biennial basis. Data for the period from 2007-2010 will be available after publication on 23rd November 2011.	Report Later	15.3%	Not avail	Not avail	Not avail	
	Complete detailed design and commence construction	Construction was completed on 27 March 2011. Scheme continuing to be monitored.	Green	---	---	---	---	
	Implementation and project management of Wellhall Road / Peacock Cross link road traffic management scheme progressed	Completed. Wellhall Road / Peacock Cross link road traffic management scheme completed under budget on 27 March 2011.	Green	---	---	---	---	

**Improve the road network and public transport**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Reduce congestion and improve traffic flow	<p>HITP - The Council and the developer have completed a legal agreement in September 2011 which allows the Council to progress proposed capacity infrastructure alterations. Detailed designs are almost complete for Douglas Street / A725 slip road, Douglas Street / Hillhouse Road and A725 On Ramp. Meetings with public utilities will take place in October which will enable a programme of works to be completed.</p> <p>CGA's - East Kilbride CGA is likely to be submitted to the Planning Committee later this year. Off site road works associated with this application as well as those already agreed for the Newton and Hamilton CGA's will be taken forward by the respective developers and no implementation dates are available at this time. Discussions with the Ferniegair CGA traffic consultants are ongoing at this time.</p> <p>Clyde Gateway - The implementation of Downiebrae link road will be undertaken in phases, however at this stage the programme is unknown due to uncertainties over other public utility works in the area, land issues and overall finance availability.</p>	Green	---	---	---	---	
Promote the development of modern public transport facilities	Achieve a reduction in traffic growth levels long term and sustain 54% to 2010-2011 (baseline 54% of monitored LTS sites showing reduced or national growth rates)	Traffic count information is collated in August every year from various automatic traffic counter sites in South Lanarkshire. 2010/11 data will be available after publication on 23rd November 2011.	Report Later	54.0%	Not avail	57.0%	61.0%	
	An increase in the number of trips per person per year by public transport	Information is collated from the Scottish Household Survey report produced on a biennial basis to achieve a suitable sample size. 2009/10 data will be available after publication on 23rd November 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Increase the proportion of children using public transport or taking active approaches to school to 72% to 2010-2011 (base 2008 72%)	The 2011 Hands Up survey was carried out in September and schools are currently returning their data. This will be forwarded to Sustrans for analysis.	Green	72.0%	Not avail	76.0%	74.0%	

**Improve the road network and public transport**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Previous Years -----		
			Status	Target	To Date	2009/10	2010/11	Trend

**Improve community safety**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	----- This Year -----			----- Previous Years -----		
			Status	Target	To Date	2009/10	2010/11	Trend
Invest in road safety improvements in terms of lighting, traffic signals and accident reduction measures	To reduce road casualties in line with national targets. The targets, from a base of the average for 1994 to 1998, are a 40% reduction in fatal and serious casualties and a 50% reduction in child fatal and serious accidents by 2010	Figures for 2011 will be reported in Q4.  Interim casualty figures for the first 6 months of 2011 indicate a reduction of approximately 14% in the overall total number of casualties when compared with the same period in 2010.	Report Later	Not avail	Not avail	138	94	
Input to South Lanarkshire Community Safety Partnership to help coordinate joint action by local agencies to promote community safety	Percentage of primary seven pupils participating in the 'Crucial Crew' experiential safety learning programme	Crucial Crew was delivered from 19 August - 22 September 2011 in the James Hamilton Heritage Park, Stewartfield, East Kilbride.	Green	95.0%	95.8%	97.0%	Not avail	
	Percentage of older people expressing Be Smart Be Safe events as being informative	Be Smart is an annual event. This year, the event will take place on 15th/16th November 2011.	Report Later	75.0%	Not avail	85.0%	Not avail	
	Percentage of older people expressing Be Smart Be Safe events as being valuable	Be Smart is an annual event. This year, the event will take place on 15th/16th November 2011.	Report Later	75.0%	Not avail	92.0%	Not avail	
Reduce the risk of harm to individuals and communities by working in partnership to manage offenders in the community and reduce re-offending	Achieve then maintain % of offenders seen within one week of receiving a probation order	Through rigorous implementation of reporting instructions, we continue to meet the target set.	Green	80.0%	88.4%	88.0%	89.8%	
	Maintain at 97% the number of social enquiry reports (SERs) submitted to Court by the due date	We continue to meet target for this measure.	Green	97.0%	98.5%	98.2%	97.8%	
	Increase average number of hours per week to complete Community Service Order	The performance for community service continues to be above target. In addition, unpaid work as part of a Community Payback Order was introduced in February 2011. The average number of hours to complete unpaid work in this quarter was 9.77.	Green	4	6	4	6	
Implement and update the Anti Social Behaviour Strategy	% of adults residents stating that they feel very safe or fairly safe when out alone at night	Minor downward change to reported perception in 2007 survey.Next survey scheduled for 2013	Amber	Not avail	58.0%	Not avail	58.0%	
	% of people stating intimidation and harassment of others is a major problem in their neighbourhood	Minor upward change to perceived issue from survey in 2007. Next survey scheduled for 2013	Amber	Not avail	9.0%	Not avail	9.0%	

**Improve community safety**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	% of residents in SLC stating their neighbourhood is a very good/fairly good place to live improved from baseline	Minor downward change to reported satisfaction from survey in 2007.Next survey scheduled for 2013	Amber	Not avail	88.0%	Not avail	88.0%	
	Level of satisfaction with the local agencies tackling anti-social behaviour	Major improvement from reported satisfaction of 54% in 2007 survey.Next survey scheduled for 2013	Green	Not avail	70.0%	Not avail	70.0%	
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.	Report Later	100.0%	Not avail	92.0%	100.0%	
	Reduce incidences of crime to council properties	These crime statistics are monitored on a monthly basis.	Green	459	188	711	483	
	Implement and monitor the prioritised investment plan for security of council properties	Report on Security Strategy for Corporate Management Team held pending amendment and submission of other related Resource Management Team reports.	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	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Develop the area's tourism potential and its image / profile	Increase the amount spent by tourists visiting the area by 6% year on year until 2010-2011 (based on 2005 baselines of spending on average £245)	Tourism figures are produced on a calendar year basis and are Lanarkshire wide. The Tourism revenue for 2010 was £326.83m.  2011 figures will be reported in Quarter 4.	Report Later	£346m	Not avail	£173m	£327m	
	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 produced on a calendar year basis and are Lanarkshire wide. The number of tourists visiting Lanarkshire in 2010 was over 3.13m.  2011 figures will be reported in Quarter 4.	Report Later	3.23m	Not avail	3.77m	3.13m	
	Increase the total number of employees in the tourism sector by 2% by December 2011 (based on a baseline figure of 5,900)	Tourism figures are produced on a calendar year basis and are Lanarkshire wide. The number of employees in the tourism sector was 6564 in 2010.  2011 figure will be reported in Q4.	Report Later	6,695	Not avail	3,715	6,564	
Support the Clyde Gateway Regeneration Initiative	Create 21,000 new jobs (gross) by 2025	Long term measure: Outcomes will be reported as they become available.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Increase population by 20,000 by 2025	Long term measure: Outcomes will be reported as they become available.	Report Later	Not avail	Not avail	Not avail	Not avail	



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

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Provide 10,000 new homes by 2025	Long term measure: Outcomes will be reported as they become available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Provide 400,000 sq.m. of employment space by 2025	Long term measure: Outcomes will be reported as they become available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Remediate 350 ha of derelict and contaminated land by 2025	Long term measure: Outcomes will be reported as they become available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Complete Clyde Gateway remediation strategy	The completed Remediation strategy has been issued in its final format. It is now subject to detailed discussions with SEPA regarding the phasing and formatting of implementation works.	Green	---	---	---	---	
	Finalise arrangements and business support programme	Completed. Business support programme arrangements finalised.  Ongoing discussions are taking place with North Lanarkshire Council to include elements of the Clyde Windfarm Fund into the Business Support portfolio.	Green	---	---	---	---	
Deliver support to local businesses	Improvement of three year survival rate of companies against past trends and Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Narrowing business start rate differential between SL and Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Reduction in GVA per head gap between South Lanarkshire and the Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
Promote employability and access to jobs	Increase number of people recovering from drug and alcohol problems entering training, education and employment	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Maintain the percentage of school leavers achieving a positive destination	Will be reported in Q4	Report Later	88.0%	Not avail	Not avail	86.2%	<input type="radio"/>
	Maintain the gap in working age employment rate between SL and Scottish average	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	Not avail	72.2%	<input type="radio"/>
	Maintain the number of MC MC young people achieving a positive destination at 2007-2008 levels (88%) by 2011	Will be reported in Q4.	Report Later	88	Not avail	Not avail	86	<input type="radio"/>
	Maintain the total workless client group below 36,000 to 2010-2011	Figures are produced nationally and will be reported when available.	Report Later	36,000	Not avail	Not avail	30,450	<input type="radio"/>
	Maintain workless client group to 8000 in worst datazones	Figures are produced nationally and will be reported when available.	Report Later	8,000	Not avail	Not avail	9,050	<input type="radio"/>

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

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
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	Figures are produced nationally and will be reported when available.	Report Later	Not avail	Not avail	58	Not avail	<input type="radio"/>
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)	Rural Strategy refresh underway. Revised strategy will take account of public consultation. Findings and recommendations will be reported to the Rural Task Force (RTF) and Rural Partnership in March 2012.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>
	Bring forward an annual monitoring report to the RTF setting out progress on the RTF Action Plan	Completed. It was agreed to report twice yearly to the Rural Task Force (RTF). A Report was submitted at the May and November 2010 meetings of the RTF. Next report due May 2011.	Green	---	---	---	---	
Undertake regulatory advice and support proactively to enhance fair trade and business competitiveness	Hold 4 seminars for business community each year		Green	---	---	---	---	
	Organise and facilitate a regulatory forum for local business by November 2009	The Council's Regulatory Forum for local businesses has now been established and is providing a mechanism for cooperation between the Council's regulatory services and the business community. The forum is backed by the Lanarkshire Federation of Small Businesses and the Lanarkshire Chamber of Commerce.	Green	---	---	---	---	
	Provide a portal for business advice and support on regulatory matters by June 2010	Provision of regulatory support to new businesses has been extended to encompass assistance with waste, nuisance, pollution and regulatory regimes. Support to businesses in developing documented Food Safety Management systems is ongoing. Regulatory burden on businesses in relation to Health and Safety legislation continues to be reduced by the use of the self assessment mechanism, developed by the service, to determine the risk rating of premises. This has now been mainstreamed in to day to day business.	Green	---	---	---	---	
Support and develop the South Lanarkshire community and voluntary	Close gap between SLC and Scotland on percentage of residents with access to a bank account	Annual target will be reported in Q4.	Report Later	Not avail	Not avail	Not avail	Not avail	<input type="radio"/>







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

Action sector	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Increase Credit Union membership	Annual target will be reported in Q4.	Report Later	Not avail	Not avail	5.6%	5.6%	
	Increase the level of volunteering among residents to Scottish average	Interim results will be available from the Scottish Household Survey, due to be published later in 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	
	Increase the level of volunteering among residents in deprived datazones	Results will be available from the Scottish Household Survey, due to be published later in 2011.	Report Later	Not avail	Not avail	Not avail	Not avail	
	More voluntary organisations trading or contracting with the public sector by 2011	Annual target – information sourced through Lanarkshire Enterprise Services as part of Beyond Gateway programme.	Report Later	Not avail	Not avail	44	Not avail	
	Implement revised Lanarkshire Social Economy Partnership strategy and action plan	On course. Action Plan agreed by LSEP and being implemented.	Green	---	---	---	---	


**Develop services for older people**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Support individuals and communities to improve their health	The number of 60+ residents registered with South Lanarkshire Leisure 'activage'	YTD membership of the Activage initiative is 16% higher than this time last year.	Green	22,500	22,816	18,190	21,045	
	Increase numbers of 60+ using South Lanarkshire Leisure facilities	Compared to this time last year, there has been a 17% rise in quarterly figures and a 10% rise in YTD figures. The opening of the Dollan Aqua Centre has largely contributed to the rise.	Green	290,000	167,173	282,724	297,927	
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	Residential respite is provided out with an individual's home and therefore includes both care home and nursing home settings. We have to date provided 14,161 residential respite nights. In comparing to the same period in 2010/11 the level of residential respite provision has increased by 14.5%.	Green	12,762	14,161	11,553	11,072	
Improve services to support older people to live in their homes and communities	% of aids and adaptations completed on target (client and contractor overall)		Green	97.0%	97.5%	95.0%	90.8%	
	Proportion of people aged 65 and over with intensive care needs receiving services at home	There has been a slight reduction in the percentage of people receiving intensive home care. The reason for the decrease is attributed to the introduction of Supporting Your Independence.	Green	35.0%	34.0%	36.9%	35.5%	


**Develop services for older people**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	The percentage of people (aged 65+) whose service starts within 5 working days of their community care assessment being completed	Further improvements evidenced in people receiving a service within 5 days of assessment being completed, as there has been an increase from 94% in quarter 1 to 97.6% in quarter 2 receiving a service within 5 days of the assessment been completed.	Green	71.0%	94.5%	88.7%	92.6%	
	Number of adaptations completed in RSL homes	This measure will be reported at year end.	Report Later	130	Not avail	216	171	
	Number of approvals given for adaptations in private homes		Green	900	554	851	721	
	No. of net new community alarms installations	The commentary is – During the period of April to September there were 631 community alarms installed and 564 were removed, giving a net total of 67.	Contextual	Not avail	67	62	181	
	No. on waiting list for Community Alarms	The service continues to meet the demands and there is no one waiting who have been assessed as requiring a community alarm.	Green	0	0	0	0	
	No. on waiting list for Council adaptation		Green	0	0	0	0	
	Full implementation of Adult Support and Protection (Scotland) Act 2007 by 2011	The APC has been established and an independent chair appointed. The chair has produced his first biennial report and a positive response has been received from the Scottish Government.	Green	---	---	---	---	

**Increase participation in arts and culture**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Improve facilities for arts and cultural activities and develop a framework for cultural	Customers rating cultural services as 'excellent' or 'good' in Council wide satisfaction survey	Last household customer satisfaction survey was carried out in January 2010. These surveys will now be carried out on a three yearly basis, so next survey not due until 2013.	Report Later	60.0%	Not avail	Not avail	Not avail	

**Increase participation in arts and culture**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
planning across South Lanarkshire	Visitors to Council cultural venues, museums and country parks	Whilst YTD attendances at the cultural venues show a 5% increase compared to this time last year and attendances at museums are relatively stable, country parks are showing a 13% (134,000) downturn due to poor weather in the last six months. This led to cancellation of events as well as a general decrease in numbers of visitors. Will continue to be monitored by the Outdoor Recreation and Country Parks Manager, but is very weather dependant.	Amber	2.102m	1.165m	2.068m	2.102m	
	Begin construction of three additional community wings in primary schools	Community wings have been completed in Ashgill and Carluke. Blackwood Primary is currently at the planning stage.	Amber	---	---	---	---	
	Carluke integrated community facility (ICF) - Complete construction by third quarter of 2009/10	Contractor handover achieved on 11/09/09 with operational opening held on the 12/10/09.	Green	---	---	---	---	
	Create a framework to support culture working with the Community Planning Board by March 2010	Cultural services transferred to South Lanarkshire Leisure Trust in October 2010. The role of culture within the community planning context may be revisited in the context of an integrated strategy for leisure and culture which may be developed.	Red	---	---	---	---	
	Fernhill Integrated Community Facility (ICF) - Achieve site start by the third quarter of 2009/10	Project is progressing on schedule to complete in October 2011.	Green	---	---	---	---	
	Refurbishment of Lanark Memorial Hall - Achieve site start by the second quarter of 2009/10	Contractor started on site 7 March 2011. Building now scheduled to re-open August 2012.	Amber	---	---	---	---	
	Stonehouse integrated community facility (ICF) - Achieve site start by the fourth quarter of 2009/10	The project is progressing well and to programme. Handover took place on 10th October 2011. Formal opening to the public earmarked for 7th November 2011.	Green	---	---	---	---	
	The Fountain, Lesmahagow - Project tendered by the second quarter of 2009/10	Building work was complete and opened to the public May 2011.	Green	---	---	---	---	




**Improve lives of vulnerable children, young people and adults**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend

**Improve lives of vulnerable children, young people and adults**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Improve outcomes for vulnerable children, young people and families by delivering integrated children's services priorities in all resources	Child and Family Services will further develop reporting mechanism to enable outcomes to be measured	The outcome screen is still in the development phase. Training on outcome planning being developed and an initial meeting with Fieldwork Managers has been arranged to progress this in November 2011.	Green	---	---	---	---	
Improve services to support adults to live in their homes and communities	Maintain % the number of people (under 65 years) whose service starts within 5 working days of their community care assessment being completed	Improvements evidenced and continues to significantly exceed the target	Green	71.0%	95.8%	92.4%	95.2%	↑
	% of equipment and adaptation assessments completed in timescale	There has been a slight increase in the percentage of assessments being completed within timescale compared to the previous quarter which was 71%. During July to September there were 1,598 assessments of which 1215 were completed within timescale.	Amber	95.0%	74.0%	82.1%	74.6%	↓
	Successfully achieve national and local partnership targets that positively shift the balance of care for adults	SW is responsible for two of the four indicators included in the Joint Community Care Plan against Shifting the Balance of Care. These are the % of people aged 65+ with intensive care needs receiving care at home and the % of people aged 65+ receiving personal care. There has been a reduction in the number of people receiving intensive care needs at home. The reduction maybe the result of the introduction of Supporting Your Independence.	Green	95.0%	50.0%	Not avail	100.0%	○
Protect vulnerable children, young people and adults living in our communities	Reduce the % of child protection referrals that are repeat referrals within a 12 month period or initial referral or removal from register	This is an annual measure and is taken from the Scottish Government Child Protection Return	Report Later	Not avail	Not avail	0.0%	0.0%	○
	Continue work to achieve % of reports submitted to the Children's Reporter within 20 days (Council Plan)	Target has once again been exceeded. Working to maintain this standard	Green	75.0%	88.1%	85.6%	86.5%	↑
	The number of children on child protection register	The number of children on the Child Protection register continues to fluctuate. The highest percentage of children on the register remains under the category of physical neglect.	Contextual	Not avail	133	140	146	○

**Improve lives of vulnerable children, young people and adults**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	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	The (IRD) learning project in the Clydsdale area will be completed in October 2011. This will then be evaluated and recommendations will be made regarding the IRD process.	Green	---	---	---	---	
In Partnership with Education Resources, ensure attainment levels of looked after and accommodated children are improved in line with Learning and care	Increase the % of looked after and accommodated young people who have achieved a minimum of SCQF level 3 or above in English and Maths		Report Later	65.0%	Not avail	42.9%	59.3%	
Implement Doorway Strategy to support individuals and families affected by domestic abuse	Monitor the number of domestic abuse referrals	The number of domestic abuse referrals have increased from 466 in quarter 1 to 538 in quarter 2.	Contextual	Not avail	1,003	1,104	1,490	
	Domestic abuse training is available in all partner agencies	Doorway domestic abuse training programme is progressed by routinely monitoring through the Doorway forum and was reported to RMT in August 2011.  The updated training calendar running from September 2011 to March 2012 was uploaded on the council intranet on 8 August 2011 and shared with partner agencies for wider distribution.	Green	---	---	---	---	
	Review existing pathways for accessing supports by individuals and families affected by domestic abuse and implement recommendations by March 2011	Review of whole process undertaken in 2010, new screening of domestic abuse referrals put in place in partnership with Police. Report provided to RMT on implementation and progress.	Green	---	---	---	---	
Implement the South Lanarkshire Carers Strategy to support carers, including young carers, in their caring role	% of carers offered an assessment and reasons for refusal recorded	There has been a slight increase in the percentage of carers being offered an assessment.  In addition, Social Work fund PRTLCC to support carers. From April to September PRTLCC has informed 187 carers who are new to the centre of their rights to a carer assessment.	Green	100.0%	98.0%	97.4%	97.0%	

**Improve lives of vulnerable children, young people and adults**



Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	% of carers wishing an assessment will receive an assessment within 28 days	There has been good progress in carers receiving an assessment within 28 days. For the quarter July to September the target of 70% was met, as 70.4% of carers received an assessment within 28 days. SWISplus is being developed to improve the recording of carer outcomes.	Amber	70.0%	63.2%	60.7%	50.0%	
Provide Money Matters and more general benefits counselling to maximise the income available to individuals	Amount of benefits claimed		Green	Not avail	£7.40m	£15.30m	£15.61m	
	Amount of debt written off		Green	Not avail	£78,602	£210,279	£206,035	
	Benefit Right Time indicator		Green	9.5 days	11.2 days	7.8 days	7.0 days	

**Improve quality, access and availability of housing**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
Provide quality social housing management, maintenance and homelessness services	% of Households assessed as homeless deemed to be in priority need		Green	17.5%	9.3%	14.4%	14.1%	
	% of houses meeting the SHQS	This measure will be reported at year end.	Report Later	76.0%	Not avail	56.1%	66.3%	
	% of lets < 4 weeks		Green	70.0%	74.2%	72.4%	65.4%	
	% of lets to homeless applicants		Green	55.0%	54.1%	55.5%	56.8%	
	% of cases reassessed as homeless or potentially homeless within 12 months of previous application - same household type	There has been a 17% reduction in the number of homelessness decisions taken YTD in comparison to the same point in 2010/11. This coupled with a rise in the number of actual repeat cases compared to the same point last year has led to a percentage increase. This measure is monitored on a monthly basis by Area Service Managers.	Amber	6.0%	7.2%	6.2%	6.2%	
	% satisfaction levels with kitchens and bathrooms (product)	Tenant satisfaction within SLC programme work continues to be above the target set.	Green	85.0%	87.4%	99.0%	99.3%	
	Average days to relet		Green	28.0 days	25.0 days	28.0 days	32.0 days	
	No of households assessed as homeless or potentially homeless		Contextual	Not avail	931	2,438	2,311	



**Improve quality, access and availability of housing**

Action	Measures ( <i>non statistical measures shaded grey</i> )	Comments/ Progress	Status	----- This Year -----		----- Previous Years -----		
				Target	To Date	2009/10	2010/11	Trend
	Tenancy sustainment (homelessness)	The actual number of tenancies terminated within 12 months of commencement is the same as last year. It should also be noted that while the number of tenancies ending has remained the same, the number of tenancies commencing has decreased, therefore reducing the tenancy sustainability figure. This measure is monitored on a monthly basis by Area Service Managers.	Amber	88.0%	87.6%	85.5%	86.4%	
Improve private sector housing services	Full Scheme of Assistance in place by April 2010	The Final Scheme of Assistance was approved by the Housing and Technical Resources Committee in November 2009, and has been operational since 1st April 2010. As part of the Scheme, a full suite of information leaflets were produced and distributed to the Q&A offices. The practical assistance part of the Scheme has been operational since the end of June 2010.	Green	---	---	---	---	
	Interim Scheme of Assistance in place by April 2009	The Interim Scheme of Assistance was approved by the Housing and Technical Resources Committee on the 1st April 2009, and has been operational since that date.	Green	---	---	---	---	
Ensure an adequate supply of affordable housing (for rent and sale) across South Lanarkshire	Average output of affordable units per annum	This measure will be reported at year end.	Report Later	271	Not avail	329	106	
	Number of demolitions against target		Green	4	0	119	169	