



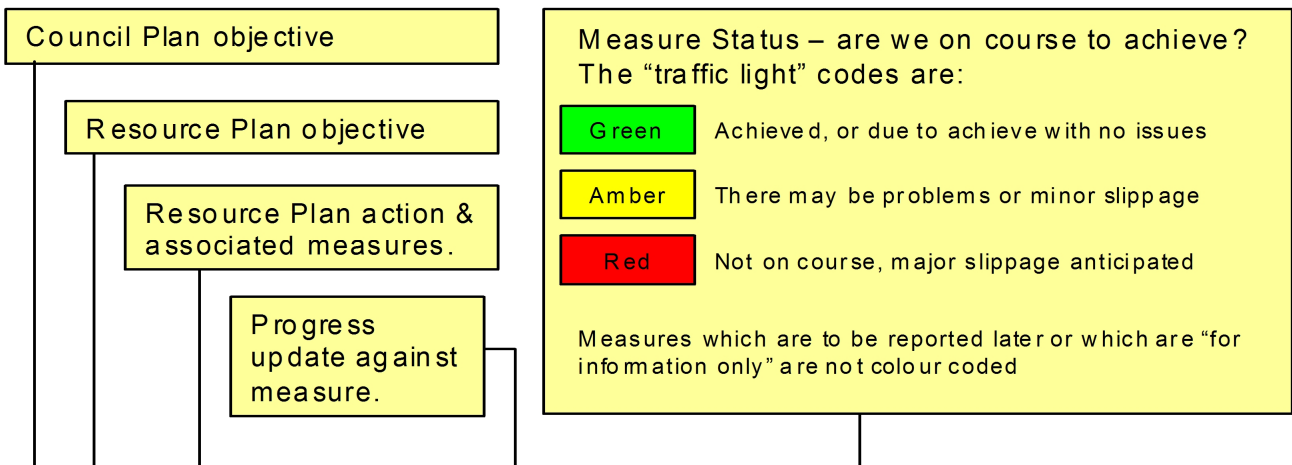
**South Lanarkshire Council**

**improve**

**Connect**  
**Performance Report 2017-18**  
**Quarter 4 : April 2017 - March 2018**

## How to use this performance report

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



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

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

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

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Improve later life	8			2	10
Protect vulnerable children, young people and adults	14				14
Deliver better health and social care outcomes for all	7	2			9
Improve the availability, quality and access of housing	10				10
Improve the road network, influence improvements in public transport and encourage active travel	13	1			14
Work with communities and partners to promote high quality, thriving and sustainable communities	43	3		3	49
Support the local economy by providing the right conditions for inclusive growth	16	1			17
Support our communities by tackling disadvantage and deprivation and supporting aspiration	9				9
Improve achievement, raise educational attainment and support lifelong learning	27				27
Ensure schools and other places of learning are inspirational	9			1	10
Encourage participation in physical and cultural activities	4	2			6
Delivering the plan and achieving best value	40	1		3	44
<b>Total</b>	<b>200</b>	<b>10</b>	<b>0</b>	<b>9</b>	<b>219</b>

## Improve later life

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Increase supply of housing suitable for older people	Existing amenity properties and mainstream properties upgraded and converted to amenity per agreed programme (RP)	Total amenity stock 642 properties. 214 existing, 368 general needs and 60 new build all meet Scottish Government amenity specification.	Green	---	---	---	---	---
Continue to ensure the provision/ installation (or funding) of equipment, adaptations and other services	Number of adaptations completed in Council homes	This measure is demand led.	Contextual	-----	976	1,131	1,058	1,126
	Number of adaptations completed in RSL homes	New method of collection to be established as data can not be collected by Local Authority through Scottish Government on line system.	Green	-----	-----	192	-----	-----
	No. on waiting list for Council adaptation	Target achieved, no outstanding applicants.	Green	0	0	0	0	0
	% of approved medical applications for adaptations completed in year (SSHC)	All applications for adaptations were approved, this measure is demand led.	Contextual	-----	100.00%	100.00%	99.19%	99.14%
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP)	All actions being progressed as part of sheltered housing improvement planning process.	Green	---	---	---	---	---
In partnership with NHS Lanarkshire, support the development and implementation of integration arrangements for adult health and social care services	Six monthly partnership performance reports are prepared and submitted to the Performance and Audit Sub Committee/Integrated Joint Board	<p>There are a number of areas of development which are being led by the Partnership with regards to reporting performance management to the Integrated Joint Board and the Performance and Audit Sub Committee (PASC) in a Health and Social Care context.</p> <p>A workshop on performance was held in March 2018 which included members of the Performance and Audit Sub Committee and also locality Integrated Health and Social Care Managers to agree a suite of data that should be reported to the relevant committees, the format and frequency of this data was also considered. Once agreed a similar exercise will be undertaken with localities to refine the performance arrangements at locality level.</p>	Green	---	---	---	---	---

**Improve later life**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Support the development and implementation of the locality planning model	Locality operational structures have been agreed and Locality Managers appointed, with each of the localities now having a lead GP in place. The Locality Management Groups continue to meet on a regular quarterly basis and are looking at other models of integration moving forward. Locality core groups are meeting fortnightly to develop resources (mapping existing resources within communities and identifying gaps) within localities. This work is forging ahead and sub groups have been developed to look at specific areas of work.	Green	---	---	---	---	---
Following the multi-agency inspection of older people continue to improve outcomes for people to live in their own homes and communities for as long as possible	Take forward improvement actions arising from the multi-agency inspection of older people	The Improvement Plan arising from the multi agency inspection is progressing well. There were 44 measures designed around the 9 improvement themes, from these measures, 40 are now complete with the remaining 4 progressing well.	Green	---	---	---	---	---
Maximise the use of our older people's day centres	Develop the Intermediate Care Model within Older People's Day Care Services	An independent evaluation of the pilot is being undertaken by Dr Helen Alexander. The outcome of the evaluation will be reported to the Senior Management Team.	Green	---	---	---	---	---

**Protect vulnerable children, young people and adults**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Ensure current national and local priorities for vulnerable children, young people and families are addressed	Review and develop the Education Resource guidelines on Accessibility Strategy and in particular the duty to consider reasonable adjustments within the Equalities Act 2010	The Accessibility Strategy will be contained in the Framework for Inclusion and Equality.	Green	---	---	---	---	---
Contribute to effective joint working in protecting children and adults at risk of harm	Annual review and report on operation of Adult and Child protection procedures to RMT (RP)	ERMT presentation on public protection in March 2018.	Green	---	---	---	---	---



## Protect vulnerable children, young people and adults

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Ensure effective housing service contribution to Partnership approach to GIRFEC	Continue to deliver appropriate services for homeless children and report annually as part of the Children's Services Plan 2012-2018 (RP)	Continuing to manage support for homeless children but no longer any requirement to report to children's services structure - new plan 2017-20.	Green	---	---	---	---	---
Improve the effectiveness of response to child protection	Monitor the number of investigations undertaken (level of child protection activity)	There were 191 Child Protection investigations undertaken across the service during Quarter 4. Neglect was the most recorded reason at 31% (60), followed by emotional abuse 28% (54), physical abuse 24% (45) and sexual 9% (17).	Green	-----	754	519	731	712
Monitor vulnerable adults referrals/activity	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults under 65	To date there have been 814 adult support and protection inquiries in relation to adults under the age of 65 leading to 138 investigations and 11 protection plans being progressed.	Green	---	---	---	---	---
	Monitor and report on the level of adult support and protection inquiries, investigations and protection plans for adults aged 65+	To date there have been 1151 adult support and protection inquiries in relation to adults over 65 years of age leading to 167 investigations and 9 protection plans being progressed.	Green	---	---	---	---	---
Monitor Adults with Incapacity (AWI) activity	Percentage of statutory supervising officer visits completed within timescale for local authority welfare guardianship orders	To date there was a total of 239 local authority welfare guardianship visits due with 94% (224) being completed on time.	Green	90%	94%	95%	88%	91%
	Percentage of statutory supervising officer visits completed within timescale for private welfare guardianship orders	To date there was a total of 1967 Private Welfare Guardianship visits due with 1785 completed on time (91%).	Green	90%	91%	86%	83%	87%
Implement the Corporate Parenting Strategy and Action Plan	Monitor the progress made on each of the six core commitments identified in the Action Plan	The Corporate Parenting Group continues to drive forward the Strategy and Action Plan. A new plan for 2019/2021 is currently being developed and being aligned to the Care Leavers Charter. A report will be presented to the Getting it right for South Lanarkshire's Children (GIRSLC) Partnership Board in May 2018.	Green	---	---	---	---	---
Work in partnership to resource carers appropriately in their caring role	Monitor the implementation of the Carers (Scotland) Act 2016 as it relates to young carers	Monthly meetings of the Carer Act Implementation Board have been driving forward the agenda for carers/young carers. A report was presented to Social Work Committee in February 2018, and the South Lanarkshire Integration Joint Board in April 2018.	Green	---	---	---	---	---

**Protect vulnerable children, young people and adults**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
To develop Single Integrated Tailored Assessment (SITA) that encompasses risk/need and wellbeing across fieldwork services	Report to Children and Justice Management Team six monthly regarding the Single Integrated Tailored Assessment	The ICT Service Plan for Social Work Resources states that a work package was issued to the IT Business Change team to complete documentation of the full user specification in relation to developing a single children and family assessment. A start date to be confirmed by IT colleagues.	Green	---	---	---	---	---
Review the service and changing support needs of individuals within the Care and Support service	Monitor and report on the changes to service delivery	The Care and Support Service is now managed by two Locality Leads (for the North and the South). The reviews of people's care and support needs are on-going.	Green	---	---	---	---	---
Provide governance and leadership to ensure professional standards and key performance indicators are met in accordance with local and national policies and procedures	Evidence developments in service delivery through Social Work Resources' contribution to compiling The State Hospital's annual report	<p>The Corporate Parenting Plan (CPP) has now been completed and published. Work is ongoing with the South Lanarkshire CPP lead to develop individuals CPP's. Slides have been introduced as part of the training and development via Child Protection training being carried out by the team.</p> <p>The Duty of Candour legislation is being introduced on 1 April 2018 and preliminary work has commenced.</p> <p>Work is now underway in relation to phase 2 which will facilitate electronic sharing of information relating to child contact and child protection. Next priority areas have been identified and include seeking agreement with TSH senior management in relation to the Designated MHO allocations for SLC residents who are detained in The State Hospital (TSH), and restoration of the electronic link which enables social work staff based in TSH to access SWISplus and other SLC modules.</p>	Green	---	---	---	---	---

### Protect vulnerable children, young people and adults

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Evidence the use of the Realigning Children's Services data to improve services	Report six monthly to the Children and Justice Services Management Team on developments	Children's Services have benefited for the involvement with Realigning Children's Services Programme (RCSP). A final report has been drafted and findings will be presented to a Senior Managers event to be held early October 2018. A new group has also been established to take forward the work started by RCSP, the Data and Planning Group had its first meeting in September 2017. The Terms of Reference for this group are now established.	Green	---	---	---	---	---

### Deliver better health and social care outcomes for all

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Continue to provide nutritious school meals to South Lanarkshire Council pupils	Level of paid primary school meals in 2017-18 sustained at 2016-17 level	The target level of paid meals has not been met for the year. However this has been compensated for by the increase in the number of free meals being consumed. Loss of days due to adverse weather has also impacted during this period.	Amber	68.79%	58.56%	50.80%	68.59%	68.79%
	Level of paid secondary school meals in 2017-18 sustained at 2016-17 level	As with previous quarters, in quarter four, the paid secondary school target was not met. The loss of days due to adverse weather has also had an impact. Initiatives to increase school meal uptake have been implemented, with positive outcomes expected by quarter one, 2018-19.	Amber	52.25%	46.57%	54.81%	56.54%	52.25%
Ensure effective contribution to health and social care outcomes contained within the Strategic Commissioning Plan	Monitor and report on progress of Housing Contribution Statement to help achieve priority outcomes for health and social care (RP).	Ongoing monitoring and progress will be reported routinely during the year and reported in the annual Local Housing Strategy Review.	Green	---	---	---	---	---



**Deliver better health and social care outcomes for all**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Support the implementation of the 6 additional Integrated Joint Board (IJB) Directions for 2017/18	Provide progress reports to the IJB in relation to the 6 Directions as follows: Home Care; Care Pathways; Locality Planning; Demand within Emergency Care Planning; Primary Care Transformation; Local Outcome Improvement Plans	<p>There has been significant progress against the 6 additional Integrated Joint Board directions as follows:</p> <p>1) There is a full project plan with associated milestones to implement all aspects of Primary Care Transformation, including a new General Medical Practitioner (GMS) contract;</p> <p>2) The modernisation of care at home services is progressing well, with a number of areas successfully implemented including mobile working and a new contract with the external sector;</p> <p>3) Trajectories with associated improvement actions have now been developed and approved by the IJB for unscheduled care;</p> <p>4) The locality planning model continues to be developed, with all four localities now established and Integrated Health and Social Care Locality Managers appointed. Work continues with the development of care pathways and shifting the balance of care. The locality model will continue to be developed as a key priority for the Partnership. This is reflected in the Directions being issued in 2018/19 in the refreshed Strategic Commissioning Plan;</p> <p>5) Work continues to develop new models of care for bed based resources as part of the ambition to shift the balance of care from acute/residential settings to community based alternatives; and</p> <p>6) The Health and Social Care Partnership has been central to the development of the Community Plan, particularly the Health and Social Care Partnership Improvement Plan. This has an agreed overarching objective to tackle deprivation, poverty and inequality and is reflected in our Neighbourhood Plans.</p>	Green	---	---	---	---	---

## Deliver better health and social care outcomes for all

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Report on the progress taking forward the Mental Health Act 2015	Provide quarterly updates in relation to the implementation of the new legislative duties	The Mental Health (Scotland) Act 2015 and associated regulations mainly came into effect on 30th June 2017. Amendments are currently being made to SWISplus to support the changes to statutory paperwork and to the duties of the Mental Health Officers in terms of timeframes, report writing and storing of information.	Green	---	---	---	---	---
Implement the requirements of the Self-directed Support Act	Report on the number of people who are self directing their support	In Quarter 4, 380 people were in receipt of a Direct Payment (option 1). This compares to 357 in the last quarter. There were 64 service-users using an Individual Service Fund (option 2) compared to 55 in the previous quarter. Self-directed Support comprises of four funding options. Option 3 relates to Council arranged services and option 4 allows for a mixture of funding options.  Option 3 remains the preferred option for service- users in South Lanarkshire and reflects the national position.	Green	-----	-----	-----	-----	1,540
Work in partnership to support carers to continue in their caring role	Quarterly progress on the impact of the implementation of the Carers Strategy for South Lanarkshire 2012-17	The Carers' Strategy Group has temporarily been postponed and a Carers Act Programme Board has been developed to take forward (through sub-groups) the duties in the new Act. Work continues to progress well and the new Carers' Strategy is in draft format; being an iterative process as the new Act is implemented.	Green	---	---	---	---	---

**Deliver better health and social care outcomes for all**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Report on the number of carers supported by dedicated Welfare Rights Officers and amount of benefits awarded	<p>During the fourth quarter 17/18, outcomes for carers, supported by dedicated Welfare Rights officers were:</p> <p>Number of new cases: 237                      Weekly benefits : £19,176                      Backdated benefits: £208,581                      Annual benefits: £1,205,733</p> <p>During the fourth quarter of 17/18, outcomes for people supported by the local Money Matters teams were:</p> <p>Number of new cases : 1428                      Weekly benefits: £98,338                      Backdated benefits: £1,069,647                      Annual benefits: £5,113,577                      New debt dealt with: £1,978,707</p> <p>*Number of people provided with advice where issue was resolved at the initial contact: 1216</p> <p>*this is additional to the number of new cases</p>	Green	-----	962	195	271	1,010
Work in partnership to take forward the Carers (Scotland) Act within South Lanarkshire	Develop an action plan through The Carers' Strategy Group to take forward the duties contained within the Act	An action plan will be developed alongside the new Carers' Strategy for South Lanarkshire. This is at the initial stages as the new duties in the Carers (Scotland) Act are implemented.	Green	---	---	---	---	---

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

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17

## Improve the availability, quality and access of housing

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Monitor Local Development Plan policies for supply of housing, industry and business land and green space	Local Development Plan policies monitored during 2017-18 to ensure: at least a five year supply of housing land is maintained; an adequate supply of land is available for work and business activity; and an adequate supply of land is available for green space in the main urban communities of South Lanarkshire	Monitoring of the Local Development Plan policies has been completed for the period 2012-2017 in advance of the production of the proposed Local Development Plan 2. Monitoring shows that an adequate supply of land for housing and work and business activity is available, and an appropriate provision of green space is available in the main urban communities.	Green	---	---	---	---	---
Increase the number of new affordable homes	Total new/additional affordable homes delivered per SHIP/SLP (RP)	255 new affordable homes completed by 31 March 2018.	Green	---	---	---	---	---
	Work with key partners to ensure the delivery of targeted number of suitable new affordable housing.	New SHIP for five year period to March 2023 approved at Committee October 2017.	Green	---	---	---	---	---
Improve access to settled accommodation for homeless households	% of SLC lets to Urgent housing (UH) need applications	Target achieved.	Green	47.5%	48.6%	47.6%	47.0%	47.7%
Ensure all homeless applicants receive a fast, efficient, responsive service that meets their needs	% of homeless and potentially homeless decision notifications issued within 28 days of date of initial presentation (RP)	Target achieved.	Green	98.0%	99.1%	99.8%	99.6%	99.4%
Improve tenancy sustainment	% of all new tenancies sustained for more than a year by source of let (SSHC)	Target achieved.	Green	90.00%	90.20%	88.85%	89.10%	89.40%
Provide high quality housing support service	Support requirements assessed and recorded for 95% homeless households (RP)	Target achieved.	Green	95.0%	100.0%	100.0%	100.0%	99.8%
Continue with the Council's Housing Options Service (Home Options)	Continue to deliver and further develop housing options with a focus on homeless prevention	Integrated Home Options approach implemented across Housing Services from 1 April 2018. Further development of HomeOptions online tool ongoing.	Green	---	---	---	---	---
Implement changes to housing management services arising from 2014 Housing (Scotland) Act	Continue to revise landlord policies and procedures to reflect revised legislation - include housing allocations and sheltered housing	Policy review schedule approved by H & TR Committee December 2017. Social rented housing provisions of Housing (Scotland) Act 2014 now likely to commence April 2019.	Green	---	---	---	---	---

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

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to deliver an effective housing repairs and maintenance service	% of response repairs completed on time	Target achieved.	Green	-----	98.3%	98.7%	98.5%	97.9%

**Improve the road network, influence improvements in public transport and encourage active travel**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to undertake road and footway improvements	4.3% of the road network resurfaced by March 2018	During quarter four (January - March 2018), good progress has continued given the challenging winter weather conditions experienced throughout the area. A further 0.59% of our network was resurfaced. This has taken our year to date figure to 4.65%, allowing us to exceed our annual target.	Green	4.30%	4.65%	7.01%	6.16%	4.84%
	165 carriageway schemes completed during 2017-18	During quarter four (January - March 2018), good progress has continued given the challenging winter weather conditions experienced throughout the area. A further 14 carriageway schemes have been completed, allowing us to exceed our annual target.	Green	165	178	214	243	215
	10 footway schemes completed during 2017-18	During quarter four (January - March 2018), good progress has continued given the challenging winter weather conditions experienced throughout the area. A further 4 footway schemes have been completed, allowing us to exceed our annual target.	Green	10	12	54	46	56
	Maintain or reduce the percentage of our road network that requires maintenance treatment (e.g. red category)	This is the Road Condition Index due to be published by SCOTS (Society of Chief Officers of Transportation in Scotland) for survey period 2016 to 2018. This figure shows a reduction in the percentage of the road network within South Lanarkshire that requires to be considered for treatment compared to the previous year's figure.	Green	33.1%	31.8%	33.8%	33.5%	33.1%



## Improve the road network, influence improvements in public transport and encourage active travel

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to undertake safety checks on bridges and implement a prioritised maintenance programme	Bridge improvement and maintainance projects implemented in line with agreed capital programme by March 2018	Capital works are procured through Framework Contract for Structural Maintenance. Strengthening and vehicle containment upgrade of Forth Bog Bridge complete. Repair and upgrade of B7018 Woodyett Culvert complete. Parapet replacement at A70 Powdowrin Bridge substantially complete.	Green	---	---	---	---	---
Continue programme of street lighting improvements	220 lighting columns improved / renewed by the end of March 2018	During 2017-18, we installed 291 columns as part of the lighting column replacement programme, exceeding the target for the year.	Green	220	291	470	2,588	4,175
	Roll out of LED lighting technology completed in line with agreed investment programme	Year to date, 6,588 LEDs have been installed. The total number of LEDs to be installed within the three year programme, which will be completed by September 2018, is approximately 59,000.	Green	---	---	---	---	---
Deliver a winter maintenance service	Winter policy procedures and documents, including gritting routes, implemented and reviewed as necessary	Winter policy was updated and issued prior to the commencement of the winter low season on 6th October 2017.	Green	---	---	---	---	---
Deliver road and transportation infrastructure improvements to support new development, including those undertaken as part of the City Deal	Prioritised infrastructure designed and / or constructed by March 2018 in line with available external and internal capital funding	In order to reduce congestion, three projects have been completed.  -Traffic signals were installed in December 2017 at the A73 / A72 Steels Cross junction in Lanark. -A traffic signal control system called SCOOT, which involves the upgrade / replacement of traffic signal equipment, has been implemented for the Glasgow Road corridor in Rutherglen at the junctions of Dukes Road, Bogleshole Road and Main Street. -A SCOOT design is complete for the Uddingston Main Street corridor. This will allow an installation programme to be considered should funding become available in a future year.	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver road and transportation infrastructure improvements to support new development, including those undertaken as part of the City Deal	Subject to the completion of the relevant assurance processes, progress and deliver two major transport infrastructure projects (i.e. Greenhills Road and Stewartfield Way) in line with agreed programme / profiling	<p>Cathkin Relief Road - Presently managing the situation following Land Engineering going into administration. Immediate outstanding defect works have been completed and discussions ongoing in relation to longer term maintenance. Positive discussions held with Administrator and way forward been agreed.</p> <p>Greenhills Road/Strathaven Road – The procurement process is complete, with the exception of the notifications and award. Six bidders returned Instruction to Tenderers submissions. Land negotiations are complete for the voluntary purchased land. Planning application has been granted and Scottish Ministers have confirmed the Compulsory Purchase Order (CPO). CPO land is expected to be confirmed in our ownership by the end of May 2018. Works are expected to start on site July 2018, subject to a successful approval of the full business case.</p> <p>Stewartfield Way - The East Kilbride traffic modelling exercise has been largely completed and a report is being finalised to confirm the way forward. A revised programme has been developed which will see the main infrastructure works commence in summer 2023 (previously summer 2022) continuing through to the end of spring 2025 (previously 2024).</p>	Green	---	---	---	---	---

**Improve the road network, influence improvements in public transport and encourage active travel**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
Encourage greater use of public transport by working with partners to improve public transport infrastructure	Prioritised improvements to bus and rail infrastructure (e.g. park and ride) delivered by March 2018 in line with available external funding	<p>Land acquisition discussions were concluded and land purchased at Carstairs Junction Park and Ride to allow a future expansion.</p> <p>Phase 1 of a study to establish the extent of existing on-street parking etc surrounding Cambuslang Station has been concluded.</p> <p>The construction of 155 space extension is complete at Newton Station and is open for rail customers to use.</p> <p>In order to enhance the pedestrian links to Hamilton Interchange, bollards have been replaced between Quarry Street at the interchange as well as on Orchard Street.</p> <p>Initial works to replace approximately 15 advertising bus shelters have been completed. The remaining works will be completed in a future financial year.</p>	Green	---	---	---	---	---
	Development of Park and Ride Strategy	The consultative draft of the Park and Ride Strategy was approved by the Community and Enterprise Committee on 8th March 2018. A consultation exercise will be undertaken in the coming months.	Green	---	---	---	---	---

### Improve the road network, influence improvements in public transport and encourage active travel

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Encourage active travel and recreational access to the outdoors by extending network of cycle routes, upgrading, maintaining and promoting path networks. and extending Clyde Gateway	Walking and cycling projects / schemes delivered in line with agreed 2017-18 capital programme	Completed cycle route works to upgrade NCN74 at Tieglum Road in Lesmahagow.  Continuing cycle route works in the Calderwood Road area of East Kilbride.  Cycle monitoring equipment as well as cycle shelters at various locations were installed over the year.  A consultant was appointed to identify a possible cycle network for Hamilton and this will inform the design of a future network for the town. A final report has been submitted and this will be used to assist with future funding bids to external bodies.	Green	---	---	---	---	---
	Continued investigation into partnerships and external funding opportunities for extension of Clyde Walkway to link with neighbouring long distance routes - proposal paper for Community Services Committee submitted by March 2018	Proposal paper completed and awaiting confirmation of Committee date.	Amber	---	---	---	---	---

### Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Ensure council has development plans which promote sustainable economic growth and regeneration and guide decisions on location of new developments and regeneration initiatives	Strategic Development Plan prepared for adoption by Clydeplan Group by December 2017	The Strategic Development Plan (Clydeplan) was approved by Scottish Ministers on 24th July 2017 and published on 15th September 2017. The Plan sets out a vision for the long term development of the Glasgow and Clyde Valley area. It focuses on the key land use and development issues that cross the planning authority boundaries within the Glasgow City Region.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
	Main Issues Report published by April 2017	The Main Issues Report (MIR) was published in April 2017.  Development of the MIR is the first stage in the publication of the Local Development Plan (see below). Its purpose is to consider any changes that the Council is proposing to make to the current local development plan and to address any issues that were highlighted during the consultation and engagement stage.	Green	---	---	---	---	---
	Proposed Local Development Plan published by January 2018	Comments on the Main Issues Report and the Supplementary Call for Sites consultation have been considered. The Proposed Local Development Plan 2 Volume 1 and Volume 2 are being prepared. The Plan will be presented to councillors at a seminar in mid May 2018 and then to the Planning Committee on 28th May 2018. Consultation will take place between June - September 2018. The timescale for publication was moved back to allow time to assess the due volume of representation received to the Supplementary Consultation exercise and also as a result of the challenge to the Strategic Development Plan (SDP). The legal challenge to the SDP has now been dismissed.	Amber	---	---	---	---	---
Deliver and encourage investment in our town and neighbourhood centres to maximise opportunities for growth and regeneration	Promote town centre development opportunities, provide support to Business Improvement Districts (BIDS), and work with the business community and partners to maximise opportunities for growth, investment and regeneration	Support for existing Business Improvement Districts (BIDs) and emerging BIDS and similar business and community led groups has continued.  Hamilton Your Town Audit has been completed and reported to Resource committee, subsequent public consultation taking place summer 2018. Additional audits have been identified and will progress through 2018.  Private sector investment proposals continue to be supported by Planning and Economic Development and partner services.	Green	---	---	---	---	---



## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Deliver Community Growth Areas City Deal project	Community Growth Area sites progressed in accordance with criteria and programme specified in South Lanarkshire Local Development Plan and City Deal	<p>The planning permission in principle application for the Hamilton Community Growth Area (CGA) was issued on 11th May 2017.</p> <p>Larkhall CGA Phase 1 now has consent and Persimmon have begun on site.</p> <p>Good progress is being made at Newton and Ferniegair, with limited progress at Carluke.</p> <p>Since 2015, 700 houses have been built across these Community Growth area sites (8% of the projected 9,000 units anticipated by around 2030). These figures represent the position as at March 2017. Up to date position as at March 2018 will be available once the Housing Land Audit is complete.</p> <p>The Planning Service has been instrumental in this process in terms of master planning and project implementation.</p>	Green	---	---	---	---	---
Assist in the provision of safe routes to and from school through the operation of a school crossing patrol service	School crossing patrol cover provided at 125 sites in 2017-18	School crossing patrol cover provided at 125 sites.	Green	125	125	188	160	148

## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver prioritised road safety infrastructure improvements and promote road safety	Road safety projects / schemes delivered in line with the agreed 2017-18 capital programme	<p>The following projects were completed / progressed.</p> <p>B7071 Bothwell Road, traffic signals design completed, construction early next financial year.</p> <p>A71 between Drumclog and Cornsilloch – reduction of speed limit. Promotion of Traffic Regulation Order complete and signs will be erected in new financial year.</p> <p>Newhousemill Road between Hamilton and East Kilbride – designs complete. Phase 1 surfacing works complete and Phase 2 signing and road markings to be considered in new financial year.</p> <p>A726 at Flatmoss Farm near Chapelton – anti-skid surfacing works complete.</p> <p>B7071 Bothwell Road at Caird Street junction – design works complete.</p> <p>Main Street at Greenlees Road, Cambuslang – design works complete.</p> <p>Strathaven Road / Carscallan Road, Hamilton – widening footways for cyclists. Design works complete.</p> <p>Other projects include engineering measures at schools, speed limit initiatives, and small signing and road marking schemes.</p>	Green	---	---	---	---	---
	Contribute to the national casualty reduction targets, from a base of the average for 2004 to 2008, of a 40% reduction in fatal casualties and a 55% reduction in serious casualties amongst all age groups by 2020. For children the national target is a 50% reduction in fatalities and 65% reduction in serious casualties	Interim casualty figures for 2017 indicate there were 517 casualties, a decrease from 601 in 2016. Of these, there were 7 fatal casualties, compared to 18 in 2016, 86 serious casualties, an increase of five over 2016, and 424 slight casualties, a decrease from 502 in 2016. There was one child fatal casualty, the same as in 2016, 26 children seriously injured, an increase of 10 over 2016, and 71 children slightly injured compared to 66 in 2016.	Green	-----	93	96	75	98
Provide an effective and efficient Consumer Advice and Trading Standards Service	Support maintained for vulnerable groups and neighbourhood watch areas by responding to 100% of door step crime reports on the same or next working day	Responded to all 18 doorstep crime reports on the same or next working day by working in partnership with Police Scotland.	Green	100%	100%	100%	100%	100%

## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide an effective and efficient street cleaning service	Local Enforcement Audit and Management System (LEAMS) street cleanliness score (90% acceptable)	The LEAMS score for July to October 2017 was 92%, the score for December 2017 to March 2018 was 98%, the validation score from Keep Scotland Beautiful was 92%. Taking the scores for the previous quarters into consideration, the average LEAMS score for the year is 96%, exceeding the annual target.	Green	90%	96%	98%	98%	96%
Provide an effective and efficient grounds maintenance service	Land Audit Managements System (LAMS) score of 70 achieved	The LAMS scores for this year are 69 for April 2017, 76 for June 2017, 76 for August 2017, 72 for October 2017, 72 for December 2017, and 72 for March 2018. This gives an average score of 73 which is above the annual target for 2017-18.	Green	70	73	71	72	74
Provide an effective and efficient bereavement service	Increase burial ground capacity in and around existing South Lanarkshire cemeteries	Work is ongoing to identify suitable land and to cost up various proposals.	Green	---	---	---	---	---
Ensure Council has strategy and action plan that promotes sustainable development within service delivery and compliance with public sector climate change duties	Implement actions within the Climate Change Duties Compliance Improvement Action Plan within agreed timescales (council wide)	Actions within the Climate Change Duties Compliance Improvement Plan are either complete or progressing well. Any ongoing actions will be incorporated into the new Sustainable Development and Climate Change Strategy Action Plan, resulting in one action plan for climate change actions from 2018-19 onwards.	Green	---	---	---	---	---
	Council's performance in complying with public sector climate change duties evaluated and annual statutory Climate Change Duties Report published by 30th November 2017	The annual evaluation of the Council's performance in complying with public sector climate change duties was carried out in October 2017. Identified improvements will be included in the Sustainable Development and Climate Change Action Plan.  The annual statutory Climate Change Duties Report was approved by the Executive Committee on 8 November 2017 and subsequently submitted to the Scottish Government by 30 November 2017 deadline. A copy of the annual report can be found on the council's website.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Participate in 'Climate Ready Clyde' partnership during 2017-18	The Corporate Management Team have agreed to continue participation in the Climate Ready Clyde partnership for the following two years.	Green	---	---	---	---	---
	Sustainable Development and Climate Change Strategy 2017-2022 (and accompanying communications plan) approved by Executive Committee by December 2017	The Sustainable Development and Climate Change Strategy was approved by the Executive Committee in December 2017.  The Strategy is now available on the council's website and discussions are underway to agree the action plan for 2018-19.	Green	---	---	---	---	---
Introduce new waste management initiatives to reduce waste and increase recycling	Ongoing education and awareness undertaken and waste service procedures reviewed to promote waste minimisation, reuse and recycling within local communities	Continuing to liaise with local primary schools to promote visits and activities with children. The council's Waste Education Team is currently working with two secondary schools to assist with project work associated with Science Technology Engineering and Maths (STEM).	Green	---	---	---	---	---
	The percentage of total household waste arising that is recycled (Council target is 50% in line with Government target)	Between April - December 2017, 46.6% of household waste was recycled. Full year recycling rate will be available in May 2018.	Report Later	50.0%	-----	45.0%	49.0%	53.0%

**Work with communities and partners to promote high quality, thriving and sustainable communities**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Manage flooding priorities and deliver prioritised flood protection schemes	Prioritised flood protection projects / studies delivered by March 2018 in line with available capital / revenue funding	<p>Borgie Glen, Cambuslang - Inlet trash screen replacement and access improvement works are now complete.</p> <p>Station Gate, Netherburn - Flood relief channel through the adjacent forest has been completed. Two flood embankments have been constructed, however topsoiling works have been delayed due to poor weather.</p> <p>Purchase of temporary flood barriers to be used as required during storm events. Products have been purchased and delivered to Canderside Roads Depot.</p> <p>The Coulter Project has been deferred to allow a better understanding of the issues.</p> <p>The project at Jerviswood Drive, Cleghom has also been deferred as the contractor failed to provide quotation and we are reviewing the potential solution.</p> <p>Finally, the Hallside Burn, Halfway project has been postponed due to landownership issues.</p>	Green	---	---	---	---	---
Monitor local environmental conditions through preparation and monitoring of the biennial update of the State of the Environment report	Updated biennial State of the Environment report finalised by December 2017	The 2017 edition of the State of the Environment Report was finalised for approval by December 2017 and is now reporting to the Executive Committee on 16th May 2018.	Green	---	---	---	---	---
Further implement the Carbon Management Plan to reduce greenhouse gas emissions from Council services (buildings, waste, transport etc)	10% reduction in the Council's greenhouse gas emissions achieved by March 2021, compared to 2015-16 (equivalent to 2% each year)	<p>Carbon emissions in 2016-17 reduced by 7.8% compared with 2015-16.</p> <p>The 2017-18 position will be reported around June/July 2018, but it is anticipated that the target of 10% over 5 years will be met early and exceeded by the target date of 2020-21.</p>	Report Later	10.0%	-----	-----	-----	7.8%



## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Deliver 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Implement fuel efficiency measures to achieve a 4% reduction in vehicle emissions by March 2018 (relative to baseline year of 2014-15) (council wide figure)	In 2017-18, the Council achieved a 10.5% reduction in vehicle emissions relative to the baseline year 2014-15.	Green	4.00%	10.50%	0.00%	0.00%	6.03%
Provide an effective and efficient Environmental Health service	Implementation of the Air Quality Action Plan by March 2018	<p>20 primary schools have been visited as part of the 2017-18 engine idling campaign, with 78 drivers found to be idling their vehicles. All drivers switched off their vehicles. A new engine idling cinema advert featuring South Lanarkshire pupils undertaking the voiceover is in development and will be released shortly.</p> <p>90 primary school workshops on air quality and sustainable travel have been delivered. A high school teacher resource pack has also been developed, with two pilot workshops due to be delivered in April 2018.</p> <p>'I walk / I cycle because I'm part of the solution, not the pollution' promotional campaign has commenced.</p>	Green	---	---	---	---	---
	Broad compliance with food safety statutory requirements secured in 85% of premises	85.8% of food businesses operating in South Lanarkshire were found to be broadly compliant with food safety requirements during 2017-18, which equates to 2,215 food businesses. This figure exceeds the annual target set for this measure.	Green	85.0%	85.8%	86.0%	87.0%	86.9%
	Incidence of notified food borne infection reduced from 2006-07 baseline figures by 8.5% by March 2018	Overall, 117 cases of infectious disease were reported in 2017-18, which is a 37% decrease on the figure reported in 2006-07.	Green	170	117	105	160	141

## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	90% fly tipping requests responded to within two working days	<p>Whilst work has been prioritised and procedural changes have been put in place to help meet the target response time for fly tipping requests, the shortfall against the target for the year is reflective of the continuing high demand for this service.</p> <p>Performance has improved quarter on quarter throughout the year, reflecting the effectiveness of the interventions put in place.</p>	Amber	90.0%	80.8%	97.9%	99.6%	99.3%
	90% of dog fouling complaints responded to within two days	The target for responding to dog fouling complaints was exceeded for the year.	Green	90.00%	97.50%	99.00%	97.90%	96.90%
	For all those noise complaints requiring attendance on site, the average time (hours) between the time of complaint and attendance on site (including both those dealt with and not dealt with under Part V of the Antisocial Behaviour Act 2004)	During the financial year 2017-18, the average response time for noise complaints requiring attendance on site was 0.55 hours.	Green	2.0	0.6	0.5	0.5	0.5
Implement Contaminated Land Strategy and vacant derelict / contaminated land programme	Implement the Contaminated Land Strategy for South Lanarkshire	<p>Implementation of the Contaminated Land Strategy is ongoing. We are awaiting responses from SEPA regarding the waste management licence surrender applications that have been submitted for two historical landfill sites at Newlandsmuir and Markethill (both in East Kilbride).</p> <p>Environmental Services continues to work in partnership with Housing and Regeneration colleagues to undertake site investigation works at a historical unlicensed landfill site at Glen Esk in East Kilbride. This work is being funded by 2017-18 Vacant and Derelict Land Fund monies.</p>	Green	---	---	---	---	---

## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Deliver Vacant and Derelict Land Fund Programme, including Shawfield Remediation Plan	SLC submitted the 2017-18 Vacant and Derelict Land Fund Delivery Plan to the Scottish Government in February 2017 and an award letter was issued in September 2017. The delivery plan had indicated that funds were to be directed to the Shawfield Phase 2 Remediation Plan. However, Clyde Gateway have indicated they are unable to expend the grant award due to technical difficulties affecting progress.  Revised delivery plan covering Glen Esk, East Kilbride has been prepared, submitted to Scottish Government, and approved by Scottish Ministers. The Community and Enterprise Resources Committee approved remediation plans for Glen Esk on 12th December 2017. Site investigations carried out in January 2018 and monitoring of the results are ongoing. Further works are being organised.	Green	---	---	---	---	---
In partnership with local communities, continue programme of restructuring council owned woodland and improving recreational access	Phase 1 of Management Plan at Millheugh/Greenhall Estate implemented by March 2018 (includes woodland restructuring and recreational access improvements)	Project completed, including: restoration of footpath network on south bank of Rotten Calder; woodland restructuring and removal of plantation conifers; secured boundaries against vehicle access and fly-tipping; and treatment of invasive species.	Green	---	---	---	---	---
	Phase 2 of Chatelherault landscape and access regeneration project implemented (includes restructuring of footpath network, replacing and repairing of footbridges, woodland restructuring, and invasive species treatments)	All work completed (except restoration of White Bridge which is scheduled for May/June 2018), includes: 20 hectares of plantation conifers removed; reconstruction of whole footpath network; invasive species treated; and repairs to Duke's Bridge.	Green	---	---	---	---	---
Deliver South Lanarkshire Council Biodiversity Duty Implementation Plan	Deliver South Lanarkshire Council Biodiversity Duty Implementation Plan and prepare and submit three yearly monitoring report to Scottish Government by January 2018	Biodiversity Implementation Plan completed. Biodiversity Duty report submitted to Scottish Government on schedule.	Green	---	---	---	---	---

## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Implement the provisions of the Community Empowerment Act	Progress work in relation to the council's response to the Community Empowerment (Scotland) Act 2015	The council is fully compliant with those aspects of the Community Empowerment Act which have been enacted.	Green	---	---	---	---	---
Use new technology to ensure that consultation and community engagement are carried out to a consistent standard	Record and report upon outcomes of consultation across the council on the consultation database	The Forever Active consultation has been closed. 378 people completed the survey. Initial reports and feedback are being prepared.  Currently consultation activity includes School Travel Plan survey, Licensing Customer Satisfaction; H&T are consulting on Customer Involvement Strategy and Repairs Strategy. Community and Enterprise are preparing to consult on Hamilton Town Centre (BID) improvements and Education preparing to consult on their Resource Plan.	Green	---	---	---	---	---
Complete the development and implementation of the Local Housing Strategy (LHS)	Publish approved LHS 2017- 2022	LHS published following approval at Executive Committee September 2017	Green	---	---	---	---	---
Manage and report on Core and Planned Preventative Maintenance Programme for all properties	Implement and manage Planned Preventative Maintenance Programme (PPM) as agreed with CMT	On programme. 2018 Report to CMT to be submitted in August/ September 2018.	Green	---	---	---	---	---
Continue to Implement the Council's security strategy	Reduce incidences of crime to general services properties	Currently 21% ahead of target with a continuing improvement from Quarter 3	Green	180	141	185	189	165
Ensure effective engagement with tenants and other customer groups	Develop and implement new Customer/Tenant Engagement Strategy	Draft Customer Involvement Strategy developed in partnership with tenants. Draft Strategy issued for 3 month consultation on 23 January 2018. Following end of consultation, Strategy will be revised and presented to H&TR Committee for approval on 23 May 2018.	Green	---	---	---	---	---

## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Maximise the energy efficiency of all operational properties in support of the Carbon Management Plan	% reduction in energy consumption across the energy portfolio	Figures will not be available until mid June.	Report Later	---	---	---	---	---
Reduce waste and increase recycling to contribute to the council's sustainability work	Measure the number of recycled items through the joint store (Equipu) and monitor the impact on efficiency	The total number of recycled pieces of equipment so far this year is 2,220 but this does not include for the report of the final period which we do not expect for a couple of weeks. The saving associated with these items is £91,683. In addition we have used 145 recycled stairlifts and the saving associated with them was £115,425.	Green	-----	2,220	1,465	2,252	2,498
Contribute to Council's sustainability work	Develop and report on local initiatives involving service users which contribute to the Council's sustainability agenda	The Resource continues to contribute to the Climate Change Compliance Improvement Plan in relation to our resource use of energy, fuel consumption, and waste management arrangements. Use of the home care mobile application solution has reduced the use of paper.  Continued use of EDRMS has reduced the use of paper and printing requirements. Reducing our use of plastics continues to be rolled out across the resource.	Green	---	---	---	---	---
Health and Social Care Services contribute to reducing health inequalities	Develop an anticipatory care programme to provide health checks for vulnerable people	Through the Keep Well programme targeted anticipatory health checks are being offered to people affected by homelessness, members of the travelling community, people involved in the justice system and people from minority ethnic backgrounds. A small dedicated team of nurses and health care support workers link directly with GP practice to identify individuals who would benefit from the programme.	Green	---	---	---	---	---



## Work with communities and partners to promote high quality, thriving and sustainable communities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
Embed the new model for Community Justice in Scotland in South Lanarkshire Justice Services	Provide update reports to the Community Justice Partnership and the Safer South Lanarkshire Board	The March Community Justice Partnership quarterly meeting reflected on a refresh of the Terms of Reference of the Group aligning them to the revised Community Planning Partnership structure. The draft Community Justice Plan for 18/19 is with partners for their comment and contribution. Once updated it will be presented to the Safer South Lanarkshire Partnership Board.	Green	---	---	---	---	---
Ensure high standards of compliance are maintained for Community Payback Orders	Percentage of people seen within one working day of CPO	To date there were 1152 Community Payback Orders recorded, of that number 826 (72%) were seen within timeframe. Service Managers will review performance across localities as variations appear.	Amber	75.0%	72.0%	73.0%	74.0%	64.0%
Improve management of all offenders including high risk offenders	Number of eligible offenders managed through MAPPA who were convicted of a serious sexual or violent offence: Categories 1, 2 and 3	MAPPA operated against three levels: Level 1 Routine Risk Management, Level 2 Multi-Agency Risk Management, Level 3 Multi Agency Public Protection Panels.  Offender Categories are also linked to three categories: Category 1: Registered Sexual Offenders, Category 2: Violent and other sexual offenders. Category 3: Other dangerous offenders . MAPPA has managed 20 Category 2 and 0 Category 3 cases in 17/18.	Green	-----	-----	-----	-----	-----
Implement effective Best Value management arrangements to ensure continuous improvement and efficient and effective service delivery	Implement the Improvement Plan following the review of the Unpaid Work Service	The improvement plan for the Unpaid Work Service has now been fully implemented. Progress with the improvement plan has been verified by the Care Inspectorate who have overseen a supported self evaluation of this service. The self evaluation will conclude on 31 March and findings from this review will inform the next improvement plan for this service.	Green	---	---	---	---	---

**Work with communities and partners to promote high quality, thriving and sustainable communities**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to support the culture where consultation and participation is part of the planning, development and delivery of all our services	Participation and involvement activity is linked with existing Health and Care structure such as the South Lanarkshire Health and Social Care Forum and Third Sector Forums	Participation and involvement in the Health and Social Care structure by the third sector and the Social Care Forum continues to grow. There is representation on the Strategic Commissioning Group as well as the four Locality Extended groups and members are also involved in the Building Community Capacity work.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Implement South Lanarkshire Economic Strategy in conjunction with Community Planning Partnership and other partners	Promote South Lanarkshire Economic Strategy, implement associated actions in the Sustainable Economic Growth Partnership Improvement Plan, and report to the Sustainable Economic Growth Board	South Lanarkshire Economic Strategy economic improvement actions are now incorporated into the Community Plan and are being implemented. Progress reports have continued to be presented to the Sustainable Economic Growth Board.	Green	---	---	---	---	---
Support the Glasgow City Region City Deal development programmes	Provide corporate oversight of City Deal infrastructure, business innovation, and skills and employment programmes, with specific responsibility for progressing business case approvals for Roads and Community Growth Area projects and measurement of economic impact and outcomes	Attendance at the City Deal Lead Officer Group is ongoing, with support provided to the Chief Executives Group and Cabinet as necessary.  Business case development ongoing: full business case for Westburn Roundabout and Woodhead Primary School extension being prepared for submission.  Augmentation of previously approved Outline Business Cases in progress.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Develop single door approach to economic development and inward investment activity which links employment, skills, business support and planning in such a way that ensures South Lanarkshire maximises its potential as key business and employment location	Undertake activity aimed at increasing the number of companies engaged with partners which lead to improved performance and turnover, increased employment, innovation, investment and internationalisation	<p>Ongoing liaison with partners (eg Scottish Enterprise, Scottish Development International, North Lanarkshire Council, Business Gateway, sector agencies) is aimed at improving connectivity of services and greater market reach.</p> <p>The Council is also: engaging in direct company liaison; producing new advisory leaflets for businesses (a Directory of Business Support has been completed and now developing complementary leaflets on key sectors and business resilience); and evaluating Lanarkshire Business Week with a view to further developing, with partners, an annual calendar of business engagement events.</p> <p>Regional Economic Strategy actions being developed in partnership with City Region Programme Management Office and Intelligence Hub, with new appointments in place to drive forward portfolio activity.</p>	Green	---	---	---	---	---
Develop and progress employability services focused on priority client groups	Continue delivery of employability services underpinned by European Structural Funds	European funding is continuing to be used to underpin the employability services. However, following the Council review of Employability, the associated services are moving to Finance and Corporate Resources and Education Resources.	Green	---	---	---	---	---
	A minimum of 1,200 of the people supported via employability programmes go on to access employment or training / education	Annual target has been exceeded for the number of people supported via employability programmes who go on to access employment or training / education.	Green	1,200	1,266	2,532	2,542	2,144

## Support the local economy by providing the right conditions for inclusive growth

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Gap in the working age employment rate reduced or maintained at 0.6% above the Scottish average by March 2018	Despite the fact that the gap in the working age employment rate for January - December 2017 is at the lowest it has been for three years (South Lanarkshire employment rate is 0.4% above the Scottish average), the actual number of 16-64 year olds in employment in South Lanarkshire is up on last year (from 148,800 in 2016 to 149,700 in 2017).  The gap has closed due to an increase in the level of employment in Scotland rather than a large drop in employment in South Lanarkshire. South Lanarkshire still has a higher rate of employment than the Scottish average, and has had for 12 out of the last 14 years.	Amber	0.6%	0.4%	1.3%	3.1%	2.3%
	Initiatives and projects developed and delivered to support the most vulnerable young people leaving school and beyond, as per the council's Youth Action Plan	The council has agreed a new process for employability programmes, to be delivered by Education and Finance and Corporate Resources.  Education Resources is leading on the Youth Employment Initiative within the Youth Action Plan.	Green	---	---	---	---	---
	% of 16-19 year olds within South Lanarkshire Council participating in education, training or employment	In 2017, Skills Development Scotland's Participation Measure results show 91.2% of 16 to 19 year olds in South Lanarkshire are in employment, education or training, an increase on the previous year and above the Scottish average rate.	Green	90.4%	91.2%	0.0%	0.0%	90.4%
Support local businesses through effective company development activity and general business advice services and continue to invest in key business initiatives such as Clyde Gateway and the East Kilbride Task	Over 1,500 businesses assisted per annum with grants, loans or advice	The number of businesses assisted over 2017-18 has exceeded the annual target.	Green	1,500	1,637	1,514	1,560	1,879
	Between 500 - 1,000 jobs created or sustained per annum as a direct result of local authority intervention	Exceeded the upper target figure for number of jobs created or sustained as a direct result of local authority intervention.	Green	500	1,361	1,288	718	997
	Value of sales generated by businesses assisted by Economic Development between £10m - £20m of sales	Exceeded higher level annual target for sales generated by businesses assisted by Economic Development.	Green	£10.00m	£23.03m	£9.73m	£10.10m	£15.69m
	East Kilbride Task Force Action Plan implemented	Continued to support private sector led East Kilbride Task Force.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
Force	Oversee management of Supplier Development Programme, including strategic development and delivery of events, training and e-commerce	<p>Supplier Development Programme (SDP) continues to deliver programme nationally, including training programme, webinars, national and local/regional 'meet the buyer' events, and support for City and Growth Deals.</p> <p>Discussions with Scottish Government have secured further funding.</p> <p>South Lanarkshire Council has agreed to host the SDP for a further two years.</p> <p>Councillor Colette Stevenson will join the SDP Board on 13th April 2018.</p>	Green	---	---	---	---	---

## Support the local economy by providing the right conditions for inclusive growth

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to implement Tourism Strategy and work with sector to develop profile of area as visitor destination	Tourism Strategy delivered via Lanarkshire Area Tourism Partnership	<p>Spring and autumn marketing campaigns have been focused on reaching visitors within a drive time of 2-3 hours. Activity has included: the distribution of publications such as the 'Great Days Out in Lanarkshire' booklets throughout the central belt and beyond, and promotion of Lanarkshire as a destination by the BIG Partnership through digital media.</p> <p>Activity has also centered on developing and funding access statements for all tourism businesses. To date, over 300 access statements have been created, covering 90% of Lanarkshire's tourism assets (accommodation, attractions and transport hubs) - over 190 of these are in South Lanarkshire. The aim of these statements is to maximise independence and choice for disabled people in accessing their local area and the places to visit, as well as encouraging additional business from this market.</p> <p>South Lanarkshire Council Tourism Officer departed the Council in September 2017, and to achieve required budget savings, this post has not been filled.</p> <p>City Deal tourism thematic group last met 20th March 2018 and is contributing to the draft regional tourism strategy and action plan, both of which are nearing completion.</p>	Green	---	---	---	---	---
Improve volunteering opportunities for individuals and organisations	Work with VASLAN to support key voluntary organisations and improve volunteering opportunities and raise voluntary sector capacity	VASLAN has supported 300 organisations over the year. Two Third Sector Forum events have been held for each of the four localities in South Lanarkshire. These were supported by South Lanarkshire Council.	Green	---	---	---	---	---
Implement South Lanarkshire Social Economy Partnership strategy and action plan	Social Economy support through Business Gateway implemented for ten social economy organisations by March 2018	Social Enterprise support funded by South Lanarkshire Council now built into main Business Gateway contract and 15 organisations being supported.	Green	---	---	---	---	---

**Support the local economy by providing the right conditions for inclusive growth**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Voluntary organisations interested in Community Asset Transfer process engaged with and supported	<p>Planning and Economic Development Services are actively working with ten organisations that are considering Community Asset Transfer.</p> <p>Two of the organisations that have been engaged with over the last year have submitted outline business plans for their proposals and these are being considered by the Community Asset Transfer Working Group.</p> <p>The draft community benefit assessment framework has also been considered by the above working group and should be finalised by June 2018. This will be used to assess the community benefits of an organisation's Community Asset Transfer application.</p> <p>Proposals are being developed to put the Community Asset Transfer process online – anticipated that this will go live by June 2018.</p>	Green	---	---	---	---	---

**Support our communities by tackling disadvantage and deprivation and supporting aspiration**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Oversee implementation of Tackling Poverty Programme	Tackling Poverty Programme 2017-18 presented to Sustainable Economic Growth Board for approval by September 2017, and implemented thereafter	£3.15m Tackling Poverty Programme 2017-18 has been implemented over the year. Progress report was presented to Sustainable Economic Growth Board in September 2017.	Green	---	---	---	---	---
	Financial inclusion network linked to preparation for welfare reform developed and supported	The Financial Inclusion Network and associated sub groups continue to engage a wide range of partners across key issues, such as: fuel poverty; digital inclusion; and tackling stigma, as well as providing forums and other forms of information exchange and problem solving linked to the roll out of Universal Credit.	Green	---	---	---	---	---



**Support our communities by tackling disadvantage and deprivation and supporting aspiration**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Continue to progress a coherent and consistent approach to promote the mental health of children and young people	Continue to progress a coherent and consistent approach to support vulnerable children and young people on mental health related matters	The Education Resources Mental Health Improvement Network has been established to progress a coherent and consistent approach to support vulnerable children and young people in health related matters. Terms of Reference for this group have been drawn up and approved by the Education Management Team (EMT). The group will continue to meet over the course of 2018-19 and an update will be provided to the EMT in 2019 with regard to the effectiveness of the group.	Green	---	---	---	---	---
Continue to revise systems procedures and approach to reflect full implementation of Universal Credit	Implement action plan on welfare reform	Welfare Reform Action Plan under monthly review and actions being progressed to reflect service requirements.	Green	---	---	---	---	---
Continue to improve energy efficiency of housing stock to help address fuel poverty	Maintain % of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)	Target achieved	Green	91.9%	92.1%	91.1%	90.9%	92.0%
	% of council dwellings that are meeting the Energy Efficiency Standard for Social Housing (EESH) (LGBF)	Target achieved	Green	86.00%	96.82%	0.00%	82.38%	86.10%
Continue with physical regeneration work in priority areas	Commence implementation of the master plan for regeneration in East Whitlawbum	Masterplan progressing. Procurement process for developer partner underway.	Green	---	---	---	---	---
	Continue to develop and implement Sustainable Housing Plans in identified rural areas	Preparations underway for 4th quarter and final review of 2017/18 rural housing plans, findings will be reported to local communities via a 2nd edition newsletter during April/May and to the Local Housing Forum in April 2018. Next steps are development of 2018/19 plans with communities building on 1st years plans.	Green	---	---	---	---	---
Contribute to the tackling poverty agenda	Provide update reports to the Tackling Poverty Programme Board	The end of year report to the Tackling Poverty Team is now complete. The annual statistical return and case study from the PACT team contribute to our vulnerable families support.	Green	---	---	---	---	---

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Take forward the National Improvement Framework priorities by ensuring that every child achieves the highest standards in literacy and numeracy	Deliver services and programmes through the Community Learning and Development Strategic 3 Year Plan to further improve literacy and numeracy skills among young people	To date, 1,193 young people have accessed 77 programmes supporting the development of literacy and numeracy.  Activity undertaken by young people has included a Homework Club after school in Clydesdale, Strategy Games, completing a Managing Own Money Unit as part of the Personal and Social Development Award, a range of cooking workshops increasing skills in weight and measures to improve numeracy and literacy skills, programmes of solution-focused group work to promote improved mental health and personal development through goal setting, life skills and literacy based around life coaching philosophies – personality management and positive attitudes, the power of the spoken word and positive communication through Bridges programmes, SQA Employability and Working With Others awards with H2O+, and Script writing sessions with Vertigo 365 Theatre group.	Green	---	---	---	---	---
Continue to achieve equity by 'closing the attainment gap' and meeting the aspirations of the Scottish Attainment Challenge	Provide support to ensure all schools participating in the Scottish Attainment Challenge submit annual reports to the Scottish Government	All primary and secondary schools in the Scottish Attainment Challenge were supported in submitting their plans to Scottish Government for session 2017/18. All schools within the Scottish Attainment Challenge were supported to produce a comprehensive review of the work undertaken during school session 2016/17. This review and evaluation helped schools to inform their targets and interventions for school session 2017/18.	Green	---	---	---	---	---

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
	Provide training and support for staff in Scottish Attainment Challenge schools to assist meeting commitment in Scottish Attainment Challenge plans	All primary and secondary schools in the Scottish Attainment Challenge were supported in submitting their plans to Scottish Government for session 2017/18. These plans have been approved and schools are working with support, to deliver on these. Further training will be given to Head Teachers in setting outcomes, to help measure the impact of each school 's own plan. Support and training will be delivered to all teachers through the Tapestry Programme, to help close the attainment gap.	Green	---	---	---	---	---
	Overall Average Total Tariff	South Lanarkshire's performance in this measure has increased and is in line with the national figure of 886.  This is a new Local Government Benchmarking Framework measure for 2017/18 and will set the benchmark for measuring future performance.	Green	-----	885	0	841	875
	Average Total Tariff SIMD Quintile 1	South Lanarkshire's performance in this measure has increased and is in line with the national figure of 624.  This is a new Local Government Benchmarking Framework measure for 2017/18 and will set the benchmark for measuring future performance.	Green	-----	622	0	521	550
	Average Total Tariff SIMD Quintile 2	South Lanarkshire's performance in this measure has increased and is in line with the national figure of 750.  This is a new Local Government Benchmarking Framework measure for 2017/18 and will set the benchmark for measuring future performance.	Green	-----	785	0	709	722

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
	Average Total Tariff SIMD Quintile 3	South Lanarkshire's performance in this measure has decreased but is in line with the national figure of 880.  This is a new Local Government Benchmarking Framework measure for 2017/18 and will set the benchmark for measuring future performance.	Green	-----	876	0	866	925
	Average Total Tariff SIMD Quintile 4	South Lanarkshire's performance in this measure has increased and is in line with the national figure of 999.  This is a new Local Government Benchmarking Framework measure for 2017/18 and will set the benchmark for measuring future performance.	Green	-----	1,065	0	958	1,045
	Average Total Tariff SIMD Quintile 5	South Lanarkshire's performance in this measure has increased and is in line with the national figure of 1207.  This is a new Local Government Benchmarking Framework measure for 2017/18 and will set the benchmark for measuring future performance.	Green	-----	1,177	0	1,172	1,163

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
	Impact of learning offers that address barriers to learning and which support young people not fully engaging with school	<p>A range of supports and programmes continue to provide young people with learning offers that meet their educational needs. These offers include supported access to Nurture groups, Mentors against Violence Programme, encouraging young people to make positive life choices and challenge behaviour (which includes work with parents) and remove barriers to participation, Soccerworx (a 12 week programme using soccer to build confidence and raise aspirations), Danceworx, and Flourish, PACE (Pathway to Alternative Curricular Education), 'Surviving School' Group for young people from Carluke High School in Carluke Universal Connections, the Jump Start Programme at East Kilbride Universal Connections.</p> <p>Almost all schools in South Lanarkshire Council are now offering Duke of Edinburgh as either a curricular or extracurricular option. South Lanarkshire Modern Apprentices are now participating in the award.</p> <p>Participants on programmes can gain nationally recognised qualifications and real life practical experience whilst being mentored by experienced youth workers.</p> <p>Impact of engagement has shown attendance rates of 85%, nationally recognised qualifications achieved, volunteering, additional advice and support given.</p>	Green	---	---	---	---	---

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Continue to achieve equity by 'closing the attainment gap' and meeting the aspirations of the Pupil Equity Fund	Provide support to schools in effective use of Pupil Equity Funding to help close the poverty attainment gap	<p>Advice and guidance was issued to all establishments to support the management of the Pupil Equity Fund (PEF). Establishments were asked to outline their plans for the spend in their School Improvement Plans. Curriculum and Quality Improvement Service Link Officers have been using this information to support schools.</p> <p>In addition to the initial advice given schools have been given further guidance about the on going monitoring of their spend and have been asked for updates as the session progressed.</p> <p>Schools that have opted into the newly established South Lanarkshire Council Tracking and Monitoring approach have also been able to access support in measuring the impact of PEF spend.</p>	Green	---	---	---	---	---
Continue to achieve equity by 'closing the attainment gap' and meeting the Scottish Government's ambitions for the delivery of the highest quality of Early Learning and Childcare	Support the delivery of key aspects of How Good is our Early Learning and Childcare	<p>The Early Years Toolkit for self-evaluation has been successfully updated and now includes all 15 How Good Is Our Early Learning and Childcare (HGIOELC) Quality Indicators. The toolkit has now been distributed to all Early Learning and Childcare (ELC) settings.</p> <p>An exemplar ELC Standards and Quality Report had been created. Training has been delivered to all ELC Heads of Establishment and Managers in relation to HGIOELC and Standards and Quality Report Writing.</p>	Green	---	---	---	---	---

## Improve achievement, raise educational attainment and support lifelong learning

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Implement the duties of the Designated Managers / Named Persons with regard to Part 9 of the Children and Young People (Scotland) Act 2014	Take forward the Corporate Parenting Strategy and Action Plan 2016-2018 by ensuring that schools and establishments understand and fulfil the core commitments for Education	Educational establishments have received their Framework for Inclusion and Equality document and can access this information electronically on Glow. Within the Framework document there is information relating to the Corporate Parenting duties and important references. Schools will also receive a reminder of their corporate parenting responsibility and a sample of Additional Support Plans for Looked After Children (LAC) will be completed by June 2018. Guidance will also be issued to schools regarding partnership working with Social Work in relation to reviews for LAC.	Green	---	---	---	---	---
Promote development of the right range of skills, qualifications and achievements to enable all learners to succeed	Percentage of Secondary pupils in S6 achieving 5 or more awards at Level 6	The figure for the percentage of pupils gaining 5 or more awards at Level 6 or better, published in the Local Government Benchmarking Framework, increased to 35% and is the highest level recorded in the last 5 years. This measure is for performance by the end of S6.	Green	31.0%	35.0%	29.0%	31.0%	33.0%
	Percentage of pupils from deprived areas gaining 5 or more awards at Level 5 (SIMD)	The figure for the percentage of pupils gaining 5 or more awards at Level 5 or better (SIMD), published in the Local Government Benchmarking Framework, increased to 43% and is the highest level recorded in the last 5 years. This measure is for performance by the end of S6 and relates to pupils living in the most deprived areas.	Green	32.0%	43.0%	33.0%	31.0%	38.0%
	Percentage of pupils from deprived areas gaining 5 or more awards at Level 6 (SIMD)	The figure for the percentage of pupils gaining 5 or more awards at Level 6 or better (SIMD), published in the Local Government Benchmarking Framework, increased to 19% and is the highest level recorded in the last 5 years. This measure is for performance by the end of S6 and relates to pupils living in the most deprived areas.	Green	13.0%	19.0%	11.1%	11.9%	15.0%



## Improve achievement, raise educational attainment and support lifelong learning

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Provide a range of supports to schools and establishments to implement the changes to national qualifications	Support has been available to schools and is constantly reviewed and refreshed in response to changing school needs. Impact is collated through the gathering of information on the use of data from Insight, the national attainment and achievement analysis tool. There is strong evidence that the professional learning opportunities in National Qualifications has led to increased teacher confidence in delivering these new courses.	Green	---	---	---	---	---
Progress the Scottish Government's commitment to increase nursery hours for three and four year olds and eligible two year olds by August 2020	Continue to engage with children and families to get their views on the roll-out of additional hours for Early Learning and Childcare	Consultation events held with parents, staff and children completed in January 2018.	Green	---	---	---	---	---
	Ensure partner contracts for 600 hours Early Learning and Childcare is revised with a new contract established for one year 600 hours and 1140 hours future delivery	Partner contract reviewed and available for implementation from May 2018.	Green	---	---	---	---	---
	Develop and implement a strategy and action plan to provide appropriate Early Learning and Childcare accommodation/facilities for young children and to support families in allowing parents to work, train or study	With the £1.743m design funding approved by the Scottish Government, detailed design has been carried out on 5 projects. Awaiting final funding settlement which is expected May 2018.	Green	---	---	---	---	---
Implement the Developing Scotland's Young Workforce Strategy, providing, promoting and valuing a	Continue to develop and Implement a range of supports to establishments to take forward Developing Scotland's Young Workforce	The South Lanarkshire Council Developing the Young Workforce (DYW) Delivery Framework continues to work with our partners to deliver the key aspirations of DYW for South Lanarkshire learners.	Green	---	---	---	---	---

## Improve achievement, raise educational attainment and support lifelong learning

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
range of learning, leading to a wide variety of jobs and ensuring all young people have fair access to these opportunities	Continue to build and sustain strategic partnerships with local authorities, establishments, colleges and universities and business partners to widen the offer to young people in the Senior Phase	A successful bid has been awarded by Skills Development Scotland to SLC to enhance Foundation Apprenticeship opportunities for 2018-19. This has involved working with a range of partners to support this provision. SLC will deliver Early Years and Engineering Frameworks as well as using external providers that our young people can access. Applications are being invited from our young people for acceptance onto the programme within the range of frameworks.	Green	---	---	---	---	---
Develop employability skills and sustained, positive school leaver destinations for all young people	Carry out a strategic review of work experience models and implementation of the Standard for Work Experience	The strategic review has been completed with all schools scheduled to move towards the flexible pathway in session 2018/19. Meetings of the School Work Experience Impact Team continue to take place to support schools in implementing the recommendations of Developing the Young Workforce. These meetings will continue to take place during session 2017/18.	Green	---	---	---	---	---
	Provide high quality professional learning activities in partnership with our key stakeholders to support the implementation of Developing Scotland's Young Workforce work streams	A range of high quality professional learning activities are being delivered across the sectors. Further opportunities will be offered throughout the session.	Green	---	---	---	---	---

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
		<p>To date, 1,151 young people are being supported to address inequalities that they face through participation in 64 innovative youth work opportunities.</p> <p>Vulnerable young people continue to participate on H2O+ developing life skills, core skills, and employability skills and have been aided in their move towards positive destinations directly through their participation on the programme.</p> <p>Skills Exchange Scotland (SES) have established the Moving On Project in Lanark for 16 to 18 year olds who require pre-employability support. SES are now also offering a limited targeted outreach programme in the most rural areas in Clydesdale to attempt to localise access to the service and remove the barrier of the lack of transport.</p> <p>South Lanarkshire College has established a base in Lanark to run the Rural Energy Academy providing training and employability opportunities in the energy and utility sector. The project has been operational since Feb 2018.</p> <p>Personal and Social Development youth work programmes with S3 and S4 pupils continue to provide life skills and literacy based around life coaching philosophies – personality management and positive attitudes, the power of the spoken work and positive communication.</p> <p>Young people are experiencing work experience and extended work placements within youth centres.</p> <p>Programmes provide access to dual accredited</p>	Green	---	---	---	---	---

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
		<p>learning awards with young people completing awards such as: Healthy Eating, Managing Social Relationships, Individual Rights &amp; Responsibilities, and Healthy Living.</p> <p>Young people and volunteers have successfully complete the Achievement Generators project in conjunction with Youth Scotland.</p> <p>'The Street 8' has commenced and is actively engaging young people in the newly written scenarios. As with all previous years, young people write and act in these scenarios, supporting their peers understand the negative choices young people may make and the impact of these decisions on themselves and the people around them.</p> <p>All Youth Learning Services staff continue to offer young people support with employability, CV's, job searches, advice &amp; sign posting to partner agencies for issues including benefits &amp; housing advice.</p>	Green			---		
Improve health and wellbeing outcomes for children and families and getting it right for every child	Continue to provide a range of supports to all establishments to embed Health and Wellbeing in the curriculum	Partnership working has supported establishments to embed Health and Wellbeing (HWB) in the curriculum with NHS colleagues supporting the alignment of Relationship, Sexual Health and Parenthood benchmarks with current resources. Feedback from the Realigning Children's Services programme has enabled establishments to obtain current data showing trends and statistics on various aspects of HWB from children and parents within their learning communities. This is being used to set targets and support plans for improvement in this area.	Green	---	---	---	---	---

**Improve achievement, raise educational attainment and support lifelong learning**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver programmes to support literacy and numeracy	Number of parents who report feeling more confident to support their child's literacy	An additional 203 adults took part in family learning programmes that supported their child's literacy and numeracy and reported they are better able to support their child's / family member's learning in literacy and numeracy.  354 adults have participated to date.	Green	-----	354	0	0	0

**Ensure schools and other places of learning are inspirational**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Progress the council's Schools Modernisation Programme	Continue to progress the building of new schools/establishments during 2017-18 to achieve the target of 129 primary schools	Tinto PS and Crawford PS opening in May 2018 before the end of school session 2017/18.	Green	4	2	104	114	120
Support learning and raise attainment through the use of digital technologies and the ICT infrastructure	Continue to support schools to implement national and local digital learning strategies in order to embed the use of digital technologies and lead to increased attainment	ICT coordinators meetings, led by the Digital Support Officer for primary establishments, have provided positive feedback. In addition several establishments have been supported with embedding their digital learning strategies. Very positive feedback was received from the information event held to support Head Teachers with their school ICT refresh and to support strategic planning.	Green	---	---	---	---	---
	Ensure that the NGLS2 contract with RM maximises performance and availability of ICT across all establishments	Contract performance continues to be high and all SLAs have been achieved over this year. Benchmarking has also confirmed that pricing remains highly competitive and advantageous.	Green	---	---	---	---	---
	Ensure that the ICT infrastructure is fit for purpose and supports the evolving needs of learners and practitioners	Primary, ASN and nursery refresh 2.1 ongoing, and will deliver over 3000 devices, upgrading to Windows 10 and Office 2016. Mobile Device Management (MDM)for ipads continues to grow with nearly 2000 devices enrolled.	Green	---	---	---	---	---
	Support the evolution of ICT use to enable it to become an increasingly transformational element of learning and teaching	Provision to schools continues to evolve to meet changing needs with Chromebooks still a popular and flexible choice in all sectors. Schools also continue to invest in technology, increasing mobile and one to one use of devices, and use of online resources.	Green	---	---	---	---	---

**Ensure schools and other places of learning are inspirational**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
Deliver high quality continuous professional learning to support all staff in achieving excellent learning and teaching and service delivery	Continue to deliver a high quality programme of professional learning opportunities across a range of themes e.g. Learning and Teaching and the Curriculum	The Curriculum and Quality Improvement Service (CQIS) continues to deliver a high quality programme of professional learning opportunities across a range of different themes, for example: Leadership, Curriculum and Learning and Teaching. The service has also been responsive to the needs of establishments, taking cognisance of the most recent CQIS audit.	Green	---	---	---	---	---
Equip staff to deliver high quality learning and teaching, inspire learners, improve attainment and celebrate success	Continue to provide a range of supports to all establishments to promote the delivery of high quality learning experiences for all learners	The SLC Learning and Teaching group continue to develop materials to support and promote highly effective practice in this area. Additional materials will be available for schools to access through glow next term.	Green	---	---	---	---	---

**Ensure schools and other places of learning are inspirational**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Progress leadership development at all levels, within schools and all learning establishments	Continue to develop leadership at all levels from Newly Qualified Teachers (NQTs) to serving Head Teachers, through our Leadership Framework	<p>South Lanarkshire Council (SLC) provides a wide range of opportunities for all staff to participate in leadership opportunities at an appropriate level.</p> <p>All Newly Qualified Teachers (NQTs) are deployed and appropriate training in place. Each NQT undertakes a professional enquiry between February and May. The format of this was devised by group of Head Teachers and Depute Head Teachers in association with the Curriculum and Quality Improvement Service.</p> <p>All NQTs have submitted an 'Interim 1' profile to the General Teaching Council for Scotland and these contain professional learning plans for January to June. NQT's who required an 'Interim 2' profile have submitted this. Acting Depute Head Teacher and Head Teacher oportunities made available to primary staff and successful staff identified and deployed where appropriate.</p> <p>SLC facilitates the participation of school leaders in Scottish College for Educational Leadership programmes.</p> <p>Expressions of interest sought from staff for Master Levels Opportunities through the West Partnership Programme.</p> <p>SLC provides support for staff undertaking postgraduate leadership qualifications.</p>	Green	---	---	---	---	---



**Ensure schools and other places of learning are inspirational**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
	Provide professional learning programme for Early Learning and Childcare Managers to enhance the quality of provision being delivered to all young children	Through Head Teacher's meetings, support visits, our Early Years Conference and partner meetings managers have received relevant information and training. Professional learning trios are supporting Head's of Early Years Establishments operating independently from primary schools. We have worked with University West of Scotland to secure 90 places for Masters modules for all registered managers. this rolling programme will begin in August 2018. All managers have received training on the new transition materials and Standards and Quality Report writing.	Green	---	---	---	---	---
Project Management of Schools Projects and General Services Projects	General Services Programme - Target spend achieved	Information not available until end May 2018	Report Later	---	---	---	---	---

**Encourage participation in physical and cultural activities**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16

## Encourage participation in physical and cultural activities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Provide new or refurbished community facilities	Progress development of community facilities, including: completion of new build primary school community wing and synthetic pitch at Newton by summer 2017, site start on new community facilities within new build Primary School at Elsrickle by spring 2018; replacement of Ballgreen Hall and Library with new integrated facility within St Patrick's Primary School completed by spring 2018; and upgrade of three synthetic pitches progressed by March 2018	<p>Project to develop joint school and community facility to replace St Patrick's Primary School, Ballgreen Hall and Library commenced on site in November 2016. Progressing in line with project timescales for completion spring 2018.</p> <p>Design for the new school and community facilities in Elsrickle is underway.</p> <p>Newton Farm Primary School and community wing/synthetic pitch construction was completed in summer 2017. The community facility and 3G pitch is now open.</p> <p>Funding applications have been submitted to REF and sportscotland to upgrade Lanark Racecourse from sand based to 3G, work will commence on site in summer 2018 when all external funding confirmed. Design work has also commenced to replace Ballerup 3G, work to be carried out during summer 2018. Grass pitches currently being assessed to identify upgrade programme during the summer months.</p> <p>Hamilton Palace Grounds 3G pitch replacement will be programmed for next financial year.</p>	Green	---	---	---	---	---
Maximise the number of attendances at leisure facilities	Achieve 3 million attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture	The number of attendances managed by the Sport and Physical Activity section for 2017-18 was 1.8% (35,083) below the annual target of 3 million. This can be attributed to facility closures during severe weather, as well as a reduction in hall hire bookings, and fitness and casual bookings.	Amber	3.000m	2.965m	3.336m	3.156m	2.992m
Maximise the number of attendances at cultural activities	Achieve 3.4 million attendances at facilities managed by Cultural Services and the Libraries and Museum Services	Attendances at facilities managed by Cultural Services and Libraries and Museum services exceeded the target by 19,108 leading to an annual attendance figure of 3,419,055.	Green	3.400m	3.419m	0.000m	0.000m	0.000m

### Encourage participation in physical and cultural activities

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Deliver activity programmes which will support equitable access for all, including older people and under 16s groups	Achieve 870,000 under 16 reduced rates attendances at South Lanarkshire Leisure and Culture facilities by March 2018 (includes halls, school lets, outdoor and indoor leisure)	The number of Under 16 reduced rate attendances show an overall annual increase of 1% (11,965), fractionally exceeding the annual target of 870,000.	Green	870,000	881,965	980,379	919,569	876,690
	Achieve 430,000 over 60's attendances by residents using South Lanarkshire leisure facilities	The number of over 60's attendances in 2017-18 exceeded the annual target of 430,000 by 8.3% (35,870) to 465,870.	Green	430,000	465,870	397,000	418,734	433,099
	Outdoor Access Strategy developed and approved by Committee by December 2017, with implementation thereafter	There has been slippage with the Outdoor Access Strategy, due to other priorities for the Outdoor Access Officers. Preliminary work and Strategic Environmental Assessment Screening completed. Completion of the Strategy rescheduled for December 2018.	Amber	---	---	---	---	---

### Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Deliver a core Finance function that meets the requirements of the council and external stakeholders	Other Council Tax targets: - in year (incl water) 95.3%	A Council Tax collection rate of 95.7% was achieved, ahead of target by 0.4% and exceeding comparable performance in 2016/2017 by 0.2%.	Green	95.3%	95.7%	0.0%	0.0%	95.5%
	Other Council Tax targets: - in year (excl water) 95.8%	Council Tax performance is now reported nationally on a line by line basis, which adjusts for the impact of Scottish Water billing and collection. For information, the equivalent level of Council Tax collection for 2017/2018 when Scottish Water debts are removed is 96.2%, an increase of 0.2% against 2016/2017.	Green	95.8%	96.2%	95.8%	0.0%	96.0%
	Creditors are paid correctly and on time in accordance with standing orders and contractual terms: Percentage of invoices sampled that were paid within 30 days - target 85%	95% of invoices received were paid within 30 days. This is primarily due to improved efficiencies and work practices within the team.	Green	85.0%	95.0%	94.0%	95.8%	94.5%
	Participate in financial monitoring and stewardship of Glasgow City Region City Deal Project	The financial monitoring of the Glasgow City Region City Deal is ongoing throughout the year and is not dependent on any milestones.	Green	---	---	---	---	---

## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Prepare Annual Report and Accounts	Accounts for the council and all related/ supported bodies including the Integrated Health and Social Care Joint Board, Valuation Board and related charities completed by 30 June and receipt of clear audit certificate by 30 September	The Accounts for the Council and all related/supported bodies were complete by 30 June 2017. The audit of the Accounts was complete by end September and all bodies received a clean audit certificate.	Green	---	---	---	---	---
Ensure council commitment to maintaining teacher numbers and pupil teacher ratio for September 2017 census	Maintain teacher numbers at the annual census in order to meet council commitment and maintain funding streams	Teacher numbers and pupil teacher ratio maintained for Census 2017 ensuring no risk to government grant.	Green	---	---	---	---	---
Provision of financial services support including year end accounts and revenue monitoring to external organisations	Complete successful year end process for external organisations and provision of financial services to partner organisations including monthly, quarterly and year end management and financial statements	The year-end process for external/related organisations was complete by end June 2017. The provision of financial services to these partner organisations is ongoing throughout the year and is not dependent on any milestones.	Green	---	---	---	---	---
Deliver the objectives of the Council Plan Connect	Deliver annual Resource Plan and review suite of measures for coverage and relevance (council-wide)	All Resource Plans for 2017-18 were produced on a consistent basis, in line with the corporate guidance. Following committee approval, all are available on the council's website.  Work is well underway on the 2018-19 Plans which are scheduled for committee approval after the summer recess.	Green	---	---	---	---	---
Communicate our vision, values and policies	Continue to promote key strategic plans and strategies	A review of the Council Plan, Connect, was concluded in 2017, with the draft document being presented to the Executive Committee on 8 March 2017.  Consultation continued over the summer and the final plan was approved by the council on 6 December 2017.  The new Plan will continue to be promoted widely internally and with the public and other stakeholders.	Green	---	---	---	---	---

## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Ensure that high standards of governance are being exercised	Deliver annual risk management work plan including review of risk registers	<p>5 out of 6 actions completed on time.</p> <p>1) Actuarial review of insurance fund - work completed, with additional work looking at pre-fund risks also completed. Outcome to be reported to CMT May 2018.</p> <p>2) Insurance hotspots - Action plans agreed, progress to be reported to CMT as part of Annual Insured Risks Report</p> <p>3) Occupational road risk - ongoing. Report to CMT May 2018 seeking approval. Proposed roll out September 2018</p> <p>4) Top risk registers and Resource risk registers updated and reported to CMT; Exec Committee; and Resource Committees</p> <p>5) Actions resulting from the Engineering Audit have been completed</p> <p>6) Lessons learned - now a standing agenda item at risk sponsors meeting</p>	Green	80.0%	83.0%	0.0%	0.0%	100.0%
	80% of risk control actions completed by due date (council-wide)	Two actions due for completion by 31/3/18 have been completed	Green	80.0%	100.0%	100.0%	100.0%	100.0%
Promote high standards of Information Governance	Information governance self assessment audit checklist to be completed annually and all relevant actions to be implemented (council-wide)	All Resources are finalising their 2017-18 Annual Checklist returns.	Green	---	---	---	---	---
Provide assurance that Internal Audit delivers an independent and objective opinion to the council	Evidence compliance with Public Service Internal Audit Standards (PSIAS) through completion of an external assessment of audit practices against this Standard	Review concluded in Q4 2017/18. Final report issued January 2018 and presented to RASF March 2018. The external reviewer supported the Audit and Compliance Manager's assertion that the South Lanarkshire Council Internal Audit function generally conforms to PSIAS.	Green	---	---	---	---	---

## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Deliver an effective internal audit service	Prepare a Statement of Assurance by 30 May	2016/17 assurance statement was prepared by 30 May 2017. Statement has been presented to CMT (29 June 2017), RASF (20 September 2017) and Executive Committee (27 September 2017).	Green	---	---	---	---	---
	90% of audit actions completed by due date (council-wide)	85 actions due, 84 complete (99%); 83% complete on time (98%).  [99% of internal audit actions delivered, 97% of which were delivered on time as at the end of March 2018. 8 external audit actions due and completed on time (100%)].	Green	90.0%	98.0%	89.0%	91.0%	92.0%
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA (Note: results should be considered in the context of the number of requests received)	90% of Freedom of Information (FOISA) requests to be processed within the 20 working day period (council-wide)	During the period, 1 April to 31 December 2017, the council received 974 requests for information under FOISA with 938 requests being answered within the statutory time period.	Green	90.0%	96.3%	0.0%	92.1%	96.8%
Provide support to elected members	Deliver an ongoing learning and development programme for elected members throughout the year	A number of induction/awareness sessions have been held as part of the Members' Learning and Development Programme. Members have also been offered the opportunity to attend Improvement Service masterclasses and conferences, approved through the Conference Allocation process. All members have access to Learn on Line so that they can undertake training at a time/place suitable to them.	Green	---	---	---	---	---

## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Provide ongoing IT support to elected members, particularly in relation to the roll out of the tablet devices	There were 86 faults logged and dealt with on behalf of elected members from 20 December 2017 to 13 April 2018. These faults included issues with Dell Venue 11 Pro Tablets, no WI-FI connection, emails not being received via Smartphone and requests for the roaming facility to be activated if an elected member is going abroad.	Green	---	---	---	---	---
Support the democratic functions of the council	Manage election and referendum processes as required and in accordance with the requirements of the Electoral Commission	No scheduled events but preparations are being put in place for any snap events.	Green	---	---	---	---	---
Ensure that the council meets its obligations under Health and Safety legislation	Number of accidents per 1,000 employees (council-wide)	Q1 was 16.97 Q2 was 11.56 Q3 was 19.71  Q4 = 17.18  A decrease on the previous quarter and a decrease on 2016/17 rate of 20.22.	Green	-----	-----	59.0	44.9	46.1
Raise awareness of equality obligations throughout the council	Use equalities monitoring information to identify areas where employee diversity could be targeted to reflect community make-up	Employee equalities information is included in the annual reports that are taken to the Equalities forum. The mainstreaming equalities progress report contain the employee make-up and is available on the on the Council website.	Green	---	---	---	---	---
Develop and implement council wide equality performance measures and publish results in accordance with Public Sector Equalities Duties (PSED)	Use equality data and equality impact assessments to ensure services are meeting the needs of all parts of the community. Where appropriate implement a programme of communication and events to raise awareness of the council's obligations and progress under PSED and publish on the intranet and website	The programme of awareness raising is continuing. During the period this has included the delivery of disability awareness training for taxi drivers and diversity awareness for modern apprentices.  The PSED is currently being reviewed by the EHRC for the Scottish Government, this may result in changes to the Duty, however this will not be known until the review is complete and the findings published.	Green	---	---	---	---	---



## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Provide annual report to Equal Opportunities Forum on uptake of service, based on the agreed equality outcomes (council-wide)	During this quarter Education Resources reported their annual equalities activity to Equal Opportunities Forum. The report was supplemented with a presentation from pupil representatives from Sanderson High School who outlined the work their school is doing to support pupils with additional support requirements. Finance & Corporate resources are due to report in May 2018.	Green	---	---	---	---	---
	The % of the highest paid 5% employees who are women		Green	-----	45.9%	48.0%	47.9%	46.7%
	The gender pay gap between average hourly rate of pay for male and female council employees	The figure for period ending March 2017 is 5.93%.  The next time we are required to report the gender pay gap figures to meet the Public Sector Equality Duties will be April 2019. This is reported in our equalities mainstreaming report.	Report Later	-----	-----	0.0%	6.8%	5.9%
Prepare and implement appropriate financial strategies taking account of economic conditions and local government settlements	Complete the update of 2018-19 financial strategy by summer 2017	The update of the 2018-19 Financial Strategy was presented to Executive Committee on 26 June 2017.	Green	---	---	---	---	---
	Manage the implementation of Welfare Reform throughout the council, including leading the council's Welfare Reform Monitoring Group	The council's Welfare Reform Monitoring Group continue to manage the implementation and impact of Welfare Reform across the council. Full Service Universal Credit rollout in South Lanarkshire commenced in October 2017 for new claimants.	Green	---	---	---	---	---
Communicate our vision, values and policies	IT Services will, in consultation with the council's ICT Programme Board, regularly report progress on the council's Corporate Management Team (CMT) Themes in respect of IT priorities	Update provided to CMT in March for fourth quarter.	Green	---	---	---	---	---
Implement effective Best Value management arrangements to ensure continuous	Engage in self evaluation activity and take forward any improvement actions (council-wide)	Officers have progressed the 2017-18 programme and a progress report will be presented to CMT in June 2018. In addition, work to prepare a self-assessment programme for 2018-19 will commence soon.	Green	---	---	---	---	---

**Delivering the Plan and achieving Best Value**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
improvement and efficient and effective service delivery	Ensure that the planned scrutiny activity arising from the Local Scrutiny Plan based on the shared risk assessment process is addressed	The Local Scrutiny Plan (LSP) for 2017-18 did not identify any risk-based scrutiny for the council therefore no specific actions were required as a result.  The LSP has been reported to Corporate Management Team (14 September 2017) and the Performance and Review Scrutiny Forum (31 October 2017).	Green	---	---	---	---	---
	Use the results of benchmarking activity (including Local Government Benchmarking Framework) to inform and improve service delivery (council-wide)	The latest LGBF (2016-17) final results will be published by the Improvement Service the week beginning 9 April 2018. Further analysis on these final results including improvement actions will be presented to CMT early in the new financial year.	Green	---	---	---	---	---

## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----		----- Last 3 Years -----			
			Status	Target	To Date	2014/15	2015/16	2016/17
Lead on compliance with the national complaints handling procedures as determined by the Scottish Public Services Ombudsman (SPSO)	Maintain awareness of the process and learning from complaints through quarterly and annually reporting	<p>The council complaints report for Q4 is scheduled to be submitted to the CMT on the 28 June.</p> <p>The report shows there was a 6% decrease in the number of complaints received this quarter compared to the previous year and a 33% decrease when compared to 2015/16.</p> <p>31% of the complaints closed this quarter were upheld and 68% were not upheld. This represents a variance of 9% when compared to the same quarter of the previous financial year 2016/17, where 40% of complaints were upheld and 60% were not upheld:</p> <p>1. Category - Citizen expectation not met – Error in service delivery - 28%            2. Category - Quality of service delivery 17%            3. Category - Employee Behaviour - 18%</p> <p>Note: figures shown are a % of the total number of upheld complaints received.</p> <p>E-learning resources are available on the SPSO website and are free to access. Developed for frontline staff, each course consists of several modules to support staff in dealing with complaints.</p>	Green	---	---	---	---	---
Deliver the reporting framework for the new Council Plan through IMPROVe	Deliver Quarter 2 and Quarter 4 Connect progress reports to Corporate Management Team (CMT) and Executive Committee via IMPROVe	The Connect Q2 progress report 2017-18 was presented to the Corporate Management Team on 2 November and to the Executive Committee on 8 November 2017. The Q4 report will be presented to CMT on 31 May 2018 and to Executive Committee on 27 June 2018.	Green	---	---	---	---	---

## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
Review the council's approach to Performance Management on an ongoing basis	Continue to appraise the council's approach to Public Performance Reporting (PPR) taking account of Audit Scotland's Direction	Our Annual Performance Report 2016-17 was approved by Executive Committee in December 2017 and is available on the council's website. The supplementary Public Performance Reports were updated and uploaded onto the website by the statutory deadline of 31 March 2018.	Green	---	---	---	---	---
Implement Efficient Government Policy and Action Plan	Prepare an annual Efficient Government Statement by due date showing levels of efficiencies achieved	The Annual Efficiency Statement is complete and was submitted to COSLA in line with timescales set. It was presented to Executive Committee on 30 August 2017.	Green	---	---	---	---	---
Ensure our commitment to employees through the development and implementation of personnel policies and employee learning and development (L&D) opportunities	Co-ordinate and monitor the delivery of core L&D activities identified via the Resource Health and Safety Matrices	End of year compliance reports on current finalised matrices produced.  Work on-going to produce final matrices for low risk areas.	Green	---	---	---	---	---
	The council's labour turnover rate will be contained at 5% or less (council-wide)	At the end of Quarter 4, the Council's labour turnover rate is 4.8%	Green	5.0%	4.8%	3.0%	3.8%	3.0%
	Sickness absence days per teacher	The number of working days lost for FTE Teachers has reduced by 0.51, compared with last year.  We have introduced a number of supports for managers which includes regular meetings to discuss and support long term absence cases, localised training sessions, and also conducted a review of short term absences.  The latest Local Government Benchmarking Framework results for the current year are due to be published in January 2019.	Report Later	-----	6.0	6.9	6.5	6.5

## Delivering the Plan and achieving Best Value

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2014/15	2015/16	2016/17
	Sickness absence days per employee (non teacher)	The number of working days lost for FTE employees has decreased by 0.14.  We have introduced a number of supports for managers which includes regular meetings to discuss and support long term absence cases, localised training sessions, and also conducted a review of short term absences.  The latest Local Government Benchmarking Framework results for the current year are due to be published in January 2019.	Report Later	-----	11.5	11.1	10.3	11.6
	100% coverage of PAs of employees in scope (council-wide)	The target for each Resource is 100%, however, PDRs are not completed for those employees who are long term sick or on maternity leave and these will be caught as soon as reasonably practical on their return. New functionality for recording PDRs within People Connect has been rolled out Council wide to simplify the reporting procedure.	Amber	100.0%	90.5%	87.0%	95.5%	87.6%
	Continued accreditation of Investors in People	Outcome of Accreditation Review released in March 2018. Council continues to meet IIP standard and has achieved higher rating of silver status. Findings to be presented to CMT at date to be confirmed.	Green	---	---	---	---	---
Implement the council workforce strategy toolkit and continue the cyclical reporting framework	Complete review of workforce plan and develop actions to respond to workforce changes and meet future needs (council-wide)	Completed and actions are being taken in line with the workforce planning review cycle	Green	---	---	---	---	---
Implement an effective programme of Modern Apprenticeships	All council apprentices will achieve certification to at least SVQ level 2 (target 100%)	In last 12 months all MAs who completed achieved their SVQ of which 93% achieved at level 3 certification.	Green	100.0%	100.0%	0.0%	0.0%	0.0%

**Delivering the Plan and achieving Best Value**

Action	Measures(non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2014/15	2015/16	2016/17
Maximise the use of performance information to enhance a more efficient service delivery model to evidence achieving the best possible outcomes for service users and carers	As at 31 March each year % of Care Inspectorate requirements with a due date within the reporting year have been completed within timescale	There has been a total of 21 inspections for 17/18 across all of our registered services. A total of 21 requirements are reflected across the range of services with improvement action plans addressing these requirements. In this quarter there was one inspection and no requirements. For the requirements generated from these inspections, 97% have been completed within timescale. There was one outstanding requirement but this is now complete.	Green	100.0%	97.0%	100.0%	100.0%	93.0%