

Community and Enterprise Resources

improve

Resource Plan

Performance Report 2019-20
Quarter 4 : April 2019 - March 2020

(This represents the cumulative position to March 2020)

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.

Council Plan objective

Resource Plan objective

Resource Plan action & associated measures.

Progress update against measure.

Measure Status – are we on course to achieve?
The “traffic light” codes are:

Green

Achieved, or due to achieve with no issues

Amber

There may be problems or minor slippage

Red

Not on course, major slippage anticipated

Measures which are to be reported later or which are “for information only” are not colour coded

Develop a sustainable Council and communities

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

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

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

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



improve

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

Council Objective / Theme	Green	Amber	Red	Report later / Contextual	Total
<i>Improve services for older people</i>					
<i>Protect vulnerable children, young people and adults</i>					
Deliver better health and social care outcomes for all				4	4
Improve the availability, quality, and access of housing	1				1
Improve the road network, influence improvements in public transport and encourage active travel	11	5		1	17
Work with communities and partners to promote high quality, thriving and sustainable communities	37	3	2	15	57
Support the local economy by providing the right conditions for inclusive growth	9			4	13
<i>Support our communities by tackling disadvantage and deprivation and supporting aspiration</i>					
<i>Improve achievement, raise educational attainment and support lifelong learning</i>					
<i>Ensure schools and other places of learning are inspirational</i>					
Encourage participation in physical and cultural activities	9	3	3	6	21
Delivering the plan and achieving best value	6		3	2	11
Total	73	11	8	32	124

Deliver better health and social care outcomes for all**Provide opportunities for all school children to access nutritious school meals**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Continue to provide nutritious school meals to South Lanarkshire Council pupils	Level of primary school meal uptake (as proportion of total primary school meals which could be taken up over the period)	This data will provide a baseline for 2020-21	Contextual	-----	59.28%	-----	-----	-----
	Level of secondary school meal uptake (as proportion of total secondary school meals which could be taken up over the period)	This data will provide a baseline for 2020-21	Contextual	-----	47.33%	-----	-----	-----
	Number of breakfasts served in primary schools as part of new Breakfast Club Initiative	There was a reduced number of trading days during quarter four due to the schools closing on 20 March as a result of Covid-19. This is the first year of this initiative and no target has been set as yet.	Contextual	-----	492,000	-----	-----	-----
	Number of lunches served in nursery schools as part of new Scottish Government Early Years Initiative	During Quarter Four 85,219 lunches were provided. Nursery meal provision stopped on 20th March due to Covid-19. A reduced emergency hub uptake is included in the figure from week commencing 16th March	Contextual	-----	288,486	-----	-----	-----

Improve the availability, quality, and access of housing**Ensure an adequate supply of housing land is maintained**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Monitor Local Development Plan policies for supply of housing land	A minimum five year supply of housing land is maintained	Annual housing land monitoring was carried out in quarter one 2019/20. Analysis of the data was completed in October 2019 which shows that a five year housing land supply is being maintained. The 2020 monitoring is programmed to be carried out in quarter one of 2020-21 and assessment undertaken thereafter.	Green	---	---	---	---	---

Improve the road network, influence improvements in public transport and encourage active travel**Implement the Roads Investment Programme**

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Continue to undertake road and footway improvements	Percentage of the road network resurfaced within the financial year 2019-20	During quarter four, some progress was made which has allowed the Service to resurface 0.15% of the road network. However, given severe weather during February and the implications of Covid-19, we were unable to complete our overall programme meaning we just fell short of our annual target of 3.5%	Amber	3.5%	3.4%	4.8%	4.7%	3.7%
	Number of carriageway schemes completed during 2019-20	During quarter four, good progress continued to be made which has allowed the Service to complete 24 carriageway resurfacing schemes. This included schemes that were added due to additional funding being available. As a result, we have now exceeded our annual target.	Green	135	163	215	178	186

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

Implement the Roads Investment Programme

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Number of footway schemes completed during 2019-20	During quarter four, steady progress has been made which has allowed the Service to complete three footway resurfacing schemes. As a result, we have now exceeded our target for the year.	Green	12	14	56	12	25

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

Implement the Roads Investment Programme

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of A class roads that should be considered for maintenance treatment	<p>Emerging Road Condition Index (RCI) results from the SCOTS (Society of Chief Officers of Transportation in Scotland) survey for the period covering 2018 to 2020 indicate that 23.2% of our A class roads should be considered for treatment, compared to our current target of 22.9% which was based on previously available results. These figures will be reviewed and form basis of LGBF Report later in 2020.</p> <p>While there has been a marginal regression in the condition of A Class roads in South Lanarkshire, their condition is 7.4% better than the Scottish average of 30.6%. This is primarily due to more investment being directed towards unclassified roads, which are often now in the poorest condition, with much of the A class network having been treated in earlier years of the Investment Plan.</p>	Green	22.90%	23.20%	22.98%	22.89%	23.30%

Improve the road network, influence improvements in public transport and encourage active travel**Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of B class roads that should be considered for maintenance treatment	<p>Emerging Road Condition Index (RCI) results from the SCOTS (Society of Chief Officers of Transportation in Scotland) survey for the period covering 2018 to 2020 indicate that 25.3% of our B class roads should be considered for treatment, compared to our current target of 24.5% which was based on previously available results. These figures will be reviewed and form basis of LGBF Report later in 2020.</p> <p>There has been marginal regression in the road condition of B class roads in South Lanarkshire, but their condition remains a substantial 9.7% better than the Scottish average of 35%. Again, the modest regression noted is due to many B class roads having been improved in recent years, and investment increasingly shifting towards more minor roads, which are in the worst condition hence priority of treatment.</p>	Green	24.50%	25.30%	24.10%	24.47%	25.00%

Improve the road network, influence improvements in public transport and encourage active travel**Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of C class roads that should be considered for maintenance treatment	<p>Emerging Road Condition Index (RCI) results from the SCOTS (Society of Chief Officers of Transportation in Scotland) survey for the period covering 2018 to 2020 indicate that 37.70% of our C class roads should be considered for treatment, compared to our current target of 36.2% which was based on previously available results. These figures will be reviewed and form basis of LGBF Report later in 2020.</p> <p>The council's investment approach has shifted towards more minor roads in recent years. The 37.7% is an increase from the 2018/19 figure and is higher than the Scottish Average of 35.1%</p>	Amber	36.20%	37.70%	37.92%	37.10%	36.70%

Improve the road network, influence improvements in public transport and encourage active travel**Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of U class roads that should be considered for maintenance treatment	<p>Emerging Road Condition Index (RCI) results from the SCOTS (Society of Chief Officers of Scotland) survey for the period covering 2018 to 2020 indicate that 30.30% of our unclassified class roads should be considered for treatment, compared to our current target of 33.40% which was based on previously available results. These figures will be reviewed and form basis of LGBF Report later in 2020.</p> <p>With unclassified roads making up a sizeable proportion of the road network in South Lanarkshire, it is reassuring to note a further 3.1% improvement in their condition since the previous year, as well as being 7.5% better than the Scottish average. This improvement reflects increasing investment being directed towards more minor roads. Once again, this trend is expected to continue, provided investment can be sustained going forward.</p>	Green	33.40%	30.30%	35.49%	33.36%	32.30%

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

Implement the Roads Investment Programme

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of our road network that should be considered for maintenance	Emerging Society of Chief Officers of Transportation in Scotland (SCOTS) Road Condition Index (RCI) survey results for the period covering 2018 to 2020 indicate that 30.3% of our road network should be considered for treatment, compared to our current target of 31.2% which was based on previously available results. The Scottish average is 35.0%. This continues a trend of year on year improvement since the commencement of the Roads Investment Plan	Green	31.2%	30.3%	33.1%	31.8%	31.2%

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

Implement the Roads Investment Programme

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Cost of maintenance (expenditure) per kilometre of road	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. The 2018/19 spend per kilometre of road is £14,910 which is slightly up on the 2017/18 figure and target of £14,293.</p> <p>It should be noted that these figures appear to include significant investment in other improvement projects (e.g. City Deal) and may not accurately present the true investment figures in relation to our road network.</p> <p>The figures remains higher than the Scottish average, reflecting the council's continuing decision to invest in the road network to address poor road conditions.</p>	Report Later	£14,293	-----	£18,283	£14,293	£14,910

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

Implement the Roads Investment Programme

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Continue to undertake safety checks on bridges and implement a prioritised maintenance programme	Bridge improvement and maintainance projects delivered in line with agreed capital programme by March 2020	<p>Replacement of C29 Clyde Bridge by Pettinain and Ponfeigh Bailey Bridge by Douglas Water – Systra Ltd commissions for design of replacement structures are ongoing. Design activity complete on both projects. Design checks and document reviews ongoing. Land acquisition negotiations with affected landowners ongoing. Acquisition complete for land requirement to north at Ponfeigh and approaching conclusion for land to south. Preparation of Compulsory Purchase Order (CPO) documents for outstanding land at both projects ongoing.</p> <p>Strengthening of retaining wall at Mousemill Road, Kirkfieldbank. Review of Options Appraisal prepared by Systra Ltd complete and design of optimum solution ongoing for delivery in quarter one of 2020-21.</p> <p>Containment upgrades at two locations complete.</p> <p>Repair and refurbishment of Tower Bridge by Rigside completed.</p> <p>Design work in-house for strengthening of Hapton Crag (Powmillion) Bridge complete.</p> <p>Assessment of three Network Rail Bridges under Bridgeguard three joint venture – commission awarded to Professional Services Framework supplier Systra Ltd following tender exercise in quarter one. Assessment work at two structures complete. Inspection for assessment at third structure aborted due to inclement weather. Inspection/assessment to be completed in 2020/21.</p> <p>Design of repair/strengthening arrangement for A706 Cleghorn Bridge – commission awarded to Professional Services Framework supplier Systra</p>	Green	---	---	---	---	---

Improve the road network, influence improvements in public transport and encourage active travel**Implement the Roads Investment Programme**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
		Ltd following tender exercise in quarter two. Design activity ongoing and due for completion in quarter one of 2020/21.						
Deliver prioritised traffic signal and pedestrian crossing maintenance improvements and new installations	Traffic signal and pedestrian crossing related improvements delivered in line with agreed 2019-20 capital and revenue programme	Traffic signal upgrade works are complete at Glasgow Road / Joanna Street, Blantyre, High Blantyre Road / Burnbank Road / Glasgow Road in Hamilton and Main Street / Station Road in Uddingston.	Green	---	---	---	---	---
Deliver a winter maintenance service	Winter policy procedures and documents, including gritting routes, implemented and reviewed as necessary	Winter policy and procedure documents were updated and issued in October 2019. Gritting routes were reviewed as necessary throughout the winter period.	Green	---	---	---	---	---

Improve the road network, influence improvements in public transport and encourage active travel**Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Deliver road and transportation infrastructure improvements to support new development, including those undertaken as part of the City Deal	Prioritised road infrastructure delivered by March 2020 in line with available external and internal capital funding	<p>In order to reduce congestion two projects were taken forward.</p> <p>A traffic signal control system called SCOOT, which will involve in the upgrade/replacement of traffic signal equipment, was to be implemented on the Glasgow Road corridor in Cambuslang / Rutherglen. These works are delayed due to unforeseen circumstances involving utility apparatus that requires to be relocated and will be completed in the new financial year. To maximise expenditure traffic signal equipment has been purchased for future projects.</p> <p>A traffic modelling exercise was commissioned for Lanark. Traffic counts were completed in September and provided data for a new traffic model for the town. This involved the consideration of the Lanark Gyratory scheme identified in the Local Transport Strategy as well as other potential options. Modelling works are complete and a draft report is being reviewed.</p>	Amber	---	---	---	---	---

Improve the road network, influence improvements in public transport and encourage active travel**Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Progress / deliver Greenhills Road major transport infrastructure project	<p>Main line works on Greenhills Road and Strathaven Road are progressing well. Further delay in completion has been agreed with contractor. This is due to issues with Scottish Water's diversionary works at Strathaven Road delaying the retaining wall installation and consequently the completion of the project.</p> <p>Budget profile and scope of works have been altered to account for the change in costs due to the extension and additional works.</p> <p>Following guidance from National and Scottish Governments, the works have been suspended as of the 26 March 2020 due to Covid-19 emergency. This will incur additional time and cost and these are being reviewed</p>	Green	---	---	---	---	---

Improve the road network, influence improvements in public transport and encourage active travel**Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Progress Stewartfield Way major transport infrastructure project	The project is now going through further development taking into account : review of project costs, Green Book compliance, National Transport Strategy, consideration of community consultation and emerging climate emergency issues. A revised programme was presented / considered by the Council's Executive Committee and we are now working to this following approval by the Chief Executive under delegated powers in discussion with leaders of all political groups. The developed project and timelines will lead to accelerated spend from that previously presented.	Green	---	---	---	---	---

Improve the road network, influence improvements in public transport and encourage active travel**Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Encourage greater use of public transport by working with partners to improve public transport infrastructure	Prioritised improvements to bus and rail infrastructure delivered by March 2020 in line with agreed Park and Ride Strategy and available external funding	<p>Planning consent was granted to allow the extension of the Park and Ride facilities at Carstairs Junction. Works are almost complete but have been suspended due to the ongoing Covid-19 situation.</p> <p>Third party land negotiations are complete to secure land for new Park and Ride facilities in Lanark however, due to the ongoing Covid-19 situation the process has not been able to be concluded as the Land Registry is closed.</p> <p>Negotiations were completed with the land purchased by the Council for a new Park and Ride in Cambuslang.</p> <p>Discussions with Strathclyde Partnership for Transport (SPT) have identified the upgrading of bus stop and shelter infrastructure on the Fernhill Road / Mill Street as well as the Burnside Road / Stonelaw Road corridors in Rutherglen. Works were issued and subsequently completed on the Fernhill and Mill Street corridor. In addition, the expansion of Real Time bus information has been completed at 4 locations.</p>	Amber	---	---	---	---	---

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Encourage active travel by extending our network of cycle routes	Walking and cycling projects / schemes delivered in line with agreed 2019-20 capital programme	<p>The Active Travel Study in the Cambuslang and Rutherglen area is complete. A consultant has been appointed to undertake studies for Carluke and Law area, Lanark and Hamilton. These are ongoing however, the Covid-19 situation has affected the consultation process. These studies are now programmed for completion early in the new financial year. The completed studies will include a proposed identified walking/ cycle network for the towns as well as identifying measures and initiatives to promote sustainable travel.</p> <p>The expansion of the cycle network in East Kilbride will continue following the conclusion of the Active Travel study in the town. The concept design of sections on Churchhill Avenue and towards East Kilbride Railway Station through to East Main Road are complete. The first phase of the route on West Mains Road / East Mains Road are almost complete but have been suspended due to the ongoing Covid-19 situation.</p> <p>Cycle monitoring equipment as well as cycle shelters at various locations were identified and contracts issued for their installation. Works are almost complete but have been suspended due to the ongoing Covid-19 situation.</p>	Amber	---	---	---	---	---

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

Provide Planning and Building Standards services which guide and control physical development and land use in the area

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Ensure council has development plans which promote sustainable economic growth and regeneration and guide decisions on location of new developments and regeneration initiatives	Proposed Local Development Plan 2 submitted to Scottish Ministers by April 2019, with Examination Report containing recommendations submitted by Reporter to council in late 2019 (plan will be adopted thereafter)	Proposed South Lanarkshire Local Development Plan 2 was submitted for examination to the Scottish Ministers in April 2019. Three Reporters have been appointed to examine the proposed plan. The examination began at the start of October 2019 and is still ongoing. It is anticipated the Reporters recommendations will be made available in summer 2020.	Green	---	---	---	---	---
	Open Space Strategy drafted by end of 2019 in partnership with Glasgow and Clyde Valley Green Network Partnership and published for public consultation	The technical background analysis to inform the preparation of the Open Space Strategy is currently being undertaken jointly between the Council and the Glasgow and Clyde Valley Green Network Partnership. In addition, new guidance from Scottish Government on the preparation process and content of open Space Strategies is awaited.	Red	---	---	---	---	---

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

Provide Planning and Building Standards services which guide and control physical development and land use in the area

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>The projected figure for 2019-20 is 64.8% (above the target of 42.9%).</p> <p>2018-19 There has been a decrease in 2018-19 in the supply of marketable land as a proportion of total allocated employment land, following the large increase in 2017-18 owing to a combination of take up from businesses and rezoning of land for alternative uses, which although not for industrial purposes will still contribute towards employment opportunity. South Lanarkshire's percentage remains above both the Scottish and family group average.</p>	Green	42.9%	-----	19.1%	42.9%	39.1%
Provide effective and efficient Planning and Building Standards	Major planning applications determined within an average annual timescale of 60 weeks	Three major applications were determined in quarter four, with an average timescale of 54.5 weeks, being below the 60 week target.	Amber	60.0	63.9	-----	151.1	45.1

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

Provide Planning and Building Standards services which guide and control physical development and land use in the area

Action service	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Householder planning applications determined within an average timescale of 8 weeks	The time taken to determine householder applications for the year overall is above the target. However quarter 4 saw an improvement in the figure and the target met as a result of two new officer posts starting and the return of a further member of the team from maternity leave.	Amber	8.0	8.4	-----	6.7	7.6

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Local (non-householder) planning applications determined within an average timescale of 14 weeks	<p>The average timescale for determining local (non-householder) applications in quarter four was 27.5 weeks, this being over the target of 14 weeks.</p> <p>The figure was predominantly affected by the refusal of three longstanding applications which had been held pending the submission of information from the agents and due to one application delayed due to negotiation on legal agreements.</p>	Red	14.0	20.0	-----	12.1	14.2

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Average time (weeks) to determine planning applications for business and industry development	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>The projected 2019-20 figure is 19.6 weeks, an increase on the 2018-19 figure.</p> <p>2018-19 The average time to process a business/industrial planning application in South Lanarkshire increased in 2018-19. This reflected reduced staffing resources over the period which has now been addressed in the final quarter of 2019-20 through the creation of two graduate posts and the return of two officers following maternity leave.</p> <p>The service continues to encourage early engagement with planning applicants through pre-application discussions which leads to early identification of the information required to assess the application.</p> <p>The service also seeks to work with applicants to ensure a positive outcome for applicants and this is reflected in an approval rate for planning applications of 96.9% for 2019-20, which is one of the highest in Scotland.</p>	Report Later	9.30	-----	9.93	12.24	13.00

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of all planning applications approved	94.8% of applications were approved in quarter four. This is a minor decrease compared to the quarter three figure due to a focus on reviewing and determining a number of legacy cases which had not been determined due to the failure of applicants to submit required information or concluding legal agreements.	Green	95.0%	96.9%	-----	98.6%	98.4%
	Cost per planning application	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The cost per planning and building services had a revised definition for 2018-19 with comparative figures restated. South Lanarkshire was ranked 12, an improvement on the previous year (placed 14th) and the figures are well below the Scottish average.</p> <p>The Service savings which were put in place during 2018-19 together with the recent service review resulted in the lower costs.</p>	Report Later	£4,253.00	-----	£4,004.50	£4,252.70	£3,857.00
	Percentage of Building Warrant applications receiving initial assessment within 20 working days	93% of building warrant applications received an initial assessment within 20 working days during the quarter. Target achieved for 2019-20	Green	80.0%	89.0%	-----	-----	-----

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide Planning and Building Standards services which guide and control physical development and land use in the area**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Customer Service Excellence awards to be retained by both the Planning service and Building Standards service, following reassessment in December 2019	A review of the Customer Service Excellence Awards for both the Planning and the Building Standards Services was carried out in December 2019. In both cases the award was retained with an overall and continuing improvement in the rating by the assessor.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Sustain the quality of our town and neighbourhood centres**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Deliver and encourage investment in our town and neighbourhood centres to maximise opportunities for growth and regeneration	Completion of town centre audits, consultation and action plans for Cambuslang and Larkhall	Cambuslang audit, consultation and action plan completed Larkhall and Blantyre progressing with audit process completed and draft action plans prepared to go to consultation prior to Covid19 lockdown. All aspects of town centre strategies will be subject to review as we seek to establish the impact and outcomes of C19 and refocus support for town centres to aid recovery.	Green	---	---	---	---	---

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

Sustain the quality of our town and neighbourhood centres

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Town vacancy rates (vacant commercial units as a percentage of the total units)	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 This indicator is subject to a range of factors, including market forces and, in the case of East Kilbride, the shopping centre owner's marketing and development strategy.</p> <p>The indicator is an average calculated over ten local plan defined town centres, some of which perform much better than the Scottish average.</p> <p>Economic Development undertake a systematic approach to the audit of each town centre, business/public consultation that leads to the development of improvement action plans for each. Business and community based organisations in each town are supported to implement these in order to help sustain and improve our town centres. Scottish Government town centre improvement funds have been awarded and will be invested in Hamilton, Lanark and Cambuslang town centres. In addition, external funding opportunities and explored and local groups supported with funding applications. Results are in line with both the Scottish average and family group performance.</p>	Report Later	11.1%	-----	9.9%	11.1%	10.4%

Work with communities and partners to promote high quality, thriving and sustainable communities**Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal project**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
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>Progress on new housing development will be monitored as part of the 2020 Housing Land Audit which is programmed to be carried out in quarter one of 2020-21. This will be reported in future updates.</p> <p>Planning permission in principle for the East Kilbride Community Growth Area was granted in October 2019 following the conclusion of an associated legal agreement.</p>	Green	---	---	---	---	---

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Deliver prioritised road safety infrastructure improvements and promote road safety	Road safety projects / schemes progressed / delivered in line with agreed 2019-20 capital programme	<p>In order to reduce accidents on the road network a number of projects have been completed. These are listed below: -</p> <p>1)A73 / Station Road near Thankerton (mobile safety camera signing / high grip surfacing / lining).</p> <p>2)A70 near Tarbrax (signing and high grip surfacing).</p> <p>3)A73 March Bridge near Braidwood (road marking alteration)</p> <p>4)Brownlee Road / Mauldslee Road near Law/Carlisle (signing alterations)</p> <p>5)A70 beyond Carnwath near the boundary (high grip surfacing)</p> <p>6)B7086 Strathaven to Kirkmuirhill (high grip surfacing)</p> <p>7)A70 near Glespin (additional slow road markings)</p> <p>8)B7078 Candeside to Blackwood (lining and signing works)</p> <p>9)Burnbank Road / Glasgow Road, Hamilton (high grip surfacing).</p> <p>10)Newhousemill Bridge near East Kilbride (signing and high grip surfacing)</p> <p>11)Calderwood Road / Graystone Avenue, Rutherglen (convert junction to mini roundabout).</p> <p>Other projects include engineering measures at schools and speed limit initiatives as well as small signing and road marking schemes.</p>	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Reduce the number of road casualties through road safety improvements and initiatives**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	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	Provisional casualty figures are available for 2019 where there were 418 casualties. Of these, there were 13 fatal casualties, 95 serious casualties and 310 slight casualties. There were no child fatal casualties, 13 children seriously injured and 25 children slightly injured. The number of overall casualties has reduced since 2018 when there were 507 casualties. Of these, there were 14 fatalities, 56 serious casualties and 437 slight casualties. There was 1 child fatal casualty, 6 children seriously injured and 42 children slightly injured.	Green	-----	418	607	534	507

Provide consumer protection through the work of our Consumer Advice and Trading Standards Service

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Provide an effective and efficient Consumer Advice and Trading Standards Service	Percentage of door step crime reports receiving an initial response from Trading Standards by the end of the next working day	Three doorstep crime incidents have been reported and dealt with in quarter four (January - March 2020). 100% received an initial response within the targeted timescale. The year to date response rate is 100% and the target has been achieved.	Green	100%	100%	100%	100%	100%
	Percentage of consumer complaints completed by Trading Standards within 14 days	82.5% of Consumer Complaints have been completed with the 14 days and the target has been achieved.	Green	80.0%	82.5%	82.0%	80.0%	81.0%

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide consumer protection through the work of our Consumer Advice and Trading Standards Service**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of customer satisfaction with Trading Standards	No responses were received during 2019-20. The introduction of GDPR and having to ask permission to send the survey is reducing the number of people who can take part, and there is a natural reluctance to complete questionnaires.	Contextual	90.0%	-----	100.0%	100.0%	100.0%
	Cost of Trading Standards per 1,000 population	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 Although the cost of trading standards fell slightly compared with the previous year, actual expenditure in Trading Standards increased as a result of specific enforcement activity in relation to Nicotine Vapour Products. This new activity was paid for using additional money (£40,000) provided by the Scottish Government to enforce new legislation in this area, and will be provided for a three year period. After this period, actual spend may reduce, though Scottish Government is considering adding this additional funding to the block grant. If the additional funding for Nicotine Vapour Product enforcement continues then actual spend would be maintained at current levels.</p> <p>The council's cost in this area was lower than the Scottish average and was still in the top quartile.</p>	Report Later	£3,627	-----	£3,580	£3,627	£3,439

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

Improve the quality of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Provide an effective and efficient street cleaning service	Percentage of streets found to be acceptable during survey (Local Environmental Audit and Management System street cleanliness score)	<p>The quarter two score was 95.2% of streets were found to be acceptable, in quarter three the score is 96.5%, this gives a year to date score of 95.85% streets found to be acceptable, currently exceeding the target.</p> <p>The final independent validation completed by Keep Scotland Beautiful is now complete and we await the final score which will give the overall annual figure.</p>	Green	95.50%	95.85%	96.32%	95.46%	94.90%

Work with communities and partners to promote high quality, thriving and sustainable communities**Improve the quality of streets, parks and other public areas**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Net cost of street cleaning per 1,000 population	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 South Lanarkshire's net cost of street cleaning rose slightly in 2018-19. The increase can be explained by a higher pay award than in previous years in addition to no service reductions from 2017-18.</p> <p>However, it is important to note that costs are reflective of the current standard of service, and in 2018-19, 94.9% of our streets which were surveyed were found to be of an acceptable standard, placing us 8th of the 31 participating local authorities. It is also worth noting that the majority of local authorities who scored higher than South Lanarkshire are predominately rural (Dumfries and Galloway, Eilean Siar, Orkney, Highland, Shetland, Perth and Kinross and Scottish Borders).</p> <p>The Service is continuing to review its processes and work programmes to minimise costs. In 2018-19, APSE carried out a review of the Street Cleansing Service and one aspect of this review was to look at potential savings which if approved and implemented will reduce the cost per 1,000. The recommendations of the review are providing the basis for a report due for completion in 2020 that will look at future potential savings, although it should be noted that the overall position of the review was that the</p>	Report Later	£16,180	-----	£16,231	£16,180	£17,187

Work with communities and partners to promote high quality, thriving and sustainable communities**Improve the quality of streets, parks and other public areas**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
		<p>service is well run with costs associated with a high level of service provision.</p> <p>A further consideration will be the introduction of an Environmental Initiative programme that includes the appointment of a Litter Development Officer, tasked with the creation of an overall litter strategy that links directly to the prevention agenda, which is a key component of the new Code of Practice on Litter and Refuse passed by the Scottish Government in June 2018.</p>						
	Percentage of adults satisfied with street cleaning (results from Scottish Household Survey)	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The percentage of adults satisfied with street cleansing has reduced year on year but is above the Scottish average.</p>	Report Later	69.70%	-----	72.33%	68.33%	67.00%

Work with communities and partners to promote high quality, thriving and sustainable communities**Improve the quality of streets, parks and other public areas**

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Provide an effective and efficient grounds maintenance service	Land Audit Management System grounds maintenance score (measures quality of grounds maintenance service)	Scores this year were 71, 70, 72, 72, 72 and 76 which gives an average score of 72.	Green	72.0	72.0	74.0	72.8	71.5

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

Improve the quality of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Cost of parks and open spaces per 1,000 population	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 South Lanarkshire Council's cost of parks and open spaces was lower than the previous year despite implementing the full pay award in April 2018. Our costs are higher than the Scottish average and the reason for this is the range of services provided in South Lanarkshire which includes maintenance of sports grounds and care of gardens. Not all authorities provide or include these costs and, in addition to this, SLC covers a large land mass with diverse landscapes and this results in higher costs, for instance travelling. A number of services are also provided more frequently compared with other local authorities.</p>	Report Later	£24,345	-----	£29,021	£24,345	£24,121

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

Improve the quality of streets, parks and other public areas

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of adults satisfied with parks and open spaces (results from Scottish Household Survey)	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 Despite being lower than the Scottish Average figure, the Service continues to show a year on year improvement in terms of satisfaction and overall standing, resulting in the Service moving from quartile 4 in 2017-18 to quartile 3 in 2018-19.</p> <p>The Service was successful at the APSE Performance Networks Awards under the Most Improved Performer in the Parks, Open Spaces and Horticulture category. The service was also nominated in the Best Performer category for the same service.</p>	Report Later	80.30%	-----	79.00%	80.33%	80.40%

Create high quality cemeteries and provide sustainable options for burial

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Provide an effective and efficient bereavement service	Increase burial ground capacity in and around existing South Lanarkshire cemeteries in line with available capital funding	Bereavement Services continues to look at all options where cemeteries have less than five years predicted lifespan. Where possible, cemetery extensions may be provided if all factors, including available suitable land and SEPA conditions, are favourable.	Green	---	---	---	---	---
	Customer Service Excellence award to be retained by Bereavement Services	Customer Services Excellence was retained in May 2019.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Create high quality cemeteries and provide sustainable options for burial**

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
	Percentage customer satisfaction with Bereavement Services	Current Bereavement Services customer satisfaction rate is 95%.	Green	95.0%	95.0%	95.0%	95.0%	95.0%

Provide services which help local communities to become more sustainable

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Progress the council's sustainable development and climate change strategy within the council	New or ongoing sustainable development and climate change activity within the Resource	Sustainable development and climate change activity continues this quarter across the Resource, which included preparation for members awareness session on the new climate change targets and local action required to meet them.	Green	---	---	---	---	---
	New or ongoing sustainable development and climate change activity within the council (council level)	Sustainable development and climate change activity continues across the council, which included preparation for members awareness sessions on the new climate change targets and local action required to meet them and the preparation of a young person's conference on climate change.	Green	---	---	---	---	---
Ensure council's compliance with public sector climate change duties	Council's performance in complying with public sector climate change duties evaluated and annual statutory Climate Change Duties Report published by 30th November 2019	The annual climate change duties report was endorsed by the CMT on 24 October 2019 and approved by the Executive Committee on 6 November 2019. Following approval, the report was submitted to the Scottish Government using the online platform prior to the 30 November 2019 deadline.	Green	---	---	---	---	---

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

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Ensure the development of a sustainable food system to overcome social, health, economic and environmental issues related to food	Council Food Strategy developed and approved by Community and Enterprise Committee by January 2020, with implementation commenced thereafter	The Council Food Strategy was developed and endorsed by Community and Enterprise Committee in November 2019 and approved by the Executive Committee in December 2019. The action plan for the 1st year of implementation has been developed with relevant services.	Green	---	---	---	---	---

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

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Provide an effective and efficient household waste and recycling collection service	Net cost of waste collection per premise	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The council aim is to keep refuse collection costs as low as possible. Between 2017-18 and 2018-19, the net cost of waste collection per premise increased and while this figure is still above the Scottish Average it reflects the wide range of free services provided to residents. A review of Waste Services is currently underway and this may bring the council closer to the Scottish average however the outcome may not impact on the cost of the service until 2021-22</p>	Report Later	£77.08	-----	£75.01	£77.08	£77.65

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

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Net cost of waste disposal per premise	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The council aim is to keep refuse disposal costs as low as possible and the net cost of waste disposal per premise decreased. This is lower than the Scottish Average despite the council having arrangements in place for the thermal treatment of residual waste. Improvements in the quality of recyclable waste collected from households also contributed to lower disposal costs.</p>	Report Later	£98.98	-----	£94.37	£98.98	£95.56

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

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of adults satisfied with refuse collection (results from Scottish Household Survey)	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The percentage of adults satisfied with refuse collection decreased by 0.5% to 79.8% in 2018-19 compared with 2017-18, but was higher than the Scottish average of 76.3%. The indicator is derived from the Scottish Household Survey.</p>	Report Later	80.30%	-----	83.00%	80.33%	79.80%

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

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of total household waste that is recycled	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The percentage of total household waste that is recycled decreased in 2018-19 and was slightly lower than the Scottish average. When the new residual waste treatment contract was implemented, the council changed its focus to improving the quality of recyclable material collected at the kerbside instead of extracting low quality/low value material from residual waste. This resulted in lower recycling rates but the material that is collected for recycling has a higher value and viable end destinations. The council will continue to review its policies and practices in order to achieve the Government's recycling and composting target of 60% of household waste by 2020 and 70% by 2025.</p>	Report Later	47.30%	-----	52.98%	47.29%	44.30%

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

Provide services which help local communities to become more sustainable

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Diversion of municipal waste from landfill	During the period January to end of March 2020, 93.8% of the waste collected was thermally treated at the Dunbar Energy from Waste plant and therefore diverted from landfill. It should be highlighted however that the ash produced as a by-product of this process is still sent to landfill until SEPA approve its use in manufacturing. The year to date figure of 92% diversion excludes this landfill element for the moment. This represents a minor shortfall against target.	Amber	95.0%	92.0%	-----	-----	-----

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide services which help local communities to become more sustainable**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Manage flooding priorities and deliver prioritised flood protection schemes	Prioritised flood protection projects / studies progressed / delivered by March 2020 in line with available capital / revenue funding	<p>Waterfoot Road, Thorntonhall: replacement of a collapsed culvert under Waterfoot Road and associated drainage improvements were completed in September 2019.</p> <p>Gilbertfield Road, Cambuslang: design of surface water pumping station and attenuation device was programmed to be complete by end of October 2019, however due to Consultant delays the tender package was not delivered until November 2019. A mini-tender exercise was undertaken in December 2019 and again in early 2020. The tender returns on both occasions were in excess of the available budget, therefore the scope of works was reduced and an interim drainage solution was implemented on site in March 2020.</p> <p>Programme of culvert maintenance: this is an ongoing programme of improvement works improve our network of culvert inlets and their surrounding areas in order to improve the safety of operatives maintaining these assets. Works carried out this year included the construction of suitable access paths, steps, fencing and handrails, and where necessary, the culvert inlet trash screens were repaired or replaced.</p>	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Provide services 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	2016/17	2017/18	2018/19
Ensure Strategic Environmental Assessment of all appropriate policies, plans, programmes and strategies is undertaken	Annual report for Executive Committee and other governance groups on number and outcomes of Strategic Environmental Assessments carried out within the council prepared by March 2020	The annual report on the number and outcomes of SEAs in 2019-2020 has been prepared and will be presented to the next appropriate Executive Committee meeting. Ten plans have been pre-screened between April 2019 and March 2020. Three further plans are currently subject to SEA. All SEAs are regularly monitored by the Corporate SEA Working Group which met four times during the fiscal year.	Green	---	---	---	---	---
Monitor local environmental conditions through preparation and monitoring of the biennial update of the State of the Environment report	Biennial State of the Environment Report produced, with committee approval by March 2020	The 2019 edition of the South Lanarkshire State of the Environment Report was approved by the Executive Committee in February 2020. Key findings from the Report will be presented to relevant groups and forums thereafter. Work is now ongoing to update The State of the Environment Report on the digital learning platform, glow for use within schools.	Green	---	---	---	---	---

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

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
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)	Carbon emissions for 2019-20 reduced by a further 32% from the previous year, which from the baseline year of 2015-16 amounts to a 44% reduction. There are many reasons for this. Significant savings have been achieved following the LED Street Lighting replacement programme and the transfer of previously landfilled waste to an Energy from Waste plant for processing. Significant reductions in the electricity carbon conversion factor also influenced this figure.	Green	8.0%	44.0%	7.8%	5.1%	5.5%

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

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

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Contribute to reducing the council's reliance on avoidable single-use plastic items	Demonstrate action to reduce the reliance of single-use plastic items across the Resource (CER Resource only)	Work to reduce the use of, and raise awareness of, single use plastics continues across the Resource. Discussions have taken place to introduce the cup movement within Council coffee shops. The cup movement was developed by Keep Scotland Beautiful and was first launched in 2019 initially in the Glasgow City Region. The Council has signed up to join many other organisations across the City Region in the cup movement to reduce the use of paper cups, minimise litter from cups and facilitate paper cup recycling in a bid to reduce the environmental impact of single-use items. The cup movement facilities will be available in Council coffee shops in the new financial year.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Improve the council's environmental performance and reduce its greenhouse gas emissions**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
	Demonstrate action to reduce the reliance of single-use plastic items across the council (council level)	Work to reduce the use of, and raise awareness of, single use plastics continues across the Council. Discussions have taken place to introduce the cup movement within Council coffee shops. The cup movement was developed by Keep Scotland Beautiful and was first launched in 2019 initially in the Glasgow City Region. The Council has signed up to join many other organisations across the City Region in the cup movement to reduce the use of paper cups, minimise litter from cups and facilitate paper cup recycling in a bid to reduce the environmental impact of single-use items. The cup movement facilities will be available in Council coffee shops in the new financial year.	Green	---	---	---	---	---
Deliver at least 10% reduction in vehicle emissions by March 2021 in accordance with the corporate carbon reduction target	Continue to reduce vehicle emissions in 2019-20 against the baseline of 2014-15 (Resource wide figure)	The 15.5% reduction in vehicle emissions is a direct consequence of the continued focus on reducing fuel consumption. The procurement of efficient vehicles, the roll out and use of vehicle telematics and other initiatives designed to reduce fuel consumption including reduced engine idling and improved utilisation have contributed to this measure's annual target being achieved.	Green	8.00%	15.50%	6.30%	10.90%	14.80%

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

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

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
	Continue to reduce vehicle emissions in 2019-20 against the baseline of 2014-15 (council wide figure)	The 12.9% reduction in vehicle emissions is a direct consequence of the continued focus on reducing fuel consumption. The procurement of efficient vehicles, the roll out and use of vehicle telematics and other initiatives designed to reduce fuel consumption including reduced engine idling and improved utilisation have contributed to this measure's annual target being achieved.	Green	8.00%	12.90%	6.03%	10.50%	14.00%
	Resource services engage with Community and Enterprise Resource's Fleet Services to develop service specific vehicle emissions reduction strategies in line with service delivery requirements (Resource wide)	Throughout the year the Fleet Manager has regularly met Resource representatives to support the development of strategies to further reduce fuel consumption and vehicle emissions. The roll out of the new telematics system has enabled representatives to target behaviours that waste fuel including excessive engine idling, speeding, harsh acceleration and braking.	Green	---	---	---	---	---
	Council Resources engage with Community and Enterprise Resource's Fleet Services to develop service specific vehicle emissions reduction strategies in line with service delivery requirements (council wide)	Throughout the year the Fleet Manager has regularly met Resource representatives to support the development of strategies to further reduce fuel consumption and vehicle emissions. The roll out of the new telematics system has enabled representatives to target behaviours that waste fuel including excessive engine idling, speeding, harsh acceleration and braking.	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Safeguard health through an effective environmental services regulation and enforcement service**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Provide an effective and efficient Environmental Health service	Implement Air Quality Action Plan by March 2020	<p>The Service continues to work in partnership with Roads and Transportation colleagues to support a number projects that contribute to our air quality action plan. Due to Covid-19 however a number of projects have been put on hold and discussions are ongoing with Scottish Government regarding the longer term delivery impacts and options.</p> <p>Walking and cycling campaign continues, with a joint project with SLLC Active Schools Coordinators currently on hold.</p> <p>Beat the Street East Kilbride project was brought to an end early due to Covid-19. During the game more than 12,000 people from East Kilbride participated and together they walked, cycled, ran, scooted and wheeled 124,765 miles. A tremendous achievement. The project has evolved into Beat the Bug with Dr William Bird, a GP and founder of the company able to give advice and guidance to the Beat the Street community through these challenging times.</p>	Green	---	---	---	---	---

Work with communities and partners to promote high quality, thriving and sustainable communities**Safeguard health through an effective environmental services regulation and enforcement service**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Broad compliance with food safety statutory requirements secured in premises	<p>The rating scheme used to determine broad compliance with food safety requirements in food businesses operating within South Lanarkshire and inspected by Environmental Services changed on 1 July 2019. The previous food law rating scheme focused on broad compliance with food hygiene requirements only, whereas the new scheme assesses overall compliance with both food hygiene and food standards legislation.</p> <p>Under the combined old and new food law rating schemes, 90% were found to be broadly compliant in the final quarter of 2019-20 (January - March 2020). This equates to 2,324 food businesses. Year to date, 87.9% were found to be broadly compliant with both food hygiene and food standards legislation.</p> <p>This compliance figure continues to exceed the annual target set for this measure, and has increased gradually over the current reporting year. This is due to the fact that the new food law rating scheme allows Local authorities to focus resources on high risk and non-compliant businesses by conducting more frequent inspections in these establishments. As the year has progressed more and more establishments considered high risk or found to be non-compliant under the previous rating scheme, have now moved over to the new food law rating scheme, where the numbers of premises considered to be broadly compliant with food law can be seen to be improving.</p>	Green	85.0%	87.9%	86.9%	85.8%	87.0%

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

Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
	Percentage of fly tipping complaints receiving an initial response from Environmental Health within 2 days	702 fly tipping complaints were received in quarter three (January - March 2020), 99.1% were responded to within two working days. A total of 2566 complaints were received during 2019-2020, 99% of these fly-tipping complaints have been responded to within two working days exceeding target.	Green	90.0%	99.0%	99.3%	80.8%	97.0%
	Percentage of dog fouling complaints receiving an initial response from Environmental Health within 2 days	In Quarter 4 (Jan- Mar) there were 250 Dog Fouling complaints received and of these 98.4% responded to within 2 days. In the full year, 2019-2020, 679 dog fouling complaints were received, with 97.9% of all dog fouling complaints responded to within two days.	Green	95.00%	97.90%	96.90%	97.50%	97.90%
	For noise complaints requiring attendance on site by Environmental Health, average time (hours) between the time of complaint and attendance on site	Of the 696 domestic noise complaints received between 1 January and 31 March 2020, 259 required a visit by officers to assess noise levels. For the full year, 3072 complaints of domestic noise were received, of which 1233 required a visit by officers to assess noise levels. The average response time was 0.56 hours (33.6 minutes) with a year to date average response time of 0.55 hours (33 minutes).	Green	1.50	0.55	0.53	0.55	0.53

Work with communities and partners to promote high quality, thriving and sustainable communities**Safeguard health through an effective environmental services regulation and enforcement service**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
	Cost of Environmental Health per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021. 2018-19 The cost of environmental health per 1,000 population decreased in 2018-19 and remained well below the Scottish average.	Report Later	£13,864	-----	£13,095	£13,864	£10,335
	Percentage of customer satisfaction with Environmental Health	No responses were received during 2019-20. The introduction of GDPR and having to ask permission to send the survey is reducing the number of people who can take part, and there is a natural reluctance to complete questionnaires.	Contextual	85.0%	-----	85.0%	92.3%	86.8%

Work with communities and partners to promote high quality, thriving and sustainable communities**Regenerate and bring back into use vacant and derelict and contaminated land**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Implement Contaminated Land Strategy and vacant derelict / contaminated land programme	Implement the Contaminated Land Strategy for South Lanarkshire	Work is ongoing on the implementation of the Contaminated Land Strategy. Larger projects underway include the remediation project within the Clyde Gateway area, as well as the regeneration of the former landfill site Glen Esk, East Kilbride into an urban park. Further investigative works have been undertaken to gather data on the condition of a number of historical landfill sites, with a view to supporting other departments should funding be secured for future regeneration of these sites.	Green	---	---	---	---	---
	Agree Vacant and Derelict Land Fund Programme with Scottish Government and implement projects within approved framework	The Vacant and Derelict Land Programme for 2019-2020 was approved by the Community and Enterprise Resources Committee on 19 March 2019 and approved by Scottish Government in July 2019. The following projects are now complete: -Clyde Gateway (remediation of chromium contamination at the former Whites Chemical Plant site and former Greggs Bakery site, Shawfield); and -Glen Esk in East Kilbride (creation of high quality urban greenspace at a former land fill site).	Green	---	---	---	---	---

Support the local economy by providing the right conditions for inclusive growth**Implement the South Lanarkshire Economic Strategy and support implementation of the Glasgow City Region Economic Strategy**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Implement South Lanarkshire Economic Strategy in conjunction with Community Planning Partnership and other partners	Complete midterm review of 'Promote' (the South Lanarkshire Economic Strategy) and action plan by September 2019	Review of strategy completed and final draft prepared and presented to Sustainable Economic Growth Board on 9 March for final comment and approval of partners. However, Covid-19 impacts will necessitate revisit of strategy and priorities and actions will require to be reconsidered in order to take account of impact of pandemic, review resources, objectives and actions post-lock down.	Green	---	---	---	---	---
Support Glasgow City Region City Deal development programmes	Prepare business cases approvals for roads and Community Growth Area projects to be approved by City Deal Cabinet	City Deal Community Growth Area projects being developed in accordance with development pipeline, with full business cases in place. Following the signing of a Section 75 Agreement, the full business case for Jackton Primary School (near East Kilbride) was expected to be submitted in early March 2020 following tender return in February 2020, with City Deal Programme Management Office approval in May 2020. However due to tender issue delays and particularly impact of Covid-19 and lock down the tender period has been extended till the end of April 2020. The preparation of Full Business Case will follow on from that.	Green	---	---	---	---	---

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

Support local businesses through the delivery of business support programmes

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
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 Force	Number of business support interventions per annum by Economic Development (grants, loans or advice)	Target achieved for 2019-20, however, this figure excludes the most recent Business Gateway figures from Dec 19 to March 20. This additional data is supplied by Business Gateway whose resources are currently focused in supporting response to Covid-19 and so data not currently available.	Green	1,500	1,562	1,879	1,637	1,791
	Number of jobs created or sustained per annum as a direct result of Economic Development intervention	237 jobs created or sustained during quarter four. Target exceeded for 2019-20.	Green	500	943	997	1,361	812
	Increased value of sales generated by businesses as a direct result of Economic Development intervention	Target achieved for 2019-20. Given recent economic impact of Covid-19 target will require to be reconsidered moving forward.	Green	£10.00m	£11.91m	£15.69m	£23.03m	£13.09m
	Maintain 3 year business survival rate	Due to current Covid-19 crisis, update is incomplete.	Report Later	62.00%	-----	-----	-----	-----

Support the local economy by providing the right conditions for inclusive growth**Support local businesses through the delivery of business support programmes**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of procurement spend on local small/medium enterprises	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below), however 2019-20 figures will not be available until January 2021. Recent figures have shown that improvements in SLC procurement spend with local SMEs is continuing to improve.</p> <p>2018-19 Economic Development and Finance Services (Transactions) have, supported by the Supplier Development Programme, continued to collaborate in order to improve local small and medium enterprises (SME) spend and improve our economic footprint.</p> <p>This has resulted in improved performance in this area and we will continue to focus on this area to sustain this improving trend.</p>	Report Later	20.00%	-----	13.32%	15.52%	18.10%

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

Support local businesses through the delivery of business support programmes

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Number of business gateway start-ups per 10,000 population	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 Overall, the Lanarkshire Business Gateway contract performs well and achieves start up targets which have been set. There is no apparent specific cause for this slight drop in business start-ups and Economic Development will continue to work with Business Gateway, and other partners, to increase business start-up rates.</p>	Report Later	15.60	-----	16.90	15.59	15.30
	Cost of Economic development and Tourism per 1,000 population	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 This indicator represents the level of investment by local authorities in economic development. While 2016-17 and 2017-18 figures reflect the reductions in budget and staff resource within the council's Economic Development service, which have been implemented to meet financial savings targets, officers continue to explore avenues for additional funding opportunities to support sustainable and inclusive economic growth. 2018-19 results show an improvement in terms of the actual investment.</p>	Report Later	£52,657	-----	£53,755	£52,657	£63,159

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

Support local businesses through the delivery of business support programmes

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	East Kilbride Task Force supported in the delivery of their Action Plan priorities	Work on going with EKTf to refocus the project plan, governance and delivery programme	Green	---	---	---	---	---

Support the local economy by providing the right conditions for inclusive growth**Support local businesses through the delivery of business support programmes**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Oversee management of Supplier Development Programme, including strategic development and delivery of events, training and e-commerce	<p>Supplier Development Programme (SDP) delivered the Annual Meet the Buyer event at Hampden Park on 13 November 2019 with in excess of 1,100 businesses attending and both public and private sector buyers represented with 71 stands. The second Annual Meet the Buyer North event in September, was held in Aviemore and had over 560+ attendees and 30 stands of public and private sector buyers.</p> <p>Regional events included TayCities' Meet the Public Sector Buyer which attracted 260 suppliers and Innovation in Scotland's Energy Storage Industry Supply, both held in Dundee. Free training events across the country included Tender Procedures, with Moray Council in Elgin; Finding and Understanding Framework Opportunities with Dumfries and Galloway Council; Improving Your Bid Score with City of Edinburgh Council and Introduction to Working with the Public Sector, delivered in partnership with Renfrewshire Council.</p> <p>89% of suppliers who attended SDP face-to-face events across Scotland are more likely to bid for public sector contracts as a direct result of the training they received.</p> <p>Year on year registrations of SMEs, supported businesses and third sector business on the SDP website has increased by 42% thus affording these businesses access to free tender training and connection to opportunities promoted through the SDP network</p>	Green	---	---	---	---	---

Support the local economy by providing the right conditions for inclusive growth**Support local businesses through the delivery of business support programmes**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Lanarkshire Tourism Strategy delivered via Lanarkshire Area Tourism Partnership and City Region Tourism Strategy	<p>Delivery of strategy actions and support for sector continued throughout 2019-2020. This sector has been extremely hard hit by the national measures to combat Covid-19 and will re-evaluate response for the challenge the tourism sector is facing.</p> <p>The City Region Tourism group met to review progress to date on delivery of the City Region Tourism Strategy action plan.</p> <p>The Lanarkshire Area Tourism Partnership meet quarterly to discuss strategic issues and the process for a refresh of the Lanarkshire Tourism Strategy which ends in 2020. Current events will require a significant shift in activity to rise to the challenges being faced.</p> <p>The Tourism Association continues to meet to discuss practical issues and opportunities relevant to the sector.</p> <p>We are investigating a green tourism project across Lanarkshire which will encourage operators to become more climate aware in both their visitor offering and marketing.</p>	Green	---	---	---	---	---

Support the local economy by providing the right conditions for inclusive growth**Implement the Lanarkshire Rural Development Strategy**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Deliver EU LEADER and Community Benefit Funds programmes	Allocate EU LEADER and Community Benefit Funds	<p>Leader funding of £4 million is fully committed. The management of the projects is ongoing until the end of 2020.</p> <p>Due to Covid-19 the Scottish Government have provided 3 additional months to complete projects and spend, each project is being managed and monitored.</p> <p>The Community Benefit Funds have awarded £975,942 of grants since April 2019 through 95 applications, including £195,000 in awards to 39 Community Councils or community groups to deliver micro grants.</p>	Green	---	---	---	---	---

Encourage participation in physical and cultural activities**Encourage recreational access to the outdoors**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Contribute to community health and wellbeing through active lifestyles and well managed and accessible greenspace	Number of volunteer days achieved as part of Environmental Volunteer programme by March 2020	The number of environmental volunteer days has grown considerably, largely because of new delivery partnerships working within the wide SLC CAG programme; with, for example Clydesdale Community Initiatives. Also, the number of community group partners reporting their own volunteer efforts is increasing.	Green	2,000	8,221	4,369	3,090	1,743

Encourage participation in physical and cultural activities**Provide quality leisure facilities and develop integrated community facilities within new primary schools**

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Provide new or refurbished community facilities	Progress / complete development of community facilities by March 2020, including: refurbishment of Springhall Community Hall which incorporates relocation of Cathkin Library; upgrade to Tom Craig Centre, Law; progressing community facilities within new build Primary School at Elsrickle; and upgrade of at least one synthetic pitch	<p>Springhall Hall refurbishment and replacement library project commenced on site at the end of May 2019. The project is complete and should open in line with other facilities re-opening after IT set up and fit out is complete.</p> <p>Assessments and design work complete to upgrade Tom Craig Centre in Law. Project is out to tender.</p> <p>A new school in Elsrickle with adaptations for community facilities completed on schedule in August 2019. The school is in operation and community facilities available for use.</p> <p>Hamilton Palace Grounds 3G pitch replacement was completed at end of September 2019.</p>	Green	---	---	---	---	---

Maintain attendances at SLLC facilities

Action	Measures (non statistical measures shaded grey)	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Maximise the number of attendances at leisure facilities	Number of attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture	Target would have been exceeded had it not been for the closure on 18 March 2020 due to Covid-19. This has had a significant impact on attendance rates.	Red	3.004m	2.839m	2.992m	2.965m	3.004m
	Number of attendances for swimming pools	We were on course to fall a little short of the target, which was exacerbated by the closure on 18 March 2020 due to Covid-19	Amber	1.599m	1.478m	-----	1.563m	1.599m
	Number of attendances for other indoor sports and leisure facilities (excluding pools)	Target would have been exceeded had it not been for the closure on 18 March 2020 due to Covid-19.	Green	1.406m	1.361m	-----	1.402m	1.406m

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Number of attendances at outdoor recreation and county parks	Target would have been exceeded had it not been for the closure on 18 March 2020 due to Covid-19.	Green	2.279m	2.253m	2.226m	2.120m	2.279m

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of adults satisfied with leisure facilities	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 Satisfaction levels and ranking have increased. The LGBF figure is derived from the Scottish Household Survey. South Lanarkshire Leisure and Culture (SLLC) carries out its own satisfaction survey and, unlike the Scottish Household Survey, this survey asks for feedback from residents who have physically used the service. SLLC's own exit interviews, carried out over the course of the year with the customers, shows a satisfaction level of 96%, maintaining that reported in the previous year, 2017-18.</p>	Report Later	67.30%	-----	72.33%	67.33%	68.30%

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Cost per attendance at sports facilities	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The cost per attendance at sports facilities in South Lanarkshire has increased compared to 2017-18, largely due to a reduction in income and increased staff cost due to the annual pay rise.</p> <p>Despite this increase, the cost per attendance remains lower than the Scottish average.</p> <p>SLLC will continue to target specific markets and introduce new activities by way of increasing attendances.</p>	Report Later	£2.30	-----	£2.25	£2.30	£2.50
Maximise the number of attendances at cultural activities	Number of attendances at facilities managed by Cultural Services and the Libraries and Museum Services	Exceeded the target despite the closure on 18 March 2020 due to Covid-19. This is primarily as a result of library virtual visits	Green	3.372m	3.392m	-----	3.419m	3.372m
	Number of attendances at Cultural Services facilities	This was already a little behind target but closure from 18 March 2020 has exacerbated this. Part of the reason for being a little behind target is the impact of elections on attendances at some halls, as they are polling stations.	Red	2.166m	1.968m	-----	2.185m	2.166m
	Number of library visits	Were already ahead of target, predominantly due to the different method of counting virtual visits. Since the closure of the physical libraries on 18 March 2020 due to Covid-19, virtual visits have been able to continue	Green	1.178m	1.395m	-----	1.204m	1.178m

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Number of visits to council funded or part-funded museums	Were previously just a small amount behind target, however closure on 18 March 2010 due to Covid-19 has exacerbated this.	Amber	195,364	179,961	-----	188,470	195,364

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of adults satisfied with libraries	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 Satisfaction levels and ranking have increased. The LGBF result is derived from the Scottish Household Survey. However, South Lanarkshire Leisure and Culture (SLLC) carries out its own satisfaction survey and, unlike the Scottish Household Survey, this survey asks for feedback from residents who have physically used the service. SLLC's own exit interviews with library users, carried out over the course of the year shows a satisfaction level of 93%.</p>	Report Later	67.70%	-----	69.33%	67.67%	70.60%

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Percentage of adults satisfied with museums and galleries	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 Satisfaction levels and ranking have increased. The LGBF indicator is derived from the Scottish Household Survey. South Lanarkshire Leisure and Culture (SLLC) carries out its own satisfaction survey and, unlike the Scottish Household Survey, this survey asks for feedback from residents who have physically used the service. SLLC's own exit interviews, carried out over the course of the year with the customers, shows a satisfaction level of 93%.</p>	Report Later	68.00%	-----	70.00%	68.00%	68.40%

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Cost per library visit	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The cost per library visit in South Lanarkshire in 2018-19 has increased compared to 2017-18 and although it remains higher than the Scottish average it represents an improvement in the national ranking (moving from 24th to 22nd).</p> <p>The increase is due to a reduction in the number of physical visits to libraries as more and more people make use of on-line library services.</p> <p>A national change in recording library visits is being introduced in 2019-20 which will better address on-line attendances and is expected to significantly increase the number of recorded attendances at SLLC libraries.</p> <p>Library staff will continue to develop the programme of library activities as well as its virtual services in order to attract more visitors to the libraries.</p>	Report Later	£3.50	-----	£3.74	£3.50	£3.53

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Cost of museums per visit	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 The cost per museum visit has decreased compared to 2017-18 and remains lower than the Scottish average.</p> <p>A reduction in staff costs through efficiencies helped reduce the cost per visit.</p>	Report Later	£3.09	-----	£3.20	£3.09	£2.85
Deliver activity programmes which will support equitable access for all, including older people and under 16s groups	Number of under 16 reduced rates attendances at South Lanarkshire Leisure and Culture facilities (including halls, school lets, outdoor and indoor leisure)	Closure of SLLC facilities due to Covid-19 on 18 March 2020 has had a negative impact on attendance rates.	Red	964,805	897,466	876,690	881,965	964,805
	Number of over 60's attendances by residents using South Lanarkshire leisure facilities	We were ahead of target throughout the year however the extent of the achievement was reduced because of closure on 18 March 2020 due to Covid-19	Green	504,160	515,721	433,099	465,870	504,160
	Number of registered members of 'Activage' scheme	Throughout the year there were more registered members than the target. However with the closure on 18 March 2020 due to Covid-19, members were not asked to renew. The drop in membership represents the number whose membership completed during the period 18/03 till 31/03	Amber	9,173	7,293	7,622	8,449	9,173

Encourage participation in physical and cultural activities**Maintain attendances at SLLC facilities**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Deliver health specific intervention programmes which will support equitable access for all	Number of attendances by residents accessing SLLC health specific intervention programmes	The programmes continue to increase and were ahead of target throughout the year. Overall target was exceeded despite the closure on 18 March 2020 due to Covid-19.	Green	94,840	107,937	-----	-----	94,840
Review South Lanarkshire Council activities and clarify/define the relationship between South Lanarkshire Leisure and Culture and South Lanarkshire Council	Complete review of South Lanarkshire Leisure and Culture and propose new strategic service framework by March 2020	The Cross Party Working Group, who are leading the review of South Lanarkshire Leisure and Culture, have met regularly and progress is being made in line with the agreed programme.	Green	---	---	---	---	---

Delivering the plan and achieving Best Value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Promote resilience / emergency preparedness for the council	Engagement in resilience/ emergency preparedness initiatives/ practices within and external to the council	Progress is being made as a result of Council Emergency Management Team meetings, wider engagement with SLC employees and SLC representation at (and facilitation of) multi agency resilience meetings and events at local, regional and national level, most notably Council-wide, partnership and community engagement in response to the Covid-19 pandemic.	Green	---	---	---	---	---
Ensure that high standards of governance are being exercised	90% of risk control actions completed by due date	As at the end of Quarter 4, 2 out of 2 (100%) of risk actions due were complete. The target of 90% has been achieved.	Green	90%	100%	100%	100%	100%

Delivering the plan and achieving Best Value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures (<i>non statistical measures shaded grey</i>)	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	90% of audit actions completed by due date	As at the end of Quarter 4, 26 out of 26 (100%) of audit actions due were complete. The target of 90% has been achieved.	Green	90%	100%	-----	100%	100%

Delivering the plan and achieving Best Value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Compliance with statutory response timescales for information in terms of the EI(S)Rs and FOISA and for subject access requests under the DPA	96% of Freedom of Information (FOISA) requests to be processed within the 20 working day period	<p>Data for FOI requests is reported one quarter in arrears. In Quarter 3, October to December 2019, 150 requests were received and 142 (94.7%) were responded to within the statutory time period.</p> <p>To date, April to December 2019, 445 requests were received and 419 (94.2%) were responded to within the statutory time period, not meeting the target.</p> <p>There were a number of factors that resulted in the Resource missing the 96% target. These have been categorised and reported with just over half being a result of human error, miscommunication and just under half as a result of resourcing issues, the remainder were procedural or technological. These have been investigated and reported to SMT and measures considered in order to improve performance.</p>	Red	96.0%	94.2%	97.3%	98.3%	93.9%

Delivering the plan and achieving Best Value**Deliver and communicate the Council Plan and ensure high standards of governance**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
	96% of Environmental Information (Scotland) Regulations EI(S)R requests to be processed within the 20 working day period unless extended to 40 working days in exceptional circumstances	<p>Data for EISR requests is reported one quarter in arrears. In Quarter 3, October to December 2019, 81 requests were received and 75 (92.6%) were responded to within the statutory time period.</p> <p>To date, April to December 2019, 257 requests were received and 235 (91.4%) were responded to within the statutory time period, not meeting the target.</p> <p>There were a number of factors that resulted in the Resource missing the 96% target. These have been categorised and reported with just over half being a result of human error, miscommunication and just under half as a result of resourcing issues, the remainder were procedural or technological. These have been investigated and reported to SMT and measures considered in order to improve performance.</p>	Red	96.0%	91.4%	97.2%	95.7%	90.8%
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days	<p>Data for GDPR/DPA requests is reported one quarter in arrears. In Quarter 3, October to December 2019, 5 requests were received and 4 (80%) were responded to within the statutory time period.</p> <p>To date, April to December 2019, 15 requests were received and 14 (93.3%) were responded to within the statutory time period, meeting the target.</p>	Green	90.0%	93.3%	94.1%	92.9%	100.0%

Delivering the plan and achieving Best Value**Improve the skills, flexibility and capacity of the workforce**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	Status	----- This Year -----		----- Last 3 Years -----		
				Target	To Date	2016/17	2017/18	2018/19
Ensure our commitment to employees through the development and implementation of personnel policies and employee learning and development (L&D) opportunities	100% coverage of Performance Appraisals (PAs) of employees in scope	Performance Appraisal Return for Apr 2019 - Mar 2020 PDR cycle	Red	100.00%	64.00%	92.70%	93.50%	72.00%
	Resource labour turnover rate	The labour turnover rate is lower than the target rate, with no significant areas of concern.	Green	5.0%	4.6%	4.0%	5.8%	6.1%
Utilise the council workforce strategy toolkit to review and produce revised Workforce plans to be in place by 2020	Continue to review workforce plans and monitor actions to respond to workforce changes and meet future needs in line with the workforce planning review cycle	Due to the current Covid-19 crisis, this update is incomplete. This will be reported at a future date.	Report Later	---	---	---	---	---

Delivering the plan and achieving Best Value**Other actions in support of delivering the Plan and achieving Best Value**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Progress the council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource	<p>Pest control (internal and external forms) development of new forms on hold pending implementation of new case management system and bug fix within Civica online payment form. All Environmental Services forms to be transferred to new case management system in 2020/21.</p> <p>Internal housing form - minor amendments made to reduce user error and improve information being passed to service. Tested and implemented in March 2020.</p> <p>Work started to review all current forms to ensure privacy statements are accurate -this project will carry forward into 2020/21</p> <p>Project underway to roll out Microsoft Teams across all services - this will carry forward into April 2020.</p>	Green	---	---	---	---	---

Delivering the plan and achieving Best Value**Other actions in support of delivering the Plan and achieving Best Value**

Action	Measures <i>(non statistical measures shaded grey)</i>	Comments/ Progress	----- This Year -----			----- Last 3 Years -----		
			Status	Target	To Date	2016/17	2017/18	2018/19
Work with external partners to facilitate and enable the development of effective digital infrastructure within South Lanarkshire	Proportion of properties receiving superfast broadband	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures are available (see right and commentary below). 2019-20 figures will not be available until January 2021.</p> <p>2018-19 Measured as the percentage of properties with access to broadband speeds of greater than 30Mbps.</p> <p>The council works with the Scottish Government's Digital Scotland Superfast Broadband Programme which is contracted with BT Openreach to install superfast broadband across Scotland. The council ensures roads access, way leaves and planning issues are progressed efficiently and to ensure maximum investment within the area. In November 2019, the Scottish Government awarded two of the Reach 100% (R100) contracts to BT Openreach. These two contract areas (central and south) cover South Lanarkshire and this will help reach the national target of connecting 100% of properties to superfast broadband by the end of 2021.</p> <p>The Economic Development team also advises community led initiatives on how to deliver projects which improve broadband connection speeds in the rural area, and liaises with Broadband suppliers and installers to ensure efficient progress of inward investment in fibre to the property infrastructure and ultra-high speed broadband services.</p>	Report Later	93.9%	-----	91.0%	93.9%	94.5%