Community and Enterprise Resources
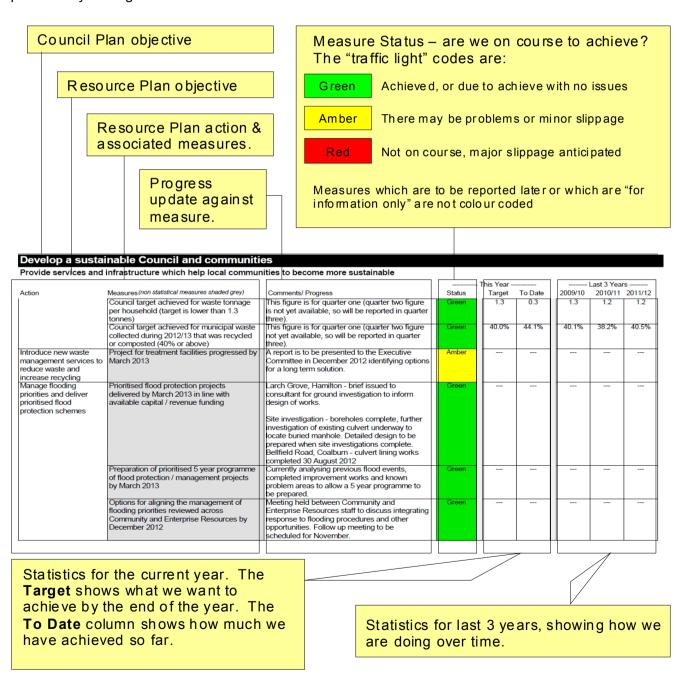
improve

Resource Plan

Performance Report 2019-20
Quarter 2 : April 2019 - September 2019

(This represents the cumulative position to September 2019)

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 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.

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

Council Objective / Theme	Green	Amber	Red	To be reported later / Contextual	Total
Improve services for older people					
Protect vulnerable children, young people and adults					
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			6	17
Work with communities and partners to promote high quality, thriving and sustainable communities	34	5		18	57
Support the local economy by providing the right conditions for inclusive growth	9			4	13
Support our communities by tackling disadvantage and deprivation and supporting aspiration					
Improve achievement, raise educational attainment and support lifelong learning					
Ensure schools and other places of learning are inspirational					
Encourage participation in physical and cultural activities	14			7	21
Delivering the plan and achieving best value	8		2	1	11
Total	**77**	**5**	**2**	**40**	**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 indicator will continue to be monitored over the course of 2019-20, and will provide a baseline for 2020-21.	Contextual	------	61.67%		------	------	------
	Level of secondary school meal uptake (as proportion of total secondary school meals which could be taken up over the period)	Quarter two shows an increase in secondary school uptake of school meals compared to quarter one. The service expects this to continue.	Contextual	------	43.65%		------	------	------
	Number of breakfasts served in primary schools as part of new Breakfast Club Initiative	This figure is based on the 101 primary schools participating in the Breakfast Club initiative in the first six months of the year (measured up to 19 September 2019). The initiative will be fully rolled out in all primary schools by 31 March 2020, resulting in a total of 125 breakfast clubs in operation in South Lanarkshire.	Contextual	------	136,125		------	------	------
	Number of lunches served in nursery schools as part of new Scottish Government Early Years Initiative	In quarter two, 106,780 nursery meals were provided for eligible pupils. This is part of a phased roll out of lunches served in nursery schools, with Phase 3 having started in August 2019.	Contextual	------	106,780		------	------	------

Improve the availability, quality, and access of housing

Ensure an adequate supply of housing land is maintained

| | | | | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	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 information collected. Analysis was completed by first week in October 2019 for onward transmission to the Strategic Development Planning Authority and Homes for Scotland. Initial assessment suggests that housing land supply is being maintained.	Green	---	---	---	---	---

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

Implement the Roads Investment Programme

| | | | | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	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 two (June to September 2019), further progress has been made which has allowed the Service to resurface 0.4% of the road network. As a result, we are on track to achieve our annual target.	Green	3.5%	2.3%	4.8%	4.7%	3.7%
	Number of carriageway schemes completed during 2019-20	During quarter two (July - September 2019), good progress has been made which has allowed the Service to complete 23 carriageway resurfacing schemes. As a result, we are on track to achieve our annual target.	Green	135	77	215	178	186
	Number of footway schemes completed during 2019-20	During quarter two (June to September 2019), steady progress has been made which has allowed the Service to complete three footway resurfacing schemes. As a result, we are on track to achieve our annual target.	Green	12	6	56	12	25
	Percentage of A class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	22.90%	------	22.98%	22.89%	------

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 Target	This Year To Date	2016/17	2017/18	2018/19
	Percentage of B class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	24.50%	------	24.10%	24.47%	------
	Percentage of C class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	36.20%	------	37.92%	37.10%	------
	Percentage of U class roads that should be considered for maintenance treatment	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	33.40%	------	35.49%	33.36%	------
	Percentage of our road network that should be considered for maintenance	This is the Road Condition Index published by SCOTS (Society of Chief Officers of Transportation in Scotland). For survey period 2017 to 2019, the most recent figure is 31.2% indicating a reduction in the percentage of the road network within South Lanarkshire that requires to be considered for treatment compared to the previous year's figure. The updated figure will not be available until later in the year, in quarters three or four.	Report Later	31.2%	------	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 *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | | -------- Last 3 Years ------- | | |
				Target	To Date	2016/17	2017/18	2018/19
	Cost of maintenance (expenditure) per kilometre of road	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£14,293	------	£18,283	£14,293	------

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	Replacement of C29 Clyde Bridge (by Pettinain) and Ponfeigh Bailey Bridge (by Douglas Water) – commissions for design of replacement structures ongoing. Land acquisition negotiations with affected landowners ongoing. Approval for proceeding to Compulsory Purchase Order process for both projects has been obtained. Ground investigation operations at both locations complete.

Project for strengthening of retaining wall at Mousemill Road, Kirkfieldbank ongoing.

Containment upgrades at three locations at various stages of completion, currently on target for completion by end of quarter four.

Contract for repair and refurbishment of Tower Bridge by Rigside awarded. Site works ongoing at present.

Design work for strengthening of Hapton Crag (Powmillion) Bridge ongoing.

Assessment of three Network Rail Bridges under Bridgeguard 3 joint venture – commission awarded to Professional Services Framework supplier Systra Ltd following tender exercise in quarter one. Assessment work ongoing.

Design of repair / strengthening arrangement for A706 Cleghorn Bridge – commission awarded to Professional Services Framework supplier Systra Ltd following tender exercise in quarter two. | Green | --- | --- | --- | --- | --- |

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
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 currently being programmed for: - High Blantyre Road / Burnbank Road / Glasgow Road in Hamilton - Glasgow Road / Joanna Terrace, Blantyre - Main Street / Station Road in Uddingston. Design works are ongoing and it is anticipated that upgrading works will begin in October 2019 and be completed by end of January 2020.	Green	---	---	---	---	---
Deliver a winter maintenance service	Winter policy procedures and documents, including gritting routes, implemented and reviewed as necessary	Winter policy documents were issued at the end of September 2019. Gritting routes are in the process of being risk assessed. This will be completed before the season commences.	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 *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
				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	In order to reduce congestion, two projects are being undertaken. A traffic signal control system called SCOOT, which will involve the upgrade/replacement of traffic signal equipment, will be implemented on the Glasgow Road corridor in Cambuslang / Rutherglen. These works are programmed for autumn 2019. A traffic modelling exercise has been commissioned for Lanark. Traffic counts were completed in September 2019 and this will provide data to be input to a new traffic model for the town. This will involve the consideration of the Lanark Gyratory scheme identified in the Local Transport Strategy.	Green	---	---	---	---	---
	Progress / deliver Greenhills Road major transport infrastructure project	Main line works on Greenhills Road and Strathaven Road are progressing well. Three of the four accommodation works to recompense adjacent owners are complete. Four month 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 road works.	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 *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------			------- Last 3 Years -------		
				Target	To Date	2016/17	2017/18	2018/19
	Progress Stewartfield Way major transport infrastructure project	The project has recently gone through a re-scoping exercise, and a widescale consultation exercise is expected to commence towards the end of October 2019 running through to January 2020.	Green	---	---	---	---	---
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	Planning consent has been granted to allow the extension of the Park and Ride facilities at Carstairs Junction. Works are currently ongoing, with utility diversions complete, demolition of a building programmed for November 2019, and the construction of the extension scheduled for early next year.

Third party land negotiations are underway to secure land for new Park and Ride facilities in Lanark and Cambuslang.

Discussions with Strathclyde Partnership for Transport 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. A contractor will be appointed in October 2019 with works anticipated to start in January 2020.

In addition, the expansion of real time bus information has been agreed, with five locations identified. These will be taken forward and units installed later in the financial year. | Green | --- | --- | --- | --- | --- |

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

Encourage active travel

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | | -------- Last 3 Years -------- | | |
				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	The Active Travel Study in the Cambuslang and Rutherglen area is complete. The outcome of this study will form the basis of future funding bids required to implement the conclusions. Meanwhile, the Cathkin Complementary works to cycling infrastructure continue. Funding has recently been approved for studies in Carluke and the Law area, Lanark and Hamilton. These studies will include consultation on the proposed identified cycle networks of the towns as well as identifying measures and initiatives to promote sustainable travel. The expansion of the cycle network in East Kilbride will continue following the conclusion of the Active Travel study in the town. The design of sections on Churchhill Avenue and toward East Kilbride Railway Station are currently being taken forward. It is anticipated a contract will be issued in November 2019 and works completed this financial year. Cycle monitoring equipment as well as cycle shelters at various locations will be installed. Locations will be identified in the coming months, with the installation of equipment and shelters following later in the year.	Green	---	---	---	---	---

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 *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year Target	This Year 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 Local Development Plan 2 was submitted to the Scottish Ministers in April 2019. A Reporter has been appointed to examine the proposed plan. The examination should begin at the start of October 2019.	Green	---	---	---	---	---
	Open Space Strategy drafted by end of 2019 in partnership with Glasgow and Clyde Valley Green Network Partnership and published for public consultation	Initial work has started on the Open Space Strategy. Further technical work is being undertaken by the Glasgow and Clyde Valley Green Network Partnership.	Green	---	---	---	---	---
	Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	42.9%	------	19.1%	42.9%	------
Provide effective and efficient Planning and Building Standards service	Major planning applications determined within an average annual timescale of 60 weeks	Six major applications were determined in quarter two (July - September 2019), with an average timescale of 64.6 weeks. This is outwith the 60 week target and was due to the determination of three longstanding applications (which required negotiation on legal agreements and general discussion on revisions). Year to date, major planning applications have been determined within 47.4 weeks.	Green	60.0	47.4	------	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	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------			------- Last 3 Years -------		
				Target	To Date	2016/17	2017/18	2018/19
	Householder planning applications determined within an average timescale of 8 weeks	In quarter two (July - September 2019), householder applications were determined with an average timescale of 7.9 weeks, representing an improvement on the quarter one performance and meeting the eight week target. Year to date, householder planning applications have been determined within 8.5 weeks.	Amber	8.0	8.5	------	6.7	7.6
	Local (non-householder) planning applications determined within an average timescale of 14 weeks	The average timescale for determining local (non-householder) applications in quarter two (July-September 2019) was 17.2 weeks. The figure was predominantly affected by four applications which were delayed due to negotiation on a legal agreement, negotiation to resolve a SEPA objection, and waiting on revised plans. Year to date, local (non-householder) planning applications have been determined within 16.3 weeks.	Amber	14.0	16.3	------	12.1	14.2
	Average time (weeks) to determine planning applications for business and industry development	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	9.30	------	9.93	12.24	------
	Percentage of all planning applications approved	98.4% of applications were approved in quarter two (July-September 2019). This is an increase on the quarter one figure and remains above the 95% target. Year to date, 97.6% of all planning applications have been approved.	Green	95.0%	97.6%	------	98.6%	98.4%
	Cost per planning application	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£4,253.00	------	£4,004.50	£4,252.70	------

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 *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------		------- Last 3 Years -------		
				Target	To Date	2016/17	2017/18	2018/19
	Percentage of Building Warrant applications receiving initial assessment within 20 working days	On track to meet annual target.	Green	80.0%	86.0%	------	------	------
	Customer Service Excellence awards to be retained by both the Planning service and Building Standards service, following reassessment in December 2019	Work is progressing towards the retention of the Customer Service Excellence awards by the Planning Service and Building Standards Service. Reassessment is expected to be carried out in December 2019.	Green	---	---	---	---	---

Sustain the quality of our town and neighbourhood centres

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------		------- Last 3 Years -------		
				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	Town Centre audits were completed for Cambuslang and Larkhall in May and June 2018. On 4th June 2019, the Community and Enterprise Resources Committee approved that the consultative draft of the Cambuslang Town Centre Strategy and Action Plan be issued for consultation for a period of eight weeks. This period was intended to give the wider community and businesses in the town centre the opportunity to comment on the plan and identify their priorities. The consultation period has now ended and results collated. The intention is now to implement the action plan. The Larkhall Town Strategy and Action Plan is currently being prepared with leading business and community representatives.	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 *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year Target	To Date	2016/17	2017/18	2018/19
	Town vacancy rates (vacant commercial units as a percentage of the total units)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	11.1%	------	9.9%	11.1%	------

Work with developers and public and private sector partners to deliver the Community Growth Areas City Deal project

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year 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	Hamilton, Larkhall, Newton and Ferniegair Community Growth Areas progressing, with new housing completed. Some limited progress at Carluke. Legal agreement for the East Kilbride Community Growth Area had been concluded and planning permission granted. Work on the site is expected to commence by March 2020. Since 2015, an estimated 992 houses (of the projected 9,000 units anticipated by around 2030) have been built across these Community Growth Area sites. These figures represent the position as at March 2019. The Planning Service has been instrumental in this process in terms of master planning and project implementation.	Green	---	---	---	---	---

Page 14

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 | Status | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
				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	In order to reduce accidents on the road network a number of projects are currently being progressed. These are listed below: 1)A70 near Tarbrax (signing and high grip surfacing). 2)B7078 / M74 Junction 9 off ramp near Blackwood/Kirkmuirhill (speed limit relocation and associated gateway signing) 3)Burnbank Road / Glasgow Road, Hamilton (high grip surfacing). These works will be programmed to coincide with traffic signal upgrading works scheduled for autumn 2019. 4)Newhousemill Bridge near East Kilbride (signing and possible high grip surfacing) 5)Calderwood Road / Graystone Avenue, Rutherglen (convert junction to mini roundabout) 6)A73 March Bridge near Braidwood (road marking alteration) 7)Brownlee Road / Mauldslie Road near Law/Carluke (signing alterations) 8)A70 beyond Carnwath near the boundary (high grip surfacing) 9)B7086 Strathaven to Kirkmuirhill (high grip surfacing) 10)A70 near Glespin (additional slow road markings) 11)B7078 Canderside to Blackwood (lining and signing works) The works are completed at the A73 / Station Road near Thankerton (mobile safety camera signing / high grip surfacing / lining). Other projects include engineering measures / car free zones at schools and speed limit initiatives, as well as small signing and road marking schemes.	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	Status	This Year 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 the first eight months of 2019, when there were 250 casualties. Of these, there were ten fatal casualties, 47 serious casualties and 193 slight casualties. There were no child fatal casualties, six children seriously injured and 19 children slightly injured. This compares with the corresponding period of 2018, when there were 326 casualties. Of these, there were eight fatalities, 39 serious casualties and 279 slight casualties. For children in the first eight months of 2018, there were no child fatal casualties, five children seriously injured and 29 children slightly injured. Police Scotland have been transitioning to a new Roads Traffic Collisions recording process since July 2019, and this is in its early stages.	Contextual	------	250	607	534	492

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

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year 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	Five doorstep crime incidents have been reported and dealt with in quarter two (July-September 2019). 100% received an initial response within the targeted timescale. The year to date response rate is also 100%.	Green	100%	100%	100%	100%	100%
	Percentage of consumer complaints completed by Trading Standards within 14 days	On track to achieve annual target.	Green	80.0%	83.0%	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 *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
				Target	To Date	2016/17	2017/18	2018/19
	Percentage of customer satisfaction with Trading Standards	It has taken time to to make the Trading Standards questionnaires GDPR compliant. This is now in place and customer satisfaction surveys will be sent from quarter three.	Report Later	90.0%	------	100.0%	100.0%	100.0%
	Cost of Trading Standards per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£3,627	------	£3,580	£3,627	------

Improve the quality of streets, parks and other public areas

| 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 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)	The first score for April to July 2019 was 92.1%. The second audit is underway and a year to date accumulated score will be reported next quarter.	Amber	95.50%	92.10%	96.32%	95.46%	95.03%
	Net cost of street cleaning per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£16,180	------	£16,231	£16,180	------
	Percentage of adults satisfied with street cleaning (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	69.70%	------	72.33%	68.33%	------
Provide an effective and efficient grounds maintenance service	Land Audit Management System grounds maintenance score (measures quality of grounds maintenance service)	The score for April was 71. The score for June was 70. The score for August was 73. This gives an average score of 71.3.	Amber	72.0	71.3	74.0	72.8	71.5
	Cost of parks and open spaces per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£24,345	------	£29,021	£24,345	------

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 *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
				Target	To Date	2016/17	2017/18	2018/19
	Percentage of adults satisfied with parks and open spaces (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	80.30%	------	79.00%	80.33%	------

Create high quality cemeteries and provide sustainable options for burial

| 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 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 | --- | --- | --- | --- | --- |
| | 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 *(non statistical measures shaded grey)* | 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 across the Resource, and includes activity such as increasing the number of electric vehicles within the Council's fleet and the expansion of the electric charging network.	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
	New or ongoing sustainable development and climate change activity within the council (council level)	Sustainable development and climate change activity continues across the Council and includes activity such as the Local Heat and Energy Efficiency Strategy pilot led by Housing and Technical Resources, increased sustainability weighting in procurement evaluation criteria for contracts and frameworks, and increasing the number of electric vehicles within the Council's fleet.	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 will be presented to CMT on 24th October 2019 and the Executive Committee on 6th November 2019 for approval. Following approval, the report will be submitted to the Scottish Government to meet the 30th November deadline.	Green	---	---	---	---	---
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 revised vision and objectives of the Good Food Strategy were approved by the Community and Enterprise Resources Committee on 3rd September 2019. The strategy document is being developed and will be considered by the same committee on 12th November 2019. Consultations have been undertaken with relevant Resources and services to start defining the action plan of the strategy.	Green	---	---	---	---	---
Provide an effective and efficient household waste and recycling collection service	Net cost of waste collection per premise	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£77.08	------	£75.01	£77.08	------
	Net cost of waste disposal per premise	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£98.98	------	£94.37	£98.98	------

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
	Percentage of adults satisfied with refuse collection (results from Scottish Household Survey)	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	80.30%	------	83.00%	80.33%	------
	Percentage of total household waste that is recycled	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	47.30%	------	52.98%	47.29%	------

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 | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
			Status	Target	To Date	2016/17	2017/18	2018/19
	Diversion of municipal waste from landfill	Whilst all municipal residual waste accepted through the Council's treatment contract is thermally treated at the Dunbar Energy from Waste plant, the ash produced as a by-product of the process has yet to be approved by SEPA for use in manufacturing. This means it is currently being landfilled, which has impacted on the landfill diversion target. There are no financial implications associated with failure to meet the diversion target.	Amber	95.0%	76.8%	------	------	------

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
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	Waterfoot Road, Thorntonhall: replacement of a collapsed culvert under Waterfoot Road and associated drainage improvements were completed in September 2019.

Gilbertfield Road, Cambuslang: design of pumping station and attenuation device is expected to be complete by end of October 2019. Thereafter a mini-tender exercise will be undertaken with works expected to commence on site in November 2019.

Programme of culvert maintenance: a programme of improvement works is underway to improve several of our culvert inlets and their surrounding areas in order to improve the safety of operatives maintaining these assets. These works will include the construction of suitable access paths, stairs, fencing and handrails, and where necessary, will involve the repair / replacement of the culvert inlet trash screens. | 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 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 2018-2019 was approved by Executive Committee in May 2019. It was presented to the Corporate SEA Working Group in June 2019 and reported to the Sustainable Development Coordination Group in August 2019. A report on progress will be given to the Sustainable Development Member Officer Group in October 2019.\n\nThe report for 2019-2020 will be prepared at financial year end.	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 State of the Environment Report has been uploaded to Glow, the digital learning platform. This will facilitate learning about the environment and sustainability within South Lanarkshire to all our schools.\n\nWork to prepare the 2019 edition of the South Lanarkshire State of the Environment Report is progressing well and we are on target to complete the Report by the end of the 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 *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | | -------- Last 3 Years -------- | | |
				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 will be reported around July 2020 with an interim position available around October 2019. Emissions for 2018-19 are currently being collated, but early indications are that reductions have been achieved across all sources. Warmer weather and reductions in landfilled waste, along with the final year of the LED street lighting replacement programme, have helped achieve these reductions.	Report Later	8.0%	------	7.8%	5.1%	------
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. This includes updating staff across the Council on developments in this area eg communicating the removal of single-use plastic items from procurement catalogues. At the same time, these updates promote 'reduce' and 'reuse' e.g. using reusable water cups and hot drink cups in coffee shops.	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 *(non statistical measures shaded grey)*	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)	Continual review of single-use plastics and alternative sustainable products ongoing. Several single-use plastic items were removed from the procurement catalogues in accordance with the EU directive banning certain single-use items (including plastic cutlery, straws and cups). Young people in schools are also taking action locally eg 'Wan use is nae use' campaign in Duncanrig Secondary where pupils have designed their own reusable water bottles.	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 19% reduction in Community and Enterprise Resource vehicle emissions compared to 2014-15 reflects the Resource's commitment to further reducing vehicle emissions. The vehicle telematics system supports initiatives to improve vehicle utilisation and routing, and to further reduce engine idling. This update does not include September's fuel data as it will not be available until October 2019.	Green	8.00%	19.00%		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 18% reduction in Council vehicle emissions compared to 2014-15 reflects the Council's investment in fuel efficient vehicles and the vehicle telematics system. Work continues to improve vehicle utilisation and routing, and to further reduce engine idling. This update does not include September's fuel data as it will not be available until October 2019.	Green	8.00%	18.00%	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)	The Fleet Manager continues to meet CER Services representatives to support the development of strategies to further reduce fuel consumption and vehicle emissions. The roll out of the new telematics system will allow representatives to target behaviours that waste fuel, including excessive engine idling, speeding and 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)	The Fleet Manager continues to meet Resource representatives to support the development of strategies to further reduce fuel consumption and vehicle emissions. The roll out of the new telematics system will allow representatives to target behaviours that waste fuel, including excessive engine idling, speeding and 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 *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------			------- Last 3 Years -------		
				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	Action plan implementation is ongoing utilising the £500,000 funding that has been made available via Scottish Government's Air Quality Fund and also Smarter Choices, Smarter Places: - We have been working in partnership with Roads and Transportation colleagues to identify and progress a number of projects, including cycle infrastructure improvements, active travel studies, travel counters, traffic signal improvements, traffic model review for Lanark, train and bus station improvements, and school travel planning works. - air quality and active travel workshops planned for primary schools. - walking and cycling campaign, with a joint project with SLLC Active Schools Coordinators currently under development. - a primary to high school transition project is also underway, which will be a teaching resource that, following testing, will be made available to all schools within South Lanarkshire. - Beat the street East Kilbride project is currently under development with a view to running a game phase in February and March 2020.	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 *(non statistical measures shaded grey)*	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	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 1st 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. Under the combined old and new food law rating schemes, 87.25% were found to be broadly complaint in the second quarter of 2019-20 (July 2019 - September 2019). This equates to 2,236 food businesses. Year to date, 86.9% were found to be broadly complaint with both food hygiene and food standards legislation. This compliance figure continues to exceed the annual target set for this measure, following on from good performance in the first quarter.	Green	85.0%	86.9%	86.9%	85.8%	87.0%
	Percentage of fly tipping complaints receiving an initial response from Environmental Health within 2 days	622 illegal dumping enquiries were received in quarter two (July-September 2019), 99% were responded to within two working days. To date, 99% of fly-tipping complaints have been responded to within two working days.	Green	90.0%	99.0%	99.3%	80.8%	97.0%

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 dog fouling complaints receiving an initial response from Environmental Health within 2 days	135 dog fouling enquiries were received in quarter two (July-September 2019), 99% were responded to within two working days. To date, 98% of dog fouling complaints have been responded to within two working days.	Green	95.00%	98.00%	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 916 domestic noise complaints received between 26 June 2019 and 24 September 2019, 370 required a visit by officers to assess noise levels, and the average response time was 0.59 hours (35.2 minutes), with a year to date average response time of 0.56 hours (33.6 minutes).	Green	1.50	0.56	0.53	0.55	0.53
	Cost of Environmental Health per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£13,864	------	£13,095	£13,864	------
	Percentage of customer satisfaction with Environmental Health	System now updated to take account of new GDPR legislation. Questionnaires will be issued from quarter three.	Report Later	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 located at Glen Esk in East Kilbride. 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 was approved by the Community and Enterprise Resources Committee on 19th March 2019 and submitted to the Scottish Government who approved it in July 2019. The following projects are underway and progressing well on site: -Clyde Gateway (including remediation of chromium contamination at the former Whites Chemical Plant site and former Greggs Bakery site, Shawfield); and -Glen Esk in East Kilbride (including 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 *(non statistical measures shaded grey)*	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	The draft mid term review of Promote and action plan has been completed and was reported to the Sustainable Economic Growth Board in June 2019. Following further input from partners, the document is now being finalised for presentation and approval at a future Community and Enterprise Resources Committee meeting.	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.\n\nFollowing the signing of a Section 75 Agreement, the full business case for Jackton Primary School (near East Kilbride) is expected to be submitted in December 2019, with City Deal Programme Management Office approval in February 2020.	Green	---	---	---	---	---

Support local businesses through the delivery of business support programmes

Action	Measures *(non statistical measures shaded grey)*	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)	On track to achieve the annual target for this measure by the year end. The figure reported here includes Business Gateway figures up to the end of August 2019.	Green	1,500	746	1,879	1,637	1,791
	Number of jobs created or sustained per annum as a direct result of Economic Development intervention	On track to achieve the year end target.	Green	500	475	997	1,361	812
	Increased value of sales generated by businesses as a direct result of Economic Development intervention	Six months into the year, we are slightly ahead of target for this measure.	Green	£10.00m	£5.58m	£15.69m	£23.03m	£13.09m
	Maintain 3 year business survival rate	The figure is not yet available and will be reported later in the year.	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 *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------			------- Last 3 Years -------		
				Target	To Date	2016/17	2017/18	2018/19
	Percentage of procurement spend on local small/medium enterprises	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	20.00%	------	13.32%	15.52%	------
	Number of business gateway start-ups per 10,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	15.60	------	16.90	15.59	------
	Cost of Economic development and Tourism per 1,000 population	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£52,657	------	£53,755	£52,657	------
	East Kilbride Task Force supported in the delivery of their Action Plan priorities	A project manager has been appointed to the Community Interest Company formed out of the East Kilbride Task Force. This post is funded by South Lanarkshire Council, Scottish Enterprise, and South Lanarkshire College, with the postholder now developing and progressing an action plan of events, actions and fund raising proposals.	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 *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				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	The Supplier Development Programme (SDP) has been working with the Glasgow City Region City Deal Programme Management Office to roll out an online community benefits tracker system called Cenefits. Webinars on the tracker were hosted by the SDP in August 2019 for both public sector and private sector participants, and further training sessions are planned in October 2019.	Green	---	---	---	---	---
	Lanarkshire Tourism Strategy delivered via Lanarkshire Area Tourism Partnership and City Region Tourism Strategy	The City Region Tourism group met on 28th August 2019 to discuss progress to date on delivery of the City Region Tourism Strategy action plan. The Lanarkshire Area Tourism Partnership met on 18th September 2019 to discuss strategic issues and the process for a refresh of the Lanarkshire Tourism Strategy which ends in 2020. The Tourism Association also continues to meet to discuss more practical issues and opportunities relevant to the sector.	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	Status	---------- This Year ----------			------- Last 3 Years -------		
				Target	To Date		2016/17	2017/18	2018/19
Deliver EU LEADER and Community Benefit Funds programmes	Allocate EU LEADER and Community Benefit Funds	Leader funding of £4 million is fully committed, with additional funding being sought from Scottish Government on a project by project basis. The Renewable Energy Fund has awarded £348,000 of grants since April 2019, including £145,000 in awards to Community Councils to deliver micro grants. Promotion and management of grants are ongoing.	Green	---	---		---	---	---

Encourage participation in physical and cultural activities

Encourage recreational access to the outdoors

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------			------- Last 3 Years -------		
				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	Volunteer numbers are collated and reported at year end.	Report Later	2,000	------		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	Springhall Hall refurbishment and replacement library project commenced on site at the end of May 2019. The project is progressing on schedule and should complete by spring 2020. Assessments and design work is underway to upgrade Tom Craig Centre in Law. 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. Hamilton Palace Grounds 3G pitch replacement was completed at end of September 2019.	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	Quarterly attendances at those facilities managed by the Sport and Physical Activity section of South Lanarkshire Leisure and Culture remain largely similar to the same period last year, reporting an increase of 0.3%. Year to date attendances show an increase of just under 1% compared to the same period last year.	Green	3.004m	1.490m	2.992m	2.965m	3.004m

Encourage participation in physical and cultural activities

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
	Number of attendances for swimming pools	Quarterly and year to date attendances at wetside activities show decreases of 4.7% and 2.2% respectively. These are largely due to the closure of the Dollan Aqua Centre (for repair and maintenance) in July 2019 and the leisure pool at Hamilton Water Palace in September 2019.	Green	1.599m	0.804m	------	1.563m	1.599m
	Number of attendances for other indoor sports and leisure facilities (excluding pools)	Quarterly attendances at dryside activities show a 7.1% increase compared to the same period last year.\n\nYear to date attendances have increased by 4.1%, due largely to the 'Festival of Fitness' summer promotion.	Green	1.406m	0.685m	------	1.402m	1.406m
	Number of attendances at outdoor recreation and county parks	Quarterly attendances at outdoor recreation and county parks have increased by 9% compared to the same period last year.\n\nYear to date attendances are up 6% compared to the same period in the previous year.	Green	2.279m	1.474m	2.226m	2.120m	2.279m
	Percentage of adults satisfied with leisure facilities	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	67.30%	------	72.33%	67.33%	------
	Cost per attendance at sports facilities	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£2.30	------	£2.25	£2.30	------

Encourage participation in physical and cultural activities

Maintain attendances at SLLC facilities

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year Target	This Year To Date	2016/17	2017/18	2018/19
Maximise the number of attendances at cultural activities	Number of attendances at facilities managed by Cultural Services and the Libraries and Museum Services	Quarterly attendances across facilities managed by Cultural Services and the Libraries and Museum Services have risen by almost 7% compared to the same period last year, largely due to a change in the way in which library visits are now recorded (as per LGBF guidance). Similarly, year to date attendances have risen by just under 7%.	Green	3.372m	1.681m	------	3.419m	3.372m
	Number of attendances at Cultural Services facilities	There has been a 6% decrease in quarterly attendances at Cultural Services facilities compared to the same period last year, with the school letting service recording the largest percentage decrease at 9%. Year to date attendances, however, are largely similar to those recorded for the same period last year, showing a decrease of less than 1%.	Green	2.166m	0.958m	------	2.185m	2.166m

Encourage participation in physical and cultural activities

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
	Number of library visits	There has been a 25% increase in the number of library visits in the quarter compared to the same period last year, due largely to a significant increase in virtual visits (from 17,100 to 98,700), reflecting the change in LGBF guidance for recording the usage of libraries' digital services. Year to date attendances have accordingly increased by 18%.	Green	1.178m	0.706m	------	1.204m	1.178m
	Number of visits to council funded or part-funded museums	Quarterly visits to council funded or part-funded museums remains similar to the same period last year, reporting a 1% increase. Year to date attendances have decreased by 2.5%, due to lower numbers attending Chatelherault Visitor Centre and a general decrease in 'hits' on the museum website. Physical attendances at Low Parks Museum were 7% up on the quarter and 13% up on the year to date figure.	Green	195,364	113,375	------	188,470	195,364
	Percentage of adults satisfied with libraries	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	67.70%	------	69.33%	67.67%	------
	Percentage of adults satisfied with museums and gallaries	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	68.00%	------	70.00%	68.00%	------
	Cost per library visit	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£3.50	------	£3.74	£3.50	------

Encourage participation in physical and cultural activities

Maintain attendances at SLLC facilities

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	---------- This Year ----------			------- Last 3 Years -------		
			Status	Target	To Date	2016/17	2017/18	2018/19
	Cost of museums per visit	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	£3.09	------	£3.20	£3.09	------
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)	Under 16 clubs continue to make good use of SLLC facilities, with quarterly attendances increasing by just under 2% compared to the same period last year.

Year to date attendances show a corresponding increase of just over 4%, with the use of outdoor pitches up 21%, whilst indoor use fell by 2%, mainly due to the closure of the Dollan Aqua Centre and the subsequent drop in attendances by the local swimming club. | Green | 964,805 | 426,029 | 876,690 | 881,965 | 964,805 |
	Number of over 60's attendances by residents using South Lanarkshire leisure facilities	There has been a 9% increase in attendances by residents aged over 60 years using South Lanarkshire leisure facilities.	Green	504,160	266,267	433,099	465,870	504,160
	Number of registered members of 'Activage' scheme	Activage membership continues to be a popular option for residents aged over 60 years, with over 9,289 individuals registered with the scheme, an increase of just under 5% compared to the same period last year.	Green	9,173	9,289	7,622	8,449	9,173
Deliver health specific intervention programmes which will support equitable access for all	Number of attendances by residents accessing SLLC health specific intervention programmes	Compared to the same period last year, attendances at these health-related programmes increased by 22% for the quarter and 25% year to date.	Green	94,840	56,793	------	------	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, held their second and third meetings on 28th August and 25th September 2019 respectively. Service profile papers are being considered at these meetings as per the agreed workplan for the review. Next meeting will take place on 6th November 2019.	Green	---	---	---	---	---

Delivering the plan and achieving Best Value

Deliver and communicate the Council Plan and ensure high standards of governance

| Action | Measures *(non statistical measures shaded grey)* | 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. Notable updates include: partnership engagement relating to EU exit preparedness, continuing to chair South Lanarkshire Events Safety Advisory Group, and organised Emergency Centre training and multi-agency table top exercise for major accident hazards site.	Green	---	---	---	---	---
Ensure that high standards of governance are being exercised	90% of risk control actions completed by due date	In the last quarter, there were no actions due for completion. The year to date position is that there have been no actions due for completion.	Green	90%	------	100%	100%	100%

Page 40

Delivering the plan and achieving Best Value

Deliver and communicate the Council Plan and ensure high standards of governance

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	---------- This Year ----------			-------- Last 3 Years --------		
				Target	To Date		2016/17	2017/18	2018/19
	90% of audit actions completed by due date	As at the end of quarter two, 11 out of 11 (100%) of audit actions due were complete. The target of 90% has been achieved.	Green	90%	100%		------	100%	100%

Page 41

Delivering the plan and achieving Best Value

Deliver and communicate the Council Plan and ensure high standards of governance

Action	Measures *(non statistical measures shaded grey)*	Comments/ Progress	Status	This Year Target	This Year To Date	Last 3 Years 2016/17	Last 3 Years 2017/18	Last 3 Years 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	Data for FOISA requests is reported one quarter in arrears. In quarter one, 2019-20 (April to June 2019), 134 requests were received and 127 (94.8%) of those were responded to within the statutory time period. There were a number of factors that resulted in the Resource missing the 96% target. These have been investigated and measures considered in order to improve performance. It should be noted that 94.8% is an improvement on the previous quarter and 2018-19 performance. In addition to the Resource efforts to improve performance, it was agreed at the Information Governance Board that FOI Contact Officers would meet to look at statistical data prepared by the Improvement and Community Planning Unit and share good practice with the aim of identifying ways for performance to be improved across the Council.	Red	96.0%	94.8%	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 (non statistical measures shaded grey) | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				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	Data for EI(S)R requests is reported one quarter in arrears. In quarter one, 2019-20 (April to June 2019), 84 requests were received and 78 (92.9%) of those were responded to within the statutory time period. There were a number of factors that resulted in the Resource missing the 96% target. These have been investigated and measures considered within the Resource in order to improve performance. It should be noted that 92.9% is an improvement on the previous quarter. In addition to the Resource efforts to improve performance, it was agreed at the Information Governance Board that FOI Contact Officers would meet to look at statistical data prepared by the Improvement and Community Planning Unit and share good practice with the aim of identifying ways for performance to be improved across the Council.	Red	96.0%	92.9%	97.2%	95.7%	90.8%
	90% of Data Protection Act (DPA) requests to be processed within 30 calendar days	Data for DPA requests is reported one quarter in arrears. In quarter one, 2019-20 (April to June 2019), 8 requests were received and all (100%) were responded to within the statutory time period, exceeding the 90% target.	Green	90.0%	100.0%	94.1%	92.9%	100.0%

Delivering the plan and achieving Best Value

Improve the skills, flexibility and capacity of the workforce

| 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 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	A new reporting method is now being used to collate Performance Appraisal coverage, with a performance appraisal return now being provided on a quarterly basis. The 67% figure noted here is for the period April - September 2019.	Green	100.00%	67.00%	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%	2.5%	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	The review of the Resource workforce plan is underway and a new plan will be presented to Community and Enterprise Resource Committee in early 2020.	Green	---	---	---	---	---

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

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | ------- Last 3 Years ------- | | |
				Target	To Date	2016/17	2017/18	2018/19
Progress the council's Digital Strategy within the Resource	Provide updates on digital transformation activities within the Resource	Internal enquiries - Housing officer's online form for waste, grounds and pest control enquiries continues to be widely used. Analysis continuing and investigation underway to determine requirement for a new formatted form to replace generic email enquiries. Pest control online integrated customer form - workshop held and business requirements document due to be finalised September / October 2019.	Green	---	---	---	---	---

Delivering the plan and achieving Best Value

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

| Action | Measures *(non statistical measures shaded grey)* | Comments/ Progress | Status | ---------- This Year ---------- | | | ------- Last 3 Years ------- | | |
				Target	To Date	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	This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019-20 figures will be available in January 2021.	Report Later	93.9%	------	91.0%	93.9%	------