CER Quarter 2 to Quarter 4 2019/2020 scrutiny of change in RAG status

Community and Enterprise Resources

(non statistical measures shaded grey)

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

Implement the Roads Investment Programme

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Continue to undertake road and footway improvements	Percentage of the road network resurfaced within the financial year 2019/2020	Green	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 in March, we were unable to complete our overall programme meaning we just fell short of our annual target of 3.5%	Amber

Provide road and transportation infrastructure improvements to support new developments and to encourage greater use of public transport

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	Green	In order to reduce congestion two projects were taken forward. 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. A traffic modelling exercise was commissioned for Lanark. Traffic counts	Amber

			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.	
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	Green	Planning consent was granted to allow the extension of the Park and Ride facilitates at Carstairs Junction. Works are almost complete but have been suspended due to the ongoing Covid-19 situation. 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. Negotiations were completed with the land purchased by the Council for a new Park and Ride in Cambuslang. 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.	Amber

Encourage active travel

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Encourage active travel by extending our network of cycle routes	Walking and cycling projects / schemes delivered in line with agreed 2019/2020 capital programme	Green	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. 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. 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.	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	Q2 Status	Qtr 4 Comments	Q4 Status
	Open Space Strategy drafted by end of 2019 in partnership with Glasgow and Clyde Valley Green Network Partnership and published for public consultation	Green	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. New guidance is still awaited from Scottish Government on the preparation process and content of open Space Strategies.	Red
Provide effective and efficient Planning and Building Standards service	Major planning applications determined within an average annual timescale of 60 weeks	Green	Three major applications were determined in quarter four, with an average timescale of 54.5 weeks, being below the 60 week target.	Amber
	Local (non-householder) planning applications determined within an average timescale of 14 weeks	Amber	The average timescale for determining local (non-householder) applications in quarter four was 27.5 weeks, this being over the target of 14 weeks. 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.	Red

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

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Provide an effective and efficient Consumer Advice and Trading Standards Service	Percentage of customer satisfaction with Trading Standards	Report Later	No responses were received during 2019/2020. 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

Improve the quality of streets, parks and other public areas

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Provide an effective and efficient grounds maintenance service	Land Audit Management System grounds maintenance score (measures quality of grounds maintenance service)	Amber	Scores this year were 71, 70, 72, 72, 72 and 76 which gives an average score of 72.	Green

Safeguard health through an effective environmental services regulation and enforcement service

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
Provide an effective and efficient Environmental Health service	Percentage of customer satisfaction with Environmental Health	Report Later	No responses were received during 2019/2020. 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

Encourage participation in physical and cultural activities

Maintain attendances at SLLC facilities

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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	Green	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
	Number of attendances for swimming pools	Green	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
	Number of attendances at Cultural Services facilities	Green	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
	Number of visits to council funded or part-funded museums	Green	Were previously just a small amount behind target, however closure on 18 March 2010 due to Covid-19 has exacerbated this.	Amber

Action	Measures	Q2 Status	Qtr 4 Comments	Q4 Status
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)	Green	Closure of SLLC facilities due to Covid-19 on 18 March 2020 has had a negative impact on attendance rates.	Red
	Number of registered members of 'Activage' scheme	Green	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

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