

NORTH LANARKSHIRE COUNCIL

REPORT

AGENDA ITEM No. 22

To: PLANNING AND ENVIRONMENT COMMITTEE	Subject:
From: DIRECTOR OF PLANNING & ENVIRONMENT	PLANNING AND ENVIRONMENT SERVICE IMPROVEMENT PLAN
Date: 8 th June 2005	KEY ACTIONS UPDATE
Ref: HQ/PM/15/14/KG	

1. Purpose of the Report

- 1.1 To update committee members, as key stakeholders, of the progress made against Planning and Environment Key Actions, as outlined in our Service Improvement Plan for 2004/05.

2. Background

- 2.1 As of 1 April 1999, there is a requirement to report Service Plan Key Actions. There are 34 key actions in this years service improvement plan. Comments are included within this report to give committee members an update on our progress during the year (1st April 2004 - 31st March 2005). These comments are attached at Appendix 3.

3. Sustainability Implications

All information is produced and managed electronically, thus reducing the waste of natural resources. This information supports local agenda 21 activities.

4. Recommendations

- 4.1 That the Planning and Environment Committee note the Content of this report.



David M. Porch
DIRECTOR OF PLANNING AND ENVIRONMENT
20 May 2005

APPENDIX 3
REVIEW OF KEY ACTIONS 2004/05

PRIORITY 1: To ensure services are structured and resourced with skilled employees to deliver a changing, performance driven and dynamic service delivery agenda

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.1	Implement recommendations of the review of staff recruitment, training & development	Corporate Plan Department	April 04 – March 05	Complete discussion with Personnel and achieve partial implementation of agreed recruitment proposals	Initial discussions taken place. Further discussions held back because of Job Evaluation workload.	1, 5, 6 & 7
3.2	Implementing the recommendations of organisational reviews	Department	April 04 – March 05	DNA Scotland project milestones reached (subject to MGF3 bid funding)	Draft document partially completed, some chapters have been checked and amended. Draft development guide completed, awaiting input from other sections.	7

PRIORITY 2: To continue to implement the department's framework for service improvement

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.3	<p>Develop and implement appropriate improvement activities across the service:</p> <p>Development of Marketing Plans for all services: within 04/05 -</p> <ul style="list-style-type: none"> • Routes to Work • Trading Standards • Food Safety 	<p>Corporate Plan</p> <p>Scottish Executive</p> <p>Department</p>	<p>March 05</p> <p>March 05</p>	<p>Action Plan prepared</p> <p>Routes to Work: Proposed strategy implemented</p> <p>Trading Standards: Proposed plan implemented</p> <p>Food Safety: Strategy Implemented</p>	<p>Action Plan prepared</p> <p>Complete.</p> <p>Complete.</p> <p>Complete.</p>	7
	<p>Implementation of Quality Initiatives:</p> <ul style="list-style-type: none"> • Achieve Charter Mark for Building Control • Achieve IIP accreditation • Extension of ISO9000:2000 to Development Control • Refinement of EFQM programme 	Department	March 05	<p>To have reached Pre-Assessment Stage</p> <p>Self-Assessment carried out</p> <p>Registration to ISO 9000 achieved for Development Control Appeals process</p> <p>Approval from Quality Scotland for revised model</p>	<p>Pre-assessment complete.</p> <p>Application for accreditation visit made – Assessment will take place early August.</p> <p>Achieved.</p> <p>Revised model currently being used for 2005 EFQM Assessments.</p>	

PRIORITY 2: To continue to implement the department's framework for service improvement

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.3 contd....	Development of a Customer Relations Strategy including publication of Departmental Customer Charter		March 05	Strategy finalised. Up to 25% of frontline services to have a Customer Charter document	Detailed Customer Charters being developed for 25% of services.	
	Development of Lean Management Programme		Feb 05	1st Team: Procedures fully operational 2nd Team: Develop and implement action plan resulting from programme	Procedures in operation – to be reviewed in line with development of Genesis module.	
	Implementation of Phase 2 of Internal Communications Strategy			Complete	Complete.	
	Develop and implement a departmental Complaints Procedure and Database	Corporate Department	April 04	CCC process deployed across the Department	Role out plan developed.	
	Participate in external audits of: 1. Food Safety Enforcement Service 2. Health and Safety Enforcement Service	Food Standards Agency Health & Safety Commission	April 04 – March 05	1. Audit of Food Safety to be completed. 2. Audit of Health and Safety to be completed.	Audit Completed. Audit Completed.	7
	Develop and introduce performance measures for other Trading Standards activities	Service Corporate Plan	April 04 – March 05	Implement customer charter. Range of service standards developed for other Trading Standards activities. Flare IT system configured to produce appropriate reports to measure compliance with standards. Training for staff in recording appropriate actions on IT database to enable monitoring to be carried out.	Training for staff arranged for w/c 16/05.	7
	Prepare an Action Plan as a result of the Support Services Best Value Review, and commence implementation.	Department	May 04 – Mid 05	Await outcome of assessment	Awaiting outcome of review.	7

PRIORITY 2: To continue to implement the department's framework for service improvement

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.3 contd.	Implement key outcomes of staff consultation	Staff Survey 02 Business Excellence Scottish Executive Audit Service Plan/ Workshops Internal Communication Working Group	June 04 - March 05	2nd Staff Conference Oct 04 Performance Review and Development Scheme (4th Tier and above) implemented	2 nd Staff Conference took place October 2004. PRD scheme implemented for 4 th tier officers, February 2005.	4, 7

PRIORITY 3:

To increase area regeneration and project development activity eligible for European and other public funding support in line with the North Lanarkshire Regeneration Framework and the Council's European Strategy

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority	
3.4	Continue to update, improve and implement the Project Development Framework	Department	March 05	All Services to be actively using GENESIS for project development (where appropriate). All external funded projects to be included on database	Consultant secured for web development phase. Training sessions rolled out to all Services on a continuing basis. Development of GENESIS phase 2 underway to include external funding monitoring role.	7

PRIORITY 4: To identify and maximise opportunities for leveraging external sources of finance to fund new area regeneration projects

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.5	Achieve an increase in External Funding of 15%	April 04 – March 05	<p>Anticipated Objective 2/3 Funding Approved within 2004/05 equals an increase of 24.5% against 2003/04 Total.</p> <p>2003/04: £3,045,761 2004/05: £3,791,137</p> <p>The percentage change in external funding approved/anticipated has not included funding received from EU community initiatives (EQUAL and INTERREG) as these represent large 'one-off' grants that:</p> <ul style="list-style-type: none"> • do not re-occur in each financial year • support non-NLC partner expenditure <p>The total EU funding received/anticipated from community initiatives is as follows:</p> <p>2003/04: £ 721,982 2004/05: £1,817,396</p>	<p>Objective 2</p> <ul style="list-style-type: none"> - Airdrie Business Centre - Lanarkshire Key Fund (Cap) - Lanarkshire Key Fund (Rev) - North Lanarkshire Social Economy - Routes to Work Ltd - Vacant and Derelict Land Initiative - Childcare Business Service - Full Employment Area Initiative <p>Total Grant = £2,665,524</p> <p>Objective 3</p> <ul style="list-style-type: none"> - Better Homes Stronger Communities - E-Learning for All - Fresh Start - Lanarkshire Skills Training Programme - Literacy Numeracy & Core Skills - Log in to Learn - Positive Options for Women - Safer Homes Initiative 2005 - Women's Placement Programme <p>Total Grant = £1,210,045</p> <p>Total Grant received 04/05 = £3, 875, 569</p>	1

PRIORITY 4: To identify and maximise opportunities for leveraging external sources of finance to fund new area regeneration projects

Corporate Priority	Achieved as at 31/03/05	Planned to 31/03/05	Target stop date	Source	Key action	3.5 contd
	<p>Additional Funding: Equal Round 2 Total Approved Grant = £1,709,930</p> <p>Other activity The External Funding Team have worked with the External Funding Working Group to develop revised procedures in relation to external funding. Awareness raising sessions have been arranged with all council departments. These sessions will be complete by the end of May 05.</p>					

PRIORITY 5: To prepare to meet the requirements of new legislation and national policy for 2004/5 including Local Government Scotland Act, Enterprise Act, Disability Discrimination Act and the National Waste Management Strategy

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.6	Develop consumer safety initiatives	Legislation; Corporate Plan	April 04 – March 05	Safety projects: 23 + projects completed. New fireworks legislation: Implementation of new legislative regime Responsible retailer scheme: Meeting scheduled for Spring 2005	Only 1 of 26 health & well-being projects incomplete (due to death in-service of colleague). It has been rescheduled for this year. Projects ranged from healthy eating to safer sunbathing & safe use of sunscreens, from Pram M.O.Ts to water-filled toy safety. The new fireworks legislation was too late on the statute book (Manufacture & Storage of Explosives Regulations 2005) and the subsequent trade training and liaison will now take place in early Autumn 2005.	6, 4
3.7	To approve a farm bio-security plan	Government; Scottish Executive Initiative (EC directive feed hygiene) Corporate Plan	April 04 – March 05	Consultation with stakeholders completed and plan implemented	Due to a delay in the implementation of the EC Directive the planned consultation has been delayed to accommodate any alterations in the legislation.	1, 4
3.8	Respond to primary legislation (in respect of Building Control and Planning)	Scottish Executive/ Statutory	April 04 – March 05	Sustainable Development Action Plan launched. Implementation of BSC Action Plan	Agreed by Corporate Management Team. Training undertaken in preparation for legislation coming into effect May 2005.	1, 2, 4, 5 & 7

PRIORITY 5: To prepare to meet the requirements of new legislation and national policy for 2004/5 including Local Government Scotland Act, Enterprise Act, Disability Discrimination Act and the National Waste Management Strategy

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.9	Implement appropriate action detailed in the Glasgow and Clyde Valley Area Waste Plan, develop interim planning policies and assess land use implications of strategy. To assist in the implementation, monitoring and review of the Waste Management Strategy Implementation Plan. Finalise bid to the Scottish Executive from the Strategic Waste Fund.	Corporate Plan National Waste Strategy Scotland, Government Initiative	April 04 – March 05 (ongoing thereafter)	Ongoing continuation of joint procurement process	Joint Procurement Outline Business Case submitted to Scottish Executive for approval. Draft Invitation to Negotiate documentation undergoing key stage review with PUK.	5
3.10	a) Train staff to deal with customers with special needs b) Train professional staff (Roads and Transportation and Planning) in technical requirements of special needs	Departmental	April 04 – Oct 05	Commence roll out of service specific course	Courses arranged in May, June, July, August and September	2
3.11	Publish new road development guidelines	Departmental	April 04 – Oct 05	Complete draft guidelines and commence final consultations	Draft document partially completed, some chapters have been checked and amended. Draft development guide completed, awaiting input from other sections.	2

PRIORITY 6: To facilitate and promote the regeneration of North Lanarkshire through the development and implementation of those strategies and plans the council has committed to.

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.12	Develop corporate flood strategy	Statutory	April 04 – March 05	<p>Flooding Team in place, draft corporate strategy prepared and proposed treatment areas prioritised.</p> <p>2 catchment surveys completed and 3 flooding locations tackled</p>	<p>Awaiting outcome of departmental review.</p> <p>1 catchment survey partially completed and 3 flooding locations tackled.</p>	1, 5 & 6
3.13	Comply with Health & Safety procedures & CDM Regulations	Statutory	April 04 – March 05	<p>100% training for Technicians and Engineers</p> <p>Network workplace assessments completed, mitigation measures identified and training completed</p>	<p>100% training for Technicians and Engineers.</p> <p>Network workplace assessments completed.</p>	4 & 7

PRIORITY 6: To facilitate and promote the regeneration of North Lanarkshire through the development and implementation of those strategies and plans the council has committed to.

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.14	Implement Road Safety & Engineering measures to reduce & prevent Road Traffic Injury Accidents	Statutory	April 04 – March 05	<p>Cycling proficiency testing completed: New all year round scheme started</p> <p>Five driver publicity campaigns carried out: Additional campaigns carried out</p> <p>Street furniture installation for mandatory 20's pilot substantially complete: Mandatory 20's pilot operational. Further monitoring to be carried out</p> <p>Installation of AIP measures at ten sites completed</p> <p>Signing erected at mobile camera sites: Signing erected at additional sites as they are identified</p>	<p>New scheme operational.</p> <p>5 schemes completed and participation in WofSRSF motor cycling initiative ongoing.</p> <p>Two pilot areas implemented and operational. One partially implemented.</p> <p>Installation of AIP measures completed at 6 sites.</p> <p>Signing erected at 2 mobile and 1 fixed camera sites.</p>	2, 5, 6 & 7
3.15	Implement and monitor the Action Plan from the Economic Regeneration Framework	<p>Community Plan</p> <p>Corporate Plan</p> <p>Joint Health Improvement Plan</p>	April 04 – Mar 05 (and continuing)	<p>Departmental and corporate review meetings planned for late autumn, with representatives of each service/department to review progress of plan</p> <p>Implementation strategies finalised for Motherwell/Wishaw, Airdrie/Coatbridge, and Kelvin Valley Action Plans</p>	<p>Annual action plan review and update event arranged for 29.4.05. Revised action plan to be produced and circulated shortly after.</p> <p>Motherwell and Wishaw Action Plan and Kelvin Valley Action Plan approved by Economic Regeneration Committee Airdrie/Coatbridge Action Plan being reported to ER Committee May 2005.</p>	1, 2, 4, 5 & 6

PRIORITY 6: To facilitate and promote the regeneration of North Lanarkshire through the development and implementation of those strategies and plans the council has committed to.

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.16	Establish an Economic Regeneration type - company for North Lanarkshire	Corporate Regeneration Working Group	April 04 – March 05	Subject to approval, Company to be fully established and operational	Draft company structure and business plan completed. Approval to proceed likely to be sought in August 2005.	1
3.17	Implement action to remediate contaminated land as detailed in the Contaminated Land Strategy 2001	Part IIA of the Environmental Protection Act 1990	April 04 – March 05 (ongoing thereafter)	Further investigations on the reprioritised sites. Produce a revised Contaminated Land strategy	A detailed review and qualitative risk assessment of highest risk reprioritised sites carried out. Updated Contaminated Land Strategy produced.	5

PRIORITY 7: To review and develop the Local Transport Strategy, Urban Design Strategy, Local Plan Programme, and a Lanarkshire Tourism Strategy

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.18	Develop & implement roads maintenance strategies in line with Code of Practise for Maintenance Management incorporating appropriate IT improvements (Modernising Government linked IT improvements)	Statutory/ Corporate Plan	<p>April 04 – March 05</p> <p>GIS themes extended to cover, disabled bays, complete a class signing, VMS sites, 20's plenty areas, cycle routes, variable 20's at schools, mandatory 20's pilot</p> <p>Street Lighting 50% complete</p> <p>Road Gullies: Survey to be included in roads inventory procurement contract. Intend to procure contract for preparing roads inventory</p> <p>"A" class route signing complete</p> <p>High Speed Survey data – 40% complete</p> <p>Review of safety inspection strategy: complete</p> <p>Full implementation of footway/footpath inspection regime</p> <p>Completion of review of gully cyclic maintenance</p> <p>Commence LTS review</p>	<p>Information has been collected by areas, still to be collated.</p> <p>Street lighting 50% complete.</p> <p>Procurement of contracts deferred until new IT strategy developed and new Roads Maintenance Contract system.</p> <p>Surveys 75% complete</p> <p>High Speed Survey data – 40% complete.</p> <p>Review of safety strategy complete.</p> <p>20% implementation of footway/footpath inspection regime.</p> <p>Road gullies: Survey deferred pending future of asset strategy.</p> <p>LTS Review started.</p>	1, 5 & 6

PRIORITY 7: To review and develop the Local Transport Strategy, Urban Design Strategy, Local Plan Programme, and a Lanarkshire Tourism Strategy

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.19	Deliver improvements to performance & value for money in the Roads Service, incorporating appropriate IT improvements (Modernising Government linked IT improvements)	Statutory/ Corporate Plan, Audit Scotland	April 04 – March 05	Develop and agree action plan following PPP workshop New service indicators being developed – 50% complete Implementation of Business Process Re-engineering held pending development of Asset Management strategy and associated IT system	OJEU Notice issued 22 May 2005 for procurement of new Roads Maintenance Contract management system. New service indicators being developed – 50% complete. Implementation of Business Process Re-engineering held pending development of Asset Management strategy and associated IT system.	1, 4, 5 & 6
3.20	Monitor & improve the efficiency of the winter maintenance service	Statutory/ Corporate Plan	Oct 04	Production of revised winter maintenance policy & procedure document completed Completed preparation of web-enabled map showing roads for priority gritting but file size preventing publication on Website Development of GIS records identifying footways/footpaths for priority treatment completed in North Area Commenced weather forecast consortium contract	Production of revised winter maintenance policy & procedure document completed. Completed preparation of web-enabled map showing roads for priority gritting but file size preventing publication on Website. Development of GIS records identifying footways/footpaths for priority treatment completed in North Area. Commenced weather forecast consortium contract.	1,5 & 6

PRIORITY 7: To review and develop the Local Transport Strategy, Urban Design Strategy, Local Plan Programme, and a Lanarkshire Tourism Strategy

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.21	Promote the efficient management of the network & encourage modal shift by developing initiatives to support the use of sustainable transport, reduce the dependence on cars & promote social inclusion	April 04 – March 05	<p>Implementation of WESTRANS transportation scheme completed</p> <p>Draft document completed and final consultations begun</p> <p>Completed access audits and commenced implementation. SMARTWAYS initiative developed and implemented</p> <p>Implementation of identified priority schemes from Route Action Plan Study – design complete: Site completion 50%</p> <p>Completion of 4 traffic signalling upgrade schemes</p> <p>Gartcosh Station completed (linked with Planning)</p> <p>Implementation of improvements to rail transport interchanges jointly with Strathclyde Passenger Transport at Wishaw and Motherwell – complete Airdrie – further report to be prepared</p> <p>Implementation of 20mph zones outside schools – 18 schools treated</p>	<p>Schemes completed on site.</p> <p>See 4.11</p> <p>Access audits partially completed and implementation ongoing. SMARTWAYS map and site updated.</p> <p>1 scheme completed, one nearing completion and 1 site start made.</p> <p>1 junction upgrading scheme and 17 Pelican to Puffin upgrades completed. 2 New Puffins installed.</p> <p>Station infrastructure 95% complete.</p> <p>Work at Motherwell and Wishaw completed.</p> <p>Airdrie car park extension being progressed. A89 footway link completed.</p> <p>5 orders completed, 15 orders ongoing. Site works completed at 4 schools and awaiting sign erection at 3.</p>	1, 2, 4, 5 & 6

PRIORITY 7: To review and develop the Local Transport Strategy, Urban Design Strategy, Local Plan Programme, and a Lanarkshire Tourism Strategy

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.21 contd.			<p>Implementation of cycling strategy recommendations commenced</p> <p>Review outcome of Airdrie – Bathgate rail link report – consultant appointed to carry out economical assessment</p> <p>Review outcome of bus corridor studies: 25% of study complete</p> <p>Greenfaulds Park & Ride project – Car Park 100% complete, 50% project completion</p> <p>Implementation of SRTS schemes & associated works – 2 schemes completed</p>	<p>Work commenced on 4 new cycleway sections.</p> <p>Consultant appointed.</p> <p>CSTCS working group progressing this initiative.</p> <p>Car Park 90% complete, scheme 45% complete.</p> <p>1 scheme 35% complete and 1 25% complete.</p>	
3.22	Roll out design strategies for North Lanarkshire	Scottish Executive	April 04 – Mar 05 (and continuing)	1 st phase design training completed. Strategic Design Framework agreed by Committee	1, 2, 4, 5 & 6
3.23	Delivery of Development Plan Programme	Statutory	April 04 – March 05	Structure Plan Review – Issues Report considered by Joint Structure Plan Committee. NCLP adopted. PLI for SALP programmed	1, 2, 4, 5, 6 & 7

PRIORITY 8: Develop a range of measures to ensure that the needs of the most vulnerable are being met within department services

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.24	Develop the Money Advice Service in line with Debt Arrangement Regulations 2003 and investigate introduction of in-house debt disbursement	Statute Scottish Executive Social Inclusion Corporate Plan	April 04 – March 05	Implementation of Debt Arrangement Scheme Nov 04 Consultation with Legal, Housing and Finance services on debt disbursement scheme	One Debt Counsellor achieved Approved Money Advisor status under DAS. One Debt Counsellor awaiting notification.	2

PRIORITY 8: Develop a range of measures to ensure that the needs of the most vulnerable are being met within department services

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority	
3.25	Increase training and employment opportunities for disadvantaged residents by 20%	Department	April 04 – March 05	<p>Increasing the number and range of ILM programmes against 2003/04 baseline</p> <ul style="list-style-type: none"> ➤ Continued development of ILM projects in partnership with Housing Dept – Kitchen Programme ILM & Furniture ILM ➤ Continued contractual linkage of ETF ILM placements with NLC Capital Programme ➤ Further development and implementation of new ETF projects including Log Building Project (6 places) ➤ Further ETF project development linked to Capital Programme including Gartcosh, Wishaw Library and Cumbernauld Approaches <p>Deliver the Training & Employment Group Action Plan</p> <ul style="list-style-type: none"> ➤ Develop, fund and implement customised training programmes ➤ Increase awareness and improve promotion of training and employment opportunities ➤ Engage with community intermediary organisations (e.g. Routes to Work) to promote opportunities to people from disadvantaged backgrounds 	<p>Increasing the number and range of ILM programmes against 2003/04 baseline</p> <ul style="list-style-type: none"> ➤ Continued deliver of the Safer Homes Initiative resulting in 30 ILM places across North Lanarkshire. ➤ Implementation of the Decorating ILM throughout North Lanarkshire Homeless units resulting in 9 ILM places. ➤ Further development and implementation of new ETF projects including Log Building Project (6 places). ➤ Further ETF project development linked to Capital Programme including Gartcosh, Wishaw Library and Cumbernauld Approaches. <p>Deliver the Training & Employment Group Action Plan</p> <ul style="list-style-type: none"> ➤ Training and Employment working group have developed an action plan to implement key action. ➤ Expansion of customised training programme. 3rd Homecarers programme delivered resulting in 23 job outcomes from 33 participants. ➤ NLC registered as a Training for Work Provider. 	1 & 2

PRIORITY 8:

Develop a range of measures to ensure that the needs of the most vulnerable are being met within department services

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.25 contd.			<p>Deliver programmes targeted at growth sectors</p> <ul style="list-style-type: none"> ➤ 5 growth sector programmes ➤ 51 individuals to be trained ➤ 25 individuals into employment <p>Monitor the performance of all intermediary organisations</p> <p>Complete performance monitoring</p> <p>2003/04 BASELINE</p> <ul style="list-style-type: none"> ➤ 13 Courses/programmes ➤ 680 Beneficiaries ➤ 408 Job Outcomes 	<p>Deliver programmes targeted at growth sectors</p> <ul style="list-style-type: none"> ➤ 5 growth sector programmes delivered ➤ 78 individuals trained ➤ 43 individuals into employment. <p>Monitor the performance of all intermediary organisations</p> <ul style="list-style-type: none"> ➤ Monitoring framework developed and implemented ➤ External evaluation of Routes To Work completed. <p>2004/05 ACHIEVED</p> <ul style="list-style-type: none"> ➤ 17 Courses/programmes ➤ 2363 Beneficiaries ➤ 809 Job Outcomes <p>The number of beneficiaries increased by 850 from 1513 in 2003-2004 to 2363 (56%). Those gaining employment increased by 232 from 577 in 2003-2004 to 809 representing an increase of 40%. Contributory factors include:</p> <ul style="list-style-type: none"> • increase in the number of training and employability programmes • increase in secured external funding • figures include outputs achieved by RTW Ltd., which is part funded by PEDS 	

PRIORITY 9: To modernise what we do and how we do it, ensuring an accessible and quality service for all

Key action		Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority
3.26	Develop the department's business continuity plan	Department	April 04 – Dec 04	Testing of plans in conjunction with IT. Prepare plans for smaller systems	Ongoing.	7
3.27	Facilitate the move to on-line service delivery and develop performance reports	Department	July 03 – March 05	Completion of tasks with Priority 1 & 2	Ongoing.	7
3.28	Review and develop a strategy of document retention arrangements	Corporate	Sept 03 – Sept 04	Review retention arrangements & implement retention schedule	No progress.	7
3.29	Improve accessibility & transparency of services through electronic communications	Modernising Government	April 2002 – March 2005	Deferred and will be accommodated in the development and implementation of an Asset Management Strategy	Deferred and will be accommodated in the development and implementation of an Asset Management Strategy.	7
3.30	Improving accessibility and transparency of services through electronic communications (incorporating IT improvements and training)	Modernising Government/ Corporate Plan/ Scottish Executive Audit	April 04 – March 05	Corporate address gazetteer complete Introduction of computerised systems for development plans, appeals and enforcement Transfer to Uniform 7 system and staff training programme complete	Address matching 92.5% complete. Awaiting upload to Caps Uniform 7. Anticipated July 2005. Computerised systems for development plans etc, awaiting Scottish Executive Effective Government Fund bid. Transfer to Uniform system being implemented May 2005.	1 & 7
3.31	Improve frontline customer service delivery	Corporate Plan & Department	April 2004	Fully trained receptionist at HQ	Awaiting outcome of Review.	7

PRIORITY 9: To modernise what we do and how we do it, ensuring an accessible and quality service for all

Key action	Source	Target stop date	Planned to 31/03/05	Achieved as at 31/03/05	Corporate Priority	
3.32	Review the council's corporate relationship with the Business Community	Departmental	2004 – 2007	<p>Scope review of Council Regulatory Services and SMEs</p> <p>Host Lanarkshire Chamber of Commerce event for key Council officers, elected members and local businesses</p>	<p>LACORS have submitted a proposal to the Improvement Service to look at a "Business Direct" concept. Agreement has been reached for funding of a scoping exercise for the Service. This scoping exercise would assess: the level of interest from the Business Community in such a project; the willingness of the Business Community to pay for regulatory advice; the interest from local authorities in participating; the value of such a scheme; the optimum model for the service, e.g. delivered nationally or locally. It has been agreed that North Lanarkshire Council will participate in this scoping exercise, when developed.</p> <p>Event held 25 November 2005 – attended by 80 business representatives.</p>	1
3.33	Implement and develop FLARE I. T. system	Departmental	April 04 – March 05	System to be upgraded to latest version and management systems in place to extract and utilise data	System operational and managers trained in data extraction reporting.	7
3.34	To review the department's policies and procedures	Race Equality Scheme	Nov 03-Nov 04	Implementation of action plan	Action Plan reviewed and revised plan in preparation.	2, 7