

**POLICY AND RESOURCES (PERFORMANCE AND BEST VALUE) SUB –
24 February 2000**

Motherwell, 24 February 2000 at 2 pm.

**A Meeting of the POLICY AND RESOURCES
(PERFORMANCE AND BEST VALUE) SUB-COMMITTEE**

PRESENT

Councillor Smith, Convener; Councillors Connelly, Gray, Hogg, McKendrick and G. Murray.

CHAIR

Councillor Smith (Convener) presided.

IN ATTENDANCE

The Core Services Officer, Assistant Chief Executive and Policy Planning Manager.

APOLOGIES

Councillors McElroy and Pentland.

BEST VALUE - SERVICE REVIEWS - YEAR TWO

1. With reference to paragraph 2 of the Minute of the meeting of this Sub-Committee held on 11 November 2000, there was submitted a report (docketed) dated 11 January 2000 by the Chief Executive (1) reporting that the full service reviews in year 2 had been submitted to the appropriate Service Committees, and (2) enclosing executive summaries of the remaining 4 reviews from Tranche 2, (a) Economic Development; (b) Building Control; (c) Local Housing Service (Areas 1-6), and (d) Property Services, thus completing the reporting of the summaries for all of the reviews in year 2 of the programme.

Decided: that the contents of the report be noted.

QUARTERLY PERFORMANCE REVIEW 1999/2000 - QUARTER 3

2. With reference to paragraph 1 of the Minute of the meeting of this Sub-Committee held on 13 January 2000, there was submitted a report (docketed) dated 24 February 2000 by the Chief Executive (1) advising on performance figures for the period from October to December 1999; (2) detailing in Annex I to the report all statutory performance indicators, and (3) highlighting the key findings.

Decided:

- (1) that in relation to Benefits Administration (a) concern be expressed that the average cost of administering a benefit claim in quarter 3 (£58.55) was more than 40% higher than the overall figure for 1998/99 (£40.78), and (b) that the measures being taken, as detailed in the report, result in an improvement in the figures;
- (2) that the comments and action points identified in relation to the key findings be reported to a future meeting of this Sub-Committee, and

- (3) that the contents and key findings of the report be otherwise noted.