
Motherwell, 12 January 2006 at 2 pm.

A Meeting of the **SCRUTINY PANEL - SERVICE DELIVERY AND PERFORMANCE**

PRESENT

Councillor Brooks, Convener; Councillors Barrie, Gorman, McCulloch, McGhee, Moran, Murray, Nolan and Smith.

CHAIR

Councillor Brooks (Convener) presided.

IN ATTENDANCE

The Chief Committee Services Manager; Assistant Chief Executive (Corporate and Performance Management) and Policy Planning Manager, Chief Executive's Department; Head of Land Services, Department of Community Services; Education Officer, Department of Education; Income Manager, Department of Finance; Finance and Admin Manager, Department of Housing and Property Services and Service Manager, Department of Social Work.

APOLOGIES

Councillors Burns, M. Clark, Irvine and Sullivan.

MINUTE OF MEETING OF SCRUTINY PANEL - SERVICE DELIVERY AND PERFORMANCE HELD ON 3 NOVEMBER 2005

1. There was submitted the Minute of the meeting of the Scrutiny Panel – Service Delivery and Performance held on 3 November 2005. The Convener referred to paragraph 3 regarding the establishment of a Review Group to consider the operation of the Care of Garden Scheme and advised that the group would be a Joint Review Group comprising of three Members from the Scrutiny Panel - Strategy and Policy Implementation and three Members from this Panel.

Decided:

- (1) that the composition of the Joint Review Group to consider the Care of Garden service be noted, and
- (2) that the Minute of the meeting of the Scrutiny Panel – Service Delivery and Performance held on 3 November 2005 be noted.

QUARTERLY PERFORMANCE REVIEW - PAYMENT OF INVOICES

2. With reference to paragraph 4 of the Minute of the meeting of the Scrutiny Panel – Service Delivery and Performance held on 3 November 2005, when it was agreed that the Directors of Community Services, Education, Finance and Social Work provide an update on the effectiveness of the arrangements that had been implemented within their Departments to improve the performance for the payment of invoices, there was submitted a report dated 5 January 2006 (docketed) by the Director of Administration, enclosing in Appendices 1-5 to the report, comments from the Departments of Community Services, Education, Finance and Social Work in that regard.

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Thereon, the Head of Land Services, Department of Community Services; F. Green, Education Officer, Department of Education; T. Cartwright, Income Manager, Department of Finance; U. Coleman, Finance and Admin Manager, Department of Housing and Property Services and J. Hogg, Department of Social Work answered questions from Members.

Decided:

- (1) that the Director of Community Services provide a further report on (a) how the operational changes made within the catering administration section had assisted in the progression of the arrangements for invoice processing; (b) the proposals to introduce summary invoicing within libraries, and (c) any proposals to develop the use of credit cards or similar for payment of invoices;
- (2) that the Head of Revenue Services and the Director of Education provide a further report on the progress of the pilot scheme implemented for the transmission of batched invoices to the Creditors Section more than one day per week, and
- (3) that the reports be otherwise noted.

RECRUITMENT OF APPRENTICESHIPS WITHIN THE PUBLIC/PRIVATE PARTNERSHIPS - ANALYSIS OF APPRENTICESHIPS AND EMPLOYMENT INITIATIVES FOR TARGET GROUPS

3. With reference to paragraph 2 of the Minute of the meeting of the Scrutiny Panel – Service Delivery and Performance held on 3 November 2005, there was submitted a report (docketed) dated 11 December 2005 by the Assistant Chief Executive (Corporate and Performance Management) (1) summarising the performance of the private public partnerships relating to targeted employment initiatives; (2) detailing the formal apprenticeships and return to work schemes within the four Public Private Partnerships, and (3) concluding that greater emphasis should be put by Departments to work with the Public Private Partnerships to provide both apprenticeships and routes back to work in line with the Council's Corporate Plan.

Decided:

- (1) that the Director of Planning and Environment prepare a report on how the Council could increase the number of apprenticeships and enhance routes back to work through the Public Private Partnerships to the Economic Regeneration Committee, and
- (2) that the report be otherwise noted.

QUARTERLY PERFORMANCE REVIEW 2005/2006 – QUARTER 2

4. There was submitted a report dated 12 January 2006 by the Chief Executive (1) providing an overview of the Council's performance over the second quarter of 2005/2006; (2) presenting performance information for a range of statutory performance indicators across all Council services, and (3) detailing in the Appendix to the report (a) reviews of the indicators previously carried out; (b) highlighting performance exceptions, and (c) performance trends and figures, graphs and explanatory notes.

Reference was made to the low performance of (a) the proportion of new probationers seen by a supervising officer within one week; (b) the processing time of housing benefits when there was a change of circumstances; (c) the proportion of children seen by a supervising officer within 15 days; (d) the number and percentage of buildings from which the Council delivers a service that is suitable for, and accessible to, disabled people; (f) the percentage of traffic light repairs completed within

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48 hours, and (g) the percentage of the total number of assessed bridges, the number of Council and private bridges that failed to meet the European standards of 40 tonnes and have a weight or width restriction placed on them.

Decided:

- (1) that it be agreed that explanations be sought from those Departments with low performance indicators as detailed within the report, and
- (2) that the contents of the report be otherwise noted.