



Council Offices, Almada Street  
Hamilton, ML3 0AA

20 October 2010

Dear Councillor

## **Performance and Review Scrutiny Forum**

The Members listed below are requested to attend a meeting of the above Forum/Panel to be held as follows:-

**Date: Tuesday 26 October 2010**  
**Time: 9.30am**  
**Venue: Committee Room 2, Council Offices, Almada Street, Hamilton**

The business to be considered at the meeting is listed overleaf.

Yours sincerely

**Archibald Strang**  
**Chief Executive**

### **Members**

Eileen Baxendale, Jackie Burns, Jim Docherty, Ian Gray, Graeme Horne, Edward McAvoy, Alex McInnes, Anne Maggs, John Murray

## BUSINESS

**1 Declaration of Interests**

**2 Minutes of Previous Meeting**

Minutes of meeting of the Performance and Review Scrutiny Forum held on 13 July 2010 submitted for approval as a correct record. (Copy attached) Page(s) 1 to 4

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### Item(s) for Decision

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**3 National Diagnostic - ICT Services**

Report dated 13 October 2010 by the Executive Director (Finance and Information Technology Resources). (Copy attached) Page(s) 5 to 18

**4 Review and Prioritisation of Performance Measures**

Report dated 7 October 2010 by the Executive Director (Finance and Information Technology Resources). (Copy attached) Page(s) 19 to 26

**5 Social Work Resources Service Review - Reception Services**

Report dated 28 September 2010 by the Executive Director (Social Work Resources). (Copy attached) Page(s) 27 to 34

**6 Corporate Improvement Projects - Benefits Tracking**

Report dated 19 August 2010 by the Chief Executive. (Copy attached) Page(s) 35 to 44

**7 National Diagnostic Project - Customer Contact**

Report dated 11 October 2010 by the Executive Director (Housing and Technical Resources). (Copy attached) Page(s) 45 to 52

**8 Statutory Performance Indicators - 5 Year Comparison 2005/2006 to 2009/2010**

Report dated 11 October 2010 by the Executive Director (Finance and Information Technology Resources). (Copy attached) Page(s) 53 to End

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### Urgent Business

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**9 Urgent Business**

Any other items of business which the Chair decides are urgent.

*For further information, please contact:-*

*Gordon Bow on 01698 454719*

*gordon.bow@southlanarkshire.gov.uk*