

## PERFORMANCE AND REVIEW SCRUTINY FORUM

Minutes of meeting held in Committee Room 2, Council Offices, Almada Street, Hamilton on 13 July 2010

**Chair:**

Councillor Edward McAvoy

**Councillors Present:**

Jackie Burns, Ian Gray, John Murray

**Councillors' Apologies:**

Eileen Baxendale, Jim Docherty, Graeme Horne, Anne Maggs, Alex McInnes

**Attending:**

**Chief Executive's Service**

A Strang, Chief Executive; H McNeil, Head of Improvement

**Corporate Resources**

G Bow, Administration Adviser

**Enterprise Resources**

G MacKay, Head of Roads and Transportation Services

**Finance and Information Technology Resources**

L Hardie, Executive Director

**Social Work Resources**

H Stevenson, Executive Director; B Doyle, Head of Children and Justice Services; A Singh, Justice Services Manager

**Also Attending:**

S Smellie, UNISON

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### 1 Declaration of Interests

No interests were declared.

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### 2 Minutes of Previous Meeting

The minutes of the meeting of the Performance and Review Scrutiny Forum held on 18 May 2010 were submitted for approval as a correct record.

**The Forum decided:** that the minutes be approved as a correct record.

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### 3 Social Work Resources' Service Review - Community Service

A report dated 16 June 2010 by the Executive Director (Social Work Resources) was submitted on the outcome of a review carried out into the administration of Community Service delivered by Social Work.

The key elements of the review were detailed and included:-

- ◆ a definition of the current service provided
- ◆ reporting requirements in respect of revised national standards
- ◆ the key stages of the review process

- ◆ a profile of existing services
- ◆ the outcome of a benchmarking exercise

Following a full appraisal of the various options available in terms of future delivery of the service, it was considered that a revised service, comprising a locality based model with a skills mix of qualified and unqualified workers managing workers and caseloads, provided the most beneficial option to take the service forward.

The new arrangements required a revised staffing structure and details of the new structure were provided in an appendix to the report.

An Improvement Plan to support the implementation of the preferred option had been developed and was detailed in an appendix to the report.

**The Forum decided:**

- (1) that the preferred option to deliver Community Service by implementing a locality based model with a skills mix of qualified and unqualified workers managing workers and caseloads be endorsed; and
- (2) that the recommendations contained in the Service Review Improvement Plan be endorsed.

#### **4 Winter Service - Member/Officer Group**

A report dated 17 June 2010 by the Executive Director (Enterprise Resources) was submitted on the establishment of a Member/Officer Group to review the current level of Winter Service.

The severity of the winter period 2009/2010 had highlighted a number of important issues in terms of the current level of Winter Service. To progress those issues, and in view of the current economic climate, it was considered that the future service delivery options would benefit from scrutiny by a Member/Officer Group.

Following feedback from individual political groups, it was proposed that the Group be chaired by Councillor C Thompson and that the other members be Councillors Anderson, Cairney, Carmichael, Filshie, Gray and Murray.

Terms of Reference for the Group had been drawn up and were detailed in an appendix to the report.

**The Forum decided:** that the establishment of a Member/Officer Group to review the current level of Winter Service be endorsed.

#### **5 Efficient Government - National Diagnostic Alternative Service Delivery, and “Working Towards 2011” Projects Update**

A report dated 30 June 2010 by the Executive Director (Finance and Information Technology Resources) was submitted providing an update on the following National Diagnostic, Alternative Service Delivery and “Working Towards 2011” projects:-

- |                           |                              |
|---------------------------|------------------------------|
| ◆ Administration/Clerical | ◆ SEEMIS                     |
| ◆ Asset Management        | ◆ Arts and Cultural Services |
| ◆ Customer Contact        | ◆ Property Needs Solution    |
| ◆ Finance Service Review  | ◆ Fleet Services             |

- ◆ Flexible Working
- ◆ ICT
- ◆ Management Structures
- ◆ Procurement
- ◆ Energy Forward Strategy
- ◆ Review of Overtime
- ◆ Asset Management in the 4 Geographical Areas

Projects were currently proceeding satisfactorily and further updates would be provided to this Forum and the Executive Committee as appropriate.

**The Forum decided:** that the report be noted.

*[Reference: Minutes of 18 March 2010 (Paragraph 6)]*

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## **6 Urgent Business**

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There were no items of urgent business.