

PERFORMANCE AND REVIEW SCRUTINY FORUM

Minutes of meeting held in Committee Room 2, Council Offices, Almada Street, Hamilton on 8 December 2009

Chair:

Councillor Edward McAvoy

Councillors Present:

Eileen Baxendale, Ian Gray, Graeme Horne, Anne Maggs, Michael McCann, John Murray

Councillors' Apologies:

Jim Docherty, Alex McInnes

Attending:**Chief Executive's Service**

H McNeil, Head of Improvement

Corporate Resources

R McIlwain, Executive Director; G Bow, Administration Adviser; D Wilson, Head of Administration Services

Finance and Information Technology Resources

P Manning, Head of Finance Services; L O'Hagan, Finance Manager (Accounting and Budgeting)

Also Attending:

S Smellie, UNISON

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Performance and Review Scrutiny Forum held on 29 September 2009 were submitted for approval as a correct record.

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

3 'Connect', the Council Plan 2007 to 2012 - Progress

A report dated 18 November 2009 by the Chief Executive was submitted on the progress of 'Connect', the Council Plan 2007 to 2012, at the Quarter 2 stage of 2009/2010.

'Connect' detailed the Council's vision, values, priorities and objectives and set out the key actions to be delivered in the period of the Plan. Progress on key priorities and objectives was summarised in the report. Of the 289 measures contained in the Plan, 159 had been achieved or were on course to achieve with no issues anticipated. A further 45 were on course to achieve but might be subject to minor slippage and 1 measure was not on course to achieve and would be subject to considerable slippage. 84 measures would be reported at a later stage.

Resources would report progress through Quarter 2 Resource Plan progress reports which would be submitted to individual Resource Committees in the forthcoming cycle of meetings.

The Forum decided: that the report be noted.

[Reference: Minutes of Executive Committee of 18 November 2009 (Paragraph 10)]

4 Best Value 2 Consultation Analysis and Proposed Accounts Commission Responses - August 2009

A report dated 20 November 2009 by the Executive Director (Finance and Information Technology Resources) was submitted on responses to the consultation carried out by the Accounts Commission on its Best Value 2 (BV2) proposals.

A total of 51 responses had been received with 29 of those being from councils. A summary of those responses, together with this Council's responses to the specific questions asked in the original consultation, were provided in an appendix to the report.

The Accounts Commission had confirmed that feedback on the consultation would be used to inform pathfinder audits and the further development of its approach to BV2. Details were provided on a number of key work areas to be taken forward.

Following a full evaluation of BV2 audits, the Accounts Commission would publish its proposals for rolling out BV2 in early 2010. The Corporate Improvement Unit would continue to review information and advice from the Accounts Commission and would update this Forum as required.

The Forum decided:

- (1) that the summary information on the consultative responses and the Accounts Commission proposals to date be noted; and
- (2) that a further report be presented to this Forum when the Accounts Commission had published results from pathfinder audits in order to clarify a number of points raised during the consultation process.

[Reference: Minutes of Executive Committee of 18 November 2009 (Paragraph 9)]

5 Performance Management and Best Value 2

A report dated 11 November 2009 by the Executive Director (Finance and Information Technology Resources) was submitted on Statutory Performance Indicator (SPI) and Local Performance Indicator (LPI) data currently collected within the Council and how this contributed to the audit requirements of Best Value 2 (BV2).

Guidance had been received from the Accounts Commission that the number of SPIs to be reported was to reduce from 57 to 21 and was to be organised into 2 general headings of SPI1 and SPI2.

An update was provided on:-

- ◆ performance management information
- ◆ best value toolkits
- ◆ benchmarking

The areas of work which would be reported through the Corporate Improvement Advisory Board (CIAB) were detailed in the report.

It was intended that an annual exercise would be carried out corporately to review SPI and LPI data to ensure that the requirements of BV2 were being met. Any gaps identified during the current review would be considered through the CIAB.

The Forum decided: that the report be noted.

6 Self-Assessment

A report dated 23 November 2009 by the Chief Executive was submitted on the next steps in the roll-out of the Council's Public Sector Improvement Framework (PSIF) self-assessment model.

In order to maximise the sense of ownership, it was proposed to rebrand the self-assessment model as Empower (Employee Ownership with Excellent Results). This new corporate identity would complement and augment the existing Connect and Improve branding.

An update on progress to date, including outcomes from the Practitioners' Forum set up by the Improvement Service (IS) for organisations embarking on PSIF, was provided together with an overview of the PSIF process.

A short-term working group of officers had been established comprising all 7 Resource assessors to manage the implementation of Empower within the Council. The external assessor had recommended a phased introduction of the model and that the Council adopt a fully facilitated model early in the roll-out programme with each session involving 2 or 3 assessors.

Details were provided on:-

- ◆ how the roll-out would be communicated and implemented
- ◆ arrangements for the Council-wide assessment
- ◆ the pilot project to be undertaken in Resources
- ◆ the timetable for the roll-out of Empower
- ◆ the performance management framework associated with Empower and the time commitment required from Resources for each assessment

A budget of £40,000 had been allocated for the implementation of the self-assessment tool. To date, £14,000 had been spent on training and the e-tool to manage the process. The balance of the sum allocated would be used on the remaining training and reassessment requirements as part of the planned roll-out.

The Forum decided: that the rebranding of the Public Sector Improvement Framework (PSIF) for South Lanarkshire Council as Empower (Employee Ownership With Excellent Results) and the arrangements for the roll-out of Empower, as detailed in the report, be noted.

[Reference: Minutes of Executive Committee of 18 November 2009 (Paragraph 16)]

7 Statutory Performance Indicators - Declines in Performance during 2008/2009

A report dated 3 November 2009 by the Executive Director (Finance and Information Technology Resources) was submitted on:-

- ◆ the Statutory Performance Indicators (SPIs) which had declined from 2007/2008 to 2008/2009
- ◆ details of improvement measures in place for 2009/2010

Currently 18 SPIs showed a decline in performance from 2007/2008 to 2008/2009 and explanations for the decline together with steps in place to improve performance were detailed in an appendix to the report.

A detailed comparison with other councils would be undertaken when the Audit Scotland Council Profiles were published in late December 2009. The improvement plans in place would be monitored throughout 2009/2010 and performance levels would be presented to the Forum when the details were collated at the end of the financial year.

The Forum decided: that the report be noted.

8 Efficient Government - National Diagnostic Projects Update

A report dated 3 November 2009 by the Executive Director (Finance and Information Technology Resources) was submitted providing an update on the following National Diagnostic Projects:-

- | | |
|---------------------------|-------------------------|
| ◆ Administrative/Clerical | ◆ Flexible Working |
| ◆ Asset Management | ◆ ICT |
| ◆ Customer Contact | ◆ Management Structures |
| ◆ Finance Service Review | ◆ Procurement |

Further updates would continue to be reported to this Forum and the Executive Committee as appropriate.

The Forum decided: that the report be noted.

9 Urgent Business

There were no items of urgent business.