

PUBLIC PROCESSES PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
on 26th March 2015 at 10.00 a.m.

Present: Councillors Brian McGinley (Chair), Alec Clark, Peter J. Convery, Ian Douglas, Hugh Hunter, Helen Moonie and Alec Oattes.

Attending: R. Riddiough, Head of Legal and Democratic Services; C. Monaghan, Head of Communities; G. Collins, Community Engagement Manager; C. McGarva, Community Engagement Officer; and A. Gerrish, Committee Services Officer.

Also Attending: Councillors Bill McIntosh and Bill Grant.

1. Declarations of Interest.

There were no declarations of interest by Members in terms of Council Standing Order No. 17 and the Councillors' Code of Conduct.

2. Items for Call-in.

The Panel noted that there had been no call-ins for this meeting.

3. Records Management Plan.

There was submitted a report (issued) ([link attached](#)) of 16th February 2015 by the Head of Legal and Democratic Services providing a report of the steps the Council should take in relation to the Public Records (Scotland) Act 2011 ('the Act').

A discussion took place where clarification was sought and provided on Information security, data protection, FOI requests, the classification of e-mails and staff training on these matters.

Decided: to note

- (1) that a work plan had been prepared to identify the steps in the process towards the implementation of the Council's duties under the Act which was contained in Appendix 1 of the report; and
- (2) that a progress report would be submitted to each meeting of this Panel which would included an updated work plan.

4. Complaints – Scrutiny Update to 31 December 2014.

There was submitted a report (issued) ([link attached](#)) of 17th February 2015 by the Head of Legal and Democratic Services presenting the Council's performance in relation to complaints to facilitate appropriate scrutiny.

A full discussion took place where concerns were raised in relation to the need to use appropriate headed paper at all stages of complaints regarding the Ayrshire Roads Alliance, and whether stage 2 complaints that are upheld should always address improvements arising. It was noted that a report on complaints referred to the SPSO (Ombudsman) would be forthcoming to the Panel at a later date. It was noted that the report was the first of its type and was a good start, but that future reports should try and provide an analysis of all complaints to allow good scrutiny of improvements arising, with complaints reduction in mind. It was suggested that a template in response to complainants could be used to record and share improvements and other outcomes arising from complaints.

The Panel

Decided:

- (1) to note the terms of the report; and
- (2) to request a further report to a future meeting of this Panel on 30th September 2015 to provide an update on the Council's complaints performance during the period 1st January to 30th June 2015.

5 A Strategic Approach to Community Engagement: Update Report.

There was submitted a report (issued) ([link attached](#)) of 12th February 2015 by the Head of Communities providing an update on the Council's work on Community Consultation and Engagement.

The Head of Communities further updated the Panel on the various Community Consultation and Engagement Activities/Issues that had taken place and intimated a further report would be submitted to next meeting of this Panel on 6th May 2015 with detailed information.

A discussion took place and issues raised in relation to:-

- an Action Plan with milestones being included in the report,
- the inclusion of Community Engagement in the Capital Programme and the potential difficulties if this was not incorporated in the Council's budget preparation,
- the Community Empowerment Bill and that a workshop with Panel members was being arranged for after stage 2 to consider the community empowerment legislation and its implications for the Council's wider approach to community engagement,
- community asset transfers, the need to maximise good examples and the need to prioritise areas that the Council invests in, and
- the need to manage expectations.

Clarification was also sought and provided in relation to the UWS Training package and participatory budget training.

The Panel

Decided:

- (1) to note the report; and
- (2) to request a report be submitted to the next meeting of this Panel due to be held on 6th May 2015.

The meeting ended at 11.40 a.m.