

## **SERVICE AND PERFORMANCE PANEL.**

Minutes of meeting in County Buildings, Wellington Square, Ayr,  
on 24th March 2015 at 10.00 a.m.

Present: Councillors Kirsty Darwent (Chair), Andy Campbell, Peter Convery, Allan Dorans, Hugh Hunter, Mary Kilpatrick, Nan McFarlane and Brian McGinley.

Also present: Councillors Bill Grant, Robin Reid and Margaret Toner, Portfolio Holders.

Attending: D. Hutchison, Director of Educational Services; L. Bloomer, Executive Director – Economy, Neighbourhood and Environment; V. Andrews, Executive Director - Resources, Governance and Organisation; M. Baker, Head of Policy and Performance; D. Burns, Head of Housing and Facilities; and A. Gibson, Committee Services Officer.

Also attending: A. Mackenzie, External Auditor.

### **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. Minutes of previous meeting.**

The minutes of 4th February 2015 (issued) ([link attached](#)) were submitted and approved.

### **3. Action Log and Work Programme.**

There was submitted an update of the Action Log and Work Programme for this Panel (issued) ([link attached](#)).

**Decided:** with regard to the Action Log, to note various updates that would be included in it for the next meeting.

### **4. Initial Review of Progress against the Council's "Performance Management Framework".**

Reference was made to the Minutes of South Ayrshire Council of 29th October 2014 (Page 3, paragraph 6) when the Council had approved an updated Performance Management Framework and had remitted consideration of the operation and effectiveness of the framework to this Panel and there was submitted a report (issued) ([link attached](#)) to allow the Panel to review progress against the Council's 'Performance Management Framework', the on-going 'How Good is Our Council' (HGIOC) process and to consider how best to undertake the next stages of scrutiny against the Council's Service and Improvement Plans (SIPs).

A Member of the Panel enquired as to how well the HGIOC approach was being adopted by this Council. The Director of Educational Services advised

- that leadership engagement events had taken place and that self-evaluation had improved with the high level scans that had been conducted. It was noted that good progress was being made; and
- that in undertaking their high level scans, some had completed the scans at team level and that the Director of Educational Services would give them formative feedback so that the scans can then be aggregated to Head of Service and Directorate level.

Following a question from a Member of the Panel regarding what was being undertaken to feed into what the Council was doing and how it would be monitored, the Director of Educational Services advised that what was being undertaken required to lead to improvement and that in the process, the Council was still at the high level scans stage but that more fine grained evaluation using quality indicators was required. Thereafter, the next stage would be informing the Service and Improvement Plan, with the whole process taking over three years to reach a level of maturity in using self-evaluation for improvement.

**Decided:**

- (1) to note the position meantime and that, as agreed previously by the Chair of the Panel and the Chief Executive, an additional meeting of this Panel be convened on Monday, 8th June 2015 at 10.00 a.m. to ensure that the overall timescale of concluding and approving the refreshed Service and Improvement Plans at the Council meeting on 25th June 2015 was achieved; and
- (2) to agree that, as part of the SIP reporting, all the Council Services be asked to advise this Panel how HGIOC and the high level scans had influenced them on what they were doing.

**5. Property Maintenance Service Review Findings.**

Reference was made to the Minutes of the Leadership Panel of September 2014 (Page 7, paragraph 14) and there was submitted a report (issued) ([link attached](#)) of 10th March 2015 by the Executive Director – Economy, Neighbourhood and Environment presenting the findings of the Property Maintenance Service Review, prior to formal consideration by the Leadership Panel.

The Head of Housing and Facilities made a presentation to the Panel on the findings from the Review.

Members of the Panel discussed with Officers how users of the Property Maintenance Service were surveyed on performance, the reasons why 2013/14 performance for this Service was poor, the motivation of staff, the ordering of equipment, emergency and non-emergency work, the use of a work scheduling system, recharging costs, the use of apprenticeships, membership of the working group to take the proposals forward, gender balance and training requirements.

The Panel further praised the Service on its recent reduction in absence levels.

**Decided:** to agree that the findings and recommendations, as detailed in the report, be presented to the Leadership Panel on 28th April 2015.

The meeting ended at 11.20 a.m.