

SERVICE AND PERFORMANCE PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
on 2nd June 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, John McDowall and Margaret Toner (Portfolio Holders).

Attending: D. Hutchison, Director of Educational Services; V. Andrews, Executive Director - Resources, Governance and Organisation; L. Bloomer, Executive Director – Economy, Neighbourhood and Environment; M. Baker, Head of Policy and Performance; R. Riddiough, Head of Legal and Democratic Services; T. Baulk, Head of Finance and ICT; D. Gillies, Head of Property and Risk; K. O'Hagan, Head of Employee and Customer Services; D. Burns, Head of Housing and Facilities; P. Godfrey, Head of Children's Services and Criminal Justice; K. Leinster, Head of Community Health and Care Services; J. Bradley, OD and Customer Services Manager; G. Farrell (Co-ordinator – OD and Customer Services); J. Andrew, Team Leader (Customer Services); D. Sherlock, Corporate Policy Manager; C. Gardner, Senior Strategic Planning and Performance Officer; and A. Gibson, Committee Services Officer.

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 24th March 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. Performance to 31st March 2015 against the 2014-17 Service and Improvement Plans and their Refresh for 2015-18.

There was submitted a report (issued) ([link attached](#)) of 19th May 2015 by the Head of Policy and Performance to allow the Panel to scrutinise, for each Directorate in turn, the performance against the Council's 2014-17 Service and Improvement Plans (SIPs) to 31st March 2015 and the refresh of those same plans for 2015-18.

The Panel's comments and observations are set out below:-

Having heard the Chair advise of her concerns with regard to the layout of the report, the Head of Policy and Performance undertook to review this for future reports. It was also noted that the 'cloud based' version of Covalent was being introduced over the summer and that access to this version would be available for Councillors.

Annex 1 – Housing and Facilities SIP:-

2014/15 Year end Reporting:-

Sub-actions -

CP3103.01 – Clarification was sought as to how the Sheltered Housing Service would cope with people living longer and would it be able to adapt accordingly. The Head of Housing and Facilities advised that the Council was working with the Health and Social Care Partnership to address this issue.

SP2207.01 – Clarification was sought and it was confirmed that the voluntary trawl of the staff in the production kitchens had ensured that the required budget savings had been made.

Service and Improvement Plans for 2015/18:-

Key Performance Measures -

SO6.1 13 - After clarification was sought on why positive feedback from cleaning and janitorial Customer Satisfaction Surveys had decreased from 90% in 2013/14 to 73% in 2014/15, it was noted that work was ongoing to improve this.

The Chair noted that alongside the substantial change that had taken place within the service, performance had improved across a number of key measures. Congratulations were extended to all the staff involved.

Annex 6 – Children’s Services SIP:-

2014/15 Year end Reporting:-

Sub-actions -

CP2402.09 – The Panel noted (1) that a strategy group relating to Corporate Parenting would be convened shortly with specific funding being made available to fund “Champions” and suitable staff training being provided; (2) that there would be a role for Elected Members on the Champion’s Board; and (3) that progress would be reported to Members at a later date.

Clarification was also sought on how young carers fitted in with Corporate Parenting and it was intimated that work was ongoing in this respect with Children First there to assist.

SP2205.01 - Clarification was sought as to the challenges that were faced in the introduction of the Children and Young People (Scotland) Act, and it was noted that the Act would be implemented in a phased manner and that there would be financial challenges too.

SP6502.08 - Following a request, an update was given on future community justice arrangements and it was indicated that there was a desire for the three Ayrshire Authorities to work in a joint arrangement.

Annex 7 – Community Care SIP:-

2014/15 Year end Reporting:-

Sub-action -

CP3202.04 - Clarification was sought regarding Locality Planning and it was reported that it would operate at a number of different levels including delivery around GP Practices. There was discussion in respect of the expected operation of locality based planning, and members were advised that further information was available from the Director of Health and Social Care.

Resources, Governance and Organisation:-

The Executive Director – Resources, Governance and Organisation gave an introduction to the SIPs under her remit.

Annex 3 – Finance and ICT SIP:-

2014/15 Year end Reporting:-

Sub-actions -

SP6712.04 – Clarification was sought as to the position of the fundamental review of ICT systems and processes and it was reported that once SOCITM had concluded its review of the service the findings would be reported through the service review process.

SP6717.01 - The Panel noted that there had not been a large take-up of Credit Union accounts so far to support income management. It was agreed that it would be helpful to have the number of take-ups reported through this SIP, and that promotion of the scheme should continue.

Service and Improvement Plans for 2015/18:-

P5 External Challenges There was discussion in respect of how the protection of services would be worked into balancing the budget.

Key Performance Measures -

SP6716.01 – Clarification was provided as to why payment performance for invoices had fallen from 2013/14 and assurances were given that it was now back on track.

Annex 4 – Legal and Democratic Services SIP:-

Overview:-

Clarification was sought as to how information governance was being taken account of in the ICT service review and it was noted that there was a close link between the two with SOCITM taking account of the issues.

2014/15 Year end Reporting:-

Sub-action –

SP6901.02 – It was noted that a pilot of the Members’ portal and systems to manage Members’ enquiries had been conducted over a three month period with a quarter of Members using it. There was discussion regarding LAGAN (available to Members for caseload management) and the difficulties that were being encountered and the trial by various Members of computer tablets.

There was discussion regarding the Archives Review and it was noted that the outcome would be dependant on further discussion with East and North Ayrshire Councils as a to their requirements as a shared service.

It was noted that the proposals for the review of Scrutiny Panels included moving complaints reporting to this Panel instead of the Public Processes Panel, to include a corporate overview of complaints data as well as service improvement elements.

Annex 5 –Property and Risk SIP:-

2014/15 Year end Reporting:-

Sub-actions:-

It was noted that one named officer had the responsibility for the majority of the SIPs sub-actions but members were advised that there were other officers also involved in delivery.

CP6102.01 - The Panel discussed the disposal of surplus assets, and it was confirmed that the Council did possess a list of properties planned for disposal, and that a formal Disposal Strategy was being developed which would aim to streamline processes including giving officers increased delegated powers to enable disposals to be progressed.

SP6706.01 - Clarification was sought and it was confirmed that Council staff were fully trained and structures were in place to respond to a civil emergency.

Service and Improvement Plans for 2015/18:-

Key Performance Measures -

It was confirmed that where values for 2014/15 were not yet available, they would be reported to Panel at the next meeting, as part of the overall report on 2014/15 PI year end performance.

Annex 2 – Employee and Customer Services SIP:-

2014/15 Year end Reporting:-

Sub-actions:-

CP6401.02 - Clarification was sought and provided as to the quality of the Performance and Development Review (PDR) conducted by the Council.

CP6401.03 - It was noted that with regard to the Council's Workforce Strategy, it was imperative that critical skills were developed across the Council, rather than focussing on specific succession planning in terms of training for specific posts.

SP6404.01 Following discussion regarding the Leadership and Management Development Programme, it was noted that it was proposed to roll out a full programme of both management development training and Leadership Engagement events over the coming year.

SP6708.01 - The Panel discussed the use of customer contact centres and potential for 'channel shift' to other means of customer interaction in future, requested that in future reports for this SIP, the split between contact by phone, digital and face to face be shown. In addition consideration to be given to developing performance data relating to the number of users to the cost per user for different interfaces.

Decided: to agree

- (1) that there were no substantive points requiring to be addressed by Services in the 2014/15 year end reporting or the refresh of their Service and Improvement Plans for 2015/18;
- (2) that following the interest expressed by Members over the review of the ICT Service, progress be reported back to the Members by September 2015; and
- (3) to remit the 2015-18 Service and Improvement Plans to the Council meeting scheduled to take place on 25th June 2015 for approval.

Councillor Kilpatrick left the meeting at this point.

5. Review of Scrutiny Panels.

There was submitted a report (issued) ([link attached](#)) of 21st May 2015 by the Executive Director - Resources, Governance and Organisation seeking the Panel's input to a review of current scrutiny arrangements as a result of the Best Value Action Plan, including Panel remits and related procedures.

The Executive Director – Resources, Governance and Organisation advised the Panel that the views of each Scrutiny Panel were being sought and that the views from this and the other Panels would be reported to the Council meeting, scheduled to take place on 25th June 2015.

A number of issues were raised by members of this Panel including the need for the Council to speak to service users as part of the scrutiny process, with better consultation taking place. It was however noted that this was evident in the high level scans that had been conducted and in some previous scrutiny review work (eg procurement). It was concluded that it was important for this Panel to include service user input as part of any scrutiny reviews' that it would conduct.

Decided: to agree

- (1) that the proposed changes as specified in paragraph 4.3 of the report, be recommended to Council for approval; and
- (2) that meaningful service user consultation be undertaken when appropriate.

6. Emergency Response Team (ERT) Service Review Findings.

There was submitted a report (issued) ([link attached](#)) of 21st May 2015 by the Executive Director - Resources, Governance and Organisation advising of the findings of Emergency Response Team (ERT) (traditionally referred to as SAMS) Service Review.

The Head of Employee and Customer Service gave a presentation in respect of the Review.

The Panel discussed:-

- the use of the Council's CCTV footage by Police Scotland and the current and possible future funding arrangements for this; and
- that the existing CCTV was a good resource and it needed to be clarified who was going to take this provision forward with indicative timescales.

After the Executive Director – Resources, Governance and Organisation advised that this was the first review of a support service with critical impacts on other Services', the Panel agreed that it had been an excellent Service Review, however it was important to ensure that future proposed review work following on from it continue to be tracked.

Decided: to agree that the findings and recommendations of the Service Review, as detailed in the report, be presented to the Leadership Panel at its meeting, scheduled to take place on 16th June 2015.

The meeting ended at 1.05 p.m.