SERVICE AND PERFORMANCE PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
on 8th December 2016 at 10.00 a.m.

Present: Councillors Kirsty Darwent (Chair), Andy Campbell, Peter Convery, Hugh Hunter, Brian McGinley and John Wallace.

Apologies: Councillors Mary Kilpatrick and Nan McFarlane.

Attending: M. Baker, Head of Policy and Performance; R, Riddiough. Head of Legal and Democratic Services; K. O'Hagan, Head of Employee and Customer Services; W. Carlaw, Democratic and Governance Manager; A. O'Neill, Digital Transformation Manager; D. Sherlock, Corporate Policy Manager; D. Rae, Policy and Performance Assistant; 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 8th September 2016 (issued) 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).

Decided: with regard to:-

(1) the Action Log,

   (a) to note the current position; and

   (b) to agree that the Head of Communities provide Members with the detailed remit of the External Funding Officer post and an overview of their work programme; and

(2) the Work Programme, to note the possibility of a special meeting of this Panel being arranged in February 2017 to scrutinise a number of Services Review prior to their consideration by the Leadership Panel.

4. **Complaints – Scrutiny Update – Period: 1st April to 30th September 2016.**

There was submitted a report (issued) of 29th November 2016 by the Head of Legal and Democratic Services

(1)   detailing complaints performance information for the period from 1st April to 30th September 2016 and comparing performance to the same reporting period in 2015; and

(2)   advising that the information reflected the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on how the Council improved its services following Stage 2 of this Council's complaints procedure and Ombudsman complaints.

The Chair, on behalf of the Panel thanked the Head of Legal and Democratic Services and his staff in Information Governance for their good work in providing the information detailed in the report.

After a member of the Panel advised that there required to be a consistent approach with officers recording complaints to provide accurate data, the Head of Legal and Democratic Services advised that he would encourage this with Council officers.

The Panel agreed that the Head of Housing and Facilities and the Property Repairs and Maintenance Manager should be commended on the reduction in complaints regarding Housing.

It was reported

(a)   that it was important to analyse complaint information to help bring issues to the fore;

(b)   that the Council should use benchmarking information to ascertain what could be drawn from this;

(c)   that it was important that feedback from a survey of members of the public should be filtered to all Directorate Complaints Co-ordinators by the Information Governance Team;

(d)   that it was important to ensure that complaints were properly understood by the Council and to this end to deal with complaints face to face or on the phone where possible and appropriate; and

(e)   that the Information Governance Team relied on Services to report back on the mitigating actions taken in respect of complaints.

Decided:

(i)   to request a further report in the same format to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1st October 2016 to 31st March 2017; and

(ii)   to request the Head of Legal and Democratic Services to ensure that the content of the report was shared with the Corporate Management Team to support continuous improvement.

5. **Transform South Ayrshire Programme – Update.**

There was submitted a report (issued) of 30th November 2016 by the Executive Director – Resources, Governance and Organisation detailing progress of the "Transform South Ayrshire" (TSA) programme.

The Panel welcomed Alan O'Neill to the meeting who had recently been appointed to the Council as Digital Transformation Manager.

The Panel heard the Head of Policy and Performance, the Head of Employee and Customer Services and the Digital Transformation Manager provide further information on the report.

The Panel were advised:-

(1)   of the details of the workshop being arranged to advance the future ICT models to support the business change requirements of the programme;

(2)   that the Council was working with the Health and Social Care Partnership in promoting the programme;

(3)   that the public would still be able to make cash payments to the Council should they desire; and

(4)   that issues surrounding internet security had been addressed by the Council.

Decided: that the Executive Director- Resources, Governance and Organisation should evaluate what, in terms of the Transform Ayrshire Programme, should be presented to this Panel in quarterly update reports.

6. **South Ayrshire Council Gaelic Language Plan 2014-17 Annual Progress Report 2015-16.**

There was submitted a report (issued) of 29th November 2016 by the Head of Policy and Performance requesting the Panel to review progress over the course of 2015-16 towards the actions contained within the South Ayrshire Council Gaelic Language Plan 2014-17.

A member of the Panel advised that, with there currently being problems in primary schools in terms of literacy, time and resources should not be used to promote the Gaelic language.

The Panel agreed that the use of the Gaelic language on street signs in South Ayrshire was not required.

Decided: to agree that the South Ayrshire Council Gaelic Language Plan 2014-17 Annual Progress Report 201516 , as detailed in Appendix 1 of the report, be submitted to the Leadership Panel, scheduled to take place on 14th February 2017 and thereafter to Bord na Gaidhlig.

The meeting ended at 11.50 a.m.