

SERVICE AND PERFORMANCE PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
on 10 March 2020 at 10.00 a.m.

Present: Councillors Alec Clark (Chair), Iain Campbell; Chris Cullen, Hugh Hunter, Derek McCabe and Bob Pollock.

Apologies: Councillors Laura Brennan-Whitefield and Andy Campbell.

Attending: D. Hutchison, Depute Chief Executive and Director – People; D. Gillies, Director – Place; T. Eltringham, Director of Health and Social Care; T. Baulk, Head of Finance and ICT; M. Newall, Executive Manager (People); W. Carlaw, Service Lead - Democratic Governance; C. Boyd, Service Lead – Risk and Safety; S. McCall, Service Lead – ICT Enterprise Structure; C. Monaghan, Service Lead – Community Services and Facilities; K. Dalrymple, Service Lead – Neighbourhood Services; T. Burns, Service Lead – Asset Management and Community Asset Transfer; G. Cockburn, Acting Service Lead – Procurement; C. McPhail, Economic Development 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 11 February 2020 ([issued](#)) were submitted and approved.

3. Action Log and Work Programme.

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

4. South Ayrshire Performs – “Our People, Our Place Council Plan 2018-22” – 2019/20 Performance Report (Strategic Priorities 4-6).

There was submitted a report ([issued](#)) of 27 February 2020 by the Depute Chief Executive and Director – People

- (1) allowing the Panel to review performance over the course of 2019/20 towards achieving the strategic objectives and outcomes contained within the Council Plan 2018-22; and
- (2) advising that the three strategic priorities being considered at this Panel were:-
 - (a) making the most of the economy;
 - (b) to increase the profile and reputation of the Council; and
 - (c) to enhance environment through social, cultural and economic activities.

Following a question from a Member of the Panel, it was noted that the six strategic priorities were divided between Panel meetings, to allow three of them to be reported to Panel at a time.

Corporate Risk, Safety and Resilience Overview.

Having noted that there were 149 Violence and Aggression Incidents between October to December 2019, a Member of the Panel asked what was being done to protect staff. The Service Lead – Risk and Safety advised of the various initiatives that were underway to address this matter including staff training. The Panel agreed that she provide a Briefing Note to Members in due course, once the various initiatives had been concluded.

Headline Report - Make the most of the Local Economy.

In relation to the Grain Exchange, Ayr, a Member of the Panel enquired if the £48,000 in income by way of on-site sales and further commissioned work was income to the Council. The Service Lead – Community Services and Facilities advised that this was not income to the Council but was rather the takings of the traders. It was further noted this venture, to date, had been very successful and worthwhile and that its advertising through social media had assisted in its success.

Make the Most of the Local Economy – LGBF No. of Business Gateway start-ups per 10,000 population.

Following an issue raised by a Member of the Panel, it was agreed that the Economic Development Officer provide information, by way of a Briefing Note, with a breakdown of the number of Business Gateway start-ups per 10,000 population in the rural areas of South Ayrshire.

Make the Most of the Local Economy – Town Centre Vacancy Rates.

Having heard a Member of the Panel, it was agreed that the Economic Development Officer provide Members with a Briefing Note on a breakdown of Town Centre Vacancy Rates and an update on the action plans for Troon, Prestwick, Maybole and Girvan. A Member of the Panel stressed the importance of acquiring Business Improvement District status. The Panel were also advised that of the number of vacant units, there would only be a few that were owned by the Council.

Make the Most of the Local Economy – Number of Tourists to South Ayrshire.

A Member of the Panel enquired how this was measured. It was agreed that the Service Lead – Community Services and Facilities would provide Members with a Briefing Note in this regard.

Make the Most of the Local Economy – GCSDP4.2 03 - Provide technology advice and leverage Council technology infrastructure for our Five Towns, Rural and Business Improvement District growth initiatives.

Following this matter being raised by a Member of the Panel, the Head of Finance and ICT advised that a Communications package was being developed in this regard.

Make the Most of the Local Economy – GCSDP4.4 01 – We will work closely with local employers to support them to fill vacancies appropriate to the participants on Council Programmes.

Following discussion, the Panel agreed the Executive Manager (People) provide more information on this matter by way of a Briefing Note.

Make the most of the Local Economy – PLDP4.5 01 – Actively promote Council procurement to support the local economy, and will look to maximise the potential and returns from community benefits.

Following a question from a Member of the Panel on how this matter was progressing, the Acting Service Lead – Procurement advised of the current position. It was further noted that new legislation relating to procurement would not have an effect on advertising contracts which was carried out via the Public Contracts Scotland portal.

Make the Most of the Local Economy – PEDP4.7 01 Work in partnership to develop a heritage area within Ayr Town Centre, maximise our Robert Burns potential; promote golf tourism and improve the benefit which golf brings to South Ayrshire; and develop a programme of live performances.

Following a question from a Member of the Panel enquiring if the Council knew the economic benefits to South Ayrshire of promoting Burns, the Service Lead – Community Services and Facilities advised that Glasgow University had published a document regarding the impact of Burns and that she would provide this to Members.

A Member of the Panel enquired if the Council encouraged tourism through the golf courses they owned. The Service Lead – Community Service and Facilities advised the Council was moving towards promoting their courses to be used for national competitions.

Increase the Profile and Reputation of South Ayrshire and the Council – Residents who feel the Council keeps them well informed.

Having heard a Member of the Panel note that the target in this area had not been met over the last few years, it was noted that the Council did undertake a high level of consultation and engage with the communities.

Increase the Profile and Reputation of South Ayrshire and the Council – Number of complaints dealt with by the Council.

Having heard a Member of the Panel enquire if figures were kept relating to the number of complaints received from “serial complainers”, the Service Lead – Democratic Governance advised that figures in this regard were not recorded.

Headline Report - Increase the Profile and reputation of South Ayrshire and the Council.

Following discussion, it was agreed that the Executive Manager (People) provide the Panel with more information relating to the number of social media “shares” undertaken.

Increase the Profile and Reputation of South Ayrshire and the Council – PEDP5.1 01 Develop a new Communications Strategy setting out how we will share information and tell the Council’s stories.

Following this matter being raised by a Member of the Panel, it was agreed that progression on this matter be reported back to this Panel in the future.

Headline Report – Enhanced Environment through Social, Cultural and Economic Activities.

Following a Member of this Panel raising this issue, the Service Lead – Community Services and Facilities advised that the Tourism, Events and Culture Strategy was going to be examined. It was also noted the importance of working with the Council’s Economic Development Section and local retailers.

Enhanced Environment through Social, Cultural and Economic Activities – Performance against street cleanliness index.

A Member of the Panel raised his concern that there was an increase in the number of houses in South Ayrshire without a rise in the number of staff undertaking street cleaning. The Service Lead – Neighbourhood Services advised that Neighbourhood service structure changes would be reported to the Council’s Leadership Panel on 17 March 2020 and that budget provision had been made for an additional seven members of staff in this area with improvements hopefully being seen within the next six months.

It was further noted that the removal of chewing gum from streets and pavements would be examined going forward.

Enhanced Environment through Social, Cultural and Economic Activities – Percentage of buildings in satisfactory condition (internal floor area).

After having heard a Member of the Panel in respect of the forthcoming demolition of Burns House, Ayr and the impact this would have, the Service Lead – Asset Management and Community Asset Transfer responded and it was noted that with more capital investment, the percentage of buildings in a satisfactory condition would improve.

Having considered the performance through the high level measures and narrative, as detailed within Appendix 1 of the report, the Panel

Decided: that it wished to draw to the attention of the Council, the concerns raised relating to performance against street cleanliness index, as detailed above, to be included in the report being submitted to Council.

5. Local Government Benchmarking Framework 2018/19.

There was submitted a report ([issued](#)) of 27 February 2020 by the Depute Chief Executive and Director – People updating the Panel on the publication of the Local Government Benchmarking Framework (LGBF) data for 2018/19 and for it to consider where scrutiny of this information might be helpful to drive improvement.

Children’s Services – Cost per primary school pupil £.

Following this matter being raised by Members of the Panel and discussion regarding the understanding of the information provided and the situation of rural schools, it was agreed that the Executive Manager (People) would provide the Panel with information as to the use of the term “Service Lead” in this area.

Children's Services – Percentage of pupils gaining 5+ awards at level 5.

Having heard a Member of the Panel and the Depute Chief Executive and Director – People, there was discussion on the apparent contradiction of the information provided and whether this was a helpful measure.

Children's Services – Percentage of pupils in 20% most deprived areas getting 5+ awards at level 6.

Having noted that pathways included a range of courses that were not national qualifications, the Panel was advised that this was an option open to all schools in South Ayrshire.

After the Panel noted a significant drop in this measure for 2017/18 and 2018/19, it was noted that this may be due to school pupils leaving at the end of fourth year.

Adult Social Care – Adults aged 65+ Home Care Costs per Hour.

Following discussion on this matter and having heard the Director of Health and Social Care, the Panel noted that the data provided was not clear.

Adult Social Care – Percentage of people aged 65 and over with long-term care needs who receive personal care at home.

Having noted the projection that there would be an increase of 34% from 2019 to 2030 in clients aged 65 and over who would require a home care service, the Director of Health and Social Care advised that this reflected the ageing population of South Ayrshire.

Adult Social Care – Percentage of Care Services graded good or above.

A Member of the Panel enquired why this Council had recently fallen down the rankings in this area, the Director of Health and Social Care advised that he did not agree with the figures shown and that any more information he received on this matter would be reported to Members by way of a Briefing Note.

Adult Social Care – Carers who feel supported to continue in their caring role.

A Member of the Panel advised of his disappointment with regard to the figures for this measure. Having heard the Director of Health and Social Care, it was noted that the data for this measure was undertaken at GP practices and was therefore restricted and may not be wholly representative and subsequently difficult to interpret.

Councillor Hunter left the meeting at this point.

Adult Social Care – No. of days people aged 75+ spend in hospital when they are ready to be discharged.

A Member of the Panel expressed concern at the Council's decline in performance in this measure. The Director of Health and Social Care advised that delayed discharges were a problem but was being addressed with his colleagues from Scottish Government and that matters should improve when care home places became available. The Panel further noted the importance of power of attorney.

Environmental Services – Net waste collection cost per premise.

Following a question from a Member of the Panel, it was noted that this measure included domestic premises and that the Service Lead – Neighbourhood Services did not agree with the figures presented and was currently looking into the matter. It was further noted that recycling had improved as a consequence of the recent change to the collection programme but that the figures were still to be verified and once available, the savings made would be publicised.

Environmental Services – Street Cleanliness Index – Percentage Clean.

After a Member of the Panel asked if this measure included beaches, the Service Lead – Neighbourhood Services advised that beaches were ranked separately and that with the additional resources being made available, a positive outcome would be seen.

Economic Development and Planning – Percentage of unemployed people assisted into work from Council operated/funded Employability Programmes.

A Member of the Panel enquired what would the position be if transport costs outweighed the money received by the individuals who took part in these Programmes. It was agreed that the Executive Manager (People) would provide Members with a response on this matter, by way of a Briefing Note.

Economic Development and Planning – Cost of Economic Development and Tourism per 1,000 population.

A Member of the Panel asked why expenditure under this measure included Crisis Grants. It was agreed that the Executive Manager (People) would respond to Members on this matter in due course.

Decided: to note the issues raised and agree the various actions to be taken, as detailed above.

The meeting ended at 11.55 a.m.