

## **SERVICE AND PERFORMANCE PANEL.**

Minutes of meeting in County Buildings, Wellington Square, Ayr,  
on 11 February 2020 at 10.00 a.m.

Present: Councillors Alec Clark (Chair), Laura Brennan-Whitefield, Andy Campbell, Chris Cullen, Derek McCabe and Bob Pollock.

Apologies: Councillors Iain Campbell and Hugh Hunter.

Attending: T. Eltringham, Director of Health and Social Care; M. Baker, Service Lead – Corporate Planning and Improvement; W. Carlaw, Service Lead – Democratic Governance; K. Dalrymple, Service Lead – Neighbourhood Services; D. Yuille, Service Lead – Special Property Projects; M. Alexander, Service Lead – Housing Services; T. Leijser, Service Lead – Economic Development; C. Boyd, Service Lead – Risk and Safety; G. Cockburn, Acting Service Lead – Procurement; K. MacDonald, Quality Improvement 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 meetings.**

The minutes of 19 November 2019 ([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 1-3).**

There was submitted a report ([issued](#)) of 3 February 2020 by the Depute Chief Executive and Director – People allowing Members to review performance over the course of 2019/20 towards achieving the strategic objectives and outcomes contained within the Council Plan 2018-22.

The Service Lead – Corporate Planning and Improvement gave an introduction to the report and it was highlighted that there was new additional information being reported, namely information on corporate risk, safety and resilience.

Corporate Risk, Safety and Resilience Overview.

A Member of the Panel enquired as to the public awareness of automated external defibrillator units across key public buildings, secondary schools and leisure and golf facilities in South Ayrshire. The Service Lead – Risk and Safety advised that the location of these units were highlighted in the Council’s website and also registered with the Scottish Ambulance Service to allow them to advise when contacted where the nearest defibrillator was located. It was also noted that these units required to be checked regularly with a mandatory maintenance schedule. It was further noted that the Ambulance Service would not give information on the location of defibrillators if they were not registered with them.

A Member of the Panel advised that there were mobile phone apps available which advised of the location of defibrillators and the Service Lead – Risk and Safety advised that she would, in conjunction with the Communications Team, look at the possible inclusion of Council defibrillators on these sites.

With regard to the reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), a Member of the Panel asked what had been learned from the figures reported in order to reduce future incidents and the Service Lead – Risk and Safety advised of the actions that had been taken, including feedback being given to Service Leads within the Council.

% of Council spend influenced by participatory budgeting.

A Member of the Panel enquired as to the low percentage in this area for 2018/19. The Service Lead – Corporate Planning and Improvement advised that the target is set for 2020/21 and the next report would be presented to this Panel in April 2020 in this regard, and every six months thereafter.

GCSDP1.03 – Review of the governance arrangements of the Integration Joint Board and also the Arm’s Length External Organisations that the Council uses to deliver services.

A Member of the Panel enquired if lessons had been learned from previous incidents. The Director of Health and Social Care advised the Scottish Government had issued guidance on directions and that himself and the Head of Regulatory Services were currently working on proposals that would be clearer to all parties. It was agreed that the Director of Health and Social Care would pass the guidance from the Scottish Government to Members.

A Member of the Panel enquired as to the Ayrshire Road Alliance view that there were a number of assets that they do not see themselves being responsible for or maintaining and what the effect would be on the next Council Budget. It was noted that the Head of Regulatory Services would keep Members updated through the Governance Review.

EMDP1.1 06 Develop a programme management approach to the systematic review of services to ensure the Council’s Strategic objectives are met and services delivered efficiently and effectively.

Following a question from a Member of the Panel, it was noted that a report seeking approval to establish a Change Programme to provide a more rigorous approach to delivering change would be considered by the Council in the next few months.

PLDP1.3 02 Develop and improve the opportunities for front line staff to provide feedback and take forward suggestions over how they can improve service delivery.

A Member of the Panel enquired if any other staff, other than Professional Design Services would be involved in this. The Service Lead – Corporate Planning and Improvement advised that he would request the Service Lead – Professional Design Services to provide a Briefing Note to Members in this regard.

Percentage of memberships sold in all Access to Leisure categories including residents and staff.

A Member of the Panel acknowledged the percentage rise of memberships sold in all categories for 2019/20 and asked if actual figures were available. The Service Lead – Corporate Planning and Improvement confirmed that this information was on Page 16 of the report.

Reducing the Primary literacy gap (P1, P4 and P7 combined) between the most and the least disadvantaged.

Following a question from a Member of the Panel, it was noted that this was on track for the targets set for the next few years.

In response to a query from a Member of the Panel, the Quality Improvement Officer confirmed that the targets for the percentage of eligible children aged 2-3 accessing pre-school provision were expected to rise as a result of Government strategy.

Percentage uptake of free school meals.

A Member of the Panel indicated that the uptake of free school meal had declined. The Quality Improvement Officer indicated that this was a difficult issue as schools were required to conform to healthy eating guidelines as laid down by the Scottish Government. It was noted what was being done to improve this matter with parents being given the opportunity to attend the school to be given assistance to complete the necessary forms.

The Panel discussed the promotion of healthy eating at schools and what was being done in this regard. After a Member of the Panel asked if there was a stigma attached to taking up free school meals, it was reported that this should not happen as there was cashless catering.

EMDP2.1 01 Deliver a programme of projects to ensure our schools are placed at the heart of our communities, with the required services delivered from the most suitable sites.

A Member of the Panel enquired if Sacred Heart Primary School, Girvan would be included in the schools that may benefit from the Targeted Family Support service. The Quality Improvement Officer advised that she/Acting Service Lead – Employability and Skills – Community Learning and Development would advise Members of the position in due course by way of a Briefing Note.

Number of affordable homes built by the Council.

A Member of the Panel enquired what was being done to improve the number of affordable homes in South Ayrshire. The Service Lead – Special Property Projects advised that there would be a programme of works over the next two years which would help improve affordable housing delivery; and that there would be a number of new projects being reported to the Leadership Panel in the near future.

A Member of the Panel enquired as to the position of turning derelict properties into Council housing. The Service Lead – Corporate Planning and Improvement will request the Service Lead – Corporate and Housing Policy to provide a Briefing Note to Members on the subject, as well as advise what reporting is undertaken on delivery of the Strategic Housing Investment Plan.

The Panel further noted that projections for affordable housing delivery in the future was difficult to predict due to other factors and that projects in various rural areas were being progressed.

GCSDP2.1 03 Deliver targeted employability programmes for looked after children and a supported employment programme for young people with additional support needs.

A Member of the Panel enquired for how long young people were supported by the Family Firm Team once they were in employment as a matter of course, even when they reached 25 years of age. The Service Lead – Corporate Planning and Improvement advised that he would request that the Acting Service Lead – Employability and Skills – Community Learning and Development to respond to Members on this matter in due course.

PLDP2.1 10 Seek, where appropriate, to locate the delivery of business support activity in the local hubs to ensure easy local based access to these services.

Following this matter being raised by a Member of the Panel, the Service Lead – Economic Development advised that there were a number of initiatives ongoing in this regard.

IJBSP 6 Continue to improve outcomes for Looked After children, through a range of interventions working in partnership with health and Education.

A Member of the Panel enquired as to the position of this matter. The Director of Health and Social Care advised that a Joint Leadership Group had been established last autumn where areas of joint working were being identified.

PEDP2.3 02 Support private landlords to deliver good quality accommodation to their tenants and ensure tenants are aware of their rights and responsibilities.

Following an issue being raised by a Member of the Panel, the Service Lead – Corporate Planning and Improvement advised that he would request the Service Lead – Corporate and Housing Policy to respond to Members on the outcome of the 134 visits to private rented properties.

PLDP2.3 06 Work with partners to respond to Scotland's "Transition to Rapid Rehousing" for homeless and potentially homeless households.

Following a question from a Member of the Panel regarding how this matter would affect those on the housing waiting list, the Service Lead – Housing Services responded and indicated the high levels of support provided to assist with homelessness.

PLDP2.3 05 Develop a housing programme that will increase the number of affordable and warm homes for those on limited income.

Having heard a Member of the Panel in relation to the use of pre-paid electricity meters in homes and the need to tackle fuel poverty and the Service Lead – Special Property Projects in response when it was noted the importance of zero carbon emissions and that homes would be better constructed to offset the cost of electrical heating.

PLDP2.4 01 Deliver the expansion of early years provision, building and extending early years centres where required and ensuring services are aligned to roll requirements.

Following a question from a Member of the Panel regarding travel congestion, it was noted that each design scheme would be assessed by the Ayrshire Roads Alliance during planning applications.

ESIP38 Promote effective employer engagement.

A Member of the Panel asked if the Council could work with larger employers directly or if had to be through the Ayrshire Chamber of Commerce. The Quality Improvement Officer advised that schools already engaged with businesses in the local area.

Carers who feel supported to continue in their caring role.

A Member of the Panel advised that it was hoped that there would be an increase in those who feel supported for 2019/20. It was noted that the figures for 2019/20 would not be available until April 2020 and will be provided to Members by way of a Briefing Note from the Director of Health and Social Care.

% of approved medical adaptations to properties completed.

Following discussion regard this matter, it was noted that the figures for this related to the date of the initial consultation up to when the last adaptation for a property was in place.

Number of adults in receipt of Enhanced Telecare.

A Member of the Panel advised that she was pleased to see a rise in figures for this and asked were there any plans to advertise this service to improve take-up. The Director of Health and Social Care advised that he would look into this.

IJBSP12 Develop a South Ayrshire Dementia Strategy and Implementation Plan and seek IJB approval. Following this, implement strategy and report on progress six monthly to IJB Performance and Audit Committee.

Following a question from a Member of the Panel, it was noted that Locality Planning Groups were involved in this matter.

ESIP 17 Develop a strategic approach to improve attendance for children and young people.

A Member of the Panel enquired if attendance figures at schools had improved and were they monitored. The Quality Improvement Officer advised that attendance varied and the biggest increase for absence was mental health. It was agreed that the Quality Improvement Officer provide a Briefing Note to Members on this matter.

There was discussion on children going on holiday during term time.

IJBSP17 Implement a transformational strategy designed to minimise unscheduled hospital admissions, reduce delayed discharges and transform care at home services with the ultimate aim of shifting the balance of care.

A Member of the Panel enquired about the position of bed blocking and the Director of Health and Social Care advised that there was a lot of focus currently on this matter.

PLDP3.5 03 Provide an “Active Ageing Programme” within Sheltered Housing to reduce social isolation.

Following an issue raised by a Member of the Panel, it was noted that the Council had invested in communal facilities to make them more attractive.

The Panel

**Decided:** to note the issues raised above and agree the various actions to be taken.

**5. Council Procurement – Supporting the Local Economy.**

There was submitted a report ([issued](#)) of 24 January 2020 by the Director – Place providing an update on the implementation of the Action Plan that Economic Development and Corporate Procurement established in November 2018 to address the Council's decreasing local spend and the development of a Local Wealth Building project for South Ayrshire.

The Panel noted that it was good to see two Council services working together for the benefit of South Ayrshire. It was further noted that more local businesses were winning “Quick Quotes”.

After a Member of the Panel enquired if Fairtrade was being promoted, it was noted that there was an opportunity to do this via the Ayrshire Growth Deal but that this would be a policy decision and would require to be balanced against financial regulations.

A Member of the Panel enquired how local opportunities were promoted within South Ayrshire to additional local companies. The Acting Service Lead – Procurement advised that there were local supplier meetings and that enquiries were being made by local businesses.

Having heard a Member of the Panel, it was noted that the Council could support events which procurement officers could attend.

Having considered

- (1) progress against the agreed ten point plan between Economic Development and Corporate Procurement;
- (2) amendments to recording of baseline data as part of the Economic Development and Corporate Procurement Action Plan; and
- (3) the regional Ayrshire Growth Deal supported 'Community Wealth Building' project proposal,

the Panel

**Decided:** to request that a further update on progress be submitted to the Service and Performance Panel scheduled to take place on 12 January 2021.

The meeting ended at 12.10 p.m.