

SERVICE AND PERFORMANCE PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
on 19 August 2020 at 10.00 a.m.

Present: Councillor Alec Clark (Chair).

Present Councillors Laura Brennan-Whitefield, Andy Campbell, Chris Cullen, Hugh Hunter
Remotely: and Derek McCabe.

Apologies: Councillors Iain Campbell and Bob Pollock.

Attending: M. Newall, Assistant Director (Place); W. Carlaw, Service Lead – Democratic Governance; and A. Gibson, Committee Services Officer.

Attending B. McClean, Head of Community Health and Care Services; and D. McVey,
Remotely: Team Leader (Information and Governance).

1. Opening Remarks.

The Chair took the sederunt and confirmed that today's meeting was not open to the press and public, which was permissible under the COVID-19 legislation. He also confirmed to Members the procedures to conduct this meeting.

After the Panel noted that Mike Newall, Assistant Director (Place) was now the Lead Officer for this Panel, they wished to convey their thanks to Mark Baker, Service Lead - Corporate Planning and Improvement for the support provided to the Chair and the Panel in past meetings.

Having heard a Member of the Panel in terms of the public and press having access to this and other Council meetings during the COVID-19 pandemic, it was agreed that the Service Lead – Democratic Governance would respond to him on this matter following this meeting.

2. 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.

3. Minutes of previous meeting.

The minutes of 10 March 2020 ([issued](#)) were submitted and approved.

4. Action Log and Work Programme.

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

5. South Ayrshire Performs – Performance Management Framework.

There was submitted a report ([issued](#)) of 11 August 2020 by the Depute Chief Executive and Director – People seeking approval of a revised Performance Management Framework and performance measures to help evaluate progress against the delivery of the Council's strategic plans.

Having scrutinised the revised Performance Management Framework in Appendix 1 of the report, the Panel

Decided: to agree to progress against the Council's Strategic Plans being based on the content of this framework.

6. Complaints – Scrutiny Update – Period: 1 October 2019 to 31 March 2020.

There was submitted a report ([issued](#)) of 11 August 2020 by the Head of Legal, HR and Regulatory Services outlining the complaints performance information for the period from 1 October 2019 to 31 March 2020 and comparing performance to the same reporting period in 2018/19 to reflect the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO).

Having heard a Member of the Panel enquire about there only being a 12% feedback response rate to the Customer Satisfaction Survey, the Team Leader (Information and Governance) advised that paper copies of the Survey would be made available in the Customer Service Centres to help promote uptake. It was also noted that those who were satisfied with the outcome of their complaint were less likely to undertake the Survey. Following issues raised by another Member of the Panel on this matter, it was agreed that the Team Leader (Information Governance) would look at refresher training for senior officers involved in this area.

Having noted an increase in the number of complaints regarding Lets, there was discussion thereon.

A Member of the Panel asked about the information gathered regarding the outcomes of complaints made and the need for transparency. It was noted by the Assistant Director (Place), that it was the responsibility of the officer handling the complaint to be clear as to how he/she had arrived at their conclusion when responding to the complainer.

A Member of the Panel asked why there had been an increase in complaints for Quality Service/Service Provision. The Team Leader (Information Governance) advised that she would provide Members with a Briefing Note on this matter.

A Member of the Panel advised that staff should be commended on the positive statistics shown in this report.

Following a question from a Member about members of the public who did not have internet access being able to lodge a complaint, it was noted that this could also be undertaken by telephone or at a Customer Service Centre.

A Member of the Panel enquired if changes to be made to working practices arising from a complaint were fed back to the person making the complaint and the Team Leader (Information Governance) advised that she would investigate this matter and feed back to Members by way of a Briefing Note.

Having scrutinised the contents of the report, the Panel

Decided: to request a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 April to 30 September 2020.

7. Review of Residential Services for Older People.

There was submitted a report ([issued](#)) of 11 August 2020 by the Head of Community Health and Care Services providing an update on the review of residential services for older people being undertaken by the Health and Social Care Partnership on behalf of the Integration Joint Board.

A Member of the Panel advised that it was important to move forward on this matter timeously. The Head of Community Health and Care Services advised that this was important but had to be balanced against risk. It was also noted that a new Manager would be taking up post in October 2020 which would progress matters.

Following questions from a Member of the Panel, it was noted

- (1) that progress would be reported back to this Panel in early 2021, with consultation commencing in October/November 2020;
- (2) that as well as a report being presented to this Panel, a report would also be presented to the Leadership Panel with details of discussions with the Joint Board and the Health Board; and
- (3) that, at present, the waiting list for care homes in South Ayrshire was low.

The Panel discussed the issues around South Lodge Care Home, Ayr and the COVID-19 pandemic.

The Panel

Decided: to note the contents of the report.

The meeting ended at 10.50 a.m.