

## **SERVICE AND PERFORMANCE PANEL.**

Minutes of meeting in County Buildings, Wellington Square, Ayr,  
on 21st November 2017 at 10.00 a.m.

Present: Councillors Alec Clark (Chair), Laura Brennan-Whitefield, Iain Campbell, Chris Cullen, Martin Dowe and Derek McCabe.

Apologies: Councillors Andy Campbell and Hugh Hunter.

Attending: V. Andrews, Executive Director – Resources, Governance and Organisation; L. Bloomer, Executive Director – Economy, Neighbourhood and Environment; M. Baker, Head of Policy and Performance; K. Leinster, Head of Community Health and Care Services; D. Burns, Head of Housing and Facilities; F. Cardle, Quality Improvement Manager, Service Improvement; W. Carlaw, Democratic and Governance Manager; D. Sherlock, Corporate Policy Manager; and E Wyllie, 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 12th September 2017 ([issued](#)) were submitted and approved.

### **3. Action Log and Work Programme.**

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

#### **(1) Action Log Item E**

In relation to the response circulated to members on 3rd November 2017 regarding promoting South Ayrshire at entry points and marketing materials, further information was sought in relation to the types of material displayed at Glasgow and Glasgow Prestwick Airports and whether any material was displayed at Cairnryan Ferry terminal. The Executive Director – Economy, Neighbourhood and Environment advised that there were no marketing materials at the ferry terminal as maintenance costs would outweigh any benefits. She provided information on the marketing materials displayed at both airports and added that materials were also provided to B&B establishments, hotels and main attractions within the South Ayrshire area. A member asked a question as to how much it would cost to display information in the Ferry Port and the Executive Director – Economy, Neighbourhood and Environment indicated that she would ascertain costs. Members generally expressed the view that South Ayrshire had so much to offer and wondered if more could be done to promote and encourage passers-by to visit the area. It was agreed that the Executive Director – Economy, Neighbourhood and Environment would prepare a report for the next meeting of this Panel on 6th February 2018 in relation to this matter.

(2) Action Log Item I

In relation to the response circulated to members on 3rd November 2017 regarding South Lodge, Ayr, a member of the Panel requested further detail. It was noted that this would be considered at Agenda Item No.5.

The Panel

**Decided:** to note the contents of the Action Log and Work Programme.

4. **Service and Improvement Plans – Six Month Performance Update to 30th September 2017.**

There was submitted a report ([issued](#)) of 14th November 2017 by the Head of Policy and Performance providing an update on the performance of services over the six month period to 30th September 2017 against the 2017-18 Service and Improvement Plans.

The Chair asked if all members had been provided with the necessary training to access the Council's performance management system via their laptops and the Head of Policy and Performance advised that he was aware that some training had been undertaken but that he would ascertain the overall position.

**Resources, Governance and Organisation.**

The Executive Director – Resources, Governance and Organisation provided an update in relation to her Directorate and the following issues were raised:-

**Legal and Democratic Services.**

Questions were raised in relation to strategic procurement and the quick quote system and the collaborative approach. In terms of quick quote, the Executive Director – Resources, Governance and Organisation commented on current operating values and that these levels could be reviewed and lowered however this would have an additional resourcing requirement. Also, a review would look at contracts with local businesses. The Executive Director also commented on the savings that can be achieved with a collaborative approach involving Scotland Excel on a national basis, however this could detract from the "local element". A further question was asked in relation to how many local companies were involved in procurement activity. The Executive Director responded that there was an abundance of information relating to procurement that might be helpful to elected members and suggested that an information bulletin be circulated to members on this subject matter.

**Finance and ICT.**

A question was asked by a member of the Panel in relation to the use of discretionary housing payments and weekly awards of £186.68 and it was noted that these awards enabled individuals to sustain their tenancy.

### **Policy and Performance.**

The Head of Policy and Performance advised that there were no overdue items relating to this service area.

Questions were raised by a member of the Panel in relation to the use of social media and the Council's website and the Head of Policy and Performance commented on the ongoing enhancements to social media platforms as well as ongoing improvements to the website structure.

### **Educational Services.**

In the absence of the Director of Educational Services, the Quality Improvement Manager, Service Improvement provided an update in respect of this Directorate.

A comment was made in relation to rural schools accessing activities and services similar to the schools situated in towns and issues around transport were also noted.

A member of the Panel asked for an update in relation to Braehead Primary School and the Quality Improvement Manager, Service Improvement commented that a team of officers were providing ongoing support.

Discussions took place in relation to closing the poverty related attainment gap and the Quality Improvement Manager, Service Improvement commented on the work being undertaken to support family learning as a way to encourage parental input into their child's learning. He provided some examples of the various activities taking place in a number of schools and commented that Newton Primary School worked closely with the Council's benefits section to maximise family income.

A question was asked by a member of the Panel in relation to encouraging the best from all pupils and the Quality Improvement Manager, Service Improvement commented on the work being undertaken to close the attainment gap as well as challenging all children to attain. A further question was raised in relation to the budget cut for early learning and the Quality Improvement Manager, Service Improvement gave an indicative figure and advised that the Quality Improvement Manager for Early Years would be able to provide further information, if required.

The Chair, on behalf of the Panel, thanked the Director of Educational Services and his team for the work that was being done on closing the attainment gap and supporting all children's education.

### **Economy, Neighbourhood and Environment.**

The Executive Director - Economy, Neighbourhood and Environment provided an update in relation to her Directorate. The Chair congratulated the Head of Housing and Facilities and his team on reaching the final of the APSE awards ceremony.

The following issues were raised:-

### **Communities**

A question was raised in relation to participatory budgeting and the processes to support successful and unsuccessful bids and the Executive Director – Economy, Neighbourhood and Environment advised that participatory budgeting was an evolving process. She added that successful organisations knew how to proceed and, of the very few organisations that had been unsuccessful, support was available to direct them to other possible funding sources.

### **Enterprise, Development and Leisure**

A member of the Panel asked questions in relation to the current position with the Spaceport and the possibility of being a cargo hub for Heathrow. The Executive Director – Economy, Neighbourhood and Environment advised that in relation to the Spaceport, an announcement would be forthcoming in March 2018. In terms of the cargo hub, Heathrow had a long list of sites to pursue including nine or ten in Scotland.

A discussion took place in relation to staffing capacities within the library service and how this would be addressed. The Executive Director – Economy, Neighbourhood and Environment commented that this was currently being reviewed as well as collections with a view to sustainable arrangements being implemented. She advised that she would circulate information on this matter to members. A similar point was raised in relation to opening times at Town Halls within the rural areas and the Executive Director – Economy, Neighbourhood and Environment advised that she would provide further information on this. In terms of one of the 'not on target actions' relating to assessing current IT within the library service to ensure appropriate capacity to respond to continuing demands with a due date of March 2018, a member enquired about the forthcoming impact of Universal Credit. The Executive Director – Resources, Governance and Organisation commented on issues relating to how best the Council could support the roll out of universal credit, including the possibility of increasing IT support within libraries to allow members of the public to submit online applications. Consideration was being given to staff resource, as library staff were primarily required to deliver a library service.

A member of the Panel asked why there were nine overdue SIP actions relating to this service and it was noted that there was a variety of reasons. Following a question, the Executive Director – Economy, Neighbourhood and Environment provided an update in relation to the development of a new strategy for Culzean and commented on recent management changes although progress in this area was probably more than the 20% shown.

### **Neighbourhood Services.**

Following a question by a member of the Panel in relation to the work being undertaken by the Life Changes Trust to help protect vulnerable South Ayrshire residents from fraudsters and the situation that some of the fleet was not branded as being a council vehicle, the Executive Director – Economy, Neighbourhood and Environment advised that in the longer term she would like to see all council vehicles branded accordingly and also emphasised that all staff wear identity badges.

In terms of the 'not on target action' relating to the delivery of training for the use of strategic environmental assessments for Council Plans, Policies and Strategies, it was noted that this training was now on track.

The Chair congratulated all those involved in the clean-up operation of Prestwick Beach.

Having scrutinised the performance of each service in relation to the information contained within Appendix 1 of the report, the Panel

**Decided:** to note the current position.

#### **5. Review of Residential Services for Older People.**

With reference to the Minutes of 24th January 2017 (Page 2, paragraph 5), there was submitted a joint report ([issued](#)) of 10th November 2017 by the Head of Community Care and Health Services and the Head of Housing and Facilities providing further information on the review of residential care.

The Chair expressed concerns that this report did not address the issues raised at the meeting of this Panel on 24th January 2017 and members commented on how this impacted on them carrying out their scrutiny role. A question was asked in relation to the work being done emanating from the Inspectorate report on South Lodge and it was noted that a report was being submitted to the next meeting of the Leadership Panel on 28th November 2017 in relation to that particular matter.

The Panel, having expressed their concerns

**Decided:** that a further report addressing the issues raised at the Panel meeting of 24th January 2017 be submitted to the meeting of this Panel of 6th February 2018 to allow scrutiny to be undertaken.

The meeting ended at 11.50 a.m.