

SERVICE AND PERFORMANCE PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
on 28th June 2017 at 2.00 p.m.

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

Apologies: Councillors Andy Campbell and Martin Dowey.

Attending: V. Andrews, Executive Director – Resources, Governance and Organisation; D. Hutchison, Director of Educational Services; M. Baker, Head of Policy and Performance; R. Riddiough, Head of Legal and Democratic Services; W. Carlaw, Democratic and Governance Manager; A. O'Neill, Digital Transformation Manager; and A. Gibson, Committee Services Officer.

1. Opening Remarks.

The Chair

- (1) welcomed everyone present to the meeting; and
- (2) advised that Members of this Panel should focus on issues contained in the Agenda and, when considering reports, not stray away from the issues before them.

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 meetings.

The minutes of 21st March 2017 ([issued](#)) were submitted and noted.

4. Action Log and Work Programme.

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

Decided: to note

- (1) the contents of the Action Log; and
- (2) the Work Programme and that due to the high number of matters to be considered by this Panel towards the end of this year, an additional meeting would be organised, if required.

5. Remit of Panel.

There were submitted and noted excerpts from the Council's Standing Orders Relating to Meetings and the Scheme of Delegation ([issued](#)) outlining the general function and the remit of the Scrutiny Panels including this one.

Decided: to note the position.

6. Performance Management Framework and Reporting 2017-18.

There was submitted a report ([issued](#)) of 20th June 2017 by the Head of Policy and Performance updating the Panel on the Performance Management Framework and the associated 2017-18 reporting cycle.

A member of the Panel commented

- (1) that he welcomed the focus on the desirable outcomes for South Ayrshire; and
- (2) that examples of case studies would be helpful to demonstrate the impact.

Decided:

- (a) to agree with the suggested approach to reviewing the operation and effectiveness of the Council's Performance Management Framework as detailed in the report; and
- (b) to note the 2017-18 performance reporting cycle, as detailed in Appendix 1 of the report.

7. Transform South Ayrshire Programme – Update.

There was submitted a report ([issued](#)) of 20th June 2017 by the Executive Director – Resources, Governance and Organisation detailing the progress of the 'Transform South Ayrshire' (TSA) programme.

The Executive Director – Resources, Governance and Organisation advised that Transform South Ayrshire had been established in 2016 and that Alan O'Neill, Digital Transformation Manager had been appointed in November 2016.

A member of the Panel enquired if this Council was in a position to deal with cyber threats. The Digital Transformation Manager advised that steps were in place to reduce the threat but that no system could ensure 100% safety from cyber threats. It was also noted that an audit was underway and it was anticipated there would be a more extensive programme of work to address cyber threats.

A Member of the Panel asked about ransomware and if the Council had a business continuity plan in place and if it had yet been tested. The Panel noted with regard to ransomware this malware relied on a user opening an e-mail and that this Council carried out substantial testing of its systems to minimise any threats. With regard to business continuity plans, it was noted that they are in place and Management Teams were tasked with addressing ICT issues as part of their planning.

Having heard a Member of the Panel, it was noted that the “going digital” policy of this Council should not be to the detriment of other methods of contact with customers. The Panel were informed that there were five customer service centres within South Ayrshire which facilitated face to face contact with customers. It was reported that whilst for many customers improved means of digital transaction is highly desirable, it was also recognised that for some elderly or vulnerable customers, digital access was less desirable and other means of transacting would continue to be available. The issue of accessibility of digital services in rural areas was also raised as a concern by Members of the Panel.

A Member of the Panel enquired as to the current position in relation to online bookings. The Head of Policy and Performance advised that progress was being made with this workstream with a more accurate timeline for this being made available in due course.

The issue of how older employees would deal with the introduction of any new technology was raised and it was noted that training in digital skills was a key component of digital transformation.

The Panel noted that consultation with the Trade Unions and the workforce was important and undertaken as part of the emerging programme and individual projects.

Having considered the progress of the TSA programme since March 2017, the Panel;

Decided: to request the TSA Board, through the Executive Director – Resources, Governance and Organisation, to provide six monthly update reports to this Panel and any Members’ Briefings/Bulletins at relevant intervals.

8. Complaints - Scrutiny Update Period: 1st October 2016 to 31st March 2017.

There was submitted a report ([issued](#)) of 21st June 2017 by the Head of Legal and Democratic Services

- (1) detailing complaints performance information for the period from 1st October 2016 to 31st March 2017 (2016/17) and to compare performance with the same reporting period in 2015/16; and
- (2) advising that it reflected the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on the Council improved its services, following Stage 2 and Ombudsman complaints.

Having heard a Panel Member, the Panel noted the process from Stage 2 of a complaint.

Having noted that 55% of people surveyed felt that they were treated fairly and with respect by the Council, the Head of Legal and Democratic Services advised that feedback was provided to the Services.

The Panel noted with concern that the average time scale for responding to a Stage 2 complaint had increased from seventeen to twenty-nine days between reporting period 2015/16 and 2016/17, taking Stage 2 complaints to outwith the twenty working days time scale. The Head of Legal and Democratic Services advised that he would report this concern back to the Services.

Having heard a Member of the Panel, the Head of Legal and Democratic Services advised that he would consider how best to break down figures relating to in-house homecare, for future reporting.

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 1st April to 30th September 2017.

The meeting ended at 2.55 p.m.