

**SERVICE AND PERFORMANCE PANEL.**

Minutes of meeting in County Buildings, Wellington Square, Ayr,  
on 10 September 2019 at 10.00 a.m.

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

Apologies: Councillors Laura Brennan-Whitefield and Chris Cullen.

Attending: D. Hutchison, Depute Chief Executive and Director – People, D, Gillies, Director – Place; J. Lyon, Chief Social Work Officer; M. Newall, Executive Manager – People; K. Carr, Executive Manager - Place; M. Baker, Service Lead – Corporate Planning and Improvement; W. Carlaw, Service Lead – Democratic Governance; J. Dunne, Service Lead – HR Policy and Operations; C. Monaghan – Service Lead – Community Services and Facilities; D. Yuille, Service Lead – Special Property Projects; R. McCallum, 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 meetings.**

The minutes of 4 June 2019 ([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.

With regard to the Work Programme and having heard a Member, it was confirmed that the items due to be considered at the next meeting of this Panel on 19 November 2019 were on track. More specifically, in relation to the item due to be considered at that Panel relating to "Review of Residential Services for Older People", an update was provided on the current position of this matter and it was noted that it would also be considered at the Integration Joint Board and that a Briefing regarding the governance of the Integration Joint Board would be provided to Members in due course.

The Panel

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

4. **South Ayrshire Performs - 'Our People, Our Place - Council Plan 2018-22' - 2018/19 Performance Report (Strategic Priorities 4-6).**

There was submitted a report ([issued](#)) of 3 September 2019 by the Depute Chief Executive and Director – People

- (1) to allow Members to review performance over the course of 2018/19 towards achieving the strategic objectives and outcomes contained within the Council Plan 2018-22; and
- (2) that the three strategic priorities being considered at this Panel were:-
  - (a) making the most of the economy;
  - (b) increase the profile and reputation of the Council; and
  - (c) enhance environment through social, cultural and economic activities.

After a Member of the Panel advised that the report indicated that up to date data was available through Pentana and that Members would benefit from the relevant training to use this program, it was agreed that this would be examined.

A Member of the Panel enquired about the position of the review relating to Economic and Regeneration Services and the Executive Manager – Place advised that the newly appointed Service Lead in this field would now deal with the outstanding actions in this area and that a report would be presented to a meeting of this Council in October 2019.

**LGBF Expenditure on Economic Development and Tourism per 1,000 Population.**

After a Member of the Panel enquired about this matter, it was noted that a revised page from the Performance report would be issued to Members, which would hopefully clarify matters.

A Member of the Panel enquired as to why there was no LGBF Town Centre Vacancy Rates for 2018/19. The Service Lead – Corporate Planning and Improvement advised that this information would be made available in this report when it is next reported to Panel but that, in the meantime, a Briefing Note will be provided to Members in this regard once the data becomes available after the surveys during September/October 2019.

**Amount of external funding levered in with Council support.**

The Panel noted that a new External Funding Officer was now in place and was currently meeting a number of organisations and in the process of securing funding from existing funders. It was also noted that funding from the LEADER programme for the three Ayrshire Authority areas was equitable.

A Member of the Panel enquired as to the output from the Town Centre Officers and the Service Lead – Community Services and Facilities advised that this post was now under her remit and that their work would be reviewed in the near future.

Number of tourists to South Ayrshire.

A Member of the Panel enquired as to plans for tourism in South Ayrshire. The Service Lead – Community Services and Facilities advised that a report in this respect would be presented to the Council's Leadership Panel in October 2019. Further discussion took place regarding destination marketing, trails within South Ayrshire, attracting tourists to big events in South Ayrshire and the Ladies Open Golf.

Work with Partners to improve and promote tourism opportunities and assets, to create co-ordinated programme of events and activities.

Following an issue raised by a Member of the Panel regarding there being no focus on a link between Cairnryan Port and South Ayrshire and having heard the Service Lead – Community Services and Facilities, the Panel noted that a Destination Plan would be developed for South Ayrshire. It was also noted:- the importance of improving tourism developed in the smaller towns of Ayrshire; that a calendar of events in South Ayrshire throughout the year was being developed; and that tourism potential from cruise ships visiting the area was also being considered.

Residents who feel the Council keeps them well informed.

Following a question raised by a Member of the Panel regarding the need to see how the outcomes arising from the Scottish Household Survey were being taken forward, it was noted that the Service Lead – Corporate Planning and Improvement would pursue this matter with the relevant officer to ensure this was included in future reporting. It was further noted that there was only a small sample of households used in the development of the Survey.

Number of Complaints dealt with by the Council.

A Member of the Panel raised the issue of over 30% of the complaints received being attributed to the Council's roll-out of the new recycling service. The Executive Manager – Place advised that there had been service change in this area and the amount of complaints were in fact low compared to the level of service provided to all households, and in those circumstances the Service was well managed.

Troon Together.

A Member of the Panel advised that there was a lot of momentum in Troon for this consultation currently taking place. The Service Lead – Corporate Planning and Improvement stated there was really positive feedback from the event and community conversations will commence on what can now be realised by the team at the next stage.

Positive feedback from engagement over design of capital projects.

A Member of the Panel indicated that he did feel this indicator could be developed on the basis of only eleven forms having been returned. The Executive Manager - Place explained this was based on feedback from Services on relevant projects and was reflective of the number of Services able to provide feedback.

LGBF performance against street cleanliness index.

Having heard a Member of the Panel, there was discussion about the use of individual street cleaners against the use of lorries.

LGBF Percentage of household waste recycled.

A Member of the Panel advised that, in his opinion, the percentage of waste recycled was low. The Executive Manager – Place advised that feedback had been positive and the figure would increase following further roll-out of the service.

A Member of the Panel raised concerns regarding the issue of the removal of weeds and chewing gum from roads and pavements. It was agreed that a Briefing Note be sent to Members on current cleaning arrangements in this respect.

Following discussion, it was agreed that a Briefing Note be provided to Members on how the issue of dog mess could be improved, including the use of patrols. A Member of the Panel advised that more fines should be given to dog walkers who do not clear up their dogs mess.

A Member of the Panel expressed his concerns regarding rubbish generated by school children.

Number of Council assets transferred to the community.

Following a question from a Member, the Panel noted that there had been one Community Asset Transfer application already considered at the Leadership Panel, with one more application expected to be considered in the near future.

The Service Lead – Corporate Planning and Improvement advised that the above issues raised would be passed to the relevant officers.

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

**Decided:** that there were no matters to be drawn to the attention of the Council to be included in the report being submitted to Council.

**5. Employee Absence 2018/19.**

There was submitted a report ([issued](#)) of 3 September 2019 by the Head of Employee and Customer Services providing information and analysis of sickness absence across Council services for the period 1 April 2018 to 31 March 2019.

The Service Lead – HR Policy and Operations gave a brief introduction to the report and it was noted that the main reasons for absence for 2018/19 were the same as in previous years.

A Member of the Panel indicated that he was happy to see a decrease in absence levels in this Council and also in comparison to other local authorities.

The Panel noted that the costs of taking on temporary staff to cover those on sick leave was currently being investigated.

A Member of the Panel asked why there was a higher degree of absenteeism in the Health and Social Care Partnership (HSCP) team compared to other areas of the Council. The Panel noted that the main reason for absenteeism in this team was psychological issues. The Chief Social Work Officer advised that the HSCP was working hard to reduce absenteeism.

Following a question raised by a Member of the Panel, it was noted that a breakdown of the reasons for psychological absenteeism may be helpful.

A Member of the Panel asked about the procedures for dealing with short-term absence. The Service Lead – HR Policy and Operations advised that there were separate procedures for dealing with short-term absence.

Another Panel Member indicated that it would be helpful if the figures provided were separated to show short term and long term absence. The Service Lead - HR Policy and Operations advised that the average absence for short term and long term absence would be broken down in the future for this Panel.

It was agreed that a Briefing Note would be provided to Members on how psychological illness was identified and managed by this Council.

Following a question from a Member asking if budget holders within the Council were held to account for absences, he was advised that this was dealt with through Personal Development Reviews and 1:1s.

Having scrutinised the information contained within this report in the context of the Local Government Benchmarking Information previously reported, the Panel

**Decided:** to note the contents thereof and that there was an apparent downwards trend in absenteeism within the Council.

The meeting ended at 11.40 a.m.