

SERVICE AND PERFORMANCE PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
on 19 November 2019 at 10.00 a.m.

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

Apology: Councillor Chis Cullen.

Attending: M. Baker, Service Lead – Corporate Planning and Improvement; W. Carlaw, Service Lead - Democratic Governance; K. Dalrymple, Service Lead – Neighbourhood Services; G. Farrell - Service Lead - Organisational Development; J. Christie, Senior Administrative Officer; A. Wilson, Co-ordinator – Registration, Records and Information; T. Ferguson, Co-ordinator – Organisational Development and Customer Services; 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 22 October 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.

It was noted that in relation to Pentana training to be arranged, the organisation of this was well under way and that Members would soon be contacted to confirm the date.

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

4. Complaints – Scrutiny Update – Period: 1 April to 30 September 2019.

There was submitted a report ([issued](#)) of 11 November 2019 by the Head of Regulatory Services

(1) providing Members with complaints performance information for the period from 1 April to 30 September 2019 and comparing performance to the same reporting period in 2018/19; and

(2) advising that it reflected the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on how the Council improved its services following Stage 2 and Ombudsman complaints.

A Member of the Panel raised the matter that there had been a rise in the number of complaints from 60 to 111 for Neighbourhood Services from 2018/19 to 2019/20. It was agreed that a Briefing Note be provided to Members to show a breakdown of complaints against officers and agency workers.

Following a question from a Member of the Panel, it was agreed that the Service Lead – Neighbourhood Services provide Members with a Briefing Note with information on complaints made against the Council's Bereavement Service.

Following a Member of the Panel raising complaints related to street cleansing, the Service Lead – Neighbourhood services advised that there was a high level of staff absence in this area and that additional resources would require to be examined.

With regard to a Customer Satisfaction Survey undertaken and having noted that there was only 20% response by the public to 60 requests, the Co-ordinator – Registration, Records and Information advised that she would look at how she could encourage more people to complete the Survey with the possibility of using Customer Service Centres.

A Member of the Panel asked, with the addition of newly built houses in South Ayrshire, how the revenue from this additionally generated Council Tax was divided in South Ayrshire for street cleaning. It was agreed that the Head of Finance and ICT be asked to prepare a Briefing Note in this respect for Members.

After a Member raised the matter of complaints rising in Revenues from six in 2018/19 to twenty in 2019/20, it was noted that this would have been due to Single Occupancy Reviews and the recovery of unpaid Council Tax. Following concern, it was further agreed that a Briefing Note be provided to Members on the rise of Scottish Welfare Fund complaints from one in 2018/19 to seven in 2019/20.

Having heard a Member of the Panel raise the issue of absenteeism in street cleaning being so high, the Service Lead - Neighbourhood Services advised that the Service worked closely with Human Resources in this respect.

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 October 2019 to 31 March 2020.

The meeting ended at 10.30 a.m.