

SERVICE AND PERFORMANCE PANEL.

Minutes of meeting in County Buildings, Wellington Square, Ayr,
On 4 June 2019 at 10.00 a.m.

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

Apology: Councillor Derek McCabe.

Attending: D. Gillies, Director – Place; T. Eltringham, Director of Health and Social Care; K. O’Hagan, Head of Employee and Customer Services; M. Newall, Executive Manager, Place Directorate; K. Carr, Executive Manager, Place Directorate; M. Baker, Service Lead – Corporate Planning and Improvement; W. Carlaw, Service Lead - Democratic Governance; M. Alexander – Service Lead – Housing Services; K. Anderson, Service Lead – Corporate and Housing Policy; G. Farrell, Service Lead – Organisational Development; K. Dalrymple, Service Lead – Neighbourhood Services; C. Monaghan , Service Lead – Community Services and Facilities; A. Valenti, Quality Improvement Manager; S. Mulholland, Quality Improvement Manager; M. McAdam, Quality Improvement Manager; D. McVey, Team Leader (Information Governance); 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 16 April 2019 ([issued](#)) were submitted and approved.

3. Action Log and Work Programme.

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

Having heard a Member of the Panel, it was agreed

- (1) that in respect of a programme of development and training being established for Managers of Care Homes, an update be provided to Members in three months time; and
- (2) that the Director of Health and Social Care provide Members, by way of a detailed Briefing Note, with the high differential between residential care costs for this Council compared to other local authorities in Scotland.

4. **South Ayrshire Performs – “Our People, Our Place – Council Plan 2018-22” – 2018/19 Performance Report (Strategic Priorities 1-3).**

There was submitted a report ([issued](#)) of 28 May 2019 by the Depute Chief Executive and Director – People to allow Members to review the performance over the course of 2018/19 towards achieving the strategic objectives and outcomes contained within the Council Plan 2018-22.

The following matters arose during consideration of the Plan:-

% of adults who feel they can influence decisions (Scottish Household Survey).

Having heard a Member of the Panel enquire what steps were being taken to make people more involved, it was noted that there were a number of ways the public are more involved, including town centre consultations, budget engagement sessions and participatory budget events that had taken place.

% of young people agreeing that they can influence decisions affecting their local area.

A Member of the Panel advised of his concern as to what participatory budgeting had achieved. The Service Lead – Corporate Planning and Improvement advised that there were a number of engagement sessions that were to be arranged and that dialogue was ongoing with communities.

Undertake a Planning and Building Standards service review to ensure we deliver a modern and efficient service that is responsive to our customers.

Having heard a Member of the Panel’s concerns as to why the review was to be completed by 2022 and not before, the Director- Place advised that the Review should be completed before that date, with findings hopefully by the end of this year.

Number of homeless presentations.

A Member of the Panel enquired if the increase in homeless presentations was due to there being a delay in an increase of available affordable housing. Having heard the Service Lead - Housing Services, the Panel noted the reasons for this, which included where families could no longer be accommodated by their parents/family.

Work with local community based organisations to help facilitate regeneration of local communities through better use of assets.

Having heard a Member of the Panel enquire if any asset transfers had been concluded yet, the Director – Pace advised that a community asset transfer request was going before the Council’s Leadership Panel next week. The Panel were also advised of the position with regard to community empowerment and that, to date, there had been no draw requested on the Community Halls Fund. Further discussion took place on this matter including the position of the Council after a Hall had been sold to the community. It was also noted that the possibility of a partnership deal for the ownership of a community asset would be considered.

Percentage uptake of free school meals (average of quarterly figures).

After a Member of the Panel enquired what was being done to improve the uptake, it was intimated that this was currently being looked at with an electronic solution being at the forefront and how parents should be communicated with. Discussion took place regarding eligibility and the need to work with communities to promote entitlement.

LGBF % of pupils leaving school and achieving a positive destination.

Following this issue being raised, it was noted that work was ongoing to improve attendance.

Active Schools Holiday Programme.

After this matter had been raised by a Panel Member, it was noted that officers were disappointed with the uptake of the Programme and work was ongoing to improve the situation.

Carers who feel supported to continue in their caring role.

Following this matter being raised by a Member of the Panel, it was agreed that a Briefing Note that had previously been circulated on this matter be re-issued to Members.

No. of carers who have had a carers assessment.

After a Member of the Panel made an enquiry regarding this matter, the Director of Health and Social Care advised that the figures for 2018/19 should show an improvement, now that new management arrangements were in place.

Identify and fulfil statutory duty to young carers through team around the child.

After a Panel Member enquired if more information could be provided on this matter, it was agreed that the Director of Health and Social Care would provide a Briefing Note.

Expand and upgrade shared technology services and data sharing between the Council, the Health and Social Care Partnership and NHS Ayrshire and Arran.

Having heard a Member of the Panel raise this matter, the Panel noted that work was ongoing in this regard.

The HSCP will continue to implement its Community Led Programme which will see more people receive the correct level of support that they need close to their homes.

Having heard a Member of the Panel, it was agreed that the Director of Health and Social Care would provide a detailed Briefing Note on this matter.

The Panel

Decided: it did not have any concerns it wished to draw to the attention of the Council.

5. Annual Performance Report – Information and Advice Hub.

There was submitted a report ([issued](#)) of 28 May 2019 by the Head of Employee and Customer Services providing an update on the performance of the Information and Advice Hub service from 1 April 2018 to 31 March 2019.

The Panel heard the Service Lead – Organisational Development provide further information with regards to the contents of the report.

A Member of the Panel referred to statistics relating to the number of Signpost referrals by Ward with Girvan and South Carrick being the lowest. The Service Lead – Organisational Development advised that more marketing was being done to promote the Hub including an e-brochure to be sent to all community councils in the near future.

Following a matter raised by a Panel Member, it was noted that an e-brochure to be distributed would include information on free school meals and the availability of clothing grants for children, with all Members receiving a copy for their information.

The Panel noted that each customer services centre had face to face facilities should this be required and that of the 21% of the customer applications for benefits that were not successful, 67% of those were successful at tribunal.

Having considered the service performance for 2018/19, the Panel

Decided: to note the contents of the report.

6. Complaints – Scrutiny Update Period: 1 October 2018 to 31 March 2019.

There was submitted a report ([issued](#)) of 28 May 2019 by the Head of Regulatory Services detailing complaints performance information for the period from 1 October 2018 to 31 March 2019 and compared performance to the same reporting period in 2017/18.

A Member of the Panel enquired as to the reason for the reduction in complaints relating to Housing and Planning matters compared to 2017/18. The Team Leader (Information Governance) advised that for housing in 2017/18 there had been a high volume of works in this area but had settled in 2018/19 and that for planning there had been a change to how this Section was operated to increase efficiency.

A Member of the Panel raised the recent rise in complaints due to employee behaviour. The Team Leader (Information Governance) advised that in certain circumstances the complaint may be about a Service and not an individual.

A Member of the Panel raised that it was indicated that a number of the complaints were relating to property maintenance and neighbourhood services. The Service Lead – Neighbourhood Services advised that this would have been due to the introduction of the new bin service in South Ayrshire and of those who complained, many got a satisfactory response.

A Member of the Panel raised the number of complaints that had been made relating to community care and the length of time that had been taken to resolve certain cases and was advised that the complaints procedure for this area was being reviewed. It was expected that an improvement would be evident within the next six months.

The Panel requested that the Planning Service provide a Briefing Note with a breakdown of planning complaints into commercial and domestic. The Team Leader (Information Governance) responded that she would have to look at the functionality of the Lagan system to see whether this would be possible.

Following a question from a Member of the Panel in relation to complaints relating to Halls and Lets and having heard the Lead Officer – Community Services and Facilities, the Panel noted that this was a snapshot and did not reflect the whole picture.

A Member of the Panel raised the section in the report relating to “Things we are doing well” where it was indicated that two-thirds of customers (64%) were satisfied that the Council had responded to their complaint within appropriate timescales. Thereafter it was noted that many people who were happy with the Service did not respond to the survey and that at present, consideration to changing the wording of the survey was ongoing.

The Panel requested that a Briefing Note be provided to Members in relation to the rise in complaints in relation to primary and secondary schools.

It was noted that in relation to complaints for the Health and Social Care Partnership, it was expected that the number of complaints would reduce when next reported to this Panel.

Having scrutinised the report, the Panel

Decided: to request a further report to a future meeting of this Panel providing an update on the Council’s complaints performance during the period 1 April to 30 September 2019.

The meeting ended at 11.20 a.m.