

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
11 June 2024 at 10.00 a.m.

Present
in County
Buildings: Councillors Philip Saxton (Chair) and George Weir.

Present
Remotely: Councillors Ian Cochrane and Mary Kilpatrick.

Apologies: Councillors Kenneth Bell, Chris Cullen, Mark Dixon and Gavin Scott

Attending
in County
Buildings: M. Newall, Chief Executive; L. McRoberts, Depute Chief Executive and Director of Education; K. Anderson, Assistant Director – Corporate Policy, Strategy and Performance; W. Carlaw, Service Lead – Democratic Governance; G. Cockburn, Service Lead – Education Support Services; D. Alexander, Service Lead – Procurement; J. Tait, Service Lead – Thriving Communities; J. Corrie, Head of Ayrshire Roads Alliance; S. McCardie, Co-ordinator – Performance and Community Planning; B. McLean, Head of Community Health and Care Services; M. Inglis, Head of Children’s Health, Care and Justice Services; S. Mitchell, Support Officer – Complaints and Information; S. Cameron, Station Commander – Scottish Fire and Rescue Service; D. Wilson, Watch Commander – Scottish Fire and Rescue Service; K. Hancox, Committee Services Officer; and C. McCallum, Clerical Assistant.

Attending
Remotely: K. Dalrymple, Assistant Director – Housing and Operations; L. Reid, Assistant Director – Transformation; M. Houston, Service Lead – Trading Standards and Environmental Health; M. Alexander, Service Lead – Housing Services; N. Gemmell, Service Lead – Revenues and Benefits; A. Mutch, Service Lead – Destination South Ayrshire; L. Kerr, Service Lead – Destination South Ayrshire; T. Simpson, Service Lead – Corporate Accounting; K. Mullen, Service Lead – ICT Operations, S. McCall, Service Lead – ICT Enterprise Architecture; T. Burns, Service Lead – Asset Management and Community Asset Transfer; P. Bradley, Service Lead – Professional Design Services; and S. Rodger, Co-ordinator – Risk and Safety.

Chair’s Remarks.

The Chair

- (1) welcomed everyone to the meeting;
- (2) introduced Kevin Anderson as the new Lead Officer to the Panel; and
- (3) outlined the procedures for conducting this meeting and advised that this meeting would be broadcast live.

1. Sederunt and Declarations of Interest.

The Chair called the Sederunt for the meeting and having called the roll, confirmed that that there were no declarations of interest by Members of the Panel in terms of Council Standing Order No. 17 and the Councillors' Code of Conduct.

2. Minutes of previous meeting.

The Minutes of 14 May 2024 ([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.

Having heard the Assistant Director – Corporate Policy, Strategy and Performance speak in relation to the Action Log and Work Programme, the Panel

Decided:

- (1) to agree the current position with regard to the Action Log; and
- (2) to note the current status of the Work Programme.

4. Council Plan (2023-2028): First Year: Quarter Four Update (2023/24).

There was submitted a report ([issued](#)) of 31 May 2024 by the Depute Chief Executive and Director of Education advising Members on progress that had been made during the first year of the new Council Plan.

A Member of the Panel enquired what options were available for the waste management sites. The Assistant Director – Housing and Operations advised there had been a delay in the procurement for a green waste site as they had been asked to look at alternative options for composting which had now been completed; and that a paper would be presented to a meeting of South Ayrshire Council regarding this.

Having heard of Member of the Panel request an update regarding the completion of work at Troon Chambers and Ayr Chambers, the Assistant Director – Housing and Operations advised that an assessment had taken place and, in relation to Troon the due date had changed to July when the remedial works were expected to be completed. The Ayr Chambers work had still to be revised; however it had been expected to be completed by the end of summer.

A Member of the Panel enquired as to why there had been a delay on the Mainholm New Build Housing Development that had been expected to be completed in December 2023. The Chief Executive advised a response would be provided at the next Panel.

A Member of the Panel requested information on the inconsistency surrounding the Delivery of the Housing Internal Modernisation Programme as the status had been marked as complete although the latest note stated there were two projects currently on site. The Chief Executive advised that a response would be provided at the next Panel.

Having heard a Member of the Panel request that the Ayrshire Growth Deal information be supplemented with up-to date information, the Assistant Director – Transformation advised that there had been no current information provided due to Ayrshire Growth Deal projects undergoing a change management process and a regional programme review had been underway. Timescales had also been delayed due to the General Election and more information would be available at the next Panel meeting.

The Panel

Decided: to note the Quarter Four progress of the Council Plan (2023-2028).

5. **Local Performance Report: Scottish Fire and Rescue Service.**

There was submitted a report ([issued](#)) of 31 May 2024 by the Depute Chief Executive and Director of Education providing information on the full year performance for 2023/2024 for the Scottish Fire and Rescue Service (SFRS) in South Ayrshire along with an accompanying service update.

A Member of the Panel enquired into the significant increase in figures for Accidental Dwelling Fires in 2022 to 2023. The Station Commander – Scottish Fire and Rescue responded that there had been no definitive evidence regarding the figure increase and that a response would be provided in the future.

Having heard a Member of the Panel seek clarification on the display of information in the reports; the Station Commander – Scottish Fire and Rescue advised that he would take the feedback onboard and review how the information was displayed. The Member also enquired if the Deliberate Fires figures report could include age profiles for specific incidents. The Station Commander – Scottish Fire and Rescue advised that this would be reviewed as age profiling would be useful to target the age groups with awareness and information.

A Member of the Panel requested information regarding if historical data implied that uninhabited building fires would become more prominent. The Station Commander – Scottish Fire and Rescue advised that there were incident response plans for uninhabited buildings in case of fire.

The Panel

Decided:

- (1) to scrutinise the 2023/24 annual performance report; and
- (2) to provide feedback to the Local Senior Officer.

6. **Review of Local Fire Plan for South Ayrshire: Scottish Fire and Rescue Service.**

There was submitted a report ([issued](#)) of 31 May 2024 by the Depute Chief Executive and Director of Education providing members with the review on the Local Fire and Rescue Service.

A Member of the Panel requested information regarding the “Shaping our Future Service – Your Say” survey. The Watch Commander – Scottish Fire and Rescue advised that the survey had been available to the public and that this had been the first stage of engagement with the public, known as the pre-consultation phase, to capture the views and priorities of the staff, stakeholders, members of the public and partner agencies. Options appraisal phase and formal consultation phase were to follow.

The Panel

Decided: having considered the review of the Local Fire and Rescue Plan 2023 and having provided feedback, to approve the content of the Local Fire Plan.

7. **Local Government Benchmarking Framework 2022/23.**

There was submitted a report ([issued](#)) of 31 May 2024 by the Depute Chief Executive and Director of Education updating the Panel on the publication of the Local Government Benchmarking Framework (LGBF) data for 2022/2023 and to consider where scrutiny of this information could help drive improvement. .

A Member of the Panel enquired about the table which displayed year-on-year performance data by themes as the climate change figure showed as 0%. The Assistant Director – Corporate Policy, Strategy and Performance advised that the data for climate change had not been available and would be included within the annual report on climate change.

Having heard a Member of the Panel seek information on the costs of Looked After Children and the number of children within residential based services and in a community setting, the Head of Children’s Health, Care and Justice Service advised that South Ayrshire were below the Family Group average and the Scotland Value for the cost per child per week in residential services; and the Health and Social Care Partnership were committed to reducing the number of children who were looked after residentially.

A Member of the Panel requested clarification regarding the literacy attainment gap and what the measurement in the report showed; and the Depute Chief Executive and Director of Education advised that the attainment gap required to be reported that way due to national guidelines. The overall performance in literacy had been measured and trends were improving.

Following a query from a Member of the Panel regarding the synchrony of testing between schools in relation to reading, the Depute Chief Executive and Director of Education advised that standardised tests were not in place to measure the attainment as it had been measured through teacher judgement data.

A Member of the Panel requested information regarding the cost per head of children in Early Years compared to Primary and Secondary School children due to the higher cost shown; and the Depute Chief Executive and Director of Education advised that the

increased costs were due to the expansion within the Early Years sector, such as increased hours and child spaces which had led to an increase in staff.

Having heard a Member of the Panel seek information regarding the School Attendance Trends shown in the report and the support available for those who did not attend school, the Depute Chief Executive and Director of Education advised that attendance in schools had been a national issue; a multi-agency approach was ongoing to encourage pupils to attend; and that an increase in the figures was expected by the end of the year.

Having heard a Member of the Panel ask what improvements could be made amongst Council services to assist with the number of days patients remained in hospital when they were ready to be discharged, the Head of Community Health and Care Services advised that an integrated discharge hub had been implemented within the hospital involving the NHS and Council services together and there had been an increase in staffing. It had also been advised that the Health and Social Care Partnership intended to recruit 30 additional home carers.

A Member of the Panel raised the issue of why the target column had many incomplete cells throughout the Framework Area report; and the Assistant Director – Corporate Policy, Strategy and Performance advised that it had not been appropriate for all services to provide a target and if there were any specific enquiries they should go to the individual services.

Having heard a Member of the Panel congratulate the Grounds Maintenance Team for ranking number one in Scotland for three consecutive years, a follow up question was then raised regarding the figure of forty-two days in relation to the relet time for Council properties and if there were expectations to reduce this timescale. The Service Lead – Housing Services advised that the delays in relet time had been due to utility providers and that this issue had been raised at a national level, and the timescale remained under scrutiny. Property maintenance processes were undergoing review in order to streamline the service.

Following a question from a Member of the Panel regarding what the figure was in Financial Sustainability in relation to the Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account, the Service Lead – Corporate Accounting advised that the figure was not a monetary value and showed a ratio which calculated the cost of Council borrowing in comparison to its net revenue streams. The Member requested information regarding what the cost figure would be and the Service Lead – Corporate Accounting advised that a response would be provided.

The Panel

Decided:

- (1) to review the data and accompanying summary report; and
- (2) to consider any areas that may benefit from further scrutiny.

8. Participatory Budgeting Activity 2023/2024 – April 2023 to March 2024 Update.

There was submitted a report ([issued](#)) of 31 May 2024 by the Depute Chief Executive and Director of Education advising the Panel of the Participatory Budgeting (PB) Activity undertaken by Council Services for the period 2023/24.

The Panel, having considered the content of the PB Activity Report,

Decided: to note the value of budgetary spend influenced through the PB processes during 2023/2024.

9. Ayrshire Roads Alliance Service Plan 2024/25 and Performance Report 2023/24.

There was submitted a report ([issued](#)) of 31 May 2024 by the Director of Housing, Operations and Development presenting the Ayrshire Roads Alliance Service Plan for 2024/25 and the Performance Report for 2023/24.

Having heard of Member of the Panel suggest that future reports include more information regarding public engagement, the Head of Roads – Ayrshire Roads Alliance advised that the feedback would be noted.

A Member of the Panel queried how road repairs were prioritised and the Head of Roads - Ayrshire Roads Alliance advised that ARA used a Scoring Matrix to determine what roads were priority.

The Panel, having considered the Ayrshire Roads Alliance Service Plan for 2024/25,

Decided:

- (1) to note that regular progress updates are provided to the Ayrshire Shared Service Joint Committee;
- (2) to note the performance scorecard for 2023/24; and
- (3) to otherwise note the content of the report.

10. Complaints – Scrutiny Update – Period: 1 October 2023 to 31 March 2024.

There was submitted a report ([issued](#)) of 31 May 2024 by the Chief Governance Officer providing Members with complaints performance information for the period from 1 October 2023 – 31 March 2024.

A Member of the Panel requested that the data breakdown by service be provided in numerical order to show the number of complaints to go with of the departments in alphabetical order. The Support Officer (Complaints and Information) – Democratic and Governance advised that this would be included in the next report.

Having heard a Member of the Panel request information on the complaints surrounding Belleisle and Seafield, the Support Officer (Complaints and Information) – Democratic and Governance advised that many of the complaints were related to the construction work which had taken place and regarding the golf academy. It was also advised that the percentages could be provided in future.

The Panel, having scrutinised the contents of the report,

Decided: to request that a further report to a future meeting of the Panel providing an update of the Council's complaints performance during the period 1 April 2024 to 30 September 2024.

The meeting ended at 11.40 a.m.