

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
22 October 2024 at 10.00 a.m.

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

Present
Remotely: Councillors Kenneth Bell, Ian Cochrane and Chris Cullen.

Apologies: Councillors Lee Lyons and Gavin Scott.

Attending
in County
Buildings: M. Inglis, Head of Children's Health, Care and Justice Services; K. Anderson, Assistant Director – Corporate Policy, Strategy and Performance; L. Reid, Assistant Director – Transformation; W. Wesson, Chief HR Officer; S. Tyeson, Senior Manager – Planning and Performance; J. Andrew, Co-ordinator – Transformation; J. Tait, Service Lead – Thriving Communities; K. Briggs, Service Lead – Legal and Licensing; K. Hancox, Committee Services Officer; and C. McCallum, Clerical Assistant.

Attending
Remotely: K. Mullen, Service Lead – ICT Operations; S. McCall, Service Lead – Transformation; and T. Ajetunmobi, Principal Information Analyst – Public Health Scotland.

Chair's Remarks.

The Chair

- (1) welcomed everyone to the meeting; and
- (2) 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 17 September 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 subject to the removal of action 7; and
- (2) to otherwise note the current status of the Work Programme.

4. **2022-25 Council Workforce Plan Annual Update.**

There was submitted a report ([issued](#)) of 10 October 2024 by the Chief Executive providing an update on the Council's 2022-2025 Workforce Plan and associated Action Plan.

A Member of the Panel requested that future reports include less abbreviations/acronyms and instead include the expanded text. The Chief HR Officer advised that this would be taken on board.

Following a query from a Member in relation to the role modern apprentices (MAs) and graduates had in regard to replacing staff who were approaching retirement or leaving the workforce as this had not been highlighted within the report, the Chief HR Officer informed that they were reviewing a range of policies and considering reinstating a flexible retirement policy to enable trainees to be recruited for hard to recruit posts. The Service Lead – Thriving Communities advised that in relation to MAs, information had previously been provided to the Panel through the Community Learning and Development (CLD) Plan and Thriving Communities reports. It was also confirmed that the modern apprenticeship programme was embedded within the workforce plan and the progression routes for MAs was being recorded.

A Member of the Panel requested further information on the strategic workforce planning group that was to be formed and led by the Chief Executive and the Chief HR Officer confirmed that the group would be officer led and that any updates would be provided to the Panel in the future.

Concerns were highlighted by a Member with regard to casual contracts and the upcoming changes to legislation surrounding this and following a question on the reliance on casual staff, the Chief HR Officer advised that casual and supply contracts were used across a range of services including the Health and Social Care Partnership, Sports and Leisure and Education. She further advised that these contracts created business continuity across services, and they were often used to maintain ratios/cover absence.

Having heard a Member of the Panel request information on progression routes and training for staff, the Co-ordinator – Transformation advised that discussions had been ongoing to strengthen career progression pathways throughout the Council.

A Member of the Panel asked in relation to the ageing population in South Ayrshire, what had the Council done to attract employees from outwith South Ayrshire. The Co-ordinator – Transformation advised that the offer of flexible working and working from home opportunities attracted employees beyond South Ayrshire; however that the majority of those employed by South Ayrshire Council were South Ayrshire residents and were therefore reflective of an ageing demographic.

A Member of the Panel suggested that the information contained within Appendix 2 of the report would be better integrated within Appendix 1, for clarity for members. The Chief HR Officer advised that this would be taken on board.

Following a question from a Member regarding the use of artificial intelligence (AI) within customer service centres where there were rule based responses, the Assistant Director – Transformation stated that plans were in place to look into the use of AI. The Service Lead – Transformation further advised that introduction of AI was being explored currently with a policy in development for the acceptable and ethical use of AI and Members' briefings on Generative AI were scheduled for December 2024.

The Panel

Decided:

- (1) to note the contents of the report; and
- (2) to agree the amendments to related activities in Appendix 1.

5. Integration Joint Board (IJB) Annual Performance Report 2023-24.

There was submitted a report ([issued](#)) of 10 October 2024 by the Director of Health and Social Care providing the Panel with a copy of the Integration Joint Board (IJB) Annual Performance Report 2023-24 for scrutiny.

A Member of the Panel requested a change to recommendation 2.1 to incorporate the role of the Panel and input that the contents of the report had been scrutinised.

Following queries from Members in relation to the significant increase in regard to the percentage of Delayed Discharges from hospital, the Senior Manager – Planning and Performance advised that the figure consisted of those waiting on care at home packages, care home placements, conclusion of assessment and specialist cases due to high complexity needs. Investments had been made in these various areas to assist with improving the number of Delayed Discharges. The Principal Information Analyst – Public Health Scotland advised that the figure provided for delayed discharges referred to the total number of days that patients were delayed but that these days may refer to one or multiple events for an individual, those delayed but not yet discharged and those delayed then readmitted. It was noted that there was a complexity in accounting for all persons associated with the number of delayed discharge days. Further figures were provided to explain the total number of patients who had been delayed being discharged from care was provided which had been calculated by the average daily number of bed days occupied by delayed discharges; for South Ayrshire in 2023/2024 the figure was 101 which meant there were around 100 people delayed daily during the period of observation 2023/24.

A further question was asked by a Member of the Panel regarding how to determine the effect of the Unplanned Bed Days figure and how this had impacted the Delayed Discharges figure. The Principal Information Analyst – Public Health Scotland advised that there was a relationship between these figures however the information had not been available and could be provided in future if required.

Having heard a Member of the Panel note the positives throughout the report, a question was raised in relation to beds for stroke patients in Westbank Care Home, Troon and if that would be implemented in other care home facilities. The Senior Manager – Planning and Performance advised that Westbank Care Home had been a trial for the stroke beds and the approach would be considered for more locations if it had been feasible.

A Member of the Panel requested further information surrounding the possibility of other opportunities for care experienced young people to live independently following on from the independent flat commissioned at Cunningham Place and the Head of Children's Health, Care and Justice Service advised that a similar flat had been attached to Sundrum View and there were other options such as supported living environments through Quarriers and families who provided supported care. It was also advised that other independent flats were not seen as a necessity currently.

A Member of the Panel enquired as to the increase of 21% for adult protection referrals that had been noted as an impact from the pandemic measures. The Senior Manager – Planning and Performance advised that the number had increased since the pandemic and that it had not been expected to reduce to previous levels due to the positive work being carried out by the Health and Social Care Partnership including improved communication, training and awareness raising across the community. However, the number of adult protection referrals were expected to stabilise as the work became embedded.

Having considered and scrutinised the contents of the IJB Annual Performance Report, the Panel

Decided: to note the contents of the report.

The meeting ended at 11.00 a.m.