

## **SERVICE AND PERFORMANCE PANEL**

Minutes of hybrid webcast meeting on  
23 August 2022 at 10.00 a.m.

Present  
in County  
Buildings: Councillors Bob Shields (Chair), Gavin Scott and George Weir.

Present  
Remotely: Councillors Ian Cochrane and Chris Cullen.

Apology: Councillor Kenneth Bell.

Attending  
in County  
Buildings: M. Newall, Assistant Director – People; W. Carlaw, Service Lead – Democratic Governance; K. Anderson, Service Lead – Policy, Performance and Community Planning; D. Alexander, Service Lead – Procurement; T. Burns, Service Lead - Asset Management and Community Asset Transfer; J. Tait, Service Lead – CLD, Employability and Skills; N. Gemmell, Service Lead – Revenues and Benefits; D. McVey, Team Leader (Information and Governance); A. Gibson, Committee Services Officer; C. Buchanan, Committee Services Officer; and C. McCallum, Committee Services Assistant.

Attending  
Remotely: D. Yuille, Service Lead – Special Property Projects; and E. Paterson, Service Manager (Children’s Services).

### **1. 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.

### **2. 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.

### **3. Minutes of previous meeting.**

The Minutes of 22 June 2022 ([issued](#)) were submitted and approved.

#### 4. **Action Log and Work Programme**

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

The Panel

##### **Decided:**

- (1) to note that there were currently no actions in the Log; and
- (2) subject to noting an entry was being considered at the meeting today, to agree the current status of the Work Programme.

#### 5. **Complaints – Scrutiny Update - Period: 1 October 2021 to 31 March 2022.**

There was submitted a report ([issued](#)) of 9 August 2022 by the Head of Legal, HR and Regulatory Services

- (1) providing complaints performance information for the period from 1 October 2021 to 31 March 2022 and comparing performance to the same reporting period in 2020/21; and
- (2) advising that it reflected the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO).

The Service Lead – Democratic Governance advised that the reporting of this report to this Panel had been delayed due to the recent local government elections and IT issues and was on schedule to be reported again to this Panel in November 2022.

After a Member of the Panel enquired about the use of the word “resolved” in relation to complaints, the Team Leader (Information and Governance) advised that the terminology was introduced by the Scottish Public Services Ombudsman and it was only used with the agreement of the complainer.

A Member of the Panel advised that if an Elected Member received a complaint, it was not recorded in the formal recording process and asked if there a way of feeding these complaints into the formal recording process. The Team Leader (Information and Governance) advised that she would investigate how figures relating to complaints made to Elected Members could be reported.

After a Member of the Panel raised the issue of complaints being forwarded to Service Leads to deal with and timeous responses not being made to the complainer, the Team Leader (Information and Governance) advised that an audit was undertaken monthly to ensure complaints were responded to within reasonable timescales.

Having scrutinised the contents of this 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 2022.

6. **Council Plan 2018-22 (Refreshed) Extended - Annual Performance Measures Overview.**

There was submitted a report ([issued](#)) of 9 August 2022 by the Assistant Director – People to allow this Panel the opportunity to review the measures associated with achieving the strategic objectives contained within the Council Plan 2018-22 (2020 Mid-Term Refresh) now extended to 31 March 2023, as agreed by the former Leadership Panel on 18 January 2022.

The Assistant Director – People gave an update on a number of the performance indicators contained with Appendix 1 of the report.

**CPL.4 06a Value of SAC Commercial Property Assets disposed.**

A Member of the Panel enquired as to the meaning of the statement “due to small numbers the information has been suppressed.” The Service Lead - Asset Management and Community Asset Transfer advised that he would respond to the Councillor on this matter following the meeting.

**CPL.5 07 Number of affordable housing units in progress.**

After a Member of the Panel enquired why there was not a target for 2021/22, the Service Lead – Policy, Performance and Community Planning advised that the Council worked to provide a target of 135 affordable housing units per year.

**SO6.2 08 Number of Council offices/facilities properties rationalised.**

A Member of the Panel enquired when Newton House and the recently demolished Burns House, Ayr would be included in this indicator. The Service Lead – Asset Management and Community Asset Transfer advised that he would update this Panel of the position following this meeting.

**CPL.2 06 Number of participants accessing Targeted Families Supported Provision.**

After a Member of the Panel enquired why there were no targets indicated, it was noted that figures in this respect would be shown in the future.

**SO6.1 07 The proportion of school accommodation that is suitable for its current use (Category A and B) and SO6.1 08 The proportion of school accommodation that is in satisfactory condition (Category A and B)**

A Panel Member enquired how suitable and satisfactory was categorised. The Service Lead – Asset Management and Community Asset Transfer explained that the various categories were set by Audit Scotland and that this was worked around National Standards.

**SO2.2 20a Number of people accessing welfare benefits and money advice.**

After having heard a Member of the Panel enquire if the recent rise in Hub activity had been due to changes in the social security system, the Assistant Director – People advised that a Briefing Note would be provided to Members on this matter.

CPL4.01 No. of visitors to the Heritage Hub.

Having heard a Member of the Panel, it was noted that the Assistant Director – People would provide Members with a Briefing Note on why the Hub was still to open.

The Panel

**Decided:** to note

- (1) the measures/performance indicators (PIs) covering 2021/22 set out within Appendix 1 of the report; and
- (2) the Local Government Benchmarking Framework (LGBF) PIs for 2020/21 that had been mapped to the Council Plan, as detailed in Appendix 2 of the report.

**7. Council Plan 2018-22 (2020 Mid-Term Refresh) - January to March 2022.**

There was submitted a report ([issued](#)) of 9 August 2022 by the Assistant Director - People allowing the Panel the opportunity to review progress made towards achieving the strategic objectives contained within the Council Plan 2018-22 (2020 Mid-Term Refresh).

After a Member of the Panel advised that, in his view, the percentage values indicated within Appendix 1 of the report should be marked green for good and red for bad, it was agreed that this be taken on board by officers.

COPL 04.4a Manage the Council's Commercial Property Portfolio so as to maximise rental income and help local businesses.

A Member of the Panel enquired about the issue of engagement with regards to maximising rental income. The Service Lead – Asset Management and Community Asset Transfer advised that it had been a difficult two and half years with Covid and that the Council was happy to engage with tenants.

COPL 04.2b Deliver the office rationalisation programme to ensure the best use of Council-owned facilities.

Following a question from a Member of the Panel, it was noted that there was sufficient office space for all Council staff.

COPL 05.2a Support local community-controlled organisations to develop thriving places by empowering them to make better use of local community assets.

Following a question from a Member of the Panel, it was noted that progress had been made and that an update would be provided in this regard to the Cabinet in February 2023.

The Panel

**Decided:** to note the progress through the narrative, as detailed within Appendix 1 of the report.

**8. Participatory Budgeting Activity in 2021/22.**

There was submitted a report ([issued](#)) of 9 August 2022 by the Assistant Director – People advising the Panel of the Participatory Budgeting (PB) Activity undertaken by Council Services in financial year 2021/22.

Following clarification being provided regarding the budget position, the Panel

**Decided:** to note the value of budgetary spend influenced through the Participatory Budgeting processes.

The meeting ended at 11.05 a.m.

DRAFT