

SERVICE AND PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
22 November 2022 at 10.00 a.m.

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

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

Attending
in County
Buildings: M. Newall, Depute Chief Executive and Director of Housing, Operations and Development; C. Caves, Head of Legal and Regulatory Services T. Baulk, Head of Finance, ICT and Procurement; L. Reid, Assistant Director - Strategic Change; D. Alexander, Service Lead – Procurement; K. Anderson, Service Lead – Policy, Performance and Community Planning; T. Burns, Service Lead - Asset Management and Community Asset Transfer; G. Cockburn, Service Lead – Education Support Services; K. Dalrymple, Service Lead - Neighbourhood Services; C. Iles, Service Lead – Planning and Building Standards; K. Mullen, Service Lead – ICT Operations, ICT Strategy and Delivery; W. Andrew, Service Lead – Property Maintenance; J. Andrew, Co-ordinator (OD, Change and Improvement); D. McVey, Co-ordinator (Registration, Records and Information); A. Gibson, Committee Services Officer; and E. Moore, Committee Services Assistant.

Attending
Remotely: M. Alexander, Service Lead – Housing Services; and M. Houston, Service Lead – Trading Standards and Environmental Health.

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 25 October 2022 ([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.

Following a question from a Member of the Panel and having heard the Depute Chief Executive and Director of Housing, Operations and Development advise that the Heritage Hub was still to open and that he would provide an update on progress, the Panel

Decided:

- (1) to agree that the actions in the Log had all now been completed; and
- (2) to note the current status of the Work Programme.

4. Complaints - Scrutiny Update Period: 1 April to 30 September 2022.

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

- (1) providing Members with complaints performance information for the period from 1 April to 30 September 2022 and comparing performance to the same reporting period in 2021/22; 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 could improve its services following Stage 2 and Ombudsman complaints.

Following a question from a Member of the Panel, it was noted that based on the statistics submitted it would appear that the Services within the Council were currently managing complaints with the resources they had.

There was discussion on the “Listening to You” complaints handling procedure, and specifically if there was scope for matters raised by the public with local Members to be progressed through the Council’s formal complaints handling process.

There was discussion relating to figures on the Quality of Service/Service Provision complaints that had been raised and closed at Stage 1.

The Panel discussed if it was beneficial to report to this Panel, the four Key Performance Indicators that were no longer considered mandatory by the Public Services Ombudsman.

Having scrutinised the contents of the report, the Panel

Decided:

- (a) to agree to still report to this Panel, the four Non-Mandatory Key Performance Indicators that were no longer mandatory performance indicators that had to be reported to the Scottish Public Services Ombudsman, but that this be reviewed in a year’s time; and

- (b) 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 2022 to 31 March 2023.

5. Corporate Support Services Capacity Issues - Update.

There was submitted a joint report ([issued](#)) of 9 November 2022 by the Head of Finance, ICT and Procurement and the Head of Legal and Regulatory Services providing an update on progress and outcomes so far achieved through the addition of temporary resources

Having considered the progress and outcomes achieved through the addition of temporary resources, the Panel

Decided: to note the various challenges being encountered in terms of recruiting staff to these temporary posts.

6. Council Plan 2018-22 (2020 Mid-Term Refresh/Extended) – July to September 2022.

There was submitted a report ([issued](#)) of 9 November 2022 by the Depute Chief Executive and Director of Housing, Operations and Development to allow the opportunity for Members of the Panel to review progress made towards achieving the strategic objectives contained within the Council Plan 2018-22 (2020 Mid-Term Refresh).

The following issues were raised by Members:-

Fair and Effective Leadership – We will plan well for the future using sound evidence and involve our communities.

Having heard a Member of the Panel, the Service Lead – Policy, Performance and Community Planning advised how this objective was measured.

COPL 01.1b Relocate Ayrshire Archives and Registration to a purpose build repository at South Harbour Street.

Following a question being raised by a Member of the Panel, it was noted that the proposed date for completion of this objective would be amended to 30 March 2023.

COPL 01.4a Develop an integrated approach to Trauma-Informed Practice in partnership with Community Planning Partners.

Following this objective being raised by a Member of the Panel, the Service Lead – Policy, Performance and Community Planning advised that the Working Group in relation to this matter had met four times this year and that it was proposed to bring a report to a future meeting of an appropriate Panel with an update in the near future.

COPL 02.3a Continue to invest in new and improved technology for schools to enhance the environment that supports learning and teaching for children.

Having heard a Member of the Panel, it was noted that there was now good progress on this objective and that funding would likely be made available in 2023/24.

CPL 6.09 Number of public electric charging points across South Ayrshire.

A Member of the Panel enquired about the proposal to have the 284 charging points by 2025. The Depute Chief Executive and Director of Housing, Operations and Development advised that he would respond to Members on this matter following the meeting.

COPL 05.2b Deliver the Council's 'Strategic Housing Investment Plan' (SHIP) in conjunction with partners.

Following this objective being raised by a Member of the Panel, the Panel noted that the Plan was updated annually and was constantly evolving.

The Panel

Decided:

- (1) to note the progress through the narrative, as set out within Appendix 1 of the report; and
- (2) to note the performance indicators reported in Appendix 2 of the report.

7. Closing Remarks.

The Panel noted that the Depute Chief Executive and Director of Housing, Operations and Development would now no longer be the Lead Officer for this Panel and that the Assistant Director – Strategic Change would undertake this role. The Panel thanked the Depute Chief Executive and Director of Housing, Operations and Development for his support with this Panel in recent times.

The meeting ended at 10.45 a.m.