

Agenda Item No 2**SERVICE AND PARTNERSHIPS PERFORMANCE PANEL**

Minutes of hybrid webcast meeting on
13 June 2023 at 10.00 a.m.

Present
in County
Buildings:

Councillors Philip Saxton (Chair); and George Weir.

Present
Remotely:

Councillors Kenneth Bell, Ian Cochrane, Chris Cullen, Mark Dixon and Mary Kilpatrick.

Apology:

Councillor Gavin Scott.

Attending
in County
Buildings:

M. Newall, Depute Chief Executive and Director of Housing, Operations and Development; G. Hunter, Assistant Director - Communities; K. Dalrymple, Assistant Director – Housing and Operations; C. Cox, Assistant Director - Planning Development; W. Carlaw, Service Lead – Democratic Governance; K. Anderson , Service Lead – Policy, Performance and Community Planning; C. Iles, Service Lead – Planning and Building Standards; J. Tait, Service Lead – Thriving Communities; L. Kerr, Service Lead – Destination South Ayrshire; D. Alexander – Service Lead – Procurement; D. McVey, Co-ordinator (Registration, Records and Information); C. Knape, Strategic Manager – Roads Network and Maintenance, Ayrshire Roads Alliance; A. Gibson Committee Services Officer; and C. McCallum, Clerical Assistant.

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 16 May 2023 ([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.

The Panel heard the Assistant Director – Communities give a verbal update on the Action Log and Work Programme and advised that in relation to the entry in the Action Log relating to budget allocations to the various Wards over the next four years and whether this would be under Participatory Budgeting and the consultation process that would be involved, he advised that this Council adopted the Scottish Government Place Standard approach in consultation, which was in line with Participatory Budgetary Best Practice. Additionally, the Depute Chief Executive and Director of Housing, Operations and Development advised that Ward Councillor meetings would continue and that currently the initial tranche of projects were being taken forward to the Council for approval.

In relation to an entry in the Action Log requesting an update in relation to the Council sourcing food from local suppliers for school meals, the Service Lead – Procurement advised that meetings with Procurement and Facilities Management were taking place every six weeks to discuss opportunities for a local supplier and that all local suppliers were being informed of every opportunity arising.

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. **Service Plans 2023/24.**

There was submitted a report ([issued](#)) of 8 June 2023 by the Director of Strategic Change and Communities requesting the Panel to scrutinise the proposed annual Service Plans for each service area and to provide feedback to Council ahead of approval.

The Service Lead – Policy, Performance and Community Planning gave an introduction to the report and advised that there were a number of officers present at this meeting today should questions arise.

A Member of the Panel asked that in relation to the Action “Deliver first year of Ash Die Back Plan” and the target of 700 trees by March 2024 and how this figure was derived, the Assistant Director – Housing and Operations advised that every tree which came under the Council remit had been inspected over the last two years and that the target of 700 trees was achievable in the said timescale.

Having heard a Member of the Panel express his concern that it stated in the report that no public consultation had been undertaken with regards to the contents of the report, the Service Lead – Policy, Performance and Community Planning advised that extensive consultation had taken place on the setting of the objectives.

A Member of the Panel enquired if there was an update relating to the Citadel refurbishment and procurement relating to Belleisle, the Assistant Director – Planning and Development advised that these matters would be reported to Council/Cabinet in due course.

Having scrutinised the contents of the Service Plans 2023/24, the Panel

Decided:

- (1) to reflect appropriate feedback received on draft Service Plans in a report to be presented Council; and
- (2) to note the actions that would be reported to Panel over 2023/24, as part of the Council Plan 23-28 Performance Management Framework.

5. Complaints – Scrutiny Update - Period: 1 October 2022 to 31 March 2023.

There was submitted a report ([issued](#)) of 1 June 2023 by the Head of Legal and Regulatory Services

- (1) providing complaints performance information for the period from 1 October 2022 to 31 March 2023 and comparing performance to the same reporting period in 2021/22; and
- (2) advising of the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on how the Council improved its services following Stage 2 and Ombudsman complaints.

The Co-ordinator (Registration, Records and Information) gave an update on the report and advised of two minor typing errors in the report.

Following the matter of complaints being raised directly with Elected Members, it was noted that there would require to be consideration on how data in this regard could be gathered and reported in the future.

Having scrutinised the report, the Panel

Decided: 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 April 2023 to 30 September 2023.

6. Ayrshire Roads Alliance Service Plan 2023/24 and Performance Report 2022/23.

There was submitted a report ([issued](#)) of 1 June 2023 by the Depute Chief Executive and Director of Housing, Operations and Development presenting the Ayrshire Roads Alliance Service Plan for 2023/24 and the Performance Report for 2022/23.

Having heard a Member of the Panel enquire about an action relating to “Strategic Economic Impact Assessment A75/A77”, the Strategic Manager – Roads Network and Maintenance, Ayrshire Roads Alliance advised that he would ascertain and advise the Member directly of whether the date of July 2022 for reporting being complete was indeed correct.

Following discussion, it was agreed that the Roadworks Programme be shared with Members.

A Member of the Panel expressed concern relating to the lack of funding being given to this Council by Scottish Timber Transport, the Strategic Manager – Roads Network and Maintenance, Ayrshire Roads Alliance advised that he would report this matter to the Chair of the Scottish Timber Transport Fund and an update would be provided to Members of the Panel.

Having considered the Ayrshire Roads Alliance Service Plan for 2023/24, the Panel

Decided:

- (1) to note that regular progress updates would be provided to the Ayrshire Shared Service Joint Committee;
- (2) to note the performance scorecard for 2022/23; and
- (3) to otherwise note the contents of this report.

7. Developer Contributions Update relative to Planning Permissions (2022/23).

There was submitted a report ([issued](#)) of 8 June 2023 by the Depute Chief Executive and Director of Housing, Operations and Development providing an update on the developer contributions obtained through legal agreements, gathered and utilised during the period 2022/2023.

Having noted that developer contributions were welcomed, the Panel

Decided: to note the developer contributions collected and utilised for the provision of identified projects within the reporting period April 2022 to March 2023.

8. Community Learning and Development (CLD) 2021/24 Plan (Mid-Term Progress Report).

There was submitted a report ([issued](#)) of 1 June 2023 by the Director of Strategic Change and Communities providing details of the Community Learning and Development 2021-24 Plan mid-term progress report.

Having noted the wide range of initiatives that were underway, the Panel

Decided:

- (1) to note the progress made to date within the 2021-24 CLD Plan, that was approved at the former Leadership Panel in September 2021; and
- (2) to approve the publication of the CLD mid-term progress report on South Ayrshire Council's website and agreed that it be shared with the Community Planning Partnership.

9. Local Government Benchmarking Framework 2021/22.

There was submitted a report ([issued](#)) of 8 June 2023 by the Director of Strategic Change and Communities advising on the publication of the Local Government Benchmarking Framework (LGBF) data for 2021/22 and to consider where scrutiny of this information could help drive improvement.

The Service Lead – Policy, Performance and Community Planning advised that there were a number of other officers present today to answer questions.

Following a question from a Member of the Panel, it was agreed that the Service Lead – Policy, Performance and Community Planning would look at how to better reference Scottish Performance Indicators in future reports.

Having reviewed the data and accompanying summary report within Appendices 1 and 2 of the report, the Panel

Decided: to agree that briefing notes be issued to Members on the following areas:- discretionary housing payments; self-directed support; and delayed discharges from hospitals.

10. Tourism and Events Strategy Update.

There was submitted a report ([issued](#)) of 1 June 2023 by the Director of Strategic Change and Communities providing an update on the implementation of the Tourism and Events Strategy.

Following a question from a Member, it was noted that one of the key challenges faced was ensuring that local businesses signed up for the DSA Website.

There was discussion relating to how to encourage tourists to visit South Ayrshire via the Arran and Belfast ferries.

Having considered the progress made by officers in the implementation of the Tourism and Events Strategy, the Panel

Decided: to note the contents of the report.

The meeting ended at 11.00 a.m.

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