

SERVICE AND PARTNERSHIPS PERFORMANCE PANEL

Minutes of hybrid webcast meeting on
21 November 2023 at 10.00 a.m.

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

Present
Remotely: Councillor Ian Cochrane

Apologies: Councillors Kenneth Bell, Mark Dixon, Mary Kilpatrick; and Gavin Scott.

Attending
in County
Buildings: J. Bradley, Director of Strategic Change and Communities; L. Reid, Assistant Director – Strategic Change; W. Carlaw, Service Lead – Democratic Governance; K. Anderson, Service Lead – Policy, Performance and Community Planning; S. McCardie, Co-ordinator - Performance and Community Planning; D. Alexander, Service Lead – Procurement; S. Tyeson, Senior Manager (Planning & Performance); Temporary Chief Superintendent R. Higgins and Chief Inspector K. Lammie, Police Scotland; Group Commander S. Campbell; and Area Commander I. McMeekin, Scottish Fire and Rescue Service; and L. Russell, Committee Services Officer.

Attending
Remotely: J. Rodden, Service Lead – Facilities Management; J. Tait, Service Lead – Thriving Communities; G. Cockburn, Service Lead – Education Support Services; N. Gemmell, Service Lead – Revenues and Benefits; C. Iles, Service Lead – Planning and Building Standards; F. Ross, Service Lead – Neighbourhood Services; T. Simpson, Service Lead – Corporate Accounting; T. Leijser, Service Lead – Economy and Registration; K. Mullen, Service Lead – ICT Operations; A. Mutch, Service Lead – Destination South Ayrshire; T. Eltringham, Director of Health and Social Care; G. Farrell, Service Lead – Organisational Development and Customer Services; S. McCall, Service Lead – ICT Enterprise Architecture; B. McClean, Head of Community Health and Care Services; A. Deas, Public Health Scotland LIST Analysts.

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 24 October 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 – Strategic Change give a verbal update on the Action Log and Work Programme.

With reference to Actions (2) and (3) in the Action Log relating to the IJB Annual Performance Report considered at a meeting of this Panel on 19 September 2023, a Member of the Panel requested further clarity on the number of delayed discharges, proactivity in carrying out assessments, making adaptations in individual's homes and whether the delays in adaptations were causing a delay in hospital discharges. The Senior Manager, Planning and Performance advised that there were currently significant challenges in the recruitment within Occupational Therapy; and there were also challenges from partners in recruiting into the care providers. The Director of Health and Social Care further provided assurance that significant scrutiny on activities carried out was undertaken by the IJB Audit Committee, however, it was noted that the biggest issue was recruitment for care providers. Home adaptations was referred to as a complex area as it rested between capacity with the assessors and the contractors.

In relation to the Work Programme, the Panel were advised that "Developer Contributions Update" and "South Ayrshire Way Strategic Change Programme" had been deferred for consideration to the meeting on 9 January 2024.

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. Local Performance Report: Police Scotland

There was submitted a report ([issued](#)) of 15 November 2023 by the Director of Strategic Change and Communities providing information in relation to the mid-year performance (quarter two) of Police Scotland in South Ayrshire for 2023/24.

Temporary Chief Superintendent Higgins spoke on the contents of the report and referred to his recent change in position to Interim Divisional Commander for Ayrshire.

After a Member of the Panel referred to Page (5) of Appendix 1, "Serious Crime – Drug Supply" and enquired why detections had increased, Interim Divisional Commander Higgins advised that this was due to a locally focused approach across the board, and advances in intelligence and forensics. A further question on the definition of a non-recent incident was confirmed as an incident that was older than twelve months.

Having heard a Member of the Panel with reference to survey results on how safe people felt in their local area and the provisions that were in place, Interim Divisional Commander Higgins reported that there would be an enhanced presence of officers across the festive period together with a change in shift patterns.

Following a discussion on areas in South Ayrshire where speeding was prevalent, Interim Divisional Commander Higgins advised that several areas were targeted on a regular basis which had resulted in a positive impact.

Having scrutinised the performance reports of Police Scotland in South Ayrshire, the Panel

Decided: to note the position.

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

There was submitted a report ([issued](#)) of 14 November 2023 by the Director of Strategic Change and Communities with information about the mid-year performance (quarter two) of the Scottish Fire and Rescue in South Ayrshire.

Area Commander McMeekin spoke on the contents of the report.

In relation to Page 2 paragraph 5.3 of Appendix 1 on the Performance and Service Update Report, a Member of the Panel enquired to the success of Scottish Fire and Rescue in working with their partners to identify unoccupied and derelict buildings across South Ayrshire. Area Commander McMeekin advised that the work to identify unoccupied buildings that were potential targets had been invaluable. It was further noted that certain areas in Troon and Ayr had a high frequency occurrence of deliberate fires being started and it was clarified that operational intelligence and data had been gathered following every incident enabling Scottish Fire and Rescue to target resources. Local authority action teams had observed patterns relating to school holidays and visitors to the areas at peak holiday seasons, and there was a big focus on education as a significant number of deliberate fire settings were linked to young people.

Following a comment from a Member of the Panel concerning the lack of information on outreach in Education, Area Commander McMeekin outlined an example of the work done with their Ayrshire College partnership, where specific programmes were run to encourage people back into employment. It was confirmed that future reports would contain more information including a performance element.

After a discussion concerning domestic fires amongst the elderly community and especially those individuals classed as confused, a Member of the Panel enquired if there were statistics available. Area Commander McMeekin confirmed that there were no statistics available, however, this would be investigated and reported back to the Panel. It was further noted that Scottish Fire and Rescue delivered home fire safety visits to identify those most in need in order that support could be offered to ensure these groups remained as independent as possible.

A Member of the Panel commented on Page 8 of the Pre-Budget Scrutiny report in relation to the Impact of Climate Change and enquired about the changes that had been seen in relation to flooding and fires on heath ground, and to what extent the numbers had increased over the last five years. Area Commander McMeekin advised the Panel

that a change had been noted and Scottish Fire and Rescue were continuing to understand the change to the local environment as well as make improvements to their carbon footprint. It was noted that Ayr Community Fire Station had been recognised as the most energy efficient Station in the Conservation Campaigns as a result of the work that had been carried out.

Following a request for more detail relating to Areas of Improvement within Fire Safety Audits on Page 11, Area Commander McMeekin advised that the 83% referred to in the report related to many different factors and reported that prohibition notices were a last resort and work was being carried out with individuals to avoid potential issues.

After a Member of the Panel referred to the potential future redevelopment of the third block of high-rise flats in Ayr and if this would cause any issues for Scottish Fire and Rescue, Area Commander McMeekin advised that any redevelopment would be continually reviewed, and regular site visits would be carried out to inspect the development and structure.

Having heard from a Member of the Panel in relation to the number of false alarms, Area Commander McMeekin reported that as of 1 July 2023 new legislation on Unwanted Fire Alarm Signals (UFAS) came into force. This changed the way Scottish Fire and Rescue responded to alarms and as a result of this there had been a 25% reduction in false alarm responses, and that it was hoped that a further reduction would be seen in the future.

Having scrutinised the performance reports of Scottish Fire and Rescue, the Panel

Decided: to note the position.

6. Council Plan (2023-2028): First Year: Quarter Two Update (2023/24)

There was submitted a report ([issued](#)) of 14 November 2023 by the Director of Strategic Change and Communities providing an update of the Council Plan (2023-2028): First Year: Quarter Two Update (2023/24).

The Service Lead – Performance, Policy and Community Planning provided an update on the Council Plan and invited questions.

In relation to Page 9 of Appendix 1 within the report, “Spaces and Places”, a Member of the Panel enquired if the action status on the street cleansing review was only relative to Troon. The Service Lead – Neighbourhood Services confirmed that the score was in relation to South Ayrshire as a whole. A follow-up question related to the three priority projects and if these could be disclosed specifically, the Assistant Director – Strategic Change advised that these projects were confidential at this time.

An update on the Station Hotel, Ayr work was requested from a Member of the Panel and the direction of future work, the Service Lead – Planning and Building Standards informed the Panel that priority work was currently being carried out to ensure the Station Hotel was safe.

In relation to Page 22 of Appendix 1 within the report, concerning work being undertaken to promote golf tourism due to the forthcoming Open Golf Championship, it was confirmed that the timescale date of 31 December 2025, was an error. Following a further question relating to the plans for the Troon town centre and the progress that had been made, the Service Lead – Economy and Regeneration advised that plans had

been made and a framework established, however, due to lack of capacity at present the plans had not progressed as fast as had been hoped.

After a Member of the Panel enquired as to how the success of a project was measured it was confirmed that the next report would provide more information on the impact the measures have had.

The Panel

Decided: to note the contents of this report.

7. **Complaints – Scrutiny Update**

There was submitted a report ([issued](#)) of 14 November 2023 by the Head of Legal and Regulatory Services providing an update on Complaints – Scrutiny Update for the period 1 April to 30 September 2023.

Following a summary of the report by the Co-ordinator (Registration, Records and Information), a Member of the Panel requested that page numbers be included in future reports.

**A Member of the Panel commented on how useful the information contained in the report was and requested that the table detailing a Breakdown of Complaints by Service on pages 4 and 5 in Appendix 1 contain the frequency in the future.

Having heard from a Member of the Panel requesting clarity on the number of complaints received in connection to leisure and namely golf, the Service Lead, Destination South Ayrshire advised that he would provide Members with this information.

In relation to Page 2 of Appendix 1, a Member of the Panel made a request for further information on the Community Care section, the Co-ordinator (Registration, Records and Information) outlined the additional training that had taken place, and this had been reflected in the statistics.

The Panel

Decided:

(1) to note the contents of the report; and

(2) 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 2023 to 31 March 2024.

*** At Panel on 9 January 2024, it was agreed that the third paragraph in item 7 above should read "A Member of the Panel commented on how useful the information contained in the report was and requested that the table detailing a Breakdown of Complaints by Service on pages 4 and 5 in Appendix 1 should be ordered by frequency in future."*

8. Joint Inspection of Adult Community Health and Care Services

There was submitted a report ([issued](#)) of 14 November 2023 by the Head of Community Health and Care Services in order to provide an overview of the outcome of the Joint Inspection of Adult Services and progress against the recommendations made in the report.

A Member of the Panel commented that the results were good and enquired what the range of possibilities were, the Head of Community Health and Care Services advised that the highest score would be 6 which was excellent and 5 very good. The comments within the report stated that South Ayrshire Council was sector leading and if the current levels continued it was hoped that these higher numbers would be awarded.

A Member of the Panel requested that a further report be submitted in six months to provide a further update.

Having considered the contents of the Joint Inspection of Adult Community Health and Care Services, the Panel

Decided:

- (1) to note and approve the content of the report; and
- (2) to agree that an update be provided to this Panel in six months' time.

The meeting ended at 12.00 p.m.