

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

Minutes of hybrid webcast meeting on
11 March 2025 at 10.00 a.m.

Present
in County
Buildings: Councillors Chris Cullen (Chair), Brian McGinley, Gavin Scott and George Weir.

Present
Remotely: Councillors Kenneth Bell and Ian Cochrane.

Apologies: Councillors Mark Dixon and Lee Lyons.

Attending
in County
Buildings: M. Newall, Chief Executive; K. Anderson, Assistant Director – Corporate Policy, Strategy and Performance; L. Reid, Assistant Director – Transformation; W. McClean, Head of Community Health and Care Services; W. Carlaw, Service Lead – Democratic Governance; S. McCardie, Service Lead - Performance, Community Planning and Sustainability; S. McCall, Service Lead – Transformation; S. MacMillan, Transformation Co-ordinator; A. Gibson, Committee Services Officer; and C. McCallum, Clerical Assistant.

Chair's Remarks.

The Chair

- (1) welcomed everyone to the meeting, including Councillor McGinley, as this was his first meeting of this Panel. He also conveyed his thanks to Councillor Saxton for his contribution in the past; 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 14 January 2025 ([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 Chair, the Assistant Director – Corporate Policy, Strategy and Performance agreed to examine how the work programme could be updated and to discuss this with the Chair.

The Panel

Decided:

- (1) to agree the current position with regard to the Action Log; and
- (2) to otherwise note the current status of the Work Programme.

4. Joint Inspection of Adult Community Health and Care Services Update.

There was submitted a report ([issued](#)) of 3 March 2025 by the Director of Health and Social Care Partnership providing an update on progress made against the recommendations made in the Joint Inspection of Adult Services report published in 2023.

The Head of Community Health and Care Services gave an introduction to the report and conveyed his thanks to his team for their work but noted that more work was required to build on the positive outcomes from the Joint Inspection.

Having heard a Member of the Panel and the Head of Community Health and Care Services in response, it was noted that not all Councils in Scotland were assessed on the same areas, this Council had a full inspection across five domains, other councils' inspections were narrower as a result of a previous report.

It was noted, having heard a Member of the Panel, that there were no outstanding risks reported, as detailed in the report.

A Member of the Panel praised the outcome of the Joint Inspection and enquired what the outcome of "great" would look like and what now required to be focussed on or enhanced. The Head of Community Health and Care Services advised that he was confident that improvements would continue to be made with the evaluation of "very good" being made at the next inspection. He further advised that foundations were in place for improvement around both leadership and culture.

Following the issue of self-directed support being raised by a Panel Member, the Head of Community Health and Care Services advised that progress was being made in this regard. It was also noted that self-directed support had difficulties associated with it for some people.

Having heard a Member of the Panel enquire as to feedback from service users, the Head of Community Health and Care Services advised that information in this regard was completely transparent, with this information available online. It was further noted that this information was used within the performance update reports.

A Member of the Panel enquired if examples could be given where better outcomes arose from early intervention initiatives. It was noted that examples of this would be difficult to provide at present but that it was evident that, for example, GPs were now being accessed less frequently.

The Panel

Decided:

- (1) to note the sector leading work completed and that all actions were now complete against the recommendations; and
- (2) to agree the closure of the improvement action plan.

5. Ayrshire Shared British Sign Language (BSL) Local Plan 2024-2030 – Operational Action Plan.

There was submitted a report ([issued](#)) of 3 March 2025 by the Depute Chief Executive and Director of Education providing details on the co-produced operational action plan which had been developed by the Ayrshire Equality Partnership to support the Ayrshire Shared BSL Local Plan 2024-2030.

A Member of the Panel welcomed this report and the work behind it and stated that it was a timely reminder that many people in our society were disadvantaged. Following discussion, it was agreed that the Service Lead - Performance, Community Planning and Sustainability would provide Members with details of the Ayrshire Equalities Partnership's terms of reference; the current support for school pupils; access to interpretation services; and the use of modern technologies in this area.

Following a question from a Member, it was noted that in the Ayrshire BSL Operational Plan 2024-2030 (Appendix 2) the column with due dates that had passed were now completed. It was further noted that with regard to the strategic aim "Promote and support implementation of the identified solutions to specific barriers for BSL users to support an easy transition from school to positive destinations", advice on this was awaited from the Scottish Government.

Having heard a Member, it was agreed that the Chief Executive would, after discussing with colleagues, report back to the next Panel regarding how successful this Council's broadcasts were for the hearing impaired and BSL users.

A Member of the Panel enquired as to consultation sessions with the hearing impaired and BSL users, the Service Lead – Transformation advised that there had been extensive engagement in this regard.

The Panel

Decided:

- (1) to note the BSL Plan (2018-2024) Final Report (Appendix 1); and
- (2) to note the co-produced operational action plan to support the Ayrshire BSL Local Plan 2024-2030 (Appendix 2).

6. Shaping Our Future Council.

There was submitted a report ([issued](#)) of 4 March 2025 by the Director of Communities and Transformation providing a review of the South Ayrshire Way Strategic Change Programme and lessons learned and; an update on the progress of Shaping Our Future Council transformation activity.

A Member of the Panel praised the contents of the report and stated that it was ambitious and showed signs of progress and asked if it was more appropriate to have a six-monthly report instead of an annual report to this Panel. The Assistant Director – Transformation advised that there was a lot of information contained within the report and that some of this would not be reported again to Members and that she was glad to hear that members recognised that progress was being made.

A Member of the Panel advised that as well as the four priority areas for transformation, the overall strategic priorities should be investigated. The Assistant Director – Transformation advised that the strategic objectives which drove these four areas had been identified. The Panel Member responded and advised that the framing of the work was important and that the strategic aims required to be clear.

The Chief Executive advised that he welcomed the Members' comments and that transformation took time and that he was grateful to the transformation team within the Council that was driving it.

Members discussed the need for there to be more regular updates to Members given the volume of work and pace of change, and whether this would be done through Elected Member updates or through more regular reports to Panel.

A Member advised that he had missed a recent briefing for Panel Members on this subject and asked that he be provided with a catch-up briefing. It was noted that briefings in this regard were beneficial and should continue for future reports on this subject to this Panel. The Assistant Director - Corporate Policy, Strategy and Performance advised that three-monthly updates on the Work of the Transformation Board could be sent to Members.

A Member of the Panel enquired as to the governance mechanism of the Transformation Board. The Service Lead – Transformation advised that there was a Delivery Group, which met regularly and that they looked at risks and that if any mitigating actions were required, these were reported to the Transformation Board. It was also noted that the Board comprised of the Corporate Leadership Team and other Members and that it was chaired by the Chief Executive.

Having heard a Member enquire how transparency and accountability was maintained in relation to the transformation projects, the Assistant Director – Transformation advised that each project had a benefits tracker and a business case.

Following a Member of the Panel raising if transformation proposals would require the Council's Standing Orders and Scheme of Delegation to be amended, it was reported that these were kept under review on a continuous basis.

The Panel

Decided:

- (1) to note the review of the South Ayrshire Way Strategic Change Programme and cashable benefits realised at Appendix 1i and the Lessons Learned at Appendix 1ii;
- (2) to note the baseline information provided against the Council's four priority areas for transformation at Appendix 2;
- (3) to note the update provided in the Shaping Our Future Council Dashboard Report at Appendix 3, including the most recent version of the transformation portfolio; Programme Plan and Portfolio Risk Register, and Benefits Report at Appendix 4; and
- (4) to agree a recommendation to the Cabinet that the reporting frequency to this Panel on the progress of Shaping Our Future Council's transformation activity be increased from yearly to six-monthly.

The meeting ended at 11.15 a.m.