

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

Minutes of hybrid webcast meeting on
10 June 2025 at 10.00 a.m.

Present
in County
Buildings: Councillors Philip Saxton (Chair), Brian McGinley and George Weir.

Present
Remotely: Councillors Ian Cochrane and Lee Lyons.

Apologies: Councillors Kenneth Bell, Stephen Ferry and Gavin Scott.

Attending
in County
Buildings: K. Anderson, Assistant Director – Corporate Policy, Strategy and Performance; G. Hunter, Assistant Director – Communities; M. Inglis, Head of Children’s Health, Care and Justice Service; W. Carlaw, Service Lead – Democratic Governance; S. McCardie, Service Lead - Performance, Community Planning and Sustainability; F. Ross, Service Lead – Neighbourhood Services; J. Tait, Service Lead – Thriving Communities; C. Iles, Service Lead – Planning and Building Standards; S. Rodger, Service Lead – Risk and Safety; C. Carroll, Service Lead – Housing Strategy and Regeneration; A. Mutch, Service Lead – Sport, Leisure and Golf; J. Corrie, Head of Roads, Ayrshire Roads Alliance; D. McVey, Co-ordinator - Registration, Records and Information; J. Morrison, Co-ordinator (Waste Strategy); A. Gibson, Committee Services Officer; and C. McCallum, Clerical Assistant.

Attending
Remotely: L. Reid, Assistant Director – Transformation, D. Alexander, Service Lead – Procurement; T. Simpson, Service Lead – Corporate Accounting; G. Farrell, Service Lead – Customer Service and Communications; K. Mullen, Service Lead – ICT Operations; and S. McCall, Service Lead – Transformation.

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 21 May 2025 ([issued](#)) were submitted and approved.

3. Action Log, Petition Update and Work Programme.

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

Having heard a Member of the Panel intimate that the Work Programme indicated there were a high number of scheduled items to be considered at the next meeting of the Panel, the Assistant Director - Corporate Policy, Strategy and Performance advised that he would revisit this prior to the next meeting.

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. Council Plan (2023-2028): Quarter Four Update (Year 2 – 2024/25).

There was submitted a report ([issued](#)) of 29 May 2025 by the Depute Chief Executive and Director of Education advising on progress that had been made during the second year of the Council Plan.

Having heard a Member of the Panel refer to the table on page 2 of the report and enquire if the Actions listed that were off track/ not yet started were cause for concern, the Service Lead - Performance, Community Planning and Sustainability advised that she was comfortable with the current status and that in many cases, they had not been started due to external factors.

A Member of the Panel referred to Ash Dieback, as presented in page 9 of the report. The Service Lead – Neighbourhood Services advised that approximately 7,000 ash die back trees had been identified in open space in South Ayrshire with 22% having been managed and indicated the ongoing work in this area but that work had been inhibited due to the storm earlier in the year. A Member of the Panel advised that it would be useful to have a Members' Briefing on this matter.

The Panel heard a Member in relation to Belleisle and Darley Golf Courses, and the current position of the Citadel and that, in his view, it would be helpful for this Panel to consider the three business plans, prior to their consideration at Cabinet.

Following a Member raising the issue of the need for newbuild houses in South Ayrshire, the Service Lead – Housing Strategy and Regeneration advised of the work currently taking place on this and that a revised plan was being formulated and would be presented to Cabinet in November of this year.

A Member of the Panel raised Belleisle Golf Course and the Service Lead - Sport, Leisure and Golf advised that the feasibility study and options appraisal were now complete. With regards to Darley, full engagement was underway and that it was hoped that works here would commence soon.

A Member of the Panel enquired as to the position of Prestwick Community Centre and the Service Lead – Thriving Communities advised that although there was no mention of it within the report, assurances were given that works were ongoing.

There was discussion relating to Belleisle Golf Plan and it was noted that any public consultation would take place as part of the planning process.

The Panel

Decided:

- (1) to note Quarter Four progress (Year 2) of the Council Plan (2023-2028) attached as Appendix 1 of the report; and
- (2) that the Service Lead – Democratic Governance would examine if this Panel had the remit to examine the business plans relating to Belleisle and Darley Golf Courses, prior to consideration of Cabinet.

5. Ayrshire Roads Alliance Service Plan 2025/26 and Performance Report 2024/25.

There was submitted a report ([issued](#)) of 29 May 2025 by the Director of Housing, Operations and Development presenting the Ayrshire Roads Alliance Service Plan for 2025/26 and the Performance Report for 2024/25.

Having heard a Member of the Panel refer to the Transport (Scotland) Bill placing increased emphasis on the ability for Councils to run public bus services and the need for this Council to take this matter forward ie. consideration by Cabinet, the Service Lead – Democratic Governance advised that she would look at this matter further, with a view to the Council giving it due consideration. It was further noted that informal discussions had already taken place within East Ayrshire on this matter.

Following discussion regarding pavement parking and resulting exemption orders, the Head of Roads, Ayrshire Roads Alliance responded by advising that warnings had already been issued and that enforcement had commenced in May 2025.

There was discussion on the progress of speed limit reductions in certain areas within South Ayrshire.

Having heard a Member of the Panel raise the issue of Ash die back, the Head of Roads, Ayrshire Roads Alliance advised that they worked with the Council in this respect.

Having considered the Ayrshire Roads Alliance Service Plan for 2025/26 (Appendix 1) the Panel

Decided:

- (1) to note that regular progress updates were provided to the Ayrshire Shared Services Joint Committee;
- (2) to note the performance scorecard for 2024/25 (Appendix 2);
- (3) to note that, since the Transport (Scotland) Bill was placing increased emphasis on the ability for Councils to run public bus services, the Service Lead – Democratic Governance would look at this matter further as to enactment timescales with a view to asking Cabinet to note the upcoming Bill; and
- (4) to otherwise note the contents of the report.

6. Waste Strategy 2021-2031 Progress Report.

There was submitted a report ([issued](#)) of 29 May 2025 by the Director of Housing, Operations and Development providing the annual progress report of the Council's Waste Strategy from 2021 to 2031, as per the action plan.

Having heard a Member of the Panel and the Service Lead – Neighbourhood Services in response, it was noted that that there was currently no progress on the recycling of soft plastics but the matter was continuously being examined.

A Member of the Panel expressed that, in his view, the Council should be doing more to acquire the business of small companies in the disposal of their commercial waste.

Having heard a Member of the Panel in relation to the disposal of green waste, it was noted that the Council was continuing to look at developing this service.

A Member of the Panel expressed the need for the for the Council to use its waste to generate income for the Council. The Service Lead – Neighbourhood Services advised that ways to generate income were always being investigated.

The Panel

Decided: to note the contents of the report.

7. Complaints – Scrutiny Update – Period: 1 October 2024 to 31 March 2025.

There was submitted a report ([issued](#)) of 29 May 2025 by the Chief Governance Officer

- (1) providing complaints performance information for the period from 1 October 2024 – 31 March 2025 and comparing performance to the same reporting period in 2023/24; 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 improved its services, following Stage 2 and Ombudsman complaints.

The Co-ordinator - Registration, Records and Information advised of a typographical error in page 6 of the report and that it should state that there had been a 75% reduction of complaints relating to golf and not 67%.

The Panel discussed the rise in complaints from Community Councils. It was noted that all of the seven complaints were from the same Community Council and that six of these complaints had not been upheld.

A Member of the Panel stated that it would be helpful in future reporting, if the information could be conveyed in a way which showed progress and improvements and where patterns were emerging. The Co-ordinator - Registration, Records and Information advised that trends in complaints were monitored but that she would ensure that the narrative in future reports was expanded upon.

There was discussion on complaints relating to community care and it was noted that, in general, these related to waiting times.

Having scrutinised the contents of this 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 2025 to 30 September 2025.

8. The International Ayr Show – 2024: Economic Impact Assessment.

There was submitted a report ([issued](#)) of 29 May 2025 by Director of Communities and Transformation providing an update on the Economic Impact Assessment (EIA) for the 2024 International Ayr Show Festival of Flight.

A Member of the Panel conveyed his disappointment that only an executive summary had been included with the report and not the full assessment and, as a result, there was very little background and depth to how the reported values were determined.

There was discussion on how the attendance figures at the event were calculated. It was noted that 434 people were surveyed, 112 local businesses and 16 local traders.

The Panel

Decided: to continue consideration of the Economic Impact Assessment for the 2024 International Ayr Show to a future meeting of this Panel, to allow the full summary to be included with the report and not the executive summary, as attached to this report.

9. **Financial Inclusion Projects – Progress Report.**

There was submitted a report ([issued](#)) of 29 May 2025 by Director of Communities and Transformation providing the Panel with an update on Financial Inclusion projects.

The Service Lead – Thriving Communities advised of amendments to figures relating to projects listed in Appendix 1 of the report.

Having heard a Member of the Panel in relation to how the money was allocated to individuals, community groups, the third sector etc and was information available on whether the money was reaching the people who needed it, the Service Lead – Thriving Communities advised of how this was measured, such as case studies and that many people benefited from this funding.

A Member of the Panel asked how this would be taken forward and what would be the next improvement for this. The Service Lead – Thriving Communities advised that there were a range of partners used to identify priorities and the ongoing work within North Ayr, also that drawing down external funding was important to support community groups. The Panel Member said that there needed to be a strategic focus with local input.

Having heard a Member of the Panel in relation to a local partner who employed two members of staff, it was agreed that the Service Lead – Thriving Communities would speak to him outwith this meeting on this matter.

Following discussion, it was noted that Officers would present to this Panel in June 2026, details of the projects this Council was financially committed to supporting during 2025/26 and 2026/27, with case studies being provided.

Having heard a Member in relation to the drop-in venues, as highlighted in Appendix 1 of the report, it was noted that an Elected Members' Briefing had taken place on this matter but that the Service Lead – Thriving Communities would ensure that this information was shared again with them. It was also noted the various places where information relating to the drop-in venues was available.

The Panel

Decided:

- (1) to approve the report and to note the progress across a range of projects (Appendix 1) and the ongoing work to support financial inclusion work across South Ayrshire; and
- (2) to request that a further progress report be presented to the Service and Partnerships Performance Panel in June 2026.

The meeting ended at 11.50 a.m.