

**Service and Performance Panel  
Action Log/Work Programme – 2021**

		<b>Issue</b>	<b>Actions</b>	<b>Assigned to</b>	<b>Update</b>	<b>Completed</b>
1.	17 August 2021	Corporate Workforce Plan – Annual Update	A Member highlighted the number of resignations (266) and it was agreed that further information should be circulated relating to the exit interviews.	Assistant Director - People	Email circulated to Members and Officers on 9 November 2021 with requested information.	<b>COMPLETED</b>
2.	17 August 2021	FOISA/EIR – Annual Report	A Panel Member requested a further breakdown on the enquiries collated under the heading ‘Administration’ as detailed on page 7 of the report.	Head of HR, Legal and Regulatory Services	Briefing Note providing a further break down circulated to Members on 27 September 2021.	<b>COMPLETED</b>

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3.	14 September 2021	Council Plan 2018-22 (2020 Mid-Term Refresh) – Report April to June 2021	COPL 03.1D and COPL 03.IE – further information requested in the form of a Briefing Note regarding the low figure of 20% relating to contract management within the HSCP and Children’s Services	Assistant Director - People	<p>COPL 031.D - 20 contracts were reviewed using the contract and supplier management process in Q2 (Jul – Sep) with an overall scorecard completion rate of 86% from HSCP staff. 33 contracts across HSCP are scheduled to be reviewed in Q3 (starting Oct 2021). 16 for Community Health and Care and 17 for Children’s Health, Care and Justice Services. 55 contracts in total out of a projected 100 have now been issued at least one scorecard with the remaining 47 to be covered in Q4 and continuing on into Q1 2022.</p> <p>Work continues with HSCP to align the work of the new Quality Assurance Framework with the duties of the Procurement team.</p> <p>COPL 03.1E - The champions board are now fully integrated with the CSM process with the Corporate Parenting Lead Officer receiving a list of all scorecards chosen for the next quarter to allow the board to identify which evaluations they would like to participate in. The board are now reviewing contracts in Q3.</p>	
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4.	14 September 2021	Council Plan 2018-22 (2020 Mid-Term Refresh) – Report April to June 2021	COPL 04.2B – further information requested in the form of a Briefing Note providing an update on the refurbishment work being undertaken on the Freemans Hall, Prestwick.	Assistant Director - People	Email circulated to Members providing the requested information on 14 September 2021.	<b>COMPLETED</b>
5.	14 September 2021	Council Plan 2018-22 (2020 Mid-Term Refresh) – Report April to June 2021	COPL 06.1G – further information requested in the form of a Briefing Note seeking clarity on the completion date of the Craigie Campus.	Assistant Director - People	Email circulated to members providing the requested information on 14 September 2021.	<b>COMPLETED</b>
6.	14 September 2021	Employee Absence 2020/21	Neighbourhood Services – Days Lost per Employee at 17.11 days and a further breakdown was requested in the form of a Briefing Note.	Head of Legal, HR and Regulatory Services	Email circulated to Members and Officers on 9 November 2021 with requested information.	<b>COMPLETED</b>
7.	14 September 2021	Employee Absence 2020/21	Further information in the form of a Briefing Note was requested regarding the variance in the figures relating to Monitoring Absence 4.2.2 (ii) particularly in relation to the number of staff dismissed between 2014/14 until 2020/21.	Head of Legal HR and Regulatory Services	Email circulated to Members and Officers on 9 November 2021 with requested information.	<b>COMPLETED</b>
8.	14 September 2021	Employee Absence 2020/21	Further information in the form of a Briefing Note was requested regarding the cost to back fill posts.	Head of Legal HR and Regulatory Services	Email circulated to Members and Officers on 9 November 2021 with requested information.	<b>COMPLETED</b>
9.	14 September 2021	Employee Absence 2020/21	Further breakdown in the form of a Briefing Note was requested relating to the psychological reasons for absences.	Head of Legal HR and Regulatory Services	Email circulated to Members and Officers on 9 November 2021 with requested information.	<b>COMPLETED</b>

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10.	14 September 2021	Employee Absence 2020/21	Further information requested in the form of a Briefing Note on workforce planning within the HSCP and the use of temporary staffing.	Senior Manager (Planning and Performance) HSCP and Co- ordinator (OD Change and Improvement)	Email circulated to Members and Officers on 9 November 2021 with requested information.	<b>COMPLETED</b>
11.	16 November 2021	Customer Service Centre (Closures)	Compile information (over 2-3 years) on what route customer has taken to make complaints (online, telephone, etc).	Team Leader (Information Governance)		

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	<b>Issue</b>	<b>Actions</b>	<b>Assigned To</b>	<b>Due Date To Panel</b>	<b>Latest update</b>
1.	<b>Integration Joint Board (IJB) Annual Performance Report 2020-21</b>	<b>Annual update</b>	<b>Director – Health and Social Care</b>	<b>11-Jan-22</b>	<b>Report to this Panel</b>
2.	<b>South Ayrshire Council Gaelic Language Plan Progress Report</b>	<b>Annual update on progress</b>	<b>Assistant Director - People</b>	<b>08-Feb-22</b>	
3.	<b>Council Procurement to Support the Local Economy</b>	<b>Annual update on Council's performance in supporting the local economy through procurement</b>	<b>Director - Place</b>	<b>08-Feb-22</b>	
4.	<b>Pan-Ayrshire Community Wealth Building Commission and Anchor Charter</b>	<b>Update on work of CWB Officers' Working Group and the SAC led regional CWB procurement workstream</b>	<b>Director - Place</b>	<b>08-Feb-22</b>	
5.	<b>Mainstreaming Participatory Budgeting</b>	<b>6-monthly update report as part of regular community engagement reporting</b>	<b>Assistant Director - People</b>	<b>29-Mar-22</b>	