

# Public Document Pack

## **Argyll and Bute Council** **Comhairle Earra Ghaidheal agus Bhoid**

Customer Services  
Executive Director: Douglas Hendry



Kilmory, Lochgilphead, PA31 8RT  
Tel: 01546 602127 Fax: 01546 604435  
DX 599700 LOCHGILPHEAD

18 November 2014

### **SUPPLEMENTARY PACK 1**

**PERFORMANCE REVIEW AND SCRUTINY COMMITTEE - COUNCIL CHAMBERS, KILMORY, LOCHGILPHEAD on THURSDAY, 20 NOVEMBER 2014 at 10:00 AM**

I enclose herewith item 13 (PERFORMANCE REVIEW AND SCRUTINY COMMITTEE DEVELOPMENT DAY AND WORK PLAN) which was marked "to follow" on the Agenda for the above Meeting.

Douglas Hendry  
Executive Director – Customer Services

### **ITEM TO FOLLOW**

**13. PERFORMANCE REVIEW AND SCRUTINY COMMITTEE DEVELOPMENT DAY AND WORK PLAN**

Report by Executive Director – Customer Services (Pages 1 - 8)

### **PERFORMANCE REVIEW AND SCRUTINY COMMITTEE**

Ian M M Ross (Chair)	Councillor Gordon Blair
Councillor Maurice Corry	Councillor Anne Horn
Councillor Iain MacDonald	Councillor John McAlpine
Councillor Sandy Taylor	Paul Connelly
Douglas Cowan	Christina West

Contact: Rebecca Hepburn Tel:01546 604137

This page is intentionally left blank

---

**ARGYLL AND BUTE COUNCIL**

**PERFORMANCE REVIEW AND  
SCRUTINY COMMITTEE**

**CUSTOMER SERVICES**

**20 NOVEMBER 2014**

---

**PERFORMANCE REVIEW AND SCRUTINY COMMITTEE DEVELOPMENT DAY  
AND WORK PLAN**

---

**1.0 EXECUTIVE SUMMARY**

This report presents the Performance Review and Scrutiny Committee with a report on the Committee Development Day and the outcomes including a draft work plan.

The report recommends that the PRS Committee:

1. Notes the report
2. Agrees the improvement actions in para 4.5 and agrees that officers will prepare an action tracker for reporting progress at each meeting.
3. Considers, comments on and agrees the draft work plan

**PERFORMANCE REVIEW AND SCRUTINY COMMITTEE DEVELOPMENT DAY  
AND WORK PLAN**

---

**2. INTRODUCTION**

- 2.1 The Performance Review and Scrutiny Committee held a Development Day on 24 August 2014. The session was facilitated by CIPFA and officers from Customer Services.
- 2.2 A summary of the development day is included in this report and the actions that arose from it are presented in a draft action plan and work plan.

**3. RECOMMENDATIONS**

It is recommended that the PRS Committee:

- 3.1 Notes the report
- 3.2 Agrees the improvement actions set out in para 4.5 and agrees that officers will prepare an action tracker for reporting progress at each meeting.
- 3.3 Considers and comments on and agrees the draft work plan

**4. DETAIL**

- 4.1 The Performance Review and Scrutiny Committee held its development day on 24 August 2014. The session was facilitated by CIPFA and senior officers from Customer Services. The session was attended by the Chair and some members of the PRS Committee, all partner members of the Committee, the Chair of the Audit Committee, the Council Leader, members of the Strategic Management Team and the Chief Internal Auditor.
- 4.2 The agenda for the development day is attached for information. The afternoon element of the programme on 'Effective Questioning for Scrutiny' was changed by mutual agreement on the day in order to continue the valuable and highly interactive discussions that were taking place on the respective roles and responsibilities of the Audit Committee and the PRS Committee in relation to scrutiny.
- 4.3 Following the format of the other Strategic Committee Development Days held over the summer, the session captured expectations from the participants at the outset of the session and then reviewed whether or not these expectations had been met. At the outset these were:

1. Highlight importance of scrutiny to all

2. Provide clarity between Performance Review and Scrutiny Committee and Audit Committee
  3. Balance work load to ensure focus\_in most important issues – performance versus scrutiny
  4. Provide data in a format that makes it easy and straight forward to discharge responsibility for performance review
  5. Address non-participation by engaging elected members to support better understanding of scrutiny to support attendance
- 4.4 Feedback at the end of the day indicated that attendees were satisfied that these expectations had been met during the session, or were captured as part of the ongoing proposed improvement plan.
- 4.5 During the day, observations, comments and actions were recorded by the facilitating team and compiled into a list of improvement actions for the Performance Review and Scrutiny Committee to pursue picking up in the expectations.
- 4.6 The key improvement actions agreed were:
1. Consider role of Vice Chair
  2. Rationalise performance reporting and focus on scrutiny, informed by Committee members' views
  3. Prepare a scrutiny work plan/programme ensuring co-ordination with Audit Committee work plan.
  4. Specify officer scrutiny support and guidance resource
  5. Prepare a training and development plan for PRS (to include training on scrutiny of Police and Fire)
  6. Review the lead-in time for reports/papers to committee to enable greater time for consideration prior to the meeting
  7. Consider a pre meeting of members immediately prior to the Committee, noting that there is already facility for Committee members to have supported access to Pyramid data in the hour prior to the Committee.
- 4.7 As the planned session at the August development day on Effective Questioning on Scrutiny was not completed, an additional training session was held for elected members on 24 October 2014. This was again facilitated by CIPFA and council officers. Feedback from this session was positive and contributed an additional actions to the improvement plan in relation to scrutiny of Police and Fire and a pre meeting.

## **5.0 CONCLUSION**

- 5.1 The PRS Committee development day has resulted in a series of improvements, which are captured in improvement actions and a work plan.

## **6.0 IMPLICATIONS**

- 6.1 **Policy** Improvement actions have been identified for the PRS Committee to pursue

- 6.2 **Financial** None
- 6.3 **Legal** None
- 6.4 **HR** Discussions around officer scrutiny support and guidance may have implications for personnel
- 6.5 **Equalities**
- 6.6 **Risk** None
- 6.7 **Customer Services** Development of the Committee has allowed a common approach to scrutiny to emerge which is likely to have a positive impact on customer service going forward.

### **Executive Director of Customer Services**

November 2014

**For further information contact:** Jane Fowler, Head of Improvement and HR

### **APPENDICES**

Appendix 1 – Performance Review and Scrutiny Committee Development Day  
Agenda

Appendix 2 – Performance Review and Scrutiny Committee Work Plan 2014/15

<b>AGENDA</b>	
<b>PERFORMANCE REVIEW AND SCRUTINY COMMITTEE DEVELOPMENT DAY</b>	
26 August - Loch Fyne Hotel Inveraray	
<b>Agenda Item</b>	<b>Lead</b>
<b>10.00 Arrival and Coffee</b>	
<b>10.15 Welcome and introduction</b>	Iain Ross, PRSC Chair
<b>10.25</b> <ul style="list-style-type: none"> <li>• <b>Strategic Context</b></li> <li>• <b>Terms of Reference for the PRS Committee</b></li> <li>• <b>Terms of Reference for the Audit Committee</b></li> </ul>	Iain Ross, PRSC Chair  Jane Fowler, Head of Improvement and HR
<b>10.40 Short session on expectations for day</b>	Jane Fowler/Tricia O'Neill, Central Governance Manager
<b>10.50 Background and Context and Foundations for Effective Scrutiny</b> <ul style="list-style-type: none"> <li>• <b>Importance of scrutiny</b></li> <li>• <b>Leadership and Governance</b></li> <li>• <b>Principles and Culture of Effective Scrutiny</b></li> <li>• <b>What Makes Effective Scrutiny?</b></li> <li>• <b>Discussion Groups</b></li> </ul>	Sam McLean, CIPFA
<b>12.20 Lunch</b>	
<b>13.00 Questioning for Effective Scrutiny</b> <ul style="list-style-type: none"> <li>• <b>Principles of effective scrutiny</b></li> <li>• <b>Scrutiny Questions</b></li> <li>• <b>Examples of scrutiny in procurement</b></li> <li>• <b>Planning for effective scrutiny</b></li> </ul>	Sam McLean, CIPFA
<b>14.15 Working with other Committees</b> How does Committee work in conjunction with:-	Jane Fowler/Tricia O'Neill
<ul style="list-style-type: none"> <li>• <b>Council</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Policy and Resources Committee</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Environment Development and Infrastructure Committee</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Planning Protective Services and Licensing Committee</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Audit</b></li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Area Committees</b></li> </ul>	

<ul style="list-style-type: none"> <li>• <b>Community Planning</b></li> </ul> <p><b>Discussion on relationships between different committees and what will be considered at each of these.</b></p>	
<p><b>15.00 Coffee</b>  <b>A Year In the Life Of the PRS Committee – the Committee Plan</b></p> <p><b>What do you expect to see at each meeting?</b></p> <ul style="list-style-type: none"> <li>• <b>August</b></li> <li>• <b>October</b></li> <li>• <b>December</b></li> <li>• <b>February</b></li> <li>• <b>March</b></li> </ul>	Jane Fowler
<p><b>15.30 Closure and Questions</b></p>	Ian Ross
<p><b>15.45 Finish</b></p>	



Performance Review and Scrutiny Committee Workplan 2014-15 – updated November 2014

Topic	Nov 2014	Feb 2015	May 2015	Aug 2015	Nov 2015
Attendance Management	Quarterly Report	Quarterly Report	Annual report	Quarterly Report	Quarterly Report
Police Scotland – local policing plan performance	Quarterly Report	Quarterly Report	Quarterly Report	Annual report	Quarterly Report
Police Scotland			Local Policing Plan 2015-18		
Scottish Fire and Rescue - local fire plan performance	Quarterly Report	Quarterly Report	Annual report	Quarterly Report	Quarterly Report
Scottish Fire and Rescue			Local Fire and Rescue Plan 2015-18		
Quarterly performance reports and scorecards	Quarterly Report	Quarterly Report	Quarterly Report	Annual Reporting	Quarterly Report
Strategic Risk Register		6 monthly Report		6 monthly Report	
Corporate Improvement Plan	Quarterly Report	Quarterly Report	Quarterly Report	Quarterly Report	Quarterly Report
Treasury Management monitoring report	Quarterly Report	Quarterly Report	Quarterly Report	Quarterly Report	Quarterly Report
Single Outcome Agreement (SOA)		To be agreed			
Council Annual Report				Annual	
SOA Annual Report				Annual	
Service Annual Performance Reviews				Annual	
Treasury Management Strategy and Annual Investment Strategy		Annual report			

Local Government Benchmarking Framework (LGBF)	Culture & Leisure; Environmental; Assets; Economic Development	Corporate Services; Customer Satisfaction	Full 4-year dataset; Family Group ranking	Children's Services; Social Work; Family Groups	
Service specific areas for scrutiny			Alcohol and Drugs Partnership update		
National Audit Report areas for scrutiny					
Policy Areas for scrutiny		Health and Social Care Integration			