

**MINUTES of MEETING of PERFORMANCE REVIEW AND SCRUTINY COMMITTEE held in  
the COUNCIL CHAMBERS, KILMORY, LOCHGILPHEAD  
on THURSDAY, 17 NOVEMBER 2016**

**Present:**

Ian M M Ross (Chair)

Grant Manders  
Councillor Gordon Blair  
Councillor Sandy Taylor

James Hymas  
Councillor Robert E Macintyre  
Councillor Bruce Marshall

**Attending:**

Douglas Hendry, Executive Director – Customer Services  
Ann Marie Knowles, Acting Executive Director – Community Services  
Jane Fowler, Head of Improvement and HR  
Fergus Murray, Head of Economic Development & Strategic Transportation  
Malcolm MacFadyen, Head of Facility Services  
Kevin Anderson, Chief Internal Auditor  
Iain Jackson, Governance and Risk Manager  
David Clements, Programme Manager  
Lesley Sweetman, Performance and Business Manager  
Fiona Ferguson, Directorate Support Officer  
Thomas Welch, Graduate Trainee  
Seona Laird, HR Officer  
Graham Houston, Scottish Police Authority  
Shona Barton, Area Committee Manager

The Chair welcomed Councillor Bruce Marshall to his first meeting of the Performance Review and Scrutiny Committee.

Having noted the commitments of officers in attendance, the Chair ruled, and the Committee agreed to vary the order of business. The items are minuted in the order they were discussed.

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were intimated on behalf of:-

Cleland Sneddon, Chief Executive, Argyll and Bute Council  
Councillor Donald MacMillan  
Jennifer Nicoll, Highlands and the Islands Enterprise

**2. DECLARATIONS OF INTEREST**

There were no Declarations of Interest intimated.

**3. MINUTES**

The Minutes of the Performance Review and Scrutiny Committee meeting held on Thursday 25 August 2016 were approved as a correct record.

#### **4. CORPORATE COMPLAINTS - ANNUAL REPORT 2015-16**

The Committee gave consideration to a report providing information on how the Council have dealt with complains during the period 1 April 2015 and 31 March 2016 and performed against the statutory indicators which have been agreed between the Scottish Public Services Ombudsman (SPSO) and the Local Authorities Complaint Handlers Network.

##### **Decision:**

The Committee noted the contents of the report.

(Ref: Report by Executive Director of Customer Services, dated 17 November 2016, submitted.)

#### **5. TREASURY MANAGEMENT MONITORING REPORT**

The Committee gave consideration to a report setting out the Council's treasury management position from the period 1 July 2016 to 31 August 2016. The report provided information on the Council's overall borrowing position; borrowing activity; investment activity; economic background; interest rate forecast and prudential indicators. The Chief Internal Auditor agreed to provide further information in respect of lending to other local authorities, at the next meeting of the Committee.

##### **Decision:**

The Committee noted the contents of the report.

(Ref: Report by Head of Strategic Finance dated 17 November 2016, submitted.)

#### **6. POST COMPLETION REVIEW LESSONS LEARNED**

The Committee gave consideration to a report summarising the findings and lessons learned from carrying out reviews of capital projects which completed during 2015-16 as part of the programme of continuous improvement to identify good practise and areas for improvement. Discussion was had in relation to project performance and in particular the variance of the rewiring projects at the Corran Halls, Oban and Rhunahaorine Primary School. The Head of Facility Services agreed to provide further information in this regard.

##### **Decision**

The Committee noted the content of the report.

(Reference: Report by Head of Facility Services dated 17 November 2016, submitted)

#### **7. QUARTERLY PERFORMANCE REPORTS AND SCORECARDS**

The Committee gave consideration to a report presenting the Council and Departmental performance reports and associated scorecards for performance in

FQ2 1 July – September 2016 as set out by the Planning and Performance Management Framework.

The Scorecards were presented and Members of the Committee were invited to ask officers questions on the performance reports.

**Decision:**

The Committee:-

- (a) noted the contents of the report; and
- (b) did not agree that the wording of key success 1 in the Customer Services performance report was appropriate.

(Reference: Report by Chief Executive dated 17 November 2016, submitted)

**8. SERVICE ANNUAL PERFORMANCE REVIEWS 2015-16**

The Committee gave consideration to a report presenting the 12 Service Annual Performance Reviews 2015-16, providing an important annual overview to complement the quarterly performance reports as well as operational detail underpinning the Council's Annual Report.

**Decision:**

The Committee noted that the annual performance reports and associated annualised scorecards would now be published on the Council's website.

(Ref: Report by Chief Executive, dated 17 November 2016, submitted.)

**9. COUNCIL ANNUAL REPORT 2015-16**

The Committee gave consideration to the Council Annual Report for 2015-16, which forms part of the Council's public performance reporting actions.

**Decision:**

The Committee noted the annual report 2015/2016.

(Ref: Report by Chief Executive, dated 17 November 2016, submitted.)

**10. MAXIMISING ATTENDANCE**

The Committee gave consideration to a report providing an update on the Council's absence performance during the quarter July – September 2016. The report also provided the national context in terms of absence performance and support provided to employees and managers to assist them to maximise attendance at Argyll and Bute Council. Discussion took place in respect of service choices; the identification of stress and the procedures put in place for staff and managers in combating stress

related illnesses; the development of absence reporting in the Health and Social Care Partnership and the level of benchmarking detail contained in the report.

### **Decision**

The Committee:

- (a) noted the content of the report; and
- (b) noted that the measures the Council has put in place to manage attendance, has resulted in positive progress against a deteriorating national picture.

(Reference: Report by Executive Director – Customer Services dated 17 November 2016, submitted)

## **11. REVIEW OF PLANNING AND PERFORMANCE MANAGEMENT FRAMEWORK - CHANGES TO SERVICE PLANNING**

The Committee gave consideration to a report updating on the initial stage in the review of the Planning and Performance Management Framework, and the proposals to change the structure, reporting and software used to create Service Plans.

### **Decision:**

The Committee noted the contents of the report.

(Ref: Report by Executive Director of Customer Services, dated 17 November 2016, submitted.)

## **12. PEOPLE STRATEGY PERFORMANCE REPORTING**

The Committee gave consideration to a report advising of the developments in the corporate improvement programme activity, which has recently been approved by the Council as part of the People Strategy.

### **Decision:**

The Committee:

- (a) noted the content of the report; and
- (b) agreed the proposed performance reporting programme to the Committee.

## **13. SCRUTINY ROLE - HEALTH AND SOCIAL CARE PARTNERSHIP**

The Committee gave consideration to a report providing advice regarding their role in respect of scrutinising Argyll and Bute's Health and Social Care Partnership. Discussion took place in respect of the number of statutory services retained by the Council and the need for accountability and clarity when issues arise. The Chief Internal Auditor confirmed that a report specifically on assurance mapping would be presented to the Integrated Joint Board's Audit and Performance Committee in

December for consideration and may then be brought to the next meeting of the Performance Review and Scrutiny Committee in February 2017.

**Decision:**

The Committee noted the advice received that there is no call in or direct scrutiny function but rather the Council monitors the performance of the Health and Social Care Partnership in relation to the agreed outcomes as set out in the 3 year strategic plan.

(Ref: Report by Head of Strategic Finance, dated 17 November 2016, submitted.)

#### **14. HEALTH AND SOCIAL CARE PARTNERSHIP PERFORMANCE REPORT**

Prior to consideration of this item, the Chair expressed his dissatisfaction that there was no officer from the Health and Social Care Partnership in attendance to speak to the report

The Committee gave consideration to the report provided by the Health and Social Care Partnership which outlined Partnership performance against the National Health and Wellbeing Outcomes (NHWBO) for financial quarter one 2016/17. Discussion took place on the format of the report and the information provided, with the Committee noting their concern in relation to the relevance of some of the indicators included as they were not Council responsibilities.

**Decision:**

The Committee noted the format and the content of the report

(Ref: Report by Head of Strategic Planning and Performance, HSCP, dated 17 November 2016, submitted.)

#### **15. SCRUTINY OF POLICE SCOTLAND**

The Committee gave consideration to a report providing the second quarterly update in relation to the Argyll and Bute Local Policing Plan for 2016/17. The report highlighted current crime trends and issues identified in the previous three month period and provided some context around crime trends over the longer term. Chief Superintendent Manders provided information on the recently reported Police estates rationalisation; the annual priorities setting agenda; the change of area for the purpose of comparison reporting and the introduction of the two Youth Engagement Officers.

**Decision:**

The Committee noted the contents of the report.

(Ref: Report by Divisional Commander for Argyll and West Dunbartonshire Division, Police Scotland, dated 17 November 2016, submitted.)

## **16. SCRUTINY OF SCOTTISH FIRE AND RESCUE**

The Committee gave consideration to a report highlighting the Scottish Fire Rescue Service (SFRS) quarterly review of local performance within Argyll and Bute for 2016-2017 and the progress in the delivery of local priorities as set within the Local Fire and Rescue Plan for the area. Further information was provided in relation to the Fire Reach Programme and the pilot of a project in relation to trips, slips and falls in the Dunoon and Oban areas.

### **Decision:**

The Committee noted the contents of the report.

(Ref: Report by Local Senior Officer, Scottish Fire and Rescue dated 17 November 2016, submitted.)

## **17. PERFORMANCE REVIEW AND SCRUTINY COMMITTEE WORKPLAN**

The Committee gave consideration to the workplan to facilitate forward planning of reports to the Performance Review and Scrutiny Committee. Having noted the recent employment of the youth engagement officers with Police Scotland, Members requested that they be invited to a future meeting of the Committee to provide a short presentation giving an insight into their roles.

### **Decision:**

The Committee noted the contents of the workplan.

(Ref: Performance Review and Scrutiny Work Plan dated 17 November 2016, submitted.)