

## **THE MORAY COUNCIL**

### **MINUTE OF MEETING OF THE AUDIT AND PERFORMANCE REVIEW COMMITTEE**

**WEDNESDAY 26 AUGUST 2009**

**COUNCIL OFFICE, ELGIN**

#### **PRESENT**

Councillors G. McDonald (Chairman), J. Hogg, B. Jarvis, J. MacKay, D. Ross M. Shand, J Sharp, R Shepherd and I Young.

#### **APOLOGIES**

Apologies for absence were intimated on behalf of Councillors Coull and Paul.

#### **ALSO PRESENT**

Councillors L. Bell (Chairman of Health & Social Care Services Committee), S. Cree (Chairman of Planning & Regulatory Services Committee), J Hamilton (Chairman of Children & Young People's Services Committee), E McGillivray (Chairman of Communities Committee), J. Russell (Chairman of Economic Development & Infrastructure Services Committee), and A. Wright (Chairman of Policy & Resources Committee).

#### **IN ATTENDANCE**

The Chief Financial Officer, Chief Legal Officer, Director of Community Services, Director of Educational Services, Chief Housing Officer, Head of Educational Development Services, Head of Development Services, Head of Children and Families, Head of Financial Services, Mr A Scott, Team Leader, Internal Audit, Corporate Policy Unit Manager, Revenues Manager, Libraries and Museums Manager, Jane Mackie, Lead Systems Manager Social Work, Pauline Knox, Carers Strategy and Development Officer, Robin Paterson Senior Performance and Planning Officer, Kim Paterson, Sports Development Officer and the Principal Committee Services Officer as Clerk to the Meeting.

### **1. DECLARATION OF GROUP DECISIONS**

In terms of Standing Order 20 and the Councillor's Code of Conduct the meeting noted that there were no declarations from Group Leaders or spokespersons in regard to any prior decisions taken on how members will vote on any item on the agenda.

## **2. WRITTEN QUESTIONS**

The Committee noted that there were no written questions submitted.

### **3. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCES - EDUCATIONAL SERVICES**

There was submitted the Chairman's reports on service performance and service standards for Educational Services providing the Committee with an overall summary of performance for the period 1 January 2009 and 31 March 2009.

During discussion the Meeting noted that there had been 100% attendance at the in-service training for sports coaching staff held on 3 July 2009 on the first day of the schools summer break and that future roll out of the training will take place on weekends and evenings in light of the success of the change from holding this type of training on week days.

Thereafter the Committee agreed to note the report.

### **4. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - COMMUNITY CARE & CRIMINAL JUSTICE**

There was submitted the Chairman's reports on service performance and service standards for Community Care and Criminal Justice providing the Committee with an overall summary of performance for the period 1 January 2009 and 31 March 2009.

Following consideration the Committee agreed to note the report and that in regard to the statistics relating Indicator Comms190d regarding the number of 'on-site visits' as detailed at paragraph 3.11 of the report, the Committee was assured that the outstanding visits planned for 2008-09 which have been booked into Apr/May 09 would not be included in the first quarter statistics for 2009/10 but would be listed as 'in addition to'.

### **5. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - CHILDREN AND FAMILIES**

There was submitted the Chairman's reports on service performance and service standards for Children and Families providing the Committee with an overall summary of performance for the period 1 January 2009 and 31 March 2009.

Following consideration the Committee agreed to note the report and joined the Chairman in commending the report as it provides a clear attempt of identify ways of achieving improvements and is a standard he would wish to see adopted by others.

## **6. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - ECONOMIC DEVELOPMENT AND INFRASTRUCTURE**

There was submitted the Chairman's reports on service performance and service standards for Economic Development and Infrastructure providing the Committee with an overall summary of performance for the period 1 January 2009 to 31 March 2009.

During discussion the lack of any indicators relating to economic development was queried and it was noted that there was an indicator relating to the 'Ratio of External Funding to Moray Council' within the report on Planning & Regulatory Services which perhaps should have been included within Economic Development & Infrastructure and that this was most likely due to the Department being split between two Committees causing some cross-over in regards to reporting.

Following a query on the definition of 'Flood Test' the Meeting noted a plea by the Chairman of the Economic Development & Infrastructure Services Committee for an early date to be set for the 'Flood Test' to be undertaken by CMT.

Following further discussion concern was raised in regard to what action was being taken by Direct Services in relation to the marketing of the Buckie Harbour and it was agreed that a report by submitted to a future meeting of the Service Committee to consider the issue of the economic development aspects of the Harbour.

Thereafter the Meeting agreed to note the report.

## **7. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - PLANNING AND REGULATORY SERVICES**

There was submitted the Chairman's reports on service performance and service standards for Planning and Regulatory Services providing the Committee with an overall summary of performance for the period 1 January 2009 to 31 March 2009.

During discussion the Chairman asked that consideration be given to reviewing the targets set in relation to Development Control with a view to raising these in line with the National Targets and it was agreed that this be considered by the Service Committee.

The Meeting also noted that in relation to the creation of performance indicators for the new planning Local Review Boards, consideration as to what indicators should be collected would be undertaken by the Service Committee in due course.

Thereafter the Committee agreed to note the report

#### **8. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - CHIEF EXECUTIVE'S OFFICE**

There was submitted the Chairman's reports on service performance and service standards for the Chief Executive's Office providing the Committee with an overall summary of performance for the period 1 January 2009 to 31 March 2009.

In response to the concerns raised regarding the number of calls not answered, the Depute Convener advised the meeting that in some instances some of these calls related to the impatience of the caller not waiting longer than 7 seconds which is the target figure for call answering. Whilst he agreed there was room for improvement he was confident that the new call contact centre that will be part of the 'Designing Better Services' project will result in a better system of logging missed calls as opposed to calls that have not been answered and he hoped that the figure for the latter would fall dramatically.

In regard to the target of 2 days for acknowledging receipt of complaints, an assurance was sought that following a review of the handling of complaints, any new arrangements will result in achieving the 100% target, if not had consideration been given that the target was too onerous to meet. In response the Corporate Policy Unit Manager stated that whilst she could guarantee an improvement she could not guarantee the 100% target. In regard to level set as a target, the Depute Convener stated that in his opinion the 100% target whilst aspirational was no more than the public had a right to expect.

#### **9. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - CENTRAL SERVICES**

There was submitted the Chairman's reports on service performance and service standards for Central Services providing the Committee with an overall summary of performance for the period 1 January 2009 to 31 March 2009.

In response to a question raised relating to how progress can be made in regard to the backlog of policies to be reviewed the Chief Legal Officer stated that this was largely a catch up exercise and what the report lacked was the contextual background information and advised that this could be included in future reports.

In regard to the indicator relating to monitoring labour turnover, the Depute Convener advised the meeting that a report on the findings from the exit monitoring questionnaires would be submitted to a future meeting.

Thereafter the Committee agreed to note the report.

#### **10. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - FINANCE AND ICT SERVICES**

There was submitted the Chairman's reports on service performance and service standards for Finance and ICT Services providing the Committee with an overall summary of performance for the period 1 January 2009 to 31 March 2009.

In regard to the indicator relating to the % of benefit claims processed within 14 days, the Chairman suggest that in light of how this is affected by the Xmas and New Year break, the indicator be amended to read that claims be processed with 14 'working days'. The Depute Convener advised that this would be welcomed by staff.

Thereafter the Committee agreed to note the report.

#### **11. PERFORMANCE MANAGEMENT: CHAIRMAN'S QUARTERLY REPORTS ON SERVICE PERFORMANCE - HOUSING SERVICES**

There was submitted and noted the Chairman's reports on service performance and service standards for Housing Services providing the Committee with an overall summary of performance for the period 1 January 2009 to 31 March 2009.

#### **12. AUDIT OF HOUSING AND COUNCIL TAX BENEFIT**

There was submitted a report by the Chief Financial Officer informing members on the outcomes from an Audit of Housing and Council Tax Benefit undertaken by Audit Scotland and the Revenues Service response to the risks to continuous improvement identified.

Following consideration the Committee agreed to note the risks to continuous improvement identified by Audit Scotland and the Revenues action plan to address these risks.

#### **13. PROGRESS AGAINST ANNUAL AUDIT PLAN**

There was submitted a report by the Chief Financial Officer advising Members on progress made against the annual Audit Plan for the three month period to 30<sup>th</sup> June 2009.

Following consideration the Committee agreed to note the progress made towards completion of the approved annual audit plan during the three month period to 30<sup>th</sup> June 2009.

#### **14. REPORT ON THE WORK OF THE INTERNAL AUDIT SECTION IN THE PERIOD FROM 1<sup>ST</sup> APRIL 2009 TO 30<sup>TH</sup> JUNE 2009**

There was submitted a report by the Chief Financial Officer advising the Committee on the work of the Internal Audit section for the period 1<sup>st</sup> April 2009 to 30<sup>th</sup> June 2009.

During discussion, in response to a query regarding the submission of the Moray Performs Board Action Plan to this Committee, it was noted that an earlier version of the Action Plan had been submitted to the Meeting of this Committee on 3 June 2009. It was further noted that the format of the Plan has since been revised and the Plan will be updated at each meeting of the Moray Performs Board. It was suggested that the Action Plan could be submitted to every other meeting this Committee and this was agreed.

Thereafter the Committee agreed to note the report and joined the Chairman in commending the Internal Auditor and his staff for the excellent standard of report.

#### **15. INTERNAL AUDIT INVESTIGATION - DEANSHAUGH, ELGIN**

There was submitted a report by the Chief Executive reporting on the findings of an internal audit investigation relation to land remediation works undertaken at Deanshaugh, Elgin.

Prior to considering this item, the Chairman stated that due to the unavailability of the Director of Environmental Services, the Chief Officer concerned with this Item, he was of the opinion that it would not be proper for the Meeting to continue discussion of the item until he was in attendance and sought the Committee's agreement to defer consideration of this item until 3.00pm on Thursday 27 August 2009 at which time the Director would be available to attend. This was agreed.

#### **16. SERVICE PERFORMANCE INDICATOR RESULTS BY CATEGORY AND DEPARTMENT - QUARTER 4 (JANUARY - MARCH 2009)**

There was submitted a report by the Chief Executive asking Committee to consider and approve the inclusion and format of a summary table to Service Performance Indicator results by Department.

Following consideration the Committee agreed that the report be referred back to Officers in order that a better format can be formulated and reported back.

## **17. PERFORMANCE MEASURE FOR SATISFIED CARERS**

There was submitted a report by the Director of Community Services seeking Committee approval for the adoption of a revised performance and service standard indicator for carers and to inform Committee of the results of a benchmark survey undertaken to ascertain the levels of satisfaction expressed by a sample of carers in Moray.

Following consideration the Committee agreed:

- (i) that the performance indicator and service standard for "% of satisfied carers" (Older People: CommS230) be amended and separated to "%of carers satisfied with their involvement in the design of the care package and the % of carers who feel supported and capable to continue in their role as a carer."
- (ii) to note the findings of the carers benchmarking survey and that the performance targets for this indicator will remain at 90%
- (iii) that a summary of the 'Community Care Outcomes Framework' be provided to a future meeting of this Committee

## **18. HMIE SCHOOL INSPECTIONS - NEW APPROACHES**

There was submitted a report by the Director of Educational Services in response to a request agreed at the Audit and Performance Review Committee on 3 June, providing members with an update of the situation regarding the availability of technical reports and informing members that HMIE have been made aware of Councillors concerns.

Following consideration the Committee noted:-

- (i) the response from HMIE in relation to the availability of technical reports;
- (ii) that the Director of Educational Services is due to meet with HMIE Inspectors in early September at which meeting he will bring to their attention the issues raised by Members in regard to the release of the technical report information to them.

## **19. STREET FOOTBALL INITIATIVE UPDATE AND RESPONDING TO CHILDREN'S NEEDS THROUGH SPORTS DEVELOPMENT**

There was submitted a report by the Director of Educational Services informing Committee on the progress of the Street Football initiative in Moray and also how Sports Development are responding to the needs of young people in the area.

Following consideration the Committee agreed to:

- (i) note the progress made in relation the Street Football Initiative, and
- (ii) note the progress from Sports Development in response to catering for the needs of young people in Moray.

The Meeting joined the Chairman in thanking all those involved for the success of this initiative.

## **20. PRODUCTION AND STATEMENT OF OUTSTANDING BUSINESS**

There was submitted a report by the Chief Legal Officer advising Members of the steps taken by the Chief Legal Officer to ensure that follow up reports and information are submitted to the Committee in accordance with agreed timescales and to ask the Committee to consider progress and timescales in relation to follow up reports and information requested at previous meetings.

Following consideration the Committee agreed:

- (i) the proposed revised process for the production and statement of outstanding business, and proposed.
- (ii) to the timescales in relation to follow up reports and actions requested by this Committee.

## **21. WORKFORCE PLANNING AND STRATEGY: 2008 PLAN - PROGRESS MONITORING. 2009 PLAN AND STRATEGY**

There was submitted a report by the Head of Personnel Services informing the Committee of the progress made against the actions set out in the April 2008 Workforce Plan and of the priorities and plan agreed by the Policy and Resources Committee for 2009.

Following consideration the Committee noted:

- (i) the progress made against the actions in the 2008 Workforce Plan (Appendix 1)
- (ii) the proposed Workforce Plan for 2009 (Appendix 2) and that work is underway on the actions required
- (iii) that the Personnel Forum is undertaking the ongoing management, monitoring and review of workforce plans
- (iv) the draft Workforce Strategy (Appendix 3)

## **22. QUESTION TIME**

There were no questions raised.

## **23. ADJOURNMENT OF MEETING**

The Meeting adjourned at 11.47 a.m. on 26 August 2009.

## **24. RESUMPTION OF MEETING**

The meeting resumed at 3.00 p.m. on Thursday 27 August 2009. The following Members were present:-

### **PRESENT**

Councillors G. McDonald (Chairman), G. Coull, B. Jarvis, D. Ross M. Shand and J. Sharp.

### **ALSO PRESENT**

Councillors J Divers and D Stewart.

### **APOLOGIES**

Apologies for absence were intimated on behalf of Councillors J. Hogg, J. Mackay, P. Paul, R. Shepherd and I. Young.

### **IN ATTENDANCE**

The Director of Environmental Services, the Chief Financial Officer, the Principal Solicitor (Commercial and Conveyancing), Mr A Scott, Team Leader Internal Audit and the Principal Committee Services Officer, Clerk to the Meeting.

## **25. INTERNAL AUDIT INVESTIGATION - DEANSHAUGH, ELGIN**

There was submitted a report by the Chief Executive reporting on the findings of an internal audit investigation relation to land remediation works undertaken at Deanshaugh, Elgin.

Following lengthy discussion during which the Director of Environmental Services responded to questions from Members, the Committee agreed to refer final consideration of this matter to the Policy and Resources Committee following receipt of the report by the Chief Executive and the Chief Legal Officer on the outcome of their findings following a review of the conclusions of the report by the Internal Auditor and whether they consider if any further action is needed.

It was also agreed that the report be considered jointly by both Members of the Policy and Resources Committee and the Audit & Performance Review Committee at that time.