



NORTH AYRSHIRE
COUNCIL

Cunninghame House,
Irvine.

8 August 2013

Cabinet

You are requested to attend a Meeting of the above mentioned Committee of North Ayrshire Council to be held in the Council Chambers, Cunninghame House, Irvine on **TUESDAY 13 AUGUST 2013** at **2.30 p.m.** to consider the undernoted business.

Yours faithfully

Elma Murray

Chief Executive

1. Declarations of Interest

Members are requested to give notice of any declarations of interest in respect of items of business on the Agenda.

2. Minutes (Page 7)

The accuracy of the Minutes of the special meeting of the Committee held on 25 June 2013 will be confirmed and the Minutes signed in accordance with Paragraph 7 (1) of Schedule 7 of the Local Government (Scotland) Act 1973 (copy enclosed).

GENERAL BUSINESS FOR DECISION

Reports by the Chief Executive

3. Service Plan 2012/13 Year-end Performance Reports (Page 15)

Submit report by the Chief Executive on the performance of all Council Services as at 31 March 2013 (copy enclosed).

Reports by the Corporate Director for Development and Environment

4. **Upper Garnock Valley Flood Protection Scheme Progress Report (Page 57)**
Submit report by the Corporate Director (Development & Environment) on the outcome of the public engagement process carried out as part of the on-going development of the Upper Garnock Flood Protection Scheme (copy enclosed).
5. **Abandoned Shopping Trolley Policy (Page 69)**
Submit report by the Corporate Director (Development & Environment) on Schedule 4 of the Environmental Protection Act 1990 and the Council's proposed Abandoned Shopping Trolley Policy (copy enclosed).

Reports by the Corporate Director for Education & Skills

6. **Creative Scotland: Creative Places and Place Partnership Awards (Page 77)**
Submit report by the Corporate Director (Education and Skills) on the progress in relation to Creative Scotland: Creative Places and Place Partnership Awards (copy enclosed).

Reports by the Corporate Director for Finance and Corporate Support

7. **Revocation of the Demolition Order at 20 Castlepark Drive, Fairlie (Page 81)**
Submit report by the Corporate Director (Finance & Corporate Support) on the condition of the property at 20 Castlepark Drive, Fairlie (copy enclosed).
8. **Council Tax and Non-Domestic Rates Write off 2012-13 (Page 83)**
Submit report by the Corporate Director (Finance & Corporate Support) of the write-off of Council Tax and Non-Domestic Rates debts during 2012-13 (copy enclosed).

Reports by the Corporate Director for Social Services and Health

9. **Tenant Satisfaction Survey (Page 89)**
Submit report by the Corporate Director (Social Services and Health) of the results of the 2013 Tenant Satisfaction Survey (copy enclosed).
10. **Children and Young People (Scotland) Bill : Call for Written Evidence (Page 99)**
Submit report by the Corporate Director (Social Services and Health) on retrospective approval for evidence submission (copy enclosed).
11. **Ayrshire Wide Social Work Out of Hours Response Service (Page 111)**
Submit report by the Corporate Director (Social Services and Health) on the Service's first year of operation (copy enclosed).

GENERAL BUSINESS FOR INFORMATION

12. Audit Scotland Report: Scotland's Public Finances, Addressing the Challenges (follow-up report) (Page 123)

Submit report by the Corporate Director (Finance & Corporate Support) of the findings of the recent Audit Scotland report (copy enclosed).

13. Millport Marine Biological Station (Page 143)

Submit report by the Corporate Director (Development & Environment) on progress with the proposed operation of the Millport Marine Biological Station by the Field Studies Council (copy enclosed).

CONTRACT APPROVAL

14. ICT Infrastructure Strategic Review - Award of Contract - LAN, Wireless Access in schools and IP Telephony (Page 149)

Submit report by the Corporate Director (Finance & Corporate Support) on the results of the tender and present a recommendation for award of contract (copy enclosed).

15. Framework Agreement for the Provision of Insulated Overcladding Works (Page 165)

Submit report by the Corporate Director (Finance & Corporate Support) on the actions taken to award the Framework Agreement and also the first phase of the works (copy enclosed).

16. North Ayrshire Carers Centre (Page 175)

Submit report by the Corporate Director (Social Services and Health) on the proposed tender exercise to appoint a provider to provide a support service for Carers and Young Carers (copy enclosed).

17. Procurement of Streetlighting Maintenance 2014/15 (Page 179)

Submit report by the Corporate Director (Development & Environment) on the procurement method to be utilised for the provision of streetlighting maintenance from 1 January 2014 (copy enclosed).

MINUTES FOR INFORMATION

18. South West Hub Territory Partnering Board: Minutes of Meeting held on 25 April 2013 (Page 185)

Submit report by the Corporate Director (Finance & Corporate Support) on the Minutes of the Meeting of the South West Hub Territory Partnering Board held on 25 April 2013 (copy enclosed).

19. Housing Revenue Account Business Plan Implementation Group: Minutes of meeting held on 15 May 2013 (Page 193)

Submit report by the Corporate Director (Social Services & Health) on the minutes of the Housing Revenue Account Business Plan Implementation Group held on 15 May 2013 (copy enclosed).

- 20. Health and Social Care Policy Board : Minutes of Meeting held on 27 May 2013 (Page 201)**
Submit report by the Corporate Director (Social Services & Health) on the minutes of the Health and Social Care Policy Board held on 27 May 2013 (copy enclosed).
- 21. Environment & Infrastructure and Economy and Employment Joint Policy Board held on 20 May 2013 (Page 207)**
Submit report by the Corporate Director (Development & Environment) on the minutes of the Environment & Infrastructure and Economy & Employment Joint Policy Board held on 20 May 2013 (copy enclosed).
- 22. Environment and Infrastructure Policy Board held on 3 June 2013 (Page 211)**
Submit report by the Corporate Director (Development & Environment) on the minutes of the Environment & Infrastructure Policy Board held on 3 June 2013 (copy enclosed).
- 23. Corporate Equality Group held on 3 June 2013 (Page 219)**
Submit report by the Chief Executive on the minutes of the Corporate Equality Group held on 3 June 2013 (copy enclosed).
- 24. Community Empowerment Policy Board held on 17 June 2013 (Page 227)**
Submit report by the Corporate Director (Education & Skills) on the minutes of the meeting of the Community Empowerment Policy Board held on 17 June 2013 (copy enclosed).
- 25. Urgent Items**
Any other items which the Chair considers to be urgent.

Cabinet

Sederunt: **Elected Members**

Willie Gibson (Chair)
Alan Hill (Vice-Chair)
John Bruce
Marie Burns
Anthea Dickson
Tony Gurney
Alex McLean

Chair:

Attending:

Apologies:

Meeting Ended:

Cabinet
25 June 2013

Irvine, 25 June 2013 - At a Special Meeting of the Cabinet of North Ayrshire Council at 2.30 p.m. in Cunninghame House, Irvine .

Present

Willie Gibson, Alan Hill, Tony Gurney, Marie Burns, Anthea Dickson and Alex McLean

In Attendance

E. Murray, Chief Executive; L. Friel, Corporate Director, Y. Baulk, Head of Finance and Property and D. Tate, Senior Manager (Housing, Assets and Investments); C. Hatton, Corporate Director, K. Yeomans, Head of Development Planning, R. McCutcheon, Head of Environment and Related Services, J. McGuire, Team Leader (Economic Development) and S. Taylor, Planning Officer (Development and Environment); A. Fraser, Head of Democratic and Administration Services, K. Dyson, Communications Officer and M. Anderson, Committee Services Officer (Democratic and Administration Services) (Chief Executive's Service).

Chair

Councillor Gibson in the Chair.

Apologies for Absence

John Bruce.

1. Declarations of Interest

There were no declarations of interest by Members in terms of Standing Order 16 and Section 5 of the Code of Conduct for Councillors.

2. Minutes

The accuracy of the Minutes of the previous Cabinet, held on 11 June 2013, was agreed and the Minutes signed in accordance with paragraph 7(1) of Schedule 7 of the Local Government (Scotland) Act 1973.

3. Early Intervention and Prevention Strategy

Submitted report by the Chief Executive which (i) set out a proposed North Ayrshire Early Intervention and Prevention Strategy, including a supporting action plan; (b) detailed investment in early intervention work on the part of the Council itself and NHS Ayrshire and Arran; and (iii) identified future priorities within the strategy.

Members asked questions, and received clarification, on the following:-

- the timescale for, and feasibility of, expanding the strategy to cover 8-18 year-olds;
- the scope for continuing to prioritise early years notwithstanding the extension of the strategy to cover a wider age range;
- the importance of good universal services; and
- the Council's ambitions in terms of a greater emphasis on prevention activity.

The Cabinet agreed to (a) approve the Early Intervention and Prevention Strategy 2013/17: Early Years, as set out at Appendix 1 to the report; and (b) note that further work is planned to expand the strategy to young people aged 8-18 years.

4. Provost's Hospitality Budget and Fundraising Activity

Submitted report by the Chief Executive which (i) provided information on the Provost's committed hospitality expenditure and forecasted expenditure for period 2013/14; and (ii) gave details of the Provost's fundraising activity from September 2012.

Members asked questions, and received clarification, on the following:-

- the level of support for the Viking Festival and Largs Town Twinning activity in the current financial year;
- future reporting on the Provost's budget in the interests of improved transparency; and
- whether officers, rather than the Cabinet, should grant approval for requests for funding.

The Cabinet agreed (a) to note the contents of the report; (b) that it be remitted to the Chief Executive to approve the requests for funding to date, as set out at Appendix 1; and (c) to receive an update in six months' time.

5. Council Plan, Performance Management Strategy and Single Outcome Agreement (SOA): 12/13 Q4 Progress Report

Submitted report by the Chief Executive on progress in terms of three Action Plans, namely (i) the Council Plan 2012/13, (ii) the Performance Management Strategy 2012/13, and (iii) the Single Outcome Agreement (SOA) 2012/13.

Members asked questions, and received clarification, on the following:-

- sickness absence levels for teaching staff, which continue to be significantly adrift of target;
- absence rates for teachers compared with overall rates for Council staff;
- management measures to address increased sickness absence levels within the Council;

- the background to the separate reporting of sickness absence levels for teaching and other Council staff and the rationale for differing targets according to staff group;
- whether the targets for new businesses and active volunteers should be reconsidered in the light of the current financial climate; and
- the process for setting next year's targets.

The Cabinet agreed to (a) note the progress made in implementing the three Action Plans for the Council Plan, Performance Management Strategy and Single Outcome Agreement; (b) note that the information contained in the report will form the basis of the Council's annual performance report; and (c) refer the report to the Scrutiny and Petitions Committee for its consideration.

6. Ad-Hoc Property Guardians: Former Dreghorn Primary School

Submitted report by the Corporate Director (Finance and Corporate Support) which (i) provided information on on-site security issues in respect of the former Dreghorn Primary School; and (ii) recommended a pilot project to address this matter by placing 'property guardians' within the building via an Authorisation Agreement with Ad Hoc Property Guardians.

Members asked questions, and received clarification, on the following:-

- whether guardians were likely to be individuals already on the waiting list for social housing; and
- the likely impact of heating costs on the level of savings which might be generated by the proposal.

The Cabinet agreed to (a) the proposal put forward by Ad Hoc Property Guardians to install between 5 and 7 guardians at the former Dreghorn Primary School; and (b) use this pilot project to assess its feasibility as a security solution for suitable unoccupied and unmarketable buildings.

7. Update On Energy Company Obligation (ECO) and Home Energy Efficiency Programme for Scotland (HEEPS)

Submitted report by the Corporate Director (Finance and Corporate Support) which (i) provided information on the progress being made in attracting Energy Company Obligation (ECO) and Home Energy Efficiency Programme for Scotland (HEEPS) funding; and (ii) recommended the appointment of providers to deliver projects.

Members asked questions, and received clarification, on the following:-

- the geographical areas covered by the projects set out in the appendix to the report;
- the need for an effective communications strategy to raise public awareness of the projects; and
- the availability of future funding for similar projects.

The Cabinet agreed (a) to note progress being made in attracting ECO and HEEPS funding; (b) to note the contents of the HEEPS funding bids submitted to the Scottish Government; (c) to approve the appointment of British Gas as the ECO provider for projects 1, 2 and 3, as set out in the report; (d) to delegate Authority to the Corporate Director (Finance and Corporate Support) to appoint the appropriate delivery partner for projects 4 and 5; and (e) that an appropriate communications strategy be implemented in respect of the projects being undertaken.

8. Remedial Works to the Slipway at Arran Outdoor Education Centre

Submitted report by the Corporate Director (Finance and Corporate Support) which (i) set out the background to previous remedial work to the slipway at Arran Outdoor Education Centre; and (ii) sought additional funding in order to accept a tender to progress works at the most favourable time of the year.

Members asked questions, and received clarification, on the following:-

- the cost of the proposed works compared with those for the Largs slipway project;
- whether adequate provision had been made within the tender for contingencies;
- the economic benefits associated with the slipway;
- the suitability of the current siting of the slipway; and
- the anticipated lifespan of the remedial works and the likelihood for further funding requirements.

The Head of Finance and Property undertook to advise Members of the level of contingency provision within the tender.

The Cabinet agreed to authorise an additional £33,261 of capital funding from uncommitted resources within the 2013/14 General Services Capital Programme, to ensure the medium- to long-term integrity of the slipway at Arran Outdoor Education Centre.

9. Brodick Pier Redevelopment

Submitted report by the Corporate Director (Development and Environment) which (i) advised that Brodick Pier, which is owned by Caledonian Maritime Assets Limited, is reaching the end of its serviceable life; and (ii) presented proposals for the Council's involvement in the £18m Brodick Pier redevelopment and a Brodick Pier Redevelopment Group.

Members asked questions, and received clarification, on proposed passenger access arrangements.

The Cabinet agreed (a) to note the proposals of an £18m project to redevelop Brodick Pier; (b) that Council leads the Brodick Pier Redevelopment Group; and (c) that Councillor Bruce chair the Group.

10. Property Factors (Scotland) Act 2011

Submitted report by the Corporate Director (Finance and Corporate Support) which (i) referred to a property factoring arrangement for residents living in North Ayrshire Council (HRA) managed housing estates, which was approved by the Cabinet at its meeting on 11 June 2013; and (ii) proposed an administration/management charge to homeowners benefitting from the service, based on a rate of 10% of the value of the repair up to a maximum of £50 per homeowner.

The Cabinet agreed, subject to the outcome of consultation exercise to take place between July and October 2013, to approve the introduction of the administration/management charge set out at Sections 3.2-3.3 of the report.

11. Renewable Energy Investment Opportunities from the North Ayrshire Estate

Submitted report by the Corporate Director (Development and Environment) which (i) provided information on a Feasibility Study examining the opportunities for investment in renewable energy from the Council's land and building estate; and (ii) sought agreement to progress the outcome of the study and investments proposals, which offer the Council an opportunity to invest in its assets through a retrofit programme to secure affordable energy and power requirements, reduce the Council's carbon footprint, and move towards the targets set by the Scottish Government in the Renewables Action Plan 2009.

Members asked questions, and received clarification, on the following:-

- the potential involvement of the CPP in better utilising arboriculture arisings from maintenance works;
- the rationale for the selection of particular buildings for participation in the proposed scheme;
- whether the generating potential of buildings had been taken into account over and above their energy saving potential;
- the potential for siting wind turbines on school roofs;
- the return on Solar PV investment compared with that of wind turbines;
- the potential finance arrangements in the event of progressing to the siting Solar PV panels on suitable Council housing stock;
- the need to ensure that renewable energy provision is fully taken into account in respect new buildings;
- the current energy costs of PPP schools; and
- the retention of existing boilers as back-up in the event of any breakdown or downtime associated with biomass boilers and to cope with periods of peak demand.

The Planning Officer undertook to provide Members with information on the windspeed data collected from school and other buildings when assessing their suitability for the installation of wind turbines.

The Cabinet agreed to (a) progress the procurement of retrofit Biomass and Solar PV installations at suitable large buildings (with the exception of the sheltered housing complexes) within the Council Estate (as identified in Appendix 1 to the report), including the development of a business case for the creation of a biomass supply chain and wood fuel depot; (b) remit the biomass opportunities for the sheltered housing complexes at Dickson Court and Robert W. Service Court for consideration by the Housing Business Planning Group; (c) liaise at a national level with Scottish Futures Trust (SFT) to address contractual implications associated with retrofit on PPP properties; (d) further explore the opportunities to install Solar PV on North Ayrshire Council housing stock through the Housing Business Planning Group; and (e) seek specialist advice to prepare tender documents for the procurement of Biomass and Solar PV installations.

12. Ayrshire and Arran Forestry and Woodland Strategy

Submitted report by the Corporate Director (Development and Environment) which recommended approval of the Ayrshire and Arran Forestry and Woodland Strategy, setting out a vision for the development of Ayrshire's woodlands over the 40 years and providing updated spatial guidance for future investment in woodland management and the creation of new woodland.

The Head of Development Planning undertook to provide Councillor McLean with further information on the types of woodland surrounding Largs.

The Cabinet agreed to approve the Ayrshire and Arran Forestry and Woodland Strategy set out at Appendix 1 to the report.

13. Step Change 2015 (Rest of Scotland)

Submitted report by the Corporate Director (Development and Environment) which (i) presented information on progress with the Scottish Government's Digital Future: Infrastructure Action Plan and, in particular, the Step Change 2015 (Rest of Scotland) Project; and (ii) sought approval for the Chief Executive to sign a Minute of Agreement confirming the Council's participation in the project.

Members asked questions, and received clarification, on the categories of broadband user to benefit from increased capacity.

The Cabinet agreed to (a) note the current position of the Step Change 2015 (Rest of Scotland) project; (b) note a financial contribution of £1.1m as agreed in the Cabinet report of 30 January 2013; (c) approve delegation to sign a Minute of Agreement with Scottish Ministers to the Chief Executive; (d) note that a paper will be brought to the August 2013 Cabinet regarding the investment by the Highland and Islands Enterprise covering Arran and Cumbrae [(a), (b) and (c) being dependent upon confirmation that Council's strategic priorities are met in the returned Invitation to Tender].

14. Scottish Government Regeneration Capital Grant Fund

Submitted report by the Corporate Director (Development and Environment) which (i) provided information on the availability of funding support from the Scottish Government to encourage regeneration from capital investment; (ii) gave a summary of the outcome of the appraisal of potential bids; (iii) proposed that the bids referred to in Section 2.5 of the report in relation to the Millport Marine Biological Station and Quarry Road, Irvine, be made to the Scottish Government Regeneration Capital Grant; and (iv) set out details of the project bids to be submitted by Irvine Bay Regeneration Company.

Members asked questions, and received clarification, on the background to the Quarry Road, Irvine, proposal.

The Cabinet agreed to (a) approve the submission of bids by North Ayrshire Council for funding to support the delivery of proposals for the Millport Marine Biological Station and at Quarry Road, Irvine; and (b) confirm its support for bids led by the Irvine Bay Regeneration Company for Saltcoats Town Hall and Ardrossan Quayside offices.

15. Zero Waste Scotland's Resource Sector Commitment on Waste Prevention and Recycling

Submitted report by the Corporate Director (Development and Environment) which proposed the Council's participation in signing up to Scotland's Resource Sector Commitment on Waste Prevention and Recycling, a voluntary commitment for the resource management sector to demonstrate its support for Scotland's Zero Waste ambitions.

Members asked questions, and received clarification, on North Ayrshire's positive performance in terms of recycling rates, particularly given the negative correlation between deprivation and recycling.

The Cabinet agreed to sign up to Zero Waste Scotland's Resource Sector Commitment on Waste Prevention and Recycling.

16. Clyde Valley Residual Waste Project

Submitted report by the Corporate Director (Development and Environment) which (i) provided information on the background to the procurement exercise being undertaken for long-term treatment facilities for residual waste; (ii) advised that the project will now be progressed by the Project Team, with the issue of an Invitation to Participate in Dialogue; and (ii) invited the Cabinet to note progress to date.

Noted.

17. Education Attainment and Achievement Policy Board: Minutes of 13 May 2013

Submitted report by the Corporate Director (Education and Skills) on the Minutes of the Education Attainment and Achievement Policy Board held on 13 May 2013.

Noted.

18. Urgent Items

The Chair agreed that the undernoted items be considered as a matter of urgency to allow the matter to be actioned prior to a 15 July 2013 deadline.

18.1 Exclusion of the Public and Press

The Cabinet resolved, in terms of Section 50(A)4 of the Local Government (Scotland) Act 1973, to exclude from the Meeting, the press and public for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 6 and 9 of Part 1 of Schedule 7A of the Act.

18.2 Icelandic Bank Investments

Submitted report by the Corporate Director (Finance and Corporate Support) which sought delegated authority from the Cabinet in relation to the Council claim against Landsbanki hf.

The Cabinet agreed to delegate authority to the Chief Executive and the Corporate Director (Finance and Corporate Support) in terms of the recommendations of the report.

The meeting ended at 4.40 p.m.

NORTH AYRSHIRE COUNCIL

Agenda Item 3

13 August 2013

Cabinet

Subject: Service Plan 2012/13 Year-end Performance Reports

Purpose: To provide Cabinet with an update on the performance of all Council Services as at 31 March 2013.

Recommendation: That the Cabinet (a) notes the performance of all Services as at 31 March 2013 against the objectives, key performance indicators and actions in the 2012/13 Service Plans; and (b) refers the Service Plan 2012/13 Progress Reports for the consideration of the Scrutiny and Petitions Committee.

1. Introduction

- 1.1 The layout of the Service Plan 2012/13 - Year End Performance Reports is the same as that used for six monthly performance reports as at 30 September 2012 and are based on Council's organisational structures for 2012/13.
- 1.2 This continues a period of stability in the production and use of the reports since this layout was accepted by Elected Members in March 2011.

2. Current Position

- 2.1 Executive Summaries for each Service Performance Reports are set out in Appendices as follows:-

Directorate	Appendix
Chief Executive's Service	Appendix 1
Corporate Services	Appendix 2
Education & Skills	Appendix 3
Finance & Infrastructure	Appendix 4
Social Services & Health	Appendix 5

- 2.2 In line with the principle that our performance management system should be founded on robust and candid self-assessment, each Executive Summary provides the relevant CMT member's assessment of:
- overall performance of the Service prior to the Council restructuring
 - its capacity for improvement
 - financial performance, both revenue and capital
 - progress against each "Priority" identified in the 2012/13 Service Plans
- 2.3 The Executive Summaries report financial information calculated on data as at 31 March 2013 (Unaudited Accounts 2012/13 - Outturn) reported to the Council on 19 June 2013 both from revenue and capital perspectives, thereby ensuring that non-financial information is considered in overall context.
- 2.4 The Executive Summaries also provide a narrative on progress made in relation to the identified "Priorities" (defined in the Service Planning Guidance as the handful of matters that need focused management attention during the year.
- 2.5 Each Service has used Covalent to produce a more detailed Service Year-end Performance Report against each objective, action and indicator in each Service Plan 2012/13.
- 2.6 The detailed Service Plan 2012/13 Year-end Performance Reports are available to Elected Members on the 'Members Info' tab on Navigate under "Service Performance Reports" and on the Council's Public website, North Ayrshire Performs. In addition, a hard copy is available in the Members' lounge.

3. Proposals

- 3.1 It is proposed that the Cabinet (a) notes the performance of all Services as at 31 March 2013 against the objectives, key performance indicators and actions in the 2012/13 Service Plans; and (b) refers these reports for the consideration of the Scrutiny and Petitions Committee.

4. Implications

Financial Implications

- 4.1 There are no financial implications arising from this report.

Human Resource Implications

- 4.2 There are no human resource implications arising from this report.

Legal Implications

- 4.3 There are no legal implications arising from this report.

Equality Implications.

- 4.4 There are no equality issues arising from this report. No Equality Impact Assessment is required, as the report does not represent any new or revised policy.

Environmental Implications

- 4.5 There are no Environmental issues arising from this report. No Strategic Environmental Assessment is required, as the report does not represent any new or revised policy.

Implications for Key Priorities

- 4.6 The purpose of this report is to enable scrutiny of performance, it directly supports Core Objective 4 - Operating more Efficiently and Effectively contained in the Council Plan 2012/17.


5. Consultations

- 5.1 The Corporate Management Team (Directors and Heads of Service) have considered the Service Plan 2012/13 Year-end Performance Reports.
- 5.2 All detailed Service Plan 2012/13 Progress Reports will be published on the Council's public website, North Ayrshire Performs to encourage the sharing of good practice across and within Services.

6. Conclusion

- 6.1 The overview of local government in Scotland 2013 report, produced by Audit Scotland on behalf of the Audit Commission (March 2013) emphasised the importance of self-evaluation and performance management as a route to improvement. The report advised that self-evaluation done well can provide real insight into how councils can improve and is a characteristic of high - performing organisations and in order to improve, Councils must be self-aware and critically review their performance.

- 6.2 The Service Plan 2012/13 - Year End Performance Reports provide a concise balanced view of performance against actions, key performance indicators and risks in the 2012/13 Service Plans.



ELMA MURRAY
Chief Executive

Reference :

For further information please contact Andrew Fraser, Head of Democratic & Administration Services on telephone number 01294 324125

Background Papers

Nil

Chief Executive's Service – Executive Summary

1. Chief Executive's Assessments

- 1.1 Overall performance is assessed as *“Good”*
- 1.2 Capacity for improvement is assessed as *Very Good*

Quality Descriptors	Description
Excellent	Outstanding, sector leading
Very good	Major strengths
Good	Important strengths with some areas for improvement
Satisfactory	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses

2. Financial performance

21. The Service's revenue budget report as at 31 March 2013 (Unaudited Annual Accounts 2012/13 - Outturn), reported to Council on the 19 June 2013 advised that the Chief Executive's Service shows an underspend by £2.594m (16.2% of the annual budget) for the year. After earmarking £2.280m to be carried forward to 2013/14 for the completion of Economic Development projects and £0.015m for the Household Survey the underspend is reduced to £0.299m (1.9%). The main reasons for this underspend are:

Corporate and Democratic Core

Underspend of £76k mainly due to External Audit fee for 2012/13 being £69k less than budget. The remaining underspend is due to a reduced level of corporate grant disbursed. The underspend is partly offset by an overspend in employee costs due to the creation of two support staff posts.

Economic Development

Economic Development had significant additional funding and carry forwards from previous years within the 2012/13 budget. As a result of new projects taking time to implement and to reach full capacity, there was an underspend of £2.414m. A carry forward of £2.280m has previously been approved by Cabinet to meet commitments to programmes that have already commenced and which support the Economic Development and Regeneration Strategy."

Human Resources

Underspend of £101k is due to underspend of £45k in employee costs due to staff vacancies in the first half of the year. In addition income was £33k higher than budget from recharges for training courses.

- 2.2 The Service's capital budget as at 31 March 2013 indicated the actual spend was £378k against a final budget of £427K. The £49k underspend was due to slippage on the Town Centre and Tourism Infrastructure projects which will be carried forward to 2013/14.

3. **Chief Executive's Service - Priorities¹ for 2011/12**

This section provides a summary of progress against the Service's identified priorities for 2011/12.

Priority 1: Implement the Economic Development & Regeneration Strategy.

- The Economic Development and Regeneration Board (EDR) met quarterly in 2012/ 2013. A number of the key objectives contained within the Strategy are progressing positively. The partnership is working well with strong contributions from the private sector representatives. Two Task and Finish groups have been set up to review both business support provision in North Ayrshire and also to review current employability provision to ensure it is still relevant to local need. The following summarises some of the progress to date:
- The Business Support Task and Finish group led by the three private sector members has reported its conclusions and has made the following recommendations:
 - **New focus on companies with growth potential** – this will create a North Ayrshire growth programme which is targeted at high growth and strategically important businesses, initially looking to support 165 local businesses. This new programme will be underpinned by a 'Team North Ayrshire' approach who will work in partnership to support, develop and grow businesses with potential in North Ayrshire. Key partners in the team are North Ayrshire Council, Scottish Enterprise, Skills Development Scotland, Business Gateway, SDI and Irvine Bay. This new service will be officially launched in October 2014.
 - **Creation of a senior post** - this post will be dedicated to leading an integrated team approach to deliver business support for North Ayrshire companies, including inward investors
 - **Development of a dedicated inward investment service to attract new businesses to the area** – this will develop a new investment service for North Ayrshire to co-ordinate activity and build on the strengths of the Enterprise Areas and also support key sector development work, focussing on engineering, tourism, food and drink and energy
 - **Improving the North Ayrshire product**, - this will support businesses with their expansion plans, provide better account management for

¹ A priority is the most important thing for the Service.

- companies and ultimately promotes North Ayrshire as a smart place to do business
- **Improving the promotion of North Ayrshire** – the objective with this is to better position North Ayrshire in terms of attracting businesses and inward investment, and to continue building the profile of North Ayrshire.
- Entrepreneurial Spark: A total of 62 chicklets have accepted into the hatchery since it opened, 17 from North Ayrshire. Two North Ayrshire businesses have progressed to stage two of the hatchery support
- Youth Employment Strategy has been endorsed by Council and EDR Board. A number of youth employment initiatives are being delivered as part of this strategy with the following progress:
 - Youth Employment Service – 212 into employment since October 2011
 - Modern Apprenticeship (MA) programme – 129 into MAs since July 2012
 - Jobs Access – 35 into employment since September 2012
 - Early Bird Social Media – nine into employment since November 2012
 - Youth Entrepreneurship programme – eight new businesses registered since January 2013
 - A graduate programme has also been launched with the twin objectives of creating opportunities for young graduates but also to help companies move up the value chain and develop new products etc.
- The 2011-2013 Economic Support Fund (ESF) / ED&R funded employability programme has received a funding extension for a further 12 months to complete on March 2014

Priority 2: Review the North Ayrshire Community Planning Partnership (CPP) to ensure it is at the centre of public service reform)

The CPP was involved in a pilot audit undertaken by Audit Scotland and this indicated that community planning is well established in North Ayrshire. The CPP has a good record of critically reviewing and refining local partnership working and joint planning. CPP structures and relationships position it well to contribute to and influence public service reform developments locally.

The CPP has also streamlined and prioritised its activities, and there are examples of CPP partners working together to improve outcomes. The findings of the audit have helped inform the development of the SOA 2013/17, and will result in an improvement plan for the CPP.

The Community Engagement Strategy was approved by CPP Board on the 6 December and an Action Plan has been developed by Community Engagement Reference Group.

Following extensive consultation, six common areas: Arran / Irvine / Kilwinning / Three Towns / Garnock Valley / North Coast & Cumbraes & West

Kilbride have been established as presenting the most efficient geography for implementing a Neighbourhood Planning Approach.

Priority 3: Develop and implement a long term change programme to match with future funding gap, service demand projections and align with national public service reform agenda

The Council continues to develop its programme of transformational activity in response to the constantly shifting economic and policy landscape and good progress is being made in this regard. Major activities as reported to Cabinet on the 14 May 2013 include support for:

- The development of Bridgegate House as the main public face of the Council, relocating front facing functions to a customer services one-stop-shop. The Bridgegate programme represents a £9.3m investment, which will deliver significant benefits to customers and staff whilst contributing to the local economy and regeneration of Irvine town centre.
- The Early Intervention and Prevention programme sets out to improve outcomes for vulnerable young children in North Ayrshire. The main elements of the programme are:-
 - Parenting Programmes
 - Early Years Centres
 - Family Support Service
 - Multi Agency Domestic Abuse Response Team
 - Permanent Care for Children
 - Family Nurse Partnership
 - Asset Based Community Development (ABCD) Project
- The Transport Business Case set out the benefits of having a centralised transport hub, including enhanced planning, budgeting, scheduling, procurement, regulation compliance, and health and safety compliance. The Corporate Transport Facility went live on 1 April 2013 and is budgeted to deliver revenue cost savings of £830k per year by 2014/15, along with a significantly reduced capital plan over the same period.
- Altering Service Demand initiated to investigate issues around environmental crime in general and littering which resulted in the:
 - Development of management information availability, to enable the Service to sustain continuous improvement.
 - Implementation of a revised communication focusing on key service themes and increased community engagement.
 - Working with local businesses to (a) ensure that licensing and regulations are used appropriately and effectively (b) promote a consistent level of responsibility for the immediate environment.
 - A pilot, to redirect reactive resource to proactively clean litter hot spots more frequently.

Priority 4: Drive implementation of the Performance Management Strategy

Evidence from internal reporting, public performance reports and external scrutiny bodies confirms the focus on and improvement in performance management and continuous improvement. Overall, the Local Area Network Assurance and Improvement Plan Update 2013–16 considers that the Council has made considerable improvements to self-evaluation arrangements.

The development of a performance management culture across the Council has been supported and encouraged and included attainment of the Committed to Excellence Award (C2E), developing the capacity of EFQM assessors in the Council, and obtaining the Healthy Working Lives (Silver Award)

The use of the Covalent performance management system is now well embedded throughout the Council.

The Council's version of the Scrutiny Portal for Scotland which is a web based single regulation and inspection information portal was successfully implemented. The aim of the Portal is to provide a public facility where regulation and inspection agencies can access information about Local Authorities (LAs) and Public Sector bodies undergoing audit and inspection activity.

The Cabinet agreed on the 20 November 2012 to participate in the Council wide public service self- assessment (PSIF) beginning in April 2013. The outcome of the assessment due to be completed in August 2013 will inform the Council's Recognised for Excellence (R4E) submission to Quality Scotland.

Priority 5: Progress the Organisational Development Strategy to ensure the Council has the right people with the right skills in the right place

Human Resources led and supported on workforce change. This included the provision of corporate guidance and best practice support to all Services, assisting them in achieving the savings required through the budget efficiencies programme for 2012/13.

Human Resources achieved the integration of craft workers within Building Services onto local government pay and conditions of service.

In accordance with the requirements of the Public Sector Equality Duty, as required within the Equality Act 2010, an Equal Pay Audit was completed in 2012/13, and the results published within the Equalities Mainstreaming Report.

Health and Safety successfully implemented a Corporate/Council Wide revised Asbestos Management procedure.

The first Council wide employee engagement survey was conducted and a Council Improvement Plan is in place. Ongoing work will continue in relation to Employee Engagement Survey throughout 2013. Services now have a Service Improvement Plan that not only supports improvement of engagement within Services, but also supports and addresses key actions from the Council Improvement Plan. Monitoring of the Council Improvement Plan and Service Improvement Plans will be continuous throughout 2013.

North Ayrshire Achieves was launched in December 2011 and nominations received for the five recognition categories with the awards ceremony taking place in November 2012. This project has provided a platform to recognise the excellent work of individual employees and teams throughout the Council.

High-Impact Leadership commenced in July 2011, with the first phase of the programme being delivered to the Extended CMT. Phase two of the programme, aimed at Senior Managers, will launch in 2013. The launch of this programme now provides the Council with a three tier Leadership and Management development programme that is aimed at first tier, middle and strategic managers.

Priority 6: Implement an Elected Member Induction and Development Programme to support the new Members of the Council post May 2012

A comprehensive Councillors' Induction Programme was held in the first few weeks following the Council Election on 3 May 2012.

The Induction Programme was underpinned by the Improvement Service Notebooks and the programme covered Introduction to services; strategic issues; and seminars on key topics.

Additional specialist training was arranged and delivered on Staffing and Recruitment, Appeals, Licensing, Planning Guidance and Councillors' remuneration. Further training opportunities to cover Urban Regeneration Company Workshops, Health and Safety, Covalent Familiarisation, Community Planning, Equality Issues, and Councillors' role on external organisations provided.

All Elected Members have in addition been provided with access to the Improvement Service Master Class sessions and the Improvement Service online self - assessment will be used during 2013.

A training plan is being developed by Human Resources & Organisational Development to embed further Elected Members development.

Corporate Services – Executive Summary

1. Solicitor to the Council's Assessment

- 1.1 Overall performance is assessed as “Good”
- 1.2 Capacity for improvement is assessed as “Very Good”

Quality Descriptors	Description
Excellent	Outstanding, sector leading
Very good	Major strengths
Good	Important strengths with some areas for improvement
Satisfactory	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses

2. Financial Performance

- 2.1 The Service's revenue budget report as at 31 March 2013 (Unaudited Annual Accounts 2012/13 - Outturn), for Corporate Services, reported to Council on the 19 June 2013 shows an underspend of £0.721m (14.6% of the annual budget) for the year. After earmarking £0.135m to be carried forward to 2013/14 to meet the costs of the Local Development Plan the underspend reduces to £0.586m (11.8%). The main reasons for the underspend are:

Legal, Planning & Protective Services

Underspend of £326k includes £72k underspend in employee costs from staff vacancies. £285k underspend due to a carry forward from 2011/12 to meet the costs of the Hunterston Enquiry and the Local Development Plan which is no longer required. An underspend of £52k in property costs and supplies and services within Licensing due to the relocation from the Townhouse to Cunninghame House. There are various underspends within Administration £73k, Training £10k, Advertising for Planning Applications £16k, Payment to Other Agencies £48k and Software Licences £26k due to carry forward of some expenditure as it related to 2013/14. Communal space maintenance work at Montgomery Park and emergency work to a dangerous building in Fairlie resulted in an overspend of £64k. There is also a shortfall in income of £214k mainly relating to the issuing of Building Warrants

Information Technology

Underspend of £285k includes £36k underspend in employee costs from staff vacancies. Software Licences were £106k less than budget partly due to contracts reviews. The remaining underspend is related to PC Maintenance, Disaster Recovery and Internet which are reflected in the saving proposals for 2013/14.

Customer Services

Overspent by £25k due to overspend in employee costs which are partly offset by underspends within administration costs.

- 2.2 The Service's capital budget as at 31 March 2013 indicates a spend £1.389m against a final budget of £1.690m, an underspend of £0.301m (or 17.8% of budget). £0.304m requires to be carried forward to 2013/14 to meet commitments in respect of the Access Paths Network (£0.126m), Montgomerie Park Development (£0.068m) and IT initiatives (£0.110).

3. Corporate Services Priorities for 2012/13

This section provides a summary of progress reports against the Service's identified priorities for 2012/13.

3.1 IT and Customer Services

Contributing to the Councils transformation agenda by implementing:

Priority 1: Implement the Council's ICT Strategy and Action Plan and improve our focus on the citizen by ensuring they have greater choice and access to services, delivered at lower cost, with greater availability of online services

Network Improvements

Following a rigorous tender process the preferred supplier has been identified for provision of a secure and robust wide area network to support access to business systems and business information.

Local Area Networks, Wireless and IP Telephony Enhancements

Tenders are currently being evaluated to implement further network enhancements, including Local Area Networks (within buildings), wireless in schools, as well as upgrading the Council's main telephony infrastructure. This should deliver opportunities for a variety of new and emerging technologies and business opportunities currently not available.

Corporate Business Applications Review

ICT in conjunction with Services has undertaken a strategic assessment of all major applications to determine their appropriateness to deliver their Service over the next 5 years. IT Services will now work with Services to develop business cases where Council Systems require replacement or upgrade.

Introduction of Virtual Server Environment

The Council has invested in a modern consolidated server environment. Over 100 physical servers have been migrated to the new environment and removed. This has improved server management, data storage and backup processes and reduced the total physical capacity required for the server estate. In addition, the modern consolidated server environment has reduced power consumption and air conditioning for the corporate data centre by approximately 5.6% per annum.

Upgrade of Council Desktop Assets

Over 700 desktop devices have been replaced since January 2012. A significant number of the desktop devices have been replaced with laptops, increasing the opportunity to move towards agile working - working from home and wireless working.

Priority 2: Development and delivery of a channel shift strategy resulting in a 10% reduction in calls to the Contact Centre for Council Tax and Environmental and Related Services.

During 2012/13 work was undertaken to lay the foundations in relation to channel shift, part of the Customer Service Strategy. Channel shift is designed to move people from telephone and face to face contact to electronic access. The Council's new website launched on 24th April 2013, this has been redesigned to accommodate this channel shift and this included detailed analysis of customer contact information. A marketing plan is in place to promote online services.

Priority 3: Delivery of a One-stop Shop for Irvine as part of the Bridgegate House project.

The new Customer Service Centre in Bridgegate House in Irvine went live on the 29th April 2013 with Housing, Social Services and the Municipal Bank. The Customer Services Centre in Bridgegate House opened successfully with staff recruited and trained and all office procedures agreed.

Priority 4: Implement Customer Services Strategy.

The Customer Service strategy is currently being implemented through a range of projects including the new Customer Services Centre (CSC) in Bridgegate, the redevelopment of the website and the merge of Registration Services with Customer Services. The restructure of Customer Services and Registration Services has been completed and all customer enquiry calls will transfer to the Contact Centre mid-year 2013. In addition the Registration Office in Irvine will be relocated into the Bridgegate CSC at the same time.

Corporate Complaints

North Ayrshire Council have introduced a new two stage complaint handling procedure which seeks to resolve customer dissatisfaction as close as possible to the point of service delivery. Complaints provide the Council with valuable information that can be used to improve customer satisfaction. The Council's complaints handling procedure will enable staff to address a customer's dissatisfaction, and may also prevent the same problems that led to the complaint from happening again. Resolving complaints early saves money and creates better customer relations. Resolving issues as close to the point of service delivery as possible means the Council can deal with them locally and quickly, so complaints will be less likely to escalate to the next stage of the procedure.

Work has been underway over the last year to develop and implement the policy with more than 100 staff involved in workshops, focus groups and development. Many services have been involved in the pilot stage of the implementation including Environment and Related Services, Education, Building Services and Finance. The new procedure was in place from 1 April 2013, across all services with the exception of Social Services whose complaint handling procedure is undergoing a separate review.

The procedure has been developed by the Council's complaints handling experts working closely with the Scottish Public Services Ombudsman (SPSO) and aims to help the Council 'get it right first time'.

3.2 Legal, Planning and Protective Services

Priority 1: Maintaining service delivery as a consequence of reduction in budgets.

The new Management Structure for Legal Services is now in place and Legal Services is working to ensure delivery of a high quality legal service to the Council with fewer members of staff.

Methods of working are being looked at to ensure that the existing level of legal services is maintained in these circumstances and to date Legal Services has delivered a comprehensive legal service to the Council.

Legal has joined the SOLAR benchmarking group to review and improve upon performance levels.

Priority 2: The implementation and effective development of joint working in the Pan- Ayrshire Regulatory Service. Protective Services:

The Council made a decision in June 2012 not to proceed any further with a Pan-Ayrshire Services and therefore redirected efforts to ensure the best possible service for North Ayrshire. Restructuring of the Regulatory Services during 2011/12 and the first part of 2012/13 has resulted in staff savings and has created a more effective service across these areas.

Priority 3: Implementing the approved restructuring of the Planning Service

The structure was implemented in part providing a net efficiency savings of some £150k per annum.

Priority 4: To complete new Local Development Plan (LDP) having incorporated full Member and public engagement.

While work on the new Local Development Plan (LDP) is well advanced, its completion has been delayed for two reasons. The first is that changes made to the plan in response to comments made via public consultation necessitated additional publication and consultation of the plan in accordance with statutory requirements. The second is that following submission of the Plan to the Scottish Ministers, a further consultation period was requested as a precautionary measure to allow stakeholders to make comments on minor changes made to the plan prior to submission (such as amendments to the strategic policies and mapping adjustments) . The examination of the plan was paused to allow for that consultation period to take place. Adoption of the LDP is now anticipated in Winter 2013, though the timescale depends on how quickly the independent reporters can complete the examination of the plan.

Education and Skills – Executive Summary

1. Education and Skills Assessments

- 1.1 Overall performance is assessed as “*Very Good*” with aspects of excellence
- 1.2 Capacity for improvement is assessed as “*Very Good*”

Quality Descriptors	Description
Excellent	Outstanding, sector leading
Very good	Major strengths
Good	Important strengths with some areas for improvement
Satisfactory	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses

2. Financial Performance

- 2.1 Budgetary Control 2012/13 - Report for the 12 months ended 31 March 2013.

Objective Summary	Annual Budget	Final Year End Outturn	Annual Variance Adverse or (Favourable)	Note No
	£000	£000	£000	
Early Years Education	8,943	8,652	(291)	1
Primary Education	54,202	53,334	(868)	2
Secondary Education	56,219	55,441	(778)	3
Additional Support Needs	8,996	8,682	(314)	4
Education - Other	3,775	4,371	596	5
Cultural & Community Leisure Trust	16,870	16,626	(244)	6
	3,737	3,756	19	
Carry forward to 2013/14	152,742	150,862	(1,880)	
	-	162	162	
Total	152,742	151,024	(1,718)	

Subjective Summary	Annual Budget	Final Year End Outturn	Annual Variance Adverse or (Favourable)
	£000	£000	£000
Employee Costs	88,139	87,764	(375)
Property Costs	13,141	12,725	(416)
Supplies and Services	9,186	9,156	(30)
Transport and Plant Costs	2,063	1,790	(273)
Administration Costs	9,161	9,014	(147)
Other Agencies & Bodies	23,696	23,793	97
Transfer Payments	851	924	73
Other Expenditure	-	31	31
Capital Financing	16,584	16,584	-
Gross Expenditure	162,821	161,781	(1,040)
Income	(10,079)	(10,757)	(678)
Net Expenditure	152,742	151,024	(1,718)

2.2 Explanation of major variances

1. Early Years Education

There is an underspend of £0.046m in respect of Pupil Transport (Private Contractors) due to a decrease in the number of pupils requiring transport. There is an underspend of £0.052m due to a delay in the expenditure for Family Centres as well as a further £0.030m against Parenting Programmes due to staff recruitment issues. There is an underspend of £0.044m on Monthly paid staff costs due to small underspends across many of the early years centres.

Overall Early Years Education is further underspent by £0.049m compared to the period 10 report. This is mainly as a result of payments to private nursery groups being less than anticipated

2. Primary Education

The Teacher Refresh programme has delivered £0.300m in employee cost savings and the HQ teacher's flexibility budget has underspent by £0.189m which will assist in delivering budget savings for 2013/14. Monthly paid staff costs have overspent by £0.058m due to the increased requirement for Additional Support Needs (ASN) classroom assistants in primary schools. There is an underspend of £0.164m on Rates mainly due to successful appeals for previous years. Commercial Refuse Collection is overspent by £0.023m due to actual charges being higher than originally estimated. Income is £0.062m better than budgeted due to refunds on PPP Insurance costs. An underspend of £0.068m is in respect of Pupil Transport (Private Contractors) which is due to a decrease in the number of pupils requiring transport. Catering Statutory Fixed charges are overspent by £0.027m due to actual charges being higher than expected.

Overall Primary Education is £0.197m further underspent than at period 10 mainly due to sewerage charges and expenditure on centrally held budgets being less than anticipated.

3. Secondary Education

Teachers Staff Costs are underspent by £0.051m. There is an underspend of £0.200m in respect of Pupil Transport Private Contractors due to a decrease in the number of contracts awarded. Payments to Other Local Authorities are underspent by £0.064m due to less North Ayrshire pupils being placed in other Local Authority schools. The ASN Day Placement fees are underspent by £0.183m and the residential placement fees are overspent by £0.325m. Income from other local authorities shows an over recovery of £0.107m due to other local authorities placing more pupils in North Ayrshire schools. This will also assist in meeting the budget savings for 2013/14.

Overall ASN Education is further underspent by £0.170m compared to period 10 due to the underspends above being larger than anticipated.

4. Additional Support Needs (ASN)

Teachers Staff Costs are underspent by £0.051m. There is an underspend of £0.200m in respect of Pupil Transport Private Contractors due to a decrease in the number of contracts awarded. Payments to Other Local Authorities are underspent by £0.064m due to less North Ayrshire pupils being placed in other Local Authority schools. The ASN Day Placement fees are underspent by £0.183m and the residential placement fees are overspent by £0.325m. Income from other local authorities shows an over recovery of £0.107m due to other local authorities placing more pupils in North Ayrshire schools. This will also assist in meeting the budget savings for 2013/14.

Overall ASN Education is further underspent by £0.170m compared to period 10 due to the underspends above being larger than anticipated.

5. Education – Other

Employee cost savings of £0.073m has accrued in Resources due to service reviews and vacant posts. There are further employee cost savings in the Quality Improvement Service of £0.101m as a result of 2 vacant posts. These posts are to be used to deliver the 2013/14 budget savings. This is offset by an under recovery of income in the Arran Outdoor Education Centre of £0.133m, due to a delay in the implementation of the adventure tourism element of the new business plan.

Education Other's position has worsened by £0.817m when compared to period 10 projections. This can be accounted for in the accrual made in respect of the Teacher Refresh costs totalling £0.751m

6. Cultural and Community

The majority of the underspends are in employee costs, £0.103m from over-achieved savings as a result of amended work patterns and reduced overtime costs in Community Facilities. A further £0.005m in the Arts Service due to a vacant post and the delay in completing a restructure of the service as well as £0.013m in Museums, £0.032m in Children's Services and £0.051m in Healthy Start Clubs due to re-organisation of service and delay in developing the initiative in schools. All vacant posts are being held to fund future budget savings. This is offset by an overspend in Libraries comprising mostly of staffing costs (£0.023) and an under recovery of income (£0.015m) from Greenwood Conference Centre. Within Community Facilities there is an under recovery of hall let income of £0.040m and, within Community Development, overspends in sessional staff of £0.038m and £0.044m in manual wages due to a delay in redeployment of staff. There is an underspend of £0.017m due to a delay in the tendering process for the fire alarm replacement at Library HQ.

Overall Cultural and Community is £137K further underspent compared to the period 10 report. This was mostly due to further underspends (£0.067m) in property costs within Community Facilities

3. Education and Skills - Priorities for 2012/13

3.1 Progress against Priorities for the 12 months ended 31 March 2013.

Priority 1: Maintain and improve service quality across Education and Skills in current financial climate.

Evidence from both school reviews and service reviews in Community and Culture and Support Services for Children along with external evaluations, performance indicators and stakeholder consultations indicate that the quality of services has been maintained and improved over this period against a background of reducing resources. The VSE undertaken in September 2012 indicated significant areas of strength within Education and Skills. These included the provision of high quality services, strong effective leadership by senior officers and elected members, strong partnership working across agencies and the provision of excellent staff training and CPD opportunities which positively affects the impact of learning and teaching. It should be noted that retaining these areas of strength will present significant challenges given the demanding financial context expected to prevail over the 2013-2016 period.

Also identified were a number of areas for improvement, including the need to further build capacity for parents and learners to participate in the development and delivery of services and to build on existing practice to improve consistency of approach to learning and teaching across the service. Actions to address these areas for improvement have been built into the Service Plan for 2013-2014.

The new Dreghorn Primary opened in August 2012 and the construction of the new primary building at Irvine East was also started in 2012/13. In addition, plans are underway for the new Garnock campus and plans are also in place for the public

consultation on the proposed merger of Ardrossan, Auchenhavie, James McFarlane and Haysholm.

Virtual learning environment has enabled a wider choice of Highers and Advanced Highers and a recent assessment indicated that this was viewed positively by learners and teachers.

Priority 2: Continue to develop Curriculum for Excellence in order to deliver improved attainment and achievement leading to more positive post school destinations.

Significant progress has been made in taking forward Curriculum for Excellence and in improving outcomes for children and young people. Schools in all sectors have further developed and enhanced their approaches to providing personal support to children and young people. In terms of raising attainment our schools have further developed their mentoring approaches for individual pupils and/or groups of pupils, ensuring that effective rigorous tracking of pupil progress and target setting has been achieved in the 2012/13 session with updated pupil reports providing more focused information on progress to pupils and their parents.

Initiatives such as Pupil Support Services' Extended Outreach and school based 16+/Post School Coordinators have provided effective support to school leavers in North Ayrshire and have supported pupils in a variety of ways including assistance with college, university and job application forms as well as mock preparatory interviews. Additionally, schools have worked closely with external partners including Skills Development Scotland and Further/Higher Education sectors to enhance this support.

Additionally, we have consulted with Head Teachers on the impact of the 16+ Coordinators and the responses have been extremely positive with recognition that this support for school leavers has been highly effective. Also external partners such as SDS report that the 16+ Coordinators have improved partnership working and are now receiving better support and advice and that employer engagement in schools has increased.

Initial analysis of the follow up measure of school leavers for year 2011/2012 shows an increase in positive destinations of 0.2%, up to 89.9%. Within the overall measure, young people in employment has increased from 17.6% to 20.7% and there has been a decline in those "unemployed seeking" from 8.7% to 7.9%. Although the increase of 0.2% in the overall measure is modest statistically, it is significant in the overall context of youth unemployment numbers in North Ayrshire which have previously shown that sustaining initial positive destinations has been a challenge and is the reversal of a trend where the follow up figure have shown a decrease in positive destinations.

We have continued to work closely with the three Ayrshire Colleges but have been unable to progress transition arrangements as a result of the regionalisation process being on-going, until this process has been completed and the single Ayrshire

College has been established, a formal set of transition arrangements cannot proceed.

Priority 3: Continue to develop Community Capacity in order to improve community involvement, economic activity culture, lifelong learning and physical activity.

Community and Culture has continued to successfully engage communities with increased participation and activity across the sector.

Three schools of sport have been established, including a Scottish first for basketball; Nurturing Excellence funds have been established to support young people in arts and culture and more than one hundred young people have benefitted from the Nurturing Excellence in Sport initiative with community partners, including KA Leisure. Participation in KA Leisure sports and physical activities also continues to increase.

Creative Scotland has awarded North Ayrshire a Creative Place Partnership and up to £200,000 to progress its cultural action plan. The Harbour Arts Centre and Heritage Centre continue to offer a wide range of exhibitions, schools' events and cultural and heritage activities for children, young people and adults. Library visits have exceeded a million for the first time. The range of digital services has been extended to include a new website, e-books, a mobile phone library app and digital magazines.

Community capacity continues to increase, including further developments in community sports clubs and health and well-being initiatives, including those at Eglinton Country Park, where visitor number have exceeded 300,000 this year. The "Nurturing Communities" fund is assisting organisations to increase their capacity to develop their own ambitions and a number of demonstration projects have been identified to be supported by the Community Development Fund.

Community capacity building and empowerment of individuals and groups has resulted in young people participating in the elections for the Scottish Youth Parliament with the 62% return being one of the highest in Scotland. A range of organisations are engaged in discussions with the Council in relation to managing local community centres and local development trusts continue to extend the range of their activity in partnership with the Council.

Priority 4: Develop strategies and implementation models for devolved locality based planning, operational management and delivery of services.

Education and Skills in partnership with Education Scotland are piloting locality based planning through the Cluster-Plus Project in the Ardrossan area. This is an integral part of the wider Neighbourhood Approach Project being developed by the Community Planning Partnership.

This pilot project has focussed on partnership working within the Ardrossan area with four work streams being agreed with stakeholder groups. These being;

- Ardrossan Castle/Heritage Project with Ardrossan Community Development Group
- Development of an integrated and co-ordinated Youth Plan for Ardrossan
- Improving services to parents and families through the NHS , Asset Based Community Development Project
- “Fit for Life” – A joint project with Community Sports Leaders at Ardrossan Academy and The Owl and Pussycat Nursery.

The pilot phase of this project has been completed and each work stream is continuing to run, building on the partnership working within the locality.

In April head-teachers were invited to a workshop to discuss how locality based planning, in particular allocation of budgets, could be implemented across the authority. Short-term working groups have been established in each locality to examine this further and priorities arising from this will be identified and taken back to Head teachers in September 2013.

Priority 5: Progress the review and associated consolidation of the Education & Skills’ Estate in line with the Corporate Asset Strategy and associated Corporate Asset Plans.

Project	Investment	Delivery Date
Dreghorn Primary School	£8.3m	Oct 2013
Woodlands Primary School nursery and classroom extension	£1.8m	June 2013
Castlepark Primary School extension and internal refurbishment and replacement community nursery	£5.6m	August 2013
St Luke’s Primary School extension	£700K	August 2014
Garnock Campus	£46m	August 2016
Three Towns Campus	£42m	August 2016

These works have aligned with the Education Business Case and with the broad Corporate Asset Strategy aim that all council assets will be managed in such a way that they are fit for purpose, meet the needs of service providers and users and support the overall aims of the council and its partners. To assist this corporate approach to asset management both property functions and associate resources have been transferred from Education and Skills to a new Property Management structure in December 2012.

Priority 6: Implement the Councils early intervention strategy in order to ensure equity and improve outcomes for children and young people.

North Ayrshire’s five Early Years Centres have continued to develop as hubs which now offer a range of childcare, activities, services and support for parents. The aim has been to ensure vulnerable families are less isolated and more connected to the wider community and to build parents’ confidence and self-esteem to allow a greater focus on their child and improve attachment.

Space has been created in two of the Early Years Centres (Kilwinning and Dalry) to enable health visitors to carry out drop in clinics and they have continued to develop the opportunities available for families including healthy eating, baby massage and stay and play sessions. Families are consulted and the centres use the information to plan appropriately for their needs. Additionally, 21 nursery classes are being supported to enable staff to work with families and 7 primary schools are providing nurture support to pupils aged 5-8 and their families.

Additional posts will be created within the five Early Years Centres for Education, Social Work and Money Matters Advice staff.

A selection of appropriate training has also been undertaken by staff to allow them to develop skills in the Nurture Group approach and working effectively with parents and an Early Years Development Officer has been seconded to support quality of provision and ensure consistency.

Priority 7: Further develop self-evaluation, performance management and continuous improvement including participation in a Validated Self Evaluation with Education Scotland.

We have continued to embed a strong performance culture across the service during 2012-2013 with the continuing development and deployment of the services performance management framework continuing to enhance and drive our performance. Key features of our PMF include;

- Performance Management System: We have continued to develop and enhance our use of Covalent performance management system and now monitor and track the progress of 7 key plans and their associated performance indicators, actions and risks using Covalent. We have also continued to improve our use of the reporting facility within Covalent to produce timely performance reports containing up-to-date management information for senior managers, leadership team and elected members.
- Benchmarking: Education and Skills has continued to undertake systematic benchmarking activities aimed at allowing effective comparison of our performance levels against a wide range of appropriate local and national comparators. These activities have been carried out across a wide range of services and activities focusing on Education 3-18 (early years, primary and secondary education) and also Cultural and Community services (Sports, Leisure, Libraries, Museums).
- Self – Assessment: The service also undertook a successful Validated Self Evaluation (VSE) exercise in September 2012, which involved evaluating the service in relation to the areas of Early Years Provision, Raising Attainment and Achievement and Meeting the needs of all Learners. This exercise helped to identify areas where the service was seen to have significant strengths as well as a number of areas where improvements could be made.

In July and August 2012 six staff members underwent training in the EFQM Excellence Model and qualified as EFQM Assessors. Education and Skills plans to

utilise this new knowledge and skills base within the service to undertake a number of internal self-evaluation exercises in 2013.

Priority 8: Carry out a review of Early Years provision.

The Early Years Review Group (EYRG) has been established to examine all aspects of early education and childcare in North Ayrshire. The aim of the EYRG has been to explore possible options and ensure appropriate and best value provision is available to service users. It has met regularly to explore the recommendation in the Business Case and to review the current provision available for early years.

The key focus of the work and activities undertaken by the group in 2012-2013 has focused on developing future delivery models. This has been taken forward by concentrating on four key areas, including;

- Organising a stakeholder event
- Reviewing current staffing models
- Examining flexibility of provision
- Improvement in partnership working

The commitment of the Scottish Government to increase early education and childcare from 475 hours to 600 hours for three and four year olds and looked-after 2-year olds by 2014 will require innovative and flexible arrangements to meet the needs of parents as well as new resources to fund implementation.

Finance and Infrastructure Service – Executive Summary

1. Finance and Infrastructure Assessments

- 1.1 Overall performance is assessed as “Good”
- 1.2 Capacity for improvement is assessed as “Very Good”

Quality Descriptors	Description
Excellent	Outstanding, sector leading
Very good	Major strengths
Good	Important strengths with some areas for improvement
Satisfactory	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses

2. Financial performance

- 2.1 The Council's budgetary control statement as at 31 March 2013 indicates that Finance and Infrastructure incurred expenditure of £33.598m against a budget of £35.107m, an underspend of £1.509m (or 4.3%) of the annual budget. However, £0.637m of the underspend requires to be carried forward to 2013/14, primarily to meet the costs of the waste strategy. This reduces the underspend to £0.872m (2.5%) which is comprised of various over and underspends in different divisions. The major variances are as follows:-

- A saving of £0.653m within Facilities Management as a result of early realisation of savings from the FM review, efficient staff management and over recovery of income
- An underspend within Waste Management of £0.551m due to vacant posts, reduced arisings in Landfill Tax and additional income
- Savings within Streetscene of £0.364m mainly as a result of early realisation on 2013/14 savings
- Additional income within Transport generating an underspend of £0.125m
- An overspend of £0.144m within Finance due mainly to the savings generated by the Corporate Procurement Unit being reinvested in Revenue and Capital service budgets (£0.302m). This was partially offset by vacancy management in other areas of the service (£0.213m). In addition an underspend in the direct payment of benefits (£0.122m) was offset by reduced income from Non Domestic Rates statutory additions (£0.129m)
- An overspend in Roads of £0.390m mainly as a result of the severe winter conditions
- An overspend of £0.237m within Housing Assets and Investments due to under-recovery of fees from the Housing Revenue Account

- 2.2 The Building Services Trading Account generated a surplus of £1.476m against a targeted surplus of £0.712m, an underspend of £0.764m. The variance is principally due to an underspend of £0.593m in the purchase of materials as a result of changes to the type and nature of work undertaken. In addition income was over-recovered by £0.182m (0.9% of the income budget).
- 2.3 In the Capital Account, the service incurred expenditure of £13.938m against a final budget of £14.048m, a variance of £0.110m (or 0.8% of budget). The true variance was £0.255m, primarily due to an allocation of funding of £0.277m to the Council from Strathclyde Partnership for Transport which was notified late in the year and could not be spent before 31 March 2013. Funding of £0.145m will be accelerated from 2013/14 to meet costs which were incurred earlier than anticipated on the Bridgegate project.

3. Finance and Infrastructure Service - Priorities for 2012/13

This section provides a summary of progress against the Service's identified priorities for 2012/13.

3.1 Environment and Related Services

Contributing to the Council's transformation agenda by implementing:

Priority 1: The new operating models for Waste Services and the Facilities Management Service.

Waste Services

The options for the new operating models for the waste collection service have been modelled and assessed using new route optimisation software. Consultation with the Trade Unions on the preferred operating model has commenced and implementation is planned for late summer 2013.

Facilities Management Service (Catering Services)

The new Hub and Spoke model was successfully piloted and will be implemented for August 2013

Priority 2: The review of Transport including the new Transport Hub.

The Corporate Transport Hub has been designed and implemented. The Budget savings identified through the

operation of the hub have been included within the Council's Financial Plan.

Priority 3: The Building Services transformation programme in preparation for the approved long-term sustainable business model for Building Services.

Good progress continues to be made including the following:

- Following Cabinet decision in November 2012 that Building Services is to remain in-house, enabling actions are progressing towards achieving 15% efficiency gains ensuring the service is competitive;
- the review and creation of new more productive Schedule of Rates codes for Housing works has been completed and introduced;
- creation and introduction of an Intelligent Coordination Centre within the service which enables a 'right first time approach' to customer service through coordinated work planning, efficient use of resources with improved quality and performance management;
- internal business growth opportunities have been identified;
- development of a Service Level Agreement with Finance and Property Housing Asset and Investment (formerly Infrastructure and Design Services);
- A tender specification was developed and issued with an invitation to tender for the procurement of a new improved IT system.

Priority 4: Delivering the Waste Strategy which will ensure the Council achieves the National and International Waste and Recycling Targets.

The Council's Waste Strategy was approved by the former Executive at its meeting of the 10 April 2012. The strategy contains a number of key actions which will deliver an increase in performance for waste prevention, re-use and recycling. During the year a number of these actions have been implemented which has contributed to an improvement in performance.

The improved blue bin service commenced on 9th April 2012 which allows glass, additional plastics and metals to be recycled via the blue bin.

Household Waste arising in 2012/13 have reduced by over 5,800 tonnes compared to 2011/12. Recycling performance continues to be amongst the highest in Scotland with approximately 53.3%

of household waste being recycled in 2012/13. The figures shown are subject to verification by SEPA.

A new weekly organic waste collection service (garden and food waste) was implemented to approximately 49,500 households on the mainland on 18 February 2013.

Since implementation to the end of March, the new kerbside organic waste service has helped divert an additional 733 tonnes of organic waste. The figures reported are subject to verification by the Scottish Environment Protection Agency (SEPA).

SEPA issued the 2012 Compliance Assessment Scheme results for Shewalton landfill site which demonstrates sustained performance improvements by determining the site as “good”.

The Council are now formal members of the Clyde Valley Residual Waste Project to procure a long-term residual waste treatment solution for non-recyclable waste through a partnership approach.

3.2 Finance Services

Developing the Council’s financial planning and management arrangements for revenue and capital resources via:

Priority 1: Delivery of the improvements contained in the Council’s interim financial management strategy that will support the Council’s medium to long-term financial decisions and help to achieve its priorities within the resources available.

Significant progress has been made in developing the Council’s financial management arrangements, including developing a ten-year financial model, a process for tracking of targeted budget savings, planned improvements to financial governance through training on financial management for budget holders in services, and the approval of three year revenue budget and 10 year capital budget by the Council in January 2013.

Priority 2: Development of a five-year financial planning model that recognises, and is sensitive to, key variables and delivers responsible and sustainable options.

The ten-year financial strategy considered by the Cabinet on 26th March, 2013, includes a ten-year financial model that recognises known significant pressures and other issues.

Priority 3: Strengthening procurement arrangements in partnership with Services and development of a best practice approach to procurement.

The external Procurement Capability Assessment (PCA) for the Council showed a significant improvement in 2012 with a score of 51% achieved. This was an improvement of 17% from 2011 and placed the Council in the 'improved performance' category. This is ahead of the Scottish Government target that all public bodies achieve 'improved performance' by 30 June 2013.

A new Corporate Procurement Strategy for the period 2013-16 was agreed by the Cabinet on 26th March 2013.

Priority 4: Consolidation of the Financial Management function, strengthening financial management at a time of reducing resources.

The revised structure was put in place in June 2012 when members of staff who previously carried out finance roles within the services transferred into the corporate Financial Management team. It is envisaged that these changes will improve governance over the Council's financial controls, improve financial management reporting arrangements and remove duplication and overlap in working practices.

Priority 5: Leading the Welfare Reform Working Group enabling the Council to respond timeously to all changes.

The Council's Welfare Reform Working Group successfully introduced the council tax reduction scheme, the benefit changes around the size criteria for social housing and the Scottish Welfare Fund by the 1 April 2013.

Over 400 council staff have been trained on welfare reform and a communication strategy was implemented ahead of the reforms including leaflets, posters, newspaper articles, Members briefing packs, internal and external seminars and a DVD.

A 2013/14 action plan was approved by Cabinet 28 May 2013; the Welfare Reform Working Group will continue to meet on a monthly basis to take the actions forward.

The CMT and Cabinet will continue to receive regular welfare reform progress reports throughout 2013/14.

3.3 Infrastructure and Design Services

Priority 1: Continuing to develop Capital Programme and Asset Group (CPAG) to progress the Council's Asset Management Plans, ensuring robust investment decisions and effective implementation of capital projects including development of a medium/long term investment strategy for maintaining the Council's road network.

CPAG continues to develop its approach, maximising delivery of the council's capital investment programme. A significant output from CPAG was the development of the Council's 10 year capital investment programme which was approved by Council on 30 January 2013. An improvement plan for CPAG is being developed from the recent Audit Scotland report "Major Capital Investment in Councils", this will include further improvement on the profiling of the capital investment programme.

Priority 2: Progressing the Action Plans from the five Finance and Infrastructure Asset Plans and continuing to lead the development of the corporate approach to asset management.

Council approved the "Capital Asset Strategy" at a meeting on 30 January 2013. Good progress continues to be made in taking forward the Action Plans linked to each of the Council's asset management plans. The 2012/13 progress report was noted and the 2013/14 Action Plans approved by Cabinet at a meeting on 14 May 2013.

Priority 3: Continuing to implement the Flood Risk Management Scotland Act (2009), in particular within the Garnock Valley area.

A minute of agreement has recently been signed by all participating Councils (North, East and South Ayrshire) with Lead Officer agreed from North Ayrshire Council. Work on the development of the Local Plan District (LPD - Area identified within a flooding catchment area, e.g. All Ayrshire LPD) is progressing well in partnership with SEPA and Scottish Water. Water course inspections are now being programmed to comply with the 2009 act and information is being recorded electronically to assist with identification of planned works.

A significant amount of work has already been undertaken to develop proposals for the Upper Garnock Valley Flood Prevention Scheme (FPS). This involved a number of in-depth surveys and studies including environmental surveys, geotechnical site

investigations, structural surveys and initial land searches. Based on the outcome of these surveys and the initial topography and the hydrology surveys that were conducted for the Upper Garnock, two options were identified that formed the basis of the scheme to be consulted upon.

A public exhibition was carried out in March 2013 on the proposals for the Upper Garnock Flood Protection Scheme to capture stakeholder views. Stakeholder views were captured through both on-line and survey questionnaires that were made available during the two day exhibition. The responses received will contribute to how the project will develop during 2013/14 to a position where a preferred option can be presented to Cabinet for approval, which will enable a robust project to be submitted to the Scottish Government to obtain a Flood Prevention Order. (FPO) and attract sufficient funding for the construction of the project.

Priority 4: Continue to manage the Council's Housing Stock through delivery of the Housing Business Plan.

In-line with the HRA Business Plan, Housing Assets and Investments continues to manage and deliver all capital and major revenue investment programmes to the Council's housing stock. For the financial year 2012/13, all work programmes were fulfilled and include the completion of roof and render replacements, kitchen and bathroom renewals, heating system upgrades and electrical rewiring programmes. In addition to these traditional work-streams, the last twelve months has also proven successful in rolling out external wall insulation works, which will assist in reducing fuel consumption within the affected households. In accordance with the North Ayrshire Older People's Housing Strategy, a new 'best in class' standard of accommodation has been developed for the Council's sheltered housing units. This new standard will be rolled out across a number of units over the forthcoming years. This sustained level of investment, combined with the application of innovative design has resulted in the Council's housing stock having an SHQS compliance rate of 90%. This exceeds the HRA Business Plan expectation by 5% and places the Council's performance in the top quartile when compared with our peers.

Social Services & Health - Executive Summary

PART A: SOCIAL SERVICES

1. Social Services Assessments

1.1 Social Services

1.1.1 Overall performance is assessed as good.

1.1.2 Capacity for improvement is assessed as very good

Quality Descriptors	Description
Excellent	Outstanding, sector leading
Very Good	Major strengths
Good	Important strengths with some areas for improvement
Satisfactory	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses

Improvement activity around Assessment and Care Management, Mental Health Officer services, Chronologies and Case recording is beginning to result in improved practice. The assessment of this aspect of our work in the draft AIP is being reduced from amber status to green.

2. Financial Performance

2.1 Social Services

The Service's revenue budgetary control final outturn position for the 2012/13 financial year, reported to Council on 19 June 2013, identified an overspend of £1.190m within the service against a net budget of £92.960m. This is due mainly to the following:

Overspends in:

- Residential schools placements for children £0.921m
- Care packages for children with disabilities £0.453m
- Residential care home placements for older people £0.483m
- Care at home provision - £1.232m
- Care packages for adult service users £0.875m

Underspends in:

- Employee costs across the service - £0.750m
- Additional income from charges to service users - £0.630m
- Savings in Fostering and Adoption - £0.539m
- A decrease in the provision for bad debts - £0.327m
- Early achievement of future year savings - £0.371m
- Underspends in staff training course fees - £0.150m

3. Priorities for 2012/2013

3.1 This section provides a summary of progress against the Service's identified priorities for 2012/13

3.1.1 Protection of vulnerable adults and children and the public

The number of children on North Ayrshire's Child Protection Register has risen by 67% over the past two years with figures of 58 in March 2011 increasing to 97 in March 2013. During the period from April 2012 to March 2013 there was an average of 83 children on the register. This reflects increasing numbers of referrals and investigations and an improved approach to thresholds of risk.

Over the past year the Irvine teams, at the request of the Scottish Government, have successfully piloted a national risk assessment toolkit in child protection. The Scottish Government have now decided that this Toolkit should be rolled out across Scotland. North Ayrshire has identified trainers from Social Services, Education & Skills and Health Services. A multi-agency steering group has been established and an implementation plan agreed.

A biennial report on the work of the Adult Support & Protection Committee and the work progressed within North Ayrshire was produced in October 2012 for submission to the Scottish Government. Feedback from the report was satisfactory. A new Senior Officer and Training Officer have been appointed with a clear programme for multi-agency training utilising practitioners already experienced in the role of Council Officer. Further development is to ensure the process is fully captured on the Carefirst information system and this will progress as a pan-Ayrshire performance framework is agreed.

A women offenders team has been established which case manages and provides a range of specialist interventions for women offenders. This service is currently being reviewed to ensure that it is being delivered as effectively as it could be. The Caledonian System pilot continues to offer an holistic service for addressing domestic violence and will be evaluated by the Scottish Government by the end of the pilot completion date of March 2015. Community Payback Orders (CPOs) have now been established as the main community sentencing order. The Scottish Government is in the process of commissioning an "early outcome evaluation" of CPOs and the related presumption against short prison sentences.

3.1.2 Shifting the balance of care for older people

Care at Home services are facing unprecedented levels of demand, which significantly outstrips the available budget. Ayrshire has the highest rate of unplanned hospital admissions in Scotland and discharges from hospital almost invariably involve a requirement for a care at home service. There are now approximately 140 more people in service at any one time. Reduction of the delayed discharge target from six to four weeks will place even greater demand on the service. Despite the challenges of managing the high levels of demand the service has continued to progress the work of the change programme in partnership with the NHS and the third and independent sectors.

The two key work streams over the past year have been the redesign of Care at Home services and increased use of assistive technology through offering a reablement approach. Reablement is producing better outcomes for older people.

National evidence taken at an early point in the development of reablement services would indicate that 56% of people who receive a reablement approach cease services and resume independent lives. However, these services were small scale and highly selective and make appropriate benchmarking almost impossible. More appropriate benchmarking could be made with Glasgow and Edinburgh City Councils. Our service is achieving 36% which at our stage of development is comparable with Glasgow City Council's research (36.13%) and Edinburgh City Council (29.6%). Increased use of assistive technology (Telecare) is also supporting people to remain as independent as possible in their own home. We now have 451 people using enhanced telecare and 3,000 people using community alarms. People with more complex needs, including dementia, are able to access higher levels of Care at Home over evenings and weekends.

We also now have a dementia support service which offers specialist Care at Home and is helping to support people in their own homes. The level of admission to care homes is reducing slowly. The Scottish Government Change Fund has been put to good use in the North Ayrshire partnership by implementing different approaches to reduce admissions to hospital and support people in their own homes.

3.1.3 Introducing a personalisation approach for North Ayrshire Service Users

The self-directed support (SDS) pathfinder came to a conclusion in August 2012. The pathfinder piloted an outcome focussed approach to working with service users.

Following a report presented to Cabinet in November 2012 the plans for the implementation of personalisation and SDS were agreed. These plans will include development of the new forms and processes on the Carefirst system, the roll out of SDS to all new service users from September 2013 and the roll out of SDS to existing service users from March 2014. The SDS approach is now fully integrated into the Social Services change programme. There is a comprehensive training programme aimed at all staffing levels to embed skills in advising and facilitating clients in terms of Self Directed Support. These will include training in eligibility criteria, new forms and processes and outcome focussed support planning. The training of all staff groups will take place over a 6 week period from May 2013.

3.1.4 Redesigning our arrangements for access to services, pathways between services and delivery of longer-term support

The Service Re-design continues to be developed with a view to going live on 1st November 2013. Regular updates of the change programme continue to be communicated by a series of staff briefings.

Developments planned over the summer months include ensuring the development of a workforce model to support the redesigned service ensuring a streamlined service user journey and determination of administration staffing arrangements to support new service redesign. The Carefirst system has been redesigned and enhanced with the ability to produce the Resource Allocation Scoring tool and progress has seen the development of Service Access forms and the SSAQ Toolkit. Further planned work will see the finalised service processes mapped to system functionality. This will ensure the information system can accommodate the new system and performance information required.

3.1.5 Establishing a family support service

The Family Support Service is an Early Intervention Service for parents/carers with child(ren) 0-8 years which focuses on building capacity and capability. All activity in relation to the development of the Family Support Service has been completed. Quarriers was appointed as service provider in November 2012 and approved by cabinet. All staff have been appointed and trained and the service was registered by the Care Inspectorate on 5th April 2013. The contract period is for two years with the option to extend for up to a further two years, with extensions being offered in periods of one year.

The service will be launched on Monday 27th May 2013 and will be supported by a promotional campaign throughout the month.

3.1.6 Establishing a joint domestic violence team

The joint domestic violence team is now firmly established with evidence of significant number of children being referred to the Scottish Reporters Administration and of early indications showing a quicker response to the victims of domestic violence.

3.1.7 Reviewing and strengthening permanency planning and enhancing adoption supports

The Permanency Planning Group has been developed and consolidated and involves representation from Legal Services as well as from the various Social Work teams. This group receives referrals and makes recommendations regarding all looked after and accommodated children for whom permanence may be the eventual option.

The Family Placement Team has provided training sessions for all Children and Families staff on preparing children for permanence. The team has also developed training for adoptive carers to help them to deal with the particular challenges they may face.

Adoption and post adoption support plan guidance, procedures and forms have all been approved by the Governance Board and is being made widely available to staff via navigate.

3.1.8 Embed the new Ayrshire Out of Hours Service

The new Ayrshire Out of Hours Service has been operational since 31 March 2012. In general the service has operated well since its inception. The staffing structure has been reviewed with the development of Practice Manager role on shifts to strengthen the management of the service.

The main issue that is subject to ongoing discussion is that of Mental Health Officer cover due to insufficient numbers available across the Ayrshires to work shifts

3.1.9 Develop a joint commissioning plan for adult services

We have established a Community Portal which will connect service users to social care service providers to allow them to make the most of their options. It will include sections for events, community groups and leisure opportunities in our communities. It will allow social care providers to develop a profile, listing what they do and where.

A report is being submitted to the Policy Board in May 2013 with the view that the Portal goes live in July 2013.

The Older People pan-Ayrshire Joint Commissioning Strategy was completed in March 2013. The strategy builds on the work already in place in North Ayrshire across partners and will produce better outcomes for older people across Ayrshire through a consistent approach to models of care and equity of access to services. This work paves the way towards the integration of Health and Social Care.

As we move to integration, and proceed with the re-configuration of Adult Social services (3.1.3 and 3.1.4) underpinned by the personalisation agenda and establishment of an enablement approach in all care groups, commissioning plans will be further developed to continue to provide the people of North Ayrshire with choice and control of their support needs.

3.1.10 Develop a Joint Equipment Service and Joint Sensory Equipment Service

The pan-Ayrshire Joint Equipment Board will be presenting the outline business case to partners in May 2013. If agreed by partners the next stage of progress will be the procurement of the Joint Equipment Service in 2013/14.

The pan-Ayrshire Sensory Impairment Development Group is led by East Ayrshire Council and is currently scoping existing service provision in Ayrshire and Arran with the intention to develop a proposal for a pan-Ayrshire Service in 2013.

3.1.11 Support our workforce, service users, the Council and partners through the CHP Committee in responding to the Government's requirements around the integration of Health and Social Work

The Government published its response to the consultation integration of Adult Health & Social Care in February. The response re-affirmed the Government's commitment to integration and legislation will be brought forward in late Spring 2013. Nationally, working groups have been established to develop guidance on matters such as finance, commissioning and governance and the Council is represented on a number of them. Although it was not possible to take forward proposals to establish a single partnership for Ayrshire, officers have continued to work with colleagues in the NHS and South and East Ayrshire Councils to develop plans for the three Ayrshire partnerships. In March the Chief Executive established an Integration Programme Board to oversee activities leading to integration.

Detailed programme plans and a vision for the North Ayrshire Health & Social Care Partnership will be developed during the first quarter of 2013/14 and report brought to elected members before the recess. These proposals will recommend the inclusion of Children & Families Social Work services in the North Ayrshire partnership with implementation from April 2014.

PART B – HOUSING SERVICES

1. Housing Services Assessments

1.1 Housing Services

1.1.1 Overall performance is assessed as “*Excellent*”

1.1.2 Capacity for improvement is assessed as “*Excellent*”

Quality Descriptors	Description
Excellent	Outstanding, sector leading
Very good	Major strengths
Good	Important strengths with some areas for improvement
Satisfactory	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses

2. Financial Performance

2.1 HRA Housing Services

The Service’s revenue budgetary control final outturn position for the 2012/13 financial year, reported to Council on 19 June 2013, identified an underspend for HRA of £1.745m against a gross budget of £50.302m and a net budget of £2.802m. This is due mainly to the following:

Savings and underspends

- An underspend in central support and office accommodation costs - £0.278m.
- Vacancy management savings across the service - £0.380m.
- A saving in charges from other Council departments - £0.320m.
- Combined savings in loan charges and increased interest received - £0.143m
- An underspend against budgets for council house repairs - £0.155m.
- Savings in insurance costs - £0.128m.
- Savings in software licence and support costs - £0.082m.
- An underspend in utility costs - £0.076m.
- Lower than planned spend against Furnished Tenancies scheme £0.146m (this underspend has been earmarked to meet the costs of the service during 2013/14)
- Efficiencies identified through a general review of budgets - £0.060m

Offsetting overspends

- A shortfall in house rental income, mainly due to closures in relation to Vineburgh regeneration area - £0.173m.
- A net overspend in relation an increase in the general provision for bad debts combined with savings in specific bad debt write-offs during the year £0.071m

3. Priorities¹ for 2012/13

3.1 Housing Services

This section provides a summary of progress against the Service's identified priorities for 2012/13

3.1.1 Launch and Implement the new North Ayrshire Older Person Housing Strategy 2012/15

The Older persons Housing Strategy was originally scheduled for completion and launch in October 2012. This was delayed pending the recruitment of the new Older Persons Team. The strategy is now scheduled to be submitted to the Cabinet for approval May/June 2013.

3.1.2 Ensure the successful delivery of the new Council house building programme in Redstone Avenue, Kilwinning & Copeland Crescent, Millport.

- A) Copeland Crescent – The development is within agreed budget parameters and is scheduled to conclude in September 2013, which is slightly ahead of the target date.
- B) Redstone Avenue - The main contractor McTaggart Construction has been appointed and works will commence on site on 29th April 2013. The development is within agreed budget parameters and is scheduled to conclude July 2014.

3.1.3 Develop a new rent setting policy that ensures rent levels are consistent, easy to understand and reflect size and other features of the property

The new rent setting policy has been developed. However, the Council agreed at its meeting on the 30th January to postpone the implementation of a new rent structure until the full impact of Welfare Reform is determined.

3.1.4 Develop and implement an improved approach to housing options advice with North Ayrshire Housing Register Partners

We have improved our approach to housing options and advice by:

- A) Introducing a new homeless case management and integration system that also has the capacity to provide more detailed and informative performance reports
- B) Developing an on-line mutual exchange process that was launched in December 2012. This improves access to mutual exchanges as a housing option and in particular assists those seeking to move as a result of welfare reform.

3.1.5 Improve Community involvement in addressing antisocial behaviour problems.

The Safer North Ayrshire Partnership has established a short life working group to develop a communication strategy for Antisocial Behaviour. A new action plan for 2013/14 will be agreed at the next partnership meeting in May 2013.

¹ A priority is the most important thing for the Service. (Usually a year in the context of the service plan)

NORTH AYRSHIRE COUNCIL

Agenda Item 4

13 August 2013

Cabinet

Subject: Upper Garnock Valley Flood Protection Scheme Progress Report

Purpose: To inform the Cabinet on the outcome of the first public engagement process carried out as part of the on-going development of the Upper Garnock Flood Protection Scheme and to advise on the next steps in the project.

Recommendation: That the Cabinet agrees to (a) note the progress made to date; and (b) to approve the next steps in the process, as set out in the report.

1. Introduction

- 1.1 Under the Flood Risk Management Act 2009, the Council is responsible for identifying flood risk areas and developing sustainable flood management options to form flood mitigation schemes. The Garnock Flood Risk Management Strategy Report was submitted to and approved by The Executive of North Ayrshire Council on the 6 December 2011.
- 1.2 A subsequent report was submitted to North Ayrshire Council Cabinet on 12 March 2013 detailing the progress made and the next stage of public engagement.
- 1.3 Members will recall that, based on the initial topography and river hydrology surveys conducted on the Upper Garnock Valley, two main options were identified:-

Option 1: This requires direct defences in the form of flood walls to be constructed to protect residential and commercial land and property at risk of flooding. These defences may raise potential aesthetic issues. This solution provides a hard engineering approach which needs to be balanced with clever design to emphasise the value of the watercourse, create access for educational and recreational functions and become a new and positive focused development for the towns.

Option 2: This option is a combination of raised defences with an upstream flood storage area designed into the river system to capture and reduce the impact of high flows on the River Garnock. The only feasible option is to construct the flood storage area to the north east of Kilbirnie, in the land bordered by Dipple Road to the west and the disused railway line to the east. In this option, the upstream reservoir would receive high flows from the River Garnock (during flood events with a higher than 1 in 50 year flood volume) via a newly constructed water canal. The upstream flood storage would be used only periodically and the flood water would be discharged back to the River Garnock via the Dipple Burn after each event without retaining a permanent body of water at this location.

1.4 Following the 12 March 2013 Cabinet approval, an initial public engagement exercise was conducted in order to ascertain the views of the affected residents within the Garnock Valley area.

1.5 The public engagement process included:-

- Two day public exhibition held on Thursday 21 and Friday 22 March 2013;
- A Panel answered questions on the first day of the exhibition;
- Information was presented on Council website;
- Questionnaires were sent to residents of affected areas; and
- Online questionnaires were available.

2. Current Position

2.1 The initial public engagement exercise indicates that there is a strong level of support (54/63 respondents) in favour of developing a flood prevention scheme (Appendix 1). The results also indicate a large level of support for Option 2 (44/63 respondents), particularly as there is a significant percentage of respondents who access the river on a daily basis. There was also a high level of support in favour of holding such a public engagement exercise (58/63 respondents) which has provided an opportunity for the public to comment on the proposals.

2.2 Both of these options now require to be developed further prior to carrying out a robust option appraisal which will identify a preferred scheme.

2.3 The development of the scheme requires input from several specialist consultants. There is also a need to improve the project governance to ensure clearer reporting lines and more robust management of the external consultants. To that end Aecom, Ltd. have been appointed as the lead consultant who will manage the project and the work of two other sub-consultants, Halcrow Group, Ltd. and Grontmij, Ltd.

3. Proposals

- 3.1 A number of key activities require to be undertaken prior to determining the preferred scheme. These consist of the following:-

Topographical survey, a ground investigation study, hydraulic modelling, environmental assessment, scheme development, secondary flooding impact, utility diversion assessment, scheme costings, and landowner consultations.

- 3.2 Key dates with regard to the development of the scheme are as follows :-

Benefit Cost Assessment	December 2013
Scheme Option Appraisal	December 2013
Inform Council of Preferred Scheme	December 2013
Option Appraisal Consultation	January 2014
Confirmation of Preferred Scheme	March 2014
Formal Consultation in line with Flood Risk Management (Scotland) Act, 2009	April/May 2014
Confirmation of scheme in line with Flood Risk Management (Scotland) Act, 2009 (subject to no objections)	May 2014

- 3.3 Upon confirmation of the flood prevention scheme under the Act, a business case will be prepared for submission to the Scottish Government seeking grant funding to construct the scheme. The final detailed design and project phasing will follow upon securing grant funding from the Scottish Government.

4. Implications

Financial Implications

- 4.1 The level of financial investment will depend on the preferred Option which will be presented to Cabinet following the completion of the outline designs. Consultancy costs will be sourced from 2013/14 capital funding allocated for this project.

Human Resource Implications

- 4.2 There are no human resource implications.

Legal Implications

- 4.3 The Council is required to address its responsibilities as identified in the Flood Risk Management (FRM) Act. If the preferred option is the flood storage option (Option 2), land acquisition or other compensation arrangements with land owners will have to be considered.

Equality Implications

- 4.4 Equality Implications Assessment will be carried out during the public consultation period.

Environmental Implications

- 4.5 Environmental and ecological studies have been carried out as part of the project to ensure compliance with existing statutory regulations, although further work is required to ascertain if a full EIA requires to be carried out.

Implications for Key Priorities

- 4.6 The project aligns with the Councils Corporate objectives to regenerate our communities and protect vulnerable people.

5. Consultations

- 5.1 Further stakeholder and public engagement will be carried out once the scheme option appraisal has been completed. This will provide members with sufficient information to allow a preferred option to be approved by Cabinet. The development of the preferred scheme will then be able to be progressed.
- 5.2 Consultations with stakeholders and utility suppliers (North Ayrshire Council Planning/Access Officers, Scottish Environmental Protection Agency (SEPA), Scottish National Heritage (SNH), The Royal Society for the Protection of Birds (RSPB), Futurescapes, Scottish Water, ScotiaGas Networks, Scottish Power, BT/Openreach etc.) are on-going.

6. Conclusion

- 6.1 The Upper Garnock Flood Prevention Scheme is progressing well. Two main options are currently being developed further, with a number of key activities programmed to be undertaken prior to determining the preferred scheme.
- 6.2 The public engagement exercise that was carried out in March 2013 indicates a clear preference for the upstream storage solution (Option 2) and support for the way the public engagement exercise was carried out.



CRAIG HATTON
Corporate Director (Development and Environment)

Reference : CH/JS

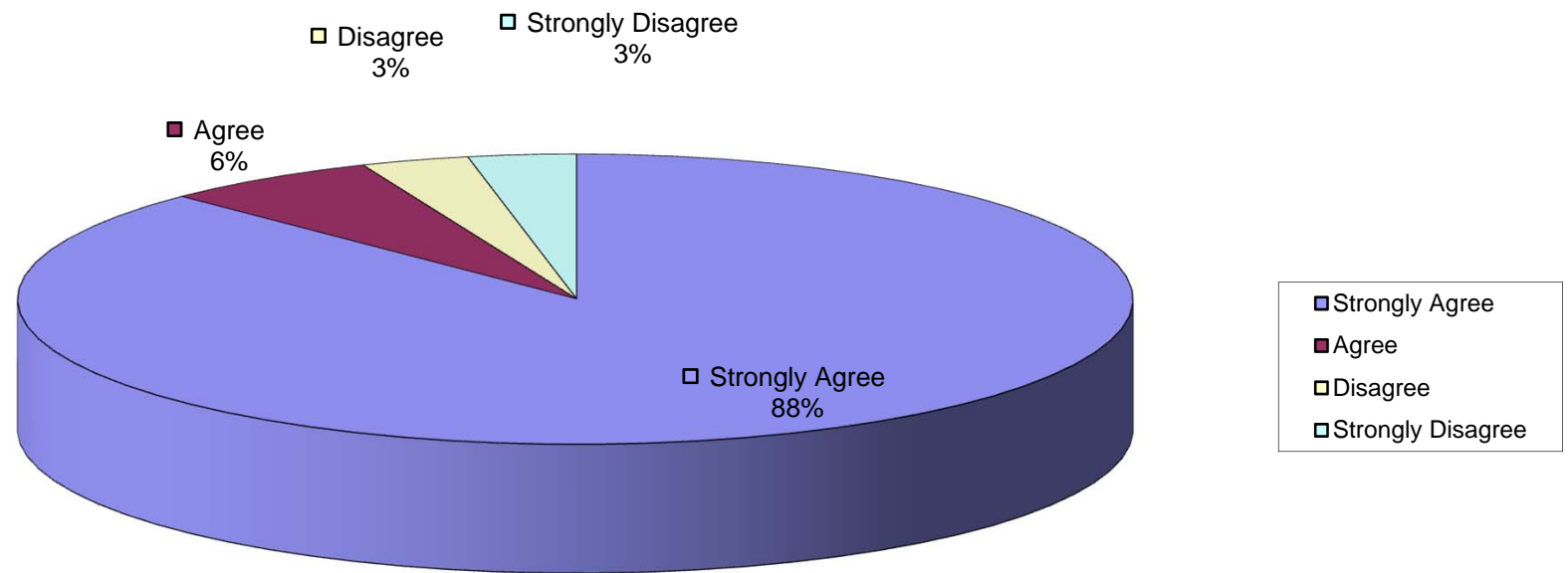
For further information please contact Joe Smith, Senior Manager (Roads & Transportation) on telephone number 01294 225203.

Background Papers

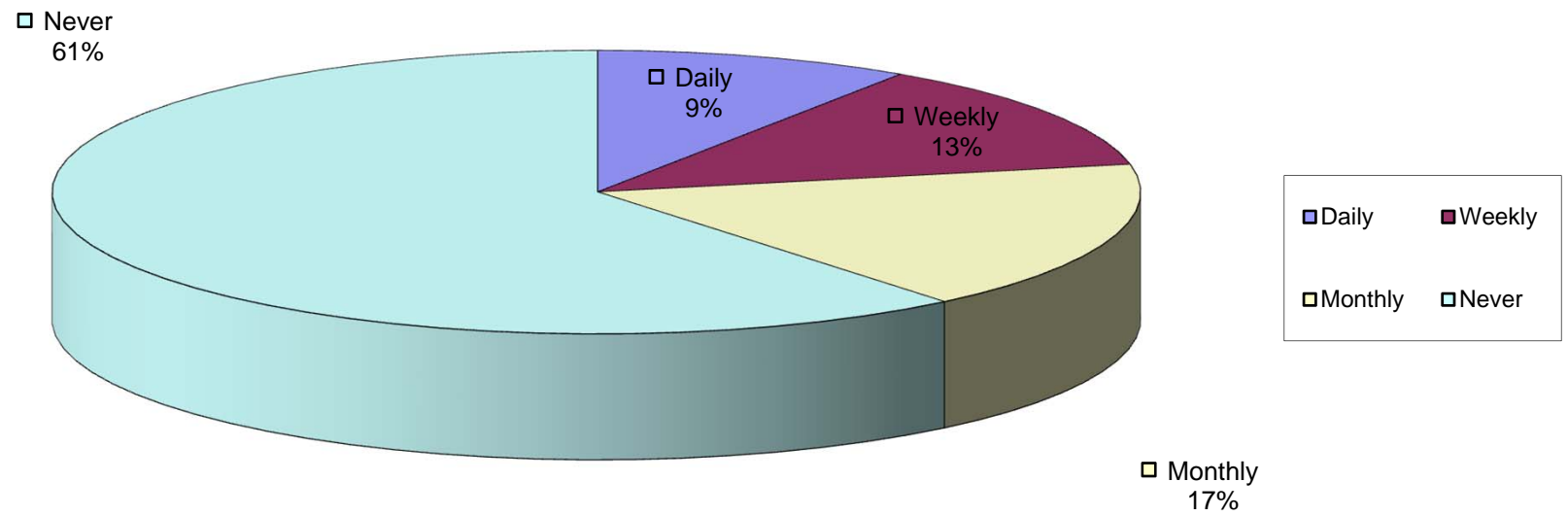
N/A

Ref	Q1 Need of FPS				Q2 Recreational Purposes				Q3 Preference			Q4 Opportunity to comment				Direct Response Req	Comments
	Strongly Agree	Agree	Disagree	Strongly Disagree	Daily	Weekly	Monthly	Never	Option1	Option2	No Preference	Strongly Agree	Agree	Disagree	Strongly Disagree	Y/N	
PE001	1							1		1		1				N	
PE002	1				1					1		1				N	
PE003	1							1		1			1			N	
PE004	1							1		1			1			N	
PE005	1					1				1			1			Y	1.Concerned of lack of privacy due to eath bank proposal behing back gardenn Playingfield area 2. Footbridge at playing feeld is slippy and parapet needs reassessed H&S 3.Purpose of metal Gates? 4 Flood Height measurements behing 36 Kirkland Bridge
PE006	1							1			1		1			Y	Contractor responsibility 2008 flood event
PE007	1							1		1			1			N	
PE008	1							1			1		1			Y	Request to check out overflow from Kilbirnie loch to Powgreen Burn
PE009		1			1					1			1			N	
PE010		1					1			1			1			N	
PE011	1							1		1			1			N	
PE012	1							1			1	1				N	Asking for footbridge to be removed at Mill Court Kilbirnie
PE013	1							1	1				1			N	
PE014	1							1			1	1				N	Asking for footbridge to be removed at Mill Court Kilbirnie
PE015	1					1				1			1			N	Landscape Architect to be involved from early stage
PE016	1							1			1	1				N	
PE017	1							1		1			1			N	Dredging till FPS constructed
PE018	1							1		1			1			N	Asking for footbridge to be removed at Mill Court Kilbirnie
PE019	1				1					1		1				N	Is the Pundavon Burn Considered
PE020	1							1		1		1				N	
PE021	1							1		1		1				N	Fields of 53-59 Knoxville road do not flood from the river therefore would not act as a flood plain
PE022	1						1				1		1			N	
PE023	1						1		1				1			N	
PE024	1							1		1		1				N	
PE025	1							1			1		1			N	concern of time the project will complete
PE026	1							1			1		1			N	
PE027	1						1			1			1			N	
PE028																	Option 2 landowner
PE029	1						1		1			1				N	
PE030	1					1				1			1			N	Dredging till FPS constructed
PE031	1							1		1			1			N	
PE032	1							1		1			1			N	Issue with sewer capacity in the area
PE033		1					1				1		1			Y	Require details of flood storage (expected flood levels , capacity etc)
PE034	1							1		1		1				N	
PE035	1							1		1		1				N	Issue with sewer capacity in the area
PE036	1							1		1			1			N	
PE037	1				1					1				1		?	Complaints
PE038		1				1				1			1			N	
PE039	1							1		1		1				N	
PE040	1				1					1			1			N	Dredging till FPS constructed
PE041	1				1					1			1			N	More maintenance
PE042	1							1		1		1				N	
PE043	1							1		1		1				N	
PE044	1							1		1		1				N	
PE045	1							1		1		1				N	
PE046	1							1		1		1				N	
PE047	1							1		1		1				N	
PE048	1							1		1		1				N	
PE049	1					1				1		1				N	
PE050	1							1		1		1				N	
PE051	1							1		1		1				N	
PE052	1							1		1		1				N	
PE053	1							1		1		1				N	Owner of JW Knox - flooding would effect business
PE054	1						1		1			1				Y-thank you	more infoemation on bridges, concern of mineshafts, reservoir act?
PE055	1						1			1			1			N	Would it be possible to include micro hydro electricity generation?
PE056	1							1		1		1				N	Dredging?
PE057				1		1			1					1	1	Y	No contact about land for option 2!!!!!!
PE058			1			1				1				1		N	
PE059			1				1		1			1				N	
PE060				1		1				1				1		N	council never allow for theses workshops to be on late at night to cater for 12 hour shift workers like myself
PE061	1							1	1				1			N	Having missed the Public exhibition, I am commenting only on the draft plan. The one notable omission is the role of inspection of bridges and defences in flood prevention. This needs to be an assigned role, with a schedule of inspections. Bridges partially blocked by trees are a relatively common factor in flooding, and silting can also be a factor.
PE062	1							1			1		1			N	Given that the scheme is meant to last for the next 100 years I would prefer to go for the belt and braces approach, option 1 wall height with option 2 containment area as well. Given that we are against the clock and almost 5 years have elapsed since the last major flood, could the containment option (with existing walls) not provide a lower cost interim option until the main scheme is approved?
PE063	1							1	1				1			N	
PE064	1						1		1				1			N	The individual flooded twice in the past and feels that high walls will give a better protection.
PE065	1						1		1				1			N	The individual flooded in the past and feels that high walls will give a better protection.
Sum	56	4	2	2	6	8	11	39	10	44	10	29	31	3	1		

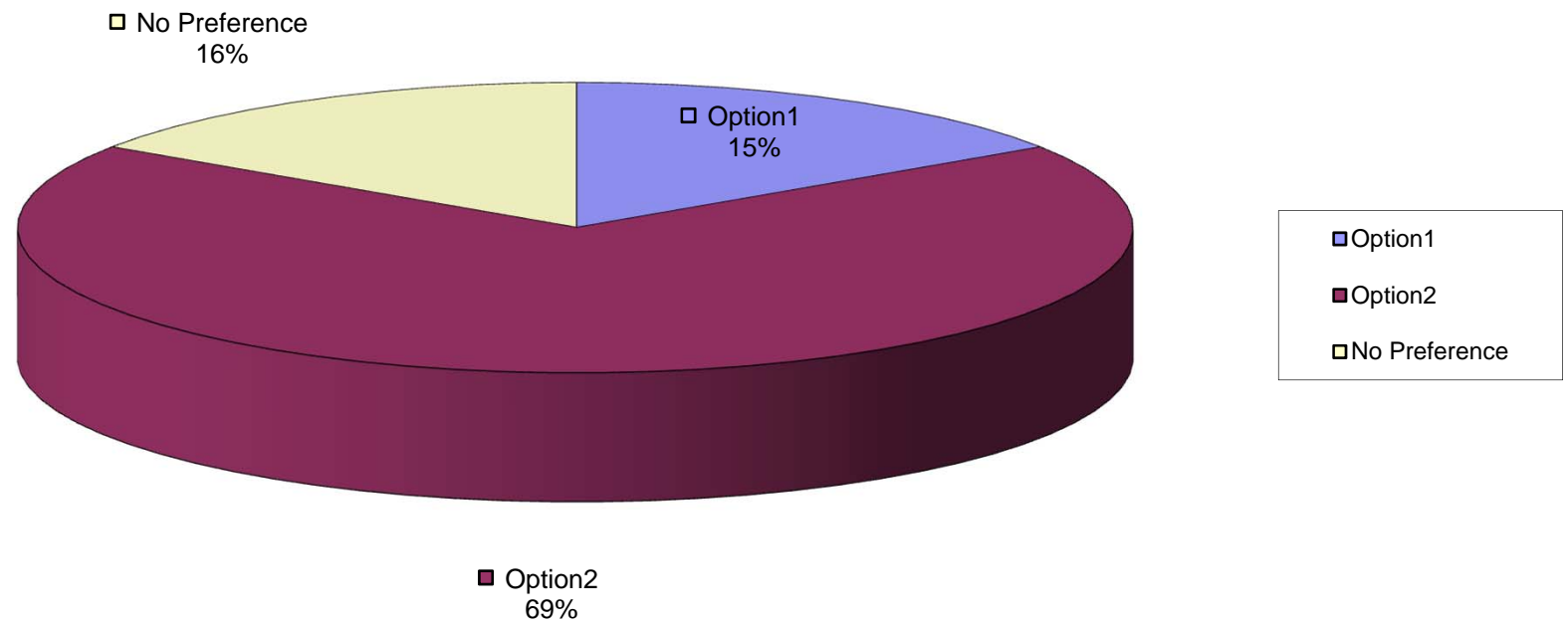
Recognised the need of a Flood Protection Scheme in the Upper Garnock Catchment



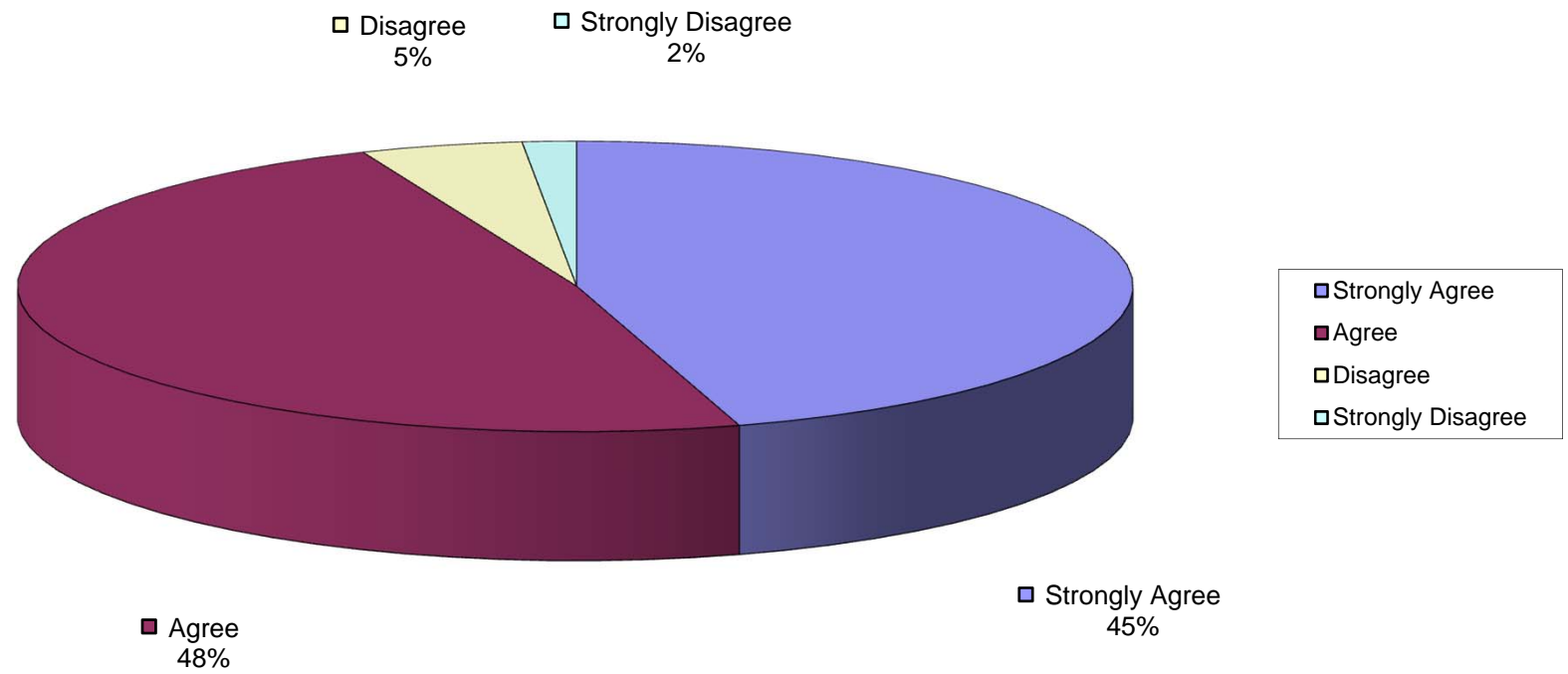
Using the River Garnock for recreational purposes



Preference of Scheme



Opportunity to comment of on the proposals



NORTH AYRSHIRE COUNCIL

Agenda Item 5

13 August 2013

Cabinet

Subject: **Abandoned Shopping Trolley Policy**

Purpose: To adopt Schedule 4 of the Environmental Protection Act 1990 and seek approval of an Abandoned Shopping Trolley Policy.

Recommendation: That the Cabinet agrees to (a) adopt Schedule 4 of the Environmental Protection Act 1990; (b) approve the policy for managing abandoned shopping trolleys throughout North Ayrshire, as set out at Appendix 1, effective from 1 December 2013; and (c) approve the fee of £33 per trolley for removing abandoned shopping trolleys, with this charge to be reviewed annual through the Annual Fees and Charges report presented to Cabinet each year.

1. Introduction

- 1.1 The Council has powers under the Environmental Protection Act 1990 to remove abandoned shopping trolleys from the public realm. The Council is able to levy a charge for the collection, storage, return or disposal of abandoned trolleys.

2. Current Position

- 2.1 In June 1998, a meeting took place with local supermarkets to discuss the issue of abandoned shopping trolleys in and around Irvine. An informal agreement was reached that supermarkets would uplift any abandoned trolleys prior to 11.00 a.m. each day and, thereafter, Streetscene Operatives would check the local area and uplift any further trolleys.
- 2.2 Any shopping trolleys that are collected by Streetscene Operations are removed and stored at a local depot. Once a reasonable number of trolleys has been collected, the supermarkets are notified and asked if they wish to collect them or have them returned.
- 2.3 The supermarkets are charged for the collection, storage, return or disposal of trolleys. The current charge is £16 per trolley. If the supermarkets do not wish the trolleys to be returned, they are then recycled.

- 2.4 Following a meeting of the Irvine Area Committee on 6 September 2012, a review of the informal arrangement and current processes has taken place and the policy attached at Appendix 1 was developed and reviewed by the Environment and Infrastructure Policy Board.
- 2.5 Following the meeting of the Environment and Infrastructure Policy Board on 18 February 2013, the Streetscene service commenced consultation and engagement with stakeholders to receive feedback on the proposed policy, thereby satisfying the legal requirements with regard to consultation set out by the Environmental Protection Act 1990.
- 2.6 Abandoned shopping trolleys are seen to have a negative impact on the visual amenity of the public realm, attract waste and litter, contribute to anti-social behaviour, can cause harm to wildlife and create flood hazards if left in watercourses. Streetscene Operations have continued to remove abandoned shopping trolleys and work in conjunction with supermarkets to reduce the number of abandoned trolleys.
- 2.7 In terms of the Schedule 4 to the 1990 Act, the Council is entitled to fix a charge sufficient to cover the costs of removing, storing and disposing of the trolleys. A review of the costs has taken place by the Operations Manager – Streetscene, which calculates the cost of managing abandoned shopping trolleys to be £33 per trolley. The proposed fee reflects the cost of providing the service and meets the principles of the Council's Charging Policy.
- 2.8 A consultation letter along with a copy of the draft policy was sent to the main supermarkets across North Ayrshire on 26 April 2013. By the closing date of 7 June 2013, responses had been received from ASDA, Tesco and Morrisons. The outcome of this consultation confirmed local supermarkets are keen to engage with the Council in improving environmental conditions by ensuring discarded shopping trolleys are recovered.
- 2.9 Local supermarkets have appointed a contractor to retrieve abandoned trolleys and return them to their stores. The proposed policy gives the supermarkets an opportunity for their own contractor to recover the abandoned trolleys before 11am. It was requested during the consultation period that the 11am cut off is extended to 72 hours; however, officers are of the opinion that the 11am cut off achieves the Council's objectives, which are to improve environmental standards by removing discarded trolleys timeously, whilst continuing to provide stakeholders with adequate opportunity to recover their abandoned trolleys.

- 2.10 In recognising the importance of continuing to work with stakeholders, and to complement the implementation of this policy, arrangements will be put in place to support supermarkets to promote the process by which the public can report abandoned trolleys directly to the supermarkets to allow the timeous recovery of their abandoned trolleys.

3. Proposals

- 3.1 It is proposed that the Council adopts Schedule 4 of the Environmental Protection Act 1990 and approves the abandoned shopping trolley policy, attached in Appendix 1. It is proposed that the policy will come into effect on 1 December 2013.
- 3.2 It is proposed that the Cabinet approves the charge of £33 for removing abandoned shopping trolleys.
- 3.3 It is proposed that the charge is reviewed annually through the Annual Fees and Charges report presented to Cabinet each year.
- 3.4 It is proposed that in accordance with the requirements of Schedule 4 of the Environmental Protection Act, Environment and Related Services publish a public notice giving 3 months notice of the implementation of the policy, thereby enabling the policy to come into effect on 1 December 2013. During this period of notice, operational arrangements will be developed to allow for the introduction of the policy.

4. Implications

Financial Implications

- 4.1 The income to the Council from abandoned trolleys in the last financial year was £3,664, (which was based on a charge of £16 per trolley) for the collection of 229 trolleys. The proposed charge of £33 to be introduced by the policy reflects the costs incurred by the Council.

Human Resource Implications

- 4.2 There are no Human Resource implications.

Legal Implications

- 4.3 The Environmental Protection Act 1990, Section 99 and, Schedule 4 governs the legal process in relation to abandoned trolleys.

Equality Implications

- 4.4 There are no equality implications.

Environmental Implications

- 4.5 The proposed policy, which enables the timeous removal of abandoned shopping trolleys, will contribute to the achievement of the following SOA:

12a our environment is protected and enhanced.

Implications for Key Priorities

- 4.6 There are no implications for key priorities.

5. Consultations

- 5.1 Consultation has taken place with Elected Members through the Irvine Area Committee and Environment and Infrastructure Policy board.
- 5.2 In terms of the 1990 Act, the Council requires to give notice to stakeholders of its intention to apply Schedule 4 of the Act. The required consultation has been carried out and responses noted. Consultation has taken place with colleagues in legal services to ensure the legal parameters of the Environmental Protection Act 1990, Section 99 and Schedule 4 are met.

6. Conclusion

- 6.1 It is recommended that the Cabinet approves the adoption of Schedule 4 of the Environmental Protection Act 1990 and the Abandoned Shopping Trolley Policy allowing Environment and Related Services to take the necessary steps to implement the policy.



CRAIG HATTON
Corporate Director (Development and Environment)

Reference : RM/JA

For further information please contact Russell McCutcheon, Head of Service, Environment and Related Services on telephone number 01294 541514.

Background Papers

Consultation correspondence.

POLICY FOR THE MANAGEMENT OF ABANDONED SHOPPING TROLLEYS

1. Purpose of Policy

- 1.1 To introduce arrangements to manage abandoned shopping trolleys across North Ayrshire.

2. Background

- 2.1 The Council has had an informal agreement in place with local supermarkets for a number of years whereby the supermarkets will uplift any abandoned shopping trolley before 11:00 hrs each day. Thereafter Streetscene Operatives check the local area and uplift any further abandoned trolleys and remove them to storage. The charge for the Council collecting, storing, disposing or returning abandoned shopping trolleys is £16. This charge has not been reviewed since 1998.

3. Legislation

- 3.1 The Environmental Protection Act 1990 Section 99 and Schedule 4 provide the legal parameters around abandoned shopping trolleys.

The Local Authority can under EPA 1990 resolve to apply Schedule 4 in its area. This gives provision to:

- Seize and remove abandoned trolleys;
- Store abandoned trolleys for a period of six weeks;
- Serve notice on anyone who appears to be the owner, within 14 days of removing the trolley, informing them that the trolley will be disposed of if it is not claimed ;
- Sell or dispose of abandoned trolleys after the six week period has expired; and
- Make a charge on the retailer who appears to be the owner to an amount which covers the costs of removal, storage and disposal.

4. Environmental Benefits

- 4.1 The adoption of Schedule 4 of the EPA 1990 will help to minimise and control the number of abandoned shopping trolleys throughout the district. It will encourage retailers to manage and control their assets and work with the Council to do so. Abandoned shopping trolleys are seen to have a negative

impact on the visual amenity of the public realm, attract waste and litter, contribute to anti-social behaviour, and can cause harm to wildlife and create flood hazards if left in watercourses.

5. Stakeholders

5.1 There are a number of stakeholders in relation to abandoned shopping trolleys. Prior to implementing, or carrying out any future review of, the policy the Council will consult and engage with the following stakeholders:

- Retailers;
- Residents;
- Shopping Centre management; and
- Private land owners.

5.2 Prior to the Council approving the proposed policy the EPA 1990 requires the Council to consult with stakeholders. A six week consultation has taken place with local supermarkets and three responses were received. In addition a meeting took place with one of the main supermarkets to hear their views.

5.3 To inform all interested stakeholders a public notice will be placed to provide 3 months' notice of the policy being implemented.

6. Policy

6.1 When an abandoned shopping trolley has been reported to or observed by the Council the following steps will apply:-

6.2 If the trolley is deemed to be in an area in which it might be a hazard the Council will seize it immediately and remove it to a storage facility;

6.3 The Council will not remove an abandoned trolley before 11am each day (unless it is posing a hazard) to allow the supermarkets to collect their trolleys each day and return them to their stores. Any abandoned shopping trolleys on public land not collected by supermarkets or their agents by 11am shall be removed by the Council and taken to its storage facility. The proposed Council policy is therefore more generous than is legally required;

6.4 The Council will record details of each abandoned trolley identifying the time, date and location where it was seized. The Council will notify the owner of the trolley that it had been abandoned and removed.

6.5 The Council shall advise the trolley owner in writing of the removal of the trolley and its location within 14 days of having seized it;

6.6 The trolley owner should, upon payment of agreed fees collect the trolley within six weeks of it being seized; and

- 6.7 If after six weeks the owner has not paid the appropriate fees and collected the trolley the Council can dispose of the trolley as they see fit and charge the trolley owner for the storage and cost of disposal.

7. Removal of trolleys from waterways and difficult locations

- 7.1 Retrieving trolleys from watercourses and difficult to access areas can present significant health and safety risks to those involved. In most circumstances, but in particular where banks are steep or deep water, trolleys should be removed by properly trained personnel / contractors with the correct safety equipment. The Council will work with The Rivers Trust to clear trolleys in these circumstances.
- 7.2 Abandoned shopping trolleys on private land are out with the scope of this policy and will remain the responsibility of the landowner.

8. Implementation of the Policy

- 8.1 Prior to implementing this policy the Council has:
- Met and consulted with supermarkets;
 - Contacted all supermarkets known to provide a trolley service within the Council boundary that may be affected by the introduction of the Abandoned Trolley Policy;
 - Adopted Schedule 4 of the EPA 1990 on a date not less than three months from the date of Resolution;
 - Published details of the policy in at least one local newspaper, indicating the general effect of the policy; and
 - Made arrangements to review the policy at least every 3 years and monitor the number of trolleys to ascertain if adequate and proportionate steps are being taken to reduce the number of abandoned trolleys.
- 8.2 This policy shall come into effect from 1 December 2013.

9. Fees and Charges

- 9.1 The charge for removal, storage, disposal or return of shopping trolleys is £33 per trolley. These charges have been calculated as at July 2013 by Streetscene Management and represent the cost of providing the service.
- 9.2 The charges will be reviewed annually in line with inflation in accordance with the Council's Fees and Charging Policy.

10. Co-operative working between Retailers and the Council

10.1 In order to assist the Council in minimising abandoned shopping trolleys retailers are expected to:

- Clearly label trolleys for ease of owner identification;
- Actively manage ways of minimising the number of trolleys abandoned;
- Provide the Council upon request maps of collection routes and schedules; and
- Retain records of all trolleys reported & collected and provide the Council with such upon request.

10.2 In order to assist retailers in minimising abandoned shopping trolleys the Council will:

- Support retailers in promoting good practice;
- Provide relevant information to retailers with regards trolley locations; and
- Encourage trolley containment schemes / practices.

July 2013

NORTH AYRSHIRE COUNCIL

Agenda Item 6

13 August 2013

Cabinet

Subject: Creative Scotland: Creative Places and Place Partnership Awards

Purpose: To update the Cabinet on progress in relation to Creative Scotland: Creative Places and Place Partnership Awards.

Recommendation: That Cabinet agrees to (a) authorise officers to support the Creative Scotland Creative Place Award 2014 application by Arran for 2014; (b) continue to develop creativity in the Three Towns in preparation for a Creative Place Award application; and (c) continue to work with Creative Scotland in the context of the Creative Scotland Place Partnership, as approved by Cabinet in April 2013.

1. Introduction

- 1.1 Creative Scotland is the national agency for the arts, screen and creative industries. It distributes money from Scottish Government and the National Lottery through a series of funding programmes which allow artists, practitioners and organisations to apply for financial support to develop talent, create new work, and support widening access and participation.
- 1.2 Creative Scotland's Creative Places investment programme aims to "identify, nurture and champion creative talent for the benefit of Scotland". Its objectives are to invest in:-
- Talent;
 - Quality Artistic Production;
 - Access, Audience Development and Participation;
 - The Cultural Economy; and
 - Places and their contribution to a Creative Scotland.

- 1.3 The “Creative Scotland Place Partnerships” provide up to five place partnerships with significant investment attached each year. The partnerships are between Creative Scotland and the Local Authority who will jointly decide on priorities for development and investment. North Ayrshire has been offered investment of up to £200,000 from Creative Scotland to progress an arts and culture action plan. The investment decision was based on the Council’s commitment to a cultural partnership with its communities. Cabinet approved the offer of partnership in April 2013.

2. Current Position

- 2.1 In October 2011, as Creative Scotland launched its first investment strands, North Ayrshire Council agreed to submit three consecutive bids to the “Creative Places” fund, as follows:-

- 2012 - Irvine Harbourside; and support for the West Kilbride Craft Town bid;
- 2013 - Largs and the North Coast; and
- 2014 - The Three Towns.

- 2.2 North Ayrshire was successful in 2012 in the “Creative Place” award investment strand, with West Kilbride winning its category and Irvine being runner-up in the larger towns category. The application in 2013 for Largs and the North coast was unsuccessful.

3. Proposals

- 3.1 North Ayrshire Council works in partnership with a range of arts organisations on Arran to deliver a number of effective arts and cultural opportunities on the island and beyond. A consortium of arts groups on Arran is currently developing a “Creative Places” application for 2014, with excellent, high quality examples from the current baseline of creativity and good ideas in relation to how the investment award would build capacity, increase uptake and benefit the wider community and economy. The extreme weather conditions of early 2013 have strengthened cohesion among the groups on the island and this is being reflected in the bid. The island falls in the population size category where there are fewer applicants and this increases the potential for success. The consortium has invited North Ayrshire Council to be a major partner in the bid.

- 3.2 The initial timetable of applications set out in October 2011, which determined that the local authority would submit three consecutive bids to the Creative Place programme, no longer reflects of the pace at which creativity is developing in North Ayrshire. The cultural partnership between the Council and community groups has successfully resulted in the development of a capacity building approach in many communities, as evidenced by a range of cultural developments. As a result, officers now recommend that opportunities to strengthen community-led applications to the Creative Place programme should be supported.

3.3 It is recommended that:-

- the current Arran consortium bid should be prioritised over the Council's proposed bid in relation to the Three Towns for 2014; and
- the Three Towns bid should be postponed.

3.4 Arts and cultural development is continuing in the Three Towns and the following initiatives will strengthen a submission to the Creative Places programme:

- The Heritage Lottery Fund application for Saltcoats Town Hall has been submitted with an accompanying activity programme;
- The Ardrossan Music Experience is becoming increasingly successful and its impact on the community and in education is widely recognised; and
- The contributions made by, for example, the Ardrossan Castle Heritage Group and the New Cunninghame Art Group will have developed a strong evidence base.

3.5 In addition the Creative Scotland Place Partnership, as summarised in 1.3 above, will assist in strengthening a future bid on behalf of the Three Towns.

3.6 That Cabinet is invited to agree to (a) authorise officers to support the Creative Scotland Creative Place Award 2014 application by Arran for 2014; (b) continue to develop creativity in the Three Towns in preparation for a Creative Place Award application; and (c) continue to work with Creative Scotland in the context of the Creative Scotland Place Partnership, as approved by Cabinet in April 2013.

4. Implications

Financial Implications

4.1 There are no financial implications for the Council in supporting the Arran bid. The Council does, and will continue to, support arts activity on Arran, from core and additional externally sourced budgets.

Human Resource Implications

4.2 There are no Human Resource implications arising from this report.

Legal Implications

4.3 There are no legal implications arising from this report.

Equality Implications

4.4 There are no equality implications arising from this report.

Environmental Implications

- 4.5 Local environments will be improved partly through funding to regenerate “creative places” and also through the increased civic pride being selected as a “Creative Scotland Place Partnership” brings.

Implications for Key Priorities

- 4.6 Information and Culture’s positive relationship with Creative Scotland assists in achieving the following SOA outcomes:
- 3a "opportunities for lifelong learning have increased;"
 - 4a "levels of educational attainment and achievement have improved;"
 - 4b "more young people are leaving school for positive destinations;"
 - 11a "levels of voluntary action and community involvement have increased;" and
 - 11b "partnership working between the public, community and voluntary sector has improved".

5. Consultations

- 5.1 Consultations have taken place with a range of partners throughout the development of the cultural partnership in North Ayrshire and this is evidenced by the proposed partnership within the Arran consortium “Creative Places” bid for 2014.

6. Conclusion

- 6.1 It is proposed that Cabinet agrees the postponement of the Three Town Creative Place Award application and supports the application currently being developed by the arts community in Arran.



CAROL KIRK
Corporate Director (Education and Skills)

Reference : AS/JN

For further information please contact Audrey Sutton, Head of Community and Culture (Education and Skills) on telephone number 01294 324414

Background Papers

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NORTH AYRSHIRE COUNCIL

Agenda Item 7

13 August 2013

Cabinet

Subject: **Revocation of the Demolition Order at 20
Castlepark Drive, Fairlie.**

Purpose: To report to the Cabinet the condition of the property
at 20 Castlepark Drive, Fairlie.

Recommendation: That the Cabinet approve the removal of the
Demolition Order.

1. Introduction

- 1.1 On 23 June 2009, the former Executive approved the serving of a Demolition Order over the above property as it failed to meet a condition that was compliant with the recognised Tolerable Standard as defined by the Housing (Scotland) Act 2006.

2. Current Position

- 2.1 The Council has recently undertaken an inspection of the property and can advise that the required reinstatement work is now complete and that the property now complies with the definition of the Tolerable Standard.

3. Proposals

- 3.1 It is proposed that the Demolition Order is now revoked.

4. Implications

Financial Implications

- 4.1 Upon removal of the Demolition Order the property will no longer be exempt from paying Council Tax.

Human Resource Implications

- 4.2 None

Legal Implications

- 4.3 None

Equality Implications

4.4 None

Environmental Implications

4.5 None

Implications for Key Priorities

4.6 None

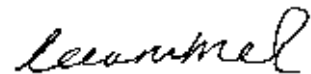
5. Consultations

5.1 The owner of the property has been consulted in relation to the removal of the Demolition Order.

5.2 In order to remove the Council Tax exemption, the Ayrshire Valuation Joint Board will be advised of the removal of the Demolition Order.

6. Conclusion

6.1 The Cabinet is asked to approve the Revocation of the Demolition Order.



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

Reference : DT

For further information please contact David Tate, Senior Manager (Housing, Assets & Investments) on telephone number 01294 225051.

Background Papers

None

NORTH AYRSHIRE COUNCIL

Agenda Item 8

13 August 2013

Cabinet

Subject: **Council Tax and Non-Domestic Rates Write off 2012-13**

Purpose: To advise Cabinet of the write off Council Tax and Non-Domestic Rates debts during 2012-13, as set out in Appendices 1 and 2.

Recommendation: That Cabinet homologates the write off of Council Tax and Non-Domestic Rates for 2012-13, as set out in Appendices 1 and 2.

1. Introduction

1.1 Council policy outlines the conditions under which debt may be written off:

- Deceased, with no funds in the estate
- Sequestration
- Sheriff Officer recommendation (Non-Domestic Rates only)
- Small balances

1.2 All Council Tax and Non-Domestic Rates accounts go through a full recovery process. However sometimes during this process information is received that confirms that the debt is unlikely to be recovered or that continued recovery action is inappropriate. Current practice is that when a case meets the criteria for write-off Member approval is sought. Debt, as outlined at Appendix 1 and 2, has been written off as part of the closure of the annual accounts.

1.3 Sheriff Officer recommendations in respect of the write-off of debt only apply to Non-Domestic Rates. Any funds subsequently recovered after write off, for example from a trustee following sequestration, are brought into account.

2. Current Position

2.1 Appendix 1 shows that £381,615.44 of Non-Domestic Rates debt was written off during the financial year 2012-13, this compares to £753,461 in 2011-12. The debts cover the 2010-11 to 2012-13 financial years.

- 2.2 Appendix 2 shows that £211,264.34 of Council Tax debt was written off during the financial year 2012-13, this compares to £264,811.53 in 2011-12. The debts cover the 2007-08 to 2012-13 financial years.

3. Proposals

- 3.1 Cabinet is asked to homologate the write off Council Tax and Non-Domestic Rates debt, as set out in Appendices 1 and 2.

4. Implications

Financial Implications

- 4.1 Write off of any income due to the Council reduces available resources. Full provision for these bad debts has already been made in the Council's accounts. Any sums subsequently recovered are brought into account as additional income when received. The sums reported for Council Tax include amounts due to Scottish Water for water and wastewater charges. Non-domestic rates bad debts are met in full by the Scottish Non-Domestic Rates pool.

Human Resource Implications

- 4.2 None

Legal Implications

- 4.3 None

Equality Implications

- 4.4 None

Environmental Implications

- 4.5 None

Implications for Key Priorities

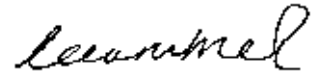
- 4.6 None

5. Consultations

- 5.1 There has been no consultation on these proposals.

6. Conclusion

- 6.1 Homologation of the write off as set out in appendices 1 and 2 will allow the Debt Recovery Team and Non-Domestic Rates team to focus on the recovery of recoverable debt that will maximise the collection levels of the Council.



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact Stephen Humphries Senior Manager
Revenues & Benefits on 01294 324527

Background Papers

Council Tax abstract of accounts 2011-12

Non-Domestic Rates abstract of accounts 2011-12

Appendix 1

**North Ayrshire Council
Write off
Business Rates and Statutory Additions 2012-13**

Specific Debts

Year of Account	Business Rates £	Statutory Additions £	Total Written Off £
2010-11	52,270.00	3,845.39	56,115.39
2011-12	170,550.23	13,885.53	184,435.76
2012-13	132,912.48	8,151.81	141,064.29
Total	355,732.71	25,882.73	381,615.44

Appendix 2

North Ayrshire Council Council Tax and Statutory Additions 2012-13

Year of Account	Deceased (No Funds)	Sequestration and Trust Deed	Miscellaneous Small Balances	Total Written Off
	£	£	£	£
2007	14,050.53	8,252.42	800.96	23,103.91
2008	15,124.29	14,840.78	- 467.07	29,498.00
2009	18,804.10	18,169.62	- 9.93	36,963.79
2010	19,133.76	30,548.51	-2,008.52	47,673.75
2011	21,299.18	36,874.77	-1,039.49	57,134.46
2012	9,425.31	7,520.66	- 55.54	16,890.43
Total	97,837.17	116,206.76	-2,779.59	211,264.34

NORTH AYRSHIRE COUNCIL

Agenda Item 9

13 August 2013

Cabinet

Subject: Tenant Satisfaction Survey

Purpose: To advise the Cabinet members of the results of the 2013 Tenant Satisfaction Survey.

Recommendation: That the Cabinet agrees (a) to accept the findings of the survey; (b) that a summary of the findings be issued to tenants, staff and other stakeholders; and (c) that an action plan be developed to address areas with lower levels of satisfaction.

1. Introduction

1.1 The Council, through the Tenant Participation Strategy, provides various opportunities for tenants to express their views on housing and related services. Examples of these are:-

- Tenant Conferences
- Tenant and Resident Association
- North Ayrshire Tenants and Resident Network
- Service Improvement Groups
- Sheltered Housing Forum
- Focus Groups
- Mystery Shopping

1.2 The former Executive of the Council agreed that the service should periodically undertake a Tenant Satisfaction Survey to supplement the work already being carried out and to allow the Service the opportunity to reach a wider audience. Surveys were carried out in 2006, 2008, 2011 and 2013.

1.3 This report outlines the result of the independent survey carried out during January and February 2013.

1.4 Scotland's first Social Housing Charter came into force in April 2012. It sets outcomes and standards social landlords should achieve for all their customers. A new independent Scottish Housing Regulator came in to force on the 1 April 2011 and it is the role of the Regulator to assess landlords' performance against the standards. The implementation of the Scottish Social Housing charter has given tenants a greater role in scrutinising services. It is, therefore, important that we continue to provide opportunities for tenants to express their views on the Council's landlord services.

2. Current Position

2.1 Following a tendering process, Research Resource (Market Research Company) carried out the survey on behalf of the Council. The survey was undertaken using a face to face survey methodology. Tenants were involved in the questionnaire design process. A total of 1,402 interviews were completed. The sample was designed to ensure that interviews were achieved across all localities. The main objective of the survey was to seek tenants' views on a range of issues. Furthermore, it was designed to track information on policy and service delivery over time and inform future policy and service development. Views were obtained in the following areas:-

- Customer care
- Estate management services
- Antisocial Behaviour services
- Rent Collection and Arrears
- Council Tax, Housing Benefit and Welfare Reform
- Allocations and Transfers
- Repairs and Capital Programme
- Tenant Participation
- Rehousing Services
- Grounds Maintenance
- Satisfaction with Neighbourhood
- Service Standards
- Equal Opportunities
- Information provided by Council

2.2 The Survey data has been analysed and reported on in a number of ways. Comparative analysis has been carried out in comparison to the organisation's 2006, 2008 and 2011 tenant surveys. In the 2013 the 5 point rating scale for satisfaction questions was changed to meet the requirements of the Scottish Housing Regulator. Previously, North Ayrshire had asked tenants whether the service they received was 'excellent', 'good', 'fair', 'poor', or 'very poor'. This has now been changed to very or fairly satisfied, neither satisfied nor dissatisfied and very or fairly dissatisfied in 2013.

2.3 Summary of Key Findings

The main findings of the survey are detailed below. The figures from the last survey carried out in 2011 have been listed to show areas where there has been significant improvement.

Overall Satisfaction

91% of tenants were either very or fairly satisfied with the Council as their landlord.

Customer Care

Satisfaction levels are high for all aspects of the telephone service, ranging from 85% in terms of the quality of advice and assistance given to 88% for the helpfulness of the member of staff. The table below shows the changes in percentages from 2011 survey.

Satisfaction with telephone contact:

	2011	2013	Change
The helpfulness of the reception staff	83%	89%	+6%
The length of time it took to speak to the relevant member of staff	82%	89%	+7%
The member of staff identified themselves over the phone	83%	91%	+8%
The helpfulness of the member of staff	67%	88%	+21%
The quality of advice and assistance given	59%	85%	+26%

Satisfaction with office visits:

	2011	2013	Change
Ease of access to the building	91%	100%	+9%
The privacy of your discussions	91%	100%	+9%
The member of staff wearing ID badge	97%	100%	+3%
Knowledge of staff	88%	100%	+12%
Politeness of staff	88%	100%	+12%
Overall customer care provided	-	98%	-

Estate Management

- 93% of respondents were satisfied with the landlord's management of the neighbourhood.
- 80% of respondents were aware of how to report a complaint of antisocial behaviour. This figure has increased from 76% reported in 2011.
- 5% (52) of respondents had reported an antisocial complaint in the last 12 months.

	2011	2013	Change
Ease of reporting	80%	87%	+7%
Way the complaint was dealt with	49%	67%	+18%
How you were kept informed of progress	48%	65%	+17%
Outcome of the complaint	43%	52%	+9%

Community alarm/alert system

- 96% of tenants were satisfied with the response received when they used the community alarm/alert system. This is an increase of 3% from the 2011 survey.

Rent Collection and Housing Benefit

- 45% of respondents said they were aware if they had rent arrears that North Ayrshire Council may offer them debt advice or referrals to other agencies.
- only 1% of tenants thought North Ayrshire Council would evict them if they were having difficulty paying their rent. This is a reduction of 11% since the 2011 survey.

Value for Money

- Almost 8 out of 10 (79%) tenants feel the rent for their property represents good value for money.

Council Tax, Housing Benefit and Welfare Reform**Council Tax**

- 91% of tenants were satisfied with the service provided at the Council Tax office. This figure has increased by 8% since the 2011 survey.

Housing Benefit Service

- 96% of tenants were satisfied with the service provided by the Housing Benefit service. This is an increase of 17% from the 2011 survey.

Welfare Reform

- 49% of tenants were aware of changes to Housing Benefit due to Welfare Reform:
- 72% were aware of reduced housing benefit due to under occupation
- 60% were aware of a cap on the maximum amount of housing benefit people can receive
- 62% were aware that housing benefit will be paid directly to tenants rather than to the Council

Applications for housing

- 70% were aware that the North Ayrshire Housing Register is a shared housing register with other landlords.
- 76% were aware that all of the landlords on the NAHR assess applications in the same way
- 77% were satisfied with the information made available in the applicants pack about the NAHR

The Home

New tenants - standard of the home when moving in

- 71% of respondents were satisfied with the standard of their home when they moved in

Satisfaction with major works

- 59% of respondents had some form of major works carried out by the Council in the past three years. Overall satisfaction with the major works service is very high
- 96% of tenants were satisfied with the service

Satisfaction is high, most significantly so with regard to the 'Customer Care' aspects of the work such as:

- The helpfulness of the Council staff involved (99%)
- Contact with the Customer Liaison Team (99%)
- Workmen introducing themselves and showing ID (99%)
- The attitude of the tradesmen involved (99%)
- Follow up service (98%)

The Repairs Service

Ease of reporting a repair

- 99% of tenants found reporting a repair to the Council straight forward. 84.5% of which found the process very easy.

Repairs Service satisfaction

- Overall satisfaction with the Repairs Service is very high, with 93% satisfied with the service provided the last time they had a repair carried out in their home.

Satisfaction was highest in terms of:

- The helpfulness of the Council staff involved (98%)
- Workmen introduced themselves and showing ID (98%)
- The attitude of the tradesmen involved (97%)
- Workmen tidying up (96%)

Tenant Participation and Information

- Satisfaction is very high in terms of tenants being kept informed about North Ayrshire Council services and decisions with 97% rating this as very good or good.
- This has increased from 83% since the 2011 survey.
- 93% of respondents rated Tenancy Matters as very good or good.
- 93% of respondents rates the council website as very good or good. This is an increase of 13% since the 2011 survey.

Satisfaction with opportunities for participation

- Almost 9 out of 10 tenants (89%) were satisfied with the opportunities given to them to participate in the Council decision making processes. This is an increase of 20% since the 2011 survey.

Service Priorities

- Respondents were provided with a list of services provided by North Ayrshire Council as their landlord and asked to select their top 3 priorities. The overview priority for tenants is:
- The day to day repairs service
- Managing the common areas around your home
- Planned improvements to your home.

The table below provides a comparison with the results of the 2006, 2008 and 2011 surveys:

Key Results	2006	2008	2011	2013
Overall satisfaction with Council as landlord	71%	70%	83%	91%
Satisfaction with helpfulness of reception staff	72%	77%	88%	82%
Satisfaction with management of the neighbourhood	-	-	-	93%
Taking account of tenants' views	60%	64%	69%	89%
Information about NAHR in applicants packs	36%	50%	66%	76%
Ease of reporting antisocial behaviour	80%	76%	80%	87%
Outcome of antisocial behaviour complaint	43%	34%	43%	52%

2.4 The table below provides an overview of performance against the Scottish Social Housing Indicators

Scottish Social Housing Charter indicators Indicator	Percentage satisfied
Indicator 1 - Percentage satisfied with the overall service provided by their landlord	91%
Indicator 3 - Percentage of tenants who feel their landlord is good at keeping them informed about ours services and decisions	97%
Indicator 6 - Percentage of tenants satisfied with the opportunities given to them to participation in their landlords decision making processes	89%
Indicator 10 - Percentage of tenants satisfied with the quality of their home	92%
Indicator 16 - Percentage of tenants have had repairs of maintenance carried out in last 12 months satisfied with the repairs and maintenance service	93%
Indicator 17 - Percentage of tenants satisfied with the management of the neighbourhood they live in	93%
Indicator 29 - Percentage of tenants who feel that the rent for their property represents good value for money	79%
Indicator 37 - Percentage of gypsies / travellers satisfied with the landlord's management of the site.	100%

2.5 Key Positive Messages

2.5.1 The results of the 2013 survey reveal that in general, the Council is performing to a high standard. The following points show the key highlights from the 2013 survey and include areas of high achievement and improvements in satisfaction since the last survey, which was undertaken in 2011:

2.5.2 Satisfaction with the telephone service is high and has increased since 2011 for all aspects. In particular, significant increases in satisfaction can be seen regarding the helpfulness of staff and the quality of advice and assistance given.

2.5.3 Those who had used the Council's Tenancy Support Service rated it highly with 99% stating the service they received was 'very good' or 'good' which is an increase on the results from 2011 (85%).

2.5.4 The majority of respondents who reported an antisocial behaviour complaint were satisfied with the way the Council dealt with their complaint. Satisfaction has increased significantly in terms of the way antisocial behaviour complaints are dealt with (increased by 18 percentage points) and how tenants are kept informed of progress (increased by 17 percentage points) since 2011.

- 2.5.5 Respondents who had used the Council's housing benefit service were asked to rate the service received. Satisfaction has increased from 79% in 2011 to 96% in 2013.
- 2.5.6 New applicants were asked for their opinions on the applicants pack. Satisfaction with the information made available in the pack has increased for 66% in 2011 to 76% in 2013.
- 2.5.7 Those who have had major works completed to their property were asked how satisfied they were with the various aspects of the service they received. Satisfaction has increased universally for all aspects of the service, and most considerably in terms of the workmen tidying up (increased by 14 percentage points), the quality of repairs carried out (increased by 13% points) and the follow up service (increased by 12 percentage points).
- 2.5.8 On a similar note, tenant opinion on the repairs service has also seen significant improvement and again satisfaction has increased the most in terms of the workmen tidying up (increased by 15 percentage points) and the follow up service (increased by 16 percentage points).
- 2.5.9 The vast majority of tenants felt that the Council is very good or good at keeping them informed about its activities and services (97%). This is an increase on the result from 2011 (83%).
- 2.5.10 In terms of participation, awareness levels have increased in terms of how to become a member of a Tenants or Residents Association in North Ayrshire from 38% in 2011 to 46% in 2013.
- 2.5.11 Whilst satisfaction levels are good across the majority of services there are areas with higher percentages of tenants stating they are service fairly dissatisfied and very dissatisfied or there was low awareness of services. The key areas for improvement are:
- Raise awareness of home visits for older tenants or those with a disability
 - Raise awareness of service standards
 - Raise awareness of help and assistance available to tenants in relation to rent arrears
 - Raise awareness of tenancy support services
- 2.6 An action plan will be developed to improve the % rating in these areas where dissatisfaction has been highlighted.

3. Proposals

- 3.1 That the Cabinet agrees (a) to accept the findings of the survey; (b) that the findings be discussed with the Tenants and Residents Networks and that a summary of the findings be issued to tenants in a future edition of Tenancy Matters and to staff and other stakeholders; and (c) that an action plan be developed in conjunction with the Tenants and Resident Network and other Services to address areas with lower levels of satisfaction.

4. Implications

4.1 Financial Implications

There are no financial implications.

4.2 Human Resource Implications

There are no human resource implications to this report.

4.3 Legal Implications

There are no implications.

4.4 Equality Implications

There are no equality implications to this report.

4.5 Environmental Implications

There are no environmental implications to this report.

4.6 Implications for Key Priorities

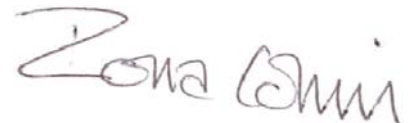
This report will contribute to the Councils key priorities (operate more effectively and efficiently).

5. Consultations

- 5.1 Consultation has been carried out with Finance and Property, Building Services and Benefits Services. Tenant representatives from the Editorial Panel were also consulted and involved in the questionnaire design process.

6. Conclusion

- 6.1 The 2013 Tenant Satisfaction Survey represents a very positive survey for the Council, with indications of significant positive changes in many aspects of the services delivered for tenants across the Council. Notably, overall rating of the Council has increased significantly since 2006. The results of the survey allow the Council to be aware of the extent to which the housing service is meeting the needs, aspirations and expectations of customers. It allows us to address any areas of concern, target improvements and ensure we successfully deliver the outcomes outlined in the Scottish Social Housing Charter.



IONA COLVIN

Corporate Director (Social Services and Health)

Reference :

For further information please contact Marianne McManus, Divisional Manager on telephone number 01294 602611.

Background Papers

A copy of the full survey and Executive Summare are available by contacting the above officer

NORTH AYRSHIRE COUNCIL

Agenda Item 10

13 August 2013

Cabinet

Subject: Children and Young People (Scotland) Bill : Call for Written Evidence.

Purpose: To seek retrospective approval for evidence submission.

Recommendation: That the Cabinet approves the statement submitted on behalf of North Ayrshire Council, as set out at Appendix A.

1. Introduction

1.1 The Children and Young People (Scotland) Bill was introduced to the Parliament on 17 April 2013. The aspiration of the Government is for Scotland to be the best place to grow up in. The stated objective of the Bill is to realise this ambition by putting children at the heart of planning and delivery of services and ensuring their rights are respected across the public sector.

1.2 Specifically the Bill aims to :-

- "Ensure that children's rights properly influence the design and delivery of policies and services by placing new duties on the Scottish Ministers and the public sector and by increasing the powers of Scotland's Commissioner for Children and Young People;
- Improve the way services support children and families by promoting co-operation between services, with the child at the centre;
- Strengthen the role of early years support in children's and families' lives by increasing the amount of flexibility of funded early learning and child care;
- Ensure better permanence planning for looked after children by improving support for kinship carers, families and car leavers, extending corporate parenting across the public sector, and putting Scotland's National Adoption Register on a statutory footing; and
- Strengthen existing legislation that affects children and young people by making procedural and technical changes in the areas of children's hearing support arrangements, secure accommodation placements, and school closures".

2. Current Position

- 2.1 The Education and Culture Committee is leading the scrutiny of this Bill and called for written evidence to be submitted by 26 July 2013. The draft submission is attached at Appendix A. This has been submitted subject to approval by Cabinet.
- 2.2 In addition to scrutiny through the Education and Culture Committee, there will be further scrutiny by the Local Government & Regeneration Committee and by the Finance Committee. A detailed response regarding the many financial implications of the Bill is being prepared by the Corporate Director for Finance and will be subject to a separate report to Cabinet.

3. Proposals

- 3.1 Appendix A outlines the draft response to the Bill.

Part 1 - Children's Rights

- 3.2 The focus on children's rights are welcomed although further clarification is sought around some of the wording of the Bill, and how the variety of scrutiny mechanisms will be co-ordinated.

Part 2 - Investigation by the Commissioner

- 3.3 We welcome the new powers to allow the Commissioner to undertake investigations but would welcome clarification on how this will relate to existing mechanisms particularly the ASN Act (Scotland) 2004, Revised 2009, which offers parents and young people opportunities to challenge providers about their education, care and welfare and includes dispute resolution, mediation as well as the ASN Tribunal.

Part 3 - Children's Service Planning

- 3.4 We support the proposal to align children's services planning and the requirement for all agencies concerned with children to contribute. However, this section of the Bill introduces default powers for Scottish Ministers allowing them to intervene directly with Local Authorities and Health Boards who do not conform with the specific requirements. This has significant implications for local government which were not clear throughout the consultation process. We understand this legislation would give Scottish Ministers intervention functions without further primary legislation.

Part 4 - Provision of Named Person

- 3.5 We welcome the named person as defined, however we believe that this should be defined by the services and not directed in legislation. The legislation names health visitors for pre-school children and local authorities for school age children. This misses the role of early years staff. The Bill does not identify the named person for children educated at home.

Part 5 - Child's Plan

- 3.6 We welcome the development of the Child's Plan where a wellbeing need has been identified but believe the opportunity could have been taken to simplify planning in relation to the ASN legislation.

Part 6 - Early Learning and Childcare

- 3.7 We welcome the extension of universal early education and care provision and have some specific comments regarding the challenges for rural areas.

Part 7 - Corporate Parenting

- 3.8 We welcome the extension of corporate parenting responsibilities but would question why we need a separate plan rather than this being integrated within the Children's Services Plan.

Part 10 - Support for Kinship Care

- 3.9 In general we support the Kinship Care measures but have some questions regarding the definition of an "eligible child" which may widen our financial responsibilities; and around how Kinship Care Orders will be used and the likelihood of uptake given the absence of ongoing payment for those children on orders.
- 3.10 This part of the legislation also includes a duty for local authorities to provide family group counselling services to children who are at risk of coming into care or who are on a "relevant order". We have raised a number of issues regarding these measures. There are main concerns :-
- (i) Family mediation or group conferencing support is being imposed with no additional resource on an ongoing basis for all children at risk of care. This is significant additional work.
 - (ii) The "qualifying person" for kinship care has been extended to include "a friend or acquaintance of a person related to the child". This needs further definition.

- (iii) The Bill also allows Scottish Ministers to make further provisions around Kinship Care. While this may be desirable, it is likely to have a direct financial impact on local authorities without any requirement for consultation.

4. Implications

Financial Implications

- 4.1 The financial implications for the Council are significant and will be subject to a separate report.

Human Resource Implications

- 4.2 The legislation extends the range of services required with Education and Social Services and may impact on the duties of specific posts.

Legal Implications

- 4.3 This legislation will directly affect a number of other areas of legislation.

Equality Implications

- 4.4 This legislation extends children's rights.

Environmental Implications

- 4.5 There are no environmental implications

Implications for Key Priorities

- 4.6 This legislation fits with the key priorities of the Council in relation to children.

5. Consultations

- 5.1 As the legislation has developed there have been consultation sessions for staff and service users affected.

6. Conclusion

- 6.1 Cabinet is asked to consider the contents of this report and agree to endorse the submission retrospectively.

A handwritten signature in purple ink that reads "Iona Colvin".

IONA COLVIN

Corporate Director (Social Services and Health)

Reference : IC/KA

For further information please contact Iona Colvin, Corporate Director (Social Services & Health) on telephone number 01294 317723.

Background Papers

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North Ayrshire Council: Written Evidence

Children and Young People (Scotland) Bill

Part 1 Children's Rights

1. It will be important to recognise that the key drivers for children's rights are cultural and attitudinal. Although legislation will support this, there is a broader agenda of promoting children's rights and providing genuine opportunities for having their individual and collective voices heard in all decisions which affect them.
2. While welcoming the focus on children's rights we require greater clarity on what is meant by 'give better or further effect to children's rights'. This duty appears to be a duty to report on steps taken rather than a verification that policies are compliant with UNCRC or that they are having an impact on the lives of children. A three year timeframe to ensure that authorities are implementing UNCRC in full would give a sharper focus.
3. There is already a range of scrutiny and audit activities in place ie Children's Services Inspections, Audit Scotland CPP Audits, which could be used to provide a picture of how authorities are progressing. We do not believe that an additional reporting mechanism is required.

Part 2 Investigation by the Commissioner

4. While we welcome the ability of the Commissioner to undertake general or individual investigations and note that this would only be if it did not duplicate work that is the function of another person, this is in the context of an already crowded and confusing landscape. The ASN Act (Scotland) 2004 Revised 2009, offers parents and young people opportunities to challenge providers about their education, care and welfare and includes dispute resolution, mediation as well as the ASN Tribunal. The Children's Hearing System in Scotland offers children and families the opportunity to have their voice heard within that context and legally binding decisions can be made that will ensure effective provision is implemented. Local authorities also have well established complaints procedures which are available to parents, children and young people. It may have been helpful to consider how a single protection of rights based on GIRFEC could ease some of the complexities inherent in the current system rather than adding to them.

Part 3 Children's Services Planning

5. We support the requirement, the aims and the process indicated for the Children's Services Plan. However, in section 13, we believe that the primary aim should be to focus on the outcomes for children and young people.
6. In relation to guidance in Children's Services Planning, it would be important to ensure that there are long term evaluations rather than reportable short term proxy measures which may divert attention from the long term aims of the legislation. We have significant concerns around section 17 and the default powers of the Scottish Ministers. This appears to be focussed on the role of Scottish Ministers to change structures and to direct resources rather than a consultative and mediation role where they feel that Councils and Health Boards are not achieving the outcomes required for children.

We believe this has significant implications for local government which were not clear in the consultation process. We understand that this legislation would give Scottish Ministers the power to intervene in local government and health service functions without further primary legislation. We believe this would be fully discussed with the relevant stakeholders and welcome the government's decision to undertake specific consultation on this aspect of the Bill.

Part 4 Provision of Named Person

7. We agree with the named person function as defined, however, we believe that this should be for the service to identify an appropriate person with appropriate qualifications and not to be directed by the Scottish Ministers as outlined in 58, subsection 2 and 3. However in the majority of circumstances a named person would be an education professional. The duty for them would be to be aware of risks, assess needs and identify concerns as well as co-ordinate and seek the views of others, plan and record are significant. The core function of education professionals is to teach children and while the profession recognises their responsibilities to provide pastoral support and ensure that within this proposed legislative framework children's well-being is paramount, issues of capacity to undertake the role and responsibility of the named person remain.
8. In relation to pre-school children, it would seem more appropriate that where children are taking up their entitlement to early education and care provision, which will increase, that this service should provide the named person for children aged three years and over. This makes more sense as over 90% of children take up their full entitlement and are seen on a daily basis by professional staff. Where this is not the case it would be appropriate for the named person to remain the Health Visitor.
9. We are concerned that in terms of allocating a named person, despite the fact that the Bill is quite clear that the named person function cannot be carried out by the parent of the child or young person, that the Bill remains silent on who the named person for children educated at home may be. It would be helpful to have clear direction for this.
10. We particularly welcome the duty to help the named person placed on a wider range of organisations.

Part 5 Child's Plan

11. We fully support the development of a Child's Plan where a wellbeing need has been identified. We recognise that paragraph 83, sub section 1, it is important that the Child's Plan includes a statement of the child's wellbeing and that the targeted intervention which requires to be provided in relation to the child to address the wellbeing need. It will be important that the guidance recognises and supports this straightforward and practical approach to the development of a Child's Plan and they do not become too bureaucratic or onerous. Our concerns remain that the opportunity has not been taken to appropriately simplify planning in relation to the additional support for learning legislation and care planning.

Part 6 Early Learning and Childcare

12. We welcome the extension of universal early education and care provision. We would wish to see greater flexibility in how this is delivered but believe that the parameters of a minimum of 2.5 hours and a maximum of 8 hours are appropriate. While greater flexibility and choice may

be able to be delivered in the large urban areas with large private sector providers this could be challenging in rural areas or areas where partner nurseries are mainly in the voluntary sector. Many local enterprise and voluntary early years providers have ceased trading over the last year which means that local authorities are picking up greater costs for this.

13. Concern has also been expressed by private sector providers regarding the loss of income from top up payments made by parents. This may impact on costs to local authorities.
14. A key issue will be increasing the provision whilst maintaining the quality.

Part 7 Corporate Parenting

15. We support the clarification of the concept of corporate parenting. It is helpful that this is more directly specified and the authorities to which it applies identified clearly. It is also important that these groups are planning together to ensure that all services are focussed on the wellbeing of these children who are our responsibility. However, it is a concern that yet another plan is required for this and there should be greater emphasis on this being an integrated part of the Children's Services Plan.

Part 10 – Support for Kinship Care

16. **64 (2)** The Bill specifies “kinship care assistance” as a duty upon local authorities to make available for those who are deemed eligible.

“Kinship care assistance” is noted as being:-
 - Counselling, advice or information
 - Financial support – or support in kind
17. Currently North Ayrshire Council do make provision under the areas above for those who are eligible under our kinship care arrangements and indeed have extended our provision as the need has increased.
18. However, the Bill also indicates:-
 - The provision of any service provided by the local authority on a subsidised basis
19. This would appear to suggest that any and indeed every service provided by the local authority is to be provided on a subsidised basis. Further clarity is required in relation to this.
20. **64 (4)** In terms of who would constitute an “eligible child” currently North Ayrshire Council would deem this as a child whose situation has been highlighted to Social Services and that a kinship placement has been sought as an alternative to either residential or foster care. Therefore Social Services have been involved in the making of the kinship care placement and the carers have been vetted to indicate their suitability for the task in terms of for example, medical and disclosure checks.
21. The current wording within the Bill does not specify what is meant by an “eligible child” and notes that it is a “child who is of such description as the Scottish Ministers may by order specify.” Therefore this area of eligibility is not exactly clear and may be wider than our current policy and procedures.

22. 65 (1) The Bill specifies that as well as a Residence Order there will be a “Kinship Care Order”. There has been a great deal of discussion in relation to the Kinship Care Order as it is not clear as to when the Kinship Care Order should be applied for as opposed to the Residence Order. Both Orders appear to give the qualifying person the right to regulate the child’s residence or to have the child predominately with the qualifying person.
23. The new Kinship Care Order will cover both formal and informal kinship arrangements.
24. Currently only formal kinship care arrangements which are an alternative to residential or foster care, are supported via the local authority. The Bill now indicates that a kinship care order can be applied for by those within informal kinship care arrangements where there has been no or limited intervention by Social Services.
25. This would then increase the numbers of those requesting support including financial support from the local authority in relation to Kinship Care.
26. Additional assistance within the new Kinship Care Order is noted as being:-
- A start up grant of £500
 - Counselling support – which will be referred to in the next section
 - Transitional support for a period of 3 years. Given the situation in terms of poverty and deprivation within North Ayrshire as well as the implications of Welfare Reform, many families will not be able to manage if financial support is only provided over a three year period. Therefore would current kinship carers wish to apply for this new order.
 - Assistance with essential transport
 - Assistance with kinship care order petition – which could be financial. The costs of supporting carers to apply for the new order, for example, legal costs, could also be substantial. If however carers will only receive a start up grant and thereafter no other payments from the Local Authority then again, it is felt that very few current kinship carers will apply for this new order.
27. However, given that currently we do not provide support to informal kinship carers, we may see an increase in the numbers of informal carers who will apply for the new Order as this will give them access to support mechanisms they currently have not had access to.
28. The Bill also specifies a general “qualifying test, linked to current or projected risk that a child may need to become formally looked after which would apply only once with periodic reviews. It is felt that further information requires to be provided in relation to this “at risk” test.

61 – 67 Counselling Services

29. It is noted that a duty is to be placed on local authorities to assess children who are at risk of coming into care or who are already on a “relevant order” for access to counselling services such as family mediation or family group conferencing support. However there is no details in relation to what such a “relevant order” would be.
30. While it is fully appreciated that early intervention and prevention are crucial and that such input before critical situations arise can prevent children being looked after, there is concern in relation to the lack of clarity in terms of counselling, for example, such as costs for the local authority, staff training, and “eligible child”.

31. **65 (2)** In terms of the “qualifying person” the criteria is that of:-
- Is related to the child
 - Is a friend or acquaintance of a person related to the child
32. There is concern in relation to these definitions as currently in terms of a “qualifying person” the criteria relates to a person who has a significant existing relationship with that child and that is considered in the first instance.
33. However in terms of the proposals under the Bill there does not appear to be any mention of any “existing relationship” but that the child could be cared for by an “acquaintance” who is termed as someone who is “known slightly to the relative, where the relationship does not necessarily have the same depth or intimacy as a friendship, for example, a neighbour.”
34. Such criteria causes a great deal of concern and is not felt to be in the best interests of any child and it is felt that that the Bill requires to re-insert that the “qualifying person” is required to have a significant existing relationship with the child regardless of whether they are related or known to the child or not and that they are required to meet certain criteria, such as satisfactory Disclosure and Medical checks.

66 Kinship care assistance – further provision

35. Within this section – ie 66 (3) and (4) there is a list of areas where Scottish Ministers may make further provision, for example, in relation to when and how kinship care assistance is to be provided, whether a child is an eligible child, when and how the local authority is to review whether a child continues to be an eligible child and any other matters in relation to the provision of kinship assistance.
36. While it is appreciated that this does allow for further provision to be considered and added at a later date if felt to be appropriate, it would appear that there are a number of areas where there could be a number of additions or alterations which could have implications for local authorities, for example in relation to:-
- Children who are eligible
 - Reviews of eligibility criteria
 - Details of kinship care assistance
37. In relation to the above concern has also been expressed in the amount of aspects of the Bill which remain to be defined in secondary legislation and again these could have implications for local authorities, such as financial, staffing and services, which are therefore unknown and cannot be taken into account in terms of service planning.

North Ayrshire Council
26 July 2013

NORTH AYRSHIRE COUNCIL

Agenda Item 11

13 August 2013

Cabinet

Subject: **Ayrshire Wide Social Work Out of Hours
Response Service**

Purpose: To advise the Cabinet of the Service's first year of operation.

Recommendation: That the Cabinet agrees to (a) note (i) the progress made in establishing and operating an Ayrshire Wide service and (ii) the positive outcomes of the model for the residents of Ayrshire; and (b) receive a further update as the model is developed.

1. Introduction

- 1.1 The Ayrshire Social Work Out Of Hours Response service became operational on 31st March 2012. The service is provided for the three Ayrshire Council areas and is led by East Ayrshire Council on behalf of the other authorities.
- 1.2 An Out of Hours Steering group was established in 2011 which included representation from the three local authorities and is chaired by the East Ayrshire Council Head of Community Care. The group has the remit to:
- bring the service into operation.
 - develop practice.
 - monitor the operation of the service.

It reports to the Strategic Alliance.

2. Current Position

- 2.1 The attached report (Appendix 1) has been produced by East Ayrshire Council in collaboration with North and South Ayrshire. It reflects the impact of the service over its initial year of operation.
- 2.2 North Ayrshire residents have benefitted from a service that is more responsive and effective. More home visits have been carried out and intervention has taken place at an earlier stage. This has included complex work in respect of child protection investigations and detentions under the Mental Health Act being carried out with a Mental Health Officer present. This is recognised good practice and rarely happened when the service was being purchased from the West of Scotland Stand-by Service.

- 2.3 The quality of the service is reflected in the increased number of referrals from partners who have confidence that there will be an appropriate response.

3. Proposals

- 3.1 The Cabinet is invited to (a) note (i) the progress made in establishing and operating an Ayrshire Wide service and (ii) the positive outcomes of the model for the residents of Ayrshire; and (b) receive a further update as the model is developed.

4. Implications

Financial Implications

- 4.1 The service has engaged with greater numbers than the previous West of Scotland Service. This has however meant an increased cost. In the financial year 2012-13, an additional £60,000 had to be paid. East Ayrshire Council charged a management fee to North Ayrshire and South Ayrshire Councils in the financial year 2012-13. The issue of management fees requires to be raised in the wider context of hosted services in respect of the shared services agenda and Health and Social Care Integration. Given the levels of use by North Ayrshire this is likely to be an ongoing cost.

Human Resource Implications

- 4.2 It has now been agreed that all Mental Health Officers will be employed by East Ayrshire Council on a sessional basis and will work on a nightly rather than weekly basis.

Legal Implications

- 4.3 Legal services are currently finalising a service level agreement with East Ayrshire Council.

Equality Implications

- 4.4 None.

Environmental Implications

- 4.5 None.

Implications for Key Priorities

- 4.6 None.

Community Benefit Implications

- 4.7 None.

5. Consultations

5.1 None.

6. Conclusion

- 6.1 The work undertaken to establish an Ayrshire Wide Out of Hours service has delivered a service which is more responsive than the previous service which operated from Glasgow.
- 6.2 The service has also benefitted from being staffed by Social Workers who have local knowledge and experience.
- 6.3 The Steering Group has monitored the first year of operation and the service has been revised in light of operational experience.



IONA COLVIN

Corporate Director (Social Services and Health)

Reference : Sheena Gault, Head of Service, Children, Families and Criminal Justice

For further information please contact Sheena Gault on telephone number 01294 317727

Background Papers

None

EAST AYRSHIRE COUNCIL

CABINET : DATE OF CABINET

AYRSHIRE OUT OF HOURS SOCIAL WORK RESPONSE SERVICE

Report by the Executive Director of Educational and Social Services

1 Background

- 2** In March 2011, North, South and East Ayrshire Council served notice to Glasgow City Council of their intention to withdraw from the West of Scotland Social Work Standby Service in March 2012.
- 3** This decision was reached on the basis that the three Ayrshire Councils could deliver a local professional social work service aligned to Community Planning Partners, specifically NHS Ayrshire & Arran and Police Scotland.
- 4** It was believed that a local service could be more responsive to local need and improve on the support provided by West of Scotland Standby Service operated by Glasgow City Council to communities across Ayrshire for the same amount of money.
- 5** Concerns about access to Social Work Services and the quality of risk assessments Out of Hours had been reported in successive reports from the Care Inspectorate (previously known as the Social Work Inspection Agency).
- 6** It had been indicated by Glasgow City Council that they were reviewing their out of hours social work services and they were seeking confirmation with respect to the future of the three Ayrshires as part of the West of Scotland Standby Service contract.
- 7** At the point all three Ayrshire Councils agreed to serve notice to Glasgow City Council, a Project Board was established and chaired by the Head of Service Community Care from East Ayrshire Council with representation from North, South and East Ayrshire Council. The Project Board established a staffing and financial model, secured premises and IT operating systems which enabled Ayrshire Out of Hours Social Work Response Service to begin operations on Saturday 31st March 2012.

8 Activity

- 9** As the service has developed so has the reporting and framework for all activity, with managers receiving comprehensive reports on a monthly basis detailing contacts, interventions and activity within each Council area.
- 10** During the first year of operation there have been 9,638 referrals from the Ayrshire Out of Hours Social Work Response Service to day services. This compares to 5,390 referrals during 2011 from West of Scotland Out of Hours Service to day services.

- 11 Referrals can be broken down as follows:

	2012/2013	2011
North Ayrshire Council	4150	2274
South Ayrshire Council	2211	1190
East Ayrshire Council	3277	1926

- 12 The main reasons for referrals are detailed as follows:

	NAC	SAC	EAC
CP Register Checks	1947	930	1280
Child Protection Welfare	915	569	1026
Adult Protection Welfare	499	355	320
Home Care	97	120	54

- 13 During 2012/2013 there were a total of 59 Child Protection Initial Investigations completed by the Ayrshire Out of Hours Social Work Service which compared with 15 during 2011 by West of Scotland Standby Service.

Child Protection Investigations	2012/2013	2011
North Ayrshire Council	21	5
South Ayrshire Council	13	4
East Ayrshire Council	25	6

- 14 During the first year of operation, the Ayrshire Out of Hours Social Work Response Service undertook 356 visits, compared with 192 visits the previous year undertaken by West of Scotland Standby Service.

Home Visits	2012/2013	2011
North Ayrshire Council	140	103
South Ayrshire Council	82	36
East Ayrshire Council	141	53

- 15 In addition there were 129 visits made by Mental Health Officers during 2012/2013 compared with 45 visits undertaken in 2011 by the West of Scotland Standby Service.
- 16 There were a total of 995 contacts with the service for advice and information which did not result in an onward referral to day services. These contacts related to destitution, information, advice, equipment breakdown and home care.
- 17 The Appropriate Adult Scheme operated by West of Scotland Standby Service has continued on a temporary basis until the three Councils agree how this will be managed locally in light of national developments.

17 Outcomes

- 18** The statistics reflect the positive outcomes with respect to service delivery during the first year of operation of the service.
- 19** The services location within the Lister Street Office complex at Crosshouse Hospital has resulted in timely responses to Accident & Emergency and Ayrshire Maternity Unit.
- 20** Co-location with the out of hours Mental Health Crisis Response Team has also served to enhance positive working relationships, enabling joint responses in crisis situations to service users with mental health and learning disabilities as well as facilitating access to comprehensive information where there is substance misuse as a factor.
- 21** Anecdotal information from Police Scotland indicates they welcome a local response and have benefited from establishing positive relationships with the team. This in turn has led to the police responding in advance to provide an initial assessment of situations. In addition, Ayrshire Out of Hours Social Work Response Service has identified at an early stage the need for social work intervention following interrogation of social work information systems during requests for Child Protection Register checks by Police Scotland.
- 22** The Ayrshire Out of Hours Social Work Response Service has provided ongoing support at weekends to families and vulnerable adults, reducing the need for admissions to care providing improved outcomes to the individuals concerned.
- 23** As the service is staffed by experienced Social Work staff seconded from the three Councils there is good local knowledge of resources available and established relationships with day services which provides an additional element of mutual support and understanding across services.

24 Human Resource Implications

- 25** The initially agreed service model comprised two senior practitioners, seconded from each Council area for a three year period. The service was developed and established by a Project Manager who also provided professional support and supervision to the team. The implications of the secondment model requires further review given the potential impact of wholesale staff turnover at key points in the service.
- 26** In order to provide line management contact and overview, the Project Manager, Senior Manager and Head of Service Community Care provided an on call response service during the first year of operation.
- 27** The service was fully staffed with two Senior Practitioners for all hours the day service was closed. It became apparent that additional staffing was required during peak times such as bank holidays, weekends and the early part of the evening and as a consequence additional admin support and sessional staff was required more than had been anticipated. In addition a maternity leave required significant additional working by the Senior Practitioners and sessional staff to cover this vacancy.

- 28** A rota for Mental Health Officers on call was established. The model agreed by Mental Health Officers as the preferred option at the outset was to be on call for a week at a time.
- 29** Of the 60 Mental Health Officers in Ayrshire there were originally 8 officers who agreed to be part of the rota, with 2 North Ayrshire Council staff withdrawing within the first month citing issues with their council's HR arrangements for payment as the reason with another withdrawing for personal reasons. Subsequently an additional 2 Mental Health Officers have joined the rota. This has resulted in a core group of seven Mental Health Officers (5 from East Ayrshire, 2 from South Ayrshire and 1 from North Ayrshire) providing an on call service during the first year of operation. Given the demands on this small group of staff who have been flexible and responsive they have indicated they are unable to continue this arrangement. In addition, being on call for a week at a time has impacted on day services given the unpredictability of the demand with some people not being called out at all during the week and others potentially called out two or three times during the night.
- 30** Engagement with the wider Mental Health Officer staff group has been undertaken via meetings and individual questionnaires to seek expressions of interest and clarify reasons why more MHOs will not join the out of hours rota. The reasons provided to date relate to different payment arrangements across Councils and the need to use annual or flexi leave the day after if called out during the preceding night.
- 31** The Mental Health Officer cover is reaching a critical point with few officers now willing to provide cover and the Project Manager spending considerable amounts of time on a weekly basis trying to secure MHO cover. To that end a meeting was arranged with an independent sector agency who has provided Mental Health Officers for another Out of Hours Service, however initial indications are that costs will escalate considerably if this route is followed.
- 32** There is potential to resolve the Mental Health Officer cover situation if each Council agrees enhanced remuneration and time off arrangements. A minimum of 20 MHOs on a rota would enable on call arrangements to be restricted to a day as opposed to a week at a time, which may be more manageable from a day service perspective.
- 33 Leadership**
- 34** The Ayrshire Out of Hours Social Work Response Service has operated successfully due to the diligence, commitment, hard work and flexibility of the Project Manager, the team and the Mental Health Officers.
- 35** In addition, the role of the Systems Officer in supporting the operation and amalgamation of three social work information systems and the collation of an Ayrshire Child Protection Register has been critical to its success.
- 36** The Project Manager has worked both in and out of hours, responding to operational and professional enquiries while retaining communication links with all partners to ensure the service was delivered on time and developed in response to demands.
- 37** A Practice Document was developed with the three Ayrshire Councils, NHS Ayrshire and Arran and what was Strathclyde Police which described when and how external advice or permissions for action was required by the Out of Hours Social Work Response Service. Initially external line management and on call arrangements have

been provided by East Ayrshire Council Senior Management with links to Senior Managers in North and South Ayrshire Council.

38 IT

39 In order to function as an Ayrshire wide service, access was required to the three Ayrshire Council Social Work information systems in the office base.

40 There were challenges ensuring all systems were accessible which have been continually addressed by support staff from all three Council's both in and out of hours. There remains some on going issues with South Ayrshire.

41 Development of Service

42 Robust management information enabled regular review of the service to take place, identifying and evidencing times of most demand during the first twelve months of operation.

43 In order to adapt the service model to meet demand, changes were made to shift staffing from quieter periods in the early hours of the morning to pressure points in the early evening.

44 Arrangements were made to alter shifts, providing three members of staff on during the evenings and weekends, with one member of staff on during the night. Four members of the team assumed the role of Practice Manager in order to lead the shift, take management decisions and have specific areas of responsibility for the development of the service.

45 Funding of this was enabled by the reduction of the Project Manager's time committed to the Social Work Out of Hours Response Service to 50%.

46 The establishment of the Practice Manager posts has required all three Councils to formalise their own out of hours managerial arrangements in order to facilitate direct access in line with the Practice Document. North Ayrshire Council has formal arrangements in place while South and East required to establish their own procedures.

47 The original office space in Lister Street accommodation on the Crosshouse campus became unsuitable as more staff were deployed at times of high demand and to that end another office was identified within the same building which was more suitable and continued to offer access to the Crisis Mental Health team and Crosshouse Hospital and Ayrshire Maternity Unit.

48 FINANCIAL IMPLICATIONS

49 The total sum paid from the three Ayrshire Councils to Glasgow City Council to deliver the West of Scotland Standby Service was circa £600k per year. The exact figure per Council is based on the relative percentage usage of the service in the previous year.

50 This funding model was replicated for 2012/13 along with start up costs for the service. This reflected the 2010/11 activity undertaken by West of Scotland Standby Service.

User Authority	Number of Referrals	% Referrals	Budget Allocation	8% Management Fee	Start Up Costs (33% split)	Total Charge for Year
EAST AYRSHIRE	1,927	34.95%	205,797		20,496	226,293
NORTH AYRSHIRE	2,396	43.46%	255,884	20,471	20,496	296,851
SOUTH AYRSHIRE	1,190	21.59%	127,088	10,167	20,496	157,751
Total	5,513	100.00%	588,769	30,638	61,489	680,896

51 The funding allocation for 2013/14 will be adjusted in line with useage during 2012/13

52 The unit costs of the Ayrshire Out of Hours Social Work Response Service is £57.55 which compares with a unit cost for West of Scotland Standby Service of £88.69 based on 2010 figures.

55 POLICY AND LEGAL IMPLICATIONS

54 Councils have a duty under Social Work (Scotland) Act 1968 and subsequent legislation for delivery of effective Social Work services this includes a response outwith office working hours.

55 RISK IMPLICATIONS

56 Proposals within this report seek to improve continuity of Social Work services to the most vulnerable people in our communities, and contribute to address risks to individuals, the Council and our communities

57 COMMUNITY PLANNING IMPLICATIONS

58 The provision of effective social work services supports the Improving Health and Wellbeing and Improving Community Safety Themes of the Community Plan.

59 RECOMMENDATION

60 Cabinet is asked to:-

- (i) Note the progress made to date in establishing and operating an Ayrshire Wide Social Work Out of Hours Response Service.
- (ii) Note the positive Outcomes of the model for the residents of Ayrshire.
- (iii) Agree to receive a further update as the model is developed.
- (iv) Otherwise note the content of this report.

GRAHAM SHORT
EXECUTIVE DIRECTOR OF EDUCATION AND SOCIAL SERVICES

LIST OF BACKGROUND PAPERS

EAST AYRSHIRE COUNCIL CABINET 23 MARCH 2011
SOCIAL WORK STANDBY SERVICE

EAST AYRSHIRE COUNCIL CABINET: 29 JUNE 2011
SOCIAL WORK STANDBY SERVICE

NORTH AYRSHIRE COUNCIL

Agenda Item 12

13 August 2013

Cabinet

Subject: **Audit Scotland report: Scotland's Public Finances, Addressing the Challenges (follow-up report)**

Purpose: To inform the Cabinet of the findings of the recent Audit Scotland report, the good progress made by North Ayrshire Council and the issues still to be addressed.

Recommendation: That the Cabinet notes the report.

1. Introduction

- 1.1 In August 2011, Audit Scotland published a report entitled 'Scotland's Public Finances: Addressing the Challenges'. The report provided an overview of the scale of budget cuts expected to be faced by the Scottish public sector in the period 2010/11 to 2014/15, and how public bodies were beginning to respond to the challenges of reducing expenditure.
- 1.2 The findings of the report were presented to the former Scrutiny Committee on 7 November 2011.
- 1.3 Audit Scotland selected the report for targeted follow-up work at all Councils and Health Boards and a selection of central government bodies during 2012/13. Locally, the aim of the follow-up work was to assess how North Ayrshire Council is responding to the challenges of public sector budget constraints and its efforts to achieve financial sustainability.
- 1.4 In July 2013, Audit Scotland published a report summarising the key findings from its local follow-up work. The report is attached in full at Appendix 1.

2. Current Position

- 2.1 The original Audit Scotland report, published in August 2011, had the following key messages:
 - an 8% reduction in the Scottish Departmental Expenditure Limit revenue budget and 36% reduction in the capital budget was expected between 2010/11 and 2014/15;
 - public bodies will face increasing demand and cost pressures in the future;

- a focus on achieving long-term financial sustainability is required;
- pay restraint and reducing workforce levels are the most common approaches being taken by public bodies to reduce costs over the next few years;
- there has been limited progress with public bodies working better together to reduce costs and it is likely to be a number of years before cost savings are realised.

2.2 While not making any direct recommendations for public bodies, the report set out a number of key issues and risks that will need to be managed:

- reforming public services;
- workforce reductions;
- financial sustainability;
- leadership and governance.

2.3 One of the key considerations of the original report was the extent to which workforce reductions were being used as a means to deliver financial savings. Audit Scotland is currently scoping a detailed exercise on workforce planning and so it has been excluded from this follow-up work.

2.4 The follow-up work carried out by Audit Scotland focused on 2 key questions:

- does the Council have sustainable financial plans which reflect a strategic approach to cost reduction?
- do senior officials and elected members demonstrate ownership of financial plans and are they subject to scrutiny before approval?

2.5 These questions were developed into a detailed checklist aimed at finding out how well North Ayrshire is addressing the key messages in the original report. The completed checklist and supporting evidence is included within the Audit Scotland report.

2.6 Through the review, Audit Scotland identified a number of areas of good practice in North Ayrshire. The Council has:

- produced a comprehensive package of budget papers which are aligned to its key priorities.
- carried out a thorough process of engagement and consultation with members of the public and other key stakeholders when approving its annual budgets;
- an established process for preparing three year budgets and identifying areas where efficiencies and cost reductions can be attained. These are updated on an annual basis. More recently, the Council has approved a ten year financial strategy;
- a good track record of spending within its budget and attaining early achievement of some of its savings targets.

2.7 The following points have been identified for the Council to consider:

- the Council still has a projected budget gap of £3.778 million for 2015/16 which requires to be bridged. The gap and some of the savings are based on various assumptions and projections that may alter;
- through an 'impact assessment' process, the Council has identified that some of its planned savings are at risk of not being delivered or that delivery of some of the savings could impact on service delivery;
- the Council is participating in the SOLACE benchmarking framework; however, it is too early to conclude on its success in delivering strategic cost reductions and/or improvements in service delivery.

2.8 Audit Scotland has developed a short action plan, with four actions designed to assist the Council with addressing the issues highlighted at 2.7 above. This is included in the Audit Scotland report along with the Council's response to each of the points.

3. Proposals

3.1 It is proposed that the Cabinet notes the findings of the recent Audit Scotland report, the good progress made by North Ayrshire Council and the issues still to be addressed.

4. Implications

Financial Implications

4.1 None.

Human Resource Implications

4.2 None.

Legal Implications

4.3 None.

Equality Implications

4.4 None.

Environmental Implications

4.5 None.

Implications for Key Priorities

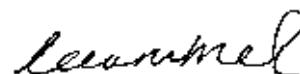
4.6 None.

5. Consultations

- 5.1 No consultations have been necessary in the preparation of this covering report.
- 5.2 Audit Scotland consulted with the Council's Head of Finance and Property in the preparation of their report.

6. Conclusion

- 6.1 Audit Scotland has concluded that North Ayrshire Council has taken appropriate steps to address the challenging financial climate and the reductions in financing that it faces over the next few years. This is underpinned by the ten year financial strategy (2013/14 to 2022/23) and by the good quality financial information available when setting the annual budget and identifying medium term savings requirements.



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact Yvonne Baulk, Head of Finance and Property on telephone number 01294 324542.

Background Papers

N/A

North Ayrshire Council

Scotland's public finances: Addressing the challenges. A follow-up report



Prepared for North Ayrshire Council
July 2013

Audit Scotland is a statutory body set up in April 2000 under the Public Finance and Accountability (Scotland) Act 2000. It provides services to the Auditor General for Scotland and the Accounts Commission. Together they ensure that the Scottish Government and public sector bodies in Scotland are held to account for the proper, efficient and effective use of public funds.

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Executive Summary

Background

1. In 2010 Audit Scotland agreed a targeted approach to following-up a small number of performance audit reports each year to promote local impact.
2. '*Scotland's public finances: Addressing the challenges*' published in August 2011 was selected for targeted follow-up at all councils, health boards and a selection of central government bodies in 2012/13. This report provided an overview of the scale of budget cuts expected to be faced by the Scottish public sector in the period 2010/11 to 2014/15, and how public bodies were beginning to respond to the challenges of reducing expenditure.
3. The aim of the local follow-up work is to assess how North Ayrshire Council is responding to the challenges of public sector budget constraints and its efforts to achieve financial sustainability. This report summarises the key findings arising from our local follow-up work.

Overall conclusion

4. The council has taken appropriate steps to address the challenging financial climate and the reductions in financing that it faces over the next few years. This is underpinned by the ten year financial strategy 2013/14 to 2022/23 and by the good quality financial information available when setting the annual budget and identifying medium term saving requirements. The council plans to review the ten year financial strategy on an annual basis to ensure it reflects changes in circumstances and to ensure that budgets continue to reflect changing council priorities.

Key findings

5. The following areas of good practice were identified through the review:
 - The council has produced a comprehensive package of budget papers which are aligned to the council's priorities. The plans are designed to ensure that the council services remain financially sustainable in the financial climate.
 - The council has carried out a thorough process of engagement and consultation with members of the public and other key stakeholders when approving annual budgets.
 - The council has an established process for preparing three year budgets and identifying areas where efficiencies and cost reductions can be attained. These are updated on an annual basis. More recently the council has approved a ten year financial strategy. While the strategy is less precise regarding budgets beyond 2015/16 due to uncertainties in future funding levels, it recognises the longer term national priorities and estimates the impact of demographic and other social/ economic factors.
 - The council has a good track record of spending within its budget and attaining early achievement of some of its savings targets. This means that the council has entered this period of reduced financing with a strong general fund balance.

6. The following points were identified for the council to consider:
- The council has identified £15.859 million of savings to address the projected budget gap of £19.637 million over the period 2013/14 to 2015/16. This leaves £3.778 million which still requires to be identified. However, the gap and some of the savings are based on various assumptions and projections that may alter, perhaps significantly, as events unfold.
 - The council has carried out an impact assessment on each of the planned savings in its financial plans. This identified instances where the proposed saving is at risk of not being achieved or where its delivery could impact service delivery.
 - The development of unit costing and benchmarking of council services is a crucial element to the strategic basis for delivering the council's financial strategy. The council is participating in the SOLACE benchmarking framework. However, it is too early to conclude on its success in delivering strategic cost reductions and/or improvements in service.

Management action

7. Management have agreed the factual accuracy of the report and completed the accompanying action plan (Appendix 1).
8. The issues identified in preparing this report are only those which have come to our attention during the course of the review and are not necessarily, therefore, all the issues that may exist. It remains the responsibility of management to determine the extent of any improvement actions appropriate. We would stress, however, that commitment to an improvement agenda is an essential part of the efficient management of any organisation.

Acknowledgement

9. The assistance and co-operation received from officers during the course of our audit work is gratefully acknowledged.

Introduction

10. *Scotland's public finances: Addressing the challenges* was published by the Auditor General and the Accounts Commission in August 2011. The report provided an overview of the scale of budget cuts expected to be faced by the Scottish public sector in the period 2010/11 to 2014/15, and how public bodies were beginning to respond to the challenges of reducing expenditure. In particular, the report highlighted some of the main cost pressures facing public bodies and emphasised the importance of them achieving long-term financial sustainability.
11. The key messages from the report were:
 - The Scottish Departmental Expenditure Limit revenue budget will fall by £2.1 billion (eight per cent) to £23.8 billion between 2010/11 and 2014/15 while the capital budget will fall by £1.2 billion (36 per cent) to £2.1 billion.
 - Public bodies will face increasing demand and cost pressures in the future. Increasing demand will be generated as a result of an ageing population and the heightened expectations of the public, while cost pressures arise in areas such as maintenance backlogs and the cost of revenue-financed capital projects.
 - Public bodies need to focus on achieving long-term financial sustainability. This requires a clear understanding of the organisation's costs, a clear methodology for setting budgets based on priorities and the outcomes to be achieved, and strong leadership and governance.
 - Pay restraint and reducing workforce levels are the most common approaches being taken by public bodies to reduce costs over the next few years. Good workforce planning will be necessary to ensure that the right people and skills are available to deliver effective public services in the future.
 - Public bodies are considering how they can work better together as a way to reduce costs, but progress to date has been limited and it is likely to be a number of years before cost savings are realised.
12. The report did not make any direct recommendations but, supported by a checklist for public sector leaders and elected members, set out a number of key issues and risks which managers will need to identify, monitor and manage:
 - Reforming public services - including the risk of short-termism, unclear aims and objectives and lack of commitment or constructive challenge.
 - Workforce reductions - including the risk of loss of essential skills as a result of key staff leaving and increased workloads for those who remain.
 - Financial sustainability - including the risk of unclear priority budget-setting, lack of risk and evidence-based cost-reduction strategies, and unforeseen cost pressures.
 - Leadership and governance - including the risk of lack of direction and ownership as a result of weak leadership, and inadequate scrutiny and challenge as a consequence of poor governance arrangements.

A key consideration of *Scotland's public finances*: Addressing the challenges was the extent to which workforce reductions were being used as a means to deliver financial savings. Audit Scotland's Performance Audit Group is currently scoping an audit on workforce planning which is likely to address this issue in more detail. To avoid duplication and overlap our follow-up work does not include the consideration of workforce planning issues.

Audit scope and objectives

13. The follow-up audit is being carried out in all 32 council in Scotland. In addition, all health bodies, 20 central government bodies, including the Scottish Government and Scottish Enterprise, and Scottish Water will be covered by the follow-up audit. The aim of the follow-up work is to assess how public bodies are responding to the challenges of public sector budget constraints and their efforts to achieve financial sustainability.
14. The follow-up work focuses on two key questions:
 - Does the council have sustainable financial plans which reflect a strategic approach to cost reduction?
 - Do senior officials and elected members demonstrate ownership of financial plans and are they subject to scrutiny before approval?
15. These questions are expanded in a checklist. This breaks down the two key questions into a number of sub-questions aimed at finding out how well North Ayrshire Council is addressing the key messages contained in the national report. The completed checklist, and supporting evidence, formed the basis of this local report and is reproduced at Appendix 2.

Main Findings

North Ayrshire Council's response to the report on Scotland's public finances

Q1: Does North Ayrshire Council have sustainable financial plans which reflect a strategic approach to cost reduction?

Medium term financial plan

16. The council carries out its medium term financial planning on a rolling three year basis. The financial plan for the period 2013/14 to 2015/16 was approved in January 2013. This details the revenue budget for 2013/14 and indicative budgets for 2014/15 and 2015/16.
17. A projected funding gap of £19.637m was identified for the three year period. The council has a robust methodology in place to identify this funding gap and the ensuing cost reduction plans. This is explained later in the report. The council recognises that the projected funding gap will continue to vary as events unfold and could increase over the period of the medium term financial plans and beyond. For example, the decision by the UK government to introduce pension reform on 1 April 2016 (one year earlier than planned) is estimated to add approximately £2.5 million to the council's pension cost contributions in 2016/17.

Action point 1

Budget-setting process

18. The council has an effective budget setting process which clearly demonstrates an understanding of its costs, financial pressures, and the impact of any proposed savings.
19. The council operate a three year rolling budget, using the previous year's budget with appropriate adjustments as a base for the following year. The budget reflects expected changes to funding levels and is adjusted to reflect numerous inflationary and other cost pressures, such as the impact of welfare reform and demographic changes. Budgets are realigned throughout the year to reflect changes in circumstances. This helps ensure that the base position for the following year is more accurate.
20. The budget incorporates a package of efficiency savings necessary to address the identified funding gap. Member's seminars were held throughout the budget setting process. The council met its budget in recent years, often realising efficiencies earlier than planned.

Cost reduction plans

21. The council has comprehensive documentation in support of each of the savings proposals included in the financial plans. An impact assessment was carried out for each proposed saving. This included an equality impact assessment, consideration of the effect on current service delivery and a ranking of the proposal by the Director, into red, amber or green to reflect the risk level. The council considered areas within the services which required

additional funding using a similar methodology. For these the impact assessment considered the risk if additional funding was not received.

22. This is considered good practice. However, the process highlighted potential risks with some of the proposed savings such as: proposals to reduce teacher numbers may not be achieved due to the Scottish Governments commitment to maintaining teacher numbers; or proposed savings could lead to increased pressure on existing staff and could impact service delivery. The impact of strategic workforce issues such as the need to ensure that the workforce has appropriate knowledge and skills to meet service demand and achieve desired outcomes is one of the nine strategic risks in the councils risk register. The council will need to continue to monitor the impact this has as the savings are implemented.

Action point 2

23. The savings proposed in the budget papers total £15.859 million over the 2013/14 to 2015/16 period. When compared to the funding gap of £19.637 million over the three year period this leaves a remaining gap of £3.778 million which will arise in 2015/16. We acknowledge that this will be addressed by the council in the forthcoming annual budget review, otherwise the council may not meet its stated objective to retain the uncommitted general fund balance at 1.5% of planned expenditure.

Action Point 3

24. The council are involved in some effective partnership working. Examples of shared service arrangements include the community alarm service, standby service and the joint procurement arrangements for the roads service. Collaboration is also in place with the Clyde Valley waste partnership. However, following a detailed review of the business case, the council recently withdrew from a proposed joint roads service with the two other Ayrshire councils.

Benchmarking: costs and performance

25. The council's performance management strategy sets out the framework to "ensure the council has sector leading performance management arrangements by 2014". The development of unit costing and benchmarking of council services is crucial to the delivery of the strategy and to help prioritise reduced funding and achieve efficiencies.
26. The council is participating in the SOLACE benchmarking framework with all other Scottish councils. The council have determined the most comparable peer authorities against which to compare costs and performance and have analysed the data from the 2010/11 and 2011/12 indicators. This analysis has identified areas where the council performs well, areas for improvement and areas where its position has changed significantly.
27. The council plans to use this information to identify areas of service activity to be reviewed. The analysed data will be passed to services to identify the areas for review. Services have also been provided with guidance on what issues to consider when identifying the areas for review and when carrying out the reviews. Services have been advised to consider areas where they are performing well in addition to areas where performance could be improved and to consider the associated costs for varying levels of performance.

28. The council is still in the process of identifying a programme of service reviews from this exercise. Therefore, it is too early to conclude on its success in delivering strategic cost reductions and/or improving performance.

Action point 4

Longer term financial strategy

29. The council approved its 10 year financial strategy 2013/14 to 2022/23 in May 2013. This has been developed to steer the council through the challenging economic climate and to support the delivery of key priorities at a time of reducing resources. The council intend to review and update the 10 year financial strategy on an annual basis.
30. The strategy recognises the impact of national challenges such as welfare reform and Health and Social Care Integration, together with a focus on early intervention and prevention. Other significant issues which will impact council services include: implementing self directed support; maintaining teacher numbers in line with pupil numbers; and meeting climate change targets through the council's waste strategy. These issues are also reflected in the Single Outcome Agreement 2013/17 and the Council Plan 2012/17.
31. The strategy recognises a number of factors that require a longer term approach to financial planning such as austerity continuing for a longer period than anticipated at the onset of the financial crisis and the need for a longer lead in time to deliver the council's change programme. It also assesses the significant pressures that the council will face over the next 10 years based on the information currently available.
32. As previously noted, the council agreed savings proposals for the three years to 2015/16 with an estimated funding gap of £3.778 million. The funding gap for the remaining period covered by the 10 year strategy (2016/17 to 2022/23) is estimated at £68 million, an average of £9 million per annum with a peak of £13 million in 2016/17.
33. Beyond 2014/15 there is no provision built into the model for new priorities, as any new priorities will require to be met from re-prioritisation of budgets within the total funding available. The council is therefore developing outcome based budgeting to provide greater transparency on how it spends its current resources and to give greater clarity on the services which contribute most to the council's core objectives. The approach will help develop the next programme of transformation, and should help the council address the funding gap while prioritising spending where it is required most.

Q2: Do senior officials and elected members demonstrate ownership of financial plans and are they subject to sufficient scrutiny before approval?

Ownership of financial plans

34. Members are involved throughout the budget setting process. Officers held seminars for each service with all Members, presented the proposed efficiencies and provided them with an opportunity to discuss and question them. Service Directors outlined the priorities and pressures facing each service and explained the implications of each efficiency saving.

35. There is good quality supporting documentation in support of each of the proposed efficiencies. This consists of an impact assessment showing the impact on current service delivery and equalities impact assessment. This means that members are informed on the impact of savings and cost reductions when approving the budget.

Transparency and accountability

36. The council have held 'Straight Talking' sessions in recent years. These sessions consisted of face to face events and some online sessions, with both the Leader of the Council and the Chief Executive participating in them. These were attended by representatives from local community groups and voluntary organisations. During the sessions various issues were considered, such as the council's Change Programme and the financial pressures the council is facing.
37. From late 2012 the nature of these events has changed. The council aims to continue with the 'Straight Talking' brand, but make these events focussed on strategic issues arising from the council's priorities as outlined in the Council Plan. The first of these was held in December 2012 with a focussed topic of "Sharing the Load". Again, representatives from community groups and voluntary groups attended. Going forward these events are planned to be held quarterly, with a specific topic for each related to the council's priorities.

Role of committees to review progress

38. The 2013/14 budget went to the full council meeting in January 2013, where members discussed the proposals and asked questions.
39. Budget monitoring reports are prepared and reported to the Cabinet throughout the year. The reports provide a high level summary of the financial position with explanations provided for variances in each service. The report also provides detailed information for each service with further explanations provided for variances in each of the areas within the services. Progress reports are also presented to members regarding service plan updates, council plan updates, and performance indicators.
40. The council's strategic risk register contains issues which are fundamental to enabling the council to meet its ten year financial strategy objectives. These issues include: the financial environment; impact of welfare form; integration of health and social care services; strategic workforce issues ; and sustainability of waste management. The council's risk management strategy sets out the roles and responsibilities of officers and members including the requirement for members to approve the risk register on an annual basis and to review performance via the annual report on risk management.

Appendix 1 - Action plan

Key Risk Areas and Planned Management Action

Action Point	Refer Para No	Risk Identified	Planned Management Action	Responsible Officer	Target Date
1	17	<p>The funding gap of £19.637 million identified in the financial plans in January 2013 for the period from 2013/14 to 2015/16 could vary as events unfold or if planned efficiencies are not attained.</p> <p>There is a risk that the funding gap may increase and the council will have to identify further savings.</p>	The budget position and achievability of savings proposed over the next 3 years will continue to be closely monitored by the CMT, with early action taken to address any issues that arise.	Laura Friel, Corporate Director (Finance & Corporate Support)	On-going
2	22	<p>The council has carried out an impact assessment on each planned efficiency. This identified risks to the saving being achieved and to service delivery.</p> <p>If savings are not fully monitored there is a risk that savings will not be achieved or that council services and staff workloads are impacted at an unacceptable level.</p>	Robust budgetary control procedures are in place to monitor the achievement of savings included in the budget for the year. Any issues that arise are promptly notified to the appropriate Directorate for action, and members advised of the action taken as part of regular Cabinet reports.	Laura Friel, Corporate Director (Finance & Corporate Support)	On-going
3	23	<p>The financial plans have identified £15.859 million of savings to address the funding gap over the period from 2013/14 to 2015/16. This still leaves savings of £3.778 million requiring to be identified.</p> <p>The council will not meet its uncommitted reserves target</p>	Discussions have already commenced on the 2014/15 to 2016/17 budget process. Services will shortly be allocated efficiency targets to ensure a balanced budget is in place for 2015/16.	Laura Friel, Corporate Director (Finance & Corporate Support)	By January 2014

Action Point	Refer Para No	Risk Identified	Planned Management Action	Responsible Officer	Target Date
		in 2015/16 until these savings are identified.			
4	28	<p>The council is participating in the SOLACE benchmarking framework and is currently at the preliminary evaluation stages. It is too early to conclude its success in delivering strategic cost reductions and/or improvements in service.</p> <p>Until the preliminary work is completed and a program of action is determined there is a risk that benchmarking will not identify any strategic cost reductions or improvements in service delivery.</p>	<p>The Council is reviewing the results of the 2011/12 Solace indicators. This includes determining which quartile each service would expect to be in 3 years' time (2015/16). A programme of action has commenced including:</p> <ul style="list-style-type: none"> • A benchmarking exercise with Clackmannanshire, West Dunbartonshire and Renfrewshire Councils to identify actions that will improve the performance of Council Tax collection. • Roads are undertaking benchmarking activities in conjunction with SCOTS/APSE to ensure that areas of improvement and cost reductions are identified. <p>The Council is engaged with the Improvement Service to improve its implementation of benchmarking in a consistent and systematic way, to ensure it produces real and demonstrable improvement activity.</p>	Andrew Fraser, (Head of Service Democratic & Administration Services) / Steve Cloete (Policy & Performance Officer)	On-going

Appendix 2 -Audit checklist

1. Do public bodies have sustainable financial plans which reflect a strategic approach to cost reduction?

Sub-question		Evidence	Conclusion
1.1	<p>Does the organisation have a balanced financial plan for 2012/13 which adequately sets out:</p> <ul style="list-style-type: none"> Assumptions about sources of income and cost pressures? Where cost reductions and other efficiency savings will need to be made, and how they are to be delivered? Risks to service delivery as a consequence of the need to reduce costs? 	<ul style="list-style-type: none"> North Ayrshire Council budget pack 2013/14 to 2015/16. Supporting papers demonstrating that risk assessments have taken place. 	Satisfactory
1.2	<p>Does the organisation have a clear budget-setting process which:</p> <ul style="list-style-type: none"> Demonstrates a clear understanding of its costs and how costs vary with activity? Takes into account previous years' service delivery performance and where improvements need to be made? Allocates resources according to a clear understanding of their priorities, including which services or activities contribute most and least to the organisation's outcomes? 	<ul style="list-style-type: none"> The council has well established budget setting procedures in place. The previous years budget is used as a base budget and is adjusted to reflect funding levels and known/ projected cost pressures. The council's financial strategy is linked to the council plan and it's priorities. 	Satisfactory
1.3	<p>Is there a clear evidence base to cost reduction plans:</p> <ul style="list-style-type: none"> Does the organisation undertake a programme of service reviews designed to identify the scope to reduce costs? Do cost reduction plans provide adequate detail on how savings are to be made and over what 	<ul style="list-style-type: none"> The council's financial plan 2013/14 to 2015/16 and supporting papers provide adequate detail on baselines, cost reductions and impact. 	Satisfactory

Sub-question		Evidence	Conclusion
	<p>timeframe?</p> <ul style="list-style-type: none"> Do cost reduction plans give adequate consideration to the impact of reduced expenditure/ changes to service delivery arrangements on service performance and outcomes? Are clear baselines established against which efficiency savings can be measured? 		
1.4	<p>Does the organisation regularly use benchmarking to compare its costs and performance with other organisations:</p> <ul style="list-style-type: none"> Can the organisation demonstrate real and measurable benefits from its benchmarking activities in terms of cost and/or quality improvements? 	<ul style="list-style-type: none"> Use of SOLACE indicators. Analysis of indicators to identify areas for improvement. 	Satisfactory
1.5	<p>Does the organisation have a longer term financial strategy which:</p> <ul style="list-style-type: none"> Takes into account planned changes to service delivery arrangements and anticipated changes in demand for services? Sets out how financial resources will be matched to strategic goals? Provides assurance that it will continue to be financially sustainable? 	<ul style="list-style-type: none"> Financial Strategy 2013/14 to 2022/23 North Ayrshire Council budget pack 2013/14 to 2015/16 There are supporting papers to illustrate that changes to services and demand have been considered. 	Satisfactory

2. Do senior officials and elected members demonstrate ownership of financial plans and are they subject to sufficient scrutiny before approval?

Sub-question		Evidence	Conclusion
2.1	<p>Do senior officials, elected members and non-executive directors demonstrate ownership of financial plans:</p> <ul style="list-style-type: none"> Are high level financial targets and the overall financial position of the organisation discussed regularly at board level meetings? Is there: <p>Sufficient focus on strategy and performance</p> <p>Adequate challenge provided on longer-term</p>	<ul style="list-style-type: none"> Budget monitoring reports go to the Audit Committee regularly. Members are consulted regarding proposed savings and efficiencies and are provided with appropriate supporting 	Satisfactory

Sub-question		Evidence	Conclusion
	financial plans Regular consideration of financial risks <ul style="list-style-type: none"> – Adequate monitoring of the achievement of efficiency targets? <ul style="list-style-type: none"> • In setting financial plans, do members adequately consider the impact of budget reductions on service quality and outcomes? 	working papers.	
2.2	Is there appropriate transparency and accountability of decisions about cost reduction measures and future organisational plans: <ul style="list-style-type: none"> • Is there appropriate consultation with the public and other stakeholders over cost reduction plans which identify various options and their impact on service delivery and outcomes? • Do financial and corporate plans adequately spell out the consequences of reduced budgets on the organisation's ability to deliver services and outcomes? 	<ul style="list-style-type: none"> • The council have held 'Straight Talking' sessions with representatives from community and voluntary groups. • The themes for discussion going forward are linked to the council's priorities. 	Satisfactory
2.3	Do audit and other scrutiny committees play a suitably prominent role in the consideration of budget plans and risks to service delivery: <ul style="list-style-type: none"> • Are audit and other scrutiny committees sufficiently involved in the consideration of budget plans, including the impact of budget reductions on service delivery? • Do audit and other scrutiny committees undertake a regular programme of reviews of business areas to examine issues such as the achievement of value for money and service delivery? • Do audit and other scrutiny committees regularly assess areas such as financial risks and efficiency savings? • Are reports from audit and other scrutiny committees on budget plans and risks to service delivery given proper consideration by officials, with recommendations being promptly acted upon? 	<ul style="list-style-type: none"> • Budget proposals and monitoring reports discussed and approved by committees • Regular monitoring reports present progress towards budget and provide explanations for variances. • The council's strategic risk register incorporates issues that are relevant to long term financial sustainability. This is approved and reviewed annually by members. 	Satisfactory

NORTH AYRSHIRE COUNCIL

Agenda Item 13

13 August 2013

Cabinet

Subject: **Millport Marine Biological Station**

Purpose: To inform Cabinet of progress with the proposed operation of the Millport Marine Biological Station by the Field Studies Council, and the support which continues to be provided by North Ayrshire Council and other stakeholders to facilitate this.

Recommendation: That Cabinet notes progress with the proposed operation of the Millport Marine Biological Station by the Field Studies Council.

1. Introduction

- 1.1 On 20 March 2013, the University of London (UoL) confirmed its decision to end its provision of education and research services in marine science at the Millport Marine Biological Station (MMBS). The closure of the facility would result in the loss of around 30 jobs and have a significant impact on the economy of the Isle of Cumbrae.
- 1.2 The Cabinet of 30 April 2013 agreed to respond to this announcement by investigating an alternative operational structure to safeguard employment and economic activity on the site. The Cabinet of 11 June agreed to support the proposed operation of the Station by the Field Studies Council (FSC) with a commitment to financial support of up to £1.5m
- 1.3 This report provides an update on progress with the FSC proposal.

2. Current Position

- 2.1 Since the announcement there has been an urgent need to secure a new operational model to ensure that bookings can be invited for next year to secure on-going business. Any loss of repeat business would immediately undermine the viability of any future operation. This has led to concerted effort from the Council and other stakeholders, as summarised below.

Stakeholder Agreement

- 2.2 UoL and FSC announced that a Memorandum of Understanding (MoU) between the parties had been signed on 3 July 2013. The agreement will see ownership of the physical assets of the Station, including land, buildings and other facilities being transferred to the FSC on 1 January 2014. This decision was ratified by the UoL Board of Trustees on 17 July 2013, when the Board re-affirmed their commitment to the MoU and the transfer of ownership to the FSC.
- 2.3 The FSC Board of Trustees also ratified the MoU on 3 July 2013. The FSC vision is to open a Millport field centre and for this to become a flagship for field studies in Scotland, building on the FSC reputation for high quality field research and university teaching. Paul Durrant of Proving Ground Ltd who was appointed by NAC/HIE in April 2013 continues to support FSC proposal by providing analysis of how the schools market may be developed and grown at the station.
- 2.4 The agreement reached between UoL and FSC has been crucial in allowing the FSC to continue to secure bookings for next year with existing users of the station. It is understood that some users who had made alternative arrangements have recently cancelled this alternative provision and agreed to book with the Station.
- 2.5 Officers from NAC, HIE and the Chief Executive of the FSC met with the UoL on 11 July 2013 to discuss the proposal in particular the terms of asset transfer, the level of support from public agencies and issues around press and communications. While the decision confirmed by the UoL in March was obviously disappointing, the UoL do continue to be supportive of the FSC proposal in terms of their agreement to the transfer of assets to the FSC, to make any information available, etc.
- 2.6 A meeting was also chaired by Education Secretary Michael Russell on 17 July 2013 which brought relevant parties mentioned above together and also the academic community. This allowed for an update to be provided to the Cabinet Secretary on the FSC proposals, and heard a commitment by the Scottish Government to support the proposal including revenue funding through the Scottish Funding Council in 2013/14.

Funding and Finance

- 2.7 The FSC have a business plan in place for the operation of a Millport Field Centre however this requires associated capital investment of around £4m. The early commitment from the Council made at the 11 June 2013 meeting of the Cabinet has allowed for a level of certainty that this investment requirement can be met and has, therefore, helped to enable the recent MoU and Board decisions referred to above. The commitment from the Council is crucial in putting together a funding package as follows:

- North Ayrshire Council funding of up to £1.5 was agreed by Cabinet on 11 June 2013;
- HIE are currently considering their level of financial contribution;
- North Ayrshire Council has submitted a bid to the Scottish Government Regeneration Capital Grant Fund for £500,000 on 28 June 2013, as agreed by Cabinet on 26 June 2013;
- North Ayrshire Council has written to the Nuclear Decommissioning Authority seeking funding support through the NDA Socio Economic Fund. This fund had previously made a commitment to the MMBS of £300,000 to facilitate proposals by the UoL and University of St Andrews. While these proposals are not being taken forward, the FSC investment represents a project with similar economic outputs.
- North Ayrshire Council and HIE will also support the FSC in their pursuit of other sources of funding. Around £1.7m of external funding had previously been committed to the Station through a range of sources. While there are no guarantees of success given the nature of the proposals have changed, these and other funders will be re-approached based upon the FSC proposal and business plan.

Construction and Implementation

- 2.8 A meeting between North Ayrshire Council, HIE and FSC was held on Millport 27 June 2013 to discuss the potential phasing of construction and associated funding requirements. Analysis is currently being undertaken by FSC to confirm the components, costs and phasing of construction. Earlier proposals by the UoL and St Andrews University benefit from planning consent and it is envisaged that these proposals could be implemented at a reduced scale with some revisions. Subject to sufficient finance being in place, this could allow construction to proceed in Autumn 2014 for a two-year period.
- 2.9 Given the complexities around sources of funding and the requirement for these to be linked to specific elements of the project (i.e. investment in academic facilities rather than accommodation in some cases), or linked to specific periods of time such as financial or calendar years, it is important that the Council funding commitment provides some flexibility in this regard. It is currently envisaged that the North Ayrshire Council funds will be concentrated on the provision of a new accommodation block at the site.

Other Activity on Millport

- 2.10 The Cabinet of 30 April 2013 also agreed to look at other means of supporting the economy on the Isle of Cumbrae. While the MMBS remains the current focus or priority, the following are also being taken forward:-

- The Townscape Heritage Programme administered by the Heritage Lottery Fund (HLF) helps communities improve the built historic environment of conservation areas in need of investment. First-round applications are due to be submitted by 31 August 2013 for a decision in January 2014. Thereafter, the project would be developed for up to 12 months before final agreement by HLF. Peter Drummond Architects were appointed on 8 July 2013 to assist with the preparation of a bid for funding to enable improvements to the Millport Conservation Area; and,
- Structural Surveys of Millport Pier have identified the decline in its condition and a need for significant works to repair the Pier structure. A brief has been issued to allow a consultant to provide further information upon which a decision can be made on the nature of works to the Pier. This work will in particular identify the economic benefit associated with the various options which may be considered in improving or repairing the pier structure and the surrounding area.

3. Proposals

- 3.1 That Cabinet notes progress towards the proposed operation of the Millport Marine Biological Station by the Field Studies Council

4. Implications

Financial Implications

- 4.1 The Cabinet of 11 June 2013 agreed the nature of potential North Ayrshire Council support to deliver the proposal including financial support of up to £1.5m funded from the approved Capital Programme. Other funding sources continue to be pursued and the exact scale of investment required will be confirmed once these have been exhausted.

Human Resource Implications

- 4.2 There are no human resource implications at this stage.

Legal Implications

- 4.3 Analysis of the legal implications of the FSC model will be required. This will depend on the ownership and operational model agreed with FSC and will include the terms of the asset transfer and the terms of any lease agreed with FSC. The implications of providing funding support on State Aid legislation will require to be confirmed with the Scottish Government State Aid Unit.

Equality Implications

- 4.4 There are no equality implications.

Environmental Implications

- 4.5 There are no environmental implications.

Implications for Key Priorities

- 4.6 The Council's Core Objective 1: Regenerating our communities and increasing employment is supported.

5. Consultations

- 5.1 A range of organisations have been involved in the analysis of the MMBS and in support of the FSC model including Highlands and Islands Enterprise, Scottish Government, Cumbrae Community Development Company, the UoL and the staff of the MMBS.

6. Conclusion

- 6.1 The closure of the Marine Biological Station in Millport would have a significant impact on the island of Cumbrae's economy as previously recognised by the Cabinet. The FSC interest is positive in that it has allowed bookings at the Station to be maintained, would see growth of the schools market at the Station and employment retained on the Island. The Cabinet Secretary for Education stated at the outset that a solution would require all those involved to work together and this has been the case, with the Council and other stakeholders continuing to support the delivery of the FSC proposal.



CRAIG HATTON
Corporate Director (Development and Environment)

Reference : AL

For further information please contact Alasdair Laurenson, Team Manager (Regeneration), Development Planning on telephone number 01294 324758

Background Papers

N/A

NORTH AYRSHIRE COUNCIL

Agenda Item 14

13 August 2013

Cabinet

Subject: **ICT Infrastructure Strategic Review - Award of Contract - LAN, Wireless Access in schools and IP Telephony**

Purpose: To advise the Cabinet of the results of the tender and present a recommendation for award of contract.

Recommendation: That the Cabinet agrees to approve the contract awards to Capita Business Services Ltd. and Provista UK Ltd., subject to finalisation of contract and agreement on work schedules.

1. Introduction

- 1.1. On 19 June 2012, the Cabinet gave approval for the ICT Infrastructure Review to progress to the tender phase for the following services:-
 - a) Managed Wide Area Network (WAN) Services.
 - b) IP Telephony (IPT)
 - c) Local Area Network (LAN)
 - d) Wireless Access in schools (WLAN)
- 1.2. The Cabinet approved the award of contract for the Managed Wide Area Network (WAN) Services to Capita Business Services Ltd on the 12 March. Action in respect of the remaining services is outlined in this report.
- 1.3. In order to comply with the Council's Standing Orders and Public Contracts (Scotland) Regulations 2012 (SSI 2012/88) (as amended), a formal tendering exercise was undertaken. As a number of potential solutions had been identified, a restricted procedures tender was undertaken.
- 1.4. The contract term is for 5 Years commencing September 2013, plus the option to extend for 24 months.

2. Current Position

- 2.1 A formal contract notice was advertised under the Restricted Procedure in the Official Journal of the European Union and Public Contracts Scotland Procurement Portal on 10 December 2012, with a return deadline of 14 January 2013.
- 2.2 118 expressions of interest were registered and 32 submissions were received by the stated deadline. Following evaluation of PQQ submissions, 14 suppliers progressed to stage 2; some were selected for more than one LOT.
- 2.3 Stage 2 invitations to tender were issued on 25 February 2013 via the Public Contracts Scotland web portal with a return deadline of 5 April 2013. Of the 14 service providers invited to bid, 7 submitted offers.
- three compliant bids were received in response to the IPT requirements,
 - four compliant bids were received in response to the LAN requirements and
 - two compliant bids were received in response to the WLAN requirements.
- These were analysed, further clarification obtained where required and scores determined against previously published evaluation criteria and weightings.
- 2.4 A tender outcome report and award recommendation is provided at Appendix 1.
- 2.5 Detailed in the table below are the budget and tender costs:

IPT	Estimate to Cabinet June 2012	Available Budget 2013/14	Capita tender costs (£)
Revenue cost (annual)	£30,925	£35,000	£9,646
Total revenue cost (5 years)	£154,625	£175,000	£48,230
Capital cost (one -off)	£681,330	£681,330	£406,936
Total 5 year costs			£455,166
LAN	Estimate to Cabinet June 2012	Available Budget 2013/14	Provista tender costs (£)
Revenue cost (annual)	£70,024	£45,000	£77,973
Total revenue cost (5 years)	£350,120	£225,000	£389,865
Capital cost (one -off)	£1,077,166	£1,077,166	£621,649
Total 5 year costs			£1,011,514
WLAN	Estimate to Cabinet June 2012	Available Budget 2013/14	Provista tender costs (£)
Revenue cost (annual)	£24,000	£0	£15,109
Total revenue cost (5 years)	£120,000	£0	£75,545
Capital cost (one -off)	£500,000	£500,000	£380,800
Total 5 year costs			£456,345
		Additional Revenue Cost (annual)	-£22,728
		Capital Saving (one-off)	£849,111

2.6 Implementation of the proposals require to take account of:-

- the Council's building rationalisation programme and
- introduction of the Social Care & Health partnership.

2.7 During the procurement period, the need to upgrade or replace the Council's Contact Centre Avaya system became apparent. This is being evaluated presently and a subsequent report will be presented to Cabinet on the estimated costs.

3. Proposals

3.1 IT Services and Corporate Procurement will discuss with Capita Business Services Ltd and with Provista UK Ltd., the most effective solutions that can be delivered within the revenue budgetary constraints, prioritising key sites in order to provide the optimum balance of performance and cost.

3.2 The Cabinet is invited to approve the IPT contract award to Capita Business Services Ltd. and the LAN and WLAN contract awards to Provista UK Ltd., subject to finalisation of contracts and agreement on work schedules.

4. Implications

Financial Implications

- 4.1 The tenders result in additional annual costs of £22,728, which in the main relates to the implementation of a new Wireless Local Area Network (WLAN) for schools. The additional costs can be met from existing budgets.
- 4.2 The estimated Capital costs reported to Cabinet on the 19 June 2012 amounted to £2.258m. The Capital costs of the tenders received are £1.409m. Therefore, realising a saving to the Change Fund of £849,111. As contract specification and requirements may be subject to slight change/variation, the final cost may vary, although this is not expected to be significant. A further draw on the balance of Change Fund resources is anticipated in respect of the Avaya system as noted at Section 2.7.

Human Resource Implications

- 4.3 None

Legal Implications

- 4.4 Corporate Procurement and Democratic and Administration Services have been involved in the tender process

Equality Implications

- 4.5 None

Environmental Implications

- 4.6 None

Implications for Key Priorities

- 4.7 The implementation of a new infrastructure will contribute to the Council's Single Outcome Agreement and, in particular, will assist in achieving SOA outcome 15b - Public Services are more effective and efficient.

Community Benefit Implications

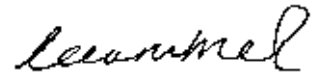
- 4.8 The upgrade of network equipment within libraries and implementation of wireless networks in schools will ensure faster access to the internet and other services for pupils, teaching staff and members of the public.

5. Consultations

- 5.1 Extensive consultation has been carried out as part of the strategic review process and reported in the Cabinet Paper (Item 22) of 19 June 2012.

6. Conclusion

- 6.1 It is the recommendation of the evaluation panel that the five year contract for IPT should be awarded to Capita Business Services Ltd. The award value will be £455,166. It is the recommendation of the evaluation panel that the five year contract for LAN and WLAN should be awarded to Provista UK Ltd. The award values will be £1,011,514 (LAN) and £456,345 (WLAN).



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact Alan Blakely, IT Manager on telephone number 01294 324272

Background Papers

Tender documentation.



NORTH AYRSHIRE

COUNCIL

Tender Outcome Report

Service provider(s) to design, supply, implement and support solutions to upgrade / replace elements of the existing NAC core IT infrastructure advertised in 3 LOTS (Lot A - Local Area Network, Lot B – Telephony, Lot C - Wireless Local Area Network.)

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NAC\ICT\2013-02(3L)

Tender for service provider(s) to design, supply, implement and support solutions to upgrade / replace elements of the existing NAC core IT infrastructure advertised in 3 LOTS (Lot A - Local Area Network. Lot B – Telephony, Lot C - Wireless Local Area Network)

1 Purpose

- 1.1. The purpose of this document is to summarise the invitation to tender process and present a recommendation for the award of the initial Contract and subsequent Framework Agreement. The recommendation is based on the results of the tender evaluation carried out on the responses to invitation to tender. The report will provide assurance that the tender evaluation has been undertaken in accordance with EU Procurement Directives, Public Contracts (Scotland) Regulations 2012 (SSI 2012/88) (as amended) and the Councils Standing Orders Relating to Contracts and Contract Procedure Rules for North Ayrshire Council.

2 Introduction

- 2.1. This report has been compiled on behalf of the Tender Evaluation Team following the completion of the evaluation of tender responses

3 Background

- 3.1. North Ayrshire Council required to establish a contract for service provider(s) to design, supply, implement and support solutions to upgrade / replace elements of the existing NAC core IT infrastructure advertised in 3 LOTS.
- 3.2. In order to comply with the Council's Standing Orders and Public Contracts (Scotland) Regulations 2012 (SSI 2012/88) (as amended) a formal tendering exercise was undertaken.
- 3.3. The Contract term is for an initial term of 5 Years commencing 2 September 2013 with the option to extend for up to 2 further years.
- 3.4. Prior to tender the estimated total value for the 3 Lots during the initial term was £2,883,241 with estimated annual expenditure of £124,949.

4 Tender Notice, Interest and Returns

- 4.1. A formal contract notice was advertised under the Restricted Procedure in the Official Journal of the European Union and Public Contracts Scotland Procurement Portal on 10 December 2012 with a return deadline of 14 January 2013.

Pre-Qualification Questionnaire Stage

- 4.2. 118 expressions of interest were registered and 32 submissions were received by the stated deadline. Following evaluation of PQQ submissions 14 suppliers progressed to stage 2; some were selected for more than one LOT:
 - 9 suppliers progressed for LOT A;
 - 6 suppliers progressed for LOT B;

- 7 suppliers progressed for LOT C.

The highest scoring compliant candidates for each LOT progressed to the tender shortlist.

- 4.3. Stage 2 invitations to tender were issued on 25 February 2013 via the Public Contracts Scotland web portal. Tenders had a return deadline of 5 April 2013. Of the 14 service providers invited to bid 7 submitted offers.

- Azzurri Communications Ltd (Lot B only)
- Capita Business Services (Capita IT Services) (All Lots)
- Damovo UK Limited (Lot A and Lot B)
- Digital IP (Lot B only)
- European Electronique Ltd (Lot B and Lot C)
- Provista UK Ltd (Lot A and Lot C)
- Virgin Media Business (Lot A only)

5 Evaluation Process

- 5.1. The evaluation of Tenders was in two stages. Stage one assessed the responses to the Minimum Criteria. If, during stage one, it was apparent that a Tenderer has submitted a fundamentally non-compliant Tender in respect of any of the stated requirements, then the Council could choose to reject that Tender. Clarification was sought from Tenderers at this stage, in order to determine whether their Tender is complete and compliant.

- One response (European Electronique) was considered non-compliant as the company had not submitted pricing for the required projects (only a general price list) and could not therefore be evaluated.
- One response (Digital IP) following clarification, confirmed their proposal could not operate with the Council's existing voice mail or corporate email system but required replacement of our mail servicers and Lotus Notes clients with Microsoft Exchange and Outlook which would be at considerable additional cost. This was also considered non-compliant as it did not meet an essential requirement of the specification.

- 5.2. Remaining suppliers were evaluated as compliant and progressed to full evaluation. Stage two of the evaluation was carried out by a Tender Evaluation Panel consisting of appropriately experienced Council Officers. Various requests for further clarification were issued and presentation meetings were held on 14 June 2013 and 17 June 2013.

- 5.3. Each Tenderers response was assessed against the following published criteria:

Price + Commercial Proposal	60% (50% + 10%)
Quality	40%

Quality was evaluated using the following sub-criteria/sub-weightings which were specific to each Lot:

Lot A

Overview of Requirement	0%
Example Solutions	8%
Functionality	8%
Management System	2%
Security	2%
Implementation	5%
System Support	6%
System Obsolescence	1%

Training	1%
Documentation	2%
Environmental	2%
Local Benefits	1%
References	2%

Lot B

Overview of Requirement	0%
Initial Requirement	5%
Framework Requirement	2%
Basic System Functionality	2%
Voicemail & Unified Messaging	4%
Unified Communications	2%
Small Offices, Home Users and Mobile Workers	1%
Emergency Service Calls	1%
Contact Centre	2%
Call Logging	1%
End User Devices	1%
Service Quality and Reliability	2%
System Administration and Management	2%
Security	2%
System Implementation	4%
Environmental Requirements	1%
System Support & Training	4%
System Obsolesce	1%
Local Benefits	1%
Reference Sites	2%

Lot C

Overview of Requirement	0%
Initial Requirement	7%
Framework Requirement	3%
Management System	3%
Security	5%
Coverage & Capacity	4%
Multicast & IPV6 Support	1%
Implementation	5%
System Support	3%
System Obsolescence	1%
Training	2%
Documentation	2%
Environmental Requirements	1%
Local Benefits	1%
Reference Sites	2%

- 5.4. The evaluation of the tenders against criteria took place on 25 June 2013 at Cunninghame House. The Tender Evaluation Panel consisted of representatives from the customer department and technical support from Farrpoint Ltd who assisted with the specification of requirements.

Maurice McTeague Category Manager, from North Ayrshire Councils Corporate Procurement Team was also in attendance to facilitate the meeting but did not score the submissions.

6 Evaluation Results

6.1 LOT A (Local Area Network)

Price 50%

Contractors were asked to submit prices for an initial 5 year period which gave the following results and scores:

Company	Price Tendered	Ranking	Score as % of overall marks
Capita	£1,369,018.62	4	36.94%
Damovo	£1,326,124.83	3	38.14%
Provista	£1,011,516.92	1	50.00%
Virgin Media	£1,093,609.18	2	46.25%

Commercial Proposal 10%

Company	Commercial Score	Ranking	Score as % of overall marks
Capita	256	4	7.98%
Damovo	293	3	9.13%
Provista	321	1	10.00%
Virgin Media	296	2	9.22%

Quality 40%

The Evaluation of the Technical Aspects of the tender responses was carried out by the Tender Evaluation Panel. A summary of which is as follows;

The bids from all companies who submitted for Lot A were of a high standard, and the evaluation panel were confident from the responses to questions that any of these suppliers would be capable of fully meeting North Ayrshire Council's requirements and expectations. There were minor variations in performance across the range of sub-criteria with some companies having responded particularly well in a number of areas.

Company	Quality Score	Ranking	Score as % of overall marks
Capita	36.45	3	37.98%
Damovo	35.72	4	37.22%
Provista	38.39	1	40.00%
Virgin Media	37.55	2	39.12%

6.2 LOT B (Telephony)

Price 50%

Contractors were asked to submit prices for an initial 5 year period which gave the following results and scores:

Company	Price Tendered	Ranking	Score as % of overall marks
Azzurri	£745,504.74	3	30.53%
Capita	£455,167.73	1	50.00%
Damovo	£484,830.63	2	46.94%

Commercial Proposal 10%

Company	Commercial Score	Ranking	Score as % of overall marks
Azzurri	235	1	10.00%
Capita	234	2	9.96%
Damovo	231	3	9.83%

Quality 40%

The Evaluation of the Technical Aspects of the tender responses was carried out by the Tender Evaluation Panel. A summary of which is as follows;

With the exception of the bids from the 2 companies deemed to be non-compliant, the bids from the remaining companies who progressed for Lot B were of a high standard, and the evaluation panel were confident from the responses to questions that any of these suppliers would be capable of fully meeting North Ayrshire Council's requirements and expectations. There were minor variations in performance across the range of sub-criteria with some companies having responded particularly well in a number of areas.

Company	Quality Score	Ranking	Score as % of overall marks
Azzurri	35.66	3	37.93%
Capita	37.61	1	40.00%
Damovo	35.87	2	38.15%

6.3 LOT C (Wireless Local Area Network)

Price 50%

Contractors were asked to submit prices for an initial 5 year period which gave the following results and scores:

Company	Price Tendered	Ranking	Score as % of overall marks
Capita	£570,639.38	2	39.99%
Provista	£456,346.73	1	50.00%

Commercial Proposal 10%

Company	Commercial Score	Ranking	Score as % of overall marks
Capita	293	2	9.16%
Provista	320	1	10.00%

Quality 40%

The Evaluation of the Technical Aspects of the tender responses was carried out by the Tender Evaluation Panel. A summary of which is as follows;

With the exception of the bids from the company deemed to be non-compliant, the bids from the remaining companies who progressed for Lot C were of a high standard, and the evaluation panel were confident from the responses to questions that any of these suppliers would be capable of fully meeting North Ayrshire Council's requirements and expectations. There were minor variations in performance across the range of sub-criteria with some companies having responded particularly well in a number of areas.

Company	Quality Score	Ranking	Score as % of overall marks
Capita	38.59	1	40.00%
Provista	36.91	2	38.26%

7 Overall Score

- 7.1. Following agreement of an overall score for each Tenderer and taking into consideration all qualitative and commercial elements of the responses, a high level summary sheet was completed for each Lot which is shown below:

Lot A

Company	Actual Price	Pricing Percentage	Commercial Percentage	Quality Percentage	Total Normalised Percentage	Total Ranking
Capita	£1,369,018.62	36.94%	7.98%	37.98%	82.90%	4
Damovo	£1,326,124.83	38.14%	9.13%	37.22%	84.48%	3
Provista	£1,011,516.92	50.00%	10.00%	40.00%	100.00%	1
Virgin Media	£1,093,609.18	46.25%	9.22%	39.12%	94.59%	2

Lot B

Company	Actual Price	Pricing Percentage	Commercial Percentage	Quality Percentage	Total Normalised Percentage	Total Ranking
Azzurri	£745,504.74	30.53%	10.00%	37.93%	78.45%	3
Capita	£455,167.73	50.00%	9.96%	40.00%	99.96%	1
Damovo	£484,830.63	46.94%	9.83%	38.15%	94.92%	2

Lot C

Company	Actual Price	Pricing Percentage	Commercial Percentage	Quality Percentage	Total Normalised Percentage	Total Ranking
Capita	£570,639.38	39.99%	9.16%	40.00%	89.14%	2
Provista	£456,346.73	50.00%	10.00%	38.26%	98.26%	1

8 Recommendation

- 8.1. It is the recommendation of the tender evaluation panel that the contract/Framework Agreement should be awarded to Provista UK Ltd for Lot A (LAN) and Lot C (WLAN) and to Capita IT Services Ltd for Lot B (IPT) subject to any challenges during the Standstill Period.
- 8.2. Subject to approval, Letters of Intent will be issued to all successful and unsuccessful Tenderers acknowledging the Standstill Rules.
- 8.3. Both successful and unsuccessful Tenderers will be provided with the opportunity to receive a full debrief in accordance with EU Legislation, the Public Contracts (Scotland) Regulations and Scottish Procurement Directorate guidance.
- 8.4. Upon the conclusion of the Standstill Period, where no formal legal challenge has been raised, IT Services and Corporate Procurement will conclude remaining negotiations on contract, scheduling and timetable and issue Letters of Acceptance to the successful companies.

Prior to conclusion of the award process IT Services and Corporate Procurement will hold discussions with both companies to agree the best balance of speed, technology and cost for each of the sites in order to obtain a final solution and costs. These will not exceed the previously stated budget estimates.

9 Authority to Approve

- 9.1. In line with Standing Orders Relating to Contracts and Contract Procedure Rules for North Ayrshire Council, the Tender Evaluation Panel seeks to obtain authority from Cabinet to accept the Tender(s) and award the Contracts to the Tenderer(s) identified in section 8.
- 9.2. If authority to accept is given by committee, please attach a copy of the minutes giving approval.

Representative of Committee:

Print Name: _____

Signed: _____

Date: _____

NORTH AYRSHIRE COUNCIL

Agenda Item 15

13 August 2013

Cabinet

Subject: **Framework Agreement for the provision of Insulated Overcladding Works**

Purpose: To advise Cabinet of the actions taken to award the Framework Agreement and also the first phase of the works.

Recommendation: That the Cabinet agrees to homologate the actions taken to award the framework agreement to five contractors (Marley Contract Services, CCG (Scotland) Ltd, Apollo Property Services Ltd, Wates Construction Ltd and AC Whyte Ltd) and to award the first phase of the works to Marley Contract Services.

1. Introduction

- 1.1 The Council requires to have a Framework Agreement in place for insulated overcladding works for council houses and private dwellings. In order to comply with the Council's Standing Orders Relating to Contracts and the Public Contracts (Scotland) Regulations 2012, a formal tender exercise was undertaken.
- 1.2 The estimated value of the Framework Agreement is £12m over the four year period and this will be part funded from the Energy Company Obligation (ECO) and the Home Energy Efficiency Programme for Scotland (HEEPS), in addition to existing HRA capital budgets.

2. Current Position

- 2.1 A formal contract notice was advertised in the Official Journal European Union (OJEU) and the Public Contracts Scotland Procurement portal on 25 March 2013. The purpose of the advert was to identify the five lowest compliant tenders for inclusion on the framework agreement and to award the lowest cost compliant tender phase one of the works, which was to insulate 286 timber constructed houses.
- 2.2 It is recommended that five providers are included on the framework agreement to ensure there is sufficient competition for future phases of the works, which is in line with the European Union's recommendation.

- 2.3 Further details on the tender process is contained with the Tender Outcome Report, attached as an Appendix to this report.
- 2.4 Due to the summer recess, Clause 18.7 of the Standing Orders Relating to Contracts was invoked. The clause states "in exceptional circumstances, where for reasons of urgency, it is not possible to submit a report to Cabinet in terms of paragraph 18.5, the relevant Chief Officer shall submit a report to the Chief Executive, who, in consultation with the Leader of the Council and relevant Cabinet portfolio holder shall be empowered to authorise acceptance of the tender, subject to a report being submitted to the Cabinet at the first available opportunity".
- 2.5 Following discussion with the Senior Manager (Housing Assets & Investments), the Council's Corporate Procurement Manager was satisfied that the use of this clause was appropriate in this instance.
- 2.6 In order to maximise the level of ECO and HEEPS funding being received, all phases of the project require to be complete by September 2014. The delivery timescale for this project is estimated to be in the region of 13 to 15 months. As a result of this early award, the Council has been able to progress the planning of this project with the successful contractor and ECO provider in a manner that will allow project delivery within the timescale set down. Delaying the acceptance of this award would have potentially impacted on the delivery of this innovative and ambitious piece of work.
- 2.7 The Chief Executive, Leader of the Council and Portfolio Holder (Finance and Corporate Support) authorised the award of the framework agreement and the first phase of the works on 2 July 2013.

3. Proposals

- 3.1 The Cabinet is asked to homologate the actions taken to award the framework agreement to Marley Contract Services, CCG (Scotland) Ltd, Apollo Property Services Ltd, Wates Construction Ltd and AC Whyte Ltd., and furthermore to award the first phase of the works to Marley Contract Services.

4. Implications

Financial Implications

- 4.1 The cost of phase one of the works is £2,902,003. The cost per house represents a saving of 3% compared to similar works undertaken last year. This is being funded from HRA Capital, the Energy Company Obligation (ECO) and the Home Energy Efficiency Programme (HEEPS).

Human Resource Implications

- 4.2 None

Legal Implications

- 4.3 The framework agreement was awarded in accordance with the Public Contracts (Scotland) Regulations 2012.

Equality Implications

- 4.4 None.

Environmental Implications

- 4.5 Improved insulation will reduce the carbon footprint and make houses more energy efficient.

Implications for Key Priorities

- 4.6 This contributes to the Council Plan Core Objective 4 'Operating more efficiently and effectively.'

Community Benefit Implications

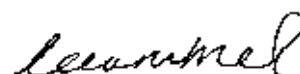
- 4.7 Community Benefit clauses are included in the framework agreement. The first phase of the project will deliver three apprenticeships/jobs.

5. Consultations

- 5.1 The Chief Executive, Leader of the Council and Portfolio Holder (Finance and Corporate Support) were consulted and agreed to utilise clause 18.7 of the Standing Orders Relating to Contracts.

6. Conclusion

- 6.1 The award of the framework agreement during the summer recess has enabled the works to commence expeditiously and reduced the risk of the project not being delivered within the timescales set.



LAURA FRIEL
Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact Thomas Reaney, Procurement Manager on telephone number 01294 324097

Background Papers

Nil



NORTH AYRSHIRE
COUNCIL

Tender Outcome Report

Ref: HO / 146

Framework Agreement
for the provision of
Insulated Overcladding Works

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For the procurement of

Framework Agreement for the provision of Insulated Overcladding Works

1 Purpose

- 1.1 The purpose of this document is to summarise the invitation to tender process and present a recommendation for Framework Agreement award including the award of the first phase of the works. The recommendation is based on the results of the tender evaluation carried out on the responses to the Framework Agreement for the provision of Insulated Overcladding Works Invitation to Tender. The report will provide assurance that the tender evaluation has been undertaken in accordance with EU Procurement Directives, Public Contracts (Scotland) Regulations 2012 (SSI 2012/88) (as amended) and the Councils Standing Orders Relating to Contracts and Contract Procedure Rules for North Ayrshire Council.

2 Introduction

- 2.1 This report has been compiled on behalf of the Tender Evaluation Team following the completion of the evaluation of responses to the Invitation To Tenders for the Framework Agreement for the provision of Insulated Overcladding Works Invitation to Tender.

3 Background

- 3.1 North Ayrshire Council require to establish a Framework Agreement for the Framework Agreement for the provision of Insulated Overcladding Works Invitation to Tender.
- 3.2 In order to comply with the Council's Standing Orders and Public Contracts (Scotland) Regulations 2012 (SSI 2012/88) (as amended) a formal tendering exercise was undertaken.
- 3.3 The contract term is for four (4) years there is no option to extend.
- 3.4 The estimated total value of the overall Framework Agreement is twelve million pounds (£12,000,000), with an estimated annual budgetary spend to North Ayrshire Council of three million pounds (£3,000,000). Part Funding for the requirement will come from Energy Company Obligation (ECO) and Home Energy Efficiency Programme for Scotland (HEEPS).

4 Tender Notice, Interest and Returns

4.1 A formal contract notice was advertised under the Restricted process in the Official Journal of the European Union and Public Contracts Scotland Procurement Portal 25/03/2013 with a return date of 25/04/2013 at 12 noon.

4.2 The contract notice attracted forty (40) expressions of interest from a wide range of potential providers of which twenty (20) submitted Pre-Qualification Questionnaires (PQQs).

Following evaluation of the PQQs the following eleven (11) potential providers were short-listed to receive Invitation to Tenders documents. The purpose of the Invitation to Tender was to identify the five lowest tenderers to comprise the framework agreement and at the same time award the first phase of works to the lowest cost compliant tender.

4.3 The return date for completed Invitation to Tenders was 21/06/2013 at 12 noon. Nine (9) tenders were received by the due return date and time.

5 Evaluation Process

5.1 The evaluation of tenders received was lowest price criteria. All tenders received were deemed to be acceptable and prices are as detailed at para 6 below.

6 Evaluation Results

Company	Price Tendered	Ranking
Marley Contract Services	£2,902,003.76	1 st
CCG (Scotland) Ltd	£3,002,700.85	2 nd
Apollo Property Services Ltd	£3,397,784.59	3 rd
Wates Construction Ltd	£3,540,756.51	4 th
AC Whyte Ltd	£3,631,135.80	5 th
Anglian Building Products	£3,901,186.65	6 th
Avonside Renewables Ltd	£4,030,600.00	7 th
SIG Energy Management	£4,778,454.84	8 th
Mark Group Ltd	£7,490,773.11	9 th

6.1 These tender prices represent the price of the first phase of the works.

7 Recommendation

- 7.1 The recommendation of the Tender Evaluation Panel is that a Framework Agreement be awarded to: Marley Contract Services, CCG (Scotland) Ltd, Apollo Property Services Ltd, Wates Construction Ltd, and AC Whyte Ltd, subject to any challenges during the Standstill Period. Furthermore it is recommended that Marley Contract Services are awarded the first phase of the works at a price of £2,902,003.76.
- 7.2 Subject to approval, Letters of Intent will be issued to all successful and unsuccessful tenderers acknowledging the Standstill Rules.
- 7.3 Both successful and unsuccessful tenderers will be provided with the opportunity to receive a full debrief in accordance with EU Legislation, the Public Contracts (Scotland) Regulations and Scottish Procurement Directorate guidance.
- 7.4 Upon the conclusion of the Standstill Period, where no formal Legal challenge has been raised, to issue Letters of Acceptance to the successful companies.

8 Authority to Approve

- 8.1 In line with Standing Orders Relating to Contracts and Contract Procedure Rules for North Ayrshire Council, paragraph 18.7, the Tender Evaluation Panel seeks to obtain authority from the Chief Executive, the Leader of the Council and the Cabinet portfolio holder (in the absence of Cabinet due to the summer recess) to accept the tender(s) and award a Framework Agreement to the tenderer(s) identified in section 7.1.

C D Garbutt
Category Manager (Construction & FM)
01 July 2013

Chief Executive / Leader of the Council / Cabinet Portfolio Holder Approval:

CHIEF EXECUTIVE	
Print Name:	E MURRAY
Signed:	
Date:	2.7.2013

LEADER OF THE COUNCIL	
Print Name:	William Gibbon
Signed:	
Date:	2/7/2013

PORTFOLIO HOLDER	
Print Name:	ALEX McLEAN
Signed:	
Date:	2/7/2013

NORTH AYRSHIRE COUNCIL

Agenda Item 16

13 August 2013

Cabinet

Subject: **North Ayrshire Carers Centre**

Purpose: To seek the Cabinet's approval to undertake a tender exercise to appoint a provider to deliver a support service for Carers and Young Carers

Recommendation: That the Cabinet agrees to a tender exercise to appoint a provider to deliver a support service for Carers and Young Carers.

1. Introduction

- 1.1 The service is currently provided by Unity Enterprises from their base at the Princess Royal Trust North Ayrshire carers Centre in Irvine.
- 1.2 The current funding level for the Service is £207,904 per annum, which includes a £46,665 payment from NHS Ayrshire and Arran and £20,000 to fund a Young Carers Support Worker.

2. Current Position

- 2.1 Carers are the largest source of care and support in Scotland. It makes good fiscal sense to provide support to carers who underpin the delivery of social care services to enable them to continue caring.
- 2.2 The Scottish Household Survey 2007/08 figures estimated that there are 18, 921 unpaid carers in North Ayrshire providing a level of care to a person in need. It is currently difficult to track expenditure which supports carers, given that much of the funding relates to support for service users which indirectly also supports carers.
- 2.3 As an indicator, in 2012-2013, the Council spent £1,154,000 on overnight respite for adults, £3,780,277 for respite via day support for adults with a learning disability and directly supported the Carers Centre and Young Carers project on an annual basis of £141,240.
- 2.4 Both National and Local Carers Strategies also highlight the fact that Carers carry out this work at a personal cost, which can have financial, health, social and emotional implications for them.

- 2.5 North Ayrshire Council aspires to deliver early, preventative, personalised support to families encouraging independence and confidence while directly aiding the carer. The consultation on the North Ayrshire Draft Strategy asked which form of support was the most important to carers. The response was almost an even split between accessible, accurate and current information (29.5%), practical support (29.5%) and breaks from caring (27.9%).
- 2.6 The tender will look to secure a service by an independent organisation and will provide direct access to practical and emotional support, including alternative therapies, advocacy and support to carers and young carers with assessments and support planning. This will be provided by a range of appropriate interventions including drop in and surgeries, provision of support groups one to one and family contact as well as promoting the role of carers and assisting in identification of 'hidden carers'. This will involve working with all stakeholders on implementing the North Ayrshire Carers Strategy with a clear focus on promoting and arranging events for Carers, including the annual carers week.
- 2.7 The young carer service has a focus on supporting children and young adults. There are currently 81 young carers registered with this service and receive support through one to one support, group support and arrangements of activity breaks. The main focus is to give young carers a break from the caring role, as well as to support them to participate in the same activities and experiences of their peers. The service also provides emotional and practical support, advocacy as well as opportunities to meet and befriend other young carers.
- 2.8 The current contract is due to be renewed in April 2014 and this is a re-tendering exercise.
- 2.9 To test the market, a PIN notice was issued on Public Contracts Scotland asking interested parties to note their interest and 16 providers expressed an interest.

3. Proposals

- 3.1 That Cabinet gives approval for a tender exercise to be undertaken to appoint a Service to deliver a local support service for Carers and Young Carers.

4. Implications

Financial Implications

- 4.1 There are no further financial implications at this time as the budget will remain unchanged.

Human Resource Implications

- 4.2 There are no human resource implications for the Council as the proposed staff group will be employees of the appointed provider.

Legal Implications

- 4.3 This procurement is above EU Procurement Thresholds for Services, although the required Service is classified within Part B of the Regulations. Both Social Service's Service Design and Procurement Team and Legal Services will be involved throughout the procurement process.

Equality Implications

- 4.4 The provision of the Service will continue to offer appropriate support and advice to Carers and Young Carers. These individuals are not expected to be disadvantaged through the provision of this service.

Environmental Implications

- 4.5 No environmental implications are envisioned as a result of this proposal.

Implications for Key Priorities

- 4.6 The proposal supports one of the Councils priorities of protecting vulnerable people.

Community Benefit Implications

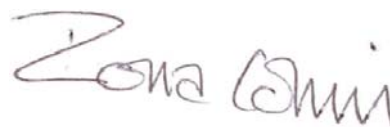
- 4.7 Evaluation of the providers proposals as to how they would deliver community benefit will be carried out as part of the tender process.

5. Consultations

- 5.1 Consultation has taken place with Carers as part of the recent Carers Strategy document.
- 5.2 Additionally both Carers, Young Carers and staff members will be consulted as part of the tender process.

6. Conclusion

- 6.1 The Cabinet is asked to note the requirement for this tender; note the revenue funding is above the EU Public Procurement threshold for part B Services; and approve the procurement of this service, using the Open Procedure via The Public Contract Scotland Tender System.



IONA COLVIN

Corporate Director (Social Services and Health)

Reference : AB/JT

For further information please contact Alan Brown, Senior Manager,
Community Care, Personalisation on telephone number 01294 317794

Background Papers

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NORTH AYRSHIRE COUNCIL

Agenda Item 17

13 August 2013

Cabinet

Subject: **Procurement of Streetlighting Maintenance
2014/15**

Purpose: To seek the agreement of the Cabinet on the procurement method to be utilised for the provision of streetlighting maintenance from 1 January 2014.

Recommendation: That the Cabinet agrees to the proposal of procuring streetlighting maintenance for 2014/15 through the Government Procurement Service (GPS) Traffic Management Technology Framework.

1. Introduction

- 1.1 North Ayrshire Council has a statutory obligation under Section 35 of the Roads (Scotland) Act 1984 for the provision and maintenance of streetlighting within the adopted road network.
- 1.2 North Ayrshire Council is not responsible for the maintenance of streetlighting within the Trunk Road Network which is the responsibility of Transport Scotland and their management contractor Transerv. The Trunk Road network includes the A78, the A737 from Kilwinning to the East Renfrewshire Boundary and A738 from the Pennyburn Roundabout to the A737 Dalry Road, Kilwinning.
- 1.3 The streetlighting asset within the adopted road network equates to approximately 22,500 units with an additional 5,000 units within the unadopted road network.
- 1.4 The streetlighting asset plays a vital role in making communities feel safer and better protected; providing an attractive environment; promoting healthy, more active communities; providing access to amenities and social inclusion; promoting carbon management initiatives and improving roads and footways.

2. Current Position

- 2.1 The maintenance service for streetlighting is currently delivered through a collaborative contract issued in partnership with Inverclyde Council and South Ayrshire Council and the incumbent service provider is Lightways (Contractors) Ltd. South Ayrshire Council acted as lead Authority in the procurement of the project. The current collaborative contract for streetlighting maintenance is due to expire on the 31 December 2013.
- 2.2 The three current participating Councils have concluded not to continue to collaborate on the procurement for the renewal of the future lighting maintenance contract and will be pursuing the future provision of this service through separate delivery models.
- 2.3 The collaborative Lead Authority model in Ayrshire has proved highly complex to manage and resulting in a requirement for more intensive management controls and a heightened level of financial and reputation risk.
- 2.4 A review of the streetlighting service is currently on-going and will be the subject of a further report to Cabinet at a later date. The focus of this review is to examine all possible future service delivery models, available market opportunities for invest to save initiatives and the review of North Ayrshire's current streetlighting policy.
- 2.5 However, there is a requirement to implement a short term interim service delivery contract while this longer term strategy review is completed.

3. Proposals

- 3.1 The Government Procurement Service (GPS) Traffic Management Technology Framework is a nationally procured framework that includes within it an option for the provision of streetlighting services, to which North Ayrshire Council has the opportunity to access.
- 3.2 The benefit in using this established Government Procurement Framework route in tendering for these services is that the procurement exercise to determine the tenderers has already been completed. This reduces the risk of any potential challenges being raised against the Council through this exercise.

- 3.3 It is proposed to use this framework to procure an interim 12 month contract plus 12 month optional extension to ensure the smooth continuation of a streetlighting maintenance service while providing the flexibility of an end date which allows other delivery models to be more fully explored and implemented.
- 3.4 There are eight experienced potential service providers registered with this framework lot. To establish the viability of its use, an initial market research has been conducted with the eight providers to gauge interest in submitting bids. To date four of the eight have confirmed an interest, with only two indicating they would not be interested at this time.
- 3.5 Further market research has ascertained that East Renfrewshire Council (ERC) successfully utilised this framework to procure their last streetlighting maintenance service. At that time only two service providers indicated an interest and only one submitted a bid. This bid was higher than their previously contractor rates, however the rates were deemed economically viable and Best Value. ERC has advised it was very satisfied with the service provided and relationship with the Contractor.
- 3.6 Taking into account the analysis of the market, the short term requirements of the Council due to further service review, coupled with the low risk and timeframe required in utilising the GPS framework, it is recommended to the Cabinet that this framework is utilised to procure the streetlighting maintenance service from 1 January 2014.
- 3.7 The Cabinet is invited to agree to the proposal to procure streetlighting maintenance for 2014/15 through the Government Procurement Service (GPS) Traffic Management Technology Framework.

4. Implications

Financial Implications

- 4.1 Provision for the expenditure on the contract is included in the Council's Revenue Budget.

Human Resource Implications

- 4.2 The contract may be subject to the TUPE (2006) Regulations and subsequent amendments thereof.

Legal Implications

- 4.3 North Ayrshire Council has a statutory obligation to manage and maintain its public road network under the terms of the Roads (Scotland) Act 1984.
- 4.4 North Ayrshire Council is bound by the Public Contracts (Scotland) Regulations 2012 and the European Union Procurement Regulations.

Equality Implications

- 4.5 There are no equality implications.

Environmental Implications

- 4.6 There are no environmental implications.

Implications for Key Priorities

- 4.7 Continuity of service delivery and management of these assets contributes to a number of key objectives including the effective and efficient services, protecting vulnerable people and regeneration of our communities and increasing employment.

Community Benefit Implications

- 4.8 Continuity of service delivery and management of these assets contributes to a number of key objectives including effective and efficient services, maintaining and improving road safety, ensuring social inclusion through night-time access, protecting vulnerable people, regenerating our communities, maintaining transport links and increasing employment.

5. Consultations

- 5.1 Market research has been carried out as outlined above on procurement and service delivery options. The Council's Corporate Procurement Service has also been consulted on the content of this report.

6. Conclusion

- 6.1 The process of procuring a streetlighting maintenance contract through existing Government framework mechanisms will ensure a continuous and timely transfer of service delivery and may realise operational benefits to the Council. Therefore, it is recommended that permission be sought from the Cabinet to procure the service through the Government Procurement Service (GPS) Traffic Management Technology Framework.



CRAIG HATTON
Corporate Director (Development and Environment)

Reference : CH/JS/LB

For further information please contact Joe Smith, Senior Manager (Roads & Transportation) on telephone number 01294 225203

Background Papers

N/A

NORTH AYRSHIRE COUNCIL

Agenda Item 18

13 August 2013

Cabinet

Subject: **South West Hub Territory Partnering Board held on 25 April 2013**

Purpose: To submit the Minutes of the Meeting of the South West Hub Territory Partnering Board held on 25 April 2013.

Recommendation: That the Cabinet agrees to note the Minute attached at Appendix 1.

1. Introduction

- 1.1 South West Hub is a partnership vehicle through which the Council can procure its capital projects. Three current Council projects are being progressed through this route: the new Arran care home, the Garnock campus and the Three Towns Schools project.
- 1.2 The South West Hub Territory Partnering Board (TPB) comprises of representatives from each of the constituent public bodies. The Board meets regularly to consider appropriate strategic issues and also review the pipeline of work available to Hub. The most recent meeting was held on 25 April 2013.

2. Current Position

- 2.1 The main business of the meeting of the TPB of 25 April 2013 comprised:-
- A presentation from Equitix on the Non-Domestic Energy Fund;
 - A presentation from South Lanarkshire Council on its Security Strategy;
 - Notification of the appointment of Stephen Storrie (NAC secondee) as the South West Hub Schools Programme Manager;
 - Plans for meetings between SW Hub Board's chair - John McClelland - and local authority Chief Executives to increase Hub's profile;
 - An update on all projects including the proposed new care home on Arran;
 - Feedback on four 'Meet the Buyer' events and details of a Supplier Development Programme event taking place on 30 April 2013;

- An update on progress in appointing a Supply Chain Development Manager;
- An update on Scottish Futures Trust initiatives; and
- An update on issues discussed at the National Programme Board.

2.2 The Minute of the meeting is attached at Appendix 1.

3. Proposals

3.1 That the Cabinet agrees to note the Minute attached at Appendix 1.

4. Implications

Financial Implications

4.1 There are no financial implications.

Human Resource Implications

4.2 There are no human resource implications.

Legal Implications

4.3 There are no legal implications.

Equality Implications

4.4 There are no equality implications.

Environmental Implications

4.5 There are no environmental implications.

Implications for Key Priorities

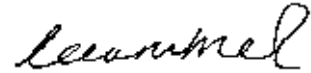
4.6 There are no implications.

5. Consultations

5.1 No consultations were required in the preparation of this report.

6. Conclusion

6.1 The attached Minute is submitted for information.



LAURA FRIEL
Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact Yvonne Baulk, Head of Finance and Property on telephone number 01294 324542

Background Papers

None

Minutes of Meeting of the Territory Partnering Board
Held on 25th April 2013 at 10am in Hamilton Town House, 103 Cadzow Street,
Hamilton, ML3 6HH (South Lanarkshire Council)

Attendees

Name	Organisation	Initials
Rhona Wells (Chair)	Dumfries & Galloway Council	RJW
David Browning	NHS Lanarkshire	DB
Ian Bryden	NHS Dumfries & Galloway	IB
Audrey Christie	South West hub	AC
Derek Craig	South Lanarkshire Council	DC
Laura Friel	North Ayrshire Council	LF
James King	Scottish Futures Trust	JK
Bill Martin	South West hub	BM
Michael McBrearty	South West hub	MMcB
John Quinn	South West hub	JQ
Mary Anne Robb	North Lanarkshire Council	MAR
John Wright	NHS Ayrshire & Arran	JW

In Attendance

Name	Organisation	
Egan Archer	Equitix	EA
Stephen Bell	South Lanarkshire Council	SB
Andy Barrett	South West hub	AB
Alistair Kidd	East Ayrshire Council	AK
David Strang	South Ayrshire Council	DS

Apologies Received

Name	Organisation
Eileen Howat	South Ayrshire Council
Gillian Jewell	Scottish Court Services
Robin McNaught	State Hospital for Scotland
David Orr	Scottish Ambulance Service
Malcolm Roulston	East Ayrshire Council
Arthur Watson	Irvine Bay Regeneration Company

1. Welcome & Introductions

Rhona Wells welcomed everyone to the meeting and noted apologies.

Egan Archer from Equitix was in attendance to give a presentation on Non-Domestic Efficiency Fund and Stephen Bell from South Lanarkshire Council was in attendance to give a presentation on Security Strategy.

2. Non-Domestic Efficiency Fund

Egan Archer gave a presentation on non-domestic efficiency fund.

RJW thanked EA for attending and giving the presentation. A copy of **AC**

the presentation will be sent out to all TPB members.

3. Security Strategy

Stephen Bell gave a presentation on Security Strategy.

RJW thanked SB for attending and giving the presentation. A copy of the presentation will be sent out to all TPB members. **AC**

4. Review of Last Meeting Notes – 7th March 2013

The minutes were approved as an accurate record of events.

5. Matters Arising from Last Meeting

Energy Efficiency

A copy of the presentation and Viv Cockburn's contact details will be sent out to all TPB members. **AC**

Programme Directors Report – Governance Issues

SWhub Board to respond to letter from TPB re previous governance issue **MMcB**

6. SWhub / TPD Report

Highlights in Period

Stephen Storrie has been appointed as the Schools Programme Manager. He will be based at Perceton House and via this co-location with hubco it will assist the collaboration process. It was agreed that Stephen would be invited to attend a future Territory Partnering Board meeting to give an update to colleagues **AC**

NHS Lanarkshire are now in the process of moving forward to Stage 2.

All Participants apart from South Lanarkshire Council (SLC) and Irvine Bay Regeneration Company (IBRC) have signed the contracts accepting Strathclyde Police becoming a Shareholder and Dumfries & Galloway Police and Dumfries & Galloway Fire & Rescue becoming Participants. Arrangements have been made for SLC and IBRC to sign the contracts.

Irvine Bay tenders for Ardrossan Medical Centre and Annickbank have been returned.

A series of meetings have been arranged by John McClelland with Chief Executives of the Local Authorities to increase the hub profile.

Following a meeting with North Ayrshire Council (NAC) there was a better understanding on the hub's transparent processes and price robustness. NAC are now in the process of gaining internal approval to progress with hub to deliver Montrose House

Territory Communications

The Communication Strategy is to be updated and implemented on behalf of hubco and all project stakeholders including participants and will be discussed at the next Territory Partnering Board meeting in June.

BM/MMcB

AC

Four meet the buyer events have taken place. Three of these were for NHS Lanarkshire and took place in East Kilbride, Wishaw and Kilsyth. The fourth event was held in Dumfries for Dalbeattie and Dunscore health centres. Feedback from attendees has been extremely positive. The event in Dumfries attracted 77 representatives from various organisations.

SWhub will have a stand at a Supplier Development Programme event on 30th April and Michael McBrearty and Bill Martin will be giving a presentation at the event.

Supply Chain Development Manager

A total of four applications were received for the position of Supply Chain Development Manager. It is anticipated that three of the applicants will be interviewed and hope to be in a position to make an offer by 26th April 2013.

7. Scottish Futures Trust Update

The TIF for Ravenscraig is still progressing and a business case is being revisited.

A number of workshops looking at the street lighting toolkit with Local Authorities have taken place.

8. National Programme Board Update

Rhona Wells gave an update on issues discussed at the National Programme Board.

9. AOCB

Communications Strategy update will be discussed at next meeting.

BM/MMcB

The six monthly performance review will be discussed at the next meeting.

BM/MMcB

James King advised that enabling funds can now be drawn down.

AC

Buzzsaw training will be tabled at a future meeting.

Rhona Wells advised that she will be unable to attend the next meeting so David Browning will chair.

8. Date and Time of Next Meeting

The next meeting of the Territory Partnering Board will take place on 6th June 2013 at 10.30am in the De Walden Suite, Dower House, Dean Castle Country Park, Dean Road, Kilmarnock, KA3 1XB (East Ayrshire Council).

NORTH AYRSHIRE COUNCIL

Agenda Item 19

13 August 2013

Cabinet

Subject: **Housing Revenue Account Business Plan
Implementation Group: Minutes of meeting held
on 15 May 2013**

Purpose: To submit the Minutes of the meeting of the Housing Revenue Account Business Plan Implementation Group held on 15 May 2013.

Recommendation: That the Cabinet notes the Minutes attached at Appendix 1.

1. Introduction

- 1.1 A Housing Revenue Account Business Plan Implementation Group was set up in 2010, with the first meeting of that Group being held in June that year.
- 1.2 The Group consists of Elected Members, tenant representatives, staff from Social Services and Health and Finance and Corporate Services.
- 1.3 The remit of the Housing Revenue Account Business Plan Implementation Group is:
 - To make recommendations to the Council's Cabinet and other bodies as appropriate;
 - To carry out an annual review and report progress on the Business Plan;
 - To assume responsibility for performance monitoring and reporting;
 - To advise and provide recommendation on the setting and use of budgets and resources;
 - To ensure the appropriate consultation is undertaken at key stages, and;
 - To agree and drive forward any key activities within the final work plan.

2. Current Position

- 2.1 The Minutes of the meeting of the Housing Revenue Account Business Plan Implementation Group held on 15 May 2013 are attached at Appendix 1.

3. Proposals

- 3.1 It is proposed that the Cabinet notes the Minutes attached at Appendix 1.

4. Implications

Financial Implications

- 4.1 There are no implications arising from this report.

Human Resource Implications

- 4.2 There are no implications arising from this report.

Legal Implications

- 4.3 There are no implications arising from this report.

Equality Implications

- 4.4 There are no implications arising from this report.

Environmental Implications

- 4.5 There are no implications arising from this report.

Implications for Key Priorities

- 4.6 There are no implications arising from this report..

5. Consultations

- 5.1 None required.

6. Conclusion

6.1 The attached Minutes are submitted for information.

A handwritten signature in purple ink, appearing to read 'Iona Colvin', is positioned above the printed name.

IONA COLVIN

Corporate Director (Social Services and Health)

Reference :

For further information please contact Olga Clayton, Head of Community Care and Housing on telephone number 01294 324626

Background Papers

None

	<p>Alex Younger (AY) advised that the issue of behaviour adversely affecting repairs has been raised at the Tenants and Residents Network Group and there had been some discussion regarding setting up social care packages to deal with some of the more “dysfunctional” tenants. AY was concerned about the cost involved in this. Olga Clayton (OC) suggested that it was likely that tenants in need of support, would already be known within the Council support network, therefore further costs may not be incurred.</p> <p>Cllr Marshall asked if the type of front/back door currently fitted could be changed to something more substantial. David Tate (DT) will investigate this.</p> <p>OC confirmed that the contact centre are considering using a “script” when arranging repair appointments, for example asking tenants to repeat the appointment time and to confirm that they will be available. It was suggested that the contact centre advise tenants of the cost of missed appointments.</p>	DT	
4. Proposals for HRA Non Housing Portfolio	<p>DT referred the group to the Housing Revenue Account – Non Housing Assets (Appendix 3).</p> <p>The Group was given an overview of the current position.</p> <p>DT confirmed that an Asset Register had been completed and the performance report would be in place by July 2013.</p> <p>DT is also working in conjunction with Estate Management to review the marketing of vacant properties.</p> <p>Cllr Marshall asked about the possibility of selling to existing tenants once their leases expire. DT advised that all possibilities would be explored as part of the review.</p>		
5. Affordable Housing Programme Update - Revised strategic programme - Development of 2015-18 SHIP - Council House Building & Regeneration Progress	<p>Alex Adrain (AA) updated the Group on Housing Development – Funding (Appendix 4). He advised that since May last year Housing Services received additional funding from the Scottish Government in excess of £2.9million. In a change to the original annual allocation, funding will now be allocated over a three year period which will assist the planning process.</p> <p>AA also advised that the Council has been short-listed for a Scottish Homes Award for the development at St Michael’s Wynd for the best small affordable housing development. The award ceremony will take place on 20th June 2013.</p> <p>For the benefit of some of the new members to the group AA provided an overview of previous developments and the plans for forthcoming projects included in the Strategic Local Plan (SLP) 2012-15.</p> <p>Cllr Marshall raised an issue with the size of the reports submitted to Cabinet. OC agreed that there was an issue surrounding the size of reports sent to Cabinet, however this was often due to the type of reports requested and Cabinet recesses which can lead to a build-up in the number of reports.</p>		

6. Welfare Reform Update -Reports/Visit	<p>Marianne McManus (MM) gave an update on the current position on Welfare Reform. (Appendix 5)</p> <p>MM advised that the DWP have increased the funding for Discretionary Housing Payments to £688,032 for 2013/14.</p> <p>Since the implementation of the under occupancy charges 1,955 of tenants affected by under occupancy were in rent arrears. Arrears have increased by £109,107 to £654,134; this is compared to an increase of £5,576 for the same period last year.</p> <p>However, there were some discretionary housing payment claims still be processed so this figure may change.</p>		
7. Business Plan Review - Modelling Scenarios - Discuss & Agree Priorities	<p>Carolyn Hope (CH) gave a presentation reviewing the 30 Year HRA Business Plan. (Appendix 6)</p> <p>CH took the group through the various assumptions that were used in the creation of the Business Plan and the changes that have occurred since.</p> <p>CH drew particular attention to the lifespans of kitchens and bathrooms and highlighted the potential impact of reducing these lifecycles.</p> <p>JW suggested new installation costs may be offset by reduced repair costs for older kitchens/bathrooms.</p> <p>Cllr Marshall raised concerns at the frequency of repairs compared to the private sector. OC advised that council properties were subject to SHQS and surveys were carried out to identify work required to meet these standards.</p> <p>Gordon Taylor (GT) asked DT what the manufacturer's lifespan was for the kitchens and bathrooms, DT confirmed it was 20/25 years for kitchens and 30 years for bathrooms.</p> <p>Cllr Dickson asked the Group if it was appropriate to change lifecycles when there was uncertainty around the full cost of welfare reform. AA suggested further consideration should be given to this due to the uncertainty of the financial impact and will form part of the budget process for 2014/15. The Group agreed.</p>		
9. A O C B	<p>Local Housing Strategy – OC advised the group that the latest LHS Forum held on 10th May was a success with positive feedback to the additional private letting agents being in attendance. The focus of the Forum was the Empty Homes Strategy and the Private Sector Property Condition Survey.</p> <p>HRA Guidance – Draft guidance has been issued for consultation, this will be discussed at a future meeting.</p>		
10. Next Meeting	<p>Tuesday 13th August 2013 , Committee Room 1, Cunninghame House at 10am</p>		

NORTH AYRSHIRE COUNCIL

Agenda Item 20

13 August 2013

Cabinet

Subject: **Health and Social Care Policy Board : Minutes of Meeting held on 27 May 2013.**

Purpose: To submit the Minutes of the Health and Social Care Policy Board held on 27 May 2013.

Recommendation: That the Cabinet agrees to note the Minutes set out at Appendix 1.

1. Introduction

1.1 The Health and Social Care Policy Board met on 27 May 2013.

2. Current Position

2.1 The minutes of the Health and Social Care Policy Board meeting held on 27 May 2013 are attached as Appendix 1.

2.2 The key issues discussed were :-

- Community Portal - Care and Support North Ayrshire (CareNA)
- Older People Housing Strategy
- Reablement

3. Proposals

3.1 It is proposed that Cabinet notes the minutes set out at Appendix 1.

4. Implications

Financial Implications

4.1 There are no financial implications arising from this report.

Human Resource Implications

4.2 There are no human resource implications arising from this report.

Legal Implications

4.3 There are no legal requirements arising from this report.

Equality Implications

- 4.4 There are no equality implications arising from this report.

Environmental Implications

- 4.5 There are no environmental implications arising from this report.

Implications for Key Priorities

- 4.6 There are no key priorities arising from this report.

5. Consultations

- 5.1 None required.

6. Conclusion

- 6.1 That the Cabinet notes the Minutes.

A handwritten signature in purple ink, appearing to read 'Iona Colvin'.

IONA COLVIN

Corporate Director (Social Services and Health)

Reference : IC/KA

For further information please contact Iona Colvin, Corporate Director (Social Services & Health) on telephone number 01294 317723.

Background Papers

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Health and Social Care Policy Board
Monday 27th May 2013

At a meeting of the **Health and Social Care Policy Board** of North Ayrshire Council held on Monday 27th May 2013 at 2.00 p.m., in Council Chambers, Cunninghame House, Irvine.

Members Present:

Anthea Dickson, Catherine McMillan, Alan Munro, Donald Reid, Tom Marshall, Irene Oldfather

In Attendance:

Iona Colvin, Corporate Director (Social Services & Health), Olga Clayton, Head of Service (Community Care & Housing), Marlene Harkis, Senior Manager (Community Care Strategy), Alex Adrain, Divisional Manager (Headquarters), Isabel McKnight, Manager (Service Development), Lynda Ralston, Administration Assistant

Chair

Councillor Dickson in the Chair.

Apologies for Absence:

No apologies for absence received.

1. Minute of Meeting held on 25th March 2013

The Minutes of the Meeting of the Health and Social Care Policy Board held on the 25th March 2013 were confirmed.

2. Community Portal – Care and Support North Ayrshire (CareNA)

Submitted report by Manager of Service Development regarding the Community Portal (Care NA). The report provided the Policy Board with an overview of the proposed independent community portal that will be the central information and intelligence resource for care and support across North Ayrshire.

Elected members asked questions and received clarification in relation to the following:

- There are currently 70 registered providers within North Ayrshire. We propose to market one of our own services to create a first page to market. The aim will be to have 90 providers within the locality before the end of July 2013.
- Service users will have access to providers and social work staff if they require assistance with the new community portal.

- The portal will operate independently with a link from NAC Navigate page to the community portal.
- The community portal will be a commercial website as all the providers are in business to provide care. This will allow all service users who have a self-directed support package to look for themselves and see who they want to employ.
- This community portal is a statutory requirement from the self-directed support legislation. A review of day services has been undertaken. We are looking to reshape services and establish social enterprise at Hazeldene. We hope to build one new learning disability day centre and require to offer a differentiated approach to meet the needs of all.
- There is a growing demand for older people services and we are unsure where this money will come from. Savings are required from the learning disability services.

3. Older People Housing Strategy

Submitted report by Olga Clayton, Head of Service, Community Care & Housing regarding the North Ayrshire Older People Housing Strategy detailing future challenges in relation to decreasing budgets and reduced new build rates taking account of the national priorities and policy direction.

Elected Members asked questions and received clarification in relation to:

- A key priority is to encourage private developments to spread the engagement.
- Another area for development is a social enterprise model with Cunninghame Housing Association. Work has been funded through the Change Fund for an option appraisal to be completed with a view to implement in the next financial year.
- We aim to have a team with named individuals for specific sheltered housing developments and allocated development officers to sheltered housing units. There is a sheltered housing forum where we engage with service users.
- If there are adaptations that require to be made to private property then the private landlords have no option than to allow these to be made.
- In terms of older people it will be best for them to have 2 bedroom properties. This will allow for carers and family to stay if required.
- It has been agreed that we will not sell any more one bedroom properties and pressured status areas have been highlighted.

- There have been ongoing discussions in relation to the council building programme and under occupancy. It is intended that the demolition of Kiln Court will take place alongside the phased demolition of Montgomerie Court which will be replaced with two bedroom bungalows. These bungalows will be made to fit the purpose of the elderly.
- We have been working with Stirling University regarding people with dementia and allowing them to access outdoor space and incorporating this into our designs.

4. Reablement

Presentation by Marlene Harkis, Senior Manager, Community Care Strategy detailing the current position within the reablement service, the impact on the care at home service and the future developments. The main aim is to maximise independence and minimise ongoing support.

Elected members asked questions and received clarification in relation to:

- There has been invaluable input from Occupational Therapists where they would initially work with the service user to establish goals and what they want to achieve. The Occupational Therapist will then initially work with the Care at Home Assistants to break down the tasks, work in stages and develop the Care at Home Assistants awareness.
- The existing workforce will be retrained and there is an additional three Occupational Therapists who work with the Care at Home Assistants.

5. AOCB

Community Wardens:

Olga Clayton, Head of Service, Community Care and Housing reported that a process has been agreed whereby the wardens will link in with the multi agency problem solving group. They will have enforcement powers in relation to dog fouling, fly tipping and dropping litter.

Children Services Inspection:

Iona Colvin, Corporate Director, Social Services and Health advised that the children service inspection report will be released in August.

Meeting ended at 3.30p.m.

NORTH AYRSHIRE COUNCIL

Agenda Item 21

13 August 2013

Cabinet

Subject: **Environment & Infrastructure and Economy and Employment Joint Policy Board held on 20 May 2013**

Purpose: To submit the Minute of the Meeting of the Environment & Infrastructure and Economy & Employment Joint Policy Board held on 20 May 2013.

Recommendation: That the Cabinet note the Minute attached at Appendix 1.

1. Introduction

- 1.1 At its meeting on 4 December 2012 , the Cabinet agreed that the Environment & Infrastructure and Economy & Employment Policy Boards jointly develop a Parking Strategy for the Council.

2. Current Position

- 2.1 The first meeting of the joint Policy Boards was held on 4 February 2013, at that time the Policy Board considered a report setting out the proposed approach and considerations in the development of a parking strategy.
- 2.2 A second meeting of the joint Policy Boards was held on 18 March 2013 to seek agreement to undertake an initial phase of public consultation in relation to a Car Parking strategy for North Ayrshire.
- 2.3 A third meeting of the joint Policy Boards was held on 20 May 2013 to seek agreement to undertake a the time scale of public consultation in relation to a Car Parking strategy for North Ayrshire.

3. Proposals

- 3.1 The Cabinet is invited to note the Minute attached at Appendix 1.

4. Implications

Financial Implications

- 4.1 There are no financial implications arising at this time.

Human Resource Implications

- 4.2 There are no human resource implications arising at this time.

Legal Implications

- 4.3 There are no legal implications arising at this time.

Equality Implications

- 4.4 There are no equality implications arising at this time.

Environmental Implications

- 4.5 There are no environmental implications arising at this time.

Implications for Key Priorities

- 4.6 There are no implications for key priorities arising at this time.

5. Consultations

- 5.1 No consultations have taken place at this time.

6. Conclusion

- 6.1 The attached Minute is submitted for information.



CRAIG HATTON
Corporate Director (Development and Environment)

Reference :

For further information please contact Karen Yeomans, Head of Development Planning Services on telephone number 01294 324308.

Background Papers

N/A

**Economy & Employment and Environment & Infrastructure
Joint Policy Board
Monday, 20th May 2013**

At a meeting of the Economy & Employment and Environment & Infrastructure Joint Policy Board of North Ayrshire Council held on 20th May 2013 at 1:00 PM in Committee Room 4, Cunninghame House, Irvine.

Members Present:

Councillor Marie Burns, Councillor John Bruce, Councillor Ian Clarkson, Councillor Anthea Dickson, Councillor John Ferguson, Councillor David O'Neill, Councillor John Hunter

In Attendance:

Karen Yeomans, Head of Service (Development Planning), Joe Smith, Senior Manager (Roads & Transportation), Fiona Millar, Administration Assistant

Chair

Councillor Marie Burns

Apologies for Absence:

Councillor William Gibson, Councillor Elizabeth McLardy, Councillor John Bell, Councillor Joe Cullinane

1. Car Parking Strategy for North Ayrshire

Joe Smith presented a paper Towards a Car Parking Strategy for North Ayrshire. This paper builds on the one considered by the Economy & Employment and Environment & Infrastructure Policy Boards on February 2013.

The paper recognised the need for political support and the public and business community to understand the rationale behind any parking interventions.

An initial phase of public consultation will be undertaken to define the public and business perception of issues in relation to parking before a parking strategy is prepared. The consultation will be undertaken for each of the individual towns given the different issues being experienced in each.

Discussion was held on capturing the views of the public, businesses and employers through the consultation process. It was highlighted that many people in Irvine were unaware of the parking facilities in terms of short term and long term parking, and with the new leisure centre planned there is a real need for clarity on the parking facilities available in Irvine. Members were concerned with the questions the survey would contain and the response to the questions.

It was agreed a timescale on the survey would be emailed to the Policy Board Members. The survey questions would also be circulated to the Members to ensure the clarity of the questions being asked.

2. Any Other Business

An invitation from POL media in Glasgow to staff and Members was issued to the Members.

The Chair thanked everyone for attending the Joint Policy Board meeting.

The meeting ended at 2:00 PM.

NORTH AYRSHIRE COUNCIL

Agenda Item 22

13 August 2013

Cabinet

Subject: **Environment and Infrastructure Policy Board held on 3 June 2013**

Purpose: To submit the Minutes of the Meeting of the Environment and Infrastructure Policy Board held on 3 June 2013

Recommendation: That the Cabinet notes the Minutes attached at Appendix 1

1. Introduction

- 1.1 The Environment and Infrastructure Policy Board is one of six Policy Boards formed by the Council following the elections in May 2012.

2. Current Position

- 2.1 A meeting of the Environment and Infrastructure Policy Board was held on 3 June 2013. At it's meeting, the Board considered reports in respect of:

- Zero Waste Commitment
- National Spring Clean 2013
- Ayrshire and Arran Forestry & Woodland Strategy
- Winter Review 2012-13

3. Proposals

- 3.1 The Cabinet is invited to note the Minutes attached at Appendix 1.

4. Implications

Financial Implications

- 4.1 There are no financial implications

Human Resource Implications

- 4.2 There are no human resource implications

Legal Implications

- 4.3 There are no legal implications

Equality Implications

- 4.4 There are no equality implications

Environmental Implications

- 4.5 There are no environmental implications

Implications for Key Priorities

- 4.6 None

5. Consultations

- 5.1 There have been no consultations in the formation of this report.

6. Conclusion

- 6.1 The attached Minutes are submitted of information.



CRAIG HATTON
Corporate Director (Development and Environment)

Reference : RM/JA

For further information please contact Russell McCutcheon, Head of
Environment and Related Services on telephone number 01294 541514

Background Papers

N/A

Environment & Infrastructure Policy Board

Monday 3rd June 2013

At a meeting of the Environment & Infrastructure Policy Board of North Ayrshire Council held on Monday 3rd June, 2013 at 2pm in Council Chambers, Cunninghame House, Irvine.

Members Present:

Cllr Ian Clarkson
Cllr Anthea Dickson
Cllr John Ferguson
Cllr John Hunter
Cllr Elizabeth McLardy

In Attendance:

Russell, McCutcheon, Head of Environment & Related Services
David Mackay, Waste Services Manager, Environment & Related Services
Richard Henry, Planning Officer, Development Planning
Joe Smith, Senior Manager, Roads Network, Development Planning
Jacqui Armstrong, Admin Assistant (Minutes), Environment & Related Services

Chair

Cllr John Bruce

Apologies for Absence:

Cllr Joe Cullinane
Cllr John Easdale
Donald Wilson, Streetscene Manager, Environment & Related Services

The chair opened the meeting at 2pm

1. Minutes of Previous Meeting – 18th February 2013

The minutes of the previous Environment & Infrastructure Policy Board were noted.

2. Zero Waste Scotland's Resource Sector Commitment on Waste Prevention & Recycling

Submitted report by David Mackay, Waste Services Manager, Environment & Related Services to inform and seek the views of the Policy Board in respect of the proposal to sign up to Zero Waste Scotland's Resource Sector Commitment on Waste Prevention & Recycling. David Mackay explained the five key elements to the voluntary commitment and detailed why the Council is already in a position to meet these key elements through current service provision and the actions contained within the Waste Strategy 2012 – 2016.

It was asked that the Policy Board notes the proposal to sign up to Zero Waste Scotland's Resource Sector Commitment on Waste Prevention and Recycling and

the proposals to submit a report to Cabinet seeking approval to sign up to the Commitment.

Questions were invited from Members.

- Cllr Dickson asked how the Council's costs compared to costs with private contractors for commercial waste collections?

D Mackay confirmed that our recycling collection charges are 50% cheaper than our residual waste charges and we are very competitive with the private sector.

Cllr Clarkson asked what is the potential weight recycled on food waste from domestic to non-domestic per week?

D Mackay advised on average it's a couple of kilo's per household per week. David Mackay distributed Zero Waste Scotlands' Waste (Scotland) Regulations 2012 compliance guidance leaflet and referred the Board to the requirements contained within it. David Mackay advised that a small café could exceed 5 kilo's per week and larger high schools could potentially exceed 50 kilo's per week, this does fluctuate significantly though. Our Waste Awareness Officers are working with schools to raise awareness and information has been uploaded onto the web. The Officers are also liaising with businesses and offer support and advice on the management of their waste and their legal obligations under the new Waste (Scotland) Regulations 2012. Recycling week commences week beginning 17 June where there will be further awareness raising through promotional materials and roadshows.

- Cllr Clarkson asked will there be extra cost to businesses?

D Mackay confirmed if businesses manage their waste correctly and recycle they should save on costs. Our Waste Awareness Officers are providing support and advice to businesses on this.

- Cllr McLardy asked could food waste containers be purchased?

D Mackay confirmed in phase 2 & 3 there will be trials to identify what containers are most suitable for businesses and once we have confirmed this we will produce a paper for approval regarding the charging policy for the new services.

- Cllr Bruce asked will there be an additional different coloured bin?

D Mackay confirmed the commercial premises use a green bin for their residual waste and in Arran they also use the same blue bin as households for their recycle. This could be confusing when trying to identify what bins are commercial, we are looking at this and the potential to use stickers to attach to commercial bins to show their service is authorised.

- Cllrs Bruce asked does this all go to landfill?

D Mackay advised that we have an organic waste processing contract in place with NPL Estates and there is an in-vessel compost facility being developed at Ardeer to process our waste to produce compost.

Cllr McLardy stated there was a compost food waste facility in Dalry / Kilwinning Road but then it closed down.

- Cllr Dickson stated Beith Community Trust would like to help to promote things, who should they contact with regards to this?

D Mackay confirmed they should contact him.

- Cllr Dickson asked who polices the Waste (Scotland) Regulations?

D Mackay confirmed Environmental Health Officers and SEPA have enforcement powers.

With no further questions the Policy Board noted the proposal.

3. National Spring Clean 2013 and Clean Up Scotland Campaigns

Russell McCutcheon, Head of Environment & Related Services submitted a report prepared by Donald Wilson Streetscene Manager, Environment & Related Services to inform and seek the views of the Policy Board in respect of the Keep Scotland Beautiful (KSB) National Spring Clean 2013 and Clean Up Scotland Campaign.

It was asked that the Policy Board note the campaigns and the support being provided to them, together with their positive impact on North Ayrshire.

Questions were invited from Members.

- Cllr Bruce asked how is dog fouling tackled at the clean ups?

R McCutcheon advised we do not encourage volunteers to help with dog fouling. The clean up events are for litter,

- Cllr Dickson advised there is a Community Council Clear Up and Ayrshire Litter Volunteer Network, are you aware of this?

R McCutcheon confirmed he is aware.

- Cllr Dickson asked is this something which could be adopted within North Ayrshire?

R McCutcheon confirmed this information has only recently been received and his teams are looking into this, they are keen to explore.

- Cllr Clarkson asked has there been any cases of prosecutions, for fly tipping?

R McCutcheon confirmed there had been some prosecutions for fly-tipping. The teams work with the Police & issue Fixed Penalty Notices where appropriate.

R McCutcheon advised within the service plan it has been noted that the fly tipping removal target time has been reduced from 1 week to 3 days with a view to ensuring fly tipping is quickly removed to prevent it attracting more fly tipping.

- Cllr Clarkson asked has fly tipping increased?

R McCutcheon advised he did not think it had increased and confirmed the strategy was at the early stages of development for dealing with environmental crime. It was confirmed work was also ongoing with schools, community groups and known volunteers to educate people to hopefully reduce fly tipping and improve environmental cleanliness. Since the Streetscene review the LEAMS score has improved to a score of 75 which is a very positive message.

Cllr Dickson stated if you have money left in your budget at the end of the year you could issue litter pickers for volunteers to keep.

R McCutcheon noted this point.

With no further questions the Policy Board noted the report.

4. Ayrshire & Arran Forestry & Woodland Strategy

Submitted report by Richard Henry, Planning Officer, Development Planning Services to inform and seek the views of the Policy Board in respect of the Ayrshire & Arran Forestry & Woodland Strategy.

It was asked that the Policy be noted for submission which will replace the existing Ayrshire & Arran Woodland Strategy which was originally approved in 2003 and aims to direct new planting proposals to appropriate locations.

Questions were invited from Members.

- Cllr McLardy asked will grants be available for this?

R Henry stated that the Members should refer to para 3.1 of the report where it indicates that new grants for forestry operations in line with the new Ayrshire & Arran Forestry & Woodland Strategy will be available under the Scottish Rural development programme for 2014 to 2020.

Cllr McLardy advised the Scottish Government are looking at a huge area in Fort William that has been felled.

- Cllr Dickson asked how will large areas of felling be managed?

R Henry advised that felling schemes now look at felling small discreet areas within the overall plantation at different stages so that come the subsequent planting phase we are able to provide a greater diversity of age and species over time. This helps us move away from previous monoculture species within our forests and look to create forests with multi benefits in terms of productive woodland, leisure access and attractive environments for biodiversity and local communities.

With no further questions the Policy Board noted the report.

5. Winter Review Report 2012-13

Submitted report by Joe Smith, Senior Manager, Roads Network, Development Planning Services to inform and seek the views of the Policy Board in respect of the Winter Service and Weather Emergencies.

It was asked that the report be noted.

Questions were invited from Members.

- Cllr Clarkson stated when you first brought this to us, you mentioned brine spraying, but why was this done in Kilwinning and not in Irvine?

J Smith advised Streetscene carried this out on the high quality surfacing Public Realm area of Kilwinning and it is in the action plan to introduce this to the Bridgegate area for the winter period 2013/14.

Cllr Clarkson advised there was no brine done in Irvine High Street.

J Smith advised the High Street, Irvine was reactively salted as an alternative. We used 10,515 tonnes of salt to keep the roads and footpaths as safe as possible and we monitored the salt usage throughout the winter period.

Cllr Dickson commented brining was supposed to be cheaper but it was identified that this would only be the case if carried out reactively. It was commented how well things were handled and the team worked well together during the periods of extreme weather.

J Smith acknowledged this and intimated that as the national press were on quick to report the scale of the event in late March, there were only one or two negative phone calls but everything else was complimentary.

J Smith advised Civil Contingencies are going to carry out additional training which will cover all areas of emergency response from services within the Council.

- Cllr Dickson asked could walkie talkies be used instead of telephones?

J Smith confirmed he has a meeting set up for next week, to discuss options for the provision of a new radio system that could be installed prior to next winter. The problem with the existing system was that if the radio mast was down the radios didn't work in addition to there being no phone coverage. J Smith offered to keep the Policy Board informed of progress.

With no further questions Cllr Bruce confirmed the report was noted.

6. Future Agenda Items

Environment

- **ACCT Hunterston – arrangements for environmental clean up after any incidents**
- **Waste Services Policy update including**
- **Waste (Scotland) Regulations**
- **Waste Collection Policy**
- **Household Waste Recycling Centre**

- **Environmental Crime, including dog fouling**
- **Litter and Dog Waste Bin Policy**

Infrastructure

- **Car Parking Strategy for North Ayrshire (ongoing)**
- **Lighting policy (rural and urban)**
- **Advertising on roundabouts**
- **Designing streets**
- **Review of winter routes**
- **Sideway force co-efficient routine investigation machines (SCRIM) policy**

Cllr Bruce thanked those in attendance and the meeting ended at 3.20pm.

The next meeting of the Environment & Infrastructure Policy Board will be held on Monday 2nd September 2013 at 2.00 p.m. in the Council Chambers, Cunninghame House, Irvine.

NORTH AYRSHIRE COUNCIL

Agenda Item 23

13 August 2013

Cabinet

Subject: Corporate Equality Group

Purpose: To advise on the Minutes of the Corporate Equality Group meeting on 13 June 2013.

Recommendation: That the Cabinet notes the Minutes attached at Appendix 1.

1. Introduction

- 1.1 The Minutes of the Corporate Equality Group are submitted to Cabinet for information.

2. Current Position

- 2.1 A meeting took place on 13 June 2013, the Minutes of which are attached at Appendix 1.

3. Proposals

- 3.1 The Cabinet is asked to note the Minutes.

4. Implications

Financial Implications

- 4.1 None

Human Resource Implications

- 4.2 None

Legal Implications

- 4.3 The Corporate Equality Group assists the Council to comply with the Public Sector Equality Duty.

Equality Implications

- 4.4 The Group continues to make progress in improving the Council's activities to promote equality.

Environmental Implications

4.5 None

Implications for Key Priorities

4.6 Supports the Council Plan's core value 'treating people respectfully, fairly and equally'.

5. Consultations

5.1 None.

6. Conclusion

6.1 The Cabinet is asked to note the Minutes of the Corporate Equality Group meeting on 13 June 2013.



ELMA MURRAY
Chief Executive

Reference : MR

For further information please contact Morna Rae, Acting Policy and Performance Officer on telephone number 01294 324177

Background Papers

None

IRVINE, 3 June 2013 - At a Meeting of the Corporate Equality Group at 10.00 a.m.

Present

Councillor Ruth Maguire; Councillor Marie Burns; P. Moore, Senior Educational Psychologist (Education and Skills); L. Morrison, Senior Manager HR (Finance and Corporate Support); G. Boyce, Business Manager, Environment and Related Services (Development and Environment); M. Rae, Acting Policy and Performance Officer and C. Graham, Committee Services Support Officer (Chief Executive's Service).

Apologies for Absence

G. Macgregor, Head of Human Resources and Organisational Development (Finance and Corporate Support); S. Bryan, Performance Officer, Planning and Performance (Social Services and Health); and P. Chow, Development Worker – Ethnic Minorities, Community Learning and Development (Education and Skills).

Chair

Councillor Maguire in the Chair.

1. Minutes

The Minutes of the Meeting of the Corporate Equality Group held on 4 March 2013 were approved.

2. Equality Outcomes and Mainstreaming Equalities Report

The Group was provided with copies of the Equalities pages on the Council's website. This includes details of the Equality Outcomes, approved by Cabinet, and the Mainstreaming Equalities Report.

The Equalities and Human Rights Commission has confirmed receipt of the Mainstreaming Report.

L. Morrison advised that M. Rose of East Ayrshire Council had enquired of local authorities as to what had been included in their respective reports on Mainstreaming. Martin – who is also a lead officer with the Society of Personnel Directors Scotland (SPDS) – has been provided with a copy of the Council's final report and it may be useful for the Group to seek feedback.

M. Rae confirmed that it will be 2 years before the Council will be required to publish the next Mainstreaming report but that it would be good practice for the content to be updated on an annual basis, taking into account census statistics that may inform the report.

M. Rae thanked the officers for their assistance in compilation of the report, with particular thanks to L. Crum, Team Manager, Policy and Projects (Human Resources and Organisational Development) for her input.

Noted.

3. Equality Action Plan 2013-14

Submitted update report on the actions contained in the Equality Action Plan 2013-14, produced on Covalent, together with a copy of the Action Plan Indicators.

The documents listed each of the local outcomes, together with a description of actions allocated to named lead officers. These actions have been sourced from service plans where possible with new actions added with the code EAP. The actions commencing with the code EAP were not, as far as could be confirmed, already included in Covalent. Each officer representative on the Group is requested to (a) check against each action for duplication, and (b) confirm the names of the lead officers in respect of each step of the programme. This information is to be confirmed to M. Rae by mid-June.

Noted.

4. Equality and Diversity E-Learning Course

The e-Learning Course for Equality and Diversity was discussed at the meeting on 4 March, when it was agreed to discuss with HR whether the training could be classified as mandatory, applicable to both staff and Elected Members, and the implications in terms of access by all, particularly employees outwith the IT network.

M. Rae confirmed that the training will be classed as mandatory however the logistics of being able to provide access to everyone remain a problem

Additional suggestions offered in terms of the roll out of the course included:

- Awareness raising through a combination of a mail drop / the new Team Talk initiative, targeting staff without IT access
- That the training be embodied in the induction provided for all new members of staff
- Use of libraries to host training events

P. Moore advised that in terms of schools, equalities training is, and the e-learning course could be, incorporated into the In-service day held at the start of each academic year.

It was recognised that the Group must focus on a system / combination of methods that will allow the e-learning course to be introduced and rolled out across the Council.

There was discussion of specialised training in equalities for Members. M. Rae has raised this issue with F. Walker, Team Manager HR, who is liaising with the Improvement Service on sourcing training relevant to all Members.

Specialised training is also appropriate to the Members of the Staffing and Recruitment Committee. The Group agreed that the Scheme of Administration

should reflect the requirement that these Members have received training in equalities.

M. Rae undertook to discuss with HR and the Head of Democratic and Administration Services as a priority, and to keep the Chair advised of progress.

Noted.

5. Equality Progress Reports

5.1 Education and Skills

Submitted report on equality developments in Education and Skills highlighting a number of encouraging initiatives, including:-

- An open day attended by a wide range of partners promote the service offered by the North Ayrshire Access Panel and the provision of ESOL (English for Speakers of Other Languages) training
- The nomination of the LGBT Youth Group for a Rising Stars Award
- Programming of an Older People's Activity Programme under the Older People's Lifelong Learning Project
- The organisation, with AMECA, of awareness sessions on Welfare Reform and its impacts to members of local Minority Ethnic Communities
- Extended use of the PAThS initiative (Promoting Alternative Thinking Skills) to include pre-school establishments
- Positive evaluations in response to anti-bullying training and discussions in conjunction with Stonewall and with Respect Me with further partnership working being considered
- The success of the recent Turbanology awareness-raising event held by the Ayrshire Sikh Association and
- The facilitation of a focus group with local health services and the Chinese community on cancer awareness, screening, national campaigns and the development of local services

5.2 Social Services and Health

In the absence of service representatives, no report was presented. An update will be provided at the next meeting.

5.3 Finance & Corporate Support

L. Morrison updated the Group on equality developments relating to Finance and Corporate Support, advising that the actions within the Action Plan are all on track for completion within the set timescales.

- Monitoring of the employment engagement survey will be reviewed on a quarterly basis.
- The Flexible / Agile Working initiative will be monitored as the year progresses.
- Monitoring of the Modern Apprenticeship Scheme will take place on a monthly basis and it is hoped the Council can recruit again at the end of the school year later this month.

- Progress continues on progressing the introduction of the 'Employee Kiosk' (self service implementation project)

L.Morrison also suggested that North Ayrshire Achieves awards could include an Equalities category in future years.

5.4 Democratic and Administration Services

Submitted report (produced on Covalent) on equality developments in Democratic and Administration Services.

The status bar indicated the progress (%) of each of the actions as at 27 May 2013, together with a general update on any improvements on the previous reporting period.

As indicated at agenda item 3, actions commencing with the EAP code are new to Covalent and the undernoted are allocated against Democratic and Administration Services:-

- Work with Ayrshire Equality Partnership (AEP) to share resources and good practice, including the Multi Agency Diversity Monitoring Group
- Support Corporate Equality Group and provide progress reports to relevant NAC meetings
- Promote e-learning equalities course across all NAC staff
- Ensure consistency in implementing EIAs across Council services and
- Ensure equality considerations are integrated into service planning and delivery

All Progress Reports will in future be produced through Covalent aligned to the quarter-end periods and will include reports from the Development and Environment Directorate.

Noted.

6. Equality Impact Assessments

M. Rae reminded the Group of the requirement for each service to carry out 5 EIAs each year, on existing policies / procedures.

The outcomes of the EIAs will be reported to the Corporate Equality Group and will be published on the Council's website.

Services are requested to confirm details of the EIAs to M. Rae as early as possible.

Noted.

7. Timetable of Future Meetings / Date of Next Meeting

In order to align with the end of quarter reporting periods, the Chair agreed that for the remainder of 2013, the Group would meet on

Monday 2 September (Quarter 1 report) and
Monday 2 December (Quarter 2 Report).

The next meeting of the Group will therefore be on Monday 2 September 2013 at 10.00 a.m. in Committee Room 3, in Cunninghame House.

The meeting ended at 10.45 a.m.

NORTH AYRSHIRE COUNCIL

Agenda Item 24

13 August 2013

Cabinet

Subject: **Community Empowerment Policy Board**

Purpose: To submit the minutes of the meeting of the Community Empowerment Policy Board held on 17 June 2013.

Recommendation: That the Cabinet agrees to note the minutes.

1. Introduction

- 1.1 A meeting of the Community Empowerment Policy Board took place on 17 June 2013.

2. Current Position

- 2.1 The key issues discussed were:

- Community Councils
- Working group on Community Centres
- Community Development Fund demonstration projects
- Pitches and Facilities review: progress report
- Community Asset transfer/purchases: progress report

3. Proposals

- 3.1 It is proposed that Cabinet notes the minutes, which are attached at Appendix 1.

4. Implications

Financial Implications

- 4.1 There are no financial implications arising from this report.

Human Resource Implications

- 4.2 There are no human resource implications arising from this report.

Legal Implications

- 4.3 There are no legal requirements arising from this report.

Equality Implications

- 4.4 There are no equality implications arising from this report.

Environmental Implications

- 4.5 There are no environmental implications arising from this report.

Implications for Key Priorities

- 4.6 There are no key priorities implications arising from this report.

5. Consultations

- 5.1 None required.

6. Conclusion

- 6.1 That the Cabinet notes the minutes.



CAROL KIRK
Corporate Director (Education and Skills)

Reference : AS/EMcK

For further information please contact Audrey Sutton on 01294 324414

Background Papers

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At a meeting of the **Community Empowerment Policy Board of North Ayrshire Council** held on 17 June 2013 at 2.00 pm in Cunninghame House, Irvine.

Members Present:

Councillor John Bruce, Councillor Peter McNamara, Councillor Ronnie McNicol, Councillor Ruth Maguire, Councillor Ian Clarkson and Councillor Alex Gallagher.

In Attendance:

Audrey Sutton, Head of Service, Education and Skills.

Chair:

Councillor Alan Hill

Apologies for Absence:

Councillor Jim Montgomerie.

Councillor Hill welcomed the members to the meeting.

1. Minute of previous meeting

The minute of the previous meeting held on 7 May 2013 was approved.

2. Matter arising

Irvine Community Sports Club

Discussion took place in relation to the presentation delivered by the club to the policy board and the funding available for sports and community led projects in the current economic climate.

It was agreed that A Sutton would draft a letter for Cllr Hill, in response to Irvine Sports Club's presentation to the board, responding with the information that the Council does not presently have funds available to support the club's request for funding of £250,000 but would continue to provide support in a range of areas, including assistance to access funds from a range of sources. A. Sutton will meet with the club to progress discussions and Cllr Hill will continue to monitor the situation.

3. Community Councils

After discussion with the policy board at previous meetings, and with the group leaders, community council chairs and NAFCA, a paper would go to Council on 19 June 2013 recommending the review of the scheme of establishment of community councils in North Ayrshire.

4. Community Centres: short life working group update.

Cllr Hill provided an update to the board in relation to progress made by the working group and NAFCA representatives.

He explained that service level and other agreements would be reviewed with community associations, to provide better support and development opportunities where required. Each community association will have a key worker and the Third Sector Interface will provide support in relation to volunteering.

A joint statement had been agreed with NAFCA and this would be sent to all community associations.

Cllr Clarkson sought and received reassurance that all community associations would have a direct working relationship with the Council, not only NAFCA members.

The short life working group would meet once more then become a reference group as the Community Empowerment team rolls out work with associations.

5. Community Development Fund demonstration projects

Cllr Hill and A Sutton provided an overview of the projects which are being supported by the Council in the first year of the fund. These are:

- Fullarton Community (Association and local action plan), Irvine
- Greenway/TSI, Ardrossan
- Largs – KA Leisure and Largs Development Trust.

Cllrs McNamara and Gallagher warmly welcomed the projects.

Cllrs Maguire and Clarkson had participated in the Fullarton meetings and reiterated their support for that project.

Progress will be reported to future meetings of the board.

6. Pitches and Facilities review: progress report

A. Sutton provided an update in relation to the audit and subsequent strategy paper which is in progress. The Physical Activity and Sports Strategy Group will meet on 19 June to review and provide guidance to the analysts.

7. Community asset transfer/purchases; progress report

A Sutton provided an updated position report on those organisations which had expressed an interest in asset management.

The board discussed the difference between greater management of centres by associations and requests for asset transfer, and agreed that they were different. Reassurance would be provided to associations that complete asset transfer of centres could be a goal for them in the right circumstances, but not an expectation on the part of the Council.

8. AOCB

None

9. Date of next meeting

The next meeting will take place on Monday 16 September 2013 at 2.00 pm in the Council Chambers.