

Scrutiny and Petitions Committee
9 March 2016

IRVINE, 9 March 2016 - At a Meeting of the Scrutiny and Petitions Committee of North Ayrshire Council at 2.00 p.m.

Present

John Hunter, Robert Barr, Matthew Brown, Alex Gallagher, Grace McLean and Catherine McMillan.

In Attendance

G. Macgregor, Head of People and Transformation and D. Miller, Complaint and Feedback Manager (Finance and Corporate Support); J. McHarg, Senior Manager (Participation and Empowerment) (Economy and Communities); A. Fraser, Head of Democratic Services and M. Anderson, Committee Services Team Leader (Chief Executive's Service).

Chair

Councillor Hunter in the Chair.

1. Declarations of Interest

There were no declarations of interest by Members in terms of Standing Order 10 and Section 5 of the Code of Conduct for Councillors.

2. Minutes

The accuracy of the Minutes of the ordinary meeting of the Committee held on 27 January 2016 will be confirmed and the Minutes signed in accordance with Paragraph 7 (1) of Schedule 7 of the Local Government (Scotland) Act 1973.

Noted.

3. Quarter 2 2015 Complaint Report

Submitted report by the Executive Director (Finance and Corporate Support) on the volume and trend of Quarter 2 complaints in 2015, covering the period 1 July 2015 to 30 September 2015, and the improvement actions which have been introduced across Services, including the introduction of new technology, procedure reviews and procedure enhancements. The report summarised information on the number of expressions of dissatisfaction received from North Ayrshire customers and residents, with the full complaints report for the year to date attached at Appendix 1 to the report.

Councillor Brown joined the meeting at this point.

Members asked questions, and received further information, on the following:-

- whether targets had been set in terms of complaints handling and resolution; and
- mechanisms to show performance trends, including comparisons with internal and national targets.

The Committee agreed (a) that future Complaints reports include line graphs to illustrate trends in the Council's complaints handling and resolution and a comparison of performance against internal and national targets; and (b) otherwise, to note the content of the report.

4. Community Centres North Ayrshire

Submitted report by the Executive Director (Economy and Communities) on the outstanding matters in relation to the range of activities being delivered from community centres, the added value provided by volunteers and the savings made with regard to Council run facilities.

Members asked questions, and received further information, on the following:-

- whether the £450,000 savings against rates identified at Section 1.1 of the report took into consideration those centres already operated by community associations under Service Level Agreements;
- support for local volunteers during the transition period and the anticipated arrangements for Council staff transferring to a trust;
- consultation with NAFCA on future contractual arrangements associated with a trust;
- future Council reporting arrangements on progress in terms of the transition; and
- arrangements to safeguard community centre assets.

Noted.

5. AJVB : Minutes of Meeting held on 1 September 2015

Submitted report by the Chief Executive on the Minutes of the meeting of the Ayrshire Joint Valuation Board held on 1 September 2015.

Noted.

The meeting ended at 2.35 p.m.