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# NORTH AYRSHIRE COUNCIL

30 May 2024

## Audit and Scrutiny Committee

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**Title:** 2023/24 Elected Member Requests Report

**Purpose:** To inform the Audit and Scrutiny Committee of the Council's performance relating to Elected Member requests handled in Financial Year 2023/24.

**Recommendation:** That the Committee notes the report and the information provided.

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### 1. Executive Summary

1.1 This report details Elected Member requests information covering the period 1 April 2023 to 31 March 2024 (referred to in the report as 2023/24).

### 2. Background

2.1 This section contains information and commentary on Elected Member requests handled by the Council during Financial Year 2023/24.

#### 2.2 *Volume of Elected Member requests actioned during 2023/24*

Volume of requests actioned during year	2,992
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2.2.1 Councillor requests can be handled by Services under two stages:

*Stage One* – non-complex requests with a timescale to action of 5 working days

*Stage Two* – complex requests with a timescale to action of 20 working days

2.2.2 The table below details all Councillor requests actioned during the year:

	2023/24
Stage One requests actioned	2,302
Stage One requests actioned on time	1,994
<b>% Stage One requests actioned on time</b>	<b>87%</b>
Stage Two requests actioned	2
Stage Two requests actioned on time	2
<b>% Stage Two requests actioned on time</b>	<b>100%</b>
<b>Total % of requests actioned on time</b>	<b>87%</b>

### 2.2.3 Year on Year comparison

2.2.4 The table below shows a comparison of the volume of Councillor requests received and actioned over the last three years:

Councillor Requests	2021/22	2022/23	2023/24
Stage One requests actioned	1,971	2,903	2,302
Stage One requests actioned on time	1,779	2,588	1,994
<b>% Stage One requests actioned on time</b>	<b>90%</b>	<b>89%</b>	<b>87%</b>
Stage Two requests actioned	0	2	2
Stage Two requests actioned on time	0	1	2
<b>% Stage Two requests actioned on time</b>	<b>n/a</b>	<b>50%</b>	<b>100%</b>
<b>Total % of requests actioned on time</b>	<b>90%</b>	<b>89%</b>	<b>87%</b>

### 2.3 Volume of requests per Directorate

#### 2.3.1 Councillor Stage One requests (5 working day timescale to action)

Directorate	Department	No. of requests actioned	No. actioned on time	% actioned on time	Average no. of days to resolve	Target (days)
Chief Executive's	Chief Executive Office	1	1	100%	5	5
	Customer Services	21	19	90%	2.4	5
	IT	1	1	100%	2	5
	Legal Services	15	11	73%	10	5
Communities & Housing	Building Services	97	86	89%	3.5	5
	Community Facilities	2	2	100%	1.5	5
	Community Learning & Dev.	11	11	100%	2.4	5
	Housing	426	379	89%	3.5	5
	Planning	20	19	95%	3.2	5
	Protective Services	28	24	86%	4	5
	Sports & Activity	6	4	67%	5.8	5

<b>Education</b>	Education	42	30	71%	4.5	5
	Facilities Management	9	7	78%	3.4	5
<b>Place</b>	Roads	607	583	96%	2.7	5
	Streetscene	389	319	82%	3.5	5
	Waste	253	218	86%	3.6	5
	Business Development	3	3	100%	3.3	5
	Employability	1	1	100%	5	5
	Regeneration	47	31	66%	2.6	5
	Energy/Sustainability	16	8	50%	7.6	5
	PMI	130	114	88%	3.7	5
Transport	3	3	100%	2	5	
<b>Health &amp; Social Care Partnership</b>	Children & Families	29	21	72%	3.8	5
	Health & Community Care	116	77	66%	5	5
	Mental Health	28	21	75%	5.2	5
	Support Services	1	1	100%	5	5
		<b>2,302</b>	<b>1,994</b>	<b>87%</b>	<b>3.5</b>	<b>5</b>

### 2.3.2 Councillor Stage Two requests (20 working day timescale to action)

Directorate	Department	No. of requests actioned	No. actioned on time	% actioned on time	Average no. of days to resolve Stage Ones	Target (days)
<b>Place</b>	PMI	2	2	100%	12	20
		2	2	100%	12	20

## 2.4 *MP/MSP requests*

2.4.1 MP and MSP requests have a set timescale of 10 working days to action and the table below details the requests actioned during the period:

	2023/24
Requests actioned	688
Requests actioned on time	509
<b>% of requests actioned on time</b>	<b>74%</b>

2.4.2 Councillor and MP/MSP requests that did not meet timescale were due to multiple factors, including:

- Administrative errors
- Employee/Officer availability for approving responses prior to issue
- Reduced resources, causing delays investigating requests
- Further information required to respond to requests (including from third parties)
- Operational pressures.

## 2.5 **Recording Councillor requests**

2.5.1 The table below shows how Councillor requests were logged throughout the year:

	<b>Volume</b>	<b>%</b>
Volume of Councillor requests recorded	2,328	
Volume logged by Councillors	1,309	56%
Volume logged by Member Services	555	24%
Volume logged via other channels	464	20%

2.5.2 Of the 1,309 requests logged by Councillors during the period, 21 Councillors used their NAC online Member accounts to log requests themselves.

## 2.6 **Issue identified regarding follow up actions for Councillor requests**

2.6.1 Members noted at a previous Audit and Scrutiny Committee that some requests that required follow up actions were being closed with no updates provided to the Members once complete, causing Members difficulties when trying to relay full closure information to their constituents. A process to address these concerns was developed and implemented late 2023 and an update on how the process is functioning will be provided to a future Committee once sufficient information for analysis has been acquired.

## 3. **Proposals**

3.1 It is proposed the Committee approves the report and recognises the Council's performance in handling Elected Member requests in relation to Section 2 above.

## 4. **Implications/Socio-economic Duty**

### **Financial**

4.1 None.

### **Human Resources**

4.2 None.

### **Legal**

4.3 None.

### **Equality/Socio-economic**

4.4 None.

### **Climate Change and Carbon**

4.5 None.

### **Key Priorities**

4.6 None.

## **Community Wealth Building**

4.7 None.

### **5. Consultation**

5.1 None.

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For further information please contact **Aileen Craig, Head of Democratic Services**, on **(01294) 324125**.

### **Background Papers**

None