

# ANGUS COUNCIL

MINUTE of MEETING of the **SCRUTINY AND AUDIT COMMITTEE** held in the Town and County Hall, Forfar, on Tuesday 21 June 2016 at 2.00pm.

**Present:** Councillors BRIAN BOYD, LYNNE DEVINE, BILL DUFF, CRAIG FOTHERINGHAM, JEANETTE GAUL, JIM HOUSTON, COLIN BROWN, ROB MURRAY, BOB MYLES, RONNIE PROCTOR MBE and MARK SALMOND.

Councillor BOYD, Vice-Convener, in the Chair.

Prior to the commencement of business, the Vice-Convener, on behalf of the Committee, extended best wishes to Councillor Bob Spink, Convener, who was unable to attend due to illness.

Chief Superintendent Paul Anderson, Police Scotland was welcomed to his first meeting of this Committee following his appointment as Divisional Commander in Tayside.

## 1. APOLOGIES/SUBSTITUTES

Apologies for absence were intimated on behalf of Councillors Bob Spink, Bill Bowles, and Ian McLaren with Councillor Colin Brown substituting for Councillor McLaren.

## 2. DECLARATIONS OF INTEREST

Councillor Jeanette Gaul declared an interest in Item 7 as she was a Council appointed Director of Angus Alive. She indicated that she would participate in any discussion and voting.

## 3. MINUTE OF PREVIOUS MEETING

The minute of meeting of this Committee of 19 April 2016 was approved as a correct record and signed by the Vice-Convener.

## 4. SCOTTISH FIRE AND RESCUE SERVICE

### (a) QUARTERLY PERFORMANCE REPORT FOR THE PERIOD 1 JANUARY TO 31 MARCH 2016

With reference to Article 5 of the minute of meeting of this Committee of 8 March 2016, there was submitted Report No 249/16 by Colin Grieve, Local Senior Officer, Scottish Fire and Rescue Service containing performance information relating to the fourth quarter (January to March) of 2015-16 on the performance of the Scottish Fire and Rescue Service in support of member scrutiny of local service delivery.

Attached as Appendices 1 and 2 to the Report was the detailed breakdown and analysis of all the data collected during the reporting period along with a performance summary for the period 1 April 2015 to 31 March 2016.

Colin Grieve, Local Senior Officer, highlighted a number of performance results.

Following discussion, where questions were answered, the Committee agreed to note the performance of the Scottish Fire and Rescue Service against the priorities, performance indicators and targets detailed within the Local Fire and Rescue Plan for Angus 2014-2017.

### (b) HOUSES IN MULTIPLE OCCUPATION (HMO) AUDITING POLICY

There was submitted Report No 250/16 by Colin Grieve, Local Senior Officer, Scottish Fire and Rescue Service, containing information relating to a new Scottish Fire and Rescue Service – Houses in Multiple Occupation (HMO) auditing policy that had recently been implemented by the service.

The Report indicated that the Scottish Fire and Rescue Service continued to support the HMO licensing authority in its commitment to ensuring the highest standards of accommodation for HMO's. The local fire safety enforcement team would continue to undertake a programme of fire safety audits for HMO's and work with the licensing authority to act proportionately over any fire safety issues.

Bill Butterworth, Fire Service Manager provided a brief overview.

The Committee agreed to note the Scottish Fire and Rescue Service - Houses in Multiple Occupation (HMO) auditing policy.

*At this point, the Scottish Fire and Rescue Service representatives left the meeting.*

## **5. ANGUS LOCAL POLICING AREA PERFORMANCE RESULTS FOR THE PERIOD 1 JANUARY TO 31 MARCH 2016**

With reference to Article 6 of the minute of meeting of this Committee of 8 March 2016, there was submitted Report No 251/16 by Chief Superintendent Paul Anderson, which updated the Committee on the performance results for the period 1 January to 31 March 2016.

Attached as Appendix A to the Report were performance indicators that had been sub-divided into priorities as detailed within the Report which were the Local Policing Priorities as identified in the 3 year Local Policing Plan:-

- Serious and Organised Crime
- Public Protection and Safety
- Road Safety
- Antisocial Behaviour
- Theft and Scams

Chief Superintendent Paul Anderson provided an overview of the Report and following discussion, where questions were answered, the Committee agreed to note the contents of the Report.

In addition, Chief Superintendent Anderson also highlighted that there were no additional confidential matters to be reported as previously listed on the agenda at Agenda Item 16.

*At this point, the Police Scotland representatives left the meeting.*

## **6. INTERNAL AUDIT ACTIVITY UPDATE**

With reference to Article 4 of the minute of meeting of this Committee of 19 April 2016, there was submitted Report No 252/16 by the Service Manager – Governance and Consultancy, providing the Audit Manager's update on the main findings of Internal Audit Reports issued since the date of the last meeting.

Six Internal Audit Reports had been issued since the last meeting, these being:-

- Information Governance – Data Security
- Children and Young People (Scotland) Act - Budgeting
- Debtors and Debt Recovery
- Salaries
- Fuel Management
- Landfill Tax

The Report presented the progress of internal audit activity within the Council up to the end of May 2016 and provided an update on progress with the 2015/16 Internal Audit Plan, 2016/17 Internal Audit Plan, the implementation of internal audit recommendations and the implementation recommendations on the Equalities Audit.

Councillor Murray raised his concerns in relation to the outstanding cross cutting recommendation from 2010/2011 and having heard the responses from Alan Munn, Audit Manager and Ian Lorimer, Head of Corporate Improvement and Finance, the Committee agreed:-

- (i) to note the updated progress with the 2015/16 and 2016/17 Internal Audit Plans;
- (ii) to note management's progress in implementing internal audit recommendations; and
- (iii) that the Service Manager – Governance and Consultancy provide proper reassurance that the audit processes in relation to the outstanding recommendations as outlined in Table 2 of the Report were appropriate and effective, with an update report to the next meeting of this Committee.

## **7. INTERNAL AUDIT ANNUAL REPORT AND REVIEW OF CORPORATE GOVERNANCE**

With reference to Article 5 of the minute of meeting of this Committee of 23 June 2015, there was submitted Report No 253/16 by the Service Manager – Governance and Consultancy, presenting the Audit Manager's Internal Audit Annual Report and independent assurance opinions in relation to both the overall corporate governance arrangements and internal controls for 2015/16.

The Report indicated that in relation to corporate governance, it was the Audit Manager's opinion that although there were a few areas of work to be completed for full compliance with the local code, the overall governance arrangements of the Council were considered sound.

In relation to the overall internal controls which included financial controls with the exception of those areas identified in Section 4.1 of the Report, it was the Audit Manager's opinion that the internal financial control arrangements and the framework within which the Council operated were generally sound.

The Committee agreed to note the contents of the Audit Manager's Internal Audit Annual Report for 2015-16, as appended to the Report.

## **8. CORPORATE GOVERNANCE – ANNUAL REVIEW AND DRAFT ANNUAL GOVERNANCE STATEMENT FOR YEAR TO 31 MARCH 2016**

With reference to Article 6 of the minute of meeting of this Committee of 23 June 2015, there was submitted Report No 254/16 by the Chief Executive, advising of the outcome of the annual review of compliance with the Council's Local Code of Corporate Governance and presenting the draft Annual Governance Statement for consideration.

The Report indicated that the overall conclusion to the review was that during 2015/16, the Council had demonstrated that the governance arrangements and framework within which the Council operated were sound and operating effectively and that the Council was generally compliant with the requirements of the Local Code of Corporate Governance.

The 2014/15 review had identified a number of developments which were expected to be delivered in 2015/16 to strengthen the Council's corporate governance. Attached as Appendix 2 to the Report was the updated Action Plan from the 2014/15 Annual Governance Statement. Attached as Appendix 3 to the Report was the Action Plan from the 2015/16 Annual Governance Statement.

The Committee agreed:-

- (i) to note the findings of the self-assessment, as outlined in Appendix 1 to the Report;
- (ii) to note the progress in addressing the improvement actions from the 2014/15 Annual Governance Statement, as outlined in Appendix 2 to the Report;
- (iii) to note the improvements which would be taken forward during 2016/17, as outlined in Appendix 3 to the Report;
- (iv) to note the terms of the draft 2015/16 Annual Governance Statement, as outlined in Appendix 4 to the Report; and
- (v) to note that the 2015/16 Annual Governance Statement would be signed by the Leader of the Council and the Chief Executive and would be included as part of the Council's Annual Report and Accounts for submission to the Controller of Audit.

## **9. SCRUTINY PANEL REVIEWS – CUSTOMER CARE**

With reference to Article 9 of the minute of meeting of this Committee of 23 June 2015, there was submitted Report No 255/16 by the Service Manager – Governance and Consultancy, presenting the draft report of the Customer Care Scrutiny Panel for consideration and agreement and outlining the ongoing monitoring arrangements.

The Report indicated that the scrutiny panel had completed their review of customer care and a copy of the Customer Care Scrutiny Review Report, was attached as Appendix 1 to the Report.

Councillor Devine, the Panel Chair gave a short presentation of the main findings and outcomes of the Review.

The Committee agreed:-

- (i) to approve the draft Customer Care Scrutiny Panel Review Report;
- (ii) that the Report be placed before the Policy and Resources Committee at their meeting on 30 August 2016 with the recommendation from this Committee that the Report and recommendations be agreed and that the actions remitted to the relevant Strategic Directors to implement;
- (iii) to note the onward monitoring arrangements for the Report Action Plan and outcomes from the perspective of this Committee; and
- (iv) to commend the Lead Officer, Service Manager – Governance and Consultancy and the Senior Governance and Consultancy Officer for their commitment in relation to the Customer Care Scrutiny Panel Review.

## **10. OUTCOME OF SCRUTINY REVIEW TOPIC CANVASS**

With reference to Article 9 of the minute of meeting of this Committee of 23 June 2015, there was submitted Report No 256/16 by the Service Manager – Governance and Consultancy, informing the Committee of the outcome of the 2016-17 scrutiny review canvassing exercise and providing options for review areas and scrutiny panel composition.

The Report indicated that as part of the canvassing exercise to identify topics, a workshop with elected members had been held to which all members had been invited. Eleven members had attended, with all elected members having had the opportunity to put forward suggestions. At the workshop, members who had been involved in the Economic Development/Planning Rapid Improvement Event (RIE) in November 2015 were very positive about the experience and commended this as an approach for future scrutiny panels. It was therefore agreed that the reviews for 2016/17 would be conducted on that basis.

Two scrutiny topics had been identified at the workshop, these being Major Service Change Projects and Sickness Absence Management.

The Committee agreed:-

- (i) that the scrutiny review topics for the 2016/17 Scrutiny Rapid Improvement Events would be Major Service Change Projects and Sickness Absence Management; and
- (ii) that the Service Manager - Governance and Consultancy would contact committee members to establish their interest in participating in each of the reviews.

## **11. WASTE MANAGEMENT - RECYCLING**

With reference to Article 5 of the minute of meeting of the Communities Committee of 24 May 2016, there was submitted Joint Report No 257/16 by the Strategic Director – Communities and the Service Manager – Governance and Consultancy, presenting three reports, previously submitted to the Communities Committee for review and scrutiny by members.

The Report indicated that three reports on recycling had been submitted to the Communities Committee in the period since the completion of the Scrutiny Review on Progress Towards Zero Waste.

Following a number of questions and concerns highlighted from members and having heard from the Strategic Director – Communities, the Committee agreed to note the contents of Report Nos 305/15, 144/16 and 209/16.

## **12. SAVE OUR SHELTERED HOUSING - CONCLUSION**

With reference to Article 4 of the minute of meeting of this Committee of 8 March 2016, there was submitted Report No 258/16 by the Head of Legal and Democratic Services, advising members of the conclusion of the petition process in relation to the amendments to the support offered within sheltered housing at Angus Council.

The Report indicated that in terms of Report No 186/16 which had been considered by Angus Council on 12 May 2016, members had resolved the issues relating to the provision of support for people in sheltered housing complexes. Therefore no further action was recommended in connection with the receipt of the petition.

The Committee agreed to note the satisfactory conclusion of the subject of the petition referred to in Report No 32/16.

## **13. SICKNESS ABSENCE JANUARY TO MARCH 2016**

With reference to Article 9 of the minute of meeting of this Committee of 8 March 2016, there was submitted Report No 259/16 by the Head of HR, IT and Organisational Development, advising of the level of sickness absence within the Council for the period 1 January to 31 March 2016.

The Report indicated that for all Council employees there had been a 1.71% increase in the percentage of working days lost, when compared with the corresponding quarter in 2014/15. Both local government and teachers absences had increased by 2.10% and 1.81% respectively.

The Report also indicated that Human Resources advisers would continue to support managers to address their responsibilities for staff who were absent from work. Future support for the management of absence would include implementing a Day 1 reporting procedure via the Council's occupational health provider where employees would report their absence directly to a health professional, who could provide immediate help and guidance to facilitate the earliest possible return to work.

The Committee agreed to note the terms of the Report.

## **14. ANNUAL COMPLAINTS STATISTICS**

With reference to Article 10 of the minute of meeting of this Committee of 25 August 2015, there was submitted Report No 260/16 by the Chief Executive highlighting the complaints statistics and satisfaction for 2015/16 and updating members on the action being taken to ensure the effectiveness of the complaints handling procedure and to learn from complaints.

The Report indicated that since 1 April 2013, the Council had been operating the new Complaints Handling Procedure for local authorities, as required by the Scottish Public Services Ombudsman. Details of the analysis of key indicators for 2015/16 were outlined in Section 4 of the Report and a full copy of the indicators were attached as Appendix 1 to the Report. Indicator 7 of the Performance Management Framework required Councils to report on customer satisfaction with the complaints process and to achieve this, satisfaction surveys were issued to all complainers within six weeks after the complaint had been closed off.

During 2015/16, five completed questionnaires had been returned and the results were outlined in Section 6 of the Report.

Each Directorate had been asked to identify and act on the key learning points from the complaints received about their service. Complaints, along with the key learning points and procedure/processes that had changed as a result of complaints, were outlined in the attached Appendices to the Report.

With effect from 1 April 2016, compliments would also be recorded and reported to this Committee in due course.

Having heard from the Chief Executive, the Committee agreed:-

- (i) to note the key performance indicators on complaints closed between 1 January 2016 and 31 March 2016; and
- (ii) to note the results of the satisfaction survey sent to everyone who had made a complaint which was closed during 2015/16.

**15. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT: OPERATIONAL REPORT**

With reference to Article 5, the Vice-Convenor confirmed that as Police Scotland had no exempt information to disclose, there would be no further discussion in this regard.

The Committee noted the position.