

## ANGUS COUNCIL

MINUTE of MEETING of the **SCRUTINY AND AUDIT COMMITTEE** held in the Town and County Hall, Forfar, on Tuesday 24 November 2015 at 2.00pm.

**Present:** Councillors BRIAN BOYD, ALEX KING, BILL DUFF, JEANETTE GAUL, JIM HOUSTON, IAN MCLAREN, ROB MURRAY, BOB MYLES and MARK SALMOND.

Councillor BOYD, Vice-Convener, in the Chair.

### 1. APOLOGIES/SUBSTITUTES

Apologies for absence were intimated on behalf of Councillors Bob Spink, Lynne Devine, Craig Fotheringham and Ronnie Proctor with Councillor Alex King substituting for Councillor Devine.

### 2. DECLARATIONS OF INTEREST

The Committee agreed to note that no declarations of interest were made.

### 3. MINUTE OF PREVIOUS MEETING

The minute of meeting of this Committee of 29 September 2015 was approved as a correct record and signed by the Convener.

### 4. FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2015 TO 30 SEPTEMBER 2015

With reference to Article 4 of the minute of meeting of the Police and Fire and Rescue Sub-Committee of the Policy and Resources Committee of 28 April 2015, there was submitted Report No 452/15 by Colin Grieve, Local Senior Officer, Scottish Fire and Rescue Service, containing performance information relating to the first and second quarters (April – June and July – September) of 2015/16 on the performance of the Scottish Fire and Rescue Service in support of member scrutiny of local service delivery.

Attached at Appendix 1 and 2 to the Report was a detailed breakdown and analysis of all the data collected during the reporting periods along with the six month performance summary for the period 1 April to 30 September 2015.

Colin Grieve, Local Senior Officer highlighted a number of priorities and targets.

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 2014-17.

### 5. ANGUS LOCAL POLICING AREA PERFORMANCE RESULTS 1 APRIL 2015 TO 30 SEPTEMBER 2015

With reference to Article 5 of the minute of meeting of the Police and Fire and Rescue Sub-Committee of the Policy and Resources Committee of 28 April 2015, there was submitted Report No 453/15 by Chief Superintendent Eddie Smith, which updated the Committee on the performance results for the period 1 April 2015 to 30 September 2015.

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 three year Local Policing Plan:-

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

Chief Superintendent Eddie Smith provided an overview of the report.

Having heard from some members, the Committee agreed to note the contents of the Report.

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

With reference to Article 7 of the minute of meeting of this Committee of 29 September 2015, there was submitted Report No 454/15 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.

Four Internal Audit Reports had been issued since the last Committee, these being:-

- Third Party Payments – People Directorate
- Agile Working – Mobile Phones
- Procurement – Supporting the Local Business 10 Point Plan
- Travel and Subsistence

The Report provided an update in relation to the 2015/16 Internal Audit Plan and the follow-up of Internal Audit recommendations.

Having heard from a number of members in relation to the progress of the follow-up audits and the format of the information provided, the Committee agreed:-

- (i) to note the update on progress with the 2015/16 Internal Audit Plan;
- (ii) to note the update on the follow-up of Internal Audit recommendations; and
- (iii) that the Service Manager – Governance and Consultancy undertake a further review of the format of information provided in relation to the follow up of internal audit recommendations to include details of the levels of recommendations within directorates.

## **7. TRANSFORMING ANGUS: PROGRAMME UPDATE**

With reference to Article 7 of the minute of meeting of the Policy and Resources Committee of 13 October 2015, there was submitted Report No 401/15 by the Strategic Director – Resources providing a progress update in relation to the Council's Transforming Angus Change Programme.

The Report indicated that in relation to the governance structure this had been refined to improve clarity between programme and project level initiatives, within the scope of the overall change portfolio. This also linked to the improvement work being progressed in relation to the project governance model. The Transforming Angus programme initiatives had continued to make progress since the last update with details of the current TA programme and project initiatives attached as Appendix 2 to the Report. In relation to the latest TA Programme Plan, attached as Appendix 3 to the Report, this was still evolving as programme and project plans reached the relevant stage of development, however they would provide the key tool for measuring progress against plan as the portfolio matured.

The Committee, for its interest, agreed to note the update in relation to the various aspects of the Council's Transforming Angus Change Programme.

## **8. EARLY RETIRAL/VOLUNTARY REDUNDANCY 2014/15**

With reference to Article 8 of the minute of meeting of this Committee of 30 September 2014, there was submitted Report No 455/15 by the Head of HR, IT and Organisational Development, advising of the number of employees released from employment early on various grounds during 2014/15.

The Report indicated that 20 employees had been released on early retiral/voluntary redundancy and a total of 14 employees had been released on ill health grounds.

The Committee agreed to note the terms of the Report.

**9. ANNUAL REPORT FROM THE SCOTTISH PUBLIC SERVICES OMBUDSMAN 1 APRIL 2014 TO 30 MARCH 2015**

With reference to Article 11 of the minute of meeting of this Committee of 25 November 2014, there was submitted Report No 456/15 by the Head of Legal and Democratic Services advising members that the Scottish Public Services Ombudsman had presented his annual Report for the period 2014/15 which enabled Angus Council to compare itself against the sector totals for specified areas of complaints.

The Report indicated that the Annual Scottish Public Services Ombudsman Report had been issued on 7 October 2015 and contained information relating to the operation of the standardised model Complaints Handling Procedure. The Report also provided statistical information in relation to the performance of each Local Authority enabling the Council to measure its performance against the sector totals of specific areas shown in the Appendix to the Report. Comparative information for the year 2013/14 was also contained within the Report.

The Scottish Public Services Ombudsman also provided details of complaints that were determined during the period 2013/14 and 2014/15. During 2013/14 a total of 25 complaints had been determined and during 2014/15 a total of 40 complaints had been determined.

The Committee agreed to note the statistical information provided by the Scottish Public Services Ombudsman and the performance of Angus Council in relation to the sector totals.

**10. COMPLAINTS RAISED WITH THE SCOTTISH PUBLIC SERVICES OMBUDSMAN 1 APRIL 2015 TO 30 SEPTEMBER 2015**

With reference to Article 10 of the minute of meeting of this Committee of 25 November 2014, there was submitted Report No 457/15 by the Head of Legal and Democratic Services providing information about complaints made to the Scottish Public Services Ombudsman (SPSO) in respect of Angus Council during the period 1 April 2015 to 30 September 2015.

The Report indicated that the SPSO had required the Council to comply with the National Complaints Handling Procedure which was adopted by Angus Council in December 2012. The purpose behind a single procedure was to enable Councils to compare the number and type of complaints with other local authorities but also to enable Councils to learn from complaints and to use them to drive improvement within the Council service.

Attached as Appendix 1 was a list detailing all complaints received during the period and for those which were upheld, a section on the lessons learned from the complaints.

The Committee agreed:-

- (i) to note the findings of the Scottish Public Services Ombudsman; and
- (ii) that the actions taken in respect of the Scottish Public Services Ombudsman recommendations were appropriate.

**11. SCRUTINY REVIEWS**

The Service Manager – Governance and Consultancy provided members with a brief update and overview in relation to the scrutiny panel reviews. She advised that both the Customer Care review and the Economic Development (links to planning) mini review were progressing well and were currently on target.

**12. EXCLUSION OF PUBLIC AND PRESS**

The Committee resolved, in terms of Standing Order 28(2) that the public and press be excluded from the meeting during consideration of the following item, so as to avoid the possible disclosure of information which was exempt in terms of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973, paragraph 14.

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

Members were provided with updates in relation to the divisional, local and national perspectives by the Chief Superintendent Eddie Smith, Chief Inspector Gordon Milne, both Police Scotland and Iain Whyte, Board Member, Scottish Police Authority.

The Committee noted the information provided.