



**MINUTES OF MEETING of the SCRUTINY COMMITTEE held within the Council  
Chamber, Patons Building, Kilncraigs, ALLOA, FK10 1EB, on THURSDAY 18 AUGUST  
2016 at 10.00 am.**

**PRESENT**

Councillor Donald Balsillie (Vice Chair) (In the Chair)  
Councillor Janet Cadenhead  
Councillor Alastair Campbell  
Councillor Ellen Forson  
Councillor Bobby McGill  
Councillor Tina Murphy (S)  
Councillor Graham Watt

***Religious Representatives***

Pastor David Fraser, Appointed Member (Scottish Baptist Church) (Items 1-6)  
Father Michael Freyne, Appointed Member (Roman Catholic Church) (Items 1-6)

**IN ATTENDANCE**

Garry Dallas, Executive Director  
Stephen Coulter, Head of Resources and Governance  
Stuart Crickmar, Head of Strategy and Customer Services  
Kevin Kelman, Head of Education (Items1-6)  
Ahsan Khan, Head of Housing and Community Safety (Items 4-15)  
Anne Pearson, Chief Education Officer (Items1-6)  
Louise Beattie, Business Manager, Social Services (Items 1-15)  
Michael Boyle, Education Business Support Manager (Items1-6)  
May Martindale, Assistant Head of Service, Child Care (Items 1-13)  
Jim Robb, Assistant Head of Service, Adult Care (Items 1-13)  
Judy Edwards, Interim Service Manager Early Years (Items1-6)  
Brian Forbes, Customer Services Manager (Items 7-11)  
Caroline McDaid, Leaving Attainment Manager (Items1-6)  
Stuart McQueen, Solicitor, Clerk to the Scrutiny Committee

**SC (16)01      APOLOGIES**

Apologies for absence were received from Councillor Les Sharp and Councillor Irene Hamilton. Councillor Tina Murphy attended as substitute for Councillor Sharp.

**Appointment of Vice Chair of the Scrutiny Committee**

In terms of Standing Order 1.5, the Clerk invited nominations for the appointment of Vice Chair of the Scrutiny Committee.

**Motion**

That Councillor Donald Balsillie be appointed as Vice Chair of the Scrutiny Committee.  
Moved by Councillor Ellen Forson. Seconded by Councillor Tina Murphy.

## **Decision**

The Committee agreed unanimously that Councillor Donald Balsillie be appointed as Vice Chair of the Scrutiny Committee.

Councillor Balsillie accepted the nomination and in the absence of the Chair (Councillor Les Sharp) was invited to take the Chair for the remainder of the meeting.

## **SC(16)02      DECLARATIONS OF INTEREST**

None

## **SC(16)03      CLACKMANNANSHIRE COUNCIL EDUCATION SERVICE STANDARDS AND QUALITY REPORT FOR SESSION 2014-15**

A report was submitted by the Chief Education Officer which informed the Committee of the proposed contents of the Education Service Annual Standards and Quality Report for school session 2014-15, prior to its publication in June 2016.

## **Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

## **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the Standards and Quality Report for Session 2014-2015.

The Committee also agreed that a paper be provided to a future meeting of the Scrutiny Committee on school exclusions. The paper to outline action taken to address the issue, up to date figures for each of Clackmannanshire's schools, reasons for exclusion and other issues involved.

## **Action**

Chief Education Officer

## **SC(16)04      EDUCATION SERVICES PERFORMANCE UPDATE 2015/16 – PROGRESS REPORT**

A report was submitted by the Chief Education Officer which provided the Committee with an update on the progress made against the targets contained within the Strategic Plan for the Education Services for 2014-2017.

## **Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

## **Decision**

Having commented on and challenged the performance of the Education Service, the Committee agreed to note the information set out in the report.

**SC(16)05 EDUCATION SERVICE BUSINESS PLAN 2016/17**

A report was submitted by the Chief Education Officer which presented the Committee with the Education Service Business Plan for 2016/17. The Plan was appended to the report as Appendix 1.

**Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

**Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the report and agreed to approve the Performance Measures for scrutiny purposes over the next 12 months.

**Action**

Chief Education Officer

**SC(16)06 INSPECTION OF COALSNAUGHTON PRIMARY SCHOOL AND NURSERY CLASS – PUBLICATION OF EDUCATION SCOTLAND'S REPORT**

A report was submitted by the Chief Education Officer which provided the Committee with the outcome of the published report by Education Scotland on their inspection of Coalsnaughton Primary School and Nursery Class.

**Motion**

That Committee agrees the recommendation set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

**Decision**

The Committee agreed to note the outcome of the Education Scotland Inspection of Coalsnaughton Primary School and Nursery Class.

**SC(16)07 RESOURCES AND GOVERNANCE FINANCE AND PERFORMANCE ANNUAL PERFORMANCE REPORT**

A report was submitted by the Head of Resources and Governance which reported Resources and Governance annual performance for 2015/16 and highlighted service activity, achievements and performance.

**Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

### **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the report in relation to Resources and Governance annual performance for 2015/16.

### **SC(16)08 RESOURCES AND GOVERNANCE SERVICE BUSINESS PLAN 2016/17**

A report was submitted by the Head of Resources and Governance which presented the 2016-17 Business Plan for Resources and Governance.

### **Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

### **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the 2016/17 Business Plan and agreed to approve the performance targets for scrutiny purposes.

### **Action**

Head of Resources and Governance

### **SC(16)09 STRATEGY AND CUSTOMER SERVICES ANNUAL PERFORMANCE REPORT 2015/16**

A report was submitted by the Head of Strategy and Customer Services which updated the Committee on the annual performance and finance position for Strategy and Customer Services for the 2015/16.

### **Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

### **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the report in relation to Strategy and Customer Services annual performance for 2015/16.

### **SC(16)10 STRATEGY AND CUSTOMER SERVICES BUSINESS PLAN 2016/17**

A report was submitted by the Head of Strategy and Customer Services which presented the Strategy and Customer Services Business Plan for 2016/17 to the Committee for consideration.

### **Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

## **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the 2016/17 Strategy and Customer Services Business Plan and agreed to approve the performance targets for scrutiny purposes over the next 12 months.

## **Action**

Head of Resources and Governance

## **SC(16)11 ANNUAL COMPLAINTS REPORT 2015/16**

A report was submitted by the Head of Strategy and Customer Services which advised the Committee of the volume and nature of customer complaints recorded in 2015/16, key performance information related to the handling of complaints and areas for further improvement.

Councillor Murphy pointed out a typographical error on page 245 of the report. The final column in the table "Total Number of Complaints in the last 4 Years" should read "2015-2016" and *not* 2015-2014 as indicated in the report.

## **Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Ellen Forson.

## **Decision**

Having commented and challenged the report, the Committee agreed to note:

- (a) The volume and nature of complaints recorded in financial year 2015/16, including comparisons with previous years; and
  - (b) Ongoing improvements in the way complaints are recorded, reported and being used to drive improvement and customer satisfaction.
- *Councillor Campbell withdrew from the meeting during questions to officers on the following item of business (1230 hrs). Six members remained present.*

## **SC(16)12 SOCIAL SERVICES ANNUAL PERFORMANCE REPORT 2015-16**

A report was submitted by the Head of Social Services which outlined the annual performance in Social Services throughout 2015/16 and detailed performance measures, actions and risks against the agreed priorities and target measures.

The Committee was asked to note that paragraph 3.29 (page 253) of the report should read that "The Strategy and Customer Services Team are currently *supporting* this Review" and are not "undertaking this review".

## **Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Tina Murphy.

## **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the Social Services Annual Performance Report for 2015-16.

**SC(16)13 SOCIAL SERVICES BUSINESS PLAN 2016/17**

A report was submitted by the Head of Social Services which presented the Committee with the Social Services Business Plan for 2016-2017.

**Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Tina Murphy.

**Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the 2016/17 Social Services Business Plan and agreed to approve the performance targets for scrutiny purposes over the next 12 months.

**Action**

Head of Social Services

**SC(16)14 HOUSING AND COMMUNITY SAFETY PERFORMANCE REPORT 2015/16**

A report was submitted by the Head of Housing and Community Safety which provided the Committee with a summary of performance to 31 March 2016.

**Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Tina Murphy.

**Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the Housing and Community Safety Performance Report for 2015/16.

**SC(16)15 HOUSING, REVENUES AND COMMUNITY SAFETY SERVICE BUSINESS PLAN 2016-2017**

A report was submitted by the Head of Housing and Community Safety which presented the Committee with the Housing, Revenues and Community Safety Business Plan for 2016-17.

**Motion**

That Committee agrees the recommendations set out in the report.

Moved by Councillor Donald Balsillie. Seconded by Councillor Tina Murphy

**Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the 2016/17 Housing, Revenues and Community Safety Service Business Plan and agreed to approve the relevant performance targets and measures for scrutiny purposes over the next 12 months.

**Action**

Head of Housing and Community Safety

Ends 1326 hrs

