



**Clackmannanshire  
Council**

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**THIS PAPER RELATES TO  
ITEM 3  
ON THE AGENDA**

**MINUTES OF MEETING of the SCRUTINY COMMITTEE held within the Council  
Chamber, Kilncraigs, ALLOA, FK10 1EB, on THURSDAY 24 AUGUST 2017 at 9.30 AM.**

**PRESENT**

Councillor Dave Clark (Chair) (In the Chair)  
Councillor Chris Dixon  
Councillor Archie Drummond  
Councillor Phil Fairlie  
Councillor Darren Lee  
Councillor Bill Mason  
Councillor Derek Stewart  
Councillor Les Sharp

Fr Michael Freyne, Religious Representative (Appointed Member) (Items 4 & 5)  
Rev Sang Y Cha, Religious Representative (Appointed Member) (Items 4 & 5)  
Pastor David Fraser, Religious Representative (Appointed Member) (Items 4 & 5)

**IN ATTENDANCE**

Garry Dallas, Executive Director  
Stephen Coulter, Head of Resources and Governance  
Stuart Crickmar, Head of Strategy and Customer Services  
Celia Gray, Head of Social Services  
Ahsan Khan, Head of Housing and Community Safety  
Anne Pearson, Chief Education Officer  
Michael Boyle, Improving Outcomes Business Manager, Education  
Chris Sutton, Service Manager, Strategy, Social Services  
Brian Forbes, Customer Service Manager, Strategy and Customer Services  
Andy Wyse, Acting Legal Services Manager, Clerk to the Scrutiny Committee  
Gillian White, Committee Services

**SC(17)01      APOLOGIES**

Apologies for absence were received from Councillor Ellen Forson. Councillor Les Sharp acted as substitute for Councillor Forson.

**SC(17)02      DECLARATIONS OF INTEREST**

None

**SC(17)03      APPOINTMENT OF VICE CHAIR**

A report, submitted by the Acting Legal Services Manager, provided information to enable to the Committee to appoint a Vice Chair.

### **Motion**

That the Committee agrees the recommendation set out in the report and nominates Councillor Bill Mason as Vice Chair.

Moved by Councillor Darren Lee. Seconded by Councillor Chris Dixon.

### **Decision**

The Committee agreed that, as with the appointment of the Chair of the Scrutiny Committee, the appointment of the Vice Chair rotate on an annual basis between the two opposition parties, the Vice Chair being nominated by the opposition party which does not then hold the position of Chair.

The Committee further agreed to appoint Councillor Bill Mason as Vice Chair of the Scrutiny Committee, the appointment to rotate to the other opposition party simultaneously with the rotation of the Chair.

## **SC(17)04 EDUCATION SERVICE ANNUAL REPORT 2016/2017**

A report was submitted by the Chief Education Officer, which provided the Committee with information on the performance across Education from April 2016 to the end of March 2017. The report illustrated the journey undertaken by the Education Service since the decision to end the shared service with Stirling Council which ran from 2010 to March 2017.

### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Derek Stewart. Seconded by Councillor Bill Mason.

### **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the Education Service Annual Report 2016/17.

## **SC(17)05 EDUCATION SERVICE BUSINESS PLAN 2017/2018**

A report was submitted by the Chief Education Officer, which presented the Committee with the Education Service Business Plan for 2017/18.

### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Derek Stewart. Seconded by Councillor Bill Mason

### **Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the Education Service Business Plan 2017/18.

*Following conclusion of the Education items of business, Fr Michael Freyne, Rev Sang Y Cha and Pastor David Fraser (Religious Representatives – Appointed Members) withdrew from the meeting at this point in the proceedings.*

**SC(17)06      SOCIAL SERVICES ANNUAL PERFORMANCE REPORT 2016 - 2017**

A report was submitted by the Head of Social Services, which provided the Committee with an overview of performance across Social Services from April 2016 to end of March 2017. The report provided information about progression of strategic priorities and projects and projects and performance against agreed measures and targets as set out in the Social Services Business Plan.

**Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Chris Dixon. Seconded by Councillor Darren Lee.

**Decision**

Having commented on and challenged the report, the Committee agreed to note the information set out in the Social Services Annual Performance Report 2016 – 2017.

**SC(17)07      SOCIAL SERVICES BUSINESS PLAN 2017 - 2022**

A report was submitted by the Head of Social Services, which presented to the Committee the Social Services Business Plan for 2017-2022.

**Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Les Sharp. Seconded by Councillor Bill Mason.

**Decision**

Having commented on and challenged the report, the Committee agreed to endorse the Social Services Business Plan for 2017-2022 and agreed the performance targets for scrutiny purposes over the next 12 months.

**SC(17)08      HOUSING AND COMMUNITY SAFETY PERFORMANCE REPORT 2016-17**

A report was submitted by the Head of Housing and Community Safety, which provided the Committee with a summary of performance in some of the main areas of the operation of the service to the end of financial year 2016-17.

**Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Les Sharp. Seconded by Councillor Bill Mason.

**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 2016 – 17.

#### **SC(17)09      HOUSING, PROPERTY AND REVENUES BUSINESS PLAN 2017 - 2018**

A report was submitted by the Head of Housing and Community Safety, which presented to the Committee the Housing, Property and Revenues Business Plan for 2017-18.

##### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Bill Mason. Seconded by Councillor Chris Dixon.

##### **Decision**

The Committee agreed to note that the service is to be known as "Housing Property and Revenues" to reflect the wider and changed remit from that of the original 2013 Housing and Community Services.

Having commented on and challenged the report, the Committee also agreed the performance measures for scrutiny purposes.

#### **SC(17)10      STRATEGY AND REGENERATION UPDATE**

A report was submitted by the Head of Housing and Community Safety, which provided an update on the affordable housing programme.

##### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

##### **Decision**

The Committee agreed to note the progress of the affordable housing programme and the end of year spend; and having commented on and challenged the report, agreed to note the remainder of the report.

#### **SC(17)11      RESOURCES AND GOVERNANCE FINANCE AND PERFORMANCE ANNUAL REPORT**

A report was submitted by the Head of Resources and Governance, which reported to Committee Resources and Governance performance for 2016/17. The report highlighted service activity, achievements and performance between 1 April 2016 and 31 March 2017. The report included financial performance with the aim of providing a complete overview of performance for the financial year.

##### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Chris Dixon. Seconded by Councillor Bill Mason.

### **Decision**

Having commented on and challenged the performance, the Committee agreed to note the information set out in the Resources and Governance Finance and Performance Annual Report.

### **SC(17)12      RESOURCES AND GOVERNANCE SERVICE BUSINESS PLAN 2017/18**

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

### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Darren Lee. Seconded by Councillor Derek Stewart.

### **Decision**

Having commented on and challenged the report, the Committee agreed to note the 2017/18 Business Plan and agreed the performance targets for scrutiny purposes.

*The Chair adjourned the meeting for 10 minutes at this point in the proceedings (11.35 am).*

*When the meeting resumed at 11:45 am, (7) members remained present, Councillor Stewart having withdrawn from the meeting during the adjournment.*

### **SC(17)13      DEVELOPMENT AND ENVIRONMENT ANNUAL PERFORMANCE REPORT 2016/17**

A report was submitted by the Executive Director, which presented the performance of Development and Environment Services based on the 2016/17 Business Plan. The report provided an overview of Service activities carried out over the year, detailing outcomes delivered, financial and operational performance.

### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Chris Dixon.

### **Decision**

Having commented on and challenged the performance, the Committee agreed to note the content set out in the Development and Environment Annual Performance Report 2016/17.

### **SC(17)14      DEVELOPMENT AND ENVIRONMENT SERVICES: BUSINESS PLAN 2017/18**

A report was submitted by the Executive Director, which presented the Business Plan for Development and Environment Services.

### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Bill Mason. Seconded by Councillor Phil Fairlie.

### **Decision**

Having commented on and challenged the report, the Committee agreed to endorse the 2017/18 Business Plan and agreed the performance targets for scrutiny purposes over the next 12 months.

## **SC(17)15      STRATEGY AND CUSTOMER SERVICES: ANNUAL PERFORMANCE REPORT**

A report was submitted by the Head of Strategy and Customer Services, which updated the committee on the performance for Strategy and Customer Services for the six month period from October 2016 – March 2017.

### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Les Sharp. Seconded by Councillor Phil Fairlie.

### **Decision**

Having commented on and challenged the performance, the Committee agreed to note the information set out in the Strategy and Customer Services Annual Performance Report.

## **SC(17)16      STRATEGY AND CUSTOMER SERVICES BUSINESS PLAN 2017/18**

A report was submitted by the Head of Strategy and Customer Services, which presented the Strategy and Customer Services Business Plan for 2017/18 to the Scrutiny Committee for consideration.

### **Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Les Sharp. Seconded by Councillor Phil Fairlie.

### **Decision**

Having commented on and challenged the report, the Committee agreed to note the Strategy and Customer Services Business Plan 2017/18 Business Plan and agreed to approve the performance measures for scrutiny purposes over the next 12 months.

## **SC(17)17      ANNUAL COMPLAINTS REPORT 2016/17**

A report was submitted by the Head of Strategy and Customer Services which advised committee of the volume and nature of customer complaints recorded in 2016/17, key performance information related to the handing of complaints, and areas for further improvement.

**Motion**

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Phil Fairlie. Seconded by Councillor Chris Dixon.

**Decision**

Having commented on and challenged the volume and nature of complaints recorded in the financial year 2016/17, including comparisons with previous years, the Committee agreed to note ongoing improvements in the way customers are recorded, reported and being used to drive improvement and customer satisfaction.

Ends 1240 hrs

