

**MINUTE OF MEETING of the
SCRUTINY COMMITTEE held within
the Council Chamber, Greenfield,
Alloa, on THURSDAY 20th
NOVEMBER 2008**

PRESENT

Councillor Donald Balsillie (Convener)
Councillor John Biggam
Councillor Campbell
Councillor Craig Holden
Councillor Harry McLaren
Provost Derek Stewart

IN ATTENDANCE

Jeni Graham, Director of Corporate
Development Services
Peter Broadfoot, Head of Administration
and Legal Services
Deirdre Cilliers, Head of Social Work
Services
Stuart Crickmar, Business Improvement
Manager
Garry Dallas, Director of Development
and Environmental Services
Barry Dickson, Head of Business
Improvement and Technology Services
Jim Goodall, Head of Education
Brian Hutchison, Head of HR
Dave Jones, Chief Executive
Aileen Littlejohn, Support Services
Manager (Clerk to the Committee)
Susan Mackay, Senior Auditor
Danny Murphy, Head Teacher, Lornshell
Academy
Tom Wallace, Statutory Complaints
Officer, Social Work Services
Muir Wilson, Head of Finance

SC(08)112 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were received from Councillor Gary Womersley.

SC(08)113 DECLARATIONS OF INTEREST

There were no declarations of interest.

SC(08)114 MINUTE OF MEETING HELD ON 9th OCTOBER 2008

There was submitted a minute of the meeting held on Thursday 9th October 2008, a copy of which had been circulated previously to each Member.

SC(08)105: The Chief Executive advised that the Business Plan related to the Equestrian Centre would be available to Scrutiny Committee members by 24th November 2008 (latest).

SC(08)105: A Special Meeting of the Scrutiny Committee has been scheduled to take place on Thursday 4th December 2008 at 9.30 am to consider the financial position of the Council. The Convener advised that the Portfolio Holders for Inclusion and Regeneration would be in attendance at the meeting.

Moved by Provost Derek Stewart. Seconded by Councillor John Biggam.

The minute of the meeting held on Thursday 9th October 2008 was agreed as a correct record and signed by the Convener.

SC(08)115 SCRUTINY COMMITTEE LIST OF ONGOING ACTIONS

There was submitted a list of Ongoing Actions from the Scrutiny Committee from 01/01/08 to 31/12/08, a copy of which had been circulated previously to each Member.

SID2087: (Statutory Performance Indicators 2007/08) The Annual Report for Trading Standards for the current year to be circulated to Scrutiny Committee Members in 2009 for information.

SID2033: (Roads and Transportation Staff Resources) Report to be submitted to Scrutiny Committee of 15 January 2009.

SID1990 (Standards and Quality Report 2006/07) Draft proposals on presentation of local statistics to be reported to Scrutiny Committee of 15 January 2009.

SID1929 (Internal Audit Update) Audit Plan to be considered at Scrutiny Committee Focus Group meeting on 4 December 2008.

Action: Jeni Graham, Director of Corporate Development Services

SC(08)116 COUNCIL PERFORMANCE QUARTER 2 2008/09

There was submitted a report by Stuart Crickmar, Business Improvement Manager, and Peter Burns, Business Improvement Officer, a copy of which had been circulated previously to each Member.

Moved by Councillor Campbell. Seconded by Provost Stewart.

The Committee agreed to:

- Note key issues set out in paragraph 4.0 of the report.
- Note performance and agree management actions as set out in Appendix A of the report.
- Provide feedback on the effectiveness and presentation of measures to enable effective scrutiny of performance.

The Committee also asked that staff absence statistics for Social Work Services be circulated to committee members for information.

Action: Jeni Graham, Director of Corporate Development Services

SC(08)117 CORPORATE PLAN HALF YEAR PERFORMANCE REPORT

There was submitted a report by Stuart Crickmar, Business Improvement Manager, and Rose Hetman, Policy and Strategy Officer, a copy of which had been circulated previously to each Member.

Page 38 - item 5 (Vulnerable people and families are supported); baseline to be set figure to read '0' and data not available figure to read '2'.

Page 46 (Appendix 1) - item 5.10 (Average time homeless people spend in temporary accommodation); baseline figure to be amended. Amended information to be circulated to Scrutiny Committee members for information.

Moved by Councillor Biggam. Seconded by Councillor McLaren.

The Committee noted the information set out in the report.

Action: Jeni Graham, Director of Corporate Development Services

SC(08)118 HALF YEAR RISK PROGRESS REPORT

There was submitted a report by Peter Burns, Business Improvement Officer, and Stuart Crickmar, Business Improvement Manager, a copy of which had been circulated previously to each Member.

Moved by Councillor Campbell. Seconded by Provost Stewart.

The Committee noted the progress made towards mitigating key Council risks.

SC(08)119 STATUTORY COMPLAINTS ANNUAL REPORT

There was submitted a report by Tom Wallace, Statutory Complaints Officer, a copy of which had been circulated previously to each Member.

Moved by Provost Stewart. Seconded by Councillor McLaren.

The Committee noted the information set out in the report and the detailed breakdown on the number and type of formal complaints received, investigated and resolved.

SC(08)120 COMPLAINTS SYSTEM REVIEW

There was submitted a report by Stuart Crickmar, Business Improvement Manager, a copy of which had been circulated previously to each Member.

Moved by Councillor Campbell. Seconded by Councillor McLaren.

The Committee noted the findings of the focus group and the ongoing work to improve the management of comments, complaints and compliments.

The Committee also agreed that issues raised by Provost Stewart to do with telephone complaints be referred to the Customer First Programme Steering Group.

Action: Jeni Graham, Director of Corporate Development Services

SC(08)121 ELECTED MEMBER, MP AND MSP ENQUIRIES

There was submitted a report by Aileen Littlejohn, Support Services Manager, and Eileen McKinsley, Administration Officer, a copy of which had been circulated previously to each Member.

Moved by Provost Stewart. Seconded by Councillor Biggam.

The Committee noted the performance information set out in paragraph 3 of the report.

SC(08)122 LORNSHILL ACADEMY - PROGRESS IN RESPONDING TO INSPECTION

There was submitted a report by Jim Goodall, Head of Education and Community Services, a copy of which had been circulated previously to each Member.

Moved by Councillor Campbell. Seconded by Councillor Stewart.

The Committee noted the information set out in the report which outlined the actions which Lornshill Academy has taken to address the main points for action which were identified by HMIE.

**SC(08)123 QUALITY REPORT OF THE MANAGEMENT REVIEW 2008
FOR LUDGATE RESOURCE CENTRE AND MENSTRIE
HOUSE**

There was submitted a report by Janice Young, Team Leader, and Louise Barker, Team Leader, a copy of which had been circulated previously to each Member.

Moved by Councillor Biggam. Seconded by Councillor McLaren.

The Committee noted the achievements and actions for continuous improvement for Ludgate Resource Centre and Menstrie House.

SC(08)124 INTERNAL AUDIT UPDATE TO 30th SEPTEMBER 2008

There was submitted a report by Susan Mackay, Senior Auditor, a copy of which had been circulated previously to each Member.

Moved by Councillor Biggam. Seconded by Provost Stewart.

The Committee noted the information set out in the report and progress made to 30 September 2008.

The meeting concluded at 11.30 am.

