

MINUTE
of
CABINET

Minute of Meeting held at 10.00am in the Council Offices, Main Street, Barrhead on 16 June 2016.

Present:

Councillor Jim Fletcher (Leader)
Councillor Danny Devlin
Councillor Elaine Green

Councillor Alan Lafferty
Councillor Ian McAlpine
Councillor Vincent Waters

Councillor Fletcher, Leader, in the Chair

Attending:

Lorraine McMillan, Chief Executive; Caroline Innes; Deputy Chief Executive; Andy Cahill, Director of Environment; Margaret McCrossan, Head of Accountancy; Louise Pringle, Head of Business Change and Revenues; Sharon Beattie, Head of HR, Customer and Communications; Fiona Morrison, Head of Education Services (Provision and Resources); Andy Corry, Head of Environment (Environmental Services and Roads); Phil Daws, Head of Environment (Housing and Property Services), Candy Millard, Head of Strategic Services; Emma Edwards, Media Manager; John Buchanan, Operations Manager; Erica Roche, Principal Environment Officer; Stuart Free, Principal Officer (Asset Management); Steven Skelly, Revenues and Business Support Manager; and Paul O'Neil, Committee Services Officer.

Apologies:

Councillors Tony Buchanan (Deputy Leader); and Mary Montague.

DECLARATIONS OF INTEREST

2097. Councillor Waters declared a non-financial interest in respect of Item 9 – Eastwood Nursery Allotments Boundary Wall on the grounds that he had an association with the organisation referred to in the report. He left the meeting prior to the consideration of the item.

STRATEGIC END-YEAR PERFORMANCE 2015/16 – PRESENTATION

2098. The Cabinet viewed and noted a presentation summarising the performance of both the Community Planning Partnership and Council over 2015/16.

STRATEGIC END-YEAR PERFORMANCE REPORT 2015/16 – COMMUNITY PLANNING PARTNERSHIP AND COUNCIL PERFORMANCE

2099. The Cabinet considered a report by the Deputy Chief Executive, providing details of the East Renfrewshire Community Planning Partnership and Council End-Year Performance 2015/16 based on performance indicators in the Single Outcome Agreement (SOA)(2013/16) and Outcome Delivery Plan (ODP)(2015/18). Details of the improvement actions relating to the East Renfrewshire Community Planning Partnership arising from the meeting of the Performance and Accountability Review (PAR) held on 10 May 2016 appeared as Annex 3 to the report.

Whilst noting that the PAR oversaw the Community Planning Partnership's performance against SOA outcomes and, in particular, focused in on areas where there was evidence of a decline in performance, the report highlighted that the PAR had reviewed performance at the end-year point, and had indicated that the Community Planning Partnership was performing well against set targets. It was further noted that the PAR would lead on the implementation of the Community Empowerment (Scotland) Act 2015 including developing a Local Outcomes Improvement Plan (LOIP) which would replace the current SOA.

The report also highlighted those areas where the Council continued to achieve excellent performance results and had also performed consistently well in other areas. At end year 2015-16, there were some significant improvements in performance including amongst other things, gross rent arrears, the rate of housing repairs completion, and sickness absence levels. However, the report explained that there were some areas where continued efforts would be made to improve and build on current performance levels including invoice processing and levels of sickness absence. The end year 2015-16 was the final point of reporting on the current ODP before moving to the new streamlined ODP for 2016/19 as reported to the meeting of the Cabinet on 21 April 2016.

The report concluded by highlighting that the information presented showed an overall positive picture with the Council continuing to respond well to a range of challenging circumstances, whilst striving to deliver highly valued services and achieve positive outcomes for its local residents.

The Cabinet, having heard Councillor Fletcher thank all members of staff for their efforts in achieving such positive performance over the last year, noted:-

- (a) the summary of the Community Planning Partnership and Council's end-year performance for 2015/16; and
- (b) that the Community Planning Partnership (CPP) performance had been discussed at the Performance and Accountability Review (PAR) meeting on 10 May 2016 and the actions arising therefrom were attached as Annex 3 to the report.

2015/16 END-YEAR COMPLAINTS REPORTING

2100. The Cabinet considered a report by the Deputy Chief Executive, providing an annual update on the Council's complaint handling performance for 2015/16. A copy of the End-Year Complaints Report for 2015/16 was appended to the report.

The report provided details of the number of complaints received by the Council during the course of 2015/16 together with an overview of the complaints handling performance in terms of the Council's corporate complaints procedure. Whilst noting that complaints were

recorded under one of eight categories and that almost half of the complaints received related to 'Standard/Quality of Service', the report outlined a range of improvement actions which had been implemented arising from complaints monitoring during the year.

The report concluded by indicating that the Council's performance in relation to complaints was improving steadily and highlighted that it had an efficient and effective complaints handling procedure in place which was now fully embedded in day to day practice. Although the number of complaints received rose in 2015/16, it was noted that the Council was responding to complaints more quickly and well within the national target timescales.

The Cabinet noted the Council's performance on complaints handling and learning from complaints during 2015/16.

MODERN, AMBITIOUS PROGRAMME (MAP) – UPDATE AND PROGRESS

2101. Under reference to the Minute of the meeting of 4 June 2015 (Page 1474, Item 1563 refers), when the Cabinet agreed amongst other things to launch a new change programme for the next 3-5 years to create the modern ambitious Council that the Council wanted to be in the future and contribute to necessary budget savings, the Cabinet considered a report by the Deputy Chief Executive, providing an update on the development of the Modern, Ambitious Programme (MAP) and highlighting key priorities for the next period.

The report provided details of the progress made to date where it was noted that each Council department and the Health and Social Care Partnership (HSCP) had its own programme reflecting its priorities for modernisation and redesign. It was further noted that the key benefits of the MAP included financial savings, redesigned processes, improved customer outcomes, less paper and better job satisfaction for Council employees. Full details of the range and types of work underway across the Council and the HSCP were outlined in the report.

The report concluded by indicating that at the strategic level, the key priorities for the next phase of MAP were about building a firmer benefits profile for projects and ensuring that the programme was well communicated and understood and ensuring that it was really delivering towards the future Council vision. Further details on case studies and service improvements would be submitted to the meeting of the Cabinet on 18 August 2016.

The Cabinet noted:-

- (a) the progress being made to develop the 'Modern, Ambitious Programme (MAP)', delivering efficiencies for 2016/17 and beyond; and
- (b) that a further update on MAP would be submitted to the meeting of the Cabinet on 18 August 2016 as part of the Annual Efficiency Statement.

AMENDMENT TO COUNCIL PAY AND GRADING SCHEME

2102. Under reference to the Minute of the meeting of 25 March 2010 (Page 1384, Item 1087 refers) when it was agreed amongst other things to approve the establishment of Grades 18 and 19 to the Council Pay and Grading Scheme, the Cabinet considered a report by the Deputy Chief Executive, seeking approval to amend the Council Pay and Grading Scheme to establish one new grade to accommodate a management grade beyond those currently provided by the scheme.

1968

Whilst noting the reasons for the establishment of the two new grades in 2010, the report highlighted that it had become clear that the current pay and grading structure for local government employees as amended in 2010 needed to be extended further to address the retention of top talent managers.

The report explained that as there was reduced opportunity for staff to move into a Chief Officer post within the Council and with jobs with wider responsibilities emerging at senior management level, it was proposed to extend the Council's Pay and Grading Scheme to accommodate the allocation of higher level duties. Details of the proposed new grade, (i.e. Grade 20) together with the arrangements for the implementation of the new grade were outlined in the report.

The Cabinet:-

- (a) approved the establishment of a Grade 20 as outlined in the report; and
- (b) agreed that it be remitted to the Deputy Chief Executive to consult with the Trade Unions on the proposals and their implementation.

COLLECTION OF COUNCIL REVENUES – DEBT RECOVERY POLICY

2103. Under reference to the Minute of the meeting of 4 September 2014 (Page 1136, Item 1186 refers), when the Cabinet agreed to approve the revised Corporate Debt and Rent Arrears policies, the Cabinet considered a report by the Deputy Chief Executive, seeking approval of a revised Corporate Debt Recovery Policy. A copy of the policy was appended to the report.

Whilst noting the reasons for carrying out the review of the policy, the report outlined the main changes that had been made to it which included amongst other things the need to reflect the establishment of the East Renfrewshire Culture and Leisure Trust; and the changes to the delivery of Money Advice and Income Maximisation Services through the new Money Advice and Rights Team (MART).

The report concluded by explaining that income maximisation and the maintenance of the Council's high Council Tax and Non-Domestic Rates collection levels sat at the heart of the Corporate Debt Recovery Policy. However, it was important also that the Council and its partners found ways to support the Council's more vulnerable members in local communities on their journey to more sustainable financial circumstances.

The Cabinet approved the revised Corporate Debt Recovery Policy.

Sederunt

Councillor Waters left the meeting prior to the consideration of the following item.

EASTWOOD NURSERY ALLOTMENTS BOUNDARY WALL

2104. Under reference to the Minute of the meeting of 29 September 2011 (Page 2069, Item 1648 refers) when it was agreed amongst other things to approve the proposal to create an allotment site within the former nursery at Eastwood Park; and that delegated authority be granted to the Director of Environment to negotiate appropriate lease terms with

the proposed lease holder, the Cabinet considered a report by the Director of Environment, providing an update on the current position regarding the Eastwood Nursery Allotments Boundary Wall and seeking approval of one of the options outlined in the report to address the current situation with the wall which was deemed unsafe.

The report indicated that in terms of the lease granted by the Council to the Eastwood Nursery Allotments Association (ENAA), the association was responsible for the maintenance of the site including the boundary wall. Details of the sources of funding that had been obtained by ENAA towards the cost of the wall's reinstatement were outlined in the report it being noted that one source of funding had made it conditional that the specification of the replacement wall should be agreed in advance with the Council's Property and Technical Services.

The report explained that Property and Technical Services, in order to allow the wall to be completed within the available budget, agreed that the wall could be constructed to a reduced height of 1.8m and to a design comprising brick pillars with a continuous timber infill. Whilst the contractor appointed by ENAA rebuilt the wall to the agreed revised height of 1.8m, the final design slightly differed to the one proposed by the Council's Property and Technical Services. As a result, the Council had received complaints about the impact the new wall was having on the visual amenity of the area.

The report emphasised that as ENAA had no financial resources to reconstruct the boundary wall to its original height or specification, notwithstanding the fact that contractually it was responsible for the wall, a decision was required to determine whether the existing wall/fence was acceptable and, if not, whether the responsibility for this should rest with ENAA or fall to the Council. Furthermore, in the absence of any significant financial resources it was unlikely that ENAA would ever be in a position to achieve this and therefore the report sought approval of one of four options that were outlined in the report to address the situation.

The Cabinet agreed to approve Option (i) which involved the Council funding and overseeing the reinstatement of the boundary wall to a brick wall specification at a height of up to 2.4 metres or an appropriate height at an estimated cost of £60,000, subject to tender.

Sederunt

Councillor Waters re-entered the meeting at this stage.

SUPPORTING POLICIES FOR WASTE AND RECYCLING COLLECTIONS

2105. The Cabinet considered a report by the Director of Environment, providing details on proposals for supporting policies for waste and recycling collections which were aligned with the national Charter for Household Recycling and Code of Practice and would lead to a fairer and improved collection service for all Council customers. Copies of the policies were appended to the report.

Having noted that the Code of Practice aimed to deliver consistent recycling collections and policies across Scotland in a bid to improve recycling performance and support a circular economy, the report indicated that the proposed supporting policies for managing excess and side waste, assisted collections, additional bin requests, contamination of recycling and reports of missed collections, were in line with the new Code of Practice.

1970

The report concluded by highlighting that the implementation of the proposed policies were necessary to deliver a more efficient and cost effective waste and recycling collection service that met the needs of the Council's customers, taking into account the requirements of the household charter for recycling and its code of practice.

The Cabinet approved the supporting policies for waste and recycling collection services.

CHAIR