

## **SCRUTINY COMMITTEE**

Minute of meeting of the Scrutiny Committee held in the Council Chamber, 2 High Street, Perth on Wednesday 13 June 2018 at 2.00pm.

Present: Councillors G Laing, S McCole, H Anderson, H Coates (from Art. 334 onwards), S Donaldson (substituting for Councillor H Anderson), J Duff (substituting for Councillor C Ahern), D Illingworth, A Parrott, C Purves, C Stewart and M Williamson (substituting for Councillor D Doogan).

In Attendance: B Renton, Executive Director (Housing and Environment); S Devlin, Executive Director (Education and Children's Services); C Mailer and K Sharpe (both Housing and Environment); C Flynn, F Robertson, L Simpson, D Williams and L Aitchison (all Corporate and Democratic Services).

Apologies: Councillors C Ahern, H Anderson and D Doogan.

Councillor G Laing, Convener, Presiding.

### **330. WELCOME AND APOLOGIES**

The Convener welcomed all those present to the meeting and apologies were noted as above.

### **331. DECLARATIONS OF INTEREST**

Councillor H Coates declared a non-financial interest in Art. 333(i).

### **332. MINUTE OF THE MEETING OF THE SCRUTINY COMMITTEE OF 18 APRIL 2018**

The minute of meeting of the Scrutiny Committee of 18 April 2018 (Arts.201-208) was submitted, approved as a correct record and authorised for signature.

### **333. UPDATE BY ARMS' LENGTH EXTERNAL ORGANISATION**

#### **(i) Horsecross Arts Ltd.**

J Elles, Vice-Chair; M Griffiths, Chief Executive; and K McKenzie, Finance Director, Horsecross Arts Ltd., provided a verbal update on progress with the budgeting process; programming and expected income from programming; artistic achievements; and answered members' questions.

Members sought assurance on matters such as: funding for artistic activities; progress post-theatre refurbishment; governance of the board; widening the appeal of artistic programmes.

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The Convener thanked the representatives of Horsecross Arts Ltd. for their attendance and they left the meeting at this point.

F ROBERTSON LEFT THE MEETING AT THIS POINT.

COUNCILLOR H COATES ENTERED THE MEETING AT THIS POINT.

**334. FOI PERFORMANCE REPORT 2017-18**

There was submitted a report by the Head of Legal and Governance Services (18/191) providing an overview of the Council's performance in relation to requests for information under the Freedom of Information (Scotland) Act 2002 for the year 2017-18. The report also provided an overview of some of the Council's other information-related activities.

In response to a question from Councillor Donaldson regarding the Council's preparedness for Subject Access Requests under the General Data Protection Regulation, L Simpson, Head of Legal and Governance Services, informed members that the Council had been dealing with Subject Access Requests for a long period of time. L Simpson further advised that, to date, the Council had received no Subject Access Requests since the implementation of the General Data Protection Regulation in May 2018.

In response to a query from Councillor Purves regarding the availability of information prior to any Freedom of Information requests, L Simpson assured members that Council Services are encouraged to make as much information as possible publically available.

**Resolved:**

- (i) The Council's performance in respect of processing requests under Freedom of Information (Scotland) Act 2002 continues to be good although slightly below target for 2017-18, be noted.
- (ii) It be noted that the Freedom of Information (Scotland) Act 2002 helps to provide assurance of openness and transparency to the public in their dealings with the Council and it is essential that this service continues to operate to a high standard.
- (iii) The Council's performance in respect of processing subject access requests under the Data Protection Act 1998 and the challenge that the breadth and complexity of these requests presents in achieving compliance with the statutory timescales, be noted.
- (iv) The Council's policy on directed surveillance and interception of communications, be noted.

**335. HOUSING AND ADULT SOCIAL CARE COMPLAINTS AND CUSTOMER FEEDBACK**

There was submitted a report by the Executive Director (Housing and Environment) (18/163) providing details of complaints received between 1 April 2017 and 31 March 2018 across Housing and Adult Social Care. Information on the

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number of Stage 1 and Stage 2 complaints received was also detailed, with examples of feedback from customer satisfaction surveys. The report also provided an overview of actions taken to improve services as a result of customer feedback.

In response to a query from Councillor Laing regarding the impact of transformation, C Mailer informed members that 'how-to videos had been made available online along with online repairsreporting, and there was a large amount of interaction with Council tenants regarding repairs, adding that there had been good feedback from a survey of tenants. In response to a query from Councillor Coates regarding feedback on 'how-to' repairs, C Mailer informed members that there had be a satisfaction level in excess of 90% on these videos amongst tenants.

Councillor Illingworth commented that complaints should be welcomed as a means of first-hand evidence, and that a slight rise in complaints shouldn't be seen as a negative. Councillor McCole later echoed the sentiments of Councillor Illingworth's comments, also expressing the importance of one to one contact in Social Work.

**Resolved:**

The contents of Report 18/163, be noted.

C MAILER AND K SHARPE LEFT THE MEETING AT THIS POINT

**336. ANNUAL GOVERNANCE STATEMENT 2017/18**

There was submitted a report by the Head of Legal and Governance Services (18/192) seeking the approval of the Annual Governance Statement for the financial year 2017/18, which provides assurance as to the effectiveness of the Council's governance framework and in particular the system of internal control.

In response to a query from Councillor Stewart, L Simpson informed members that the purpose of the Annual Governance Statement was to provide assurance to elected members, and followed the CIPFA framework.

**Resolved:**

The contents of Report 18/192, be noted.

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