

Minute of Meeting



Performance, Review and Scrutiny Committee

Date	Time	Venue
22 September 2020	11.00am	Virtual Meeting

Present:

Councillor Alexander	Councillor Cassidy
Councillor McCall	Councillor Munro
Councillor Parry	Councillor Russell
Councillor Small	Councillor Winchester

Also in Attendance:

Grace Vickers	Chief Executive
Kevin Anderson	Executive Director Place
Fiona Robertson	Executive Director Children, Young People and Partnerships
Gary Fairley	Chief Officer Corporate Solutions
Derek Oliver	Chief Officer Place
Joan Tranent	Chief Officer Children's Services
Alison White	Head of Adult Health and Social Care
Elaine Johnston	Policy and Scrutiny Officer
Mike Broadway	Democratic Services Officer

1 Apologies

Apologies were received from Councillors Johnstone (Chair), Hardie and Lay-Douglas.

In the absence of the Chair, Councillor Alexander was appointed by the Committee and took the Chair.

2 Order of Business

The order of Business was as detailed within the Agenda.

3 Declarations of Interest

No declarations of interest were intimated.

4 Minutes of Previous Meetings

- 4.1 The minute of the meeting of 17 March 2020 was submitted and approved as a correct record.

5 Public Reports

Agenda No.	Report Title	Submitted by:
5.1	Nesta Listen and Learn	Chief Executive
Outline of report and summary of discussion		
<p>The purpose of the report was to present the Listen and Learn report carried out by Nesta in response to the Covid-19 response. The Council previously worked with Nesta on the 100 day Mental Health Challenge and due to the success of this project Nesta were asked to assist with the listen and learn exercise to gather the views of staff and how they have managed through the Covid-19 emergency phase</p> <p>The Chief Executive spoke in amplification of the report during which she made particular reference to the section which focussed on the 9 drivers for change and how this should inform the future direction of the Council on strands included in the Midlothian Route map, such as Digital First/Remote/Flexible Working etc. In addition, she also confirmed that the report has been considered by the Cabinet and Business Transformation Steering Group.</p> <p>The Committee, in welcoming what was an extremely insightful document that provided a clear vision for the way forward, remarked on the welcome opportunities presented by digital working, especially in education, but highlighted the importance of ensuring good connectivity throughout Midlothian. The Chief Executive in response confirmed that this was an area of ongoing work, which would be closely monitored and reported on further as required.</p>		
Decision		
(a) To add their thanks to Nesta for undertaking the Listen and Learn initiative in response to the Covid-19 response;		

- (b) To approve for its interest the recommendations contained in the report;
- (c) To note that Officers had been instructed to update their service plans accordingly to reflect the recommendations;
- (d) To note that the report had also been considered by the Cabinet and the Business Transformation Steering Group; and
- (e) To otherwise note the contents of the report.

Action

Chief Executive

Agenda No	Title	Submitted by:
5.2	Midlothian Council Annual Complaint Handling Report 2018/19	Chief Executive

Outline and summary of item

The purpose of this report was to provide the Cabinet, and the Performance Review and Scrutiny Committee, with the Annual Complaint Handling Report for 2018/19; a link to which was included in the report. The Report had been published on Midlothian Council's website following endorsement by Corporate Management Team at its meeting on 18 March 2020.

The report also provided an update of statistics shared by the Scottish Public Services Ombudsman (SPSO) about how they had handled complaint cases by Midlothian customers, and which services were being complained about to them. Outcome decisions to cases were published on the SPSO's website.

The Chief Executive, in presenting the report to the Committee, drew particular attention to the new model Complaint Handling Procedure (CHP) which had been developed for public services that would be implemented in the new year.

Decision

The Performance Review and Scrutiny Committee noted:

- (a) The recent publication of the Annual Complaint Handling Report on the Council's website; and
- (b) That the published report included summary information for Midlothian Council's complaints referred to the Scottish Public Services Ombudsman (SPSO).

Agenda No	Title	Submitted by:
5.3	Adult and Social Care Performance Report 2019/20	Head of Adult Health and Social Care

Outline and summary of item

The Adult Social Care Performance Report 2019/20 for was presented by the Head of Adult Health and Social Care highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report. Thereafter the Head of Adult Health and Social Care responded to Members questions and comments with regards to the impact that the Coronavirus pandemic was having on service delivery, the importance of services provided in conjunction with voluntary sector and lessons learned regarding the deployment and use of volunteers.

Decision

The Performance Review and Scrutiny Committee noted the report.

Agenda No	Title	Submitted by:
5.4	Children's Services Performance Report 2019/20	Chief Officer Children's Services
Outline and summary of item		
<p>The Children's Services Performance Report 2019/20 for was presented by the Chief Officer Children's Services highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report. Thereafter the Chief Officer responded to questions and comments raised by Members of the Committee.</p>		
Decision		
<p>The Performance Review and Scrutiny Committee noted the report.</p>		

Agenda No	Title	Submitted by:
5.5	Commercial Operations Performance Report 2019/20	Executive Director Place
Outline and summary of item		
<p>The Commercial Operations Performance Report 2019/20 for was presented by the Executive Director Place highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the Report. Thereafter the Executive Director responded to questions and comments raised by Members of the Committee. In particular, he acknowledged concerns regarding the impact caused by water damage, as seen recently in the collapse of part of the A68, which would looked to be addressed as part of the Climate Change Strategy. He also remarked on the preparation of a Waste Strategy and confirmed plans were being made to hopefully enable the Penicuik Recycling facility to reopen.</p>		
Decision		
<p>The Performance Review and Scrutiny Committee noted the report.</p>		

Agenda No	Title	Submitted by:
5.6	Communities and Economy Performance Report 2019/20	Executive Director Place
Outline and summary of item		
<p>The Communities and Economy Performance Report 2019/20 for was presented by the Executive Director Place highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report. Thereafter the Executive Director responded to questions and comments raised by Members of the Committee. With regards the impact of Airbnb's locally, Members concerns were noted, with the Chief Officer Place confirming that the regulatory framework for such facilities was being looked at nationally, however any specific local issues drawn to officers' attention would be looked into.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.7	Customer and Housing Services Performance Report 2019/20	Executive Director Place
Outline and summary of item		
<p>The Customer and Housing Services Performance Report 2019/20 for was presented by the Executive Director Place highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report. Thereafter the Executive Director responded to questions and comments raised by Members of the Committee. Concerns about the potential dual impacts of welfare reform and the coronavirus pandemic were acknowledged, the Executive Director explained that this would be picked up in more detail at the elected Member seminar on resilience/winter planning, however officers were aware of the concerns/likely issues. With regards Library reopening, steps were in hand to take forward learning from the Dalkeith pilot into other standalone libraries, the hub libraries were more challenging due to the need to focus on education provision.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.8	Education Performance Report 2019/20	Executive Director Children, Young People and Partnerships

Outline and summary of item

The Education Performance Report 2019/20 for was presented by the Executive Director Children, Young People and Partnerships highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report. Thereafter the Executive Director responded to questions raised by an Elected Member regarding support for schools to implement a range of universal mental health initiatives and attainment levels.

Decision

The Performance Review and Scrutiny Committee noted the report.

Agenda No	Title	Submitted by:
5.9	Finance and Integrated Service Support Performance Report 2019/20	Chief Officer Corporate Solutions

Outline and summary of item

The Finance and Integrated Service Support Performance Report 2019/20 for was presented by the Chief Officer Corporate Solutions highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.

Thereafter the Chief Officer responded to questions and comments raised by Members of the Committee regarding, in particular the MTFs and challenges posed by the coronavirus pandemic and also the UK Decision to leave the EU.

Decision

The Performance Review and Scrutiny Committee noted the report.

Agenda No	Title	Submitted by:
5.10	Property and Facilities Management Performance Report 2019/20	Executive Director Place

Outline and summary of item

The Property and Facilities Management Performance Report 2019/20 for was presented by the Executive Director Place highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.

Decision

The Performance Review and Scrutiny Committee noted the report.

Agenda No	Title	Submitted by:
5.11	Midlothian Council Performance Report 2019/20	Executive Director Place
Outline and summary of item		
<p>The Executive Director Place presented the Midlothian Council Performance Report 2019/20 detailing the delivery of Midlothian Council's priorities through the Community Planning Partnership and the Single Midlothian Plan. The Executive Director advised the Committee that the purpose of this report was to collate all the individual Q4 Performance reports and provide the overview summary for the Council and updated the Committee on the key themes.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.12	Balanced Scorecard 2019/20	Executive Director Place
Outline and summary of item		
<p>The 2019/20 Annual Report for the Balanced Scorecard Indicators was presented by the Executive Director Place.</p> <p>Each of the perspectives were supported by a number of key measures and indicators which ensured that the Balanced Scorecard informed ongoing performance reporting and helped to identify areas for further improvement. Detailed performance data is available in the quarterly service performance report.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

6 Private Reports

No private reports were submitted for discussion.

7 Date of Next Meeting

The next meeting will be held on Tuesday 3 November 2020 at 11.00 am.

The meeting terminated at 12.45 pm