

Minute of Meeting

Performance Review and Scrutiny Committee
Tuesday 30 October 2018
Item No: 4.1



Performance, Review and Scrutiny Committee

Date	Time	Venue
18 September 2018	11.00am	Council Chambers, Midlothian House, Buccleuch Street, Dalkeith

Present:

Councillor Johnstone	Chair
Councillor Alexander	
Councillor Baird	
Councillor Cassidy	
Councillor Hardie	
Councillor Lay-Douglas	
Councillor McCall	
Councillor Russell	
Councillor Smail	
Councillor Wallace	

Also in Attendance:

Grace Vickers	Chief Executive
Morag Barrow	Head of Health and Older People's Services
Alison White	Head of Adult and Social Care
Simon Bain	Housing Services Manager
Joan Tranent	Head of Children's Services
Maria Lloyd	Acting Head of Education
Ian Johnson	Head of Communities and Economy
Chris Lawson	Risk Manager
Gary Fairley	Head of Finance and Integrated Service Support
Garry Sheret	Head of Property and Facilities Management
Janet Ritchie	Democratic Services Officer

1 Apologies

- 1.1 Apologies were received from Councillors Winchester, Munro and Parry.
- 1.2 In the absence of the Chair, Councillor Johnstone was appointed by the Committee and took the Chair.

2 Order of Business

The order of Business was amended as detailed below.

3 Declarations of Interest

No declarations of interest were intimated.

4 Minutes of Previous Meetings

- 4.1 The minute of the meeting of 5 June 2018 was submitted and approved as a correct record.

5 Public Reports

Agenda No	Title	Submitted by:
5.8	Commercial Operations	Head of Commercial Operations
Outline and summary of item		
The Quarter 1 Performance Report 2017/18 for Commercial Operations was presented by the Risk Manager 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 Risk Manager responded to a question regarding the disposal of waste and the financial benefit of recycling.		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.10	Property and Facilities Management	Head of Property and Facilities Management
Outline and summary of item		
The Quarter 1 Performance Report 2017/18 for Property and Facilities Management was presented by the Head of Commercial Operations 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 Property and Facilities Management responded to questions and comments raised by Members of the Committee.

Decision

The Performance Review and Scrutiny Committee noted the report.

Agenda No	Title	Submitted by:									
5.1	Inspection of Care at Home Service	Joint Director Health and Social Care									
Outline and summary of item											
<p>The Inspection of Midlothian Care at Home service report dated 13 August 2018 was presented by the Head of Older People Services. This report provided an overview of the planning in place to meet required actions following a report inspection in April 2018 from the Care Inspectorate regarding Midlothian Council's Care at Home service. This included the remaining actions due to be updated for Care at Home quarterly review. At the meeting of Cabinet on 4 September 2018 the content of this report and the progress made was noted and referred to this Committee.</p> <p>The inspection covered three key areas of the National Care Standards attributed to care at home services and the inspection report graded the three areas as follows:</p> <table> <tr> <td>Quality of care and support</td><td>3</td><td>Adequate</td></tr> <tr> <td>Quality of staffing</td><td>3</td><td>Adequate</td></tr> <tr> <td>Quality of Management and Leadership</td><td>2</td><td>Weak.</td></tr> </table> <p>The Head of Older People Services highlighted that although the Care Inspectorate noted there had been progress made since the last inspection in August 2017 they did not feel this was sufficient to raise the grades. She then went on to explain that as well as the new requirements from this inspection there were some unmet requirements from as far back as 2012 which she felt was not an acceptable position. She then advised the committee of the plans in place to address these requirements to ensure that the grades would be raised next time.</p> <p>She further advised the Committee that a monthly highlight report on progress will be provided to Cabinet and the Chief Executive.</p> <p>Thereafter the Head of Older People's services responded to comments and questions raised by members of the committee.</p>			Quality of care and support	3	Adequate	Quality of staffing	3	Adequate	Quality of Management and Leadership	2	Weak.
Quality of care and support	3	Adequate									
Quality of staffing	3	Adequate									
Quality of Management and Leadership	2	Weak.									
Decision											
The Performance Review and Scrutiny Committee noted the content of the inspection report.											

Agenda No	Title	Submitted by:
5.2	SPSO Annual Report on Scottish Welfare Fund Independent Reviews	Head of Customer and Housing Services
Outline and summary of item		
<p>The SPSO Annual Report on Scottish Welfare Fund Independent Reviews report dated 31 July 2018 was presented by the Housing Services Manager. The purpose of this report was to provide the Performance Review & Scrutiny Committee with an update regarding the Scottish Public Services Ombudsman (SPSO) reviews relating to Midlothian Council's Scottish Welfare Fund appeal cases handled by the SPSO for 2017/ 18 and published in the Annual Report. At the meeting of Cabinet on 4 September 2018 this report was noted and referred to this Committee.</p> <p>The SPSO available outcomes were:</p> <ul style="list-style-type: none"> • Not to change the council's decision • To overturn the council's decision in part, or in full (i.e. make a different decision) • To send the case back to the council to remake their decision. <p>The report provided information on customer appeals the SPSO received between 1 April 2017 and 31 March 2018 and Appendix 1 to the report provided an account of the appeals data about Midlothian Council that the SPSO had looked at and published on their website in July 2018.</p> <p>It was notable that there had been a significant decrease in the number of enquiries from Midlothian in the past year and of the 4 cases, one had been partially upheld.</p> <p>The SPSO full Annual Report across all local authorities was presented in Appendix 2 to the report.</p> <p>The Housing Services Manager responded to various questions and comments raised by members of the Committee.</p>		
Decision		
<p>The Performance Review and Scrutiny Committee noted the SPSO Annual Scottish Welfare Fund Independent Review Report 2017/18 (appendix 2) and the Midlothian specific outcomes in appendix 1.</p>		

Councillor Russell left the meeting at 11.40 am during discussion of the above item of business.

Councillors Smail, Hardie and Lay-Douglas left the meeting at 11.44 am during discussion of the above item of business.

The Chair then adjourned the meeting at 11.45 am.

The meeting reconvened at 11.55 am when all Councillors returned with the exception of Councillor Lay-Douglas who submitted her apologies for the remainder of the meeting.

Agenda No	Title	Submitted by:
5.3	Adult and Social Care	Head of Adult and Social Care and Head of Health and Older People's Services
Outline and summary of item		
<p>The Quarter 1 Performance Report 2017/18 for Adult Social Care was presented by the Head of Adult and Social Care and the Head of Health and Older People'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.</p> <p>Thereafter the Head of Adult Services responded to questions and comments raised by the members of the Committee</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.4	Customer and Housing Services	Head of Customer and Housing
Outline and summary of item		
<p>The Quarter 1 Performance Report 2017/18 for Customer and Housing Services was presented by the Housing Services Manager highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p> <p>Thereafter the Housing Services Manager responded to questions raised by members of the Committee.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.5	Children's Services	Head of Children's Services
Outline and summary of item		
<p>The Quarter 1 Performance Report 2017/18 for Children's Services was presented by the Head of 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.</p> <p>Thereafter the Head of Children's Services responded to questions and comments raised by members of the Committee.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.6	Communities and Economy	Head of Communities and Economy
Outline and summary of item		
<p>The Quarter 1 Performance Report 2017/18 for Communities and Economy was presented by the Head of Communities and Economy highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p> <p>Thereafter the Head of Communities and Economy responded to questions and comments raised by members of the Committee.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Councillor Russell left the meeting at 12.32 pm

Agenda No	Title	Submitted by:
5.7	Education	Head of Education
Outline and summary of item		
<p>The Quarter 1 Performance Report 2017/18 for Education was presented by the Acting Head of Education highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p> <p>Thereafter the Acting Head of Education responded to comments and questions raised by members of the Committee.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.9	Finance and Integrated Service Support	Head of Finance and Integrated Service Support
Outline and summary of item		
<p>The Quarter 1 Performance Report 2017/18 for Finance and Integrated Service Support was presented by the Head of Finance and Integrated Service Support highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p> <p>Thereafter the Head of Finance and Integrated Service Support responded to comments and questions raised by the Committee.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
5.11	Midlothian Council including SMP update	Chief Executive
Outline and summary of item		
<p>The Chief Executive presented the Midlothian Council Quarter 1 Performance report detailing the delivery of Midlothian Council's priorities through the Community Planning Partnership and the Single Midlothian Plan. The Council Change and Transformation programme and Individual Service Plans outline how Midlothian Council would deliver its contribution to the Single Midlothian Plan. The Chief Executive advised the Committee on some of the key messages which are reported weekly to staff across the Council and highlighted some of the service area successes in reshaping service delivery.</p> <p>Thereafter the Chief Executive responded to questions and comments raised by the Committee.</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 30 October 2018 at 11 am.

The meeting terminated at 1.30 pm