

Minute of Meeting

Cabinet
Tuesday 28 February 2017
Item No 4.1



Cabinet

Date	Time	Venue
10 January 2017	11am	Council Chambers, Midlothian House, Buccleuch Street, Dalkeith

Present:

Councillor Johnstone	Councillor Bryant
Councillor Parry	
Councillor Rosie	

Religious Representatives:

Mr V Bourne	
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1 Apologies

1.1 Apologies were received from Councillor Constable and Rev. R. Halley.

2 Order of Business

The Clerk advised Item No 6.1 on the Agenda entitled “Dog Control” had been withdrawn from consideration at this meeting.

3 Declarations of interest

No declarations of interest were received.

4 Minutes of Previous Meetings

The Minutes of the Meetings of the Cabinet of 22 November 2016 were submitted and approved as a correct record.

5. Reports

Agenda No	Report Title	Presented by:
5.1	Education Scotland Inspection Report: Community Learning and Development in Midlothian Council	Head of Education

Outline of report and summary of discussion

The report presented the findings of the Education Scotland inspection of community learning and development in Midlothian Council which was published on 13 December 2016. The inspection focused on both the strategic leadership across Midlothian and place-based delivery within the communities of Dalkeith, Woodburn, Gorebridge, Mayfield and Easthouses. A copy of the inspection report was attached as appendix to the report.

The inspection grading was given using a six point scale: excellent, very good, good, satisfactory, weak and unsatisfactory. Midlothian were evaluated as Very Good in all four indicators.

Those within scope of this inspection were all those deemed to be delivering learning and development activities whether they were public sector or third sector including small community groups and religious organisations where appropriate. In Midlothian a wide group of local people, staff from across all three Council Directorates, Police, NHS, Community Councils and third sector groups were subject to scrutiny through this process.

The inspectors identified the follow strengths:

- An ethos of shared endeavour.
- Strong and clear leadership across the partnership.
- Ambitious and enthusiastic staff and volunteers.

- The range of targeted learning programmes leading to life-changing impacts.

Detailed verbal feedback was given on each of the quality indicators and summarised in the formal inspection report. The inspectors discussed with partners how they might continue to improve their work including:-

- Continue to develop systems to track skills for learning, life and work across partners.
- Consider how learner pathways can be sustained as resources change.

The Head of Education was heard in amplification of the report.

Several Members along with Mr Bourne were heard highlighting that this was an outstanding Inspection report and congratulating all involved.

Decision

(a) To note the content of the report;

(b) To recognise and celebrate the quality, range and life changing impact of the learning and development taking place; and

(c) To support the recommended areas of action to ensure that the learning and development offered across Midlothian moves from very good to excellent, progress will be reported through existing Council and Community Planning Partnership performance reporting mechanisms.

Action

Director Education, Communities and Economy/ Head of Education

Agenda No	Report Title	Presented by:
5.2	Procedure for Reporting of Complaints Progressed to the Scottish Public Services Ombudsman.	Chief Executive

Outline of report and summary of discussion

The purpose of the report was to seek approval for a proposed approach to be applied to all complaint outcomes from the Scottish Public Services Ombudsman about Midlothian Council

The Scottish Public Services Ombudsman (SPSO) provided a 'one-stop-shop' for individuals making complaints about organisations providing public services in Scotland. They were the final stage for handling complaints.

The aim was not only to provide justice for the individual, but also to share the learning from complaints in order to improve the delivery of public services in Scotland. Their complaints standards authority promoted good complaints handling in bodies under their jurisdiction.

The eight “Complaints Performance Indicators” which Councils were required to report on were;

- complaints received per 1000 of population
- closed complaints
- complaints upheld, partially upheld and not upheld
- average times
- performance against timescales
- number of cases where an extension is authorised
- customer satisfaction
- learning from complaints

The report highlighted that there were obvious lessons to be learned where service failures were identified and remedial action could be taken to ensure that similar mistakes were avoided in the future. However, close monitoring of service user complaints and feedback could highlight opportunities for operational improvements even where the service was initially delivered properly.

An appendix to the report provided an appropriate framework for a consistent approach to SPSO complaint outcome compliance. The Chief Executive was heard in amplification of the report.

Decision

(a) To approve the procedure for monitoring compliance and performance in relation to complaints made directly to SPSO as set out in an Appendix to the report;

(b) Agree the framework for a consistent approach to SPSO complaint outcome compliance; and

(c) To refer the report to the Performance, Review and Scrutiny Committee for their interest.

Action

Chief Executive

Exclusion of Members of the Public

In view of the nature of the business to be transacted, the Cabinet agreed that the public be excluded from the meeting during discussion of the undernoted item, as contained in the Addendum hereto, as there might be disclosed exempt information as defined in paragraph 11 of Part I of Schedule 7A to the Local Government (Scotland) Act 1973:-

Meeting of the Joint Consultative Group of 20 September 2016 – Noted.

The Cabinet thereafter agreed to proceed as detailed in the Addendum hereto.

The meeting terminated at 11.10am.

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