

MINUTE of MEETING of the PERFORMANCE COMMITTEE held within WEBEX VIRTUAL MEETING, on 19 APRIL 2021.

Present – Councillors Stuart Borrowman (Chair), Andrew McGuire, Charles Kennedy and Dom McGuire

Apologies – Councillor Carl John

1 DECLARATIONS OF INTEREST

There were no declarations of interest made.

2 MINUTE

The committee confirmed the Minute of its meeting held on 1 February 2021, subject to amending the wording of the decision under item 3 (*Service Performance and WLAM Outcome Report – Legal Services*) to clarify that Councillor Charles Kennedy had suggested quarterly meetings in relation to the Development Management Committee.

3 SOCIAL POLICY - COMMUNITY CARE

The committee considered a report (copies of which had been circulated) by the Head of Social Policy providing an overview of the delivery of Community Care services during the COVID-19 global pandemic, in particular services for Older People, with details of service performance.

It was recommended that the committee:

1. Note the contents of the report and appendix;
2. Provide feedback on Community Care service performance; and
3. Identify any recommendations for performance improvement.

Discussion followed the presentation of the report focusing on the service's response to the pandemic and any lessons learned as a result.

It was advised that existing emergency plans had been deployed and the service had been mobilised quickly, while infection control measures continued to improve and evolve during the pandemic. It was recognised that there was duplication of information gathering by the various partners involved in the response, and redesign and digitalisation of some processes were being considered as a result. Virtual engagement with stakeholders was also thought to be beneficial and would continue in future.

Officers then explained that the amber performance indicator relating to Older People service users waiting to be assessed was a result of

continual redeployment of resources due to Covid and that further investment in resources was planned.

With regard to transferring patients from hospitals to care homes, it was clarified that the service had been compliant with government guidance.

The committee queried the impact of the situation on staff and it was confirmed that the vast majority had coped well. Staff had also been made aware of the various support avenues available to them. In addition, transition to duties for shielding staff would take place gradually and on a case-by-case basis.

Finally, the committee thanked Social Policy managers, teams and contractors for their work during the pandemic.

Decision

To note the terms of the report.

4 SERVICE PERFORMANCE 2020/21 REPORT – IT SERVICES

The committee considered a report (copies of which had been circulated) by the Head of Service providing an overview of the service performance during the financial year 2021/21 as well as providing information on the impact of the COVID-19 pandemic on the service, specifically the challenges that had been overcome and some of the key achievements in the last 12 months.

It was recommended that the committee:

1. Note the performance of the IT Service in 2020/21;
2. Note the recent WLAM review panel outcome; and
3. Agree any other recommendations that might improve the performance of the service.

In the discussion that followed, officers clarified that various contributing factors were involved in connectivity issues during virtual meetings; communications with users would be maximised to ensure all options available to join virtual meetings were known. It was noted that the service was continually evolving and adapting to customer needs and infrastructure was in place to support and enable the council's interaction with customers.

Decision

To note the terms of the report.

5 COMPLAINT PERFORMANCE REPORT QUARTER 3: 2020/21

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive presenting the quarterly analysis of closed complaints in Quarter 3: 2020/21.

It was recommended that the committee:

1. Note the corporate and service complaint performance against the standards outlined in the council's complaint handling procedure; and
2. Continue to monitor complaint performance and request additional information from services as required.

During discussion, it was noted that clarity to the public was required regarding the definition of a complaint in council terms and officers indicated that with the revised Complaint Handling Procedure, any complaint raised through official council social media channels would require the service to signpost the complainant to the Complaint Handling Procedure (webpage) to log their complaint.

Decision

To note the terms of the report.