

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE – 1 APRIL 2011

MATTERS ARISING UPDATE REPORT

Report by Executive Director of Finance and Corporate Support

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide the Committee with a consolidated response to information requests made by Members at previous meetings.

2. BACKGROUND

- 2.1 As Members are aware, during the course of discussions at meetings of the Governance and Scrutiny Committee, Members, from time to time, seek information or clarification from Officers on particular matters which requires to be provided after the meeting. Such requests arise from, and reflect, the role of the Committee in respect of its scrutiny function.
- 2.2 The Committee at its meeting held on 3 April 2009 agreed that, in future, a report be submitted to the Committee to consolidate all responses to information requests made by Members of the Committee at previous meetings or, otherwise, provide an explanation as to why the relevant information is not yet available. This approach will formalise the various matters arising into report format thereby facilitating presentation of the information to Members and recording of the origin and progress of the issues raised.

3. UPDATE ON MATTERS ARISING

- 3.1 The outstanding matter arising from the last meeting of the Committee and the relevant information is set out below, namely:-

3.1.1 **Joint Health Protection Plan 2010 – 2012 (GSC 11 March 2011, Item 5 (iv), Page 1565, 07/12)**

Information Requested: That the Executive Director of Finance and Corporate Support provide, within the Matters Arising Update Report to the next meeting, a breakdown of the type and number of premises at which inspections and sampling of private water supplies are carried out by the Environmental Health Service.

Response by the Executive Director of Finance and Corporate Support:

There are 13 class A private water supplies and 178 Class B (additional supplies are identified as staff carry out visits). Class A supplies are sampled and risk assessed annually and class B on a four yearly programme. Class A supplies are those private water supplies serving commercial premises (including dairy farms, farm butchers shops, bed and breakfast accommodation) or which have at least 50 persons using the supply, or have a usage level of more than 5 cubic meters of water per day. Class B supplies are all other

private supplies used for human consumption. Sampling is carried out to assess bacteriological and chemical parameters of supplies.

3.1.2 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (iv)(a), Page 1567, 07/12)

Information Requested: That, arising from Indicator 73: Street Lighting/Traffic Lights, the Depute Chief Executive/ Executive Director of Neighbourhood Services provided within the Matters Arising Update Report to the next meeting information on the number of street lighting columns for which the Council is responsible, both metal columns and concrete columns.

Response by the Depute Chief Executive/ Executive Director of Neighbourhood Services: There are 19,164 lighting columns and wall brackets in East Ayrshire.

The breakdown of columns by type is set out in the table below.

Material	Total	% of Grand Total	Number of Columns Greater Than 30 Years Old	% of Columns Greater Than 30 Years Old	% of Columns Less Than or Equal to 30 Years Old
Aluminium Column	212	1.1%	212	100%	0%
Concrete Column	1,085	5.7%	1,085	100%	0%
Steel Column	17,497	91.3%	6,886	39.4%	60.6%
Steel Cast Column	49	0.3%	0	0%	100%
Wooden Pole Column *	254	1.3%	251	98.8%	1.2%
Steel Cast Wall Bracket	26	0.1%	0	0%	100%
Aluminium Wall Bracket	41	0.2%	23	56.1%	43.9%
Grand Total	19,164	100%	8,459	44.1%	55.9%

* - The majority of Wooden Poles (Overhead Cable Transmission Poles) are the responsibility of Scottish Power

3.1.3 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (v)(a), Page 1567, 07/12)

Information Requested: That, arising from Indicator 2: Freedom of Information, the Executive Director of Finance and Corporate Support provide, within the Matters Arising Update Report to the next meeting, information on the number of Freedom of Information Requests received during the years 2007/2008 through to 2010/2011.

Response by the Executive Director of Finance and Corporate Support: The number of Freedom of Information Requests received, by Calendar Year, for the period 2005 – 2010 is as follows, namely:-

YEAR	
2005	343
2006	399
2007	348
2008	460
2009	636
2010	743
TOTAL	2929

3.1.4 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (v)(b), Page 1567, 07/12)

Information Requested: That, arising from Indicator 5: Invoices, the Executive Director of Finance and Corporate Support provide, within the Matters Arising Update Report to the next meeting, information on which services of the Council had been identified as performing less well against this indicator.

Response by the Executive Director of Finance and Corporate Support:

Statutory Performance Indicator – Invoices paid within 30 days of receipt

An analysis for the financial year to 31/3/10 is shown below:-

Department	Total Invoices Paid in Period	% of Invoices Paid Within 30 Days
Roads and Transportation	10,592	67.55%
Schools	13,806	75.47%
Leisure	9,472	83.56%
Building and Works	14,570	83.97%
Personnel	641	85.34%
Planning and Economic Development	2,672	85.55%
Legal, Procurement and Regulatory	2,895	86.46%
Housing	8,941	88.96%
Information Technology	1,058	89.13%
Facilities Management	21,969	89.26%
Community Support	2,141	90.33%
Social Work	21,406	91.91%
Democratic Services	2,044	93.88%
Resources Education	6,694	94.50%
Finance and Asset Management	48,887	97.07%
Total	167,788	88.73%

3.1.5 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (v)(c), Page 1567, 07/12)

Information Requested: That, arising from Indicator 16: Assets, the Executive Director of Finance and Corporate Support provide within the Matters

Arising Update Report to the next meeting, an explanation of the criteria used to assess the suitability of accommodation.

Response by the Executive Director of Finance and Corporate Support: Suitability information is determined and assessed by Service departments. The framework and criteria used for these suitability assessments within the survey questionnaire, which is set under guidance from Audit Scotland, for each operational building is collected in two specific classes. One is the corporate format, a copy of which is provided at Appendix 1. The survey is completed by senior management within each occupying service department.

The National Education Format is essentially the same but is more detailed and is in the form of a spreadsheet which can be made available to Members on request.

3.1.6 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (v)(d), Page 1567, 07/12)

Information Requested: That, arising from Indicator 24: Accessibility, the Executive Director of Finance and Corporate Support provide, within the Matters Arising Update Report to the next meeting, the percentages for this indicator excluding new build properties.

Response by the Executive Director of Finance and Corporate Support: The information requested is as follows, namely:-

Disregarding new buildings since 2004/05 would reduce the current percentage from 66.0% to 64.7%

3.1.7 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (v)(e), Page 1567, 07/12)

Information Requested: That, arising from Indicator 65: Domestic Noise Complaints, the Executive Director of Finance and Corporate Support provide, within the Matters Arising Update Report to the next meeting, information on the numbers of complaints made against the same perpetrators/ properties.

Response by the Executive Director of Finance and Corporate Support: During 2009/2012 there were a total of 1075 Domestic Noise Complaints, of which 166 addresses were the subject of multiple complaints.

3.1.8 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (v)(f), Page 1567, 07/12)

Information Requested: That, arising from Indicator 69: Food Hygiene Inspections, the Executive Director of Finance and Corporate Support provide, within the Matters Arising Update Report to the next meeting, a breakdown of the number of premises included within each of the two frequency categories (6 months and 12 months).

Response by the Executive Director of Finance and Corporate Support:
Category A (6 months) – 18
Category B (12 months) - 112

3.1.9 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (vi)(a), Page 1567, 07/12)

Information Requested: That, arising from Indicator 18: Occupancy, the Executive Director of Educational and Social Services provide, within the Matters Arising Update Report to the next meeting, information on the occupancy rate for classroom accommodation, expressed as square meters per pupil.

Response by the Executive Director of Educational and Social Services: The current occupancy level within schools is reported at Indicator 21. The currently reported School Capacity figure takes into account a number of factors including the use of rooms and the design of the school.

Indicator 21: School capacity (LSPI)

Occupancy: the percentage of primary schools where the ratio of pupils to places is:

Occupancy level	2007/08	2008/09	2009/10
0% - 40%	15.2%	11.4%	11.6%
41% - 60%	28.3%	31.8%	32.6%
61% - 80%	39.1%	43.2%	39.5%
81% - 100%	17.4%	13.6%	16.3%
101% or more	0	0	0

Occupancy: the percentage of secondary schools where the ratio of pupils to places is:

	2007/08	2008/09	2009/10
0% - 40%	0%	0%	0%
41% - 60%	0%	0%	0%
61% - 80%	44.4%	66.7%	77.8%
81% - 100%	55.6%	33.3%	22.2%
101% or more	0%	0%	0%

This indicator identifies the overall level of occupancy in schools.

RATIONALE

The calculation of occupancy in schools is based on a comparison of the planning capacity against the actual pupil roll within each school and classroom.

Each classroom has a standard planning capacity in line with Regulation 8 of the schools general (Scotland) regulations 1975 and standard benchmark figures across local authorities. Examples of the standard space allocations within East Ayrshire are below.

Primary classroom in traditional closed room	1.7m ² per pupil
Primary classroom in open plan school	1.5m ² per pupil
Secondary classroom	1.5m ² per pupil
Art areas	3.0m ² per pupil

Games Hall

10.0m² per pupil

Each room's space is therefore divided by the allocated space standards to identify the planning capacity. The occupancy level is expressed as a percentage of the actual number of children in class/ school divided by the planning capacity.

Example Capacity Calculation

classroom of 65m² / 1.7 per child = capacity of 38 children in the class, if there is actually 34 then the capacity calculation is therefore 89%

To translate this capacity figure into the m² value would reduce the effectiveness of the measure as particularly with secondary schools every area within the building has a different occupancy rate and therefore depending on the layout, style and additional accommodation the resultant figure would be different. It would also therefore make it difficult to compare between schools. Account is also taken for where parts of the building are used for other purposes, e.g. offices, nursery classes etc .

It is suggested that Indicator 21 be referred to when reviewing occupancy levels within schools although an overall capacity level figure be added to the report to show the average capacity from Indicator 21 information.

Occupancy: average percentage occupancy level against capacity:

	2007/08	2008/09	2009/10
All Primary schools	61.0%	63.0%	63.5%
All Secondary schools	80.2%	77.1%	74.1%

3.1.10 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (vi)(b), Page 1567, 07/12)

Information Requested: That, arising from Indicator 33: Accessibility, the Executive Director of Educational and Social Services provide, within the Matters Arising Update Report to the next meeting, the target time for carrying out an Occupational Therapy Assessment.

Response by the Executive Director of Educational and Social Services:

Target times for the provision of all community care services are detailed in Eligibility Criteria approved by Cabinet on 18 November 2009. Timescales for completion of assessment are based on:-

- the severity of Risk; and
- the urgency for intervention to respond to the risks.

All referrals are screened immediately on receipt and categorised as Critical, Substantial, Moderate or Low timescales for assessments are detailed in table below as agreed by social work committee in May 2005.

Priority	Band	Timescale for First Visit	Timescale for Completion of Assessment
1	Critical	Same day	Initial assessment on same day, and where required a fuller assessment within 28 days
2	Substantial	Within 48 hours	Initial assessment within 48 hours, and where required a fuller assessment within 28 days
3	Moderate	Within 28 days	Within 28 days of allocation
4	Low	Within 12 weeks	Within 28 days of allocation

3.1.11 2009/2010 Statutory Performance Indicators (GSC 11 March 2011, Item 6 (vi)(c), Page 1568, 07/12)

Information Requested: That, arising from Indicator 34: Staff Qualifications, the Executive Director of Educational and Social Services provide, within the Matters Arising Update Report to the next meeting, information on the percentage of personal carers employed by the Private Sector within East Ayrshire who are qualified to SSSC standards.

Response by the Executive Director of Educational and Social Services: The role of personal carer is not at this time regulated by SSSC and as such no qualification standard has been set. East Ayrshire Council, in anticipation of the forthcoming regulation has implemented a programme to support employees achieve the necessary qualifications.

3.1.12 Health and Safety Performance Update Report 2010/2011: Quarter Two (GSC 11 March 2011, Item 10, Page 1570, 07/12)

Information Requested: That the Depute Chief Executive/ Executive Director of Neighbourhood Services provide, within the Matters Arising Update Report to the next meeting, information on the department/ sections within which those employees who have benefited from COSHH Toolbox Talks and Manual Handling Training, are employed.

Response by the Depute Chief Executive/Executive Director of Neighbourhood Services: Details of employees and the Departments/ sections they are from is set out in the table below:-

	No. Trained/%		Department/Service
COSHH Toolbox Talks	22	10.5%	Neighbourhood Services/Leisure Development
	1	0.47%	Neighbourhood Services/Cleansing Services
	182	86.6%	Neighbourhood Services/HAS
	2	0.94%	Finance & Corporate Support/Democratic Services
	3	1.43%	Finance & Corporate Support/Communications and Customer First
Total	210		

	No. Trained/%		Department / Service
Manual Handling	86	16.5%	Neighbourhood Services/Leisure Development
	141	27.1%	Neighbourhood Services/Cleansing Services
	53	10.2%	Neighbourhood Services/Libraries
	206	39.6%	Neighbourhood Services/HAS
	6	1.2%	Neighbourhood Services/Skill Development & Employability Service
	17	3.2%	Neighbourhood Services/Building Standards
	2	0.4%	Neighbourhood Services/Development Management
	6	1.2%	Finance & Corporate Support/Asset Improvement Services
	3	0.6%	Finance & Corporate Support/Democratic Services
	0	0%	Finance & Corporate Support/Communication and Customer First
	0	0%	Finance & Corporate Support/Regulatory
Total	520		

3.1.13 Finance and Services Strategy Report based on Period 11 (6 February 2011) (GSC 11 March 2011, Item 12, Page 1571, 07/12)

Information requested: That the Executive Director of Finance and Corporate Support and the Depute Chief Executive/ Executive Director of Neighbourhood Service, provide within the Matters Arising Update Report to the next meeting, further details on the type and number of jobs included within the live housing repairs jobs list.

Response by the Depute Chief Executive/ Executive Director of Neighbourhood Services and the Executive Director of Finance and Corporate Support: It is not possible to retrospectively obtain the Period 11

figures for the type and number of jobs indicated within the live housing repairs jobs list as the system is a live system.

The figures presented below are for Period 12 of 2010/11 (ending 07/03/11).

At period 12 there were a total of 9,435 in the live housing repairs jobs list compared to 11,137 at P11, this is a 15% reduction between P11 and P12.

PERIOD 12	Gas Servicing	Gas	Voids	Repairs	Total
Non Category	1324	45	11	6	1,386
A – Emergency	-	39	-	191	230
B – Urgent	14	777	14	294	1,099
C – 72 Hours	75	334	2	479	890
D – 10 Days	-	9	991	1,449	2,449
E - Planned	-	4	48	3,329	3,381
Total	1,413	1,208	1,066	5,748	9,435

Categories of Repairs: Internal v External

	External	Internal	Total
Number of Repairs	2,702	6,733	9,435
% Repairs by Category	29%	71%	100%

Note 1: Gas servicing is scheduled 70 days prior to 365 day target.

Note 2: The table above excludes works managed through the Housing Improvement Programme.

Note 3:

4. FINANCIAL/LEGAL/POLICY/COMMUNITY PLANNING/RISK IMPLICATIONS - None arising directly from this report.

5. RECOMMENDATION

- 5.1** The Committee is asked to note the information provided in response to the matters arising as set out in this report.

Alex McPhee
Executive Director of Finance and Corporate Support

18 March 2011
SN/SW

LIST OF BACKGROUND PAPERS - NIL

Any person wishing further information on this report should contact Bill Walkinshaw, Head of Democratic Services on Telephone Number (01563) 576135.

Implementation Officer: Stuart Nelson, Administrative Officer.

EAST AYRSHIRE COUNCIL - SUITABILITY SURVEY		EAC	Address		
UPRN:		Town:			
Property Name:		Postcode:			
Location Address:		Date:			
Current Use:		Assessing Officer			
		Designation:			
Categories:					
Suitability Gradings					
A	Good - Performing well and operating efficiently (the building supports delivery of service to the community)				
B	Satisfactory - Performing well but with minor problems (the buildings generally support the delivery of services to the community)				
C	Poor -Showing major problems and/or not operating optimally (the building impedes the delivery of services to the community)				
D	Bad - Does not support the delivery of services (the building seriously impedes the delivery of services to Communities)				
N/A	No Effects on suitability				
Section 1 - Location					
	A	B	C	D	N/A
How appropriate is the property's location?					
How conveniently is the property located to a good public transport network?					
How adequate is the public on-site parking?					
How adequate is the staff on-site parking ?					
How adequate is the off-site parking?					
How reasonable is the walking distance for off street parking?					
TOTALS	0	0	0	0	0
Section 2 - Accessibility & DDA Issues					
	A	B	C	D	N/A
How adequate is external access to the property for people with special needs? <i>(Consider ramp access, automatic doors, designated disabled persons parking, those using prams/buggies)</i>					
How well does the <u>internal</u> layout of the property permit ease of movement? <i>(consider the width of doorways & corridors, changes in internal levels and lift provision, H&S issues)</i>					
How adequate is the external signage to the property? <i>(Consider their position, quality, clarity & whether they are up-to-date)</i>					
How adequate is the internal signage to the property? <i>(Consider their position, quality, clarity, format (e.g. for disabled users/community language)</i>					
TOTALS	0	0	0	0	0
Section 3 - Environment					
	A	B	C	D	N/A
How well does the heating system meet the necessary requirement? <i>(Consider ability to heat different rooms for different time-spans to different temperatures)</i>					
How adequate is the level of ventilation to the property? <i>(H&S issues)</i>					
How adequate is the means of lighting in achieve satisfactory levels <i>(H&S issues)</i>					
How adequate are the means of controlling the lighting arrangements? <i>(Consider whether the type of lighting is appropriate and whether there is the ability to zone the lighting)</i>					
How adequate are the acoustics within the property for service needs? <i>(Consider the noise levels between rooms; height and finish/type of ceiling)</i>					
How adequate is the internal decoration for current use?					
How adequate are the floor finishes in meeting the requirement for current use? <i>(Are there any H&S issues relating to the danger from a slippery floor)</i>					
TOTALS	0	0	0	0	0

APPENDIX 1

Section 4 - Safety & Security	A	B	C	D	N/A
How well does the property provide a safe & secure environment for its occupants? <i>(Consider physical attributes, location and whether the property has a current Fire Certificate, H&S issues)</i>					
How adequate are the security measures in place to ensure the safety of the staff and clients? (Consider whether or not the measures meet any statutory requirements).					
How adequate are the arrangements at the property in reducing the impact of crime/vandalism? <i>(The need for & type of such systems should be set)</i>					
How adequate are the arrangements within the property for dealing with the initial outbreak of a fire? <i>(consider the type and num</i>					
How adequate are the emergency procedures for building evacuation in case of fire, bomb threat etc? (H&S issues)					
How adequate are the risk assessments which have been carried out and the measures taken to minimise risk to the occupants? (H&S issues)					
TOTALS	0	0	0	0	0
Section 5 - Space	A	B	C	D	N/A
How suitable is the layout of the space for the purposes of service delivery? <i>(Consider how the different parts of the property relate to each other and whether facilities are located in the right place, H&S issues)</i>					
How adequate is the size of the property for delivering the service? <i>(Consider whether the service delivery is being affected by it being too small or big)</i>					
How flexible and adaptable is the accommodation in meeting the requirements of the provision of the Service?					
How adequate is the storage space? <i>(Consider the type of material being stored, the environment required to store it, e.g. dry atmosphere, the period to be stored - long/short term, potential H&S issues relating to racking, lifting & fire)</i>					
How adequate are the welfare facilities for staff? <i>(Consider the need and extent for kitchen/canteen facilities, a medical room, changing facilities, H&S issues)</i>					
How suitable are the toilet facilities? <i>(Consider the provision for both able and disabled persons; is there a need for toilets for the public, H&S issues)</i>					
How adequate are the reception facilities for service delivery purposes? (Consider the extent to which they balance the openness and ease of access with staff security, height and width of reception, obstructions, glass screens and H&S issues).					
How adequate are the interview facilities for service delivery purposes? (Consider noise transfer, panic button, ambience, ventilation, H&S issues).					
How adequate are the playing fields for the size of the school and the number of pupils using them? (Consider how accessible they are from the school).					
How suitable is the playground for the size of school and the number of pupils using it?					
TOTALS	0	0	0	0	0
Section 6 - Fixtures & fittings	A	B	C	D	N/A
How adequate are the fixtures and fittings for the designated use?					
How adequate is the IT infrastructure for service delivery purposes? (Consider whether there is sufficient cabling; whether the systems are networked; whether there is access to the mainframe).					
How adequate is the supply and distribution of power points? (Consider whether single power points serve more than one appliance; the location requires excessive cable runs across active working areas, potential H&S issues).					
How adequate is the provision of services? (Consider gas, electricity, water and telecommunications).					
TOTALS	0	0	0	0	0

APPENDIX 1

Section 7 - Image	A	B	C	D	N/A
How appropriate is the age of the building for the nature of the service delivered? <i>(Consider whether the service is better from an older low profile property as distinct from a new high pro</i>					
How appropriate is the type of construction? <i>(Consider perception issues arising from temporary type of structures, 'heavy', architecture, relative to the nat</i>					
How well does the property convey the appropriate corporate image?					
How suitable is the construction of the property in terms of physical amenity and overall townscape appearance?					
How suitable is the external landscaping? <i>(Consider the extent to which it is needed relative to the location; the extent to which it 'softens' the structure of the property; offers hidi</i>					
TOTALS	0	0	0	0	0

Assessing Officer/s		
Date the result was presented to Manager for consideration	Date	
	Manager	
Result recorded on the Asset Register	Date	

Required Actions	Date
Form Signed off by Corporate Asset Manager	
Copy of form passed to Service Manager	
Bring up date for re-survey	
Data upload to Asset Management database	

%	Banding