

CORPORATE POLICY AND PERFORMANCE COMMITTEE

ABERDEEN, 23 September, 2010. - Minute of Meeting of the CORPORATE POLICY AND PERFORMANCE COMMITTEE. Present:- Councillor Jennifer Stewart, Convener; Councillor John West, Vice-Convener; and Councillors Adam, Collie, Dean, Donnelly, Ironside, Leslie, McCaig (as a substitute for Councillor Jaffrey), Malone, May, Kevin Stewart and Yuill.

AGENDA

1. The Convener intimated that item 2.1 (Motion by Councillor Young – Knife Crime) had been withdrawn by Councillor Young and therefore would not be considered today and proposed that this be deleted from the motions list.

The Committee resolved:-

- (i) to note that item 4.1 (Motion by Councillor Young – Knife Crime) of the agenda had been withdrawn; and
- (ii) to delete the motion by Councillor Young regarding Knife Crime from the motions list.

MINUTE OF PREVIOUS MEETING

2. The Committee had before it the minute of its previous meeting of 10 June, 2010.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS STATEMENT

3. The Committee had before it a statement of Committee Business prepared by the Head of Legal and Democratic Services.

In relation to the item (Catering Services Review), the Committee heard from the Convener who advised that the Head of Service for Schools had been undertaking consultation on the benefits to all schools on implementing the pilot scheme in all secondary schools across the city; a report in this regard would be considered by the Education, Culture and Sport Committee at its meeting on 18 November, 2010,

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

and thereafter would be submitted for consideration to the Corporate Policy and Performance Committee at its meeting on 25 November, 2010.

The Committee resolved:-

- (i) in relation to item 3 (Catering Services) to:- (a) note that a report on action (i) was to be considered later on today's agenda; and (b) to note the oral update provided by the Convener in relation to action (ii);
- (ii) in relation to item 8 (Shared Risk Assessment – Audit of Best Value and Community Planning – BV2), to remove from the list of outstanding business;
- (iii) in relation to item 13 (Review of Community Planning), to note that EKOS was currently undertaking the review and to encourage Councillors on The Aberdeen City Alliance to complete the online review scorecard by 1 October, 2010; and
- (iv) to otherwise note the updates contained within the Business Statement.

MOTIONS LIST

4. The Committee had before it a Motions List prepared by the Head of Legal and Democratic Services.

The Committee resolved:-

to note the updates as contained within the list.

REFERRAL FROM THE OLDER PEOPLE'S WORKING GROUP

5. The Committee had under consideration, upon a remit from the Older People's Working Group meeting of 6 September, 2010 (article 4 of the minute refers), a request that the Committee ratify the change of name of the Working Group from the Older People's Working Group to the Older People's Advisory Group to reflect the role of the Group.

The Committee resolved:-

- (i) to ratify the change of name of the Working Group from the Older People's Working Group to the Older People's Advisory Group to reflect the role of the Group; and
- (ii) to request that the minutes of the Older People's Advisory Group also be submitted to the Social Care and Wellbeing Committee Information Bulletin.

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

STATUTORY PERFORMANCE INDICATORS – 2009/2010 – CG/10/166

6. With reference to article 6 of the minute of the meeting of the Corporate Policy and Performance Committee of 29 April, 2010, the Committee had before it a report by the Director of Corporate Governance which advised of the outturn performance for the Council's agreed Statutory Performance Indicators (SPIs) for 2009/2010.

The report reminded members that Audit Scotland had made substantial changes to the SPIs which Councils must report for the 2009/2010 year. There were only 25 mandatory SPIs (referred to as "Specified Indicators"). In addition, Councils were required to publish a range of performance information sufficient to demonstrate that it was securing Best Value across a defined range of services and criteria. These requirements were detailed in the report.

With regards 2009/2010 performance, it was advised that there were a total of 75 SPIs for the Council. This was broken down into:- 25 specified indicators – which had a total of 57 metrics and 50 non-specified indicators – which had a total of 77 metrics and 3 qualitative assessments.

The overall picture for the Council was one of improvement with a significant majority of Statutory Performance Indicators improving and meeting agreed targets. The report highlighted a number of areas of performance where significant improvement had been achieved, as well as areas where performance was significantly below the benchmark and where performance had declined and was below benchmark.

The Committee resolved:-

- (i) in relation to the payment of invoices, to note the Director's assurance that recent problems regarding the payment of invoices were being addressed and the actions being taken in this regard;
- (ii) to commend council tax collection employees for the increased performance in in-year collection rate, which had improved for ten consecutive years;
- (iii) in relation to response repairs, to commend staff for their work in improving performance across all six categories;
- (iv) to note the outturn performance and analysis on the 2009/2010 Statutory Performance Indicators (SPIs);
- (v) to note that full details of all the SPIs, including trend information and analysis was available upon request and would be reported to each of the Council's Service Committees as appropriate and as part of the agreed quarterly reporting of performance; and
- (vi) to agree that the SPI outturn performance for 2009/10 be published, as was statutorily required.

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

**SINGLE OUTCOME AGREEMENT 2009/2010 PERFORMANCE REPORT -
CG/10/167**

7. The Committee had before it a report by the Director of Corporate Governance which presented outturn performance and analysis for the measures included within the 2009/10 Single Outcome Agreement, and sought agreement to submit the report to the Scottish Government and to undertake public reporting of the data.

The report explained that the report, which was appended to the report, had been prepared with the input from all Community Planning Partners and consisted of:- (a) narrative on progress in improving the delivery of each of the 15 national outcomes; and (b) progress on each of the measures included in the Agreement to 31 March 2009. Following approval, the report would be made available on the Community Planning website.

The report highlighted a number of issues that members should be aware of in reviewing the report, namely:- (1) at the time of writing the report included performance data for almost all of the measures, however there were a small number where the data was still awaited due to collection arrangements; (2) some of the figures were subject to formal audit; and (3) some measures had an annual or bi-annual reporting period which did not correspond with the financial year, where this was the case the most up to date figures available had been included.

In relation to the percentage of children undertaking active travel to school, Councillor Collie highlighted the decline in value from 72.2% in 2008/2009 to 70.9% in 2009/2010, and asked how this matter was being addressed. In response the Director of Education, Culture and Sport advised that there had been a slight drop in this value, however the value still remained above the target. Prior to this year an increase in value had been recorded in this area. She advised that the target did not reflect the new health and wellbeing area within the curriculum for excellence, and suggested that another target measuring the impact of activity in school on health was required in light of the introduction of the curriculum for excellence.

The Committee resolved:-

- (i) in relation to the percentage of school leavers in positive and sustained destinations to:- (a) note that the values for 2009/2010 were not yet available; that these would be available in approximately 8 weeks, at which point they would be reported to the Education, Culture and Sport Committee; and (b) request that the values be reported to the Corporate, Policy and Performance Committee for information;

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

- (ii) to note the outturn performance and analysis submitted by Community Planning Partners on the 2009/10 Single Outcome Agreement measures;
- (iii) to agree that the report be submitted to the Scottish Government in line with the national guidance; and
- (iv) to agree that officers conclude public reporting of the performance.

REPORTING PERFORMANCE BY EXCEPTION – CG/10/168

8. With reference to article 6 of the minute of the meeting of the Corporate Policy and Performance Committee of 29 April, 2010, the Committee had before it a report by the Director of Corporate Governance which recommended an approach to exception reporting of performance information.

The report explained that exception reporting was when data was reported only if performance differs from an expected standard. This could help to ensure that the limited time available for Committees to consider performance, focused on those areas where action / intervention was most likely to be required.

Typically, standards and tolerances would be set through the planning process. If performance was outwith the agreed tolerances, this would trigger inclusion within an exception report; this could apply to actions, performance indicators and risks. Tolerances might be based on a variety of measures, a list of examples was provided.

The report advised that performance reporting should help Councillors answer the question:- ‘What do I need to know to make sure things get better?’ For the Council’s committees, the “things” which needed to get better were set out in the approved Corporate and Service Business Plans. The performance packs directly related to the Council’s agreed priorities and actions. In principle, therefore, there was a strong argument for exception reporting to condense the available data to highlight those issues where Committees could add most value to “make things better”.

The report explained that there were a number of additional issues which needed to be considered, namely:-

1. How were Exceptions Identified?
2. Analysis of Performance Data
3. Positive and Negative Exceptions
4. Public Performance Reporting

Details on each of the above were provided.

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

The report recommended that exception reporting be reported on the four aspects:-

- 1) Previously, Committees received a single sheet for every performance indicator setting out the value, trends, targets, analysis and actions. It was recommended that all relevant indicators were still reported, but unless they were identified as exceptions, a single summary line only would be reported.
- 2) It would be the responsibility of the Services' senior management to identify exceptions in each reporting period. The exceptions might be agreed through tolerances against a target or standard, but Services had a responsibility to ensure that exception reporting focuses on significant risks to the Council's overarching priorities.
- 3) All exceptional performance should be reported with additional commentary and analysis from the responsible Service that explains the information. This could include statistical analysis and graphical presentations.
- 4) Committees must always have the ability to instruct performance data and analysis as they consider appropriate.

A format for reporting which followed the principles was appended to the report.

The Committee resolved:-

- (i) to agree to the proposal for exception reporting to the Council's Committees as detailed in (1) to (4) above and at Appendix A of the report; and
- (ii) in terms of good practice, to request officers to report back to the Corporate Policy and Performance Committee in six months, with an analysis of/feedback on the implementation and performance of the new reporting by performance exception procedure to be implemented across all Committees.

LOCAL CODE OF CORPORATE GOVERNANCE – OCE/10/017

9. With reference to article 7 of the minute of the meeting of the Corporate Policy and Performance Committee of 21 January, 2010, the Committee had before it a report by the Chief Executive which provided an update on the development of a revised Local Code of Corporate Governance and presented an outline of the proposed Code.

The report advised that the aim of the Council's Local Code of Corporate Governance was to set out the framework which identified the systems and processes, the cultures and values by which the Council was directed and controlled and through which it accounted to, engaged with and, where appropriate, led the communities of the City. In this regard, SOLACE (the Society of Local Authority Chief Executives) and CIPFA (the Chartered Institute of Public Finance and Accountancy) jointly suggested that any local code of corporate governance should be built around the following six principles:-

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

- 1) focusing on the purpose of the authority and on outcomes for the community and creating and implementing a vision for the local area
- 2) members and officers working together to achieve a common purpose with clearly defined functions and roles
- 3) promoting values for the authority and demonstrating the values of good governance through upholding high standards of conduct and
- 4) taking informed and transparent decisions which were subject to effective scrutiny and managing risk
- 5) developing the capacity and capabilities of members and officers to be effective
- 6) engaging with local people and other stakeholders to ensure robust public accountability

The report reminded members that since January 2009, the Council had approved revisions to the Council's decision-making structure, management structure and the Council's Standing Orders. The report also referred to the Best Value progress report on the Council published in July 2009, by Audit Scotland, the findings on the progress report by the Accounts Commission, and the Shared Risk Assessment for Aberdeen City Council undertaken by the Local Area Network

The report explained that the revised Code would be structured around the six principles advocated by SOLACE and CIPFA, and would reflect the many changes made within the Council's governance arrangements since May 2008. An outline of the activity which the Code would capture was listed. It was highlighted that the list was not an exhaustive list of the items to be included under each heading of the revised Code but was intended to illustrate how the Council's governance arrangements would be aligned to the principles set out by SOLACE and CIPFA.

The Committee resolved:-

to note the update provided and agree that the revised Local Code of Corporate Governance be submitted to the Corporate Policy and Performance Committee at its meeting on 25 November 2010.

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

WHISTLEBLOWING POLICY – CG/10/174

10. With reference to article 21 of the minute of the meeting of the former Continuous Improvement Committee of 9 December, 2008, the Committee had before it a report by the Director of Corporate Governance which presented a revised policy on Whistleblowing for approval.

The proposed revised Whistleblowing policy was appended to the report.

The Committee resolved:-

- (i) to approve the revised Whistleblowing policy, detailed at Appendix 1; and
- (ii) to request that all Directors ensure that all employees were made aware of the new Whistleblowing Policy, through all appropriate channels, i.e. team meetings, and that the Whistleblowing Policy document be made readily available to all employees, i.e. on the intranet and with hard copies being made accessible to employees without access to the intranet.

CATERING SERVICES REVIEW UPDATE – EPI/10/220

11. With reference to article 11 of the minute of the meeting of the Corporate Policy and Performance Committee of 29 April, 2010, the Committee had before it a report by the Director of Enterprise, Planning and Infrastructure which provided an update on the action plan dealing with organisational and strategic issues relating to catering services, particularly in relation to the proposed outcomes from analysis of the responses received from the Catering Service Survey conducted in May 2010.

The report advised that the Action Plan, attached as appendix 1 to the report, which had previously been considered by the Committee in April, 2010, had now been modified to update actions taken forward in relation to the different aspects of catering across the Council as a whole.

Further steps had been taken to maintain the momentum from the original APSE review and a list of the main steps undertaken to date were listed.

With regards staff catering, it was advised that in May 2010 a Catering Services Survey was undertaken to gain feedback from staff and elected members on the services available in the Town House restaurant and the staff canteen at Kittybrewster Depot. The survey sought to gain information from staff and elected members on a number of areas all of which were listed in the report. In total there

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

were 225 (216 online and 9 hard copy) responses received to the survey and an analysis of responses was attached as appendix 2 to the report.

The report explained that operational management responsibility of catering services within the Town House and at Kittybrewster transferred to Facilities Management with effect from June 2010. It was explained that changes to the catering service were proposed to be implemented from September 2010. Details of the changes to catering services and the areas which continued to be reviewed were provided.

The Committee resolved:-

to agree the proposed actions detailed in the action plan and to instruct officers to report updates on the action plan on a six monthly basis to the Corporate Policy and Performance Committee.

INFORMATION MANAGEMENT STRATEGY - CG/10/151

12. The Committee had before it a report by the Director of Corporate Governance which sought approval of a Corporate Information Management Strategy and related Action Plan, attached to the report.

By way of background the report explained that the Council was required by The Freedom of Information Scotland Act 2002 ("FOISA"), the Environmental Information (Scotland) Regulations 2004 ("EIRs") and the Data Protection Act 1998 ("DPA") to provide the public with a legal right to access any recorded information held by the Council subject to certain exemptions and exceptions. These legislative obligations were designed to make public sector organisations more accountable and transparent in their business activities and demonstrate their commitment to the spirit of the legislation. Failure by the Council to comply might result in punitive action by the Scottish Information Commissioner and reputational damage.

The report provided an overview of the Council's current system for handling requests being made under FOISA, EIR and DPA. It was advised that it had become apparent that since 2005, requests being made under FOISA, EIR and DPA were increasing in volume and there had been increased contact with OSIC regarding complaints and appeals made by applicant's who were dissatisfied with how their requests have been handled by the Council.

In addition to the above, it was advised that in February 2010, the Office of the Scottish Information Commissioner (OSIC) had conducted an Assessment of the

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

Council's practice and compliance with FOISA, EIR and associated Codes of Practice. Whilst there were a number of good practice areas identified in the draft Report received from OSIC in July 2010, had a number of recommendations for the Council. At present negotiations were currently underway to agree the final Assessment Report and subsequent Action Plan.

The proposed Information Management Strategy was attached as an appendix to the report. It was advised that the strategy was timely in that it set a framework of robust governance which could be established during the organisational restructuring currently underway. Once established the framework would be developed to provide a corporate information management and handling system that was fit-for-purpose, consistent and flexible to meet the variety of business activities carried out by the Council now and in the future.

The Committee resolved:-

- (i) to note that a Good Practice Assessment had recently been undertaken by the Office of the Scottish Information Commissioner ("OSIC") regarding Aberdeen City Council's ("the Council") practice and compliance with the Freedom of Information (Scotland) Act 2002 ("FOISA"), the Environmental Information (Scotland) Regulations 2004 ("EIRs") and associated Codes of Practice and accept the recommendations as contained in Appendix 1 of the report;
- (ii) to note the recent review of internal procedures for ensuring compliance with FOISA, the Data Protection Act 1998 ("DPA") and EIRs and accept the recommendations as contained in Appendix 2 of the report;
- (iii) to approve the Corporate Information Management Strategy and Action Plan as contained in Appendix 3 of the report, to implement the recommendations contained within the assessment and review referred to at resolution (i) and (ii) above, and to ensure full compliance with the legal requirements upon the Council;
- (iv) to request that the review of the strategy be submitted to the Corporate Policy and Performance Committee in six months for consideration, and that this include an example of requests received per Directorate, as well as details on the costs of answering freedom of information requests, also by Directorate;
- (v) to request officers to explore the possibility of gathering and including details of the approximate cost of collating the information to answer each Freedom of Information request received, on the Council's website along with the answer to the request; and
- (vi) to commend staff for all their work undertaken in this area.

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

**REVIEW OF SOCIAL NETWORKING SITES FOR ABERDEEN CITY COUNCIL -
EPI/10/123**

13. With reference to article 6 of the minute of the meeting of the Corporate Policy and Performance Committee of 10 June, 2010, the Committee had before it a report by the Director of Enterprise, Planning and Infrastructure which advised of the outcome of an investigation of the use, usefulness and benefits for including social networking activities as part of the communication, marketing and promotional activity for Aberdeen City Council.

The report explained that social networking was the loose term for a group of technologies and websites which included public internet forums such as bebo, Facebook, Twitter and myspace. The popularity and growth of social networking sites had been rapid. In particular, it was highlighted that Twitter, had produced a league of local authorities using the sites and that at present 125 local authorities in the UK were accessing Twitter in some form. Included within these authorities were 55 councils who were also posting videos on You Tube, and 44 with a Facebook profile. Locally, within Aberdeen, the use of these social networking sites was above the Scottish average.

In terms of the Council's involvement in social networking sites, it was advised that there were well established features on the Council website that provided a wide range of information on council services. However, not all citizens go to the Council site first for information. Social networking sites provided opportunities for the Council to communicate and interact directly with these individuals and groups. The benefits for the Council from using social networking sites were listed.

The report presented case studies, which illustrated the how social networking activity supported the Council in its delivery of services.

With regard the future use of social networking site, it was advised that as identified in the case studies, the sites demonstrates a 'comfortable fit' with local authorities in that both were about building communities and connecting people. In line with this, the report sought approval to continue to develop the corporate profile for Aberdeen City Council on the social networking sites of bebo and Facebook, the You Tube media channel, blog sites and Twitter. The Council's presence would continue to be branded corporately wherever possible to promote the wide range of services and events provided by the Council. The elements that would be included on the sites were listed. Details of methods to be undertaken to increase awareness were detailed.

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

The Committee resolved:-

- (i) to approve the continued development of Aberdeen City Council's profile across social networking sites such as Facebook, bebo, Flickr and Twitter and the media channel You Tube;
- (ii) to note that a subsequent review and report would be presented to the Corporate Policy and Performance Committee at its meeting in March 2011;
- (iii) to request officers to investigate and assess future advances in social networking tools for their relevance and use as part of the council's pro-active communication and engagement activity; and
- (iv) to commend staff for all the work undertaken in this area.

RENAMING OF WARDS - CG/10/172

14. With reference to article 6 of the minute of the meeting of the Corporate Policy and Performance Committee of 10 June, 2010, the Committee had before it a report by the Director of Corporate Governance which advised of the outcome of a consultation exercise regarding the naming of Wards and sought approval to proceed with the formal re-naming process.

The report reminded members of the outstanding motions from Councillors Cassie, Fletcher, Graham, Kirsty West, Wisely and Yuill which sought the renaming of various Council Wards. On the instruction of the Corporate Policy and Performance Committee at its meeting on 4 March, 2010, a letter was issued to all Members to ascertain whether Members wished to put forward their own wards for renaming. The outcome of this consultation, along with the previously intimated name changes, was set out in the table below:-

Current Name	Proposed Name
Airyhall/ Broomhill/Garthdee	Mannofield/Broomhill/Garthdee
Hilton/Stockethill	Hilton/Woodside/Stockethill
Kincorth/Loirston	Kincorth/Nigg/Cove
Kingswells/ Sheddocksley	Kingswells/Sheddocksley/ Summerhill
Northfield	Northfield/Mastrick North

The report explained that the name changes proposed by the Elected Members to date appeared to enjoy cross party, along with public support. Indeed, the

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

requested changes to the names of the Wards in question, to some extent had been generated by comments received by the local Members from the communities. In addition, the proposed names would provide a degree of clarity by more accurately describing the communities covered by the Wards in question. Consequently, it was likely that the wider public would welcome the proposed changes.

In terms of implementing the change, it was advised that in order to change the name of a local government ward, Scottish Ministers were required to make an Order in the Scottish Parliament. A period of public consultation was also required in relation to a change of Ward name; this exercise was undertaken by the Scottish Government, in conjunction with the Council.

If the proposed ward name changes detailed above were approved, the next step would be for officers to approach the Scottish Government and request that the commencement of the formal statutory process. This would involve details of the proposed name changes being published within local newspapers and being made available in local facilities such as community centres and libraries. Members would be advised of progress and would receive details of key dates in the consultation process.

The Committee resolved:-

- (i) to approve the proposed renaming of Wards detailed above; and
- (ii) to instruct officers to contact the Scottish Government to request that the formal statutory process for renaming Wards be commenced.

MASTRICK/SHEDDOCKSLEY COMMUNITY COUNCIL – CG/10/134

15. With reference to article 1 of the minute of the special meeting of Council of 19 May, 2010, the Committee had before it a report by the Director of Corporate Governance which advised that a request had been received from Mastrick/Sheddocksley Community Council to amend their name to Mastrick, Sheddocksley and Summerhill Community Council to more accurately reflect that the Summerhill area was included as part of the Mastrick/Sheddocksley Community Council area.

The Committee was asked to approve in principle the alteration of the present Community Councils scheme to allow for the proposed name change. In terms of Section 53 of the Local Government (Scotland) Act 1973, as amended, the report advised that should the Corporate Policy and Performance Committee approve the

CORPORATE POLICY AND PERFORMANCE COMMITTEE
23 September, 2010

proposal to amend the Scheme, it would be necessary for the proposal thereafter to be considered at a special meeting of the Council.

The Committee resolved:-

to approve the alteration of the present Scheme to the effect that the name Mastrick/Sheddocksley Community Council be changed to Mastrick, Sheddocksley and Summerhill Community Council.

- **COUNCILLOR JENNIFER STEWART, Convener.**