

Notice of Meeting and Agenda Audit, Scrutiny and Petitions Board

Date	Time	Venue
Monday, 30 November 2015	10:00	CMR 1, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at www.renfrewshire.gov.uk/agendas.

For further information, please either email democratic-services@renfrewshire.gov.uk or telephone 0141 618 7112.

Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

Membership

Councillor Bill Brown: Councillor Maria Brown: Councillor John Caldwell: Councillor Eddie Grady: Provost Anne Hall: Councillor James MacLaren: Councillor Bill Perrie:

Councillor Jim Sharkey (Convener): Councillor Cathy McEwan (Depute Convener)

Items of business

Apologies

Apologies from members.

Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

- | | | |
|----------|-------------------------------------------------------------------------------------------------|----------------|
| 1 | Internal Audit and Counter Fraud Progress and Performance - 1 July to 30 September, 2015 | 5 - 10 |
| | Report by Chief Auditor | |
| 2 | Summary of Findings - 1 July to 30 September, 2015 | 11 - 16 |
| | Report by Chief Auditor | |
| 3 | Scottish Public Services Ombudsman Annual Report 2014/15 | 17 - 22 |
| | Report by Director of Finance and Resources | |
| 4 | Scottish Information Commissioner - Annual Report 2014/15 | 23 - 28 |
| | Report by Director of Finance and Resources | |
| 5 | Commissioner for Ethical Standards in Public Life in Scotland Annual Report 2014/15 | 29 - 32 |
| | Report by Director of Finance and Resources | |
| 6 | Absence Statistics | 33 - 42 |
| | Report by Director of Finance and Resources | |
| 7 | Petition: Road Safety, Shortroods Road, Paisley | 43 - 48 |
| | Report by Director of Finance and Resources | |
| 8 | Petition: Hamilton Court, Paisley | 49 - 50 |
| | Report by Director of Finance and Resources | |

- | | | |
|-----------|------------------------------------------------------------------------------------------------------------------|----------------|
| 9 | Petition, Corsebar Road, Paisley, Pedestrian Crossing | 51 - 52 |
| | Report by Director of Finance and Resources | |
| 10 | Ward 15 (Children's Ward) Royal Alexandra Hospital
(Lead Officer Gayle Fitzpatrick) | 53 - 60 |
| | Report by Lead Officer | |
| 11 | Bus De-regulation and its effect on Transport Services in
Renfrewshire (Lead Officer Thomas Stirling) | 61 - 68 |
| | Report by Lead Officer | |

To: Audit, Scrutiny and Petitions Board

On: 30 November 2015

Report by: Chief Auditor

Heading: Internal Audit and Counter Fraud Progress and Performance for Period to 30 September 2015

1. Summary

- 1.1 The Internal Audit Annual Plan was approved by the Audit, Scrutiny and Petitions Board on 30 March 2015. Internal Audit measures the progress and performance of the team on a regular basis using a range of performance indicators. This report monitors progress from 1 April 2015 to 30 September 2015, in terms of the delivery of the Audit Plan for the year and compares actual performance against targets set by the Director of Finance and Resources.
- 1.2 The Counter Fraud Team is managed by Internal Audit. It was, therefore, agreed with the Director of Finance and Resources that the number of successful outcomes administered by the team and level of overpayments identified would be included as part of this report.
- 1.3 The report also details progress against local and national initiatives involving Internal Audit and the Counter Fraud Team.
-

2. Recommendations

- 2.1 Members are invited to note the Internal Audit and Counter Fraud Team progress and performance to 30 September 2015.
- 2.2 Members are asked to approve the proposed revisions to the approved audit plan, as detailed in paragraph 3.5.

3. Background

3.1 The progress and performance of the Internal Audit and Counter Fraud Team is subject to regular monitoring using a number of performance measures. The Director of Finance and Resources has set annual targets for the team to demonstrate continuous improvement. This report measures the progress and performance of both the Internal Audit and Counter Fraud Team for the period from 1 April 2015 to 30 September 2015.

3.2 Internal Audit and the Counter Fraud Team support a variety of local and national initiatives through participation in professional practitioner groups and co-ordination of national initiatives such as the National Fraud Initiative.

3.3 Internal Audit Team Performance

(a) **Percentage of audit plan completed as at 30 September 2015**

This measures the degree to which the Audit plan has been completed

Actual 2014/15	Annual Target 2015/16	Audit Plan Completion Target to 30 Sept 2015	Actual to 30 Sept 2015
95.2%	95.0%	42.8%	40.8%

Actual performance is currently below target. This is mainly due to a vacancy within the team which has now been filled and also as a result of the high amount of investigation time which has had to be used in the first half of 2015/16.

(b) **Percentage of assignments completed by target date**

This measures the degree with which target dates for audit work have been met.

Actual 2014/15	Target 2015/16	Actual to 30 Sept 2015
96.8%	95.0%	97.4%

Actual performance is ahead of the target set for the year.

(c) **Percentage of audit assignments completed within time budget**

This measures how well the time budget for individual assignments has been adhered to.

Actual 2014/15	Target 2015/16	Actual to 30 Sept 2015
96.8%	95.0%	100%

Actual performance is ahead of the target set for the year, although again the level is likely to reduce over the remainder of the year.

(d) Percentage of audit reports issued within 3 weeks of completion of audit field work

This measures how quickly draft audit reports are issued after the audit fieldwork has been completed.

Actual 2014/15	Target 2015/16	Actual to 30 Sept 2015
96.2%	95.0%	100%

Actual performance is ahead of the target set for the year, although again the level is likely to reduce over the remainder of the year.

3.4 Counter Fraud Team Performance

(a) Number of Successful Investigations

This measures the number of successful investigations, including joint investigations with the Department for Work and Pensions, tenancy fraud investigations, undertaken as part of the corporate counter fraud pilot, and referrals to the Procurator Fiscal.

Actual 2014/15	Annual Target 2015/16	Target to 30 Sept 2015	Actual to 30 Sept 2015
90	90	45	52

Actual performance is ahead of the target set for the period.

(b) Level of Overpayments Identified

This details the amount of overpayments identified by the team and includes benefits administered by the Department for Work and Pensions.

Actual 2014/15	Actual to 30 Sept 2015
£433,891	£222.653

Arrangements are in place within the council to recover from the claimants, the Housing and Council Tax Benefit element of these overpayments.

3.5 Revisions to the 2015/16 Internal Audit Plan

Members approved the 2015/16 audit plan on 30 March 2015. The audit plan needs to be flexible enough to deal with both emerging

issues and re-programming of reviews where circumstances indicate that this would be beneficial. Emerging issues are accommodated through the allocation of contingency time. It is proposed that the following amendments are made to the planned programme of work, for the remainder of the year to 31st March 2016.

- The scope of the programme management audit was to review the option appraisal process within major change programmes. On discussion with the lead officer for this area, it was identified that she is currently reviewing this process and therefore it is proposed to cancel this review until 2016/17 when the new processes are in operation.
- It is proposed to refocus the time scheduled for reviewing the process of making and implementing Strategic Council Decisions to support internal audit involvement in the design and implementation of the new Enterprise Resource Planning system which will be central to the work ongoing on the Council's Corporate Support Model.

3.6 **National Fraud Initiative**

Internal Audit is responsible for the co-ordination of the National Fraud Initiative (NFI) on behalf of the Council. All the services are now actively working on their matches, and internal Audit have an oversight role in this exercise to ensure the work on the matches is progressing adequately. Recorded outcomes from the NFI 2014 are detailed below. It is anticipated that outcomes will increase as matches continue to be investigated.

NFI Match	Outcome	Fraud	Error
Council Tax Single person discount	£657,155	755	5
HB/CTB	£35,394	11	3
Residential Care Homes	£211	1	0

3.7 **Scottish Local Authorities' Chief Internal Auditors Group**

The Scottish Local Authorities Chief Internal Auditors Group (SLACIAG) has developed an External Quality Assessment Framework in order to fulfil the requirement of the Public Sector Internal Audit Standards for an external assessment to be undertaken once every 5 years. Three Local Authorities have been selected as part of the pilot year and Renfrewshire Council has completed the review of Scottish Borders Council.

3.8 Local and National Initiatives.

- The Housing Benefit Investigation Work is due to be transferred to the Department for Work & Pensions' (DWP) Single Fraud Investigation Service on 1 March 2015. Implementation meetings have commented with the DWP with the next meeting due to held in November. A business case looking at retaining a Corporate Counter Fraud resource within the council is currently being prepared for management. Many other Councils have already established a Corporate Counter Fraud Team as the Council is expected to have sufficient resources in place to investigate non-benefit fraud such as council tax reduction fraud, tenancy fraud and other corporate fraud

Implications of the Report

1. **Financial** - The Council has in place arrangements to recover the any overpayments identified from the work of the Counter Fraud Team and the National Fraud Initiative.
2. **HR & Organisational Development** - None
3. **Community Planning – Safer and Stronger** - effective internal audit is an important element of good corporate governance.
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** - None

10. **Risk** - The progress and performance reported relates to the delivery of the risk-based internal audit plan and the mitigation of the risk of fraud and error.

11. **Privacy Impact** – None

Author: Andrea McMahon – 01416187017

To: Audit, Scrutiny and Petitions Board

On: 30 November 2015

Report by: Chief Auditor

Heading: Summary of Internal Audit Findings for Quarter to end of September 2015

1. Summary

- 1.1 In line with the Public Sector Internal Audit Standards, Internal Audit must communicate the results of each engagement to the Board. To comply with this requirement Internal Audit submits regular reports on the findings and conclusions of audit engagements to the Audit, Scrutiny and Petitions Board.
- 1.2 Appendix 1 attached to this report provides a summary of internal audit findings in relation to final reports issued for those engagements completed during the period 1 July – 30 September 2015.
- 1.3 In addition to the reports listed in the Appendix, Internal Audit has an ongoing commitment to:
- A range of corporate and service initiatives;
 - Progressing of information security matters in partnership with ICT and Legal Services;
 - The regular provision of advice to departmental officers;
 - The provision of internal audit services to the associated bodies for which Renfrewshire Council is the lead authority and to Renfrewshire Leisure Ltd;
 - Co-ordination of the Council's corporate risk management activity;
 - Management of the counter fraud team;
 - Management of the risk management and insurance team.

2. **Recommendations**

- 2.1 Members are invited to consider and note the Summary of Audit Findings reported during the quarter from 1 July to 30 September 2015.
-

Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community Planning – Safer and Stronger** - effective internal audit is an important element of good corporate governance.
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** - None
10. **Risk** - The summary reported relates to the delivery of the risk-based internal audit plan.
11. **Privacy Impact** – None

Author: Karen Campbell – 01416187016

Appendix 1

Renfrewshire Council

Internal Audit Service

Quarterly Update for Audit, Scrutiny and Petitions Board

Final Audit Reports issued from 1 July – 30 September 2015

Category	Service	Audit Title	Main Issues	Rec's agreed
Systems Audits	Finance and Resources	Payroll – Service Controls	<ul style="list-style-type: none"> A review was undertaken on the accuracy of the payments made to supply teachers. The review also covered the implementation of the revised pay and condition for teachers which changed the number of days designated as annual contracted .This change has no affect on most teachers but does affect new starts, leavers, teachers on maternity or long term sick leave. In relation to the payment of supply teachers, the processes in place were satisfactory and payments are generally being correctly made. Teachers on maternity leave and on long term sickness continue to have their pay calculated on the previous basis. The difficulties in implementing such revisions to teachers pay and conditions has been recognised nationally and work is on-going to find a national solution to ensure consistency between authorities 	Yes

		Procurement – Supplier Management	<ul style="list-style-type: none"> A review was undertaken of the Supplier Relationship Management which is the system used by the Corporate Procurement Unit, to manage the Council's interactions with organisations that supply the goods, works and services which it uses. Although there is a formalised supplier management documented strategy in place, it was found that this was not always complied with. Therefore, recommendations were made, which management agreed to implement, in respect of compliance with procedural guidance and completion and retention of relevant documentation to address identified weaknesses in the process. 	Yes
	Community Resources	Vehicle Maintenance	<ul style="list-style-type: none"> A review was undertaken on the vehicle maintenance service which perform Ministry of Transport (MOT) tests, inspections of council vehicles in line with timescales agreed with the Driver Vehicle Service Agency (DVSA); and also taxi inspections as part of the process of issuing and renewing taxi licences. This review was to ensure that inspections and MOTs were scheduled and undertaken within the required timescales. The audit recommended that some improvements were made to the systems in operation so that inspections and MOT tests on council vehicles were carried out within required timescales and that income received from charges for taxi inspections and external MOT's was regularly reconciled to the numbers of tests carried out. 	Yes
Performance Audit	All Services	Performance Indicators	<ul style="list-style-type: none"> Internal Audit are responsible for checking the accuracy of a sample of Performance Indicators (PI's) from the Council Plan Scorecard plus. A sample of 4 indicators was selected for testing. 	Yes

				<ul style="list-style-type: none"> Although no key risks were identified during the review and the performance indicators were reported accurately, it was found that some of the guidance manuals required to be updated. 	
Investigations	Finance and Resources	Alleged Information Security Breach	<ul style="list-style-type: none"> Internal Audit was notified that it was suspected that commercially sensitive information had been passed by a named Council employee, who was due to leave the Council's employment to a named individual working for another organisation. It was the Auditor's opinion that the allegation against the named employee has been substantiated. The employee left the Council, prior to disciplinary procedures being concluded. 	Yes	
		Alleged Breach of Friends and Family Policy	<ul style="list-style-type: none"> Internal Audit was notified that a named employee was suspected of breaching the Council's friends and family policy, by taking and processing a call relating to a crisis grant application from his alleged partner. The investigation concluded that it was extremely unlikely the employee taking the call would not have suspected or known that he was speaking to his former partner and that there had been a breach of the Council's friends and family policy. The employee was dismissed. 		

To: Audit, Scrutiny & Petitions Board

On: 30 November, 2015

Report by: Director of Finance & Resources

Heading: Scottish Public Services Ombudsman - Annual Report 2014/15

1. Summary

- 1.1 The Scottish Public Services Ombudsman (SPSO) has issued his 2014/15 annual report. The report is available on the SPSO's website at www.spsso.org.uk
- 1.2 The SPSO deals with complaints in relation to local authorities, health, Scottish Government and devolved administration, housing associations, water, and further and higher education.
- 1.3 The report highlights that during the period covered by the report, the SPSO handled 4895 complaints leading to over 1400 recommendations for improvement to public services.
- 1.4 The SPSO sends authorities an annual letter about their complaint numbers. This year the SPSO is asking organisations to confirm to him that the learning from SPSO complaints has been discussed at a senior level by signing and returning a learning and improvement statement. The aim is to ensure that lessons are being learned and mistakes are not repeated.
-

2. Recommendations

- 2.1 That the SPSO's 2014/15 Annual Report be noted;
- 2.2 That it be noted that of the 62 complaints against Renfrewshire Council determined by the SPSO in 2014/15 none were the subject of a detailed report to the Scottish Parliament; and
- 2.3 That the actions taken by Renfrewshire Council in relation to complaints handling be noted.

3. **Background**

- 3.1 Local Government remains the sector about which the SPSO receives most complaints, being 38% of the SPSO's total caseload for 2014/15. During the period covered by the report the SPSO received 1880 complaints about local government compared with 1750 in the previous year. Complaints about the NHS have gone up by 25% over the past two years.
- 3.2 The report refers to there being fewer premature complaints, being 34% compared with 51% five years ago which is positive for complainants and organisations as it suggests that people are getting their complaints dealt with at the right place and using the SPSO properly as the last stage in the process.
- 3.3 The report highlights that in all areas apart from health, the SPSO is prevented from considering the merits of discretionary decisions by organisations under jurisdiction, although they do consider whether any discretionary decisions were made properly. Some of the decisions people take to the SPSO are made through the democratic process where the decision-makers are democratically accountable. However, the SPSO indicates that complainants are frustrated that the SPSO cannot test the judgements of non-elected officials, particularly in planning where there is no alternative route for objectors to challenge the decision and which leads to high levels of dissatisfaction with the complaints process.
- 3.4 As indicated in paragraph 1.3 above, the SPSO made 1400 recommendations during the period of the annual report. The SPSO makes recommendations to try to redress any injustice done to the individual and to help the problem from happening again. Each recommendation is issued with a deadline for implementation. The SPSO follows up any recommendations made and requires evidence of actions taken, including action to make broader changes if appropriate. Where it appears to the SPSO that the hardship or injustice has not been remedied he may lay before the Scottish Parliament a special report on the matter. There have been no such reports in relation to Renfrewshire Council.
- 3.5 The SPSO publishes the majority of their investigations on their website and in their monthly reports to raise awareness of key recommendations. The Head of Corporate Governance passes apposite information from these monthly commentaries to relevant Council officers.
- 3.6 No complaint details for specific organisations are included in the report. However, information has been received separately from the SPSO, in his annual letter, which indicates that the number of complaints received by him relative to Renfrewshire was 63 compared with 52 in 2013/14 and 45 in 2012/13.

- 3.7 During the period of the report, the SPSO determined 62 complaints relative to Renfrewshire compared with 57 in 2013/14. Received and determined numbers do not tally as complaints determined include cases carried forward from previous years. As indicated in paragraph 2.2 above, of the 62 complaints against the Council determined by the SPSO during 2014/15, none were the subject of a detailed report to the Scottish Parliament.
- 3.8 Of the 62 complaints referred to at paragraph 3.7 above (2013/14 figures in brackets) 34(21) were premature; 4(12) were out of jurisdiction; 14(9) were withdrawn; in 4(7) no outcome was achievable; 1(2) was resolved; 1(2) complaint was not upheld; 3(1) complaints were fully upheld; and 1(3) complaint was partly upheld.
- 3.9 Statistics in relation to the areas in which complaints were made are detailed in the appendix to this report. The subjects are the SPSO's and may not relate directly to the way Renfrewshire Council services are organised. The main subjects of complaint in Renfrewshire during the period (2013/14 figures in brackets) were (1) housing (housing); (2) finance (finance); (3) legal & admin (social work), and (4) social work, planning and environmental health & cleansing. Nationally the top three complaints were housing, social work and planning.
- 3.10 The SPSO continues to place importance on facilitating the voluntary resolution of complaints. Renfrewshire reflects this approach and services are encouraged to accept responsibility where things have gone wrong, make changes where appropriate to procedures, rectify the situation if possible and apologise to the complainer.

Implications of the Report

1. **Financial** – none.
2. **HR & Organisational Development** – none.
3. **Community Planning** – none.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.

List of Background Papers: e-mails from SPSO's office with details of Renfrewshire complaints.

Author: Lilian Belshaw, Democratic Services Manager
(tel: 0141 618 7112/email: lilian.belshaw@renfrewshire.gcsx.gov.uk)

APPENDIX

Complaints received by subject	2014/15	2013/14
Housing	29	16
Finance	6	10
Legal & Admin	5	0
Social Work	4	5
Planning	4	5
Environmental Health & Cleansing	4	3
Education	3	4
Roads & Transport	2	2
Building Control	1	2
Land & Property	1	1
Recreation & Leisure	1	2
Welfare Fund – Community Care Grants	1	0
Consumer Protection	1	0
Subject unknown or out of jurisdiction	1	1
Other	0	1
Total	63	52

To: Audit, Scrutiny and Petitions Board

On: 30 November 2015

Report by: Director of Finance & Resources

Heading: Scottish Information Commissioner – Annual Report 2014/15

1. **Summary**

- 1.1 The purpose of this Report is to advise the Board on the Scottish Information Commissioner's Annual Report, "2014/15 Annual Report – Information for All".

2. **Recommendations**

- 2.1 It is recommended that the Board notes the terms of the report.

3. **Background**

- 3.1 The Freedom of Information (Scotland) Act 2002 ("FOISA") came into force on 1 January 2005 and created a general right to obtain information from any designated Scottish public authority subject to limited exemptions. Most of the exemptions are only available if the request fails the "public interest" test. In other words, information must still be released if it is of greater benefit to the public to release the information than withhold it.
- 3.2 The Annual Report for 2014/15 explores the performance of the Office of the Scottish Information Commissioner ("OSIC") across the year and how FOISA can support "openness and transparency" within Scotland.
- 3.3 Key highlights include:
- 474 appeals were received by OSIC in 2014/15

- In 64% of decisions the Commissioner found wholly or partly in favour of the requester.
- 14% of appeals concerned requests for environmental information, the highest proportion to date
- 94% of the public think that FOI is important in holding public bodies to account
- Appeals received by OSIC about failures to respond fell to 16% after publication of the Commissioner's Special Report on timescales.
- Scottish public bodies report receiving over 66,000 information requests in 2014/15

3.4 The statistics detailing the outcome of requests for information that have been referred to the Commissioner in 2014/15 are set out in tables forming part of the Annual Report. There were a total of 474 Appeals to the Commissioner in 2014/15, and the largest proportion (44%) of appeals related to requests made to local government.

3.5 In the 2014/15 period covered by the Report, Renfrewshire Council had three valid applications, which are summarised below, for ease of reference:-

- 1 July 2014 (Decision No: 144/2014) - the Commissioner overturned the Council's decision. The Applicant had requested a report on noise levels taken within his home by the Noise Enforcement Team. The Council had provided a summary of all the information held by the Council, but the Applicant wanted a copy of the Report. The Noise Enforcement Team had not actually produced a "Report" so the Council informed the Applicant that all information held had been provided. The Commissioner felt that a copy of the notes on the Council system should have been provided to the Applicant rather than a summary of the information, but as a copy was provided to the Applicant during the investigation, the Commissioner did not require the Council to take any further action.
- 6 August 2014 (Decision No: 173/2014) - the Commissioner upheld the Council's decision not to disclose information held by Trading Standards on a specified company. The Council withheld the information under the exemption in section 26(a) of FOISA on the basis that there was a prohibition on disclosure created by the Enterprise Act 2002. Following an investigation, the Commissioner

found that the Council was entitled to withhold the information on the basis that it was exempt from disclosure.

- 30 September 2014 (Decision No: 210/2014) - the Commissioner partially upheld the Council's decision. The Commissioner concluded that the Council was correct to withhold financial information contained within a Report on Waste and Recycling Services, but instructed the Council to disclose some ranking information to the Applicant, which was held not to fall under the 'commercial interests' exemption which had been applied.

3.6 Although the Commissioner's Report covers only 2014/15 and statistics for 2015/16 will be reported to Board next year, there has, to date, been only a single valid appeal application for the year 2015/16. This was received in October and a decision in the Council's favour was received on 06 November 2015. A summary is below:-

- 06 November 2015 (Decision No: 169/2015) – the Commissioner fully upheld the Council's decision to refuse to release material under Section 25(1) of the Act in relation to a meeting of its Procurement Sub-Committee. The Commissioner agreed with the Council that the information requested was already publicly available on its website and no further release of information was required.

3.7 Since FOISA came into force in 2005, the Council has had a total of 15 Appeals to the Commissioner. In 7 of these decisions, the Council's decision has been completely upheld and 4 have been partially upheld. Only 3 have been overturned by the Commissioner and one is currently outstanding. Of the 3 which have been overturned, 1 is the July decision outlined above at 3.5, when the Commissioner instructed the Council to provide a copy of notes in addition to information held; one is from 2007 when the Commissioner concluded that information was not on the Council's publication scheme and therefore should be disclosed; and one is from 2005 when the Council failed to respond within the 20 working day time-limit due to a temporary technical problem with receipt of email requests, which was subsequently resolved.

3.8 The Commissioner has, this year, launched a number of self-assessment modules, which supplement the first module, referred to in last year's Audit, Scrutiny & Petitions Board. As reported last year, these are to replace audit style Practice Assessments. The modules focus on issues such as searching for, locating and retrieving

information as well as advice and assistance. In addition to these modules, a major review was started into the content of all the guidance that the Commissioner produces with the aim of making it more focused and as user-friendly as possible.

- 3.9 2015 has also seen the further development of the 'Statistics Portal' which the Commissioner launched in 2014. Public authorities, including Renfrewshire Council, upload data on FOI and EIR (Environmental Information Regulations) requests to this portal. Data uploaded includes, the number of requests and review requests received, which exemptions and exceptions have been applied and whether statutory timescales have been met. This information is collated and published quarterly.
- In total there have been 66,804 FOI requests in Scotland in 2014/15, an increase of 24.0% over last year's (2013/14) totals.
 - Renfrewshire Council received 823 FOI requests in 2013/14 and 1,040 in 2014/15 (an increase of 26.4%).
 - In the first half of the current financial year, Renfrewshire Council has processed 602 requests compared to 475 over the same period last year (increase of 26.7%)
 - There were 25 requirements for Review in 2014/15 compared to 18 the previous financial year.
- 3.10 The low level of requirements for Review compared to the high volume of requests processed by the Council, together with only 3 appeals to OSIC during 2014/15 indicates that the Council is managing its responsibilities well and has successfully risen to the challenges of freedom of information.
- 3.11 It is crucial that the Council maintains consistently good practice in relation to FOI compliance to avoid any reputational damage. The Commissioner's findings also revealed that organisations which took a strategic approach to freedom of information were more likely to recognise the importance of learning and development; underlining that good FOI performance starts at the top.
- 3.12 According to an Ipsos MORI poll, commissioned by OSIC in October 2014 to ask the public about their views on FOI, public awareness of FOI is at its highest level with 84% of respondents having heard of FOISA previously. This is compared to 78% in September 2013. 95% of people agreed that "it is important for the public to be able to access information held by public authorities." With the increasing awareness

of FOISA among the general public it is not surprising that the overall numbers of requests received by public authorities is increasing.

Implications of the Report

1. **Financial** – none
2. **HR & Organisational Development** – none
3. **Community Planning** – none
4. **Legal** – none
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** – The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.

List of Background Papers

Scottish Information Commissioner 2014/15 Annual Report: Information for all

Author: Joseph Bartoletti
Records Manager
0141 618 5149
joseph.bartoletti@renfrewshire.gcsx.gov.uk

To: Audit, Scrutiny & Petitions Board

On: 30 November, 2015

Report by: Director of Finance & Resources

Heading: **Commissioner for Ethical Standards in Public Life in Scotland – Annual Report 2014/15**

1. Summary

- 1.1 The Commissioner for Ethical Standards in Public Life in Scotland has issued his 2014/15 annual report. The report is available on the Commissioner's website at www.ethicalstandards.org.uk.
- 1.2 The report provides details of investigation of complaints about the conduct of councillors, members of devolved public bodies and MSPs and scrutiny of Scotland's ministerial public appointments process.
- 1.3 The statutory functions of the Commissioner in relation to public standards are: to investigate complaints of the relevant codes of conduct by councillors; members of public bodies; members of the Scottish Parliament and, where there has been contravention of the relevant code, to report, in the case of councillors and members of public bodies, to the Standards Commission for Scotland, and in the case of MSPs to the Scottish Parliament.
- 1.4 The report intimates that the number of complaints received was high, leading to a significant increase in the number of breaches reported to the Standards Commission.
- 1.5 The report refers to a number of developments which are planned for 2015/16 including consultation on a new strategic plan, a review of the database for conduct complaints, new tendering rounds for public appointments advisers, for IT support and for legal services and the recruitment and training of investigating officers. There is also the possibility of adjustments to the Commissioner's remit arising from the Members' Interests Bill.

- 1.6 The report indicates that nationally, during 2014/15, the Commissioner received 692 complaints compared with 311 in 2013/14, as set out below. The figures for 2013/14 are in brackets. However, it is noted that this may be misleading as 524 complaints related to a single issue.

Complaints against:

Councillors	680 (298)
Members of devolved public bodies	3 (3)
Other (outwith jurisdiction)	9 (10)

Complaints made by:

Members of the public	663 (257)
Councillor	20 (44)
Officer of a local authority	3 (5)
MSP	2 (5)
Member of a devolved public body	1 (0)
Anonymous	3 (0)

- 1.7 Complaints received related to: failure to register an interest 4(14), failure to declare an interest 26(43), disrespect of councillors/officials/employees 33(23), financial misconduct 3(7), breach of confidentiality 4(8), misconduct relating to lobbying 3(3), misconduct on individual planning applications 44(97), misuse of council facilities 525*, and breach of the key principles 30(39). *A new category was introduced with effect from this year – misuse of council facilities – and 524 complaints were received which related to one issue.

- 1.8 Again, nationally, complaints into registering and declaring interests, misconduct on individual planning applications and disrespect of councillors/officials/employees continue to be the most significant categories of complaint. The Commissioner has indicated previously that, if members of the public are to have confidence in decisions taken by elected and appointed members, it is essential that members rigorously apply the statutory provisions that deal with registration and declaration of interests.

- 1.9 The practice in Renfrewshire Council, as advised in previous reports to the Board on this matter, is that there is an item on every Council and Board agenda which reminds members to declare interests and to give a brief explanation of the nature of the interest. Members are also encouraged to seek advice from the Head of Corporate Governance in relation to any potential difficulties they may have in relation to either registration or declaration of interests. As part of the members' training and development programme, briefings on the pre-application planning process/declarations of interest and on the Code of Conduct for Councillors were held on 20 January and 9 September, 2015 respectively.

- 1.10 Members are advised on a six-monthly basis to review and update their register of interests as appropriate. Reminders to check that these were up to date were issued on 1 October, 2014 and 15 June, 2015. In addition, the Council's Protocol for Relationships between Elected Members, Political Groups and Officers was revised in November, 2014.
- 1.11 No specific figures relative to Renfrewshire Council are included in the report. However, information has been received separately from the Commissioner that, during the period covered by the report, 10 complaints were received (resulting in six cases as two were multiple complaints) against Renfrewshire councillors compared with 11 in 2013/14 and 3 in 2012/13. During the period covered by the report there was a hearing into a complaint received concerning Councillor Andy Doig. The outcome of that hearing was reported to the Council on 30 April, 2015.
- 1.12 The Commissioner may publish a web summary of his decision on a complaint when it is considered the decision would be of wider public interest.
- 1.13 The report also contains a review of the regulation of appointments and the main activities of the public appointments staff and assessors during the year.
- 1.14 The report sets out the Commissioner's strategic objectives for the four-year period to 2016, detailed the annual business plan actions and whether or not these had been achieved, and provided a financial overview of the 2014/15 budget.
2. **Recommendations**
- 2.1 That the 2014/15 Annual Report by the Commissioner for Ethical Standards in Public Life in Scotland be noted.
- 2.2 That the actions taken in relation to the Code of Conduct and members' training and development as detailed in the report be noted.
-

Implications of the Report

1. **Financial** – none.
2. **HR & Organisational Development** – none.
3. **Community Planning** – none.
4. **Legal** – none.
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

- 8. **Health & Safety** – none.
- 9. **Procurement** – none.
- 10. **Risk** – none.
- 11. **Privacy Impact** – none.

List of Background Papers: e-mail from Commissioner's office with details of Renfrewshire complaints.

Author: Lilian Belshaw, Democratic Services Manager
(tel: 0141 618 7112/email: lilian.belshaw@renfrewshire.gcsx.gov.uk)

To: Audit, Scrutiny and Petitions Board

On: 30 November 2015

Report by: Director of Finance and Resources

Heading: Absence Statistics

1. Summary

- 1.1 The purpose of this report is to advise the Joint Consultative Board: Non Teaching of the Quarterly Absence Return for the period 24 March 2015 to 22 June 2015. The report breaks down the absence statistics by service and by category of staff. Attached to this report are appendices A-B described in the index of appendices at the end of this report
- 1.2 The report provides information in relation to absence targets and how services have performed against them. An analysis of the reasons for absence for the latest quarter has also been compiled and details are included within the report. Information is also provided on supporting attendance activity and the costs of sick pay.

2. Recommendations

- 2.1 It is recommended that the Board notes the content of this report.

3. Background

- 3.1 At its meeting on 25 June 2002 the Scrutiny Board agreed that absence levels will be reported to the Scrutiny Board (now Audit, Scrutiny and Petitions Board) on a quarterly basis. It was agreed that the report will include the

following information relating to maximising attendance:-

- Absence statistics broken down by department and category of staff.
- Reasons for absence broken down by department and category of staff.
- Progress on implementation of departmental maximising attendance action plans.

4. Absence Statistics - Quarter Ending 22 June 2015

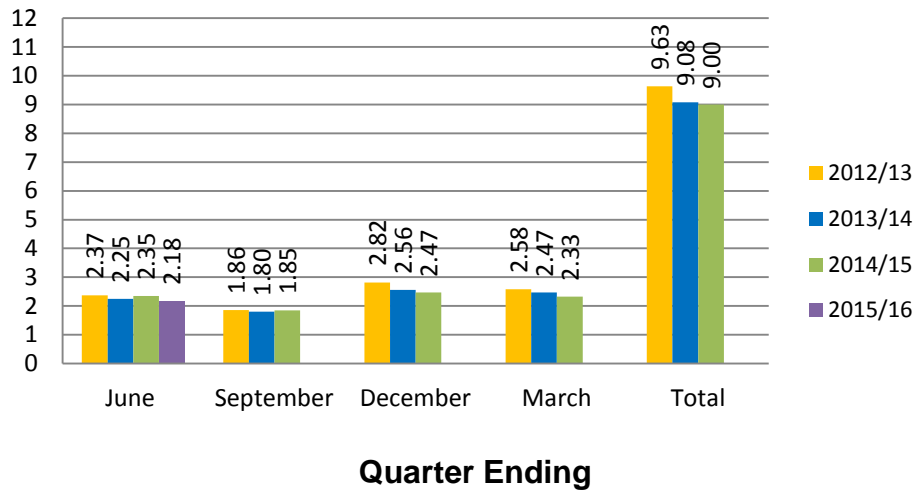
- 4.1 Please find service and Council overall absence performance for quarter ending 22 June 2014 against target given in the table to follow. In line with the reporting requirements for Scottish Councils absence is expressed as a number of work days lost per full time equivalent (FTE) employee. The absence performance for the equivalent quarters in the previous year has also been included in the tables for comparison purposes.

Service/Area	Quarter Ending 22 June 2014	Quarter Ending 22 June 2015	Quarter Ending 22 June 2015 Target
Chief Executive's Services	1.79	2.10	0.80
Education and Leisure Services	1.84	1.79	1.56
Community Resources	2.95	2.62	2.15
Finance and Resources	2.06	1.85	1.34
Development and Housing Services	2.10	1.52	1.69
Social Work Services	3.21	3.15	2.36
Council Overall	2.35	2.18	1.79

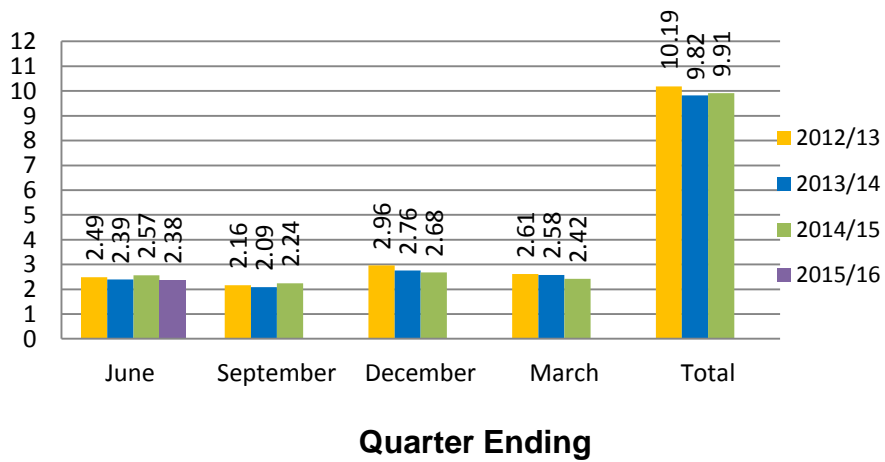
5. Analysis and Trends - Quarter Ending 22 June 2015

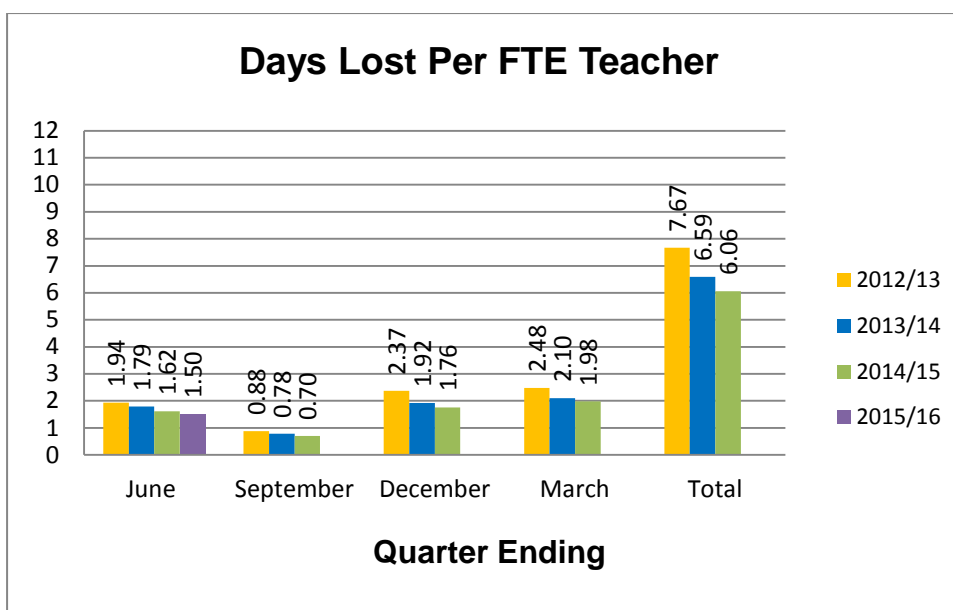
- 5.1 The overall number of days lost due to absence for this quarter is 2.18 days per FTE employee. This is a decrease of 0.15 days per FTE employee on the previous quarter. There has been a 0.17 days per FTE employee decrease in the overall absence level in comparison to the equivalent quarter last year.
- 5.2 The following tables detail the absence levels for the Council overall and by employee group for 2015/2016 and for the equivalent quarters in 2012/2013, 2013/2014 and 2014/2015:-

Overall Days Lost Per FTE Employee



Days Lost Per FTE Local Government Employee





6. Absence Targets 2015/2016

- 6.1 The absence performance of services, the Council overall and employee groups against the set absence targets for 2015/2016 is shown at **Appendix A**. The Council has recorded an overall absence rate of 2.18 days lost per FTE employee for the quarter which is 0.39 days per FTE employee **above** the target figure of 1.79 days.
- 6.2 Please see **Appendix B** for trends in Council overall and employee group absence performance in recent years, in comparison to other Scottish Councils. The ranking information for 2014/2015 will not be available until later this year.

7. Reasons for Absence

- 7.1 The category with the highest level of absence in quarter ending 22 June 2015 is 'Psychological' - 28.05% (non work related - 24.88%, work related - 3.17%), with the second highest being 'Musculoskeletal and Joint Disorders' - 25.75%. This compares with quarter ending 23 March 2015 when the category with the highest level of absence was Psychological' - 27.24% (non work related - 23.75%, work related - 3.49%), with the second highest being 'Musculoskeletal and Joint Disorders' - 20.87%.

8. Supporting Attendance Activity

- 8.1 Recent and planned actions to improve absence performance include the following:-
- Proactively contacting managers who have absence cases of 2 to 4 weeks in duration, to monitor action taken to date and proposed next steps. This is to ensure that managers intervene early in absence cases and keep in regular contact with absent employees. In turn, discussion is facilitated around the employee's progress, any support that may be required and allows flexible return to work options to be explored.

- The introduction of an electronic referral management system in February 2015 operated by the new Occupational Health Service provider, People Asset Management (PAM). This system simplifies the referral process, facilitates early intervention in cases and increases the speed with which medical guidance is received. It also enables Occupational Health Service appointment details to be sent directly to an employee's mobile telephone number, where made available.
- Continued delivery of supporting attendance training at a corporate level for managers, with the provision of tailored training for managers and employees at a service level on request.
- Seasonal flu vaccination programme.
- Ongoing health promotion activities including smoking cessation, mental health awareness, events aimed at raising employee awareness of health issues and providing opportunities to try different sport/exercise activities. A number of taster activities have been offered to employees including free swims, blood pressure and mini fitness checks.
- Ongoing work to improve the absence information available to managers, and to streamline supporting attendance related processes to facilitate prompt absence reporting, recording and updating of relevant systems.

9. Costs of Sick Pay

9.1 The costs associated with sick pay are provided to the Audit, Scrutiny and Petitions Board. The table to follow outlines the costs of sick pay by employee group and overall for 2014/2015 and 2015/2016:-

Details of Occupational Sick Pay and Statutory Sick Pay Costs Per Employee Group and Overall for 2014/2015 and 2015/2016

Quarter/Year	Teachers (includes Supply Teachers)	All Other Employees	Overall
Quarter 1 of 2014/2015	£490,739	£1,085,444	£1,576,183
Quarter 2 of 2014/2015	£231,365	£1,108,770	£1,340,135
Quarter 3 of 2014/2015	£396,512	£999,266	£1,395,778
Quarter 4 of 2013/2014	£552,457	£944,041	£1,496,498
2014/2015 Overall	£1,671,073	£4,137,521	£5,808,594
Quarter 1 of 2015/2016	£393,394	£935,284	£1,328,678
2015/2016 Year to Date	£393,394	£935,284	£1,328,678

Implications of this Report

- 1 **Financial Implications** - Improvement in attendance impacts on the financial costs of absence.
- 2 **HR and Organisational Development Implications** - HR and Organisational Development Practitioners will continue to work with service managers and consult with the Trade Unions, on the implementation of the Supporting Attendance at Work Policy and Guidance and initiatives detailed in this report.
- 3 **Community Planning**

Children and Young People - none.

Jobs and the Economy - none.

Community care, health and wellbeing - provides for continuous improvement in health and attendance.

Safer and Stronger - provides for improved service performance across the Council.

Greener - none.

Empowering our Communities - none.
- 4 **Legal Implications** - none.
- 5 **Property/Asset Implications** - none.
- 6 **Information Technology Implications** - none.
- 7 **Equality and Human Rights Implications** - none.
- 8 **Health and Safety Implications** - it is integral to the Council's aim of securing the health and well being of employees.
- 9 **Procurement Implications** - none.
- 10 **Risk Implications** - Without continued effective supporting attendance focus, there is a risk that sickness absence levels will adversely impact on the Council both financially and in terms of service delivery. Consequently supporting attendance activities are monitored via the Corporate Risk Register.
- 11 **Privacy Impact Implications** - none.

List of Background Papers - none.

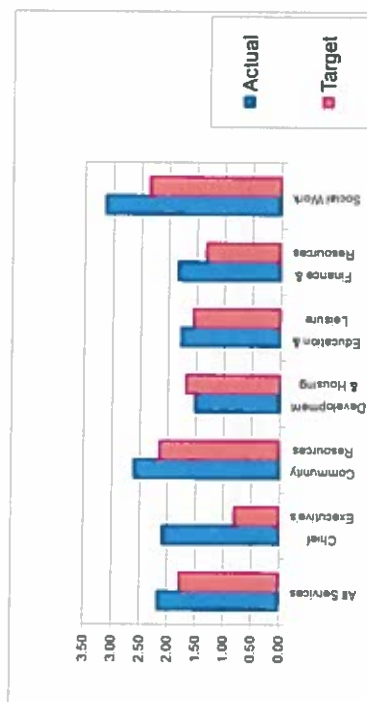
The contact officer within the service is Morna Armstrong, Senior Human Resource Adviser, telephone 0141 618 7329, e-mail morna.armstrong@renfrewshire.gov.uk

Author: Morna Armstrong, Senior Human Resource Adviser,
Finance and Corporate Services,
telephone 0141 618 7329,
e-mail morna.armstrong@renfrewshire.gov.uk

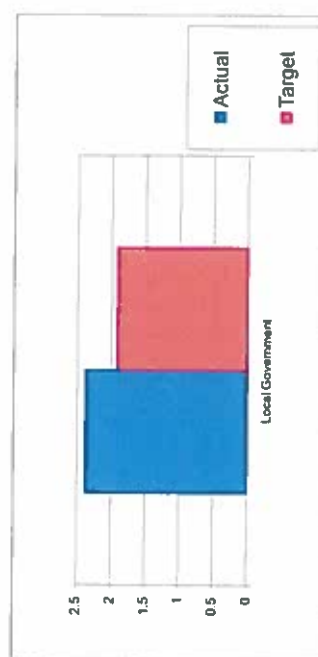
INDEX OF APPENDICES

APPENDIX A	Graphs detailing trends in service, Council overall and employee group absence levels against targets for quarter ending 22 June 2015.
APPENDIX B	Graphs detailing trends in Council overall and employee group absence performance as well as sick pay costs, for the years 2010/2011 to 2015/2016 year to date.

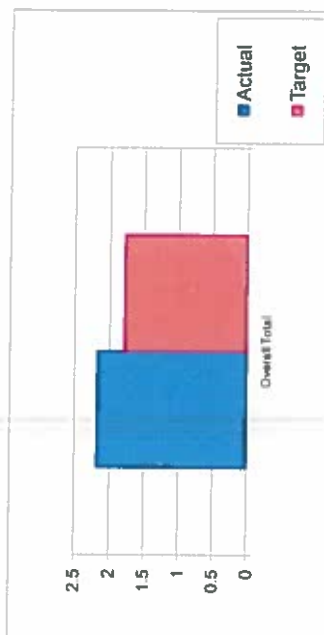
PERFORMANCE V TARGETS 24 MARCH 2015 - 22 JUNE 2015

Quarter 1
24 March 2015 - 22 June 2015

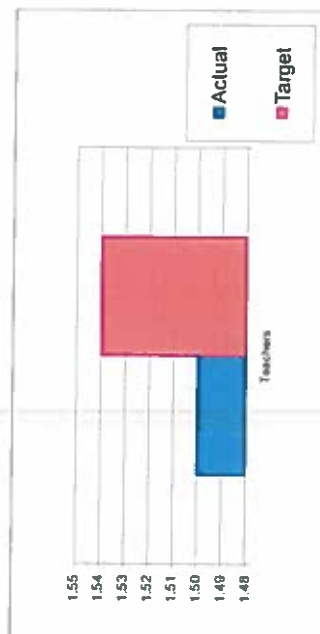
	Actual	Target	Difference
All Services	2.18	1.79	0.39
Chief Executive's	2.10	0.80	1.30
Community Resources	2.62	2.15	0.47
Development & Housing	1.52	1.69	-0.17
Education & Leisure	1.79	1.56	0.23
Finance & Resources	1.85	1.34	0.51
Social Work	3.15	2.36	0.79

Quarter 1
24 March 2015 - 22 June 2015

	Actual	Target	Difference
Local Government	2.38	1.92	0.46

Quarter 1
24 March 2015 - 22 June 2015

	Actual	Target	Difference
Overall Total	2.18	1.79	0.39

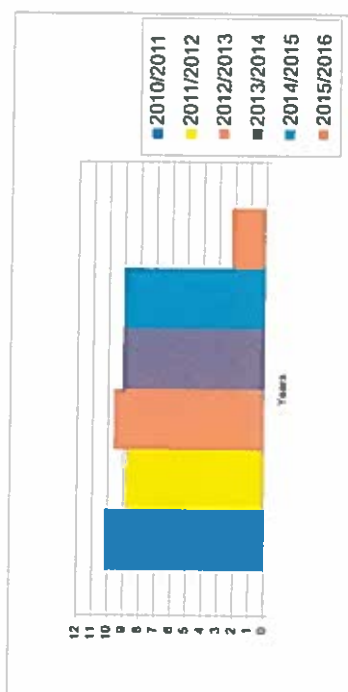
Quarter 1
24 March 2015 - 22 June 2015

	Actual	Target	Difference
Teachers	1.50	1.54	-0.04

ABSENCE (DAYS LOST PER FTE EMPLOYEE) V OTHER SCOTTISH COUNCILS AND SICK PAY COSTS 2010/2011 TO 2015/2016

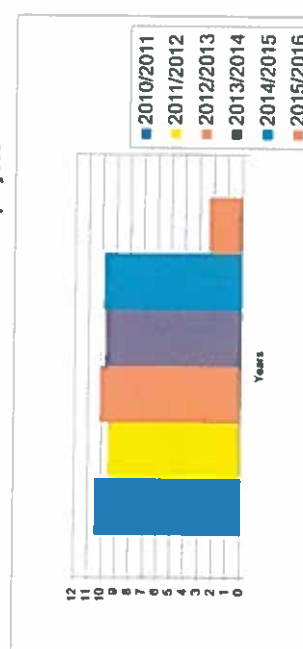
APPENDIX B

Council Overall



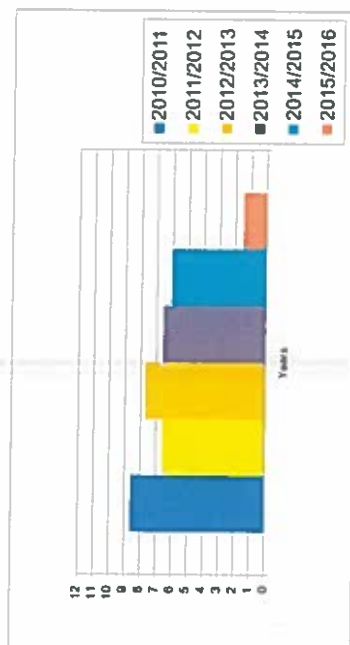
Year	Actual	Ranking	Costs (£)
2010/2011	10.12	23rd	6,882,454
2011/2012	8.90	11th	6,146,251
2012/2013	9.63	13th	6,058,539
2013/2014	9.08	12th	5,934,901
2014/2015	9.01	Not known yet	5,808,594
2015/2016 Year To Date	2.18	N/A	1,328,678

Local Government Employees



Year	Actual	Ranking	Costs (£)
2010/2011	10.50	15th	4,929,071
2011/2012	9.60	7th	4,462,908
2012/2013	10.20	8th	4,083,003
2013/2014	9.82	10th	4,176,906
2014/2015	9.92	Not known yet	4,137,521
2015/2016 Year To Date	2.38	N/A	935,284

Teachers



Year	Actual	Ranking	Costs (£)
2010/2011	8.60	28th	1,953,383
2011/2012	6.60	18th	1,683,343
2012/2013	7.70	25th	1,975,536
2013/2014	6.59	20th	1,757,995
2014/2015	6.05	Not known yet	1,671,073
2015/2016 Year To Date	1.50	N/A	393,394

To: Audit, Scrutiny and Petitions Board

On: 30 November, 2015

Report by: Director of Finance & Resources

Heading: **Petition: Road Safety at Shortroods Road, Paisley**

1. Summary

1.1 A petition, comprising 15 signatures, has been received from Mr Haraburda on behalf of the residents of Shortroods Road (between Springbank Road and Fullerton Street) in the following terms:

"Install speed bumps on Shortroods Road. Residents at Shortroods Road (between Springbank Road and Fullerton Street) claim reckless drivers are putting lives at risk as well as causing a noise nuisance. Now the residents have handed over a petition with 15 signatures to Renfrewshire Council, Paisley, asking for speed bumps to be put in."

A letter providing further supporting information and a map are also appended to the report.

1.2 The Head of Amenity Services has intimated that this area of Paisley has been recently redeveloped with new housing and roads infrastructure. The new roads infrastructure includes speed humps and raised junctions throughout the development. There is a speed hump on Shortroods Road and then a series of raised junctions all of which have a red textured surface and new warning triangles. This road is also a bus route which would normally have speed cushions but in this instance has full width humps. The existing traffic calming is well designed and relatively new, there are no plans to alter this.

1.3 The petition is valid in terms of the Council's procedures for dealing with petitions and the principal petitioner, together with one supporter, has been invited to attend the meeting and they will be asked to make a statement, lasting no more than 10 minutes, in support of the petition.

1.4 The role of the Board is to consider the petition, hear and ask questions of the petitioner and take the appropriate action in respect of the

petition which will be one of the following: (a) that no action is taken, in which case the reasons will be specified and intimated to the petitioner; (b) that the petition be referred to the relevant director/and or policy board for further investigation, with or without any specific recommendation; or (c) refer the petition to another organisation if the petition relates to that organisation.

2 Recommendations

2.1 That the Board hear from the petitioner

Implications of the Report

1. **Financial** – none.
 2. **HR & Organisational Development** – none.
 3. **Community Planning** – none.
 4. **Legal** – none
 5. **Property/Assets** – none.
 6. **Information Technology** – none.
 7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety** – none.
 9. **Procurement** – none.
 10. **Risk** – none.
 11. **Privacy Impact** – none.
-

List of Background Papers – petition form

Author: Lilian Belshaw, Democratic Services Manager
(tel: 0141 618 7112/email: lilian.belshaw@renfrewshire.gcsx.gov.uk)

Mr Jerry Haraburda
26 Shortroods Road
Paisley PA3 2NF
&
The residents a Shortroods Road,
Paisley PA3 2NF

Renfrewshire Council
Community Resources
Renfrewshire House
Cotton Street
Paisley
PA1 1BR



Re: ROAD SAFETY at Shortroods Road, Paisley

Date: 27/10/2015

Dear Sirs,

In connection to my recent phone call made on 27/10/2015, ref: **CR112735**, emails sent on 19/08/2015 and 21/09/2015 to your email address (pt@renfrewshire.gov.uk) and a phone call conversation with the traffic officer received on 27/10/2015 at 12:24pm from phone number: 07534084441. I enquired the local Police and ask for advice and help and I was advised to contact yourselves and emphasise the problem. I also spoke about the above problem with the St James' Primary School Head Teacher Ms Ferguson on 27/10/2015.

We are writing to request to urgently install speed bumps on our street – between Springbank Rd and Fullerton Street – as the traffic of all cars have become too dangerous and affects health and safety of our families as well as dramatically increased traffic noise level. We have become concerned and worried about these facts happening on our street.

The drivers drive their cars definitely too fast and drive recklessly and without any speed limit respect. The speed bumps installed at the beginning of Shortroods Road (from Springbank Rd) is not enough. The Shortroods Road has recently been re-surfaced and repaired by your contractors however the speed bump on the T junction of Galloway Avenue and Shortroods Road and cross road on Fullerton Street and Shortroods Road are too low to slow down the traffic so the drivers do not even try to slow down their cars and in consequence drive their cars along the Shortroods Road very fast and without any speed limit control.

The above problem also refers to Fullerton Street which is also left without any speed limit control. There are no speed bumps installed on Fullerton Street.

During rush hours between 8:45-9:15am and 15:00-15:30pm the school and nursery children cross Fullerton Street as well as there is an increased traffic left without any control which may cause a risk of dangerous accidents. There is an urgent need of traffic warden to be present between the above mentioned rush hours on Fullerton Street and Fullerton Street and Shortroods Road cross roads.

Below, you will find the signatures of Shortroods Road residents and a map (Attachment 1) marked where increased traffic occurs and where the speed bumps should be installed for our families health and safety.

We look forward to your prompt reply and actions.

Thank you.

Sincerely,

Mr J Haraburda

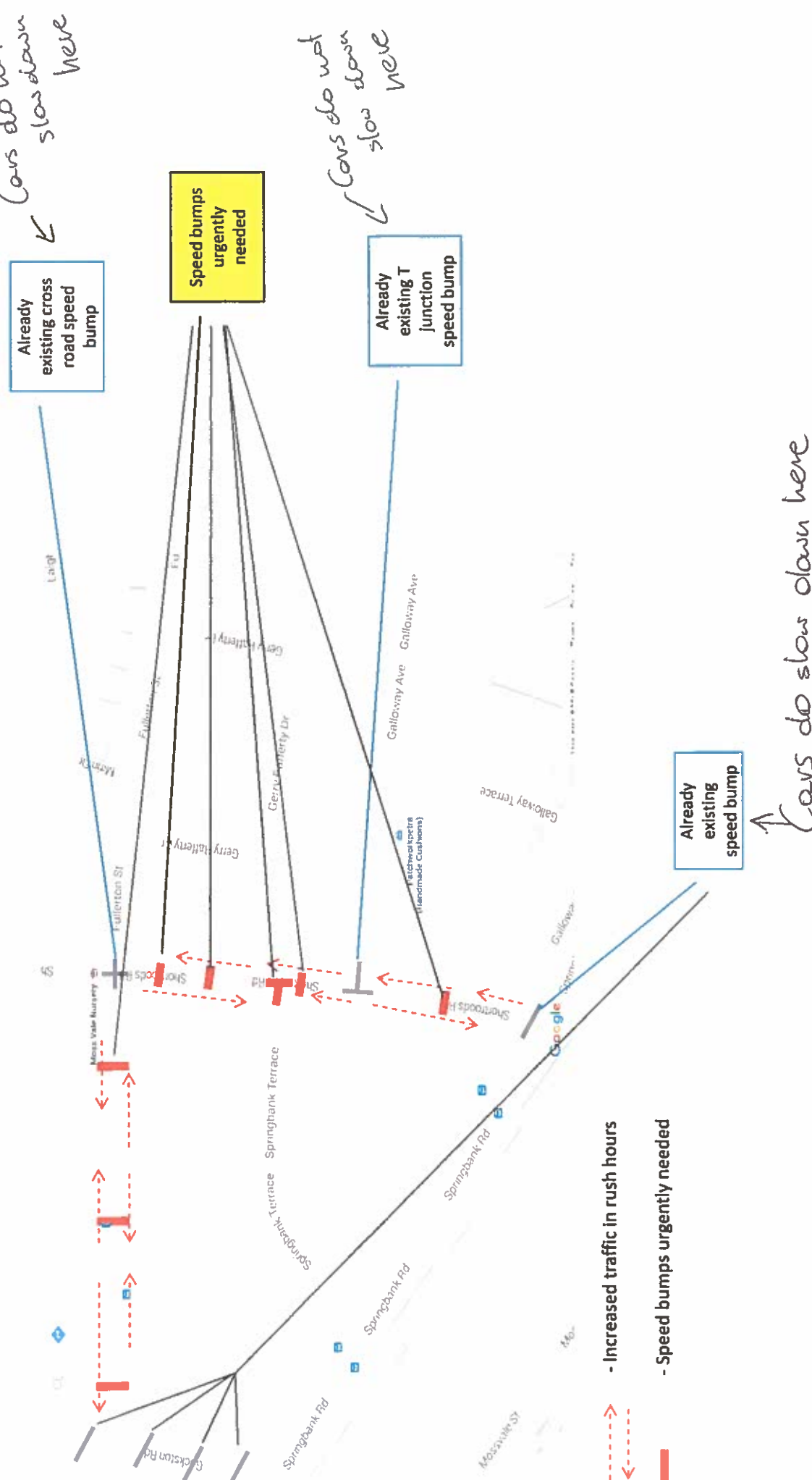
&

The residents of Shortroods Road (between Springbank Rd and Fullerton Street):

16. J. Haraburda, J. Haraburda, Mr. J. Haraburda

2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	
36	
37	
38	
39	
40	
41	
42	
43	
44	
45	
46	
47	
48	
49	
50	
51	
52	
53	
54	
55	
56	
57	
58	
59	
60	
61	
62	
63	
64	
65	
66	
67	
68	
69	
70	
71	
72	
73	
74	
75	
76	
77	
78	
79	
80	
81	
82	
83	
84	
85	
86	
87	
88	
89	
90	
91	
92	
93	
94	
95	
96	
97	
98	
99	
100	

↙ Cars do not slow down here



To: Audit, Scrutiny and Petitions Board

On: 30 November, 2015

Report by: Director of Finance & Resources

Heading: **Petition: Hamilton Court**

1. Summary

1.1 A petition, comprising around 40 signatures, has been received from Charleston Tenants' Association in the undernoted terms:

"Petition for the Council to take action regarding anti-social behaviour in Hamilton Court, ie threatening behaviour, urinating in lifts and bringing dogs into flats. The reason for this petition is non-action from the Council."

1.2 The Director of Development & Housing Services has intimated that investigations have been undertaken by the Housing Officer regarding threatening behaviour towards residents. However, evidence to substantiate this has yet to be obtained. Community Resources is currently investigating the incident in the lift and has also advised that the communal space area where a patron was observed smoking a cigarette is not considered a public space. Consequently this would not be subject to smoking ban legislation. Further information has been sought regarding a dog being brought into the premises to allow appropriate action to be taken.

1.3 The petition is valid in terms of the Council's procedures for dealing with petitions and the principal petitioner, together with one supporter, has been invited to attend the meeting and they will be asked to make a statement, lasting no more than 10 minutes, in support of the petition.

1.4 The role of the Board is to consider the petition, hear and ask questions of the petitioner and take the appropriate action in respect of the

petition which will be one of the following: (a) that no action is taken, in which case the reasons will be specified and intimated to the petitioner; (b) that the petition be referred to the relevant director/and or policy board for further investigation, with or without any specific recommendation; or (c) refer the petition to another organisation if the petition relates to that organisation.

2 Recommendations

2.1 That the Board hear from the petitioner

Implications of the Report

1. **Financial** – none.
 2. **HR & Organisational Development** – none.
 3. **Community Planning** – none.
 4. **Legal** – none
 5. **Property/Assets** – none.
 6. **Information Technology** – none.
 7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety** – none.
 9. **Procurement** – none.
 10. **Risk** – none.
 11. **Privacy Impact** – none.
-

List of Background Papers – petition form

Author: Lilian Belshaw, Democratic Services Manager
(tel: 0141 618 7112/email: lilian.belshaw@renfrewshire.gcsx.gov.uk)

To: Audit, Scrutiny and Petitions Board

On: 30 November, 2015

Report by: Director of Finance & Resources

Heading: **Petition: Corsebar Road**

1. Summary

- 1.1 A petition, comprising around 70 signatures, has been received from George Adam MSP on behalf of Ms Brenda Dryburgh in the undernoted terms

"As I have become visually impaired and can no longer drive I have to access buses and also have to frequently attend clinics at the RAH. Trying to cross Corsebar Road is very difficult and dangerous, even for people who are elderly or disabled. I think there is an urgent need for a pedestrian crossing or even just a central island near the entrance to the RAH driveway."

- 1.2 The Head of Amenity Services has intimated that a request was received in 2013 for pedestrian facilities in Corsebar Road which resulted in a vehicle and pedestrian survey. Unfortunately the results of the survey did not justify any pedestrian facilities and no further action was taken. As a result of the RAH parking policy Renfrewshire Council has promoted a traffic regulation order to restrict parking on Crow Road and Ricartsbar Avenue. The Council is currently looking at restrictions for Corsebar Road near to the entrance to the hospital.

- 1.3 The petition is valid in terms of the Council's procedures for dealing with petitions and the principal petitioner, together with one supporter, has been invited to attend the meeting and they will be asked to make a statement, lasting no more than 10 minutes, in support of the petition.

- 1.4 The role of the Board is to consider the petition, hear and ask questions of the petitioner and take the appropriate action in respect of the petition which will be one of the following: (a) that no action is taken, in which case the reasons will be specified and intimated to the petitioner; (b) that the petition be referred to the relevant director/and or policy board for further investigation, with or without any specific recommendation; or (c) refer the petition to another organisation if the petition relates to that organisation.

2 Recommendation

- 2.1 That the Board hear from the petitioner

Implications of the Report

1. **Financial** – none.
2. **HR & Organisational Development** – none.
3. **Community Planning** – none.
4. **Legal** – none
5. **Property/Assets** – none.
6. **Information Technology** – none.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – none.
9. **Procurement** – none.
10. **Risk** – none.
11. **Privacy Impact** – none.

List of Background Papers – petition form

Author: Lilian Belshaw, Democratic Services Manager
(tel: 0141 618 7112/email: lilian.belshaw@renfrewshire.gcsx.gov.uk)

To: Audit, Scrutiny and Petitions Board

On: 19th November 2015

Report by: Lead Officer

Heading: Review of Ward 15 (Children's Ward) Royal Alexandra Hospital

1. Summary

- 1.1 The Audit, Scrutiny and Petitions Board have agreed an annual programme of activity for the Board for 2015/16. This included a review of Ward 15 (Children's Ward) at the Royal Alexandra Hospital. The purpose of this is to provide an informed, evidence –based Council view of any consultation regarding the future of Ward 15.

2. Recommendations

- 2.1 It is recommended that the Audit, Scrutiny and Petitions Board considers and approves:
- The purpose and proposed scope of its review of Ward 15 (Children's Ward) at the Royal Alexandra Hospital;
 - The provisional timescales associated with the review;
 - Delegated powers to the Lead Officer, in consultation with the Convener, to alter the proposed timescales of the review to accommodate the provision of material evidence, including that provided by witnesses;

- Authorise the lead officer to contact those organisations and individuals listed within the report as potential witnesses; and
- Authorise the lead officer to make the necessary arrangements to progress the review within the agreed timescales.

3. Background

- 3.1 The Royal Alexandra Hospital is situated in Paisley and serves a population of around 200,000 from a mix of rural and urban areas. Ward 15 is a children's ward which provides paediatric in-patient services. It consists of 28 bed spaces, made up of 16 in-patient beds, a 6 bedded area for short stay medical assessment and a 6 bedded area for day care and planned investigations. Alongside the ward, there is an outpatient department and the PANDA Centre provides community led child development facilities including therapies. Ward 15 is currently the only remaining acute inpatient facility for children in NHSGGC out-with the new Children's facility at the new Queen Elizabeth University Hospital in Govan, Glasgow. With the opening of this new facility, there are potential implications for the future of Ward 15 at the Royal Alexandra Hospital. This will be subject to a formal consultation and engagement process.
- 3.2 In 2010, guidance was given to Health Boards in terms of how they consider major changes to services. This introduced a new phase of informing and engaging that Boards must go through before they can even consider going to formal consultation and engagement. During the pre-consultation phase the Board must review the service, develops proposals and test these out with doctors and nurses; patients, families and carers and Public Partnership Fora. There are three stages to this process.
- 3.3 Stage one – NHSGGC share their reasons for change and actively discuss the ideas with staff, patients, carers and families. They listen to any concerns highlighted and answer questions to ascertain the patient and family viewpoint/perspective.
- 3.4 Stage two – Depending on what feedback has been received NHSGGC will possibly develop options for change.
- 3.5 Stage three – If going forward to this stage, NHSGGC will examine all the options considering the strengths and weaknesses of each proposal. This is carried out with staff, patients, and carers in an 'Options Appraisal' process. The Board then review everything they have heard and the information they have collected to decide if there is a proposal that should be progressed. In

the instance that there is a preferred proposal this would be subject to a full public consultation.

- 3.6 In June 2011, the Greater Glasgow and Clyde NHS Board agreed to explore the potential to consider the relocation of the in-patient paediatric service from Ward 15, The Royal Alexandra Hospital to The Royal Hospital for Sick Children (RHSC) at Yorkhill, Glasgow.
- 3.7 In respect of formal consultation and engagement process for this exercise, over 60 families provided feedback to members of the NHSGGC Senior Management Team. Outreach sessions were held in the ward and meetings held with groups from the local community. The NHSGGC Board shared their views on the challenges they faced with maintaining the status quo in terms of service provision at Ward 15, also their views on the benefits of integrating service provision.
- 3.8 In response to the first stage of the process, the NHSGGC developed three options for the future of in-patient beds at Ward 15.
- 3.9 Option one – All overnight admissions to hospital would be to the Royal Hospital for Sick Children, Glasgow but a dedicated area for short stay medical assessment and planned medical and surgical day care would be retained adjacent to the outpatient department at the RAH.
- 3.10 Option two – All inpatient admissions, the short stay medical assessment facility and surgical day care paediatric services would be delivered from the Royal Hospital for Sick Children Glasgow.
- 3.11 Option three – No change. All of the services under review would remain in place at the Royal Alexandra Hospital.
- 3.12 The potential closure of the ward was controversial, and a local campaign by parents and citizens of the local communities entitled Kids Need Our Ward (KNOW) lobbied the NHSGGC Board members to save Ward 15 as they believed that this would have a negative impact on the children of Renfrewshire. Hollywood actor Gerard Butler gave his public support to the campaign which became high profile.
- 3.13 The Greater Glasgow and Clyde (GGC) NHS Board concluded the engagement and consultation process in February 2012 stating that 'Overall service provision should be incorporated into the wider strategic review of clinical services across NHSGGC to ensure that all of the implications in relation to other services are considered within the wider strategic framework'. This represented a temporary reprieve for Ward 15 of the Royal Alexandra Hospital, but not a firm commitment to keep it open in its current form indefinitely.

- 3.14 The new Queen Elizabeth University Hospital based in Govan, Glasgow opened in May 2015 at an estimated cost of £842 million. It is at 14 floors tall one of the largest in the UK and home to major specialist services such as renal medicine, transplantation and vascular surgery, with state of the art Critical Care, Theatre and Diagnostic Services. The adult hospital is integrated with the children's hospital, The Royal Hospital for Children, Glasgow with separate functions and entrances. The new hospital replaced the Western General, Southern General, The Royal Hospital for Sick Children at Yorkhill, the A&E at the Victoria Infirmary and the Mansionhouse Unit.
- 3.15 The children's hospital features 244 paediatric beds with a further 12 neonatal beds in the maternity unit next door. The vast majority of the paediatric beds are in single rooms with space for overnight accommodation for parents. The hospital also features a cinema – the Medicinema, Science Centre interactive activity walls funded by the Yorkhill Children's Charity, indoor and outdoor play areas and a roof garden. The hospital will provide a large number of specialist services to the West of Scotland and the wider population of Scotland in addition to the full range of secondary care services to people of Greater Glasgow and Clyde. Specialist services include: cardiology and cardiac surgery, renal and bone marrow transplantation. For a number of these services, the children's hospital is recognised as the sole provider in Scotland.

4. Local picture in Renfrewshire

- 4.1 The opening of the new hospital has ramifications for other hospitals within Greater Glasgow and Clyde, including the Royal Alexandra Hospital in Paisley.
- 4.2 The KNOW campaign group has expressed strong feelings on the potential relocation of services from the Royal Alexandra Hospital in Paisley to the new Queen Elizabeth University Hospital in the south of Glasgow. They have highlighted a number of concerns, including a higher level of risk for Renfrewshire's children due to long, potentially life threatening journeys, as well as impractical and costly transportation for visiting family members.

5. Purpose of the Review

- 5.1 The key purpose of the review is to provide an evidence-based analysis of the current provision at Ward 15 within the Royal Alexandra Hospital, Paisley and to inform the Council's stance on any NHSGGC consultation on the future of the Ward.

- 5.2 The review will focus on the level of need and quality of service provision at Ward 15 at the RAH and will highlight existing strengths and weaknesses.

6. Scope of the Review

- 6.1 In undertaking this review, it is recommended that the Audit, Scrutiny and Petitions Board approve that the Lead Officer:
- Consults with families and patients within Renfrewshire who are currently attending Ward 15, as well as families and patients who have attended in the past. The intention of this is to identify current feeling within local communities regarding the Ward and any changes to the current set up.
 - Consults with NHSGGC colleagues to ascertain how they will mediate any concerns by families within Renfrewshire.
 - Presents comparative information on the current service provision of Ward 15 as well as the new Royal Hospital for Children, Glasgow as a point of comparison in terms of providing commentary on the quality of service and care.
 - Presents comparison information on travel modes, routes, times and associated costs for families and patients travelling to both Ward 15 at The Royal Alexandra Hospital and The Royal Hospital Glasgow to ascertain potential risk as well as the level of convenience.

7. Timetable and Witnesses

- 7.1 It is proposed that the review commences following the meeting of the Audit, Scrutiny and Petitions Board and thereafter is progressed through subsequent Board meetings, with a final report being submitted for approval prior to submission to a future meeting of the Council.
- 7.2 It is proposed that families and patients as well colleagues in NHSGGC are invited to provide written and spoken evidence prior to any meetings with the Board to allow members sufficient time for preparation ahead of the meeting. It is proposed that the Lead Officer take forward the indicative timetable as set out in Appendix 1 to this report.

Implications of this report

1. Financial Implications – none.
2. HR and Organisational Development Implications – none.
3. Community Plan/Council Plan Implications – none.
4. Legal implications – none.
5. Property and Assets implications – none.
6. Information Technology implications – none.
7. Equal & Human Rights implications – none.
8. Health and Safety implications – none.
9. Procurement implications – none.
10. Risk implications – none.
11. Privacy impact – none.

List of background papers

Author: Gayle Fitzpatrick
Management Information Officer
Tel. No. 0141 618 7184
Email: gayle.fitzpatrick@renfrewshire.gcsx.gov.uk

Appendix 1

Board Date	Action	Individuals and Organisations
30 November 2015	Scoping Paper submitted to Audit, Scrutiny and Petitions Board for approval.	
25 January 2016	<p>Establish picture of the value and necessity of Ward 15 (Children's Ward) within Royal Alexandra Hospital.</p> <p>Establish what the NHSGGC process is for considering the future of Ward 15.</p> <p>Identify level of local need - to be identified in consultation with families utilising services and local communities</p> <p>Level and quality of care at Ward 15 to be determined by performance, inspection and review reports and comparisons made with the new Royal Children's Hospital in Glasgow.</p>	<p>Families currently utilising Ward 15</p> <p>Community groups e.g. KNOW campaign.</p> <p>Engage Renfrewshire</p> <p>NHSGGC</p>
15 February 2016	<p>Hear evidence</p> <p>Transport in respect of Renfrewshire families getting to and from the new Royal Children's Hospital in Glasgow.</p>	<p>Community Groups</p> <p>NHSGGC</p> <p>Engage Renfrewshire</p> <p>Transport companies</p>
21 March 2016	<p>Hear evidence</p> <p>The experience of children and their families previously at Yorkhill Hospital now moved to the new Royal Children's Hospital in Glasgow.</p>	<p>Community Groups</p> <p>Families from Glasgow</p> <p>NHSGGC</p> <p>Engage Renfrewshire</p>
25 April 2016	Submit final draft	

To: AUDIT, SCRUTINY AND PETITIONS BOARD

On: 30 November 2015

Report by: Lead Officer

Heading: Bus Deregulation and its Effect on Transport Services in Renfrewshire

1. Summary

- 1.1 At its meeting on 1 June 2015 the Audit, Scrutiny and Petitions Board agreed a programme of activity for 2015/16 and 2016/17. This included a review to consider bus deregulation and its effect on transport services in Renfrewshire.
- 1.2 The purpose of this report is to provide background information on the relevant issues and to recommend the scope and timetable for the review.
-

2. Recommendations

- 2.1 The Scrutiny Board is asked to:
- Approve the purpose and scope of the review
 - Approve the provisional timetable outlined in the report
 - Delegate the powers to the lead officer in consultation with the Convener and Depute
 - Convener of the Board, to alter the timetable giving regard to the availability of evidence and witnesses
 - Authorise the lead officer to contact those potential witnesses
 - Authorise the lead officer to make necessary arrangements to progress the review within the agreed timescales
-

3. Background

- 3.1 The Transport Act 1985 led to the deregulation of bus services across the UK, including Scotland. This Transport (Scotland) Act 1989 restructured the Scottish Bus Group into ten separate independent bus companies which were subsequently, raising £90 million for the Exchequer.
- 3.2 Deregulation of bus services led to significant changes to the operating environment and the pattern of ownership in the bus industry. Bus operators were required to register routes and timing of each service with Traffic Commissioners.
- 3.3 In 2000, Scottish Government introduced the Transport (Scotland) 2000 which provided a framework intended to allow local transport authorities to enhance the provision of local bus services via Quality Partnerships and Quality Contracts. The Transport (Scotland) Act 2005 provides local authorities in the Strathclyde Partnership for Transport (SPT) area with concurrent powers to introduce Quality Partnerships and Quality Contracts. In reality, however, these mechanisms have been under used, with only a small number of partnerships or contracts in place.
- 3.4 Since the deregulation of bus services in 1985 the overall trend is that bus patronage has decreased and subsidies provided for bus services have also decreased. Over a similar timescale patronage on railways has increased by approximately 40% since the introduction of a franchise based system.
- 3.5 In the initial period following deregulation, a range of companies registered to provide bus services. One consequence of having a market driven system is that bus operators are attracted to profitable routes, but are less interested in providing services on non-profitable routes. This has led to a situation, in many rural areas in particular, where service provision is poor, or even non-existent.
- 3.6 Local Transport Authorities can subsidise services which would otherwise not be commercially viable, however, in general the level of subsidy provided in recent years has declined.
- 3.7 As the market developed, many smaller companies either ceased trading or were taken over by bigger rivals. Currently there are four main providers of bus services in Scotland. Lothian Buses (95% owned by City of Edinburgh Council) , First Bus, Stagecoach and McGills - the main provider of services in Renfrewshire.
- 3.8 Scottish Government established a national Bus Stakeholder Group to consider opportunities for changes to bus policy that would lead to positive change for bus users. Linked to this, SPT developed a "10 Point Plan" proposing changes to bus policy aimed at delivering a higher standard of bus service taking cognisance of public sector funding constraints.

- 3.9 In May 2013, Ian Gray, MSP for East Lothian, proposed the Bus Regulation (Scotland) Bill to provide transport authorities with greater powers to set service levels for local bus services, including power to group profitable routes with non-profitable routes before they are put out to tender with operators. In the consultation document associated with the Bill, Mr Gray cites examples from several areas of Scotland where bus services had been withdrawn by bus companies and local authority funding was removed for subsidised bus routes.
- 3.10 The stated aim of Mr Gray's Bill is to reform bus service regulation in Scotland, giving more power to transport authorities to secure a minimum standard of service from operators, ensuring better value for public money.
- 3.11 The Scottish Government states that its policy is based on a partnership approach between local authorities, regional transport partnerships and bus operators, working to provide good cost effective services via a regulated competitive market.
- 3.12 Although the Government's view is that the current system in Scotland generally works well, it recognises there is room for improvement. Transport Scotland and the national Bus Stakeholders Group are considering proposals aimed at improving aspects of bus service delivery, including consideration of the bus service registration process and proposals to improve the rules governing statutory quality contracts and quality partnerships.

4. Local Picture in Renfrewshire

- 4.1 According to the 2011 census, the percentage of households with access to a car is slightly lower than the Scottish average (65.6% compared to 69.5%). The SPT Renfrewshire Transport Outcomes Report for 2015/16 states that one in three Renfrewshire residents use the bus every week and 12% use a bus to travel to work. Areas of concern include connecting residents who live in areas of high deprivation to services and to employment opportunities as well as providing support to the growing older population and improving links to small towns and rural areas.
- 4.2 Strathclyde Transport Partnership (SPT) is the regional transport partnership for 12 Councils in the west of Scotland, including Renfrewshire. SPT agree joint work streams with Renfrewshire Council and provide funding with the aim of working towards the delivery of the Regional Transport Plan, including providing capital grants for bus infrastructure.
- 4.3 According to SPT, 93% of bus services in Renfrewshire operate on a commercial basis, provided predominately by McGill's, with a small number of services operated by First Bus. Where there are gaps in service, for example on some routes at evenings or Sundays, SPT provide services including 16 supported local bus services and 4 "MyBus" services.

- 4.4 Renfrewshire was the first local authority to enter into a statutory Quality Partnership agreement, with SPT and bus operators, aimed at improving bus infrastructure and setting minimum standards for buses in relation to emissions and accessibility.
- 4.5 Renfrewshire Council have considered the issues surrounding bus services and our relationship with SPT, most recently in 26 March 2015, when in response to a motion submitted by Councillors Andy Doig and Nicolson the Council decided *“that the Council agrees that we should concentrate the efforts of all services on delivering services that deliver results. Council believes that SPT is an effective model for the delivery of an integrated transport system that would be further enhanced by the power to re-regulate bus services. Council will write to the Minister for Transport seeking his support for the re-regulation of bus services proposed in the Bus Regulation Bill”*.
- 4.6 In his subsequent response to the letter sent to him by the Council, Derek MacKay, Minister for Transport and the Islands, advised that he had met with Ian Gray to discuss his proposals and that the Scottish Government was reserving its position.

5. Purpose of the Review

- 5.1 The purpose of the review is to evaluate the effectiveness of the current system in providing bus services to the travelling public and to consider the potential outcomes of proposed changes to legislation, or other options that emerge as part of the review.
- 5.2 The expected outcome of the review is that final report will be produced that will allow the Council to take an evidence based view on the current status of bus services in Renfrewshire and on the benefit or otherwise of proposed changes to the legislative framework.

6. Scope of the Review

- 6.1 It is recommended that the review takes the form of evidence gather from a range of stakeholders with an interest in the provision of bus services, including:
- Representatives of Bus operators;
 - Representatives of Strathclyde Partnership for Transport
 - Community representatives from areas with perceived poor bus services
 - Representatives from neighbouring or comparable local authorities

- Representative from Community Resources (Transport), Renfrewshire Council
- Traffic Commissioner
- Representatives of Transport Scotland
- Local MSPs
- Ian Gray MSP
- Relevant academic representatives

7. Timetable

7.1 It is proposed that the review commences at the meeting of the Scrutiny and Petitions Board on 29 November and is thereafter progressed through subsequent Board meetings, with a final report being submitted.

7.2 As outlined above a range of witnesses will be invited to submit evidence to the Audit Scrutiny and Petitions Board, either in writing or by presenting to the Board at its scheduled meetings in January, February and March 2016. A final report will then come to the Board at its meeting on 25 April 2016.

Implications of the Report

1. **Financial** - Cost of conducting the review will be met from within existing budgets
2. **HR & Organisational Development** – *None*
3. **Community Planning** – *None*
Children and Young People – *None*

Community Care, Health & Well-being - None

Empowering our Communities – None

Greener - None

Jobs and the Economy - None

Safer and Stronger – None

4. **Legal - None**

5. **Property/Assets – None**

6. **Information Technology – None**

7. **Equality & Human Rights**

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety – None**

9. **Procurement – None**

10. **Risk – None**

11. **Privacy Impact - None**

List of Background Papers

Author	Tom Stirling , Regulatory and Enforcement Manager, Community Resources (0141 618 7537)
---------------	-----------------------------------------------------------------------------------------

e-mail: thomas.stirling@renfrewshire.gcsx.gov.uk

