**Redesign Board Workshop 13.2.18**

**Draft Action Note**

1. **Board Members present:** Cllr Reiss(Vice Chair and chair for this meeting), Cllr Lobban, Cllr Bremner, Cllr Caddick, Cllr Cockburn, Cllr Davidson, Cllr Jarvie, Cllr Louden, Cllr MacKenzie, Cllr Sinclair, Cllr C Smith, Paul MacPherson

**Apologies:** Cllr Christie, Cllr Gowans, Cllr MacKinnon, Cllr M Smith, Cllr Wilson, John Gibson

**Other Members present:**  Cllr Adam, Cllr Gray, Cllr Henderson, Cllr Barclay, Cllr MacLeod

**Staff present:** Steve Barron, Carron McDiarmid. Murray Bain, Mick Haymer and Matt Jenkins (item 3). Malcolm MacLeod (4a). Karen Ralston and Stewart Fraser (4b). Carolyn Campbell, Keith Masson, Kateryna Zoryk (4c). Matt Bailey (5), Evelyn Johnston (6).

1. **Action note from the workshop on 16th January 2018 -** agreed
2. **Lean review showcase: Fly tipping.** Murray Bain, Mick Haymer and Matt Jenkins from the review team briefed Members on the Lean review they had undertaken which had been instigated by the street cleansing peer review last year. The review had identified a wide range of issues to address including: improving web reporting of fly tipping, under reporting of fly-tipping, improving data on fly tipping (scale, location and performance timescales for removing it), the need to provide customer assurance that reports are being followed up, the need to standardise the process across relevant teams and using enforcement powers better. The team had considered the customer voice and what should fall in and out of scope for the review in forming their problem statement. Data shows that 911 fly tipping cases were recorded in 2017 but 50% of fly tipping collected is not recorded anywhere and often dealt with by the street cleansing team. Capturing fly tipping reported informally was flagged as an issue, estimated at around 50 cases a week.

The improvements made by the Lean team include: a new e-form for reporting fly-tipping; an automated acknowledgement when reports are received and with an up-date on what is being done in response; the Head of Service can see the status of all requests and how long they are taking to close; a new mapping tool to plot incidents to also identify hot spots where preventative action can be targeted (notable links with the NC500 route) as well as stronger enforcement. The future state aimed for is for operations staff to use mobile technology to identify fly tipping locations and to coordinate action around prevention and enforcement. Fines can be significant (from £200 upwards) and some cases could lead to custodial sentences.

Members thanked the team for their work and the improvements they have made. They were interested in our scope for more aggressive enforcement, communicating a zero tolerance of fly-tipping, new preventative measures, joining up the action of different teams involved, how IT can support improvements (including potential transferable use of the mapping tool for other issues) and scope for charging private land owners. They agreed a press release should be issued.

1. **Peer reviews**
   1. **Proposed** [**scope for the building trade services review**](https://www.highland.gov.uk/staffsite/downloads/file/6095/trade_services_peer_review_final) – Malcolm MacLeod, team leader presented the proposed scope circulated. He confirmed it was a complex review because it covered responsibilities across a number of Heads of Service and that he had held good discussions with them (Heads of Service for housing, property and others). The scope was agreed and that it would look at different types of facilities and how to ensure the Council is getting Best Value which was not only about price but about quality. Board members noted that Council housing was included in the review scope but that they are different to other properties also in scope in that they are people’s homes and the review would be sensitive to this. It was confirmed that the review would not look at individual capital projects and how they are managed. Board Members on the review team are Cllr Cockburn and Cllr Caddick and the Team Leader is arranging to meet them soon.
   2. **Draft recommendations for discussion on procured legal services** – the draft report circulated was presented by Karen Ralston and along with Stewart Fraser they answered Board Members questions. Board Members on the team supported the draft recommendations, noting that in-house provision offered better value for the areas of legal advice highlighted in the draft report. Members were keen to see improvements in correct coding of expenditure and had concerns about the capacity to recruit to the posts proposed and preferred to see the option of part-time arrangements for different specialisms if that would make recruitment easier. It was confirmed that salary levels were subject to the Council’s agreed job evaluations scheme. Members confirmed that the final report should come to the next formal Board meeting with a view to the Board’s recommendations being reported to the Council in March 2018.
   3. **Presentation on grey fleet opportunities and proposals** – Carolyn Campbell, Keith Masson and Kateryna Zoryk presented the work of the team. Hey had taken on board the Board’s suggestions in forming their recommendations. The recommendations were aimed at reducing the Council’s costs and carbon emissions as well as ensuring compliance with health and safety and employer requirements. Staff views fed back provided a mandate for change too as current arrangements often meant grey fleet was used because of a lack of better (or easy to access) alternatives. New ICT provision would reduce the need to travel but this would not be imminent. The recommendation to use pool and car clubs could provide a community resource too when vehicles are not needed for Council use.

A draft implementation plan was prepared and it was confirmed that the Depute Chief Executive/Director of Corporate Resources would take responsibility for implementation. Board Members on the team, Cllr Louden and Cllr Gray supported the review findings. Other Board members were supportive too. Cllr Louden circulated information on costs associated with business travel and queried how the budget was set and he felt more care is needed in coding expenditure. This hadn’t been raised in the team as they had relied on payroll information for claims paid. Members confirmed that the final report should come to the next formal Board meeting with a view to the Board’s recommendations being reported to the Council in March 2018.

* 1. **Formal Board meeting -**  Members agreed for this to be set for 27th February to enable the Board’s recommendations to be considered at the Council meeting on 8th March 2018.

1. **Lean reviews** – Matt Bailey presented an up-date on the Lean programme. He confirmed 36 staff had been trained in facilitating the approach and that including the ideas from staff at the last round of briefings, we now have up to 25 ideas being considered for Lean or other improvement activity. Members welcomed the opportunity Lean was providing staff in the redesign process and were keen for staff effort to be celebrated and suggested links to the Quality Awards process. An annual report was scheduled for the June Council on the Lean achievements to date and it was being developed in the organisation.
2. **Best Value Assurance Reports** (BVAR)–Evelyn Johnston presented the BVAR report. She highlighted what was known from the audits that had concluded already elsewhere and that we should expect the audit of the Council to be notified later this year. It highlighted how the Council could be perceived based on comparative performance data used in audits so far. The Leader was keen for us to identify the areas we are relatively weaker in as part of the preparation for the audit. The Redesign Board’s work would be important as part of the audit process given its focus on improvement, inclusive change and new methods of self-assessment it has developed. It was noted too that auditors would probably want to observe the Board at a workshop/meeting and interview Members involved in it.

A link to the recent BVAR of Clackmannanshire Council is attached for Members’ information.

<http://www.audit-scotland.gov.uk/report/best-value-assurance-report-clackmannanshire-council>

1. **AOB** – none.