

Proposal	Number of Comments	Percentage of Total Comments	Summary of comments
1a Modernising council support functions	1,765	10.96%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Proposal would be a very good idea if properly implemented • Proposal would be a very positive step as long as measures were taken to facilitate a smooth transition • Support to improve approach to cash collection and payments • Disagrees with the proposal, no further comment • Not convinced that centralised services will deliver saving and customer requirements • Remove duplication of support between services
1b Reducing printing volumes and costs	1,984	12.32%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Proposal would be key part of modernising services and improving choice for customers regarding alternative communication • Proposal will also support the council's environmental commitments, with many staff already working in smarter, more efficient ways • Disagrees with the proposal, no further comment • Proposal will present challenges in schools, particularly in relation to restrictions on colour printing • Printing targets in schools should be reviewed • Requires more investment in technology to be effective
1k Modernising community support	1,026	6.37%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment

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functions			<ul style="list-style-type: none"> • Agrees with better partnership working with the voluntary sector • Proposal to focus on priority areas for the community is supported and achieving greater impact from regeneration activity • Disagrees with the proposal, no further comment • Proposal will require better dialogue with the voluntary sector and a clear understanding of the priorities • Disagree with any reductions to Arts and Sports Development funding
1p Reduction in internal vehicle costs	1,341	8.33%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Agree that the proposal should include a review of the pool car system and the council's travel hierarchy • Proposal should include a review of the allocation of dedicated vehicles and the practice of taking council vehicles home • Disagrees with the proposal, no further comment • The council should implement stronger controls to ensure council vehicles are used to maximum effect • The council should invest in better technologies to reduce business mileage
1s Changes to fixed staff holidays	1,267	7.87%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Agrees that this offers more flexibility and choice for staff in when they use their leave entitlement • Disagrees with the proposal, no further comment

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			<ul style="list-style-type: none"> Disagrees with any changes to holiday entitlement or overtime The council should consider removing more public holidays as this would be a positive benefit for the organisation and staff
2e Providing services in partnership with West Lothian College	803	4.99%	<ul style="list-style-type: none"> Agrees with the proposal, no further comment Agrees that this will bring positive benefits to both the council and the college Proposal was accepted as a good idea and a model the council should consider for other services Disagrees with the proposal, no further comment Suggests that there is opportunity for greater integration with other community planning partner agencies Concern about the impact that any reductions in this area may have on the college and the council
4a Review of the council's commercial property portfolio	847	5.26%	<ul style="list-style-type: none"> Agrees with the proposal, no further comment Agrees that the council should charge rent at market levels Proposal should be progressed, ensuring that rent reviews take into account ability of businesses to sustain rental increase Disagrees with the proposal, no further comment Suggestions that the council should sell empty or unprofitable commercial properties to raise income Concern about the impact that any increased charges will have on small businesses and

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			employability in the area
4b Property modernisation	869	5.40%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Agrees that the council should consolidate properties based on demand and achieve maximum value from properties • Proposal should include expansion of mobile and flexible working arrangements and investment in required technology to support these arrangements • Council should do more with the partnership centre model to make community hubs in key locations • Disagrees with the proposal, no further comment • Disagrees that properties can be reduced any further • Concern about the impact of working conditions and the progress of County Buildings works
4c Combining property management and maintenance activities	683	4.24%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Agrees that the council can achieve management and process efficiencies from the current arrangements • Disagrees with the proposal, no further comment • Disagree that any reductions can be made to maintenance as this is preventative spend and important to the effective management of assets • Suggestions about ways to improve procurement arrangements to support more efficient property maintenance processes

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4d Managing the council's information technology infrastructure	769	4.78%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Agrees that the council can achieve more efficient and effective services with improved ITC infrastructure • Disagrees with the proposal, no further comment • Disagrees that the current provision is fit for purpose • Suggestions that the council should review telephony and mobile phone usage
5a Charging for services	1,081	6.72%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Agrees that the council should increase charges to bring into line with other councils and national averages • Proposal should include review of services that are currently free or subject to some form of concession • Disagrees with the proposal, no further comment • Suggestions that the council should review it's approach to increasing charges to ensure that they are not above inflation or using inappropriate benchmarks • Concern about the impact that any increased charges will have on lower income families and vulnerable people
6a Savings from the five year procurement plan	902	5.60%	<ul style="list-style-type: none"> • Agrees with the proposal, no further comment • Agrees that the council should achieve savings through collaborative procurement exercises • Proposal should include review of procurement processes to make sure they are

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			<p>accessible and achieving value for money</p> <ul style="list-style-type: none"> Disagrees with the proposal, no further comment Disagrees that savings can be achieved with the current framework, systems and policies Examples of the impact of national procurement frameworks and systems have on services and their ability to get the right products at the right price
7a Reducing energy use	1,097	6.81%	<ul style="list-style-type: none"> Agrees with the proposal, no further comment Proposal is positive progress for the council and will realise long term benefits through investment in renewable energy Proposal would be key part of modernising buildings/assets and will also support the council's environmental commitments Disagrees with the proposal, no further comment Proposal will require behaviour changes from building users, staff and members of the public Doubt raised about the validity of some of the renewable technologies to achieve the level of saving that investment requires Requires more investment in technology to be effective
8a Increased use of electronic and customer service centre access channels	901	5.60%	<ul style="list-style-type: none"> Agrees with the proposal, no further comment Proposal represents a positive for customers, with greater choice and flexibility on offer for how they access/receive services Proposal is key to modernising services and is standard practice in other sectors

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			<ul style="list-style-type: none"> Disagrees with the proposal, no further comment Disagree this will result in a poorer level of service for customers who prefer face to face contact Proposal will require support for those in the community that do not have access to the required technology and/or maintenance of other, more traditional access channels Requires more investment in technology to be effective
8b Rationalising frontline service delivery and management structures	763	4.74%	<ul style="list-style-type: none"> Agrees with the proposal, no further comment Proposal represents a positive for customers, with greater choice and flexibility on offer for how they access/receive services Proposal has successful models in Bathgate and Fauldhouse that can be used to extend to other areas/towns Proposal represents an improved service for communities Disagrees with the proposal, no further comment Disagree that frontline staff can cope with the demands of multi-skilled working Concern that some parts of the community do not have the same facilities available to them in the partnership model
Total	16,098	100.00%	