

MINUTE of MEETING of the CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 6 SEPTEMBER 2018.

Present – Councillors Dave King (Chair), Cathy Muldoon, Alison Adamson, Tom Conn, Carl John, Charles Kennedy, Andrew McGuire

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The panel confirmed the Minute of its meeting held on 21 June 2018 as a correct record. The Minute was thereafter signed by the Chair.

3. EDUCATION SERVICES MANAGEMENT PLAN

The panel considered a report by the Head of Education (Curriculum, Quality Improvement and Performance) and Head of Education (Learning, Policy and Resources) providing a copy of the 2018/19 Management Plan for Education Services

The report advised that it had been identified that Management Plans were a key driver for the provision of excellent service and as such they were collated and presented at the service group level.

The Management Plan provided an overview of the services and activities that was provided by the service, the aims and objectives of the service, how successes were measured, targets achieved and the improvement activities that the service was committed to completing.

The Management Plan would be utilised by the management team and stakeholders to assess and gauge performance and improvement.

A number of questions were asked in relation to Community Safety, Crime Reduction and Benchmarking which the officer undertook to provide panel members with answers to these questions outwith the meeting.

The report recommended that the panel note the Education Services Management Plan for 2018/19.

Decision

1. To note the contents of the report.
2. To note that the officer undertook to provide panel members with answers to questions raised in relation to Community Safety, Crime Reduction and Benchmarking.

#### 4. ARCHIVES AND RECORDS MANAGEMENT SERVICE

The panel considered a report (copies of which had been circulated) by the Head of Corporate Services providing details on the operation of Archives and Records Management Service.

The report outlined proposals to change the way the service was delivered with a view to improving the efficiency and effectiveness of the service that was delivered to customers.

The report advised that the Archive and Records provided a service to all council services as well as members of the public. There were two distinct functions of the service as follows:-

- Archives: records, stores and manages documents or manuscripts which were deemed significant enough to be held for an indefinite period. This service was open to the public and local community and interest groups for historical and research purposes.
- Records Management: records, stores and safely destroys the council's paper based records. This service was primarily used by council services.

Following a review of the service the following two recommendations for change were identified:-

##### Recommendation 1 – Revised Hours of Operation

It was proposed that following an appropriate notice period, the number of days that the service operated would be condensed into three working days in order to maximise the staffing resource and provide the best, most effective service to customers.

##### Recommendation 2 – Customer Access by Pre-agreed Appointment Time

At present access without prior appointment by members of the public was permitted at any time during the working week. Unplanned visits could be problematic on days when only one member of staff was available. Handling unplanned visits could also mean long waiting times for the customer as staff member was not able to prepare materials in advance.

Therefore in addition to the changes in operational hours it was proposed that an appointment based visit procedure was introduced to better manage customer visits.

In conclusion the council's Archives and Records Management Service faced a challenge to meet the demands of providing a full time service.

Reducing the hours of operation to 3 days a week would provide the best, most effective and reliable standard of service to customers to make specific arrangements to visit and access the service.

The report recommended that the panel:-

1. Consider the recommendation to reduce the opening hours of the Archive and Records Service to three days per week; and
2. Consider the recommendation to make customer and access to the Archive by appointment.

Decision

To note the contents of the report and agree that it be forwarded to Council Executive for approval.