

MINUTE of MEETING of the PERFORMANCE COMMITTEE of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 28 APRIL 2014.

Present – Councillors Stuart Borrowman (Chair), Greg McCarra, Carl John, John McGinty

Apologies – Councillor Tony Boyle

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The committee confirmed the minute of its meeting held on 10 March 2014 as a correct record. The minute was thereafter signed by the Chair.

3. FLEET & COMMUNITY TRANSPORT PERFORMANCE

The committee considered a report and presentation (copies of which had been circulated) by the Head of Operational Services highlighting the performance of the Fleet & Community Transport Service.

The report advised that Fleet & Transport was responsible for the provision, management and maintenance of the council's fleet of approximately 1000 vehicles including commercial vehicles, buses, pool cars and items of plant equipment. The service also undertook all safety inspections as well as servicing, repairs and MOTs for the council's fleet and members of the public.

In addition the service provided community transport to service users with varying needs to a number of locations throughout West Lothian on a daily basis. The service also delivered school meals and internal mail.

The service measured a suite of 46 performance indicators, in line with the council's performance management framework, using the Covalent system. Appendix 1 to the report showed a selection of indicators including past and current performance.

The Head of Operational Services advised that in February 2014 the service undertook a WLAM assessment which identified the following key action points:-

1. The WLAM panel acknowledged the positive progress in developing a more comprehensive performance structure;
2. To continue to revise the scope of PI's in relation to reflect the full range of activity/business delivered and the corporate focus on

Green Transport;

3. To expand the performance indicators to provide more information in relation to employees morale/satisfaction levels;
4. To undertake targeted action to improve the level of employee satisfaction; and
5. To undertake further benchmarking opportunities to enhance current data.

In conclusion the report summarised the work and performance of the Fleet and Community Transport Service.

A number of questions were asked in relation to financing of the fleet and insurance costs and it was explained that it would be for the Head of Finance and Estates to deal with the tender process to replace the vehicles and the negotiating of Insurance contracts.

There were also a number of questions in relation to staff, vehicle maintenance and public MOT Service.

The committee congratulated the service for being awarded the National Green Fleet of the Year and Fleet Manager of the Year.

Decision

To note the terms of the report.

4. HOUSING OPERATIONS PERFORMANCE REPORT

The committee considered a report (copies of which had been circulated) by the Head of Housing, Construction and Building Services providing an overview of Housing Operations and details of the performance of the service.

The report advised that Housing Operations sat within the portfolio of Housing, Construction and Building Services and was supported by Housing Strategy Development and the Performance and Change teams and were both included in the WLAM unit. The unit ensured the council housing stock was managed effectively and efficiently.

The Head of Housing, Construction and Building Services advised that that the Housing Strategy and Development team undertook strategic planning and development for housing in West Lothian. The Performance & Change team provided support to the service with a number of small specialist teams to ensure that the service and the council's strategic objectives were achieved.

In conclusion the report advised that Housing Operations measured a significant number of performance indicators in line with the council's performance management framework using the Covalent system. The performance report appended included some of these indicators, using

current, past and benchmarking performance.

There then followed a number of questions in relation to vacant properties, new build, housing list numbers, rent arrears and under occupancy and the effects of Welfare Reform.

In answer to questions the committee was advised that there were around 3000 affected by under occupancy. Publicity campaigns in respect of rent arrears and Welfare Reform had been running and would continue throughout the summer months together with information which was made available through other media outlets.

Decision

To note the terms of the report.