

MINUTE of MEETING of the PERFORMANCE COMMITTEE of WEST LoTHIAN COUNCIL held within CONFERENCE ROOM 3, WEST LoTHIAN CIVIC CENTRE, LIVINGSTON, on 3 OCTOBER 2014.

Present – Councillors Stuart Borrowman (Chair), Tony Boyle, Carl John, John McGinty, Diane Calder substituting for Greg McCarra

Apologies – Councillor Greg McCarra

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTES

The committee confirmed the Minute of its meeting held on 18 August 2014. The Minute was thereafter signed by the Chair.

3. COMMUNITY CARE SERVICES

The committee considered a presentation and report (copies of which had been circulated) by the Head of Social Policy providing an overview of the performance of Community Care Services in West Lothian.

The Head of Social Policy advised that Community Care comprised a wide range of services provided to adults with care needs. Service included Care at Home, Care Homes, Occupational Therapy, Sheltered Housing and Housing with Care, Support for People with Learning and Physical Disabilities and Support for People with Mental Health Problems.

The main aim of the service was to promote, enable and sustain independence and social inclusion for service users and carers. The service was segmented by key user groups as follows :-

- Older People;
- Physical Disability
- Learning Disability
- Mental Health

Community Care had a proud history of being recognised as a leader in Scotland in terms of achieving better outcomes for service users. Of particular note, the service was recognised for developing innovative new models of care and for performance in key national indicators, such as delayed discharge. Recent achievements of the team included :-

- ❖ COSLA Gold Award (2013) winner – *Securing a Workforce for the*

Future; and

❖ Celebrating Success (2013) winner – *Team of the Year*

At the WLAM Review Panel in 2012 the Panel recommended that the service improve the scope and relevance of indicators and provide more robust benchmarking information. Since this time the service approach to performance management had matured and the service was able to present a better spread of high level indicators across the major domains at the Review Panel in 2014. As part of the review of the performance indicators, a number of poorly constructed customer results had been discontinued and new results for employee satisfaction and key activities had been added.

Overall feedback from the Review Panel in August 2014 was much more positive and recognised progress made to date. The service would therefore continue to refine its performance management approach and key areas recommended by the Panel for improvement included :-

- Building capacity across management tiers to ensure that the performance approach was sustainable;
- Continue to develop the scope of the service performance indicators; and
- Continue to develop the approach of benchmarking and use of comparative data.

Appendix 1 attached to report offered a representative sample of performance indicators covering key themes.

It was recommended that the Performance Committee :-

1. Note the performance report for Community Care Services;
2. Provide feedback and recommendations on the performance of Community Care Services; and
3. Identify any issues and recommendations for performance improvements.

There then followed a number of questions in relation to sickness absence and the challenges of caring for an ageing population. In response to these questions the committee was advised that sickness absence had been significantly reduced since the redesign of the service and that changes were being made to allow it to successfully cope with the future challenges of an ageing population requiring community care.

Decision

To note the terms of the report.

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive providing the first quarter analysis of closed complaints for 2014-15.

The committee were advised that the Scottish Public Services Ombudsman (SPSO) developed and published a model Complaint Handling Procedure (CHP) on 28 March 2012. The model CHP was to ensure a standardised approach in dealing with customer complaints across the local authority sector. All local authorities were required to adopt the model CHP by 31 March 2013.

Contained within the report at Table 1 was information of complaints by category for Quarter 1 for the period 2010-11 to 2013-14. It was noted that of the 517 complaints for Quarter 1 2014-15, 306 of these were attributed to Housing, Construction and Building Services and Operational Services.

The Complaint Steering Board had identified four high level indicators that provided a summary of complaint handling performance. There were :-

- Total complaints received
- Complaints closed within 5 working days
- Complaints closed within 20 working days
- Complaints partly upheld/upheld

Table 2 within the report provided a summary of service against these four indicators for Quarter 1 for 2013-14 and for Quarter 1 for 2014-15.

Attached to the report at Appendix 1 provided the council wide performance against the SPSO defined measures covering the period Quarter 1 April 2014 to June 2014.

The report concluded that the level of complaints received in Quarter 1 2014-15 had shown a slight increase when compared to the equivalent quarter in the previous year. Services would continue to monitor complaints on a regular basis and use this information to develop and improve service delivery.

It was recommended that the Performance Committee :-

1. Note the corporate and service complaint against the standards outlined in the council's complaint handling procedure; and
2. Continue to monitor complaint performance and request additional information from services as required.

Decision

To note the terms of the report.

