

MINUTE of MEETING of the PERFORMANCE COMMITTEE of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 30 MAY 2016.

Present – Councillors Stuart Borrowman (Chair), Carl John, Greg McCarra, John McGinty, Dave King substituted for Tony Boyle

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 25 February as a correct record. The Minute was thereafter signed by the Chair.

3. CORPORATE COMMUNICATIONS TEAM

The committee considered a report (copies of which had been circulated) by the Head of Corporate Services providing an overview of the performance of Corporate Communications.

The report advised that Corporate Communications aimed to enhance and protect the council's reputation. The team was responsible for delivering a wide range of communications designed to promote the council and its services to communities and the wider public.

The Head of Corporate Services explained that in 2014/15 the team delivered a number of key achievements including increasing the number of customers that follow the council on social media channels, launched the council's Inside News magazine online, increased the number of publications produced via online platforms, continued to lead on the development of the council's website and sub sites, and increased the number of online transactions completed via the council's website.

The report went on to provide a list of the service's main activities and also provided a summary of the key activities for 2016/17.

The performance of Corporate Communications was regularly measured through a suite of performance indicators in line with the council's performance management framework. These indicators were representative of a range of activities delivered by the service and included public performance and management indicators, including measures of customer and staff perception. Appendix 1 to the report provided a sample of the team's performance indicators, including trend chart and associated commentary.

The report further advised that Corporate Communications had its WLAM Assessment in April 2016 and the results were presented to the Chief Executive's performance review panel in May 2016.

The service manager identified the following key areas where the team was aiming to improve performance:-

- Benchmark, where possible, with other councils for media and corporate publications.
- Enhanced suite of indicators, particularly around the website following a service re-design.
- Increase number of customer survey responses

The report recommended that the committee:-

1. Note the performance report for Corporate Communications;
2. Provide feedback on service performance; and
3. Identify any recommendations for performance improvement.

There then followed a number of questions in particular with regard to analysis of users of social media such as facebook, twitter and you tube. There was also a number of questions asked in respect of the council's website in general and the completion of online transactions such as application forms and how these processes could be simplified.

4. RECYCLING & WASTE SERVICES PERFORMANCE

The committee considered a report (copies of which had been circulated) by the Head of Operational Services providing an overview of Recycling & Waste Services together with details of service performance.

The report advised that Recycling & Waste Services were responsible for the collection of all household waste and the environmentally responsible management of waste in line with the government's Zero Waste Plan.

The service provided a weekly uplift to over 78,000 households and a monthly uplift of garden waste during the growing season to the majority of these households. Around 21,000 bulky uplifts were carried out every year. Recycling & Waste Services also provided commercial uplifts from approximately 1,000 trade waste premises and council services.

The service had six Community Recycling Centres strategically located throughout West Lothian where residents brought their own household waste for recycling. In addition there were 182 glass recycling points and 13 public conveniences in various locations.

The Head of Operational Services explained that the service actively worked with partners to plan, design and deliver improved services for

customers. Key partners included Zero Waste Scotland, Scottish Environmental Protection agency (SEPA), CoSLA, The Scottish Government, Homeaid, Her Majesty's Prison Services, Community Payback, Changeworks, Community Resources Network and wide range of council services.

The report went on to advise that in 2015/2016 the service delivered on a number of key improvement actions which included changes to recycling centre operation, developed a communication plan for public awareness and engagement, completed the first roll out of SVQ level 2 qualifications for operatives, developed the service to be able to deliver these in house and implemented a new debrief process to better capture daily feedback from crews to improve complaint handling.

During 2016/17 the service was looking to carry out a number of actions to improve diversion from landfill and increase the quality of the services offered. Such actions included: the roll out of standardised in-house recycling service, a review and update of the service standards to take account of service developments and legislative changes, roll out of sustainable waste collection service, improve access to recycling for those currently outwith the standard collection service and continue to support community events to encourage public participation.

In addition to these actions the service was preparing for the transition to the Whitehill Service Centre. The development would provide the service with the ability to increase the number of materials that could be stored and pre-screened to improve the quality of materials sent to market. In light of this move the service would undergo a restructuring process to ensure that staffing resources matched the requirements of this change to operative practises, the demands of customers and legislative developments.

Recycling & Waste Services performance was regularly measured through a suite of performance indicators in line with the council's performance management framework using the covalent system. These indicators were representative of a range of activities delivered by the services and included statutory, public performance reporting and management indicators, including measures of customer and staff perception.

Recycling & Waste Services had its three year WLAM Assessment in September 2015. The results of the assessment were presented to the Chief Executive's performance review panel.

The report recommended that the committee:-

- Note the contents of the report and appendix 1;
- Provide feedback on service performance; and
- Identify any recommendation for performance improvement.

There then followed a series of questions relating to the progress of the

roll out of the new smaller grey bins and changes to collection schedules and the effect these changes were having on communities. There were also a number of questions in relation to the high number of bin fires in West Lothian, why in particular mainly blue bins being set alight and the issue with the food bins being lightweight and therefore easily blown away.

Decision

To note the contents of the report.

5.. COMPLAINT PERFORMANCE REPORT QUARTERS 3 2015/16

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive providing the quarterly analysis of closed complaints for Quarter 3 2015-16.

The committee was 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 complaints information by category for Quarter 1 to Quarter 3 over the 5 year period 2011-12 to 2015-16. It was noted that of the 1,522 complaints for Quarter 1 to Quarter 3, 2015-16, 996 of these were attributed to Housing, Construction and Building Services and Operational Services.

The Depute Chief Executive explained there was a reduction in policy complaints and that this was attributable to a fall in Education Services Policy complaints from the equivalent quarters in 2014/15.

The increase in Employee Attitude complaints was driven by Operational Services and Housing, Construction and Building Services which accounted for a combined total of 134 complaints in this category.

The Corporate Complaint Steering Board identified 4 high level indicators that provided a summary of complaint handling performance and detailed as follows:-

- 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 performance against these four indicators for Quarter 3 in 2014/15 and 2015-16.

Appendix 1 to the report provided information on council wide performance against the SPSO defined measures covering the period Quarter 1 - Quarter 3, 2015/16 (1 April 2015 to 31 December 2015).

Table 3 provided indicative ratios for the number of complaints against the specific customer groups for Area Services, Education Services, Housing, Construction and Building Services and Operational Services.

The report concluded that the level of complaints received in Quarter 3; 2015-16 had shown a marginal 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 performance 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.