

4. SCOTTISH PUBLIC SERVICES OMBUDSMAN : ANNUAL REPORT 2020-2021

The panel considered a report (copies of which had been circulated) by the Chief Executive providing members with an update on the Scottish Public Services Ombudsman's annual report 2020-2021.

1. The Panel was asked to note the Scottish Public Services Ombudsman's (SPSO) annual report 2020-2021, and recommend that it be submitted to the Council Executive for information;
2. The Panel was asked to note West Lothian Council's performance in relation to the number of complaints received by the SPSO and the outcome; and
3. The Panel was asked to note the learning from SPSO complaints which is appended to this report for information.

Decision

1. To note the content of the report; and
2. To agree that the report be presented to Council Executive for information only,