

3 SERVICE PERFORMANCE AND WLAM OUTCOME REPORT – COMMUNITY CARE

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive providing an overview of a service assessment from the West Lothian Assessment Model process (2022/25) as well as a summary of recommendations from the officer-led scrutiny panel that had been identified for action and were to be delivered by the service.

The report was accompanied by a presentation, which provided further information on the delivery of IJB delegated functions, key achievements of the Community Care team, and details on use of resources and technology. An overview of the service's performance including customer satisfaction and complaints was also shown.

During discussion, members asked for a projection on the area's ageing population in the next five to 10 years and officers explained the activities being progressed in order to improve community resilience and support individuals. It was also noted that population growth was observed across all age groups.

Officers were involved in a range of initiatives to manage changes to service delivery, including engagement with users and supporting staff through engagement and training.

User experience was then discussed and officers advised that ongoing specialist support would continue. The team would continue to support care at home for as long as possible and it was noted that use of technology and engagement with carers were paramount to this aim. Recruitment and retention of staff was also discussed.

Officers advised that performance scores were affected by users' perception and expectations as well as by individual experiences. The team would continue to explore a range of options to engage with users.

Finally, members noted their appreciation and support for the team's efforts.

It was recommended that the committee:

1. Note the outcome from the WLAM and Review Panel process;
2. Note the recommendations for improvement; and
3. Agree any other recommendations that may improve the performance of the service.

Decision

To note the terms of the report and presentation.