

MINUTE of MEETING of the PERFORMANCE COMMITTEE held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 11 NOVEMBER 2019.

Present – Councillors Stuart Borrowman (Chair), Andrew McGuire, Dave King

Apologies – Councillor Charles Kennedy

Absent – Carl John

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The Committee confirmed the Minute of its meeting held on 9 September 2019 as a correct record. The Minute was thereafter signed by the Chair.

3. SERVICE PERFORMANCE AND WLAM OUTCOME REPORT - EDUCATION QUALITY IMPROVEMENT

The Committee considered a presentation and 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 (2017/20)

The report also provided a summary of recommendations from the officer-led scrutiny panel that had been identified for action and were to be delivered by the service management team.

The report recommended that the Committee:

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

The Committee then asked a number of questions in relation to the service's interaction with Social Policy, the Quality Improvement Team's role within schools, how benchmarking information was used and school inspections.

It was explained that the core function of the Quality Improvement Team was to provide support in the management, analysis and use of data to support improvements in key indicators of performance. The QIT would also drive improvement in Early Learning and Childcare in council establishments and partner providers.

It was also noted that the Quality Improvement team assisted with the

recruitment and appointment of senior leaders in schools and built capacity for effective senior leadership and leadership at all levels.

The officer advised the committee that the service worked closely with Social Policy and West Lothian College mainly to support individual children and families and also advised that the revised model allowed intervention at an earlier stage. Engagement with customers was carried out through a consultation schedule which was in place for 2019/20.

With regard to benchmarking it was explained that the Quality Improvement Team had a rigorous analysis culture in place taking account of other local authority data and practices in an effort to improve the whole system. Data was scrutinised and lessons learned would be used where appropriate to make improvements. School inspections carried out in West Lothian showed how schools performed with 71% of primary schools being rated good. It was noted that benchmarking data would be used to help schools rated as good move on to being rated very good.

#### Decision

To note the terms of the report.

#### 4. SERVICE PERFORMANCE AND WLAM OUTCOME REPORT - CORPORATE COMMUNICATIONS

The Committee considered a presentation and 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 (2017/20)

The report also provided a summary of recommendations from the officer-led scrutiny panel that had been identified for action and were to be delivered by the service management team.

The report recommended that the Committee:

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

The Committee then asked a number of questions in relation to Digital Transformation, Social Media, working with the Call Centre and how the Bulletin fits with Digital Transformation. Questions were also asked with regard to benchmarking.

The officer advised that the Corporate Communications worked with the Digital Transformation team to enhance customer experience. It was also explained that Social Media outlets allow for an increased reach across the county. It was however advised that there was no intention at this

time to withdraw the bulletin as not everyone had access to social media and the bulletin was produced at a relatively low cost and was delivered to every household in West Lothian.

It was explained that the team also worked closely with the Contact Centre in an effort to widely publicise important messages in relation to issues such as school closures.

It was also explained that it was difficult to demonstrate the impact of followers on social media, however through internal and external feedback it was thought to be generally positive.

It was recognised that there was an overlap with Corporate Communications and the Contact Centre and it was noted that an analysis could be carried out on who contacts the council and why. If after this analysis a pattern was to emerge in particular areas, it would be for the service to consider if there were online solutions that could be utilised to help to divert some calls from the Contact Centre.

### Decision

To note the terms of the report.

## 5. SERVICE PERFORMANCE AND WLAM OUTCOME REPORT - ECONOMIC DEVELOPMENT AND REGENERATION

The Committee considered a presentation and 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 (2017/20)

The report also provided a summary of recommendations from the officer-led scrutiny panel that had been identified for action and were to be delivered by the service management team.

The report recommended that the Committee:

4. Note the outcome from the WLAM and Review Panel process;
5. Note the recommendations for improvement;
6. Agree any other recommendations that may improve the performance of the service.

The Committee asked questions in relation to how the service evaluated its interaction with other services and what the impact of losing European funding would be on the service in terms of new business following the UK leaving the European Union.

The Committee was advised that the purpose of Economic Development and Regeneration was to work with others to regenerate West Lothian by enabling individuals, families, communities and businesses to achieve their potential and losing EU funding could have an impact on how and

what the service could provide to customers.

The service through the main teams of Employability, Community Planning and Regeneration and Economic Development supported regenerating the most disadvantaged communities, improving life chances, improving employability, supporting and promoting West Lothian's economy and maximising the contribution of business and enterprise through creating jobs and business capacity.

The officer explained that the UK leaving the European Union would have a significant impact on the services provided by the team and partners and could result in only being able to provide a prioritised basic service such as access to employment being a referral service only. It was also explained that discussions were taking place with partners on how to use funds more effectively.

The service would continue to engage with customers and potential customers in the delivery and re-design of services to ensure that they were accessible and focused on need and preference basis.

It was also advised that discussions with West Lothian Council and its partners were ongoing in an effort to avoid duplication of services and to bring together a fully integrated Community Planning Partnership in the area. A pilot scheme on the integration of services was being carried out in Craigshill which involved a number of partners including NHS Lothian and Steering Groups. If successful it was possible that it would be rolled out to other areas of West Lothian.

#### Decision

To note the terms of the report.

### 6. WORKPLAN

The Committee considered a list of items that would form the basis of the committee's work over the coming months.

#### Decision

To note the contents of the workplan.