

MINUTE of MEETING of the PERFORMANCE COMMITTEE held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, LIVINGSTON, on 27 MARCH 2023.

Present – Councillors Peter Heggie (Chair), Danny Logue, Tony Boyle and Maria MacAulay

Apologies – Councillor Carl John

1        DECLARATIONS OF INTEREST

There were no declarations of interest made.

2        MINUTES

The committee approved the minutes of its meeting held on 6 February 2023. The Chair thereafter signed the minute.

3        SERVICE PERFORMANCE AND WLAM OUTCOME REPORT - NETS, LAND AND COUNTRYSIDE SERVICES

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). It 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.

During discussion, officers explained the various ways the service communicated with different customers and plans for further improvements in communications. The use of technologies was also discussed and members were advised that there were a number of relevant pilot projects about to commence and progress updates on these projects would be brought to this and other appropriate committees in due course.

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 might improve the performance of the service.

Decision

1. To note the terms of the report.
2. To provide updates on technology pilot projects to appropriate

committees in due course.

4 SERVICE PERFORMANCE AND WLAM OUTCOME REPORT - PASSENGER TRANSPORT

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). It 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.

During discussion, the differences and links between the council and private transport companies were explained. School transport arrangements were also discussed as well as improvements in communications and processes relating to school transport.

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.

5 COMPLAINT PERFORMANCE REPORT QUARTER 3 2022/23

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive presenting the quarterly analysis of closed complaints in Quarter 3: 2022/23.

It was recommended that the 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.