

MINUTE of MEETING of the PERFORMANCE COMMITTEE held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, LIVINGSTON, on 5 JUNE 2023.

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

1 DECLARATIONS OF INTEREST

Councillor Danny Logue stated that he was an employee of NHS Lothian.

2 MINUTES

The committee approved the minute of its meeting held on 10 May 2023. The Chair thereafter signed the minute.

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.

4 ANNUAL COMPLAINT PERFORMANCE REPORT 2022/2023

The committee considered a report (copies of which had been circulated) by the Deputy Chief Executive presenting the council's annual Complaint Performance Report 2022/23.

During discussion, it was noted that the team was liaising with the corporate communications team in order to improve customer communication, which would help reduce some of the complaints by making customers aware of service delivery and upcoming changes over the calendar year. A range of communication methods were being planned with the corporate communications team to reach as many users as possible. It was noted that any changes implemented by the council generated more complaints and the council aimed to learn from experiences and improve its response, planning and communications.

Concerns were raised regarding the customer service helpline waiting times, especially over weekends, and officers undertook to liaise with the call centre team for more feedback on waiting times and any solutions to reduce them.

Ways that frontline staff was being supported to manage potential stress were then discussed.

In response to a question from members, officers advised that the council also had ways of recognition for staff achievements.

Finally, members thanked the team for its honest report.

It was recommended that the committee note the council's annual Complaint Performance Report 2022/23.

Decision

To note the terms of the report.

5 CUSTOMER SERVICE EXCELLENCE – ASSESSMENT REPORT

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive providing information on the key strengths and areas for improvement that had been identified through the Customer Service Excellence (CSE) Standard assessment undertaken in council services in 2022/23, noting that the council uses external standards to assess the quality of our services and ensure that we benchmark performance with good and leading practice of other organisations.

During discussion, members praised staff for their performance and noted user comments about staff being polite and friendly.

It was recommended that the committee:

1. Note that the council had retained the CSE Standard;
2. Note the findings from the CSE Assessment in 2022/23; and
3. Note the opportunities for improvement that had been identified in the CSE Assessment.

Decision

To note the terms of the report.

6 WORKPLAN

A workplan had been circulated for information.

Decision

To note the workplan.