

SCOTTISH PUBLIC SERVICES OMBUDSMAN: ANNUAL REPORT 2020

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

It was recommended that the Council Executive:

1. Note the Scottish Public Services Ombudsman's (SPSO) annual report 2020-2021;
2. Note West Lothian Council's performance in relation to the number of complaints received by the SPSO and the outcome; and
3. Note the learning from SPSO complaints which was appended to the report for information.

Decision

To note the terms of the report.