



NOTICE OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

**TUESDAY 29 SEPTEMBER 2015, 2.00pm
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

Agenda of Business

Apologies

Declarations of Interest

Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

1. Minutes for Approval: PPRC, 16 June 2015 **(pages 1-8)**
2. Performance Indicators, Q1 2015/16– Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 9-36)**
3. Draft Council Annual Public Performance Report 2014/15 – Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 37-82)**
4. Council House Repairs Update – Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 83-88)**
5. Social Work Complaints and Feedback Annual Report 2014/15 – Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 89-98)**
6. Customer Complaints and Feedback 2014/15 – Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 99-112)**
7. Customer Complaints and Feedback Q1 2015/16 – Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 113-118)**
8. Annual Work Programme Update – 2015/16 **(pages 119-120)**

**Angela Leitch
Chief Executive
John Muir House
Haddington**

22 September 2015