



## MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

THURSDAY 15 JUNE 2023  
VIA A DIGITAL MEETING FACILITY

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**Committee Members Present:**

Councillor L Jardine, Convener  
Councillor R Bennett  
Councillor D Collins  
Councillor J Findlay  
Councillor N Gilbert  
Councillor S McIntosh

**Other Councillors Present:**

Councillor Bruce  
Councillor Hampshire  
Councillor McFarlane

**Council Officials Present:**

Ms L Brown, Executive Director for Education and Children's Services  
Ms L Byrne, Head of Children's Services and Chief Social Work Officer  
Ms M Ferguson, Head of Corporate Support  
Ms S Fortune, Executive Director for Council Resources  
Mr P Grant, Service Manager – Property Maintenance  
Mr C Grilli, Head of Governance  
Ms A Hood, Team Manager Education and Employability  
Ms N McDowell, Head of Education  
Ms W McGuire, Head of Housing  
Mr T Reid, Head of Infrastructure  
Ms S Saunders, Head of Communities and Partnerships  
Mr G Stewart, Policy Officer  
Mr P Vestri, Service Manager – Policy, Improvement and Partnerships  
Ms F Wilson, Chief Officer – ELHSCP

**Clerk:**

Ms L Gillie

**Apologies:**

Councillor L Menzies  
Councillor C Yorkston

**Declarations of Interest:**

None

## **1. MINUTES FOR APPROVAL – PPRC, 15 December 2022**

The minutes of the meeting of the Policy and Performance Review Committee of 15 December 2022 were approved

It was highlighted by the Clerk that the minutes have Councillor Jardine recorded as Depute Convener this will be amended to Convener

### **Decision**

Minutes approved

## **2. Q4 2022/23 PERFORMANCE INDICATORS**

A report was submitted by the Executive Director for Place to provide Elected Members with information regarding the performance of Council services during Q4 2022/23. Gary Stewart, Policy Officer, presented the report, and provided a brief overview in relation to the January to March timeframe. Mr Stewart reported that the number of new homelessness cases rose from 155 to 194 which was a rise in number compared to the same period last year. He highlighted that the average number of days to re house homeless cases also increased and is out with the target. This, Mr Stewart explained, was due to the focus being on rehousing long standing cases and the need for apartments and larger properties. Homelessness assessments completed in under 28 days was also noted to have declined during the quarter, but Mr Stewart commented that this is still above the 80% target. Mr Stewart advised that visits to recycling centres are below the quarter target of 125,000, but that visits had increased during the quarter and the year to date target has been exceeded. Mr Stewart noted that this could be due to the current economic conditions. It was also noted that Universal Credit claims have increased slightly against the Scottish average.

Mr Stewart continued by referring to the increase in sport centre visits which have increased and are above target. The annual number of visits has also increased and the quarter 4 figures show an upward trend. He informed the Committee that access to swimming pools had increased and was just below target. Annual number of visits are lower than target but Mr Stewart explained that since the pandemic pools have not reached the annual target but that the trend is increasing. Mr Stewart also highlighted that there has been an improvement in quarter 4 in the length of time taken to process new housing benefit claims from 25 to 22 days and the annual figure is within target, the change in circumstances has also improved with the annual figure being on target. Business rates collection was reported by Mr Stewart to be on target, while council tax collection rates exceeded the annual target helped in part by the £150 cost of living payments. Rent arrears have increased and Mr Stewart commented on the council taking a balanced approach in dealing with this as many tenants continue to face financial pressures. Finally Mr Stewarts stated that it was worth noting that the number of invoices paid on time has improved in quarter 4 from 78% to 83%.

Councillor McIntosh commented on the homelessness figure going up even though the eviction ban is still in place. She continued by questioning whether an upsurge in cases is likely after the ban ends and whether the Council should be preparing for this. In response Wendy McGuire, Head of Housing, stated that once the ban is lifted it is likely that there will be an increase in cases. Ms McGuire advised that this will be due to a number of factors including an increase in domestic abuse cases, the rising cost of living and the continuing impact of the pandemic. She informed the Committee that they are working closely with their housing partners to find a way forward

In response to a question from Councillor Findlay about the social housing being built in the county and whether it was being flexible enough to meet demand Ms McGuire confirmed that they are doing all they can to accommodate the demand. She advised that the Council was a

strategic housing provider and responsible for setting out what they expect the housing mix to be to meet identified need. Ms McGuire continued by saying that what the mix and house type will be is agreed at the outset with private developers. She informed the Committee that there is a stock of 9,000 council properties with a high sustainment level and a turnaround of only 500 properties per year and therefore meeting demand is really challenging.

Responding to a request from Councillor Jardine for further details about the rate of children in foster care Lindsey Byrne, Head of Children's Services and Chief Social Work Officer, informed the Committee that there were currently 67 children in foster care. She commented that this is lower than the national average. Ms Byrne outlined that this could be due to a shortage of foster care places available but also a result of the work being done to reduce the number of children coming into care in the entirety. Ms Byrne also stated that the increase in the number of children in kin care also had an impact on foster care places.

Fiona Wilson, Chief Officer – ELHSCP, responded to Councillor Jardine's question about the reduction in hospital admissions and how East Lothian compared with other areas by advising that the challenge is around the providers within East Lothian and the use of external providers which makes packages more fragile. Ms Wilson noted that in recent years they are seeing an increase in in-house providers, she highlighted that these are at a higher cost but that they are also less fragile. She advised that this was a strategic decision that was made to support people to remain at home, switching the balance of care. Ms Wilson offered to get further information of a comparison with other areas.

In response to a question from Councillor Jardine about the potential for delayed discharge Ms Wilson confirmed that there is no issue with delayed discharge. She advise that they saw a rise in the last quarter but that they were back to low delays. Ms Wilson stated that performance on a national level is good and they are leading against other Lothian partnerships.

Replying to an enquiry from Councillor Jardine about when the purchase to pay system rollout would be completed Sarah Fortune, Executive Director of Resources, advised that the project has been ongoing for around a year and a half and that they are making progress. Ms Fortune advised that they are hoping to see some improvements during 2023 / 2024 but informed the Committee that although they have commitment to roll out the new system it isn't going to happen this financial year and may take two to three years. In response Councillor Jardine requested that an update on where they were with the project be included in future reports.

Councillor McIntosh commented that it was encouraging to see the number of pool visits increased even though one pool had been closed for a while and noted that this shows that health wellbeing are still important to people within the county.

Councillor Jardine congratulated officers for the positive nature on some of what has been presented especially on the housing benefit processing time and council tax and business rate collection during a period of financial insecurity.

## **Decision**

The Committee agreed to note the report.

### **3. 'TOP 50' COUNCIL PLAN AND ANNUAL PERFORMANCE INDICATORS**

A report was submitted by the Executive Director for Place to present to the Committee the 2022 – 2027 'Top 50' Council Plan Indicators. The report was presented by Mr Paolo Vestri, Service Manager – Policy, Improvement and Partnerships, who highlighted that the Committee had previously looked at a draft in December last year and that the final set of indicators was approved in February of this year. Mr Vestri informed the Committee that a Top 10 of indicators

have been detailed in the report. He informed the Committee that this is the first report coming to Committee and that all of the data is not available at this point as some indicators in the top 50 rely on annual data. Mr Vestri explained that another update will be provided towards the end of the year. He advised that this is therefore a partial update report of the top 50 where the data could be provided up to March of this year. Mr Vestri also informed the Committee that annual indicators have also been added into the report and that these are listed in appendix 2.

Mr Vestri highlighted some of the key indicators from the report including the 3 indicators of quality and inequality. He advised that child poverty is up slightly in the latest report received but stated that it was worth noting that the figure is still below the Scottish average. Mr Vestri also highlighted the 2 indicators relating to climate change and explained that these are new indicators and they do not have targets for them yet. Hanna Lundstrom, Sustainability and Climate Change Officer, is working on targets and these will be available going forward. Other indicators mentioned by Mr Vestri were the growing our economy indicators and it was noted that these are being reviewed and new indicators will be developed as the new economic strategy is adopted. Growing people indicators were also commented on with a slight improvement in the number of young people receiving after care and Mr Vestri noted that this was below target. Mr Vestri informed the Committee of a new indicator on the number of referrals going through single point of access, it was highlighted that this needs further development. Mr Vestri stated that the growing communities indicator was worth noting and that the number of affordable housing completions has increased from last year. Another relatively new indicator mentioned by Mr Vestri was the number of online transactions completed and he advised that this is a new development where targets will increase as more and more services become available through the online portal. The final indicator highlighted by Mr Vestri was that the percentage of income due from council tax was on target. Mr Vestri commented on how this was a very successful year particularly considering the cost of living and the impact of COVID.

Of the annual indicators Mr Vestri reported that the percentage of dwellings meeting Scottish Housing Quality Standard had increased. He also highlighted a new annual indicator of Connected Communities activity and volunteering and informed the Committee of a new Community Learning and Development Strategy which in place, part of which is to increase volunteering.

Councillor Findlay asked about the number of year-end non-compliant fire safety and licensing installations and stated that he sits on the Licensing sub Committee where they are very strict with private landlords. He asked for reassurance that East Lothian Council would be compliant very soon. Paul Grant, Service Manager – Property maintenance, thanked Councillor Findlay for the question and confirmed that he could give reassurance about the council stock. Mr Grant explained that in 2021 the regulator had included interlinked smoked detectors into the Scottish Housing Quality Standards (SHQS) and that due to issues accessing properties during the pandemic the SHQS levels declined significantly for East Lothian Council along with peer authorities. Mr Grant informed the Committee that they have now recommenced compulsory access arrangements where access can be ultimately forced to carry out necessary works. He advised that by the end of the month he fully expects that all properties will be compliant

Councillor Gilbert commented on the section headed Improve the Condition, Energy Efficiency And Management Of Housing Stock but noted that there is no mention of energy efficiency in the results in the report. He asked if it would be possible to have an indicator to show what percentage of housing stock meets energy efficiency standards and queried whether this should be shown under climate change. Paolo Vestri informed the Committee that this is a general heading in relation to housing stock and stated that he was not aware of a specific indicator of energy efficiency. Mr Vestri advised he will look at it for the future. Mr Grant

commented that there are various methods that could be used to show energy efficiency standards and confirmed that he would be happy to go away and report on the figure as he did not have answer to hand.

In response Councillor McIntosh pointed out that there is mention in the report of the percentage of homes that are energy efficient. She advised that it currently stands at 90.9% and that the target is 100%. Councillor McIntosh commented that she agreed with Councillor Gilbert but advised that she would prefer that the targets to be kept under the service headings. She explained that she believes that all service areas should know what the targets are and stated that it is not just the responsibility of the Sustainability and Climate Change Officer.

In response to a question from Councillor Jardine on whether when the first indicators talks about average income this is local or national income Mr Vestri confirmed that it was a national average.

Replying to Councillor Jardine request for additional information on the apparent reduced success rates of employability programmes Alison Hood, Team Manager Education and Employability, confirmed there was a significant increase in those attending against the number getting a job. Ms Hood stated that the participation versus outcome was a factor for her and also noted that there have been funding changes with some funding ending. She went on to explain that it takes longer to support people with multiple barriers into appropriate destinations.

Mr Grant responded to a question from Councillor Jardine on housing quality standards and whether we would ever meet the 100% target and if so what the timescale was. Mr Grant advised that we would not reach the 100% target and that he believed we never should. He explained that the SHQS is a repairing standard and that any property can fail at any time. Mr Grant advised that the underlying figure is around 99% but that they are endeavouring to increase that. Mr Grant concluded that we will always be somewhere upwards of 99% but never 100%.

Councillor Jardine asked about anti-social behaviour cases and questioned what has led to the improved performance she also requested a rough idea of the figures involved. Sharon Saunders, Head of Communities and Partnerships, responded by advising that she had no data to hand but that the Police, Fire and Safety Committee Meeting would be held soon and that the police and the community team report on activity and the nature and volume of cases. Ms Saunders confirmed that she would be happy to supply the information after the meeting and that the papers for the meeting would be in the public domain soon.

Councillor McIntosh commented that she had noticed a lot of welcome progress with the substantial increases in adults and children taking part in the connect communities activities. She also made comment on the bus routes and there being the same number of routes and journeys. She noted however that she knew that Lothian are introducing changes and that some people will have their journeys disrupted, having to take 2 buses instead of 1. Councillor McIntosh advised that she did not feel that the measure captures how people who take buses feel or the disruption caused.

Tom Reid, Head of Infrastructure, responded by explaining that the pandemic had put significant pressure on private bus companies. He commented on the achievement of keeping some routes running and the huge amount of work going into maintaining service provision but stated that he understood the concerns and that he was happy to work offline where individuals are effected.

Sharon Saunders informed the Committee that she had checked and the Police, Fire and Safety Committee Meeting would be held on 21 June. She further advised that the papers for this meeting should already be in the public domain.

In response to Councillor McIntosh's comment about bus routes and how the indicators impact on communities Councillor Jardine reminded members that the Top 50 indicators are reviewed regularly and that they do have the opportunity to select things that make more sense of what it is like to live in East Lothian.

## **Decision**

The Committee agreed to note the report

## **4. LOCAL GOVERNMENT BENCHMARKING FRAMEWORK 2021/22**

A report was submitted by the Executive Director for Place to present the Local Government Benchmarking Framework 2021 - 22 to the Committee. The report was presented by Mr Paolo Vestri, Service Manager – Policy, Improvement and Partnerships, who advised that this is an annual report and that it is always a year out of date. Mr Vestri explained that the report relates to data from 2021 – 22 and covers 9 service areas. He commented that the framework has evolved over time and that it started with 50 indicators and it now has over 100 and that new indicators had been added this year relating to corporate issues. He advised that it was worth remembering that 21 – 22 was the second year of the pandemic and highlighted that the Scottish Qualifications Authority's external assessment of coursework impacted on the results reported. He commented that there was a need to be careful when looking at the results and making comparisons.

As well as producing the data Mr Vestri Informed the Committee that the improvement service provided a very detail report, this report is available using the link provided. Mr Vestri noted that this report highlights a lot of the key issues in the background that impact on the performance indicators. He stated that COVID had been a big impact but also noted that some services had their budgets protected while some did not and therefore they show a reduction in spending over the last few years. Mr Vestri advised the Committee that care needed to be taken Interpreting the data especially in relation to costs where low costs are seen as better and ranked as 1 but other services performance / satisfaction ranked as 1 means you are the best. He also advise the Committee that there was a lot of comparable data with other local authorities.

Mr Vestri advised that in relation to performance for 2021 – 2022 compared to last year a table in the report shows the number of indictors that have improved, remained the same and declined. He stated that the report also highlights the number of indicators where there was a marker improvement, such as the cost of collecting council tax. Mr Vestri informed the Committee that he was happy to answer any questions and noted that during the pre-meeting it was agreed that due to the complexity of the indicators it would be useful to the give the members a briefing to provide more detail than could be covered during the Committee. Mr Vestri confirmed that this will take place at the end of November or beginning of December.

In response to a request from Councillor Jardine for some context around the cost per primary school pupil in particular which she commented seems to be below the national average Nicola McDowell, Head of Education, advised she would need to come back with a response

Sarah Fortune, Executive Director of Resources, advised that in broad terms this was linked to the fact that the number of pupils in all classes is maximised and that there is one of the highest teacher / pupil ratios and noted that they are as efficient as they can be. Ms Fortune concluded that she is happy for Ms McDowell and the team to work with finance and to come back to the Committee with more detail.

Councillor McIntosh commented that she would not see low cost as a good thing in itself. She continued by saying that she would see it as investment and not a cost although noted that she realised in terms of a budgets it is a cost. Councillor McIntosh requested clarification on whether being ranked first meant East Lothian are the lowest in Scotland as she would find this of concern. Mr Vestri confirmed this to be the case but said that the satisfaction and performance indicators should also be looked at.

Councillor Jardine commented that the limited number of questions on this item highlighted the need for members to have a briefing so that they have a better understanding of how the report works.

### **Decision**

The Committee agreed to note the report.

## **5. CUSTOMER FEEDBACK REPORTING 2022/23**

A report was submitted by the Executive Director for Place to present the Customer Feedback Report to the Committee. The report was presented by Mr Carlo Grilli, Service Manager – Governance, who advised that the report sets out the use of council complaints handling procedure for 2022-23. Mr Grilli informed the Committee that after last years' PPRC and members feedback around education this has now included, in particular around additional support needs complaints. Mr Grilli highlighted that property maintenance received 48% of all stage 1 complaints and that the key theme were around communication, particularly not keeping tenants updated together with overall repair times. He also highlighted customer services who received 51 compliments, which is 20% of all compliments received whilst at the same time complaints remained low. Mr Grilli explained that this was attributed to dealing with complaints quickly by offering solutions to customers' satisfaction.

Mr Grilli asked that Members note the report and consider areas for further consideration.

Councillor Jardine asked whether a response rate of 18 out of 129 customer satisfaction surveys was seen as a particularly low return rate, and whether there was a trend for those who on completion had their complaints upheld and those who did not. Mr Grilli acknowledged that it was not the best return rate and advised that it has been slightly higher previously. He commented that it was difficult to get people to come back and complete the surveys. In response to Councillor Jardine's query about the difference in response rate from those who did and did not have their complaint upheld Mr Grilli advised he would have to come back to provide the information.

Councillor Jardine commented on how the complaint handling process continues to capture important data and stated that she feels it is important to highlight the importance of promoting the complaint process as a positive opportunity to learn and improve. She noted that when complaints are picked up and resolved it was good to see lessons learned and stated that she hopes seeing this in a report gives people confidence in the complaints process.

### **Decision**

The Committee agreed to note the report.

## **6. FOSTERING UPDATE REPORT**

A report was submitted by the Executive Director of Education and Children's Services to present the Fostering Update Report. Lindsey Byrne, Head of Children's Services and Chief Social Work Officer, presented the report and started by saying that they are very proud of the

services provided. She advised that foster carers are supported by a dedicated fostering team, have their own social worker, can access training and development opportunities and that carers support groups are held. She highlighted a national decline in the number of foster carers and stated that they are not able to maintain the number of experienced and skilled carers as many are moving towards retirement. Ms Byrne reported that as many local authorities are facing similar issues there is scope for a national or area based approach to foster caring to be considered as it would reduce competition between authorities trying to recruit from the same pool of people, this will be carried forward at national forums to see if there is support for this model. Ms Byrne commented that children's services are working hard but that there are still children and young people who are in need of a foster care place. This has led to there being no choice but to use independent agencies which means that the children / young people have to move out of the area. Ms Byrne advised that the report set out three areas to be considered. Firstly how carers are supported especially out of normal office hours and whether a more flexible system needs to be put in place, secondly how to attract new people as they are competing with larger authorities who have marketing budgets and finally foster carer fees which Ms Byrne advised it has been agreed to review. Ms Byrne concluded by emphasising the importance of the service and stating that she welcomed a chance to review and modernise the service.

Councillor McIntosh noted that the Council has 30 foster carers approved to take 2 siblings and asked what happens if there are 3 or more siblings. Ms Byrne advised that it is a priority for them to always try to keep siblings together. She explained that they would seek an amendment to a foster carers' registration to enable them to take more. She did note however that they do have to sometimes separate siblings particularly large family groups.

In response to a question from Councillor McIntosh about how many children need to move school when external agencies are used Ms Byrne advised that she did not have the figure but that she could provide the information at a later date.

Councillor McIntosh stated that she had seen posters relating to the recruitment of foster cares and asked if existing foster carers were involved in the process to encourage people to apply. Ms Byrne confirmed that they are involved and have previously created videos. She further commented that word of mouth is a strong way of recruiting and that refer a friend schemes where there is a financial payment and peer buddy systems to support new foster carers are all used.

Councillor Gilbert questioned the cost of using external agencies and asked about the difference in cost between East Lothian placements and external agency costs. He noted that this may be a question to be answered off line. Ms Byrne informed the Committee that external placement usually cost 1.5 times as much as East Lothian placements as admin costs need to be included for external agencies. She commented that this was not the best use of money and that it would not be used if they had the choice.

In response to a question from Councillor Gilbert about whether this extra cost for external agencies was being taken into account during the fee review Ms Byrne advised that they would not see an instant saving as they would not terminate placements immediately.

Councillor Jardine asked for information about the training and support provided for foster carers and whether there is any monitoring of this and the number of hours accessed. In response Ms Byrne explained that every foster carer has a training and development passport and that they are encouraged to keep track of their own training and development. She also advised that the individual social workers would have an overview of what the foster carers have done.

Councillor Jardine asked for an explanation of the 2 systems of payment for foster carers and asked for the rationale behind this. Ms Byrne informed the committee that existing carers were



given the choice when the new system was introduced and that moving forward the aim would be to have 1 system. Councillor Jardine asked if the decision the foster carers made on the payment system was due to them being self-employed and Ms Byrne confirmed that foster carers at the time chose the system that was best for them. She also stated that it is time to review the payment systems.

In response to a comment from Councillor Jardine about the number of foster care enquiries Ms Byrne advised that it would be helpful to see the people who have made an enquiry but have not moved onto the assessment stage. She further informed the Committee that it is said that you need to have 100 enquiries in order to get 5 new foster carers and this is not unique to East Lothian.

Councillor McIntosh stated that she welcomed where the Council is going with this report and commented on the importance of paying fairly. She also commented that it was great to see the work that is going into foster care and that the issues are not just East Lothian issues.

Councillor Jardine thanked Officers for the report, she also expressed thanks to the foster carers and commented that the value that carers make cannot be underestimated.

## **Decision**

The Committee agreed to note the update.

## **7. LANDLORD PERFORMANCE REPORT**

A report was submitted by the Executive Director for Place to present the Landlord Performance Report to the Committee. The report was presented by Wendy McGuire, Head of Housing. Ms McGuire started by making comment that she did not believe that the full Landlord Performance Report had been to Committee previously and noted the importance of the report as it gives a much fuller picture of how the service is performing. She continued by advising that she hoped that the report would provide re assurance that the service is actually doing well even though it receives one of the highest levels of complaints. The report provides information on performance in meeting key social housing charter outcomes. She requested that it be noted that there was a lag in the report as it was for the period 01 April 2021 to 31 March 2022. The Scottish Housing Charter sets out standards that the council should be achieving and also highlights aspect of the service which are working well and areas to improve.

Ms McGuire informed the Committee that the Council is required to submit an annual return to the Scottish Housing Regulator and that this is one of a range of requirements which also includes carrying out a customer satisfaction survey of tenants at least once every 3 year. She advised that Landlord Performance Report was required as part of an annual assurance statement to the regulator and that they are required to have the tenants involved in the development of the landlord report. In order to do this Ms McGuire advised that they work in partnership with East Lothian tenants and residents panel to produce the report and that they are seen as an exemplar in this regard. Ms McGuire listed some of the key performance measures in particular rent and value for money and the decision to not apply a rent increase due to the financial pressures on tenants and also rent collection including former tenant arrears during the challenging time. She informed the Committee that although there was a higher void rent loss associated with turnaround times this was not dissimilar to the national picture and that the void rent loss was below the Scottish average although re-let times are slightly about the national average. Ms McGuire advised that East Lothian has one of the best tenancy sustainment rates in the country but noted that a consequence of this was the number of properties that become available is very low. It was noted by Ms McGuire that the average response time for emergency repairs was 3.89hrs against the Scottish average of 4.16hrs.

She further noted that for non-emergency repairs there was a 20 day turnaround and the average was 9.82 days against the Scottish average of 8.7 days. Reference was made by Ms McGuire to the overall satisfaction with repairs of 90.39% whilst the Scottish average was 88%. Ms McGuire provided context for the comments by stating that just under 1,700 emergency repairs and around 21,000 were carried and a satisfaction rate of 90.39% was good. Ms McGuire then moved onto commenting on housing options and homelessness and stated that this was a hugely challenging area. She noted that they are working collectively across the region with Scottish Government to find a way to help with some of the challenges. In terms of context Ms McGuire advised that there are around 9,000 properties and they have 3,700 on the waiting list. The tenancy sustainment rate is 94% and there are 60 homeless applications per month although it has been slightly higher this year. She explained that allocating all the turnover properties to homeless allocations would not meet the need.

Ms McGuire commented that although there was room for improvement she hoped the Committee was reassured that performance is really good and they are doing really well in comparison to some of their peers. Really important to note the challenges of the last two years particularly the impact COVID on the service and trying to catch up on repairs in addition to trying to meet some of the energy efficiency and climate change challenges. She also highlighted the impact of the construction sector and the increase in demand and cost for materials and shortages of labour which affects the Councils delivery of affordable housing. She concluded by noting the hard work and commitment of the team in ensuring the service are ran as smoothly as possible.

In response to a request from Councillor Jardine Councillor Jardine about a need to understand the timeline from submitting information to the regulator Ms McGuire advised that the timeline is 31 October and commented that she would aim to provide as up to date a report as possible.

Councillor Jardine commented on the amount of detail in the report and the extent to which they can be assured that tenants are getting a good quality service. She congratulated the team for continuing to provide really well.

## **8. WORK PROGRAMME – SESSION 2023/24**

Mr Paolo Vestri, Service Manager – Policy, Improvement and Partnerships, advised that there was a PPRC Committee meeting in December and stated that it may be possible to bring the 2022 – 23 Landlord Report to that meeting.

He highlighted other updates as the Local Government Benchmarking Framework Report for 2022 – 23 and commented that they would try to bring this report to either the March or June meeting next year depending on when the report is published by the Improvement Service. He noted a report to be added in for the June meeting as the Top 50 Annual indicators and also the Customer Feedback report for 2023 – 24.

Mr Vestri enquired from the members if they would like any additional reports to come to the Committee.

Councillor McIntosh requested information the use of Glyphosate in the County and stated that she has had conversations with officers and was aware of an effort to reduce its' use. She stated that she felt it would be useful to get a report that the public could see details such as how much is used, is it being reduced and what is our policy on its' use. Tom Reid, Head of Infrastructure, advised that he would look at this off line. He highlighted that they were short of resources at this time as it is peak period for amenities and asked if the Committee could bear with him.

In response to Mr Reid’s comments Councillor Jardine stated that they did not want to overburden any particular teams and that they recognised seasonal pressures.

Councillor Jardine commented that since MPF4 was passed through parliament principles of it have been applied and she would like to see how we are bridging the time the between MPF4 and LDB2 so that they could see specific guidance for support for developers and how these elements have been interpreted and applied.

In response Lesley Brown stated that as Douglas Proudfoot, Executive Director for Place, was not at the Committee this would be taken for discussion on how it would form part of the work plan for the Committee.

**Decision**

The Committee agreed to note the work programme and the emerging reports under consideration as a result of the meeting of the PPRC.

Signed .....

Councillor Lyn Jardine  
Convener of the Policy and Performance Review Committee