

**Action Sheet**  
**PPRC – 2025/2026 Session**

Action ref.	Meeting Date	Action Number and title	Action(s) Agreed	Action Owner(s)	Target Completion Date	Actual Completion Date	Comments/ Responses/ Additional Information
9*	19.09.24	4. East Lothian IJB Annual Performance Report 2023/24	<p>Councillor McIntosh requested that the percentage of positive experiences at GP practices be broken down by ward.</p> <p><b><u>* Carried forward from 2024/25 Action Note</u></b></p>	Fiona Wilson	N/A		<p>12.06.25 - This data is generated from the Health and Care Experience Survey (HACE) and is available at General Practice and GP Cluster level (though not at Ward level). The data is publicly available and can be filtered / viewed via this link:</p> <p><a href="#">HACE Survey 2024 – Publications – Public Health Scotland</a></p> <p>When considering the data, the relatively small number of responses per General Practice should be borne in mind (further information on the HACE survey methodology can be found <a href="#">here</a>).</p> <p>Claire Goodwin offered to meet with Councillor</p>

							<p>McIntosh to discuss if required.</p> <p>12.06.25 – Fiona Wilson advised at the PPRC that GP practices are independent businesses and hold their own data.</p> <p><b>Recommended for closure</b></p>
<b>25/01</b>	12.06.25	<b>3. 1140 Hours</b>	Councillor Gilbert requested detail on the % of parents taking up the 1140 hours.	Alison Cameron	N/A	11.09.25	<p>Information e-mailed to Cllr Findlay</p> <p><b>Recommended for closure</b></p>
<b>25/02</b>	12.06.25	<b>3. 1140 Hours</b>	Councillor Yorkston requested details of onboarding procedures and processes and the focus on national standards.	Alison Cameron	N/A	10.09.25	<p>Information e-mailed to Cllr Yorkston</p> <p><b>Recommended for closure</b></p>
<b>25/03</b>	12.06.25	<b>3. 1140 Hours</b>	Councillor Jardine requested confirmation that funding is in line with previous funding.	Ellie Dunnet	N/A	09.09.25	<p>Information e-mailed to Cllr Jardine</p> <p><b>Recommended for closure</b></p>
<b>25/04</b>	12.06.25	<b>5. Local Government Benchmarking Framework</b>  (Presented as item 4)	Councillor Menzies requested a rough mapping of the areas with the highest increases in town vacancies.	Elaine Carmichael	N/A	03.09.25	<p>Circulated to Members by e-mail</p> <p><b>Recommended for closure</b></p>

<b>25/05</b>	12.06.25	<b>4. Q4 2024/25 Performance Indicators</b> (Presented as item 5)	Councillor Menzies requested details on where jobs are being created and where businesses are being supported to start up.	Elaine Carmichael	N/A	03.09.25	Circulated to Members by e-mail  <b>Recommended for closure</b>
<b>25/06</b>	12.06.25	<b>4. Q4 2024/25 Performance Indicators</b>  (Presented as item 5)	Councillor Gilbert requested detail on the factors that contributed to the 10% drop in homelessness applications.	Wendy McGuire	N/A		The 10% decrease in homeless applications is mainly a result of things settling down a bit post covid. The past few 'post covid' years presentations have been high due to various reasons e.g. cost of living crisis, end of eviction protections, suspension of local connection etc. We are returning to an almost 'pre covid' level but as I said, we are monitoring very closely as we are still running higher than earlier years and continuing to see an increase in presentations as a result of the changes to local connection.  <b>Recommended for closure</b>
<b>25/07</b>	12.06.25	<b>6. Customer Feedback Reporting 2024/25</b>	Councillor Gilbert requested information on any departments who are under particular pressure responding to stage 1 complaints.	Carlo Grilli	N/A		10.09.25 – From Customer Feedback & FOI Team: Our highest contact areas are Housing, Property Maintenance, Adult Wellbeing and Environmental

							<p>Services. They have all seen a slight decrease in compliance with the 5-day deadline for Stage 1 responses this reporting year. Other areas, such as Education, have seen an improvement in timescale compliance at Stage 1.</p> <p>Recommended for closure</p>
25/08	12.06.25	6. Customer Feedback Reporting 2024/25	Councillor Gilbert requested detail on efficiencies and measurable impacts resulting from the online portal and information on whether customers are using the online portal more than other methods.	Carlo Grilli	N/A		<p>10.09.25 – From Customer Feedback &amp; FOI Team: The Governance Service does not currently have a method of measuring efficiencies due to the online Customer Portal. This would require further work with IT Services. We can report that customers are using the portal daily, and the Contact Centre also logs customer complaints via the portal. We also continue to receive complaints via email and telephone on a regular basis.</p> <p>Recommended for closure</p>