



NOTICE OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

TUESDAY 25 SEPTEMBER 2012, 10am
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. Election of a Depute Convener
2. East Lothian Council Annual Performance Report
http://www.eastlothian.gov.uk/meetings/meeting/5239/east_lothian_council
Report by Executive Director (Support Services)
3. Q1 Performance Indicators: Lines of Enquiry
Verbal Report by Executive Director (Support Services)
 - Proportion of Council House Repairs completed within target time
 - Proportion of Calls answered at the Contact Centre
4. Social Work Complaints and Feedback Annual Report 2011-2012
Report by Executive Director (Support Services)(**pages 1-12**)
5. Customer Feedback
Report by Executive Director (Support Services) (**pages 13-28**)
6. Review of Annual Work Programme
Report by Executive Director (Support Services) (**pages 29-34**)

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

13 September 2012