



NOTICE OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

**WEDNESDAY 12 JUNE 2019, 10.00am
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, 27 February 2019 **(pages 1-10)**
2. 2018/19 Q4 and 2018/19 Annual Performance Report – Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 11-34)**
3. East Lothian Council Customer Contact Centre – Report by the Depute Chief Executive (Partnerships and Community Services) **(pages 35-48)**
4. Customer Feedback Annual Report 2018/19 – Report by the Depute Chief Executive (Resources and People Services) **(pages 49-66)**
5. Work Programme Update (*incorporating agenda setting for October 2019 PPRC*) **(page 67)**

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

5 June 2019