
6. Use of resources to improve outcomes

Public sector bodies need to make best use of their resources to meet stated outcomes and improvement objectives, through effective planning and working with strategic partners and communities.

Conclusions

West Lothian Council has an effective performance management framework in place. The council's 2023/24 performance measures were aligned to key priorities and outcomes and there is regular performance reporting to elected members.

Satisfactory arrangements are in place for the preparation and publication of Statutory performance information (SPIs).

Performance management arrangements provide a sound base for improvement

86. The [Best Value: Revised Statutory Guidance 2020](#) sets out that councils should be able to demonstrate a trend of improvement over time in delivering its strategic priorities. The guidance also sets out that performance management arrangements should be in place to promote the effective use of the local authority's resource, which includes effective performance reporting.

87. We identified that the council has an established performance management framework that managers and councillors clearly understand, and that this provides a sound base for improvement. These arrangements include self-assessment, benchmarking, use of feedback to improve services, public performance reporting and regular scrutiny of performance reports.

88. The council publishes performance information on its '[Council Performance](#)' website which allows comparison of performance information over time. It includes:

- Council's service and public performance reporting
- Local Government Benchmarking Framework (LGBF), and
- Factfile, which provides an overview of key council activities.