



Livingston North Local Area Committee

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

8 March 2019

A meeting of the **Livingston North Local Area Committee** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Friday 15 March 2019** at **9:30am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm Draft Minutes of Meeting of Livingston North Local Area Committee held on Monday 21 January 2019 (herewith).
5. Livingston North Local Area Committee Police Scotland Report - Report by PC John McLean (herewith).
6. Livingston North Multi-Member Ward Performance - Report by Scottish Fire and Rescue Service (herewith).
7. Carmondean Ability Centre/Carmondean Connected Co-Location - Report by Interim Head of Social Policy and Interim Head of Housing Customer and Building Services (herewith).

DATA LABEL: Public

8. Advice Shop Service Update - Report by Head of Finance and Property Services (herewith).
9. Community Regeneration Update - Report by Head of Planning, Economic Development and Regeneration (herewith).
10. Timetable of Meetings (herewith).
11. Workplan (herewith).

NOTE **For further information please contact Eileen Rollo on 01506 281621 or email eileen.rollo@westlothian.gov.uk**

MINUTE of MEETING of the LIVINGSTON NORTH LOCAL AREA COMMITTEE held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 21 JANUARY 2019.

Present – Councillors Dom McGuire (Chair), Alison Adamson, Robert De Bold, Andrew Miller

In Attendance

Jim Jack, Lead Officer, West Lothian Council
Sandy Ross, Area Housing Manager, West Lothian Council
David Cullen, Operational Services, West Lothian Council
Scott McKillop, Regeneration Officer, West Lothian Council
Brian Johnston, Livingston Village Community Council
Jill Parton, Carmondean Community Council
Steve Egan, Eliburn Community Council
Julie Henderson, Knightsridge Community Council

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The Committee confirmed the Minute of its meeting held on 8 November 2019 as a correct record subject to the following amendment:-

That a commitment had been made to try and bring a report on the Ability Centre and Carmondean Library to the next scheduled meeting of the Local Area Committee.

Matters Arising

It was also noted that an explanation was requested on the effect that any reduction in funds would have on the Ability Centre and Carmondean Library.

3. HOUSING, CUSTOMER AND BUILDING SERVICES

The Committee considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an overview of the service activities within the ward.

The report examined property void and let performance for both mainstream tenancies and temporary tenancies.

In relation to rent arrears, the ward position for Q3 of 2018/19 was £333,795. This was an increase of £89,933 on the previous year's position.

Rent arrears continued to be a weekly priority task for the team and would

continue to work with all tenants in offering support, advice and assistance.

The report provided a table showing the sites in the ward which were included in the New Build Council Housing Programme, together with information on site start dates and completion dates.

In relation to new build at Deans South a number of questions were asked with regard to the current status, completion dates and if there was likely to be compulsory purchase orders.

The report then went on to provide details of service activity in relation to Tenant Participation and the Safer Neighbourhood Team.

The Local Area Committee was asked to note Housing, Customer and Building Service activity as detailed in the ward report for the period 1 October 2018 to 31 December 2018.

Decision

To note the terms of the report and that officers would provide elected members with the information requested in relation to Deans South.

4. COMMUNITY REGENERATION UPDATE

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration providing an update on progress towards developing a regeneration plan within the ward and other related activities.

The report recalled that the Regeneration Framework which was approved by Council Executive in February 2014 contained a commitment to develop regeneration plans in key areas of deprivation in West Lothian. Eight regeneration areas had been identified based on data zones within the bottom 20% of the Scottish Index of Multiple Deprivation. One of the identified areas was Livingston Central, which covered the communities of Knightsridge, Ladywell and Dedridge.

The first version of the Regeneration plan had been developed and agreed by the Knightsridge Regeneration Group and was attached to the report as Appendix A. The plan was structured around three priorities which had emerged after consultation with residents

An update on the Vennie and a number of other initiatives were presented in the report, including the Young Philanthropists Initiative, Knightsridge Food Outlet, Knightsridge Activities Survey, Community Learning and Development, Environmental Visual Audit (EVA) Logan Way Common Area and Railway Line Verge.

Councillor Miller commented that he was disappointed to see that the cut in budget was not based on analysis but was made on a more general approach.

It was recommended that the Local Area Committee note:-

1. An update on the local regeneration group from Knightsridge area;
2. An update on activities at the Vennie, in particular, their launch of the Knightsridge Food Outlet and their application to the West Lothian Voluntary Sector Fund; and
3. Update on the other local projects and activities in the Knightsridge area which contributed towards regeneration efforts.

Decision

To note the terms of the report.

5. SERVICE UPDATE - OPERATIONAL SERVICES

The committee considered a report (copies of which had been circulated) by the Head of Operational Services appraising members of the Operational Services activities for Livingston North from 1 October 2018 to 30 November 2018.

The report contained statistical information in relation to Grounds Maintenance Enquiries and Cleaner Communities Enquiries, Enforcement Action, Parks and Woodland enquiries, Open Space Capital Programme, Roads and Transportation Service and Waste Services

With regard to enforcement action, officers had dealt with abandoned vehicles, fly tipping enquiries information was also provided on the fly tipping prosecution process.

Officers had also dealt with various environmental issues and participated around the Knightsridge and Deans areas and facilitated clean ups requested by Livingston United Parish Church around Fells Rigg. Officers had also engaged in partnership working with various agencies such as Police Scotland, Housing Associations, Woodlands Trust Scotland, Forestry Commission, WLC Countryside Rangers, WLC Housing and WLC Waste services on a range of issues.

In total, 32 Parks and Woodland related enquiries had been received during the reporting period, of which 10 were inspected but generated no works, while 10 enquiries had generated works instructions to programme.

Routine road maintenance and repair work was progressing as scheduled in Livingston North. During the reporting period, 55 enquiries from residents had been received.

It was noted that during the reporting period waste services had received and dealt with 717 enquiries from residents.

It was recommended that the Local Area Committee:

1. Note the work carried out by the service within the local area; and
2. Advise of any areas that require further information or investigation.

A number of issues were raised in relation to street lighting, late bin collections over the festive period, safety barriers at Knightsridge underpass and the cleaning of the area around the bottlebank sited on Network Rail land.

It was noted that the officer undertook to look into the issues that were raised.

Decision

To note the contents of the report.

6. WORKPLAN

A copy of the workplan had been circulated for information. There was a request for the following items of business to be included on the workplan.

- Review of the siting of Grit Bins
- Open Space and Land Ownership at Eliburn Road

While it was acknowledged that a report on the Ability Centre and Carmondean Library was not at a stage where it could be presented to the next meeting of the Local Area Committee it was requested that a report on the current status be reported to the next meeting.

The Lead Officer undertook to request a report on the current status of the Ability Centre and Carmondean Library.

Decision

To agree that the additional items of business were added to the workplan and to note that the Lead Officer would request a report on the current status of the Ability Centre and Carmondean Library.



LIVINGSTON NORTH LOCAL AREA COMMITTEE

REPORT BY PC John McLean

A. PURPOSE OF REPORT

The purpose of this report is to provide the Local Area Committee with an update on performance, activities and issues across the Ward for the period up to 18th February 2019.

B. RECOMMENDATION

It is recommended that the Local Area Committee notes the content of the report.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; and working in partnership
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Performance relative to the Year Average; set out in the report.
V	Relevance to Single Outcome Agreement	We live our lives free from crime, disorder and danger; We take pride in a strong, fair and inclusive society
VI	Resources - (Financial, Staffing and Property)	None.
VII	Consideration at PDSP	None.
VIII	Other consultations	None.

D. TERMS OF REPORT

NATIONAL PRIORITIES – DELIVERED LOCALLY

Based on our assessment of national priorities, the following have been identified for tailed action for the communities of West Lothian:

- Violence, Disorder and Antisocial Behaviour
- Protecting the Public
- Road safety and Road Crime
- Serious Organised Crime and Terrorism
- Major Events and Threats
- Benefits of Reform
- Public Confidence

WEST LOTHIAN PRIORTIES

The community priorities identified for West Lothian through our Community Planning Partnership are:

- Protecting People
- Reducing Antisocial Behaviour
- Reducing Violence
- Tackling Substance Misuse
- Making our Roads Safer
- Tackling Serious Organised Crime

COMMUNITY ENGAGEMENT PRIORTIES

Livingston North

- Reducing antisocial behaviour
- Making our roads safer
- Tackling substance misuse

1/ PERFORMANCE

There is currently no partnership analyst in the Community Safety Unit and therefore there is no access to the previously provided statistics.

Police Scotland official West Lothian statistics can be found at (page 190 onwards)

<http://www.scotland.police.uk/assets/pdf/138327/232757/445136/Management-Info-Council-Area-Report-Q1-2018-19>

2/ LOCAL PRIORITIES

Antisocial Behaviour

Since the last LAC report there has been a slight increase of ASB including the traditional increase from Halloween and Bonfire Night and subsequent complaints from members of the public. This year, we had a partnership approach working with West Lothian Council, Scottish Fire and Rescue Service and Trading Standards and carried out additional high visibility patrols during this period.

We continue to deal with a number of problematic and lengthy neighbour's disputes and work closely with Safer Neighbourhood Team Officers and the respective Housing Associations. The escalation of antisocial behaviour linked to these individuals, have prompted urgent Adult Concern meetings in relation to vulnerable individuals to be carried out.

It should be noted that neighbours disputes account for a large percentage of ASB calls to police and can often take up considerable time and resources when dealing with.

There has been an increase of bins being stolen and set on fire particularly in the Knightsridge area. We are working closely with the schools and the fire service and will carry out additional patrol and intervention work.

Making Our Roads Safer

There has been an increase in the number of complaints received from schools and members of the public regarding inappropriate/dangerous parking in and around schools.

This is extremely difficult to police on a daily basis and schools are continuing to be directed towards the Parksmart Scheme, operated by West Lothian Council. The schools have access to the relevant materials however should there be any issues, the contact within West Lothian Council is Karen McCubbin Karen.McCubbin@westlothian.org.uk

There has been an increase in the number of complaints in relation to disabled parking and in particular, people parking in disabled bays without displayed a disabled badge. On a similar note, enquiries with West Lothian Council reveal that new designated disabled parking spaces do not immediately become enforceable as the legal process

invites challenges to the space which often mean lengthy delays before it becomes enforceable. This often causes confusion and frustration for members of the public.

Tackling substance misuse

Police continue to carry out intelligence led drug searches. We rely on information from the public to tackle this and anyone with information can contact Crimestoppers anonymously on 0800 555111.

Dishonesty

There has been a number of properties in the ward which have been subject to thefts by housebreaking. These incidents are part of a series being investigated by a CID led enquiry team. Residents have been encouraged through social media to take appropriate steps regarding their home security and to report any suspicious behaviour to police.

On a similar note, a 71 year old vulnerable female who resides alone had her bankcard and PIN stolen on Christmas Eve. The suspect has withdrawn money and purchased goods to the sum of £900. Extensive enquires by Livingston North Community Ward Officers led to a 47 year old male being arrested, charged and sent to prison for 9 months.

Drug Dealing and Misuse

Pro-active Crime Reduction Officers continue to make detections across West Lothian and have made a number of positive drug searches in recent months. These detections often stem from intelligence gleaned from the local community and members of the public are always encouraged to report suspicious activity so that police can continue to gather intelligence and disrupt those who deal and misuse drugs.

Carmondean, Deans, Knightsridge, Eliburn and Livingston Village

The community policing team are continuing to monitor the Carmondean, Deans, Knightsridge, Eliburn and Livingston Village areas, providing visibility, reassurance and engaging with residents and young persons, focusing on ASB taking place near to local shops.

3/ CONTACTS

Details of your Community Policing can be found at:

<https://www.scotland.police.uk/your-community/the-lothians-and-scottish-borders/west-lothian/livingston-north/>

Email: LothianScotBordersLACSUWest@Scotland.pnn.police.uk

You can also follow us on Twitter: @WestLothPolice



LIVINGSTON NORTH LOCAL AREA COMMITTEE

LIVINGSTON NORTH MULTI-MEMBER WARD PERFORMANCE REPORT

REPORT BY SCOTTISH FIRE AND RESCUE SERVICE

A. PURPOSE OF REPORT

To update the Livingston North Local Area Committee on the activity within Livingston North Multi-Member Ward for the period up to 31st December 2018.

B. RECOMMENDATION

That Committee Members are invited to note and provide comment on the Livingston North Multi-member Ward Performance Report.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Being honest, open and accountable• Focusing on our customers' needs• Making best use of our resources• Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Quarterly reports on the Multi-member Ward Operational Plans are being produced to ensure delivery of the Local Fire and Rescue Plan, which is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	WL CPP SOA Performance indicators.
V Relevance to Single Outcome Agreement	SOA1304_13 Number of deliberate fires per 100,000 population SOA1304_14 Number of accidental dwelling fires per 100,000 population.
VI Resources - (Financial, Staffing and Property)	The council contributes to directly and in partnership to the delivery of the Ward Plan
VII Consideration at PDSP	None
VIII Consultations	West Lothian Citizen's Panel Survey, July 2014.

D. TERMS OF REPORT

D.1 Background

Quarterly reports on the Multi-Member Ward Operational Plans have been produced by SFRS to ensure delivery of the Local Fire and Rescue Plan for West Lothian 2018, which is a requirement under the Police and Fire Reform (Scotland) Act 2012, Section 41E.

D.2 Scottish Fire and Rescue Service (SFRS) Livingston North Multi-member Ward Quarterly Report

Following the publication of the Livingston North Multi-member Ward Operational Plan, the Local Senior Officer for Falkirk and West Lothian has produced a Performance Report detailing activity against the key priorities.

The seven key priorities within the Livingston North Ward area are as follows:

Continuous Priority

- Local Risk Management and Preparedness.

High Priority

- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Unwanted Fire Alarm Signals

Medium Priority

- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non-Domestic Property
- Reduction in Casualties from Special Services (excluding RTC's).
- Reduction in RTC Fatalities and Casualties

E. CONCLUSION

The Livingston North Multi-member Ward Performance Report aligns to the key priorities of the Local Fire and Rescue Plan for West Lothian 2018, the West Lothian Strategic Assessment of Community Safety and continues with the excellent partnership working on Community Safety, which is evident in West Lothian.

F. BACKGROUND REFERENCES

None.

Lynne Gow

Station Manager, Scottish Fire and Rescue Service

February 2019

Appendix 1 - Livingston North Multi-Member Ward Performance Report



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

West Lothian Council Area

Ward Performance Report

Quarter 3 2018/19

Livingston North

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

Introduction

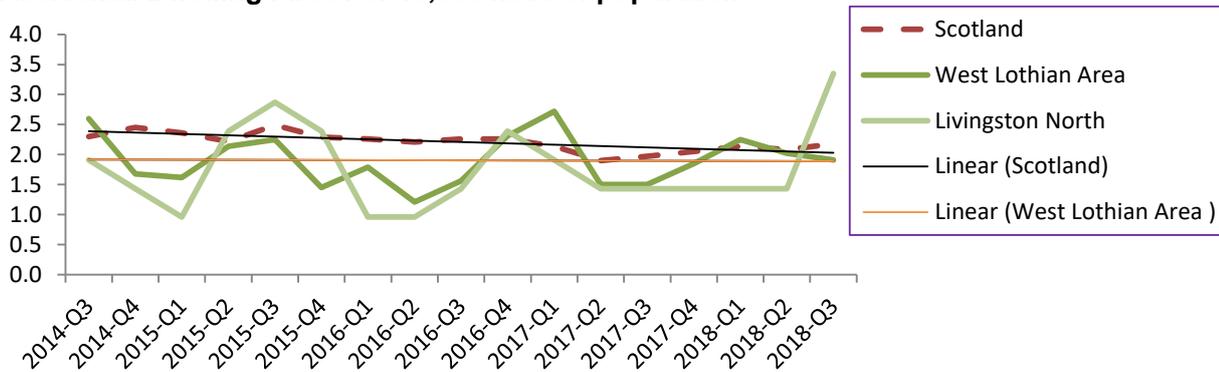
Welcome to the Scottish Fire and Rescue Service Ward Performance Report. This performance report is designed to provide citizens, stakeholders and partners with information relating to ward based activity undertaken by the Scottish Fire and Rescue Service.

In addition to historical ward based activity, this performance report provides information on the historic activity in the West Lothian Council area and Scotland. To allow benchmarking to be undertaken, the units of measurement in the performance graphs in the report are based on incidents/events per head of population.

Whilst using historic statistical benchmarking data, consideration must be taken of the somewhat random nature of fire related incidents and events, and how this can pose difficulties in interpreting emerging patterns and trends. This is of specific relevance where ward level data is analysed due to the relatively small number of actual incidents/events that occur in ward areas.

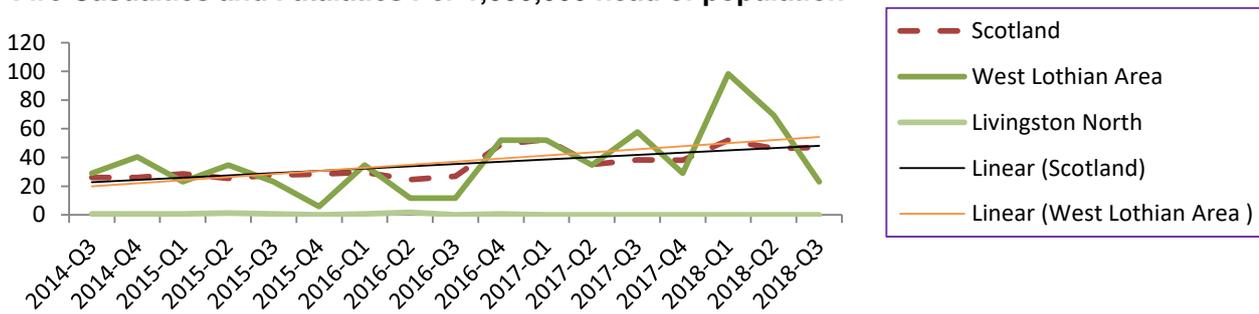
However, regardless of statistical anomalies, emerging patterns and trends in fire related incidents and events can assist the Scottish Fire and Rescue Service and Community Planning Partners plan and implement preventative intervention initiatives to target reducing fire related incidents and events.

Accidental Dwelling Fires Per 10,000 head of population



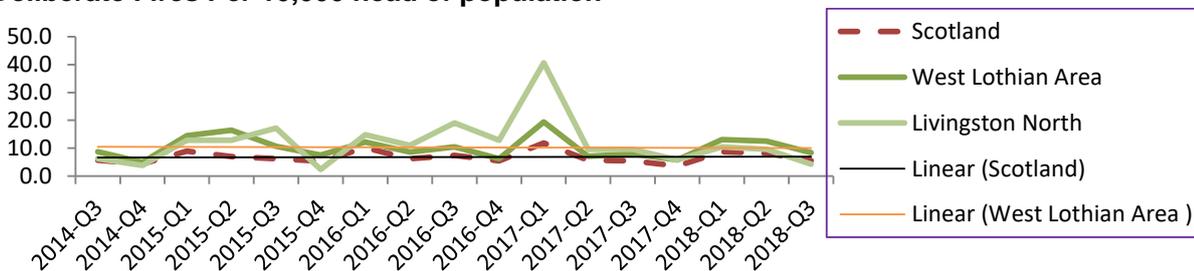
During the 2018-19 year to date reporting period SFRS have dealt with 7 accidental dwelling fires in comparison to 4 during 2017-18 year to date reporting period.

Fire Casualties and Fatalities Per 1,000,000 head of population



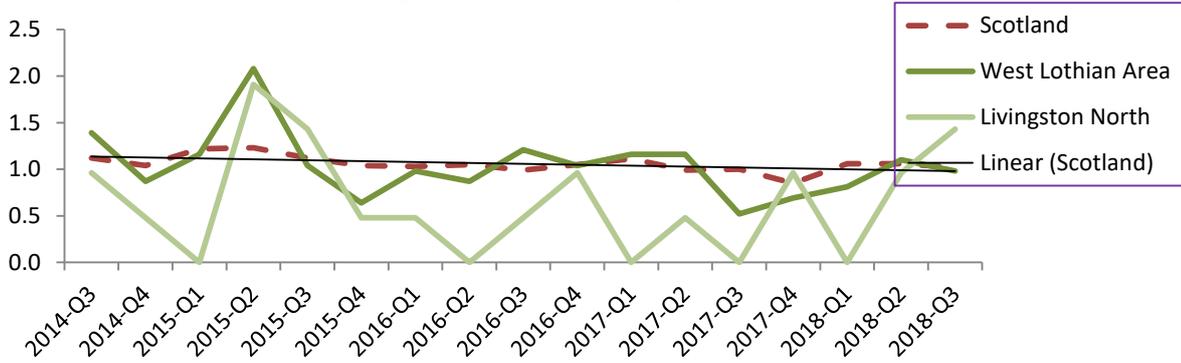
During the 2018-19 year to date reporting period SFRS have dealt with 0 Casualties and 1 Fatalities due to fire in comparison to 1 Casualties and 0 Fatalities during 2017-18 year to date reporting period.

Deliberate Fires Per 10,000 head of population



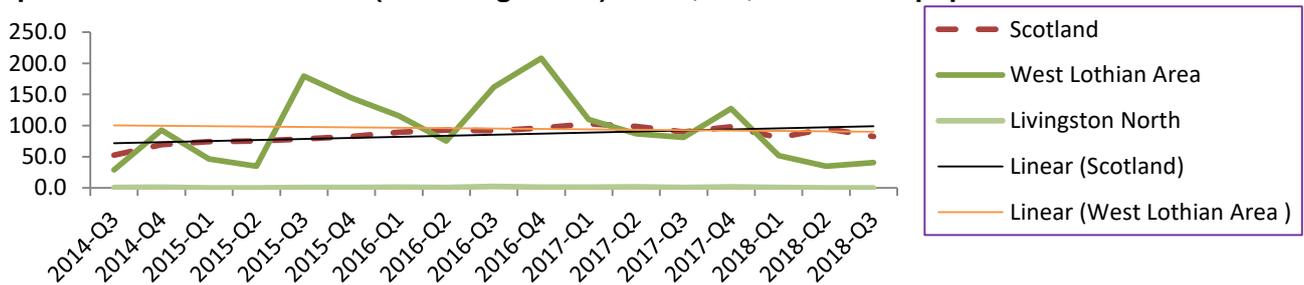
SFRS have dealt with 9 Deliberate fire incidents during 2018-19 year to date reporting period in comparison to 19 during 2017-18 year to date reporting period.

Fires In Non Domestic Property Per 10,000 head of population



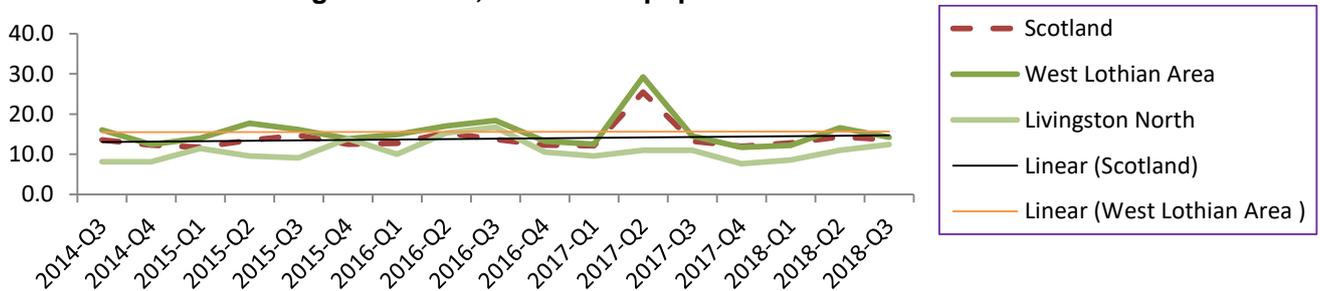
SFRS have dealt with 3 non domestic fires incident during 2018-19 year to date reporting period in comparison to 0 during 2017-18 year to date reporting period.

Special Services Casualties (excluding RTC's) Per 1,000,000 head of population



SFRS have dealt with 0 casualties from Special Services during 2018-19 year to date reporting period in comparison to 0 during 2017-18 year to date reporting period.

Unwanted Fire Alarm Signals Per 10,000 head of population

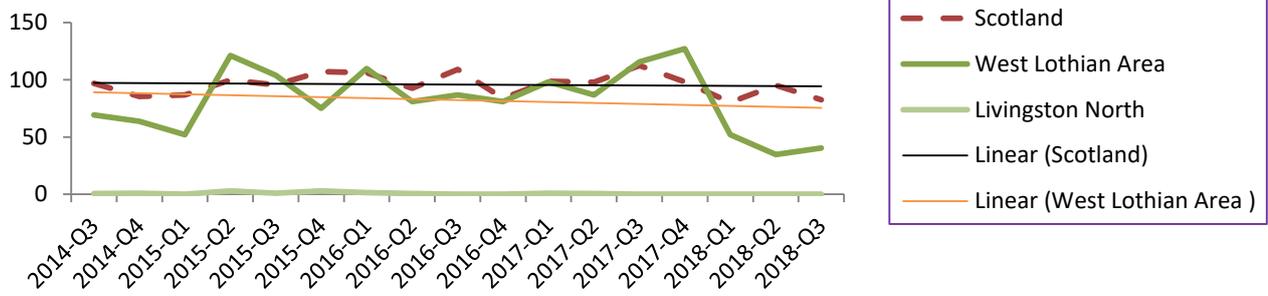


SFRS have dealt with 27 UFAS incidents during 2018-19 year to date reporting period in comparison to 26 during 2017-18 year to date reporting period.

Additional Comments

SFRS is committed to 'Working Together for a Safer Scotland' and to engage with business partners to reduce demand from Unwanted Fire Alarm Signals (UFAS).

RTC Casualties and Fatalities Per 1,000,000 head of population



During the 2018-19 year to date reporting period SFRS have dealt with 0 Casualties or Fatalities from RTC's in comparison to 0 Casualties or Fatalities during 2017-18 year to date reporting period.



LIVINGSTON NORTH LOCAL AREA COMMITTEE

CARMONDEAN ABILITY CENTRE/CARMONDEAN CONNECTED CO-LOCATION

**REPORT BY INTERIM HEAD OF SOCIAL POLICY AND INTERIM HEAD OF HOUSING,
CUSTOMER AND BUILDING SERVICES**

A. PURPOSE OF REPORT

The purpose of this report is to inform the Local Area Committee of progress towards developing a new partnership centre at North Livingston/Carmondean and to advise of plans to commence community engagement on the design and layout of the facility.

B. RECOMMENDATION

It is recommended that the Local Area Committee notes:

1. the progress towards the proposed relocation of services currently delivered from Carmondean Connected to a redeveloped Ability Centre and to create a new partnership centre facility
2. that proposals for progressing stakeholder and community engagement on initial outline design proposals for the new partnership facility will be presented to Council Executive on 26 March 2019;
3. Notes that findings from stakeholder and community engagement will be used to finalise the design of the new facility and this will be reported to Council Executive prior to the commencement of progressing the physical delivery phase of the project; and
4. Notes that the outline project delivery plan and programme will be presented to Council Executive on 26 March 2019

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources. Working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III	Implications for Scheme of Delegations to Officers	None.

IV	Impact on performance and performance Indicators	The provision of satisfactory or better condition and suitable property assets performance measures will improve as a consequence of the proposed project.
V	Relevance to Single Outcome Agreement	The significant investment in the partnership centre will support a number of services which deliver against single outcome agreement performance measures including: <ul style="list-style-type: none"> - We make the most efficient and effective use of resources by minimising our impact on the built environment.
VI	Resources - (Financial, Staffing and Property)	<p>Within the General Services Capital Programme for 2018/19, 2019/20 and 2020/21 there is a total of £1m available for the delivery of the project.</p> <p>Staff required for the management of the project will be provided from existing resources.</p>
VII	Consideration at PDSP	Proposals to be presented to the relevant PDSPs
VIII	Other consultations	The report outlines consultations with stakeholders.

D. TERMS OF REPORT

D1 Introduction

The council is committed to supporting the delivery of modern accessible services within our communities. To achieve this, a number of partnership centres with co-located services have been developed across the local authority area. The partnership centre model incorporating the co-location of services is widely recognised as being successful and has delivered a wide range of positive benefits for people, families and the communities of West Lothian.

Council Executive in February 2018, approved the redevelopment of the Ability Centre to enable the relocation of the existing Carmondean Connected and Library facility and agreed a budget allocation of £1m. The project was also included General Services Capital Programme 2019/20 to 2027/28 approved by Council on 19 Feb 2019. The proposed project will continue the successful co-location model and will see the relocation of the existing services delivered from Carmondean Connected to a redeveloped Ability Centre.

D2 Project Development and Feasibility

From an initial review officers have been able to develop the project. The key findings of the initial review were as follows:

- Accommodation with the existing Ability Centre exceeds the requirements for the existing and future demand for services based in the building and therefore it is under utilised:
- Accommodation within Carmondean Connected in terms of layout is not considered optimum for the modern delivery of library, customer information and advocacy services.

D3 Partnership Centre Proposal

An outline design has been developed and will be presented to Council Executive on 26 March. This will be used as a focus to enable engagement with stakeholders of both the Ability Centre and Carmondean Connected.

The outline design has been developed through engagement with staff based on existing and future service requirements and reflects the partnership centre approach that has been successfully delivered elsewhere in West Lothian.

It should be noted that the outline design will be subject to change based on the findings from stakeholders engagement.

D4 Stakeholder Engagement

Whilst initial consultation with Ability Centre and Carmondean Connected staff has been undertaken to develop an outline design, it is proposed that a wider stakeholder and community engagement process is undertaken to ensure the design is as comprehensive as possible.

This wider engagement will consist of a range of methods of communication including the following:

- Design boards showing the initial layout design erected at both the Ability Centre and Carmondean Connected;
- Direct engagement of both Ability Centre and Carmondean Connected users by staff as part of service delivery communications;
- Dedicated project e-mail address to submit queries, comments and views;
- Dedicated web-page on council website with design and project information together with frequently asked questions and answers; and
- Meetings with identified stakeholder groups

D5 Programme of Delivery

As part of the report to Council Executive on 26 March 2019 an outline programme for the delivery of the project including the key milestones relating to community engagement, procurement / tendering and construction delivery will be presented.

E. CONCLUSION

This project will seeks to continue to successful delivery of co-located services and partnership working that has realised elsewhere in West Lothian. The report updates on the design development to date and sets out the key aspects that will be included in the report to the Council Executive on 26 March 2019.

F. BACKGROUND REFERENCES

Corporate Asset Management Strategy and General Services Ten Year Capital Investment Strategy 2018/19 2027/28 approved by Council 13 Feb 2018

Asset Management Strategy and General Services Capital Programme 2019/20 to 2027/28 approved by Council 19 Feb 2019

Appendices/Attachments: None

Contact Persons:

Paul Kettrick, Corporate Estates Manager, Finance and Property Services

Tel: 01506 281826 e-mail: paul.kettrick@westlothian.gov.uk

Ralph Bell, Customer & Community Service Manager, Housing Customer and Building Services. Tel: 01506 282774 e-mail: ralph.bell@westlothian.gov.uk

Pamela Main, Senior Manager, Assessment and Prevention, Social Policy

Tel: 01506 281936 e-mail: pamela.main@westlothian.gov.uk

AnnMarie Carr, Interim Head of Housing Customer and Building Services

Jo MacPherson, Interim Head of Social Policy

Date: 15 March 2019



LIVINGSTON NORTH LOCAL AREA COMMITTEE

ADVICE SHOP SERVICE UPDATE

REPORT BY HEAD OF FINANCE AND PROPERTY SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform the Local Area Committee of the work undertaken by the Advice Shop Service from April 2017-March 2018.

B. RECOMMENDATION

It is recommended that the committee notes:

1. The Advice Shop provision in the ward; and,
2. The impact provision is having in terms of supporting the outcomes of the Community Planning Partnership's Anti-Poverty Strategy 2018-23.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; making best use of our resources; working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	The activity contained in the report contributes to service KPIs.
V Relevance to Single Outcome Agreement	We are better educated and have access to increased and better quality learning and employment opportunities. We live longer, healthier lives and have reduced health inequalities. We have tackled significant inequalities in West Lothian society.

VI	Resources - (Financial, Staffing and Property)	Activities delivered from approved budgets supplemented by external funding from Macmillan Cancer Support, European Social Fund and Scottish Legal Aid Board.
VII	Consideration at PDSP	None.
VIII	Other consultations	None.

D. TERMS OF REPORT

D.1 Background

The Advice Shop is a free, impartial and confidential service to help the people of West Lothian with a focus to alleviate poverty, promote inclusion and equality through advice, assistance and advocacy. It does this by providing comprehensive advice to adults and specifically targets those who are:

- Without work or in low paid work.
- Are poor and/or fuel poor.
- Have money/debt issues.
- Have been affected by cancer or other long term conditions.
- Are over 60.

The Advice Shop service is funded through: a core council budget, European Social Fund, Macmillan Cancer Support and the Scottish Legal Aid Board.

All activity across the service is informed and prioritised by the recently refreshed Community Planning Partnership Anti-Poverty Strategy. The overall purpose of this strategy is to help minimise the impact of poverty on the people of West Lothian. Its objective is to ensure that people are equipped to cope with the challenges they currently face and the impact that this has on their health, education and community involvement.

D.2 Local Provision

Appendix one shows the number of people the service has worked with over the last year in the Livingston North area.

The Advice Shop has helped 1246 customers to manage their money and to resolve benefit problems. This resulted in 3862 separate enquiry types. This is an increase of 14% compared to the 2016-17 period. As a result, customers better understand that claimants and benefit administrators have rights, obligations and constraints and have some idea what these are. Customers know how to take the steps they can to sort out their benefit queries and are able to maximise their household income.

The Court Advice Project is funded through the Scottish Legal Aid Board to support anyone who is at court facing eviction and who engages with the service to provide positive outcomes. Customers can be in social or private housing or an owner occupier. The service worked with 33 families in the ward to support them to sustain their home. This is a decrease from the previous year and is mainly due to improved early intervention.

The service has identified the following priorities for development over the 2018/19 year. Namely, to;

- Continue to improve the customer journey through modernisation of the Advice Shop service.
- Work with partners to mitigate the effects of the full roll out of Universal Credit which commenced in May 2018.
- Increase awareness of the One-2-One project which focuses on those with long term poor mental health.

We will be working to embed these services into the local community, continue to work towards National Standards for Advice Providers and to support customers who are affected by the introduction of the council's Contributions Policy.

E. CONCLUSION

The report and attached appendix summarise the work of the Advice Shop service in the Livingston North ward area and an overview of the Advice Shop Service as a whole. The Local Area Committee is asked to note the contents of the report and to consider how the service could better target its resources in this area. It is the intention to report on activity in the ward area on an annual basis.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments:

Appendix 1: Livingston North Ward Profile Report April 2017-March 2018

Contact Person: Elaine Nisbet, Anti-Poverty and Welfare Advice Manager

Tel: 01506 282936 Email: Elaine.Nisbet@westlothian.gov.uk

Donald Forrest

Head of Finance and Property Services

Date of meeting: 14th March 2019

Advice Shop Ward Profile Report

Livingston North

April 2017 to March 2018

About Your Community



- 20% Children
- 66% Working Age
- 14% Pensionable Age



Number of people in West Lothian in receipt of out of work benefits

12,720

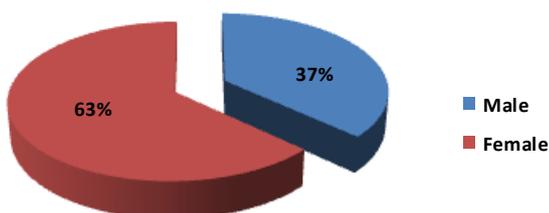
% of children in poverty after housing costs in Livingston North

19%

Who we have worked with

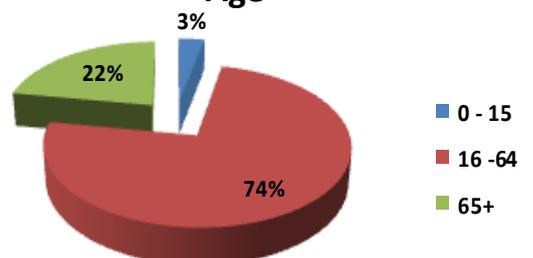
Individual Customers = 1246

Gender



Number of Enquiries = 3862

Age



Maximising Income For Customers in Livingston North

Type	Amount	Information
Benefit Awards	£2,434,821	The amount the service has gained in benefits
Appeal Awards	£285,590	The amount the service has gained through appealing unfair decisions
Energy Savings	£8,273	The amount the service assisted customers to make in fuel savings
Debt Managed	£621,326	This is the amount of debt the service help customers manage

The Advice Shop in Your Community



The Advice shop now has a permanent presence within St Johns Hospital. The new service is called Advice @ St Johns and offers a full Advice Shop service to patients, carers and their families. Advisors carry out ward visits, appointment sessions and information stalls with support of volunteers. The Advice Shop has developed

excellent partnerships with Citizens Advice Bureau and NHS Lothian to ensure customer receive the help at the earliest possible point to aid their recovery and return home.

**NO ONE
SHOULD FACE
CANCER
ALONE**

Macmillan@WestLothian Cancer Information and Support Service offers anyone affected by cancer access to information and support and welcomes visitors with a friendly smile and a listening ear. You may have cancer yourself, be a relative, friend or carer of someone with cancer, or maybe you just want to find out more about cancer. The service continues to grow and support affected customers across West Lothian.

There are hubs at West Lothian Council partnership centres in Bathgate, Fauldhouse, Strathbrock and Blackburn. We also have a hub in Carmondean Connected in Livingston.

Case Study

Miss H is a single parent with two young children and was referred to the Advice Shop by her Social Worker as she had a very low income.

Client attended the Advice Shop and we were able to establish that her low income was the result of being refused Income Support due to being deemed to have failed the Habitual Residence Test. Her only income was Child Benefit, Child Tax Credit and Disability Living Allowance for one of her children. She was also in rent arrears as Housing Benefit had stopped.

From her circumstances, it was established she should have been receiving Carer's Allowance and an application for this, with three months backdating, was lodged with Department for Work and Pensions.

Working with the Revenues Unit, the Advice Shop were able to get Housing Benefit reinstated under EEA Legislation. This was backdated and the rent arrears were cleared.

We were then able to establish that the client had lodged a Mandatory Reconsideration against the decision to refuse her Income Support Claim, but had never received a decision on this. Due to the time which had elapsed, we raised the case with Department for Work and Pensions as a complaint. It was then discovered that the reconsideration had never been decided on and the case was fast tracked to a specialist decision maker.

Department for Work and Pensions then contacted the Advice Shop to inform us that Income Support had been awarded and again would be backdated. Client was awarded over £2500 Income Support Arrears and now receives all benefits she is entitled to.

In 2018/19 we plan to

- Become one of the first local authorities in Scotland to gain accreditation of Scottish National Standards for Advice Providers in Welfare Benefits, Money/Debt and Housing Advice.
- To work with customers and partners to support those who have been affected by the new contribution policy in non residential care by ensuring all entitlements are in place and minimising impact and maximising income.
- To continue to modernise the service by introducing new referral methods for partners improving efficiency and early intervention allowing the service to help customers at the earliest point of need.

Did you know?

In 2017/18 the Advice Shop represented customers at 537 Social Security appeals which was a 46% increase from the previous year. The service had a success rate of 74% which is above the national average of 61%.



The Advice Shop now has a permanent presence within St Johns Hospital. We supported 783 patients in 2017/18 with benefits, housing, money and energy advice enquiries.

In 2017/18 the Advice Shop worked with 8 Syrian Families and generated £169,000 through benefit entitlements.

In 2017/18 we had 41 volunteers working across our service in six different roles.

Volunteers contributed a total of 2325 hours resulting in over 1400 customers contacts across the year.

99% of respondents rated the overall quality of service from the Advice Shop as good or excellent in 2017/18.



The One2One project provides tailored advice and advocacy for the most vulnerable groups in West Lothian.

The majority of customers who have engaged with the project have faced the barriers of mental ill health and being in a jobless household. In addition to this many are affected by substance related issues and criminal convictions. Difficulties with engagement to statutory services have affected all those referred.

In total there have been 264 referrals to the project and a financial gain of nearly £921,548.

How to contact us

Email: advice.shop@westlothian.gov.uk

Phone: 01506 283000 and select Option 5

Website: www.westlothian.gov.uk/advice-shop



LIVINGSTON NORTH LOCAL AREA COMMITTEE

COMMUNITY REGENERATION UPDATE

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION

A. PURPOSE OF REPORT

The purpose of this report is to inform the Local Area Committee of progress towards developing a regeneration plan within the ward, and other related activities.

B. RECOMMENDATION

It is recommended that the Local Area Committee notes:

1. an update on the local regeneration group for Knightsridge area;
2. an update on activities at the Vennie;
3. updates on the other local projects and activities in the Knightsridge area which contribute towards regeneration efforts, in particular the launch of a new youth group, parent and toddler group and a social activities group for isolated/older people.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources. Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Community regeneration reinforces the council's commitment to community planning at a local level.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	Performance indicators relating to the activity within the plans are captured within the set of regeneration key performance indicators.
V Relevance to Single Outcome Agreement	- We are better educated and have access to increased and better quality learning and employment opportunities.

		<ul style="list-style-type: none"> - We live in resilient, cohesive and safe communities. - We live longer, healthier lives and have reduced health inequalities. - We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	Activities will be funded from existing budgets or external sources.
VII	Consideration at PDSP	Annual updates on regeneration plans will be presented to PDSP.
VIII	Other consultations	None.

D. TERMS OF REPORT

Background

The Regeneration Framework, which was approved by Council Executive in February 2014, contains a commitment to develop regeneration plans in key areas of deprivation in West Lothian. Eight regeneration areas have been identified, based on the data zones within the bottom 20% of the Scottish Index of Multiple Deprivation. One of the identified areas is Livingston Central, which covers the communities of Knightsridge, Ladywell and Dedridge.

A report was provided to the Local Area Committee in September 2016 outlining the background to developing regeneration plans, including the processes, structures, and timescales involved.

Regeneration Plan

The first version of the plan has been developed and agreed by the Knightsridge Regeneration Group. This was provided to the previous meeting of the Local Area Committee in November 2018.

This focusses on the following three priorities which were identified following extensive community consultation:

- a) Improving access to services and amenities.
- b) More community activity, play and learning opportunities.
- c) The environment and community safety.

Whilst this is the first version of the plan, partners have already identified areas for further action with the plan which will be worked on in the meantime by the community representatives and services on the Knightsridge Regeneration Group and built into the next version of the plan.

The group last met in early January, and the next meeting is likely to be towards the end of March/early April.

Updates from regeneration activity are as follows.

The Vennie

West Lothian Voluntary Sector Fund (2019-20)

The Community Regeneration Officer is continuing to work closely with the Vennie following clarification of their funding award for 2019/20. This is 25% less when compared with that awarded for 2018/19. This will involve agreeing what the outcomes and activities the Vennie can provide taking into account this reduction.

Other updates from the Vennie include:

- twelve young people from the Vennie are going to the Hopscotch residential project in the western highlands for a week commencing 15 April;
- two young people from Vennie voice have applied for First Minister's Children and Young People's Question Time;
- two young people and two staff members will be attending a young people's evaluation event in Edinburgh; and
- the Vennie has approached local supermarkets to see if the project can be considered for community funding opportunities and also for Morrison's community food donations.

The Vennie has also been involved in or leading some of the following updates below.

Knightsridge Food Outlet

The Knightsridge Food Outlet has been running since before Christmas and has been going very well with volunteers supporting it. Volunteers have been noting the numbers of people using the service to get a better idea of the number of people benefitting.

The regeneration group has suggested that if the same individuals/families are attending regularly it may be an opportunity for services such as Carers of West Lothian and the Advice Shop to see if they require additional support.

Another suggestion from the regeneration group has been to grow and use produce via the community garden which is under consideration.

Knightsridge Activities Survey

Following general responses to previous community consultations around residents wanting to see 'more things to do' this purpose of the Activities Survey is to help identify activities that the community would like to see/try and that would help get better use of facilities, in particular, Mosswood.

A successful face-to-face consultation at a parents evening in Knightsridge Primary School in the autumn where over 40 people participated.

This had also since been shared online which, prior to the festive season, has received 67 responses. Further promotion on social media of the online version of survey led to a total of 139 responses.

The next step is for a small working group with representatives from the main groups/ facilities such as the Vennie, Mosswood, Community Council and Gala Day will be invited to i) review the survey findings, ii) identify what activities to try providing as 'taster sessions' and iii) find a way to make the successful ones sustainable. This will be led by the Senior Community Education Worker and the group will hopefully meet in late March to consider survey findings.

New social activity

Volunteers from the community, through the Vennie, are looking to initiate a new social activity in Knightsridge which would look to target those in the Knightsridge community, and wider, who are isolated/ lonely. Some volunteers have been involved in delivering a similar activity in Midlothian which was supported by the Red Cross, therefore, they have provided some advice at an initial planning meeting.

This will be on Tuesdays between 1-3pm March in Mosswood Community Centre and is due to start on 12. To effectively target isolated/ lonely people to encourage them to attend, a concerted effort by services working with these people such as health staff, housing providers and social workers will be required, as well as promotion within the community.

Men's Group

An aim of the Regeneration group is to look at developing a group for men which was identified as a gap in provision locally and since there was evidence of these types of groups working elsewhere in Whitburn. The Activities Survey may help inform what activities men would be interested in but it was still felt something the group will proceed with in the meantime. The Vennie will be looking to get a group meeting within the Vennie, due to its informal space.

Low income/ access to cash

Further to the previous update, the CRO has met with West Lothian Credit Union to raise awareness of the low income issues in the area as demonstrated in the Scottish Index of Multiple Deprivation in order to consider opportunities for encouraging takeup/ credit union membership in the area.

Crosspoints Church

The Church has been working with the Vennie and assisting in distributing food to needy residents in the area.

The Church has also begun providing Friday evening youth provision in Mosswood Community Centre (which alternates with the Friday Night Project at Deans Community High School). They are also providing a weekly parent and toddlers group in the centre, from 9.30 – 11am on (school term-time) Wednesday mornings, beginning on 6 March. Both these groups are supported by volunteers.

Logan Way Common Areas

The Environmental Visual Audit undertaken in May 2018 identified this area as being one which had decayed over the last few decades despite still being maintained by the council, and which could therefore benefit from some improvements.

Following this, as the land is on the Housing Revenue Account, the Community Council met with the Housing Manager for the area to discuss what improvements are possible. As a result of this, some remedial works on the metal fencing and brickwork are due to be undertaken as well as a power wash of them. This is due to be undertaken in March.

Aligned to this, other potential improvements are being identified which it is intended to utilise the council's Street Environmental Improvements Projects fund. The proposals for this will be discussed with Housing colleagues and the Community Council following the remedial works.

Cashback for Communities

The Vennie have successfully applied for funding from the Cashback for Communities (proceeds of crime) fund. The award is a part award of £5,994 but will

mean the Vennie, with support from other services, will have the resources to look to create a youth forum for the area through undertaking outreach work (street-based youth work) with young people in the community who are known to youth work services and Police, and have been associated with anti-social behaviour.

Cameron Way Shops

There is no update on the component parts of this area for this meeting of the Local Area Committee.

E. CONCLUSION

Knightsridge is part of the Livingston Central regeneration area for which a regeneration plan is being developed. An update on progress will be brought to the next meeting of the Local Area Committee.

F. BACKGROUND REFERENCES

West Lothian Regeneration Framework 2014 - 2034.

Appendices/Attachments: None.

Contact Person: Scott McKillop, Community Regeneration Officer, 01506 281082
scott.mckillop@westlothian.gov.uk

Craig McCorrison, Head of Planning, Economic Development and Regeneration

14 March 2019.

**LIVINGSTON NORTH LOCAL AREA COMMITTEE
TIMETABLE OF MEETINGS 2019-20**

Agenda Issue	Meeting Date	Venue
Friday 13 September 2019	Friday 20 September 2019	TBC
Friday 15 November 2019	Friday 22 November 2019	TBC
Friday 24 January 2020	Friday 31 January 2020	TBC
Friday 28 February 2020	Friday 6 March 2020	TBC
Friday 24 April 2020	Friday 1 May 2020	TBC
Wednesday 17 June 2020	Tuesday 23 June 2020 2pm	TBC

All meetings will be held at 09:30 am in Council Chambers unless otherwise advised



LIVINGSTON NORTH LOCAL AREA COMMITTEE – AS OF MARCH 2019

	Report	Purpose	Lead Officer	Date
1	Housing Report	Quarterly update on Housing Services activity	Sandy Ross	May 2019
2	Operational Services Report	To provide a quarterly update report on activity	Jim Jack	May 2019
3	Economic Development and Regeneration Report	To update on regeneration activity within the ward	Craig McCorrison	May 2019
4	Winter Maintenance	To inform members on the plans for Winter Maintenance	Jim Jack	May 2019
5	Bus routes within ward	To inform members of the bus routes (commercial and publicly funded) operating within the ward area	Nicola Gill	May 2019
6	Police Report	Quarterly update on police/NRT activity	Insp. Adam Smith	June 2019
7	Fire and Rescue	To provide an update on Operational Services activity	Desmond Donnelly	June 2019
8	Economic Development and Regeneration Report	To update on regeneration activity within the ward	Craig McCorrison	June 2019
9	Open Space and Land Ownership at Eliburn Road		To be determined	To be determined