DATA LABEL: Public

West Lothian Council

Culture and Leisure Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

10 April 2014

A meeting of the **Culture and Leisure Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Thursday 17 April 2014** at **8:30am**.

For Chief Executive

BUSINESS

1. Apologies for Absence

2. Order of Business, including notice of urgent business

3. 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.

Public Session

4. Confirm draft Minute of Meeting held on Thursday 6 February 2014 (herewith).

5. Area Services Management Plan 2014/15 - Report by Head of Area Services (herewith)

6. Community Arts Performance - Report by Head of Area Services (herewith).

7. Library and Heritage Services Performance - Report by Head of Area Services (herewith).

8. Community Facilities Update - Report by Head of Area Services (herewith).

9. President Nelson Mandela Sports Bursary - Report by Head of Area Services (herewith).

10. Commemoration of the Great War - Report by Head of Area Services (herewith).

11. Coach Development Scheme 2013-14 - Report by Head of Area Services (herewith).

12. 30th Anniversary - Miners' Strike - Report by Head of Area Services (herewith).

13. Public Access PCs - Acceptable Use Guidelines - Report by Head of Area Services (herewith).

14. West Lothian - Games Legacy Planning - Report by Head of Area Services (herewith).

15. Culture & Leisure PDSP 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 CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 6 FEBRUARY 2014.

Present – Councillors Dave King (Chair), Cathy Muldoon, Jim Dixon, Carl John, Frank Toner, Jim Walker

Apologies – Robin Strang, West Lothian Leisure, Maureen Findlay, Senior Peoples' Forum

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The panel confirmed the Minute of its meeting held on 5 December 2013 as a correct record. The Minute was thereafter signed by the Chair.

3. SPORT AND OUTDOOR EDUCATION PERFORMANCE REPORT

The panel considered a report (copies of which had been circulated) by the Head of Area Services providing an update on Sport and Outdoor Education performance activities.

Appendix 1 to the report showed that Sport and Outdoor Education contributed to the achievement of 21,098 structured participant sessions and facilitated 483 residential stays through the period September 2013 to January 2014. In the same period club development continued with 58 West Lothian sports clubs having achieved club accreditation.

In conclusion the report illustrated the wide range of inputs and activities related to sport and physical activity in West Lothian. The report also demonstrated the value of Sport and Outdoor Education service, Active Schools and West Lothian Leisure in increasing opportunities and encouraging greater participation in sport and physical activity assisting in the achievement of identified health, well-being and community capacity-building outcomes.

Decision

To note the contents of the report.

4. COMMUNITY AND LEISURE PERFORMANCE REPORT

The panel considered a report (copies of which had been circulated) by the Head of Area Services providing an update on Community Leisure activities and performance in the six months of 2013/14.

Appendix 1 to the report included a summary of the latest service

performance information across the main activities of Sport and Leisure, Adult Learning and Under-5s services.

In conclusion Appendix 1 provided evidence of the value of the contribution of Community and Leisure and the positive impact made on the health and well-being and education of service users.

Decision

To note the contents of the report.

5. COMMUNITY FACILITIES UPDATE

The panel considered a report (copies of which had been circulated) providing an update on progress with the capital investment programme to community facilities.

The report advised that communities played a key role in the development of community activity, sport and recreation and an appropriate facilities infrastructure supported the delivery of community programmes and activities and the achievement of associated health and well-being.

Appendix 1 to the report contained a work plan of current projects which included status updates.

The work plan showed that there was a number of exciting community projects being progressed in communities across West Lothian. Consultation and briefing arrangements would continue with local community stakeholders, elected members and service partners with regard to the projects in financial years 2014/15 up to 2017/18 inclusive.

The Head of Area Services advised that the library re-location at the Craig Inn Centre was now scheduled for completion by mid February 2014. Mosswood Community Centre changing room and roof upgrade commenced on site in December 2013 with completion expected in March 2014 and Blackburn Skatepark project was scheduled to start on site by the end January 2014.

In conclusion it was advised that West Lothian Council and West Lothian Leisure had invested significant capital funds in the improvement of community facilities in recent years.

Progress continued to be made in conjunction with colleagues in Housing, Construction and Building Services, to develop projects funded in the West Lothian Council capital programme and West Lothian Leisure capital programme.

Decision

To note the terms of the report.

6. BOOK WEEK SCOTLAND 2013

The panel considered a report (copies of which had been circulated) by the Head of Area Services advising of the success of the second national Book Week Scotland programme.

The report advised that public libraries fulfil the statutory duty of council to provide equality of access to books and reading to every member of the community and to provide them with a wide range of opportunities to read and improve literacy skills.

The Scottish Book Trust initiated the development of Book Week Scotland, working in partnership with the public library reader development network across Scotland in 2012. The success of the programme in its first year encouraged further development in 2013. All events were free and designed to make access to reading and literacy attractive and available to everyone.

In conclusion the Head of Area Services explained that Engaging with Book Week Scotland demonstrated the value of public libraries in promoting reading and extending people's reading horizons through a very successful programme. It was a week of fun and educational activities which improved literacy and promoted use of libraries. The service would continue with a programme of reader development activity to promote both literacy and use of libraries further.

Decision

To note the terms of the report.

7. WEST LOTHIAN – GAMES LEGACY PLANNING

The panel considered a report (copies of which had been circulated) by the Head of Area Services advising of the planning and preparation West Lothian was taking to reap the potential benefits from Scotland hosting the Commonwealth Games 2014 and other major sporting events in the United Kingdom.

The Head of Area Services explained that a West Lothian Games Legacy plan was presented to and approved by Full Council on 6 March 2012. This adopted the four national games legacy themes of flourishing, active, connected and sustainable. As planning for the Commonwealth games had accelerated, additional initiatives and programmes were developed both nationally and locally and would be added to the plan.

The plan also outlined local activities and programmes with national legacy indicators and outcomes detailed in the Single Outcome Agreement in order to demonstrate contribution towards games legacy but also locally determined outcomes.

The legacy reporting schedule was detailed in the report and a further updated report and updated Legacy Plan would be presented to Culture & Leisure PDSP on 17 April 2014.

The report advised that an annual programme run by EventScotland provided local authorities with up to £10,000 to stage a community event, giving local people the chance to be involved in Commonwealth Games-themed sports and cultural activities. The programme also afforded council officers the opportunity to gain experience in planning and staging large-scale events.

The Queen's Baton Relay would travel through West Lothian on Sunday 15 June 2014, the second day of the relay around Scotland and as previously reported the provisional route included the following West Lothian towns: Broxburn, Linlithgow, Armadale, Whitburn, Bathgate and Livingston

A campaign to nominate baton bearers closed on 29 November with 160 nominations recorded in West Lothian. The West Lothian Queen's Baton nomination panel met on 27 January 2014 to finalise selections for community baton-bearers.

Support a second team was a programme of events to engage the cultures of Commonwealth countries and further develop links. Contact was established with partners in Commonwealth Games Associations of these countries and dialogue commenced over opportunities to establish links prior, during and post Commonwealth Games 2014.

The report went on to advise that a key element of major games legacy was identified as the experience and skills gained by companies in preparing themselves for bidding for games related contracts as well as the business opportunities created by the contracts themselves. Of the 423 companies in West Lothian who had registered on the Glasgow Business Portal, 275 achieved Business Ready status. A total of nine West Lothian companies secured games related contracts, three of which are tier one contracts and the remaining six were tier two contracts.

In conclusion the report advised that the previous Games Legacy report, presented to the Culture and Leisure PDSP noted the two West Lothian athletes had been included in the first 27 athlete selections from sports of athletics and squash.

Further Team Scotland selections were made in the sports of shooting, squash and triathlon. No further West Lothian athletes had been selected but further updates would be provided as the remaining 12 sports announced selections.

Decision

To note the terms of the report.

8. SPORTS FACILITY ACCESS FRAMEWORK

The panel considered a report (copies of which had been circulated) by the Head of Area Services providing details of the proposal to develop an agreed framework that would support a consistent approach to the

consideration of requests for priority, exclusive use and lease arrangements related to sports facilities owned by West Lothian Council.

The report advised that West Lothian had an excellent provision of sporting facilities with the indoor and outdoor sporting facilities infrastructure having been developed through significant West Lothian Council and West Lothian Leisure capital investment and external funding in the ten years preceding 2014.

The Head of Area Services explained that outside of the formal and binding lease arrangements in place between the council and community groups a number of local agreements between the Sport and Outdoor Education team and sports clubs existed. These agreements were not wholly consistent and often tended to be informal in nature. Many agreements were made under the scheme of delegation and were linked to the targeted development of the club and achievement of membership growth projections and accreditation scheme attainment.

Whilst these agreements were constructed with regard to the best interests of the clubs and within approved wider sporting and club development strategic objectives, it was identified that an approved framework would assist in achieving consistency, clarity and enable closer alignment with wider council priorities and objectives.

It was proposed that the framework would consider decision-making process for the following two main aspects:-

- Requests for priority access and exclusive use arrangements; and
- Requests for consideration of lease and asset transfer arrangements.

Recognition would be given to the broad spectrum facility operators as detailed in the report and the implications of requests for alternative arrangements where the council was not the direct operator of the facility.

Consultation on the development of the framework would take place with a number of stakeholders including; West Lothian Sports Council, Local Sports Clubs, Governing Bodies of Sport, Sportscotland, West Lothian Leisure and NETs Land and Countryside Services, Property Management and Development and Legal Services.

In conclusion the report advised that it had been identified that there was no formal policy framework which council officer, elected members and members of the public could refer to with regard to requests for priority, exclusive use and lease arrangements related to sports facilities owned by West Lothian Council.

It was proposed that the sport and outdoor education team would develop a draft framework which would enable a consistent approach to be adopted and provide clarity around the process to all stakeholders with an update report presented to Culture & Leisure PDSP on 19 June 2014.

Councillor Muldoon sought clarification that Management Committees

would be included in the consultation, and this was confirmed by the officer.

Decision

To note the terms of the report

9. SCOTTISH GOVERNMENT CONSULTATION – GIVING CHILDREN AND YOUNG PEOPLE A SPORTING CHANCE

The panel considered a report (copies of which had been circulated) by the Head of Area Services providing details of the draft response to the Scottish Government consultation on "Giving Children and Young People a Sporting Chance".

It was the view of officers that the draft strategy aligned with the existing national strategy for sport – Reaching Higher. As such the draft strategy did not present any major policy change.

Given that the draft document was silent on the role of the local authority sports development function in developing youth sport, it was proposed that particular comment on this was included within the response.

The draft strategy document made reference to a number of programmes and initiatives which were contributing significantly to the development of youth sport and participation in physical activity through the Active Schools function.

The report recommended that the panel:-

- Note the proposed consultation response to the Scottish Government;
- Refer the consultation response to the Council Executive on 4 March 2014 for approval; and
- Agree that the specific comment was included within the consultation response on the role of the sports development function in local authorities and the future funding of the active schools programme.

In conclusion the draft response was included for information and comment as Appendix 1. It was suggested that specific comment was made on the role of the sports development function in Scottish local authorities and the future funding of the Active Schools programme.

Decision

To note the terms of the report.

10. HMIE / EDUCATION SCOTLAND INSPECTION OF LEARNING COMMUNITIES

The panel considered a report (copies of which had been circulated) providing the results of Education (HMIE) inspections of Broxburn Academy and James Young High School Learning Communities and the proposed response to the inspection reports.

The report advised that Education Scotland inspectors carried out inspections to evaluate the outcomes and impacts of the Community Learning and Development activities in learning communities. Inspections focused on the work in communities of relevant local authority services and their partners in the voluntary sector and in other public bodies.

CLD partners within the Broxburn Academy learning community were inspected by Education during September 2013. This was a follow through inspection following earlier visits in March 2011 and March 2012.

The report advised that the inspectors found that the learning community partners had improved some aspects of their working including gaining a better understanding of strengths and areas for improvement. However, much remained to be done. Education Scotland had therefore requested a progress report within one year of the publication of their report to assess the extent to which further improvement had been achieved, and depending on progress they would consider whether or not to carry out further inspection visits.

CLD Partners within the area of James Young High School were inspected by Education Scotland during October 2013. The inspection team looked at particular aspects of recent work which were identified by partners.

The Inspection team felt there were significant improvements needed and partners did not have a good understanding of their strengths and areas for improvement. The Education Scotland Area Lead Officer along with West Lothian Council discussed the most appropriate support in order to build capacity for improvement and would maintain contact to monitor progress. Education Scotland requested a progress report within one year of publication of their report and would decide if further inspections were required.

The Head of Area Services explained that feedback from Education Scotland inspections was that there were consistent strengths and areas for improvement in learning communities which needed to be addressed on a systematic, council wide level. Officers therefore developed a number of activities which would be built into action plans for each of the nine learning communities. The requirement to address areas for improvement on a systematic, council wide level resulted in the action plans being very similar.

In conclusion the report advised that recent HMIe / Education Scotland inspection reports had been consistent in their identification of both key strengths and areas for improvement. Action plans would be developed for all nine learning communities, with the initial priority being given to Broxburn and James Young where the council was required to develop

and report progress on action plans within one year of the publication date of their respective inspection reports.

Decision

To note the terms of the report.

11. DRAFT NATIONAL YOUTH WORK STRATEGY

The panel considered a report (copies of which had been circulated) by the Head of Area Services advising of the Draft National Youth Work Strategy "Our ambitions for improving life chances of young people in Scotland" and of the National Discussions taking place to support the development of an implementation plan.

The report advised that the Scottish Government, Education Scotland and YouthLink Scotland were working together towards ensuring all young people had access to high quality and effective youth work practice. The draft strategy outlined the recommended approaches to help make Scotland one of the best places in the world to grow up.

The report advised that the strategy outlined five ambition statements and outcomes associated with each ambition statement.

The report concluded that the draft strategy highlighted Scottish Government's commitment to improving outcomes for all young people and to eradicating the inequality which currently existed. To ensure that all young people had access to high quality youth work it was recognised that partners would need to work collectively through Community Planning Partnerships and youth work organisations to monitor and evaluate provision of youth work in local plans for the delivery of community learning and development.

Decision

To note the terms of the report.

12. CULTURE AND LEISURE PDSP WORKPLAN

The panel noted the Culture and Leisure workplan.

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CULTURE AND LEISURE POLICY AND DEVELOPMENT SCRUTINY PANEL

AREA SERVICES MANAGEMENT PLAN 2014/15

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to provide an introduction to the Area Services Management Plan 2014 - 2015.

B. RECOMMENDATION

It is recommended that the Panel notes the terms of the report and the attached management plan.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; and working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	All actions and activities in the management plan will comply with appropriate policy and legal requirements.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	Implementation of the plan is designed to maintain and improve upon the existing high level of performance in the service.
V	**Relevance to Single Outcome Agreement**	SOA2 – We are better educated and have access to increased and better quality learning and employment opportunities SOA 4 – We live in resilient, cohesive and safe communities. SOA5 – People most at risk are protected and supported to achieve improved life chances. SOA6 – Older people are able to live independently in the community with an improved quality of life. SOA7 - We live longer, healthier lives and have reduced health inequalities.
VI	**Resources - (Financial,**	Resource implications are detailed in the

	Staffing and Property)	sections of the plan headed Activity Budget.
VII	**Consideration at PDSP**	This Area Services Management Plan will also be considered at the Development and Transport, Partnership and Resources, Social Policy and Voluntary Organisations PDSPs.
VIII	**Other consultations**	The EMT has been consulted on the plan.

D. TERMS OF REPORT

The council's management plans are an essential driver for the provision of excellent services. They are presented at service group level, covering the collection of West Lothian Assessment Model (WLAM) service units under the responsibility of a Head of Service.

The first two section of the plan provides an overview as follows:

- the services provided and how they link together;
- a summary of the main achievements in 2013/14;
- key activities and priorities for 2014/15;
- the main external factors which will influence service delivery;
- how the work of the service contributes to council priorities;
- the corporate strategies which the service is responsible for delivering; and
- the organisational structure of the service.

The third section of the plan details the planned service activity in each of the six WLAM units in the service covering, in each case:

- the purpose of the service;
- the main activities;
- a schedule of customer consultations;
- the activity budget; and
- a range of key performance indicators;

The areas of service delivery of most direct relevance to the remit of the Culture and Leisure PDSP are Community Arts, Community Facilities, Regeneration and Employability, Sports and Outdoor Education, Community Leisure, Community Learning and Development, Community Youth Services and Library Services. These are covered at sections 3.2, 3.3, 3.4 and 3.6 of the management plan.

E. CONCLUSION

The Area Services Management Plan sets out the main activities and actions to be delivered by the service in 2014/15. The plan will be utilised by the management team and stakeholders to monitor performance and improvement.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: one
Appendix 1 - Area Services Management Plan 2014/15

Contact Person: Steve Field, Head of Area Services, steve.field@westlothian.gov.uk Tel: 01506 282386

Steve Field

Head of Area Services

Date: 17 April 2014

Data Label: Public

Delivering Better Outcomes
Area Services
Management Plan
2014/15

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West Lothian Council

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1 Overview

1.1.1 Introduction

Welcome to the Area Services Management Plan 2014/15.

Area Services brings together a number of customer facing council services with the key aims of supporting sustainable community regeneration and improving customer service.

The service is made up of the following units:

Advice Shop and Adult Basic Education

Community Regeneration

- Community and Leisure
- Community Arts
- Community Learning and Development
- Community Youth Services
- Regeneration and Employability
- Sport and Outdoor Education

Community Facilities

Customer Service Development

- Customer Service Centre
- Library and Heritage Services
- Partnership Centres
- Registration Services
- Customer Information Service

Area Services' vision is:-

By delivering high quality services locally, we support individuals, families and communities in West Lothian to grow, achieve and succeed.

Services are grouped and integrated to ensure maximum impact at the point of service delivery. Co-location will be implemented, where possible, through partnership centres and similar arrangements, allowing increased efficiency and improved customer service.

The economic environment over the next 5-10 years will place significant pressure on the public sector, and challenge traditional methods of service delivery. Area Services therefore continues to develop new and innovative ways of working with and for our communities. These will include:

- Maximising the opportunity of partnership centres and co-location of services to achieve efficiency and improve customer service
- Greater use of technology in the delivery of customer service
- Developing Customer First strategies and a single view of the customer

- Developing strategies to maximise service delivery and income from venues including Howden Park Centre, Linlithgow Burgh Halls and Lowport Outdoor Education Centre
- Developing a legacy plan to maximise the sporting, cultural and economic benefits associated with the Commonwealth Games 2014
- Developing stronger and more effective partnerships with management committees
- Providing advice, support and education to help people deal with the difficult economic environment, including welfare reform
- Helping people at risk of poverty to become digitally and financially included
- Developing the Community Planning Partnership Anti Poverty Strategy so that partners develop stronger and more effective partnerships to alleviate poverty
- Developing the use of volunteers in the Advice Shop and Adult Basic Education service
- Community Regeneration will use an asset mapping and development approach with communities experiencing disadvantage to establish a replicable model of increasing community capacity and resilience

1.1.2 Explaining the link between the services in the service group

Services within the Area Services grouping are structured around "transactions" and "engagement". The key focus of transactional activity is delivery of cost effective services through channels aligned to customer segmentation, for example:

- Customer Information Service/ Libraries/ Registration
- Customer Service Centre
- Partnership Centres
- Web based technology

Engagement delivery is pro-active and tailored to individual and community needs and is likely to involve a range of services. For example, a customer making use of the income maximisation service could be referred to the range of learning opportunities available to improve core skills, with links to access2employment to assist with access to vocational training and sustainable employment.

Engagement responses for communities are based on approaches endorsed by the Scottish Government's Regeneration Strategy "Achieving a Sustainable Future" 2011:

- Recognition that a co-ordinated approach is needed at a local level and across public services to tackle area-based regeneration.
- Awareness of the need to move towards prevention.
- Active involvement of communities, developing the assets they have and empowering them to play a lead role in regeneration.

- Bringing together community based services including Community Arts and Sport & Outdoor Education in addition to other council/partner services to develop a co-ordinated local solution.

A key area of work in 2014/15 will be developing Regeneration Plans, linked to the Regeneration Framework, in areas of concentrated disadvantage. This will require the active engagement with, and involvement of, individuals and groups within these communities.

Engagement activity will be increasingly tailored to the needs of people affected by or at risk of falling into poverty. Area Services will lead the Community Planning Partnership activity to financially and digitally include vulnerable people.

The Community Facilities unit underpins much of this work by providing resources that support programmes with local communities.

1.1.3 Summary of the service's main achievements in the last year

Advice Shop & Adult Basic Education

- Developed and began to implement, with partners, the Area Services Digital Inclusion Action Plan, aimed at alleviating poverty by helping customers become digitally included.
- Recorded the best ever performance of helping 20% of students of Adult Basic Education to gain some form of accreditation in their efforts to find employment.
- Helped customers increase their disposable incomes by approximately £28 Million.
- Helped customers manage £12.4M debt.
- Helped 750 tenants and owner occupiers keep their homes.
- Recruited, trained and provided 25 opportunities for volunteers in the Advice Shop/ Adult Basic Education services, taking the total to 40 active volunteers.
- Successfully continued the partnership with Macmillan Cancer Support to give financial advice and support to people affected by cancer.
- Gained funding from the West Lothian Growth Fund to support the development of written and spoken English skills for people who lost their jobs when VION closed. 265 people will have received this support from Adult Basic Education.
- The Advice Shop/Adult Basic Education service was awarded the 'Scottish Volunteer Friendly' award this year. This is a national standard that recognised the quality of recruitment, training and development of volunteers.

Community Regeneration

- Developed an Active West Lothian Strategy, Enterprising Third Sector Strategy and Regeneration Framework.
- Recorded the highest ever percentage of school leavers moving into a positive destination, with 92.0% of 2012/13 leavers achieving a positive destination.
- Community Arts accessed £250,000 from Creative Scotland for Year 10 of the Youth Music Initiative which enabled us to meet the Government's target that "all school

children in Scotland have access to 12 hours free music tuition by the time they reach Primary 6".

- Community and Leisure enabled over 300,000 hours of physical activity helping to reduce the incidence of health problems in disadvantaged areas.
- The provision of support to develop and implement the action plan aligned to the West Lothian's Armed Forces Community Covenant. Examples of support include the delivery of the Buddies Project.
- The crèche service was extended and crèche course developed to support the roll out of Psychology of Parenting Project across West Lothian.
- Increased partnership work with schools and West Lothian College to improve attainment and positive destinations for learners.
- Community Youth Services refocusing enabled a shift of resources to support earlier intervention and preventative work with young people in secondary schools.
- Community Youth Services increased the range of accredited learning opportunities and vocational programmes for young people.
- Community Regeneration teams won the Celebrating Success Wealthier and Fairer category for the Modern Apprenticeship programme, the Healthier and Greener category for the Armadale Community Sports Hub and the Provost's Award for Murrayfield Park Regeneration.

Customer Service Development.

- Customer Information Services, Libraries and Registration services have been fully integrated into one service.
- The Customer Service Centre has been relocated to the Civic Centre, on a new telephony platform and with a new single number phone number for the council.
- The museum service has been relocated to share space with Archives and Records Management, ensuring a one stop shop for artefacts and advice.

Community Facilities

- Created a local energy working group addressing energy consumption/efficiency.
- Increased opening hours of community facilities with local management committee support.
- Increased number of public access computers within community facilities.

1.1.4 Key actions and priorities in the next year

Advice Shop & Adult Basic Education

- We will deliver the outcomes in the Area Services Digital Inclusion Action Plan, and will extend the action plan so that we involve partners throughout the council and the Community Planning Partnership.
- Revise the present West Lothian Anti Poverty Strategy to become a Community Planning Partnership strategy that contains much stronger links between anti poverty and employability. The strategy will also include partners' responses to the challenges of welfare reforms, digital and financial exclusion.
- Develop the use of volunteers and voluntary activity to extend and enhance the services provided by staff in the Advice Shop/Adult Basic Education. Priorities in 2014/15 are the development of the IT Buddy initiative, and the development of accreditation for volunteers.
- Work in partnership with Finance and Estates and Housing, Construction and Building Services to support the development of the two local Credit Unions.
- Develop the West Lothian Advice Network to coordinate the delivery of money advice in West Lothian.

Community Regeneration

- Investigate opportunities to increase service provision and income generating opportunities at Howden Park Centre, Linlithgow Burgh Halls and Lowport Outdoor Education Centre.
- Work with partners to implement the Active West Lothian, Culture and Heritage, Enterprising Third Sector Strategies and the Regeneration Framework.
- Manage successful transition to modernised Community and Leisure service to achieve efficient, outcome-focussed Community and Leisure service aligned to sustainable budget.
- Continue support for the Steps N2 Work programme and the creation of a range of training and employment opportunities for young people.
- Sport and Outdoor Education will implement the Games Legacy Plan and work with partners to develop legacy initiatives and programmes linked to the Commonwealth Games and Ryder Cup in 2014.
- Sport and Outdoor Education will continue to work with local communities to develop facility projects approved within the council's capital programme.
- Develop a learner pathway with adult learning providers to increase attainment and positive destinations for working age adults.
- Increase community engagement activity and staff continued professional development to support the community engagement plan.
- Continue to develop partnership working in learning communities to deliver improved outcomes for adult learners and young people, and further develop methods and tools to measure outcomes for individuals and groups.

- Establish a centrally located Duke of Edinburgh Awards Hub to store resources, provide training opportunities and support the wider development of the awards across West Lothian.
- To develop further methods and tools to measure outcomes for young people individually and in groups.

Customer Service Development

- Continue the development of partnership centres, with Blackburn, Linlithgow and Armadale being the focus in 2014/15.
- Lead the redevelopment of the council's internet and intranet presence to make it fit for purpose, user friendly and transactional.
- Enable "channel shift" for customers by integrating back office systems with the Customer Records Management system to create the golden customer record.

Community Facilities

- Provide employment opportunities for trainees using the West Lothian Job Fund and Modern Apprenticeship Programmes.
- Provide facilities to maximise digital inclusion opportunities.
- Continue to ensure all facilities meet statutory compliance requirements.
- Ensure energy consumption is monitored and controlled via a building management system ensuring occupancy levels correlate to heating schedules.
- Continue to ensure Management Committees are supported to self manage and Community Centre programmes developed.

Steve Field
Head of Service

1.2 Context

In the coming years the impact of a number of external factors on Area Services will be considerable. Key areas have been identified where the service has a lead or significant role in the council.

Creating employability measures *(with a particular focus on young people)*

The continuing effect of the economic downturn emphasises the requirement to prioritise the resources of the council and its partners to maximise the range of employability opportunities available, particularly for young people and ensure positive and sustainable destinations.

Releasing potential through area based community regeneration

The difficult financial climate will increase the stress placed on low income families trying to cope on a day-to-day basis. The UK Government's Welfare Reforms are reducing income in our most disadvantaged communities. The service recognises the significant challenges many of our communities face, and have often faced for some time, Area services will promote a stronger strategic focus to this work through leading on the new community focused Regeneration Framework.

Managing our relationship with customers

The national Customer First programme enables councils to deliver better, faster, and more efficient services to a broader section of the population. Utilising innovative technology and promoting collaborative procurement between local authorities, Customer First encourages online access to services and aims to ensure that at least 75% of core service requests can be handled at first point of contact. The programme has five objectives, which influence the way Area Services delivers its business:

- Better quality public services - through improved collaboration and learning
- Faster response - by delivering "first time" public services
- Enhanced credibility - improving the perceptions of local government
- Lower costs - by delivering public services more efficiently
- Wider coverage - ensuring people receive the services they are entitled to

Area Services will play an integral role in delivering the corporate plan enabler of modernisation and improvement. It will do this by overseeing the delivery of the Customer Services Strategy, ensuring channel shift is achieved through the development of the website and back office system integration. Services will be improved through the further development of partnership centres and co-location models.

Community Empowerment and Renewal

This remains a key legislative agenda for the Scottish Government. The intention of this agenda is to strengthen community participation, unlock enterprising community

development and renew our communities. Community Regeneration is active across all these agendas and will continue to deliver and promote best practice on improving community participation in the design and delivery of services. This is driven by our commitment to "empower people, individually and collectively, to make positive changes in their lives and their communities, through learning."

Financial and Digital Inclusion

The on-going welfare reforms and difficult financial climate are two of the factors contributing to poverty in West Lothian. Public services are modernising and changing the delivery of services through channel shift which aims to provide customers with on-line access to services. Area Services will lead on the development of a financial and digital inclusion agenda to ensure customers are able to take full advantage of new technology to become digitally included. We will increase customer access to digital services through the introduction of public access Wi-Fi in key council buildings. The re-development of the internet and intranet will ensure the West Lothian website attracts more customers and that 75% of transactions are dealt with at first point of contact. Public access computers will be updated and improved to ensure that customers with no household ICT can access the internet at a time, place and location which suits their needs. Area Services alongside partners will help people who are digitally excluded to gain the skills and knowledge to operate effectively in a digital environment. Through ensuring customers are digitally included they will be 'better off' and be able to access a range of financial products. To support customers to become financially included we will work with partners, including the two local credit unions in West Lothian, to improve accessibility of financial products. We will develop financial management and support packages for people at risk of poverty, so they become financially included.

Better Off: The West Lothian Anti Poverty Strategy 2014/2017

The Advice Shop/Adult Basic Education service will lead on the revision of the present Anti Poverty Strategy, so that it becomes a West Lothian Partnership Strategy, through the Community Planning Partnership. The strategy will be underpinned by two action plans, the Welfare Reform Action Plan and the Anti Poverty Action Plan. The Anti Poverty Action Plan will expand to include greater activity in the areas of:

- In-work poverty
- Linking anti poverty work to employability through close alignment with the regeneration framework.

1.3 Partnership Working

The Community Facilities team work closely with partners and management committees. Through partnership agreements with management committees the team assist them to identify local priorities and needs within the area of benefit. Action plans are developed and supported involving local community organisations and programmes of activity are often sponsored by management committees. Currently the team are working with management committees to achieve signed partnership agreements.

As the main council service involved in developing, delivering and running partnership centres, Area Services works with a range of Community Planning Partners including NHS Lothian, West Lothian Leisure and Jobcentreplus. The current partnership centres, Bathgate, Fauldhouse and Strathbrock have different partnership arrangements depending on the needs of the community in which they are based. New centres are being considered in, Linlithgow, Blackburn and Armadale.

Partnership with West Lothian College includes the Get Ready for College Programme that is designed to prepare school leavers for college and has been developed to remove barriers for students seeking to progress into further education. Joint community based adult learning work between Community Learning and Development, the college and primary schools – provides a progression route for parents to access a community based college course and gain an accredited qualification through an individual learning account.

Our positive destinations agenda for young people is driven by the Community Youth Services Team. Community planning partnership work is delivered by the 'Opportunities for All Steering Board' that includes West Lothian College, Skills Development Scotland and Job Centre Plus among its members.

Community Regeneration work closely with other Community Planning Partners. For example, in terms of identifying areas where alcohol diversionary funding needs to be targeted, the Police Analysts regularly provide data to inform priorities, and Community Officers, along with other partners such as, Youth Action Project help to shape activities in response to identified issues.

There have also been more formal partnership activity with Police Scotland and Fire Scotland through the delivery of 'Community Weeks' which have had pro-active engagement in specific communities to raise awareness of services.

An area of work Community Regeneration has developed over the last year is in supporting the development of Community Councils. Since helping raise awareness of the elections last year, officers have been developing and delivering a training programme for these organisations in partnership with the West Lothian Association of Community Councils.

Moreover, the Key Community Organisations Forum has been initiated which is looking to bring together the different voluntary sector partners operating within the seven targeted regeneration areas to work closer with the council. Community Regeneration also work closely with these key community organisations to develop community-led responses within their areas.

The Advice Shop/Adult Basic Education Service is the lead partner in West Lothian CPP 'Better off: The West Lothian Anti Poverty Strategy 2014/2017. This strategy is one of the enablers of the new Single Outcome Agreement. It involves partners from within and outwith the CPP working together to alleviate poverty in West Lothian. The service works with a range of partners, including credit unions and the Department of Work and Pensions to complete actions contained in the underpinning strategy action plans.

The Advice Shop works in partnership with Macmillan Cancer Support to deliver financial advice to people affected by cancer.

The Advice Shop works with CAB West Lothian and the Scottish Legal Aid Board to deliver housing advice and support to tenants and owner occupiers at risk of losing their homes.

The Adult Basic Education service works in partnership with Skill Development Scotland and West Lothian College to deliver the European Social Fund Employability Pipeline.

The Adult Basic Education service works with Workers Education Association and West Lothian College to deliver the West Lothian Growth Fund ESOL initiative.

The Advice Shop/Adult Basic Education service is lead partner in the West Lothian Advice network that is developing the provision of coordinated money advice in West Lothian. Other partners include WESLO and the West Lothian Financial Inclusion Network.

Sport and Outdoor Education works closely with West Lothian Leisure with the key aim of improving opportunities for the people of West Lothian to participate in health-enhancing physical activity leading to longer, healthier lives and the reduction of health inequalities.

The Outdoor Education Team has successfully developed internal and external partnerships enabling outdoor education activity to contribute to community planning priorities. The team have successfully worked in partnership on programmes including the Autism Strategy, Nurture Groups, Helping Young People Engage (HYPE), the Duke of Edinburgh scheme and the bikeability initiative.

The West Lothian Working Together Group provides an example of one of the employability partnerships Area Services is involved in. The group brings together partners from Area Services, Economic Development, JobCentre Plus, Skills Development Scotland and the West Lothian Chamber of Commerce. The aim of the partnership is to identify how services can strategically work together to support clients back into employment. Examples of

successful activities by the partnership include the co-location of employability services at Fauldhouse Partnership Centre and development of a single point of contact for businesses looking to increase their workforce. In 2014/15 the partnership will explore whether the co-location model currently operating in Fauldhouse can be replicated elsewhere in West Lothian.

A table of the Key Partnerships is listed below.

		Advice Shop/ABE	Community Regeneration	Customer Service Development	Community Facilities
Community Planning Partners	Community Councils		✓		✓
	Department of Work and Pensions/ JobCentre Plus	✓	✓	✓	✓
	Scottish Fire & Rescue Service		✓		✓
	Police Scotland		✓	✓	✓
	NHS Lothian		✓	✓	✓
	Oatridge College		✓		
	West Lothian College	✓	✓		
	Skills Development Scotland	✓	✓		
	Chamber of Commerce		✓		
	Scottish Water				
	South East Scotland Transport Partnership				
	Voluntary Sector Gateway West Lothian		✓	✓	
	West Lothian Leisure		✓	✓	
	West Lothian Youth Congress		✓		
Other Partners	Macmillan Cancer Support	✓		✓	
	Scottish Legal Aid Board	✓			
	Management Committees				✓
	West Lothian Credit Union	✓			✓
	Youth Action		✓		✓
	Sportscotland		✓		
	Education Scotland		✓		
	Electoral Register Scotland		✓		

1.4 Outcomes, Priorities and Activities

The council has set eight priorities in the current Corporate Plan (2013/17) in consultation with the local community, partners, stakeholders and our staff. These priorities, along with the three enablers themes, represent all the vital activities that the council will undertake in order to achieve better outcomes for West Lothian.

Figure 1 illustrates where the WLAM units in the service *directly* contribute to the council's priorities (and/or) enablers.

Council Priorities	Advice Shop & ABE	Community Regeneration	Community Facilities	Customer Service Dev
1. Delivering positive outcomes and early intervention for early years	✓	✓		
2. Improving the employment position in West Lothian	✓	✓		
3. Improving attainment and positive destinations for school children		✓		
4. Improving the quality of life for older people	✓	✓	✓	✓
5. Minimising poverty, the cycle of deprivation and promoting equality	✓	✓		
6. Reducing crime and improving community safety		✓		
7. Delivering positive outcomes on health	✓	✓		
8. Protecting the built and natural environment		✓	✓	✓
Enablers				
Financial planning				
Corporate governance and risk		✓	✓	✓
Modernisation and improvement	✓	✓		✓

Figure 1: Council priorities and activities

Data Label: PUBLIC

1.5 Corporate Strategies

The council has a number of corporate strategies that set out what we want to achieve for a particular priority, outcome or targeted group within a corporate planning period (4 years). Strategies include information on what we will do, with our partner services and agencies, to deliver those outcomes.

The service has responsibility for the development and implementation of the following corporate strategies:

Corporate Strategy	Strategy Outcomes	Start	End	Review Date
Culture & Heritage Strategy	▪ Increase participation and engagement in culture and heritage ▪ Building cultural capacity in the local community ▪ Celebrate our cultural identity and promoting West Lothian as a culture and heritage destination	2014	2017	2015
Skills & Learning	▪ Partnership resources, skills and capabilities are used effectively to empower people, individually and collectively to make positive changes in their lives and communities through learning ▪ Life chances are improved for people of all ages, through learning, personal development and active citizenship ▪ Communities are stronger, more resilient, supportive, influential and inclusive	2013	2017	2015
Social Economy (Enterprising Third Sector)	▪ A sustainable independent Social Economy Sector working in partnership with public and private sectors to reduce inequalities and poverty, strengthen cohesion and building community leadership to improve the lives of the residents of West Lothian	2014	2017	2015
The West Lothian Anti Poverty Strategy	▪ To alleviate poverty among vulnerable people in West Lothian	2014	2017	2015

Corporate Strategy	Strategy Outcomes	Start	End	Review Date
Regeneration Framework	The framework identifies five key themes which have been mapped against the Community Planning Partnership's SOA priorities and outcomes and West Lothian Council's priorities, and are, in descending order of priority: ■ Employability and Employment ■ Early Years and Family Learning ■ Health and Wellbeing ■ Economic Development ■ Community Capacity and Cohesion There are performance indicators for each of these, and they are based on reducing the gap in life chances between those in the worst 20% of datazones and the West Lothian average.	2014	2034	2015
Active West Lothian	■ Increased life long participation in sport and physical activity leading to improved health and life expectancy across all life stages ■ Increased participation and engagement by less active communities ■ Provision of services and facilities that meet the needs of the community, linked to the Community Plan and Single Outcome Agreement ■ Resources used to maximum effect ■ Clubs and individuals encouraged to reach their full potential ■ Partnership working is the norm in West Lothian	2014	2017	2015
Customer Services Strategy	■ Our customers are involved in designing, monitoring and evaluating our services. ■ All council services will ensure that customer requests and enquiries are delivered in a timely efficient, professional and satisfactory way. ■ Our customers are able to access council services in the way most convenient to them ■ We will change the way we deliver services to ensure our customers journey from start to finish is by the shortest route possible	2011	2014	2014

Figure 2: Corporate Strategies

Data Label: PUBLIC

2 Area Services Structure

The service is part of the Education, Planning and Economic Development and Area Services directorate. The management structure is outlined in figure 3 below:

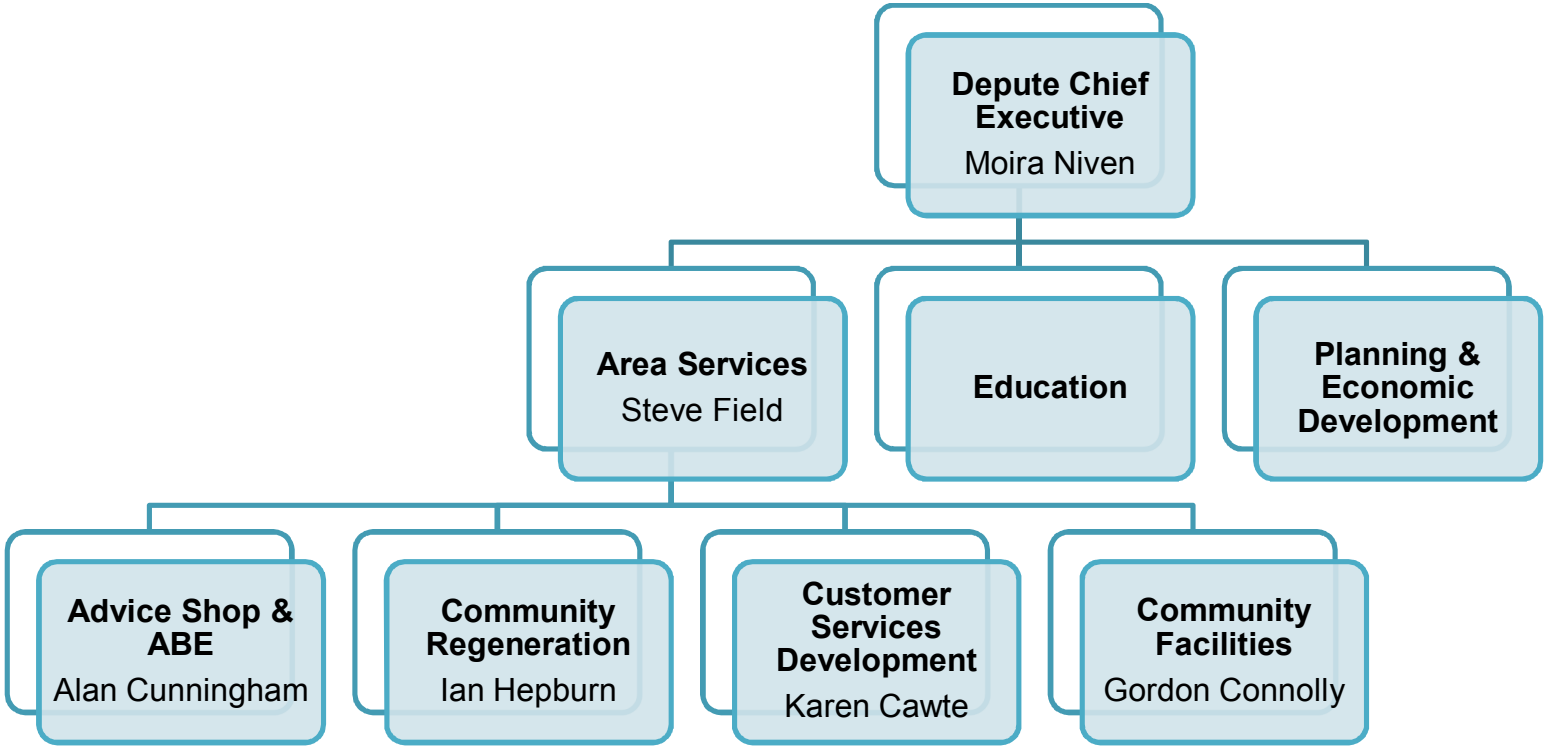


Figure 3: Service Structure

3. Service Activity

3.1 Advice Shop & Adult Basic Education

Manager:	Alan Cunningham
Number of Staff (FTE):	53.1
Location:	Bathgate Partnership Centre

Purpose

The Advice Shop and Adult Basic Education deliver different services, to the same targeted customer groups, such as those vulnerable, disadvantaged and likely to be in poverty.

The Advice Shop provides comprehensive advice to people in West Lothian who are:

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

The service aims to help these groups increase their disposable income. The advice consists of information, advice, advocacy and representation. The service dealt with nearly 80,000 enquiries, generating approx £28 million in additional benefits to citizens in West Lothian in 2013/14.

Adult Basic Education (ABE) contributes to the national outcome “we are better educated, more skilled and more successful, renowned for our research and innovation” through delivery of services and to the West Lothian Single Outcome Agreement outcome ‘We are better educated and have access to increased and better quality learning and employment opportunities’ which: I

- Help unwaged adults, aged 16 and over, to improve their literacy and numeracy skills and gain qualifications
- Help people who are experiencing hearing loss
- Support migrant workers and settled minorities to acquire communications skills
- Offer a range of volunteering opportunities

A priority for both parts of the service is to work closely with colleagues from Access2Employment, Community Learning and Development and other partners to support people into work. The service attracts significant external funding.

Activities

The main activities of the service in 2014/15 will be:

- Income maximisation
- Money advice
- Energy advice
- Housing advice
- Employability referrals
- Assistance with literacy and numeracy and lip reading, including assistance with English as a Second or Other Language (ESOL)
- Assistance and supporting customers to claim benefits and financially manage digitally (digital inclusion)
- Support Better Off: the West Lothian Anti Poverty Strategy and deliver the actions contained in the anti-poverty and welfare reform.
- Develop and deliver non crisis money and financial advice, as a partner in the West Lothian Advice Network

Customer Participation

The service will engage actively with customers and potential customers in delivery.

Customer Consultation Schedule

Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Advice Shop Customers	Satisfaction survey of 25 customers per week	Ongoing	Alan Cunningham	Quarterly report on Covalent
Adult Basic Education	Customer satisfaction survey of all students (approx 500 pa)	End of each 'school' term	Elaine Nisbet	Quarterly report on Covalent
Customer Advisory Group	Six monthly meetings	Six monthly meetings	Chris Nelson	At meetings
Service Stakeholder group	Six monthly meetings	Six monthly meetings	Chris Nelson	At meetings
Friends of Adult Basic Education (FABE)	Monthly meetings	Quarterly meetings	Elaine Nisbet	At meetings

Key Partners

The service works actively with partners to plan, design and deliver improved services for our customers. Our key partners are:

- West Lothian Advice Network
- West Lothian Anti Poverty Strategy Board and Action Plan Development Groups
- Macmillan Cancer Support as an external funder
- Scottish Legal Aid Board as an external funder
- West Lothian Literacies and ESOL group
- Department for Work and Pensions
- Skills Development Scotland

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2013/14 £	Revenue Income Budget 2013/14 £	Net Revenue Budget 2013/14 £
Income maximisation	Promote social inclusion by maximising income and improving the standard of living of those individuals, families and households who are living in poverty	5. Minimising poverty, the cycle of deprivation and promote equality	Unit cost per engaged customer. Target £45 per customer	PUBLIC	30.8	842,250	(226,221)	616,029
			Total quarterly amount the Advice Shop has gained for its customers. Target £6.75 M per quarter	PUBLIC				
Energy Advice	Promote social inclusion by reducing fuel poverty	5. Minimising poverty, the cycle of deprivation and promote equality	Unit cost per engaged customer. Target £45 per customer	PUBLIC	2.0	150,329	0	150,329
			Extra customer disposable income gained after Energy Advice intervention £280Kpa	HIGH LEVEL				
Money and Housing Advice	Promote social inclusion by maximising income and improving the standard of living of those individuals, families and households who are living in poverty, and prevent homelessness in West Lothian		Unit cost per engaged customer. Target £45 per customer	PUBLIC	7.0	296,132	(109,373)	186,759
			Advice Shop Money Advice - Customer debt managed through money advice intervention £3M per quarter. Housing advice - number of evictions prevented 180 per quarter	HIGH LEVEL				

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2013/14 £	Revenue Income Budget 2013/14 £	Net Revenue Budget 2013/14 £
Adult Basic Education	Improve literacy and numeracy skills of adults	2. Improving the employment position in West Lothian	Unit cost per ABE student £525	WLAM	9.1	455,377	(62,245)	393,132
			Percentage of students gaining accreditation 20%	HIGH LEVEL				
Support	Provision of support services for Advice Shop	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		1.2	79,286	0	79,286
	Total :-				**50.1**	**1,868,986**	**(430,011)**	**1,438,975**
Anti Poverty Strategy	Delivering the outcomes in the West Lothian Anti Poverty Strategy and action plan	5. Minimising poverty, the cycle of deprivation and promote equality	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		1.5	89,000	0	89,000
Time Limited - Representation at Social Security Tribunals	Alleviate poverty among vulnerable people and groups in West Lothian	5.Minimising poverty, the cycle of deprivation and promote equality	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		1.5	54,000	0	54,000
Time Limited - Welfare Reform	To promote the work of the credit unions	5.Minimising poverty, the cycle of deprivation and promoting equality	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	70,000	0	70,000

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2013/14 £	Revenue Income Budget 2013/14 £	Net Revenue Budget 2013/14 £
Time Limited - Welfare Reform	Promote financial inclusion to all groups.	5.Minimising poverty, the cycle of deprivation and promoting equality	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	70,000	0	70,000
Total :-				**53.1**	**2,312,093**	**(395,728)**	**1,916,365**	

Actions

Actions – Update from 2013/14 Management Plan						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop and implement a Digital Inclusion Strategy	Provide access and learning opportunities for those at risk of digital exclusion	Provision of a joined up approach to the promotion of digital inclusion and learning across Area Services	Alan Cunningham & Ian Hepburn	January 2013	March 2014	Complete
Expand Advice Shop service	Provide 1.0 FTE resource to expand the Advice Shop	Improved access to advice services for customers	Alan Cunningham	April 2013	June 2013	Complete

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
West Lothian Court Advice Project (in partnership with Citizens Advice Bureau West Lothian, funded by the Scottish Legal Aid Board)	Help home owners and tenants avoid home repossession/ eviction through advice and representation at Sheriff Court. Assist customers to make successful small claims through the Sheriff Court	Home owners/ tenants keep their homes Customers gain financial redress through the small claims process	Alan Cunningham	Ongoing (refunded in October 2012)	March 2015	Active
Deliver of coordinated training, support and community regeneration following the closure of the Vion facility in Broxburn	Deliver services to those affected by the closure of Vion in Broxburn to promote learning, sustainable employment and community regeneration	Help former Vion workers transition into new employment or learning opportunities. Regeneration of the Broxburn area.	Alan Cunningham & Ian Hepburn	January 2013	March 2015	Active ESOL support continues for ex VION workers
Develop the Community Planning Partnerships' revised Better Off: the West Lothian Anti Poverty Strategy 2014 - 2017	Revise the strategy as a CPP strategy to include the current partner activity on welfare reform and new activity re digital and financial inclusion. Develop the action plans to implement new activity based on this.	Revised strategy and action plans help alleviate poverty in West Lothian	Alan Cunningham	April 2014	March 2017	Planned
Develop a CPP Digital Inclusion Action Plan	Develop the present Area services Digital Inclusion Action Plan to include community planning partner activity	Partners work to reduce digital exclusion among people in West Lothian at risk of poverty	Elaine Nisbet	April 2014	March 2015	Planned

Data Label: PUBLIC

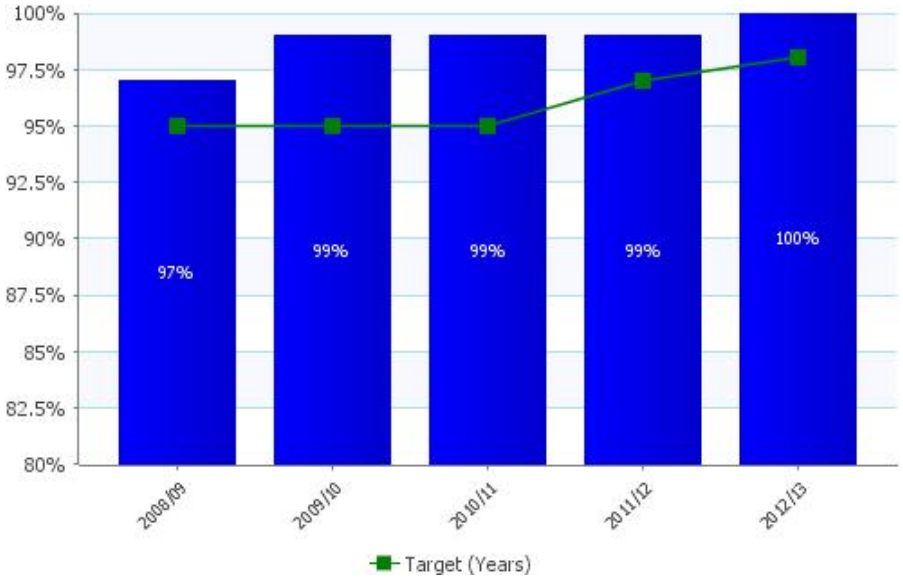
Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Extend the role of voluntary activity	The service will build on its existing base of 40 volunteers to deliver IT and ESOL support	Volunteers ▪ help reduce digital and financial exclusion ▪ help support employability skills by improving speaking and listening skills ▪ become accredited in voluntary work	Elaine Nisbet	April 2014	March 2015	Planned
Increase financial capability of people in West Lothian	Support local credit unions to expand membership in West Lothian among people at risk of financial exclusion	The two local credit unions will operate from venues that allow them to provide better coverage across West Lothian, and grow their memberships Child membership will increase as a result of CU presence in schools	Elaine Nisbet	April 2014	March 2017	Planned
Increase access to money advice in West Lothian	Develop the West Lothian Advice network to be lead partner in the coordination of preventative money advice	The Network will introduce systems and activity so that people in West Lothian have uniform access to joined up preventative money advice	Elaine Nisbet	April 2014	March 2016	Planned

Data Label: PUBLIC

Performance

Performance Indicator	**Advice Shop - Percentage of customers who rated the overall quality of the service as good or excellent.**	*ADS500_6a.7*
Description	Advice Shop customer satisfaction has been measured since 1999 on an annual basis. Responses are gathered from our customer survey cards which we ask customers to complete following their involvement with the Advice Shop. We look to collect 25 customer survey cards per week which amounts to 1300 per year regarding their level of satisfaction on the overall quality of the service.	



Trend Chart Commentary:

In 2012/13 we successfully exceeded our increased target of 98% reaching 100% customer satisfaction for this key performance indicator.

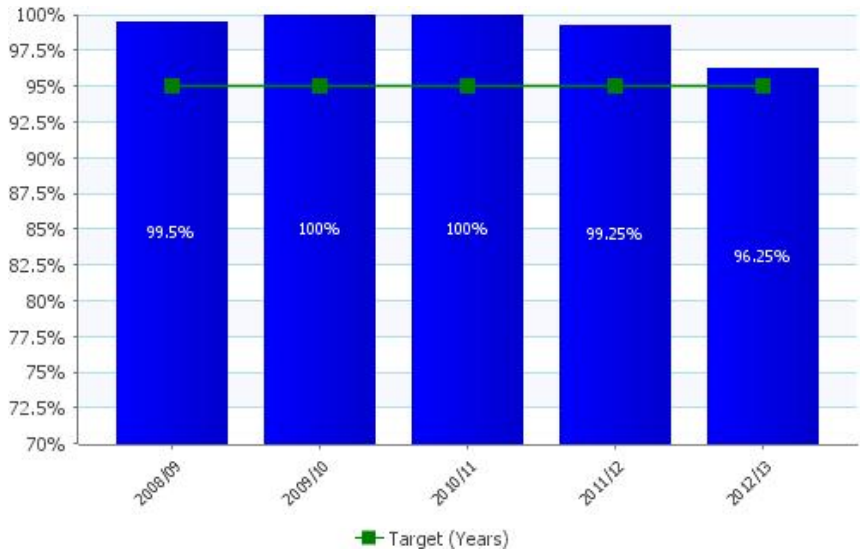
In 2009/10, 2010/11 and 2011/12, 99% of our customers rated the overall quality of service as good or excellent. Due to the continued success in exceeding our target of 95% in 2009/10 and 2010/11 we increased our target to 97% in 2011/12.

In 2008/09 we exceeded our target of 95% reaching 97% of customers who rated the overall quality of the service as good or excellent.

In the last 5 years we have reviewed and increased our target on two occasions. Due to consistently exceeding our target over the last 5 years we will set this key performance indicator target at 99% for the 2013/14 period. The 2013/14 figure will be available in April 2014.

The target will also remain at 99% for 2014/15 period.

Performance Indicator	**Advice Shop - Percentage of our customer contacts that we respond to within our service standard for timeliness of response.**	*ADS501_6b.3*
Description	This key performance indicator shows if we are we are meeting our service standards within the set period. Advice Shop monitor a random sample of 240 customers throughout the year to make sure we meet our timeliness standard. We monitor standards for customers coming to see us face to face, contacting us over the telephone and also by email or letter. Our timeliness standard is to return telephone calls within 1 working day, and emails and letters within 3 working days. We aim to see customers face to face within 45 minutes. Managers monitor and review results to identify any trends which are positive or negative. This allows us to make improvements and to continue to provide the best possible service to our customers.	



Trend Chart Commentary:

In 2012/13 we successfully exceeded our target of 95% reaching 96.25%. This showed as slight drop from 99.25% in the 2011/12 period. The 96.25% result for 2012/13 is a result of four customers waiting longer than 45 minutes to see an advisor on our drop in sessions and three referrals not being responded to within three working days. We introduced new procedures to help rectify this drop and improvements have been made in the 2013/14 year so far.

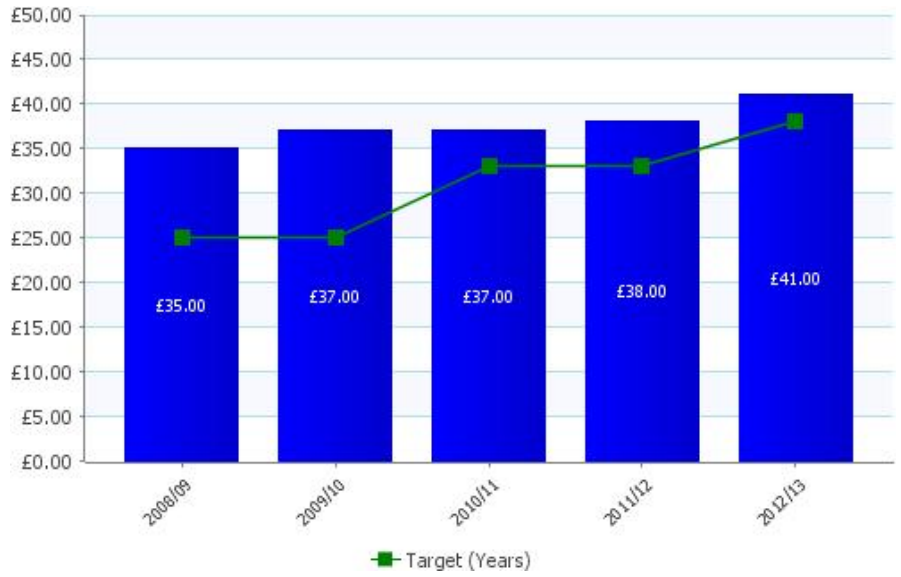
In 2008/09, 2009/10, 2010/11 and 2011/12 we successfully exceeded our target of 95% reaching between 99% and 100% for all periods.

Over the last 5 years we have successfully exceeded our target of 95%. Since moving premises into the Bathgate Partnership Centre in 2010/11 there has been an increase of customer footfall and this has had an effect on the timeliness standard.

Our target has been increased to 97% for the 2013/14 period. The 2013/14 figure will be available in April 2014.

The target for 2014/15 will remain at 97%.

Performance Indicator	**Amount of extra customer estimated income gained per pound of income maximisation staff cost.**	*ADS502_9a.2a*
Description	This key performance indicator measures the amount of estimated income gained for all customers measured against the overall cost of Advice Shop working in the 'Income Maximisation' team (The Income Maximisation Service is increasing customers incomes by checking their entitlement to Welfare Benefits, if entitlement is identified the team assist customers to apply therefore maximising their income). This way of measuring effectiveness was developed in West Lothian by Advice Shop staff. It is increasingly being used by advice services throughout Britain. The leverage figure is the amount of income gained for customers per 1 pound (£1) spent on staff cost. A benchmark for a good income maximisation service is above £20:1.	



Trend Chart Commentary:

Over the last 5 years we have consistently exceeded our target. We have increased our target from £25:1 in 2008/09 to £33:1 in 2010/11 and finally to £38:1 in 2012/13. The Advice Shop has shown a steady increase in the key performance indicator with the exception of 2010/11 were we remained the same as the previous year. Reduced direct costs to the Advice Shop budget as a result of moving to Bathgate Partnership Centre account for most of the increase between 2011/12 and 2012/13. The 2013/14 figure will be available in July 2014. The target for 2014/15 will remain at £38.00 due to impact of Welfare Reforms.

Performance Indicator	**Total annual amount the Advice Shop has gained in extra benefits for its customers.**	*ADS503_9b.1a*
Description	This key performance indicator shows the amount the Advice Shop has gained in extra benefits for it's customers during the year. This figure includes any successful benefit claims and appeals we help customers with. There are two aspects to a benefit or appeal award. Firstly the weekly award, this is multiplied by 52 to reflect the extra income customers receive over a year. This methodology is accepted and used throughout the UK by Welfare Rights services. The second part is the lump sum or backdates. Certain benefits can be a one off payment, these would not be recorded within the weekly award to ensure the correct amount is recorded. The Advice Shop closely monitors results of this performance indicator. This allows us to identify trends and ensure the Advice Shop provides a relevant and effective service throughout West Lothian. Also through the analysis of the information, campaigns, developments and improvements are made throughout the service. We can also highlight the challenges of the Welfare Reform changes.	

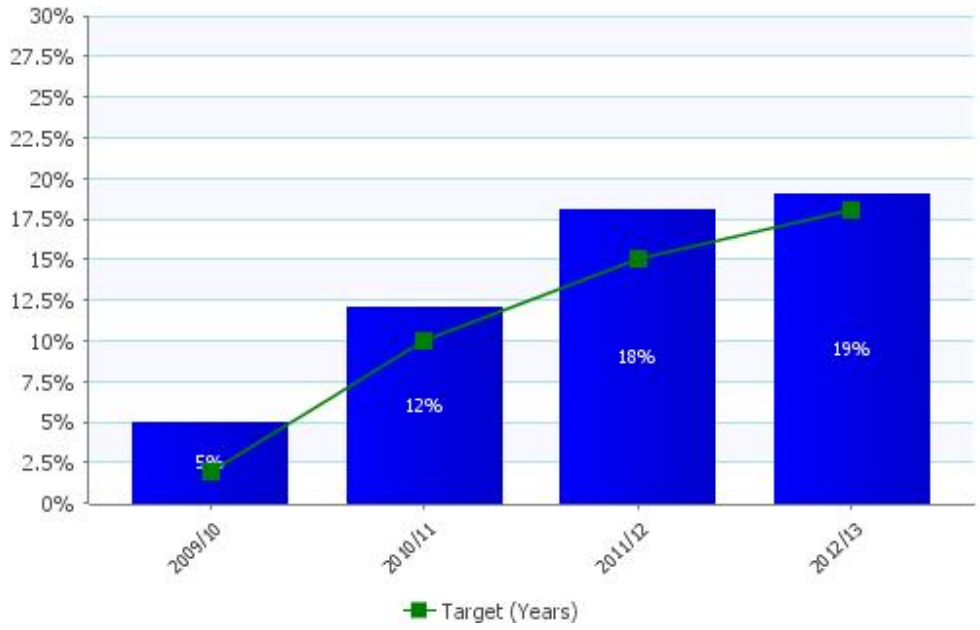
Trend Chart Commentary:

Over the last 5 years we have successfully exceeded our target. There has been a substantial increase between 2008/09 and 2012/13 in successful benefit and appeal awards as demands for the service has grown. Over the last 3 years we have shown a gradual increase in successful awards. We would expect this to level off in 2013/14 period, due to the impact of Welfare Reforms.

Since 2008/09 we increased our target from £17,500,00 in 2008/09 up to £27,000,000 in 2012/13, due to performance levels. Our target has remained at £27,000,000 for 2013/14 as the impact of Welfare Reforms are starting to take hold within West Lothian. The 2013/14 figure will be available in July 2014.

Target for 2014/15 will remain at £27,000,000 again due to impact of Welfare Reforms.

Performance Indicator	**Adult Basic Education(ABE) - Percentage of students gaining accreditation.**	*ADS504_9b.1a*
Description	The indicator shows the percentage of our total number of literacies students gaining an initial Scottish Qualifications Authority qualification in core skills, thereby improving confidence and employability skills.	



Trend Chart Commentary:

With the introduction of a range of new accreditation specifically aimed at adults, the service has integrated these into delivery. Presently only literacies students have an opportunity to gain accreditation. Over the last 4 years we have successfully reached our target and subsequently increased this target each year. We are set to reach our target of 20% in 2013/14, and the actual figure will be available in April 2014.

We will increase our target to 21% for 2014/15.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2013/14 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	ANNUALLY												✓
Benchmarking	BI-ANNUALLY	✓						✓					
Collation Specified Performance Indicators (SPIs)	N/A												
Update of PPR information	QUARTERLY	✓			✓			✓			✓		
WLAM (assessment)	N/A												
Review Panel	N/A												
Performance Committee	N/A												
Process Review (Lean/RIE activity)	AS REQUIRED												
Progress review of improvement actions	QUARTERLY	✓			✓			✓			✓		
CSE preparation	ANNUALLY			✓									
Inspection or Audit activity	AS REQUIRED												
Budget Management activity	AS REQUIRED					✓		✓			✓		
Equality Impact Assessment(s)	AS REQUIRED												
Health and Safety Assessment(s)	AS REQUIRED												
Business Continuity Planning	ANNUALLY			✓									
Workforce Planning	AS REQUIRED												
PRPDPs	BI-ANNUALLY	✓						✓					
Review of customer groups/segmentation matrix	ANNUALLY												✓
Customer consultation	QUARTERLY			✓			✓			✓			✓
Review of Service Standards	ANNUALLY												✓
Planned Engagement activity	ANNUALLY	✓											
Website content management	BI-ANNUALLY	✓						✓					

Performance activity Self Assessment activity Consultation & engagement activity External assessment activity Corporate management activity

Data Label: PUBLIC

3.2 Community Regeneration

Manager:	Ian Hepburn
Number of Staff (FTE):	145.9
Locations:	West Lothian Civic Centre, Howden Park Centre, Linlithgow Burgh Halls, Lowport Outdoor Education Centre and various partnership and community centres.

Purpose

Community Regeneration comprises the following six teams:-

- Community and Leisure
- Community Arts
- Community Learning and Development (Adult Learning)
- Community Youth Services
- Regeneration and Employability
- Sport and Outdoor Education

The teams work closely with other teams within Area Services and throughout the council and external partners from the community, voluntary, statutory and private sectors.

The purpose of Community Regeneration is to tackle inequalities by engaging with individuals and communities to improve their life chances, based on the evidence that those living in the 20% most disadvantaged datazones (as defined by the Scottish Index of Multiple Deprivation) will experience worse outcomes across a range of indicators compared to not only those in the least 20% but against the local and national averages.

We do this through learning, personal development and active citizenship aimed at building on the assets and potential of individuals, families and the communities by involving people in the redesign and reshaping of our services through their comments, suggestions, partnerships with us and taking advantage of co-production methods/opportunities whenever possible.

Activities

The main activities of the service in 2014/15 will be:

- Continue to develop programmes and activities which support young people who require More Choices, More Chances progress into positive destinations.
- Developing a partnership with NHS Lothian and contributing to the delivery of the wellbeing outcomes outlined in the Arts Strategy.
- Working with Education Services to develop West Lothian's Creative Learning Network which aims to embed creativity in learning and teaching through the Curriculum for Excellence.

- Working in partnership with colleagues from Area, Education and Operational Services to manage celebrations for the Queens Baton Relay a national celebration to mark the start of the 2014 Glasgow Commonwealth Games.
- Using the opportunities provided by the Commonwealth Games and Ryder Cup in 2014, to create a legacy for sport, outdoor education and related themes within West Lothian.
- Supporting individuals, families and groups in our most disadvantaged communities to identify and develop their assets and empowering them to lead and influence regeneration.
- Offering support to residents to assist them to progress into employment, education or training with a particular focus on supporting young people.
- Supporting and developing West Lothian's third sector.
- Developing and delivering mainstream youth clubs, specific in-school and post school targeted initiatives and interventions to support young people's achievement and progression into sustainable destinations.
- Creating opportunities for improved partnership working between public, private and third sector organisations delivering activities in learning communities, and recognising the contributions and outcomes achieved collectively.
- Supporting and delivering equal access for disadvantaged groups to leisure, learning and under-5s services in the community high schools.
- Delivering a range of community based adult learning and capacity building programmes, including organisational and practical skills training, with a particular emphasis on expanding the digital inclusion of those adversely impacted by welfare reform through delivery of targeted ICT learning programmes.
- Delivering a crèche service for preschool children to enable parents to access key support and learning services.
- Developing and delivering opportunities for participation, and increased performance, in sport, outdoor education, residential experience and physical activities which contribute to wider community planning and national agency outcomes.
- Supporting voluntary organisations in receipt of council funding to build their capability and capacity to deliver services through structured support and annual health checks.
- To seek funding from creative Scotland to continue the Youth Music Initiative programme which provides musical tuition to all primary school pupils.
- To implement the Action Plans linked to specific learning communities and to submit the James Young High School and Broxburn Academy plans to Education Scotland for their consideration.
- To undertake with partners an assessment of Community Learning and Development needs across West Lothian in preparation for developing a 3 year plan to be in place for 1st September 2015, as per the Requirements for Community Learning and Developments (Scotland) regulations 2013.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Our key partners are:

- Royal Conservatoire of Scotland
- National Youth Choir of Scotland
- NHS Lothian
- Police Scotland
- West Lothian Leisure
- Community Councils
- Job Centre Plus
- Skills Development Scotland
- Women onto Work
- B4 and Onto Work, Ability Centre
- Voluntary Sector Gateway
- West Lothian Youth Action Project
- Business Gateway
- Economic Development
- Local Community Development Trusts and voluntary sector organisations
- West Lothian Leisure
- Education Scotland
- West Lothian College
- Chamber of Commerce

Customer Participation

The service will engage actively with customers and potential customers in the delivery and re-design of services to ensure they are accessible and focused on their needs and preferences.

Customer Consultation Schedule

Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Community Arts key customer groups	Questionnaire	Annual	Laura Tyrrell	Email to customers
Howden Park Centre function catering service customers	Questionnaire & focus group	Annual	Amanda Young	Email to customers
Howden Park Centre audience members	Online survey and focus group	Annual	Anne Marie Vance	Email to customers

Customer Consultation Schedule

Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Children and young people participating in youth work programmes	Customer satisfaction survey Distance travelled surveys	Quarterly 6 monthly	Beverley Akinlami	Results shared through group and or 1:1 meetings
Children and young people at risk of school disengagement	Customer satisfaction survey Distance travelled surveys	Quarterly 6 monthly	Beverley Akinlami	Results shared through group and or 1:1 meetings
Young people at risk of not reaching a positive destination post secondary school	Customer satisfaction surveys	Quarterly	Dawn Roden	Results shared through group and or 1:1 meetings
Residents in areas of high deprivation	Door Knocking/ Questionnaire / stakeholder events	Quarterly	Claire Pattullo	Community Regeneration Action Plans Partnership and Resources PDSP
Residents engaged or potentially engaged in health initiatives	Questionnaire / stakeholder events	Annually	George Scott	Partnership and Resources PDSP
Voluntary Organisations	Capacity building programme for voluntary organisations	Annually	Ross Paterson	Partnership and Resources PDSP
Residents engaged or potentially engaged in employability initiatives	Door Knocking/ Questionnaire / stakeholder events	Quarterly	Clare Summers	Community Regeneration Action Plans Partnership and Resources PDSP
Community & Leisure Sport and Leisure Customers	Survey Questionnaire	6 monthly	Neil Sharp	Websites
Community & Leisure Adult Class Participants	Evaluation Survey	6 monthly	Neil Sharp	Websites
Community & Leisure Under-5s Centre Users	Satisfaction Survey	6 monthly	Neil Sharp	Websites and Notice-boards

Customer Consultation Schedule

Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Event Organisers	Review Meetings	After events	Neil Sharp	Email or Letter
Community based adult learning course participants.	Focus groups. Survey monkey evaluation	6 monthly	Ian McIntosh	Community and Leisure PDSP
Participants in capacity building courses	Focus groups. Survey monkey evaluation	6 monthly	Ian McIntosh	Community and Leisure PDSP
Low Port residential groups	Online survey	Annually	Marion Millar	Results posted on notice boards, website and sent to customers who have supplied contact details.
Lochside Cafe users	Opinion Meter Paper based satisfaction questionnaire	6 monthly	Marion Millar	Results posted on notice board and website.
Community Clubs /Organisations	Online survey Club network night	6 monthly Annually	Andrew Smyth/Lorraine Durie	Results posted on notice boards, website and sent to customers who have supplied contact details.
Schools using Lowport Sports Facility	Focus Group	Annually	Andrew Smyth, Lorraine Durie, Elspeth Pawlak, Marion Millar.	Results posted on notice boards, website and sent to customers who have supplied contact details.
Holiday and after school programme attendees.	Paper based satisfaction questionnaire	Quarterly	Andrew Smyth, Lorraine Durie, Elspeth Pawlak.	Results posted on notice boards, website and sent to customers who have supplied contact details.
Training course attendees.	Paper based satisfaction questionnaire	Quarterly	Andrew Smyth, Lorraine Durie, Elspeth Pawlak.	Results posted on notice boards, website and sent to customers who have supplied contact details.

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15	Revenue Income Budget 2014/15	Net Revenue Budget 2014/15
						£	£	£
Arts Development Programme	To ensure that everyone in West Lothian has the opportunity to experience the social, economic, educational, environmental, health and creative benefits of the arts.	8. Protect the built and natural environment and ensuring other council activities are carried out in a sustainable manner	CRACS008 _6a Measure of percentage of people who take part in Community Arts activities including projects, workshops, classes, Continuous Professional Development, who agree that their well-being has improved as a result of participating. (Target 90%)	HIGH LEVEL	10.0	578,772	(145,012)	433,760
			CRACS012_6a Measure of percentage of customers who agree that they are likely to become more active in their community as a result of participating in a Community Arts activity (Target 72%)	HIGH LEVEL				
Howden Park Centre	To provide high quality facilities and arts programme for the people of West Lothian	8. Protect the built and natural environment and ensuring other council activities are carried out in a sustainable manner	CRACS024_ 6b.2 Measure of percentage of customers who rated the facilities at Howden Park Centre and Linlithgow Burgh Halls as excellent or good (Target 96%)	PUBLIC	12.7	759,749	(535,926)	223,823
			CRACS066_9b.1c Measure of the percentage occupancy of rooms at Howden Park Centre which are available for hire. Rooms include the theatre, Space 2, Space 3, the meeting room and art studio 1. (Target 45%)	PUBLIC				

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Linlithgow Burgh Halls	To provide high quality facilities and arts programme for the people of West Lothian	8. Protect the built and natural environment and ensuring other council activities are carried out in a sustainable manner	RACS056_9a.2b Percentage of events cancelled at Howden Park Centre and Linlithgow Burgh Halls due to insufficient demand as a proportion of all events. (Target 10%)	WLAM	6.3	343,167	(233,020)	110,147
			P:CRACS069_9b.1c Measure of percentage of Community Arts workshops, classes, courses and performances which have a greater than 70% participation or attendance rate at Howden Park Centre and Linlithgow Burgh Halls. (Target 55%)	WLAM				
Community Regeneration	To work with all Community Planning Partners to ensure that they are working together in 9 multi member wards with the common aim of closing the opportunity gap	5. Minimising poverty, the cycle of deprivation and promote equality	CRRE082_9b Percentage of health checked voluntary organisations where there was evidence of a planned approach to income and expenditure and finances are robustly controlled (Target - 90%)	PUBLIC	11.6	2,527,995	(80,916)	2,447,079
			CRRE053_9a.1c Cost per resident engaged in structured activity.	WLAM				
Employment and Skills	Supporting residents to secure and sustain employment, education or training opportunities. This involves developing their individual employability skills. Services delivered outreach in areas of high unemployment.	2. Improving the employment position in West Lothian	CRRE051_9a.1c Cost per employability client supported into work, training and education.(Target £420);	PUBLIC	10.2	224,653	0	224,653
			CRRE070_9b.1a Number of Job Candidates Supported by Council's Employability Service. (Target 1400)	WLAM				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Work with adults and communities	Engage adults in community based learning; combining the core skills of literacy, numeracy, communications, working with others, problem solving and information communications technology that builds the capacity of individuals, groups, communities and community organisations to influence decision making and service delivery.	2. Improving the employment position in West Lothian	CRCED045_9a.1c Annual total of adults engaged. (Target 2500)	WLAM	11.4	597,964	(21,000)	576,964
			CRCED062_9b.1 Community Based Adult Learning(CBAL) - Number of CBAL courses delivered. Target 160	WLAM				
Work with Young People	Engaging with young people to facilitate their personal, social and educational development and enabling them to gain a voice, influence and place in society	3. Improving attainment and positive destinations for school children	CRCYS043_9a.2a Average number of youth work contacts per full time equivalent. Target 275	WLAM	16.0	1,107,452	0	1,107,452
			CRCYS061_9b.2 Number of antisocial behaviour calls regarding young people registered with the Community Safety Unit. (Target 3,000)	HIGH LEVEL				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
MCMC	The team deliver employability services in school and post school to vulnerable /disaffected pupils. The team provided appropriate employment, training or educational opportunities through pro-active intervention and the establishment of partnerships and networks to assist in the process.	3. Improving attainment and positive destinations for school children	CRCYS053_9a.1a Percentage of More Choices More Chances (MCMC) clients supported moving into a positive destination. (Target 50%)	PUBLIC	10.4	864,656	0	864,656
			CRCYS044_9a.2a Average number of clients registered / supported per More Choices More Chances Full Time Equivalent staff. (Target 25)	WLAM				
Community & Leisure	Provision of sport and leisure, adult learning and under-5s services in community high schools	7. Delivering positive outcomes on health	CRCL031_9a.1c Community & Leisure net unit cost per participant session. (Target £1.65)	PUBLIC	22.7	613,764	(331,452)	282,312
			CRCL041_9b.1b Percentage of Community & Leisure customers living in the 20% most disadvantaged areas in West Lothian. (Target 16%).	PUBLIC				
Time Limited - Employability Measures	Additional Training & Employment Opportunities for Young People	2. Improving the employment position in West Lothian	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		3.0	1,000,000	0	1,000,000

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Time Limited - Wage Subsidy Scheme- Voluntary Organisations	Additional Training & Employment Opportunities for Young People in the Voluntary Sector	2. Improving the employment position in West Lothian	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	52,000	0	52,000
Time Limited - Skills Training Programme	Additional Training & Employment Opportunities for Young People	2. Improving the employment position in West Lothian	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	25,000	0	25,000
Time Limited - Graduate Training Programme	Additional Training & Employment Opportunities for Young People	2. Improving the employment position in West Lothian	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	8,000	0	8,000
Sport Development	Provide support and provision of opportunities and facilities across broad range of sports to individuals, clubs, coaches and partners.	7. Delivering positive outcomes on health	CRSOE043_9a.1c Net unit revenue cost per participant session. (Target £10.00)	HIGH LEVEL	5.9	868,350	(144,407)	723,943
			CRSOE059_9b.1c Number of participant sessions delivered.(20,000)	HIGH LEVEL				
West Lothian Leisure	Monitor performance of West Lothian Leisure in accordance with the Lease & Funding Agreement	Enabler Service - Corporate Governance and Risk	CRSOE051_9b.1a Number of attendances per 1000 population at indoor sport & leisure facilities. (Target 6,460)	PUBLIC	0.0	2,040,064	0	2,040,064
			Number of health referrals that continue beyond the initial 12 week programme (TBC)	PUBLIC				

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Provision of Core Outdoor Education Activity	Provide programmed Outdoor Activity and resources for Primary, Secondary and Special Schools, including supporting current educational initiatives	7. Delivering positive outcomes on health	CRSOE041_9a.1a Unit Cost per customer enquiry made to the Sport and Outdoor Education Admin team. (Target £2.08)	HIGH LEVEL	10.6	368,737	(206,311)	162,425
			CRSOE058_9b.1c Percentage up-take on Sport and Outdoor Education activity courses. (Target 85%).	WLAM				
Residential Facility	Provide a high quality residential and catering facility which will be offered to all West Lothian Schools and the wider community	Enabler Service - Financial Planning	CRSOE042_9a.1a Low Port Centre carbon consumption per square metre. (Target 20)	HIGH LEVEL	12.8	445,251	(249,122)	196,130
			CRSOE57_9b.1c Percentage occupancy rates for bed nights in the Low Port Centre	HIGH LEVEL				
Service Support	Provision of management and administrative support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.	COMMUNITIES	2.3	207,437	-	207,437
	Total :-				**145.9**	**£12,633,011**	**- £1,947,166**	**£10,685,845**

Data Label: PUBLIC

Actions

Actions – Update from 2013/14 Management Plan						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Implement improvements to the venue hire process at Howden Park Centre	Following a one day Improvement Workshop in 2012 an action plan was developed to facilitate service improvement	Simplify the processes, improve communication between teams, improve the customer journey and reduce unnecessary customer contacts	Laura Tyrrell	January 2013	June 2013	Complete
Establish a cafe and bar operation at Linlithgow Burgh Halls	Manage the cafe at Linlithgow Burgh Halls, provide a licensed bar and manage external catering for events and functions	Meet business and income targets and ensure that cafe and bar provide a sustainable, cost-effective service for customers using the venue	Thirza Hockaday	January 2013	March 2014	Complete
Deliver and implement the revised Community Arts grant scheme	Following a review of the Community Arts Grants Scheme in 2012, which involved consultation with customers, new criteria for funding have been adopted	Increase the number of organisations and individuals in West Lothian accessing the community arts grant scheme	Anne Marie Vance	April 2013	March 2014	Complete
Review of Work with Young People team	Review operational model and curriculum offer and reshape to meet local and national priorities	New operational model and curriculum offer established in line with Curriculum for Excellence	Beverley Akinlami	April 2003	September 2013	Complete

Data Label: PUBLIC

Actions – Update from 2013/14 Management Plan

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop plan for the coordination of accredited learning programmes	Review accredited learning programmes offered in relation to needs of children and young people	Increased opportunities for children and young people to participate in accredited learning programmes	Beverley Akinlami	April 2013	October 2013	Complete
Devise with partners learning pathways for children and young people requiring targeted support and interventions	Engage with internal and external partners to collectively ensure that targeted support and interventions are coherent, coordinated and needs led	Improved coordination and quality of targeted support and interventions that are effective, relevant and offer better value for money	Beverley Akinlami	April 2013	August 2013	Complete
Voluntary Organisations	To support, advise and monitor the voluntary sector in West Lothian. This will include the implementation of a quality standard approach to the sector	All Voluntary organisations on the Voluntary sector budget complete a health check in 2013/14 15 organisations gain a PQASSO quality standard	Ross Paterson	February 2013	December 2013	Complete
Locality Planning (Community Regeneration)	To work with all Community Planning Partners to ensure that they are working together in 9 multi member wards with the common aim of closing the opportunity gap and tackling inequalities	Develop and implement 9 ward actions plans for each of the multi member wards Progress against the actions identified in each of the ward action plans will be reported to related LAC's	Clare Summers	April 2013	March 2014	Complete

Data Label: PUBLIC

Actions – Update from 2013/14 Management Plan

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Employment and Skills	Offer support to residents to assist them to progress into employment, education or training This will include the delivery of the Steps N2work programme aimed at creating 140 opportunities for young people in 2014 A Veterans wage subsidy programme will be launched in 2014 to create 20 opportunities for Veterans in West Lothian	1400 residents register with Access2employment 700 progress into employment, education or training 30 West Lothian Job Fund, 100 Wage Subsidy and 10 Modern Apprenticeship opportunities are created for young people 20 wage subsidy opportunities for Veterans	Clare Summers	April 2013	March 2014	Complete
Redesign crèche service to offer training element as a positive destination for those in transition to work or certificated study	A crèche service is provided that uses the provision to recruit and train staff to a supply pool that offers ongoing training and access to employment in social care	Existing service is redesigned and developed to offer supported positive destinations	Ian McIntosh Margo Mitchell	April 2013	February 2014	Complete
Promote and develop digital inclusion	Design and deliver learning opportunities for those at greatest risk of digital exclusion	Those at greatest risk of exclusion are skilled in using various ICT channels and are supported to access free public access options across West Lothian	Ian McIntosh John McGhee	June 2013	February 2014	Complete

Data Label: PUBLIC

Actions – Update from 2013/14 Management Plan

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop family learning support	Development stages of Healthy Families, Healthy Children and ICT targeting of P1 parents demonstration projects to inform delivery in 2013/14	Positive learner engagement of parents/carers contributes to improved family relationships and in-school attainment	Ian McIntosh Ruth Plevin	April 2013	March 2014	Complete
Customer enquiry process to be developed through use of CRM system	To utilise the CRM system to record and monitor all customer enquiries enabling more accurate management information and collation of Key Performance Indicators	CRM system developed and in use by all administration staff	Lynne Taylor	April 2013	June 2014	Complete
Change the focus of satisfaction surveys for groups attending activities with the service	Target customer satisfaction surveys at group participants rather than group leaders	More accurate customer satisfaction results from group participants	Keir Stevenson	April 2013	April 2014	Complete

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Community and Leisure Service Redesign	Redesign and restructuring of community and leisure services	Establishment of more integrated, outcome-focussed and efficient service	Neil Sharp	January 2013	March 2014	Scheduled to complete in August 2014
Commonwealth Games 2014 planning and preparation	Planning for events and legacy initiatives related to the Glasgow Commonwealth Games 2014	Legacy Plan and action plan agreed	Andrew Smyth	April 2013	December 2014	Active
Develop the Business Plan for Howden Park Centre	The Business Plan will identify the key areas for development and contain an action plan for increasing the number of lets for social and commercial events	Increase occupancy and income generation at Howden Park Centre	Amanda Young	January 2013	March 2014	Active
Deliver and implement the Council's Culture & Heritage Strategy 2013-17	Working with key partners and stakeholders participate in the delivery of key tasks in the Culture & Heritage Strategy action plan	Increase participation in and engagement with culture and heritage, build cultural capacity in the local community and celebrate and promote West Lothian's cultural identity	Laura Tyrrell	April 2013	March 2014	Active
Use external funding from Creative Scotland to develop an arts programme targeted at the hardest to reach communities and individuals in West Lothian	Work with key partners to identify and remove barriers to participation in the arts	Increase participation in and engagement with the arts by people living in the 20% most disadvantaged datazones in West Lothian	Anne Marie Vance	August 2014	March 2014	Active

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Produce a coordinated Community Youth Services Plan	Develop services including targeted provision relevant to the needs of children and young people	There is access to a diverse range of personal development, learning and employability opportunities	Beverley Akinlami	April 2013	June 2013	Develop in line with refocused service – schedule to complete June 2014
Integration of Community & Leisure Booking Systems at Deans and Inveralmond Community High Schools	Improving customer service by integrating Community & Leisure bookings and memberships systems at Deans and Inveralmond Community High Schools	Integration of systems delayed due to delay in upgrade in Deans CHS Wide Area Network. Project completion now scheduled for July 2013.	Neil Sharp	January 2013	July 2013	Project scope extended to incorporate moving all key service systems from education to corporate by 31 March 2014
Upgrade and development of Low Port Centre	Secure capital funds and commence brief for the upgrade and development of Low Port Centre facilities to support the	Capital funds secured, consultancy brief and outline facility requirements agreed.	Keir Stevenson	April 2013	March 2014	Active
Develop business plans for the arts venues.	Business plans will identify opportunities to diversify the business and increase income generating opportunities and profitability	Increased revenue generation and profitability	Laura Tyrrell	April 2014	March 2015	Planned
Prepare and implement the Council's Culture & Heritage Strategy 2014-18	Work with key partners and stakeholders to deliver the aims and outcomes identified in the strategy	Increase participation in and engagement with culture and heritage, build capacity in the local community and promote West Lothian's cultural identity	Laura Tyrrell	April 2014	March 2015	Planned

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Community and Leisure Service Modernisation	Redesign and restructuring of community and leisure services	Establishment of more integrated, outcome-focussed and efficient service	Neil Sharp	January 2013	August 2014	Active
Community engagement	Increase the capacity and expertise of staff through CPD and deploy this in delivery of CPP community engagement plan.	Coordinated community engagement good practice increases impact on specific outcomes.	Ian McIntosh	April 2014	December 2014	Planned
Adult learning provision.	Map adult learning provision in all learning communities	Improved planning for improvement and evidence base for self evaluation.	Ian McIntosh	April 2014	August 2014	Planned
Community Youth Services	Develop pathfinder Learning Community Partnerships in two learning communities.	Improved needs assessment, partnership planning and resourcing to deliver better outcomes for young people	Beverley Akinlami	April 2014	October 2014	Planned
Regeneration Framework	Develop Regeneration Plans for targeted areas with a focus on increasing community resilience.	Local communities are better able to develop local activities and initiatives which support community resilience.	Ian Hepburn	01/04/14	30/09/14	Planned
Voluntary Organisations	To support, advise and monitor the voluntary sector in West Lothian. This will include the implementation of a quality standard approach to the sector.	All Voluntary organisations on the Voluntary sector budget complete a health check in 2014/15 Development of 'An Enterprising Third Sector Strategy'	Ross Paterson	1st February 2014	31st March 2015	Active

Data Label: PUBLIC

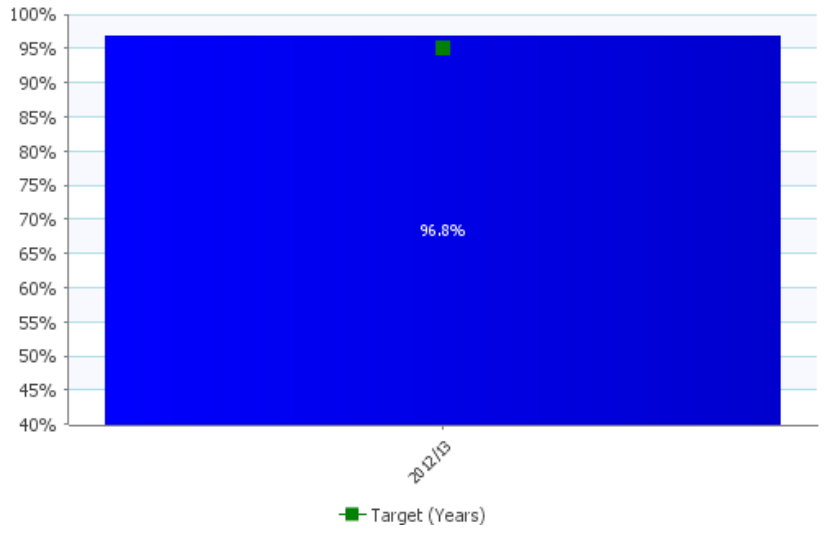
Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Implementation of the West Lothian Games Legacy Plan 2014 - 2019	Work with stakeholders to deliver the aims and outcomes identified in the strategy	Programmes and initiatives linked to relevant legacy themes implemented, facilitated and monitored with impact assessed.	Keir Stevenson	April 2014	March 2015	Active
Young Coaches Programme	Work in partnership with Education Services to develop proposals for a sport and outdoor education young coaches course as part of the campus model for senior secondary pupils.	Course developed which offers an additional qualification not currently offered within the 11 secondary schools. Increased capacity through the production of well trained, experienced coaches and volunteers to support extracurricular activities within the school and community.	Keir Stevenson	January 2014	April 2014	Active
Upgrade and development of Low Port Centre	In partnership with Construction Services, ensure the implementation of capital improvements to Low Port Centre in line with project plan and consultation.	Facility development completed on time and on budget.	Keir Stevenson	April 2014	March 2016	Active
Community Sports Hubs	To support existing community sports hubs to expand and to develop at least one further community sports hub.	One further sports hub opens	Keir Stevenson	April 2014	March 2015	Active

Data Label: PUBLIC

Performance

Performance Indicator	**Percentage of Community Regeneration customers who rated the overall quality of Customer Service as good or excellent.**	*CREg001_6a*
Description	This performance indicator measures the percentage of customers across Community Regeneration who rated the service they received as 'excellent' or 'good'. This is based on the total number of returns of a standard customer satisfaction questionnaire distributed by all teams.	



Trend Chart Commentary

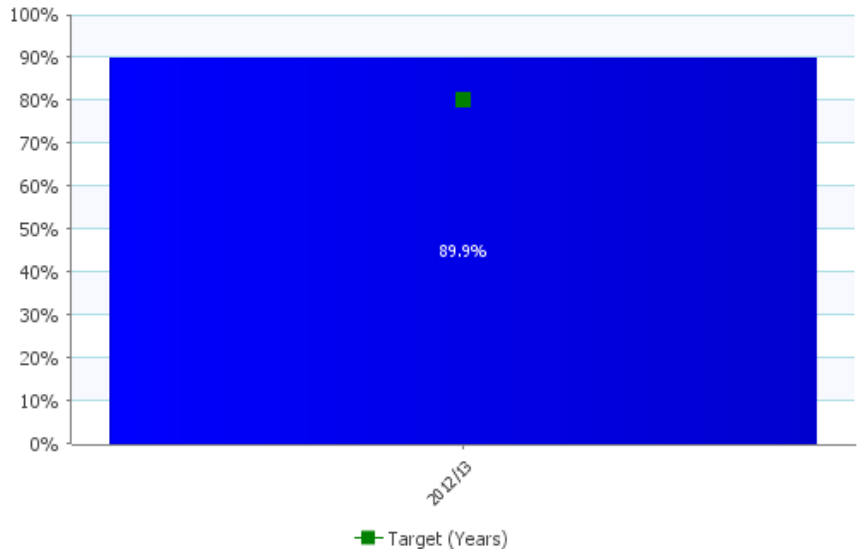
This is a new performance indicator measuring the quality of customer service rated as good or excellent across all areas within Community Regeneration.

In 2012/13 96.8% or respondents to the customer satisfaction questionnaire rated the quality of the customer service as good or excellent.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target for 2014/15 has been set at 97%.

Performance Indicator	**Percentage of complaints received by Community Regeneration resolved within 5 working days.**	*CREg002_6b*
Description	This is the percentage of complaints across Community Regeneration which were closed with the Council policy of five working days.	



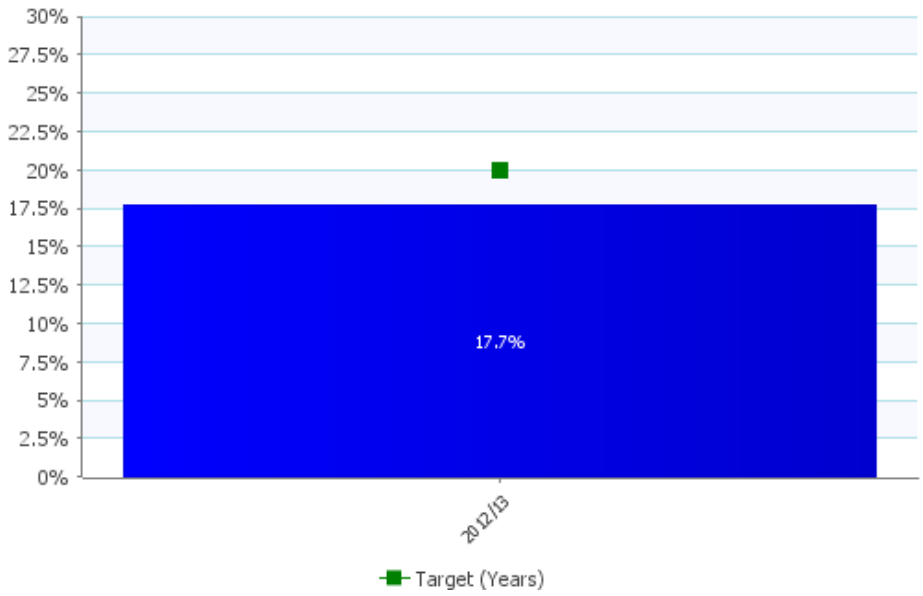
Trend Chart Commentary

During 2012/13, 89.9% of complaints were resolved within 5 working days. This exceeds the corporate target figure of 80%.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target will remain in line with the corporate target of 80% for 2014/15.

Performance Indicator	**Percentage of Community Regeneration customers in targeted activities living in the 20% most disadvantaged areas of West Lothian.**	*CREg003_9a*
Description	This is the percentage of customers whose postcodes are in the 20% most disadvantaged datazones in West Lothian.	



Trend Chart Commentary

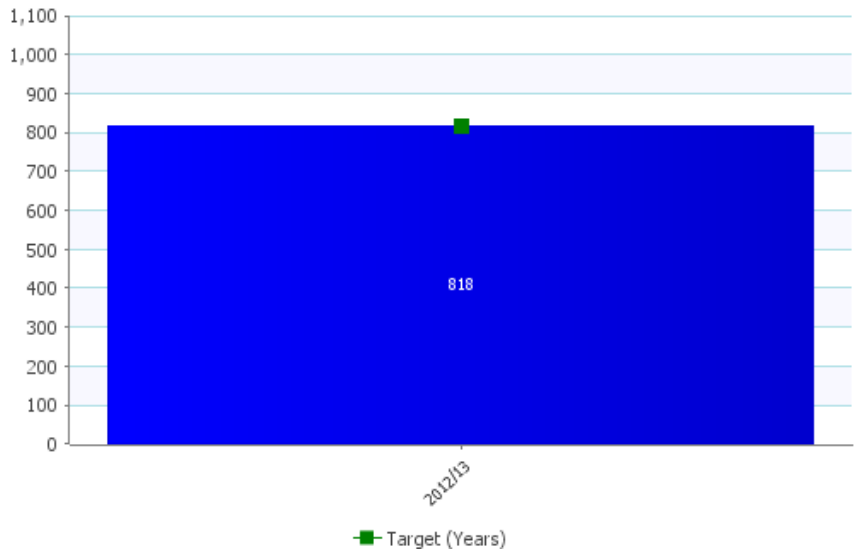
This is a new performance indicator covering all the teams in Community Regeneration which measures the percentage of customers in specific activities and programmes who live in the most disadvantaged areas of West Lothian as identified through the Scottish index of multiple deprivation (SIMD).

In 2012/13 17.7% of participants in targeted programmes in these areas based on their postcodes.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target is set at 20% and will remain at this level for 2014/15.

Performance Indicator	**Number of job candidates supported into work , education or training by councils Employability Services (Access 2 Employment and More choices, More chances)**	*CREg004_9b*
Description	This is the total of customers supported by Access 2 Employment (A2E) and More choices, More chances (MCMC) who progress into positive destinations i.e. employment, training, further education or (for MCMC) activity agreements.	



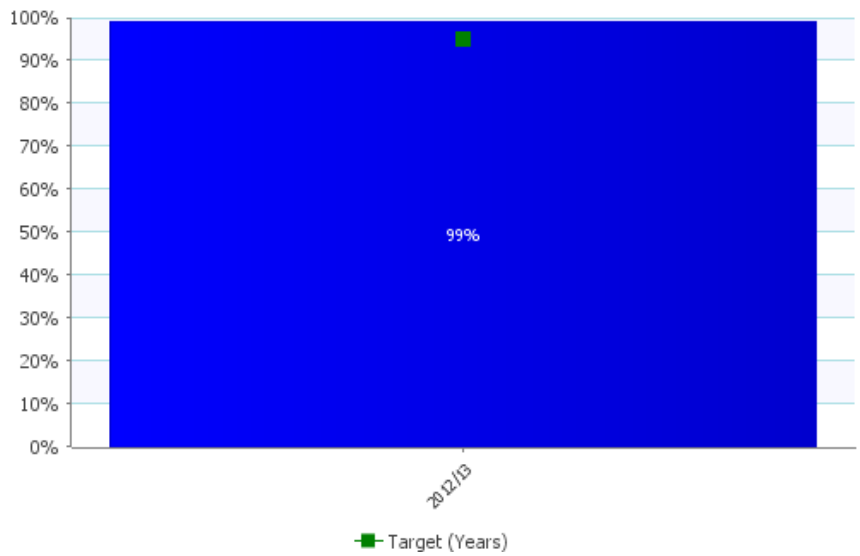
Trend Chart Commentary

This performance indicator measures the number of customers supported into employment and other positive destinations by the Access 2 Employment and More choices, More chances teams. In 2012/13 there was a total of 634 positive outcomes against a target of 700 for A2E and 184 positive outcomes against a target of 116 for MCMC, resulting in a total of 818 positive outcomes against the total of 816.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target for 2014/15 is 860 based on current performance.

Performance Indicator	**Community Arts - Percentage of customers who rated the overall quality of the service as good or excellent .**	*CRACS512_6a.7*
Description	Measure of percentage of customers who rated the overall quality of customer service provided by Community Arts as excellent or good. Project evaluation forms are handed out at the end of every project and customer comment cards are available at Howden Park Centre and Linlithgow Burgh Halls for users of the facilities. Evaluation forms are also handed out to hirers of Howden Park Centre and Linlithgow Burgh Halls.	



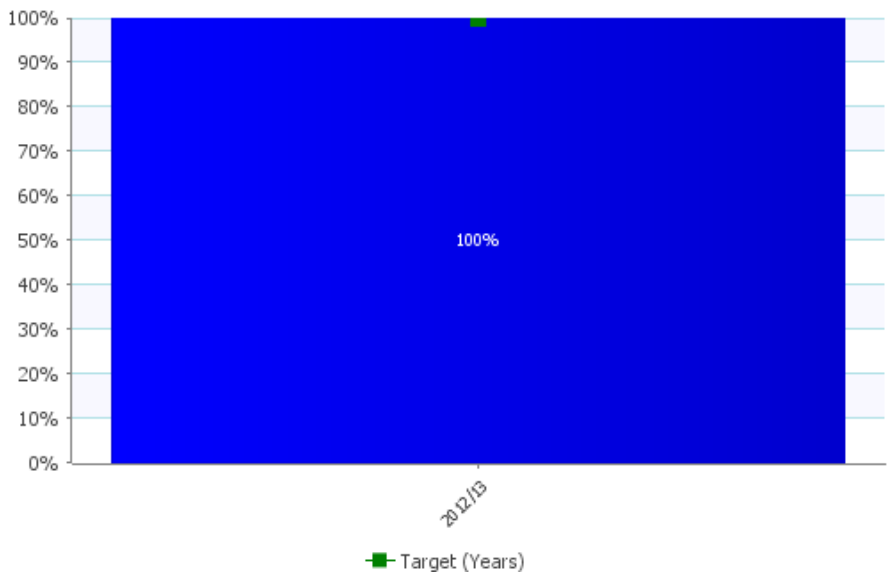
Trend Chart Commentary:

Performance for satisfaction with overall quality of service for 2012/13 has the target figure of 95%, performance exceeded the target scoring 99%. The target for this Performance Indicator has in 2013/14 been increased to 96%.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target for 2014/15 will remain at 96%.

Performance Indicator	**Community & Leisure - Percentage of complaints received resolved within 5 working days.**	*CRCL513_6b.2*
Description	Percentage of complaints received by Community and Leisure which were resolved within 5 working days	



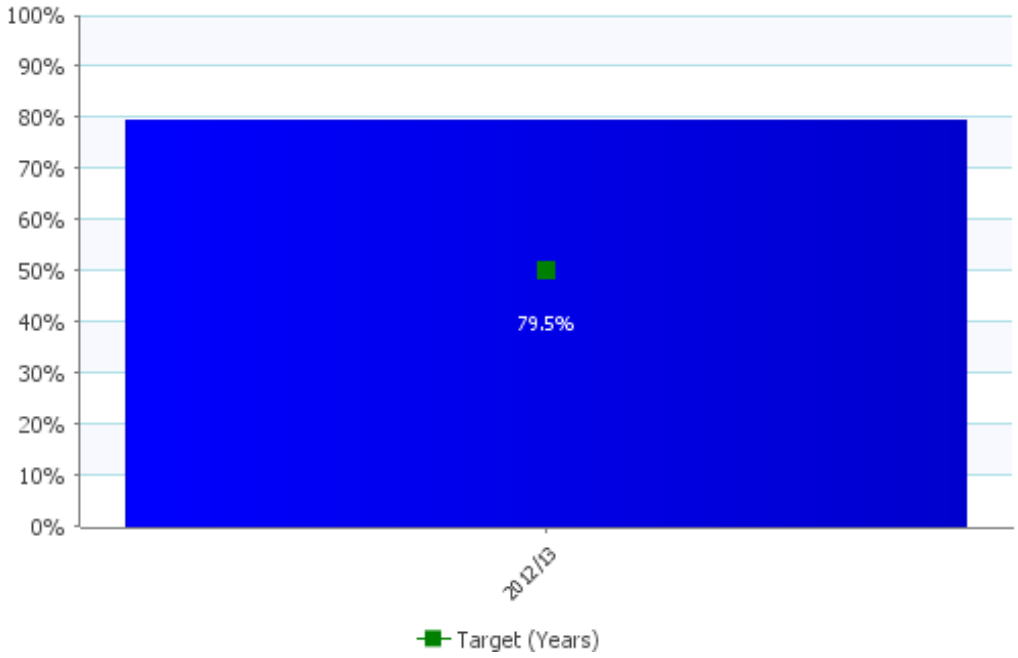
Trend Chart Commentary:

Chart shows that all complaints received, totalling 11, during 2012/13 were resolved within 5 working days. This matches the target of 100%.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

Targets will remain at 100% for 2014/15.

Performance Indicator	**Percentage of More Choices More Chances (MCMC) clients supported moving into a positive destination.**	*CRCYS514_9a.1a*
Description	Volume of MCMC clients (15-18 year old identified as requiring additional assistance to obtain a positive destination on leaving school) that move on to a positive destination expressed as a percentage against all MCMC clients that exit the program.	



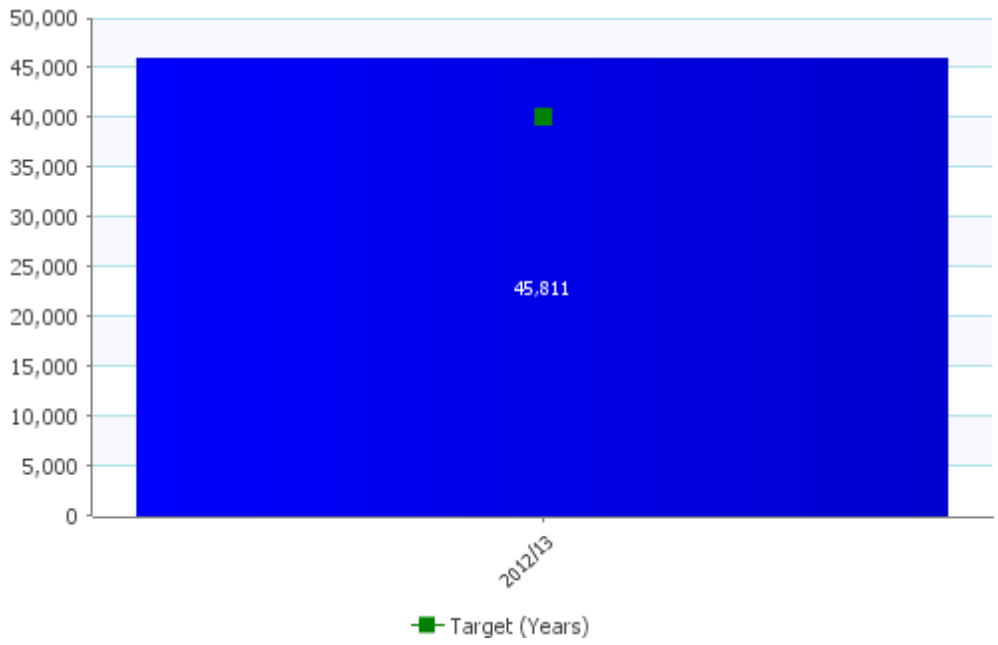
Trend Chart Commentary:

The 50% target was exceeded in 2012/13 with a performance of 79.5%. A new target of 75% is set for 2013/14. The performance figure for 2013/14 will be able to be updated in April when the figure becomes available.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

Target for 2014/15 will remain at 75%.

Performance Indicator	**Number of physical activity participant sessions delivered**	*CRSOE059_9b.1c*
Description	This performance indicator measures the total number of physical activity participant sessions delivered by the Sport and Outdoor Education service. Information is held on individual registers and then collated on the central monitoring spreadsheet.	



Trend Chart Commentary:

This performance measure was introduced in financial year 2012/13 and the trend chart shows that the target of 40,000 participant sessions was exceeded.

The 2013/14 target was increased to 46,000 and we are on target to meet this.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

Target for 2014/15 has been increased to 46,500. The rationale for this is the anticipated increase in physical activity arising from the Commonwealth Games 2014.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2014/15 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	QUARTERLY	✓			✓			✓			✓		
Benchmarking	ANNUALLY												
Collation Specified Performance Indicators (SPIs)	ANNUALLY	✓											
Update of PPR information	QUARTERLY	✓			✓			✓			✓		
WLAM (assessment)	ANNUALLY							✓					
Review Panel	ANNUALLY												
Performance Committee	AS REQUIRED												
Process Review (Lean/RIE activity)	AS REQUIRED												
Progress review of improvement actions	QUARTERLY	✓			✓			✓			✓		
CSE preparation	AS REQUIRED												
Inspection or Audit activity	AS REQUIRED												
Budget Management activity	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equality Impact Assessment(s)	ANNUALLY	✓											
Health and Safety Assessment(s)	QUARTERLY	✓			✓			✓			✓		
Business Continuity Planning	ANNUALLY			✓									
Workforce Planning	ANNUALLY	✓											
PRPDPs	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of customer groups/segmentation matrix	ANNUALLY						✓						
Customer consultation	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Service Standards	ANNUALLY						✓						
Planned Engagement activity	QUARTERLY	✓			✓			✓			✓		
Website content management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Performance activity | Self Assessment activity | Consultation & engagement activity | External assessment activity | Corporate management activity

Data Label: PUBLIC

3.3 Customer Service Development

Manager:	Karen Cawte
Number of Staff (FTE):	183.9 FTE
Locations:	24 buildings across West Lothian

Purpose

Customer Services Development comprises seven service areas which, together, provide the frontline delivery of council services to all communities in West Lothian. These are: Customer Information Services, Library and Heritage Services, Registration, Fauldhouse and Bathgate Partnership Centres, and Customer Service Centre. The services engage with customers on a transactional basis, that is, they do not build up long term relationships with customers, although they are very likely to refer customers who need services to other parts of Area Services (such as Advice Shop or ABE).

Many of the services also support community regeneration through the development of longer term relationships with groups and organisations. The service have capitalised on the wider service grouping by creating generic customer services posts. By increasing the diversity of services individual staff are able to deliver, we can create a better customer journey and experience. The service also has corporate responsibility for developing and overseeing the delivery of the council's Customer Services Strategy and web presence.

Activities

The main activities of the service in 2014/15 will be to:

- Oversee the delivery of the council's Customer Services Strategy.
- Lead the development of the new council website and intranet pages.
- Provide customers with personal access to all council services and payment facilities through a network of local service centres as well as the centrally based contact centre.
- Provide access to informal learning opportunities for individuals and groups in West Lothian through a comprehensive range of lending and reference resources.
- Provide access to a range of services to the community and support for community groups in Bathgate and Fauldhouse.
- Provide 24x7 support for older and vulnerable people through the electronic care alarm system.
- Provide a museums service focusing on the educational, heritage and leisure needs of the community.
- Provide an archives and records management service to store, manage and retrieve historical documents and records of WLC.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Our key partners are:

- NHS Lothian
- West Lothian Leisure
- Jobcentreplus
- Community Health and Care Partnership
- Police Scotland
- Management Committees

Customer Participation

The service will engage actively customers and potential customers in the delivery and re-design of services to ensure that are accessible and focused on their needs and preferences. All parts of the Customer Services Development service will complete regular customer satisfaction surveys in addition to the schedule below.

Customer Consultation Schedule

Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Library users	Focus groups	Quarterly	Hilda Gibson	Notice boards and notes from meetings
Community groups with an interest in Armadale Partnership Centre	Meetings	Bi monthly		Notes from meetings reports to committee
Bathgate Community Centre users and management committee	Meetings	Monthly	Jim Saunders	Monthly meetings and plasma screens
Fauldhouse Community Centre users and management committee	Meetings	Monthly	Dennis Cairney	Monthly meetings and notice board
Customer Service Centre users	Phone surveys	Monthly	Anna Brash	Performance indicators
Website users	Online survey	Monthly	Colin Baxter	Website
Heritage Service users	Face to face and online survey	Annual	Jeanette Castle	Online and report

Data Label: PUBLIC

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Registration Service	To record all registrations for births, marriages and deaths accurately and issue extracts from the registers	Enabler Service - Corporate Governance and Risk	REG419a Unit cost of each registration activity - target £4.50	PUBLIC	5.1	169,026	236,319	67,293
			REG55 9b -% extracts issued within 24 hrs of receipt of payment - target 100%	WLAM				
Registration	**Total :-**				**5.1**	**169,026**	**236,319**	**67,293**
Customer Information Service	To provide customers with personal access to all council services and cash collection facility through a network of local service centres	Enabler Service - Modernisation and Improvement	CIS041.9a - Unit cost of each CIS transaction - target £3.30	PUBLIC	28.3	746,974	1,121,588	374,614
			CIS051 9b - % of CIS enquiries resolved at first point of contact - target 75%	PUBLIC				
Council Information Service	**Total :-**				**28.3**	**746,974**	**1,121,588**	**374,614**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Public Library Service - Book Lending	Provide access to informal learning opportunities for individuals and groups in West Lothian via a comprehensive range of lending & reference books.	8. Protecting the built and natural environment	LIB42 9a Net cost per item borrowed from libraries - target £2.08	PUBLIC	43.9	1,238,050	142,998	1,095,052
			LIB53 9b % of available computer sessions that are used.	HIGH LEVEL				
Local History and museums service	Provide a museums and local history service that focuses on the educational, heritage and leisure needs of the community now and in the future	8. Protecting the built and natural environment	LIB63 9b No of volunteer hours per month - target 120	WLAM	3.0	58,501	3,636	54,865
Archives Service	Provide an archives and records management service to store, manage and retrieve the historical documents of West Lothian Council	Enabler Service - Corporate Governance and Risk	LIB59.9b % of holdings catalogued Target - 20%	WLAM	3.0	215,061	7,504	207,557
			LIB65. 9b Number of boxes received by Archives and Records management - target 500	WLAM				
Libraries	**Total :-**				**49.9**	**1,511,612**	**154,138**	**1,357,474**

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Bathgate PC	Provide access to a range of services to the community and support to community groups	8. Protecting the built and natural environment	BPC041 9a. Unit cost per transaction at Bathgate PC Target 80p	PUBLIC	15.0	384,671	13,797	370,874
			BPC051 % occupancy of the community areas Target 50%	HIGH LEVEL				
Fauldhouse PC	Provide access to a range of services to the community and support to community groups	8. Protecting the built and natural environment	FPC044 % of FTE delivering frontline service - Target 55%	WLAM	13.4	358,128	53,376	304,752
			FPC051 9b % occupancy of the community areas Target 20%	HIGH LEVEL				
Partnership Centres	**Total :-**				**28.4**	**742,799**	**67,173**	**675,626**
Service Support	Provision of management and administrative support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.8	62,973	0	62,973
Customer and Community Service	**Total :-**				**112.5**	**3,233,384**	**(1,579,218)**	**1,654,166**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Time Limited - Welfare Reform	Additional resource to deal with the increased case load due to welfare reform.	5. Minimising poverty, the cycle of deprivation and promoting equality	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		5.0	80,000	0	80,000
	Total :-				**117.5**	**3,313,384**	**1,579,218**	**1,734,166**
Telephone Service	Provide customers with access to all council services through a centrally based telephone service	Enabler Service - Modernisation and Improvement	CSC150 9a Unit cost of each CSC call Target £1.80	PUBLIC	32.5	964,809	618,160	346,649
			CSC201 % CSC calls resolved at first point of contact Target -75%	PUBLIC				
Telephone Service	Provide Revenues and Benefits customers with access to services through a centrally based telephone service	Enabler Service - Modernisation and Improvement	CSC157 9a % resource dedicated to frontline activity - target 65%	WLAM	10.7	182,531	116,949	65,582
			CSC203 % calls that are abandoned- Target 30%	WLAM				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Telephone Service	Provide Housing Repairs customers with access to services through a centrally based telephone service	Enabler Service - Modernisation and Improvement	CSC154 % enquiries that require an outbound call Target 100%	WLAM	6.0	156,456	100,243	56,213
			CSC2029b - % calls that are abandoned Target 20%	WLAM				
Care Alarm System	Provide 24 x 7 support for older and vulnerable people through the electronic care alarm system	4. Improving the quality of life for Older People	CSC151 Unit cost of each Careline customer contact - Target 73p	PUBLIC	12.7	456,148	0	456,148
			CSC2079b Number of calls coming into Careline service Target 15000	WLAM				
Service Support	Provision of management and administrative support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.5	37,344	0	37,344
	Total :-				**62.4**	**1,797,288**	**(835,352)**	**961,936**
Time Limited - Welfare Reform	Additional resource to deal with the increased case load due to welfare reform.	5. Minimising poverty, the cycle of deprivation and promoting equality	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		4.0	80,000	0	80,000
	Total :-				**66.4**	**1,877,288**	**(835,352)**	**1,041,936**

Data Label: PUBLIC

Actions

Actions 2013/14						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Customer Services qualifications are taken up by frontline staff	20 staff have been identified to complete this training.	Frontline staff are equipped with the tools and knowledge to deliver excellent customer service	Karen Cawte	January 2012	March 2014	Complete.
Further integration of Libraries, CIS and Registration Services	To allow customers to have access to council services in locations most convenient to them	Services to be delivered from a reduced number of buildings, while maintaining service levels	Julia Laidlaw & Hilda Gibson	May 2012	March 2014	Complete. All three services operating as 1 team.
Move the Customer Service Centre to the Civic Centre to utilise new telephony system	To facilitate an increase in call volumes by using a less expensive channel to contact the council	An increase of average call volumes to 1,000 per day	Anna Brash	July 2012	August 2013	Complete
Investigate the opportunity for introduction of public access Wi-Fi in key council buildings	Options for Wi-Fi in council buildings to be scoped and recommendations for implementation developed	Increase customer access to digital services	Jim Saunders	January 2013	December 2013	Complete

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Further development of Careline technology	Allow more older people to stay within their own home	Up to 60% of older people stay in their own homes	Anna Brash	April 2012	March 2016	Active
Deliver the Customer Service Strategy across the council	To give all services the tools and ability to deliver excellent customer service.	Excellent customer service is delivered across the council	Karen Cawte	November 2011	March 2014	Active 75% complete
Usage of CRM maximised across the council	To provide a 'Golden Record' of customer information across the council	Have all council services utilising CRM to record customer details	Robert Adamson	January 2012	March 2014	Active. All services using CRM to record complaints
Integrating CRM with back office systems to allow channel shift	Integrate CRM with core back office systems e.g. Open Housing & Open Revenues to allow services to be available online	Increase customer self service	Robert Adamson	April 2013	April 2016	Active
Lead the redevelopment of the internet and intranet	Establish a new website for the Council based on a new platform. Ensure the site is transactional for customers, both internal and external.	More customers use the website to interact with the Council.	Karen Cawte	January 2013	March 2014	Active. The new Council site will be available in April 2014. The intranet and external sites will follow.
Planning the service delivery in Blackburn as part of the Partnership Centre development	Ensuring that the range of services delivered in Blackburn by Area Services are maximised within the development of the new partnership centre	The Blackburn community have access to council services	Steve Field	January 2013	March 2016	Active

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop and open Linlithgow Partnership Centre	Integrate the Library, CIS, and Registration and Police functions in a newly refurbished County Buildings and relocate the Local History Library within the building	Expanded public access to the building that meets the needs to the community	Julia Laidlaw	January 2013	December 2013	Active. Progress delayed due to presence of asbestos in the building.
Promote a single council phone number	Increase the number of services that use the Customer Service Centre as the first point of contact	The number and range of calls handled by CSC will increase	Anna Brash	August 2013	March 2015	Active
Plan and deliver a Partnership Centre in Armadale	Integrate the CIS and housing service with the library, museum and community centre in Armadale to form a one stop shop for council services	The Armadale community can access all council services in one location	Karen Cawte	January 2014	March 2015	Active
Develop the transactional capability of the website	The website will allow customers to carry out transactions with the council without the need to speak to an officer	The council achieves a 25% “channel shift” of customer interactions	Karen Cawte	November 2013	March 2016	Active

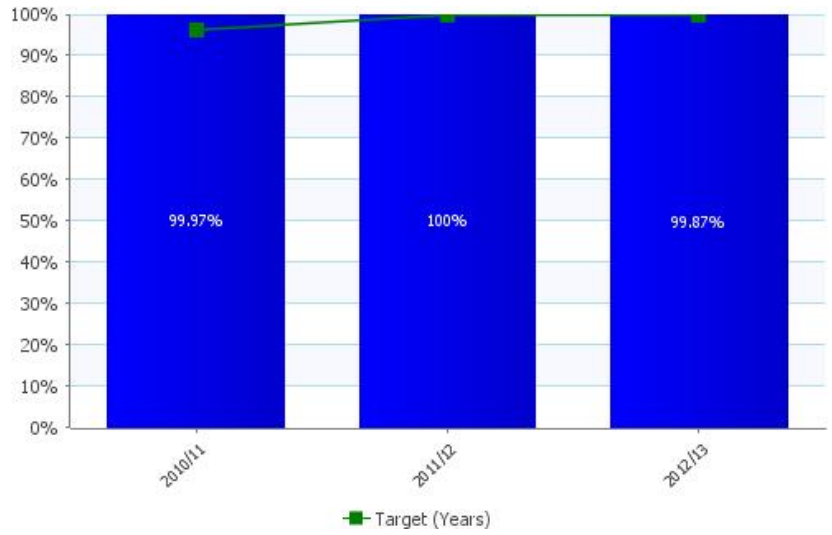
Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Install public access Wi-Fi capability in key public buildings	Customers will be able to access internet services via a Wi-Fi system in key council buildings.	Customers are digitally included	Jim Saunders	April 2014	March 2015	Planned
Amalgamate key performance indicators	To reflect the integrated nature of the service, a range of new performance indicators will be developed.	Performance across key measures is more overt	Wendy Thomas	April 2014	Dec 2014	Planned

Performance

Performance Indicator	**Customer Information Services (CIS) - Percentage of customers who rated the overall quality of the service as good or excellent**	*CIS520_6a.7*
Description	CIS customers are randomly selected to complete a customer satisfaction survey. This annual indicator shows the percentage of customers rating the overall satisfaction with the service as good or excellent. The target is reviewed on an annual basis.	



Trend Chart Commentary:

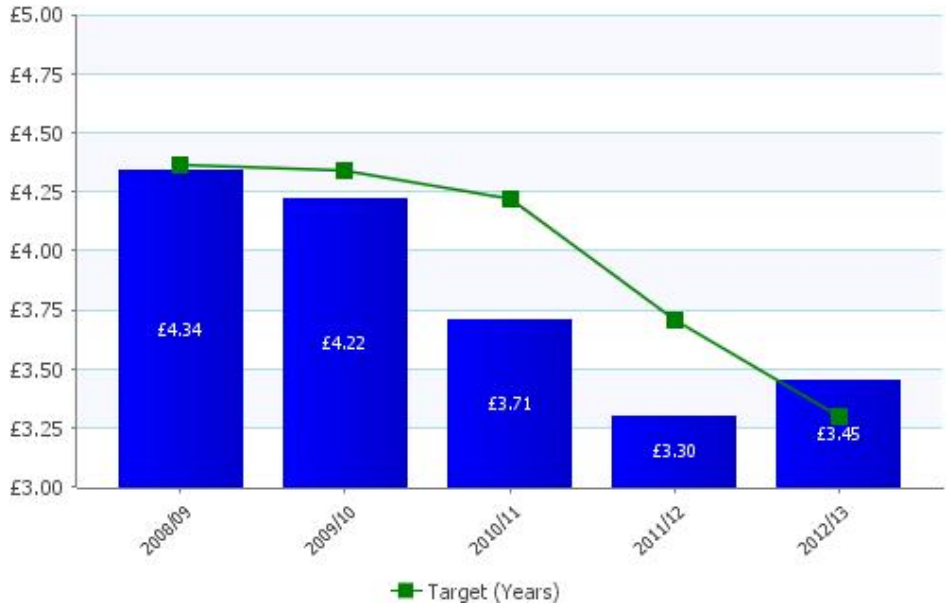
The level of overall customer satisfaction with the Customer Information Service (CIS) is consistently high. As a result of this, the target has been set at 100%.

We completed 3959 customer surveys in 2010/11, resulting in a 99.97% satisfaction rate, 1743 in 2011/12, providing a 100% satisfaction rate and 1579 surveys in 2012/13, providing a 99.87% satisfaction rate.

The 2013/14 figure will be available in April 2014.

The target for 2014/15 will remain at 100%

Performance Indicator	**Unit cost of each Customer Information Service (CIS) customer enquiry, including cash transactions .**	*P:CIS041_9a.1a*
Description	This indicator shows the cost of each customer enquiry. Enquiries include all cash transactions e.g. council tax, rent etc. and other transactions including general enquiries logged on the CRM system. Payment transactions in Bathgate Partnership Centre and at Carmondean Connected are not included in this KPI as these are not taken by CIS staff	



Trend Chart Commentary:

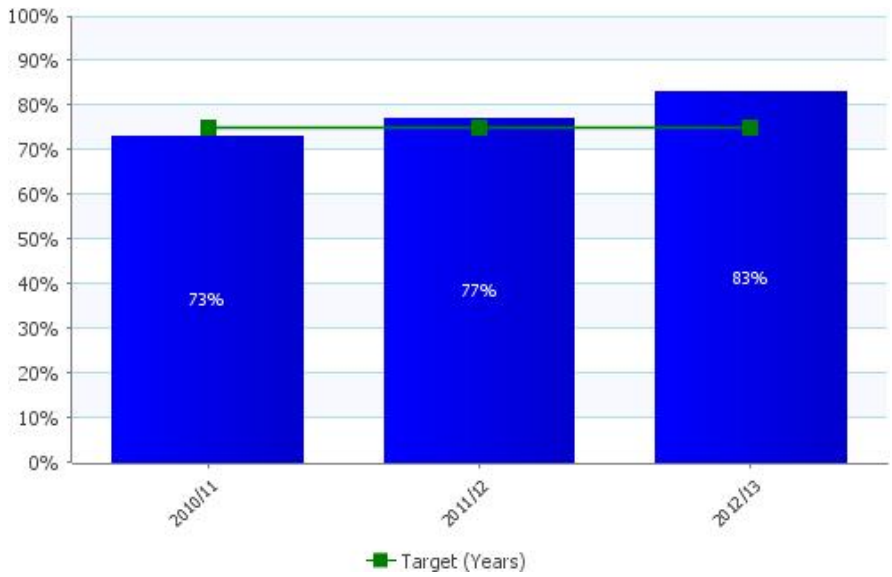
From 2006/2007 there was a steady rise in the cost of each transaction until 2008/2009. Since then the cost of each transaction in CIS has dropped with a significant reduction in 2010/11 to £3.71 and again in 2011/12 to £3.30. This is as a result improved efficiencies within the service.

In 2012/13 the unit cost was £3.45 which is an increase of 15p on the previous year. The reason for this is that payment transactions are down by over 8600, some of which is because customers are now paying by direct debit. To put this in context, SOCITM states that the average face to face transaction in local authorities is approximately £7.00 so we continue to be well below the average.

The target for 2013/14 is set at £3.50 which is in recognition that there will be a further reduction in payment transaction numbers as a result of the councils positive campaign around Direct Debit take up. The 2013/14 figure will be available in July 2014.

The target for 2014/15 will remain at £3.50.

Performance Indicator	**Percentage of Customer Information Service (CIS) enquiries resolved at first point of contact .**	*CIS521_9b.1a*
Description	This annual indicator measures the percentage of customer enquiries that have been resolved by CIS during the initial customer interaction. This removes the need for the customer to make any further contact with the council to have their enquiry resolved. There is a national target of 75% set by the Customer First initiative.	



Trend Chart Commentary:

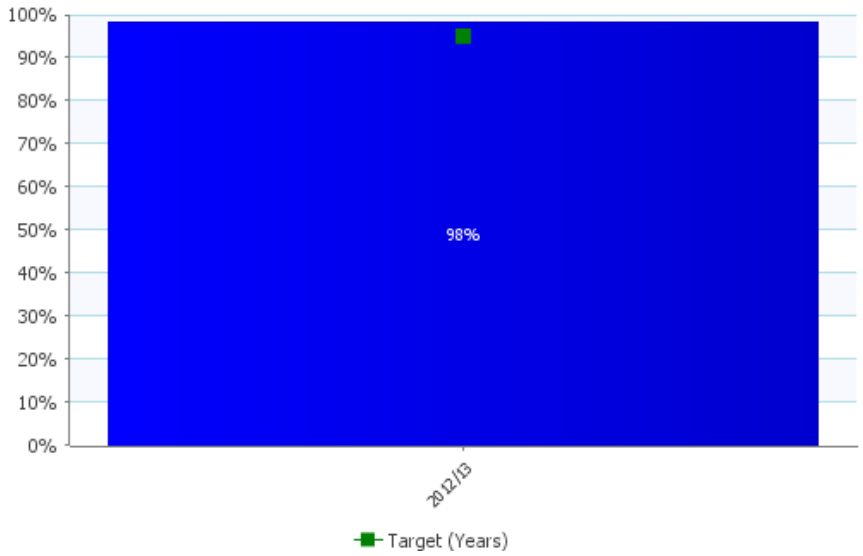
The target for this indicator is 75% which is a national target set by the Customer First initiative. The performance in 2010/11, was slightly below target at 73%; however, in the years since, performance has improved to 77% in 2011/12 and again to 83% in 2012/13. We have been performing above the target and our advisers do their best to minimise how many enquiries are passed on.

It is challenging to benchmark this indicator with other authorities as the scope of our service is wider and how far we take enquiries varies significantly with our counterparts.

The 2013/14 figure will be available in April 2014.

The target for 2014/15 will be set at 82%.

Performance Indicator	**CSC - Percentage of customers who rated the overall quality of the service as good or excellent.**	*CSC522_6a.7*
Description	This performance indicator measures the percentage of customers who rated the overall quality of service as 'good' or 'excellent'. This information is gathered through using our monthly survey and a number of customers are randomly selected. The target is reviewed annually.	



Trend Chart Commentary:

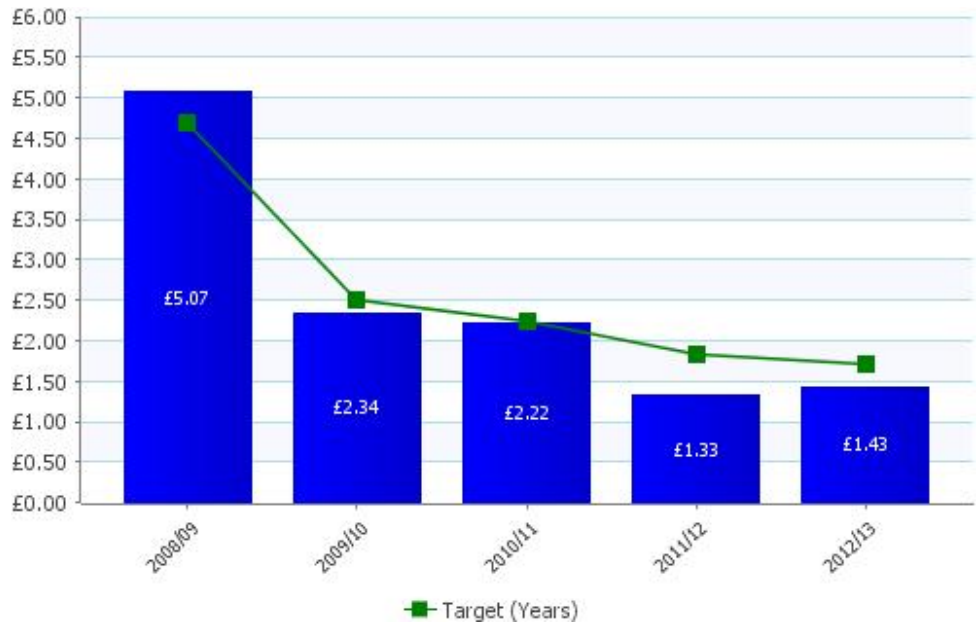
This new performance indicator shows the overall customer satisfaction for the full CSC Service, including Careline service. For 2012/13 the service has exceeded the target figure of 95% reaching 98%.

2012/13 Total Customer Responses 3198, of which 2571 rated satisfaction as Excellent and 562 rating it as good.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target figure for 2014/15 will remain at 95%.

Performance Indicator	**Unit cost of each Customer Service Centre (CSC) call.**	*CSC150_9a.1a*
Description	This performance indicator shows the unit cost for each individual contact from West Lothian Council customers. The CSC delivers a telephone service 24 hours a day, 7 days a week, 365 days a year.	



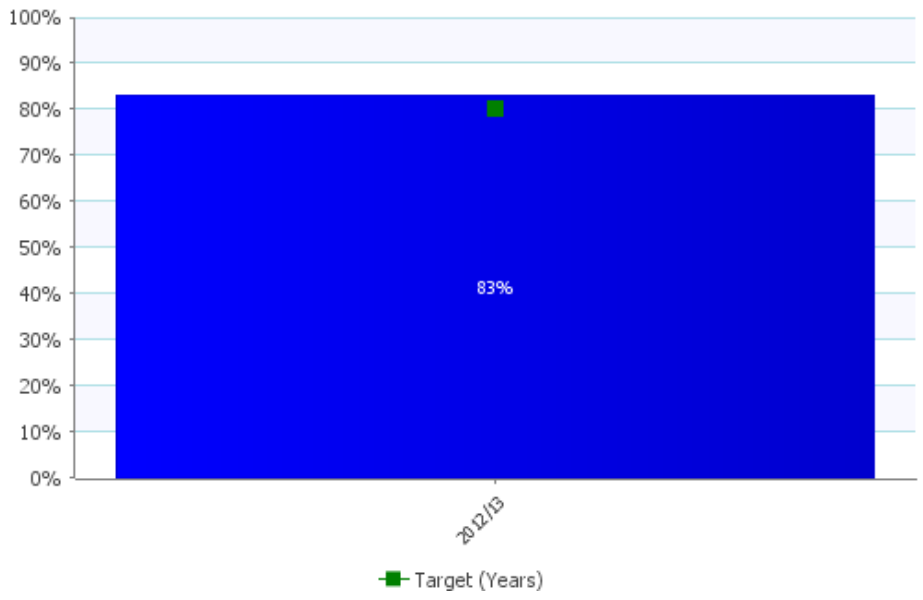
Trend Chart Commentary:

The trend in this indicator shows that for the four years, the CSC has improved performance by reducing the unit cost of CSC calls. The volume of calls received by the CSC have increased in this time, but improvements to staff training, streamlining of processes have contributed to the positive trend. The CSC is currently exceeding the target of £1.83 per call for 2013/14.

The 2013/14 figure will be available in July 2014.

The target for 2014/15 is £1.50

Performance Indicator	**Percentage of Customer Service Centre enquiries resolved at first point of contact.**	*CSC523_9b.1a*
Description	This indicator measures the percentage of customer enquiries that are resolved by the Customer Service Centre so that the customer does not need to make any further contact with the council. There is a national target of 75% for 2012-13.	



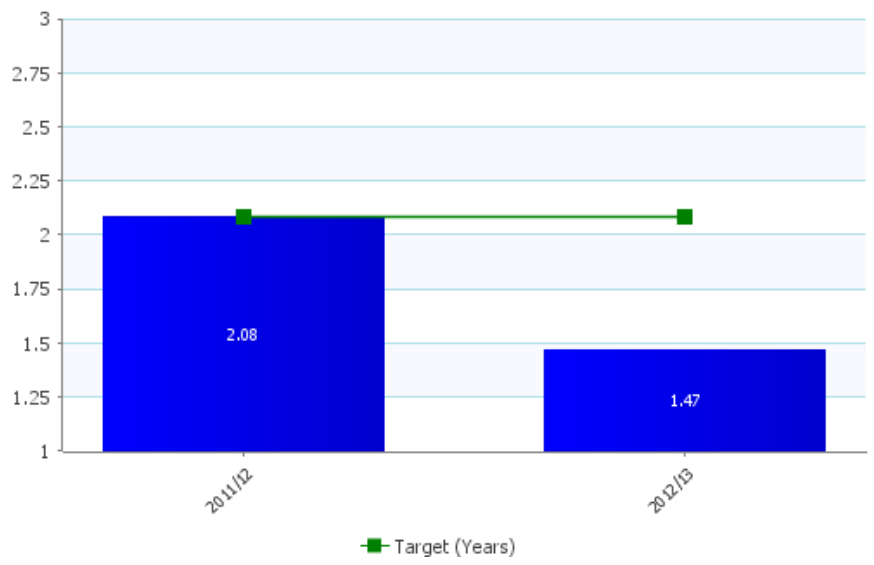
Trend Chart Commentary:

This measure shows the percentage of customer enquiries which are dealt with in one phone call to the CSC. Changes to the system that captures all the enquiries has altered the numbers of transactions that are used for the calculation of the indicator. The national target is 75%. This new Performance Indicator shows that CSC are exceeding this target within the first year.

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target for 2014/15 will remain at 80%.

Performance Indicator	**Net cost per item borrowed from branch libraries.**	*P:LIB042_9a.1a*
Description	This indicator is designed to show the efficiency of Library Services by taking the total number of books borrowed expressed against the annual libraries budget. This figure is an annual average across all branch libraries, excluding mobile libraries.	



Trend Chart Commentary:

This indicator was introduced in 2012 and populated with the information for cost per item issued for 2011/12. The indicator does not reflect the wider range of reading, information seeking and learning activities that go on in 21st century libraries.

Library and Heritage Services was restructured during 2011/12 and 2012/13 and operating costs were reduced through this process.

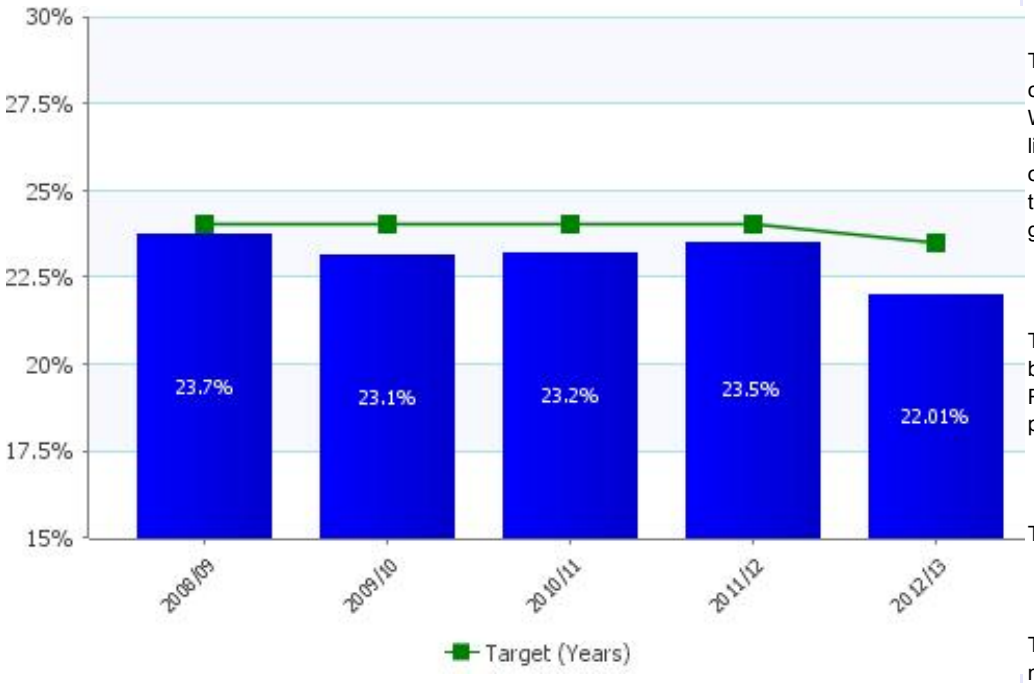
This indicator for 2012/13 shows a fall in costs to operate the public library service due to the repositioning of the service in anticipation of a leaner integrated service in the future. Investment has been made in introducing self issue terminals to enable a smaller staff cohort to deliver assistance directly to customers.

The target for 2013/14 has been set at £1.47, the same level as 2012/13. Benchmarking is done across Scotland through the ABC benchmarking group of which we are part.

The 2013/14 figure will be available in July 2014.

The target for 2014/15 will be set at £1.50.

Performance Indicator	**Library borrowers (including use of computers) as a percentage of the West Lothian resident population.**	*P:LIB066_9b.2a*
Description	Library Services measure the number of active members who have either borrowed an item from, or used a computer in, a library over the previous twelve months. An active borrower is a customer who has borrowed an item or used a public access library PC in the previous twelve months.	



Trend Chart Commentary:

The performance for 2012/13 has dipped to 22.01%. This is partly due to the numbers of customers now accessing books through e-readers, so therefore not using the library. We have launched our own e-book service to try and attract these customers back to the library. We are also seeing an increased number of customers using the library on a one-off basis. Using the computers for example to submit a job application, because these customers do not come back, this has a negative affect on this PI as we cannot guarantee that these customers will consistently use the facilities.

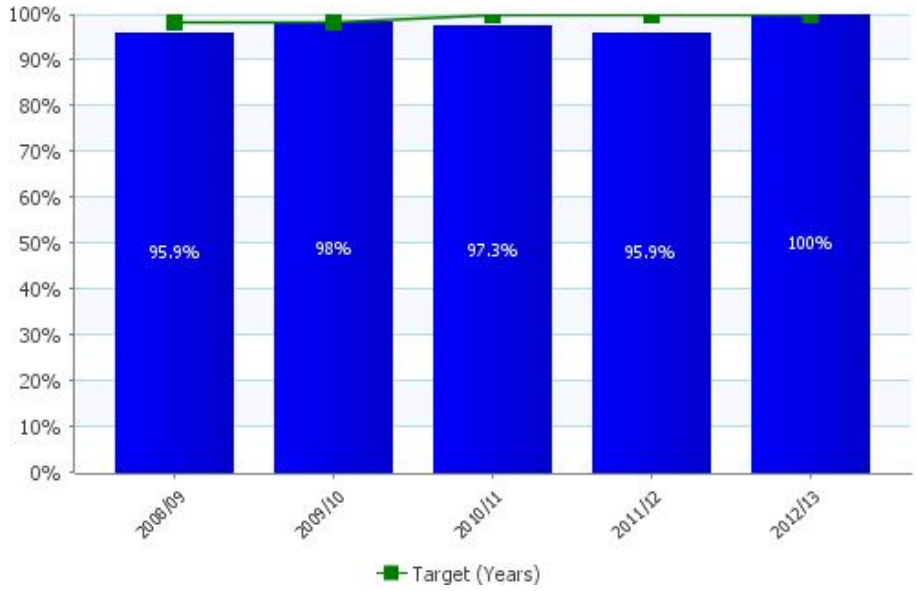
The performance against this indicator compares favourably against the seven benchmarking authorities whose performance ranges from 11.12% to 24.11%. Only East Renfrewshire has a higher number of library borrowers as a percentage of the population.

The 2013/14 figure will be available in April 2014.

The 2014/15 target will remain set at 23%.The target setting rational for this is based on monitoring an increase on a monthly basis of users engaging with library services. Benchmarking is carried out with the ABC Benchmarking group of similar size authorities across Scotland and with Audit Scotland and Cipfa.

Data Label: PUBLIC

Performance Indicator	**Registration Services - Percentage of customers who rated the overall quality of the service as good or excellent.**	*REG524_6a.7*
Description	This performance indicator measures the percentage of customers who rated the overall quality of service as 'good' or 'excellent'. This information is gathered through completion of our comment cards and analysed on an annual basis.	



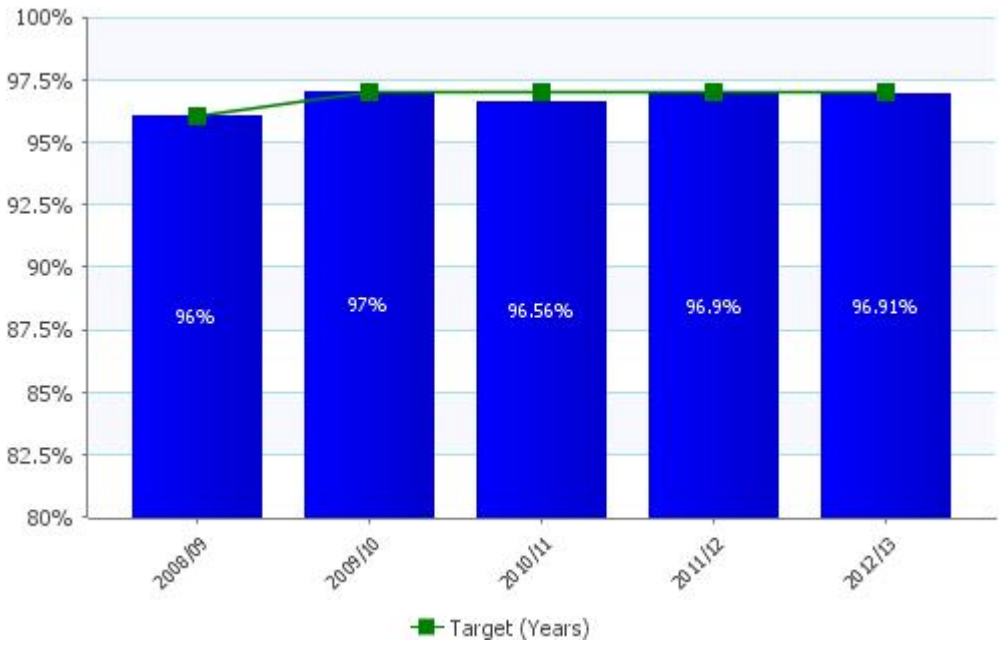
Trend Chart Commentary:

As a result of an increasing performance from 95.9% in 2008/09 up to 98% in 2009/10, the target figure was amended to from 98% up to 100%. 2010/11 saw a slight dip in performance and this continued into 2011/12. There were no underlying reasons for the decrease, and these were a result of respondents scoring the service as average. 2012/13 saw the performance figure increase and meet the target figure of 100%.

The 2013/14 figure will be available in April 2014.

The target for 2014/15 will remain at 100%

Performance Indicator	**Registration Services - Percentage accuracy for the registration of Births, Deaths and Marriages.**	*P:REG014_6b.2*
Description	On an annual basis, National Registers of Scotland inspects the recording of the Birth, Death and Marriage registers for accuracy and the results are reported annually	



Trend Chart Commentary:

When registering births and deaths it is vital that details are recorded accurately and our staff's work is assessed by the (NRS) on an annual basis. The assessment identifies minor errors for example in spelling or translation.

In 2010/11 the indicator was rounded to two decimal places and not rounded up to 97%.The accuracy rate in 2012/13 has seen a slight improvement on 2011/12. The (NRS) national target is set at 97%.

The data for 2013/14 will be available from NRS in October 2014.

The target for 2014/15 will remain at 97%.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2014/15 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	ANNUALLY									✓	✓		
Benchmarking	ANNUALLY							✓					
Collation Specified Performance Indicators (SPIs)	ANNUALLY			✓									
Update of PPR information	ANNUALLY			✓									
WLAM (assessment)	ANNUALLY	✓											
Review Panel	ANNUALLY		✓										
Performance Committee	ANNUALLY	✓		✓									
Process Review (Lean/RIE activity)	AS REQUIRED												
Progress review of improvement actions	ANNUALLY								✓				
CSE preparation	ANNUALLY							✓	✓				
Inspection or Audit activity	ANNUALLY			✓						✓			
Budget Management activity	QUARTERLY	✓		✓			✓				✓		
Equality Impact Assessment(s)	AS REQUIRED												
Health and Safety Assessment(s)	ANNUALLY						✓						
Business Continuity Planning	ANNUALLY	✓											
Workforce Planning	ANNUALLY		✓										
PRPDPs	ANNUALLY		✓										
Review of customer groups/segmentation matrix	ANNUALLY						✓						
Customer consultation	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Service Standards	ANNUALLY	✓											
Planned Engagement activity	QUARTERLY	✓			✓			✓			✓		
Website content management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Performance activity Self Assessment activity Consultation & engagement activity External assessment activity Corporate management activity

Data Label: PUBLIC

3.4 Community Facilities

Manager:	Gordon Connolly
Number of Staff (FTE):	50.2
Locations:	41 Facilities across West Lothian

Purpose

The Community Facilities Service provides community resources and facilities that support the community through the facilitation of training, learning and development opportunities. Considerable investment was made to support a refurbishment programme together with new build community centres. We have 41 community facilities (31 community centres and 10 village halls) which are available 7 days per week from 8am until 10pm.

The service works in partnership with 35 local management committees who lease the facilities. This model allows the council to obtain rates relief and also encourages active citizenship and community capacity building through local people who programme the community centres and take ownership of the facilities on a day to day basis. We also work closely with our partners, stakeholders and the voluntary sector to help build a dynamic inclusive learning community which encourages customers to develop their potential to the full.

We will continue to review and evaluate management practices in consultation with users and partners and define priorities to meet the Life Stages model and achieve positive outcomes.

Activities

The main activities of the service in 2014/15 will be:

- Establish partnership agreements with Management Committees
- Establish action plans with Management Committees
- Work with management committees to identify the needs of the community
- Work with management committees to maximise the use of facilities through programmes which meet the needs of the of the community
- Audit usage of centres, identifying Life Stage Model participation and maximise centre capacity
- Maximise efficiency, effectiveness and promote 'best value', through resource management and energy management systems.
- Secure council access to facilities in pursuit of key policies, strategies and services
- Provide accommodation in the event of civil emergencies
- Ensure sound governance in all facilities e.g. Health and Safety and finance

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Our key partners are:

- Management Committees
- Community Councils
- Job Centre Plus partner service/agency

Customer Participation

The service will engage actively with customers and potential customers in the delivery and re-design of services to ensure that are accessible and focused on their needs and preferences.

Customer Consultation Schedule

Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Management Committees and Staff	Meeting/consultations /audits and spot checks	Monthly	Gordon Connolly	Minutes of meetings and reports
Management Committees, community groups, partners and stakeholders	Audit usage through community engagement, consultation and customer feedback	Quarterly	Ralph Bell	Relevant public reports, CRM, and covalent
Management Committees	Consultation, define and produce partnership agreements and action plans	Annually	June Close	Report on progress and a number of partnership agreements in place via covalent.

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
CLAD Facilities	Provision of Community Facilities including Village Halls and Community Centres. Working with partners i.e. Charitable trusts and other service departments to support provision of affordable accessible and good quality facilities within local environments.	8. Protecting the built and natural environment	1)COF007_6a.7 Percentage of customers who rated the overall quality of Community Facilities service as excellent or very good. 90% Target COF041_9a.1a Unit cost per community Facility Target £10k/qtr 3)COF042_9a.1a Unit cost saved per volunteer hours (keyholding) Target £20k/qtr 4)COF043_9a.1a Water consumption in community facilities 5)COF044_9a.1a Gas consumption in community facilities 6)COF045_9a.1a Electricity consumption in community facilities 7)COF050_9a.1c Unit cost per customer visit to community facilities. Target £1.30 8)COF052.9a.2a Number of community centre opening hours per FTE : Target 37hrs 9)COF060_9b.1a Number of customers participating in community facilities by age group. Overall Target 1.2 M per annum 10)COF070_9b.1c Percentage of Management Committee Partnership agreements in place.	WLAM	49.0	1,452,318	(32,600)	1,419,718

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Service Support	Provision of management and administrative support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		1.2	80,013	0	80,013
	Total :-				**50.2**	**1,532,331**	**(32,600)**	**1,499,731**

Actions

Actions 2013/14						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Increase number of community access computers in community centres	Update and improve computer access to individuals and community groups	Increase to 120 public access computers	Gordon Connolly	February 2012	December 2012	Complete
Helping young people into work	To aid in the potential for young people to access employment by providing training/work opportunities on a temporary basis within community facilities	Six young people to be given employment opportunity with community facilities	Gordon Connolly	March 2013	September 2013	Complete

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Increase the number of Partnership Agreements in place.	Agree, define and produce partnership working agreements and Action plans with Management Committees	Improve partnership working and clarification of roles with Management Committees. By increasing signed agreements to 19 by 31/03/2014.	Gordon Connolly	2009/10	2014/15	Active *80% complete*
Increase number of management committees at village halls qualifying for charitable status	Development of village hall community self management and obtaining charitable status	Increased rates relief for WLC by obtaining charitable status form 26 to 38 management committees by 31/03/2014.	Gordon Connolly	2012/13	2014/15	Active *8 new Management committees in place, awaiting charitable status approval. 4 to be progressed*
Train staff and management committees re health and safety awareness	Staff and management committees appropriately trained to undertake work tasks and risk assessments	All staff trained in Health and Safety Awareness. management committee's made aware of responsibilities	Gordon Connolly/Bob Stainton	March 2012	July 2012 (staff) March 2014 (MC)	Complete Active – *meetings planned Feb/March 2014*
Work with partners to support community organisations and management committees to identify priorities	Management committees /partners and community groups in a minimum of three priority areas involved in surveys to identify local needs	Identify needs of community and promote activities within community centres	Gordon Connolly/Ian Hepburn	April 2013	March 2014	Active *Surveys already undertaken in Stoneyburn/ Bridgend and planned for Dedridge*
Create a local energy working group	Staff working group to determine cost, efficiency and energy savings throughout the service.	Energy consumption reduction, best value operations	Gordon Connolly	March 2013	March 2014	Active

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Let Rules/Regulations standardisation	Staff working group to standardise letting forms for all community centres for ease of customer awareness and consistency	Standard forms and procedures across community facilities	Gordon Connolly	April 2013	December 2013	Active *Meetings planned with Management Committees to disseminate*
Create an information pack for management committees & staff to ensure Community Facilities are fully compliant with statutory requirements	Define roles, responsibilities & relationships between partners and stakeholders.	Clarify & enhance management committees understanding of their roles and responsibilities and provide appropriate training to volunteers and staff.	Gordon Connolly/Bob Stainton	June 2013 March 2014	March 2014 March 2015	Active with staff involvement *Active:In consultation with management committees*
Helping young people into work	To aid in the potential for young people to access employment by providing training/work opportunities on a temporary basis within community facilities	Seven young people to be given trainee employment opportunity with community facilities. Two young people to be recruited as apprentices (2 year appointments)	Gordon Connolly	April 2014 April 2014	Oct 2014 April 2016	Planned Planned
Work with partners to develop digital inclusion strategy	Continue to improve computer access and ICT to individuals and community groups	Ensure individuals with no access to household ICT are supported to make best use of public access machines in Community Centres	Ralph Bell	January 2014	March 2015	Active

Data Label: PUBLIC

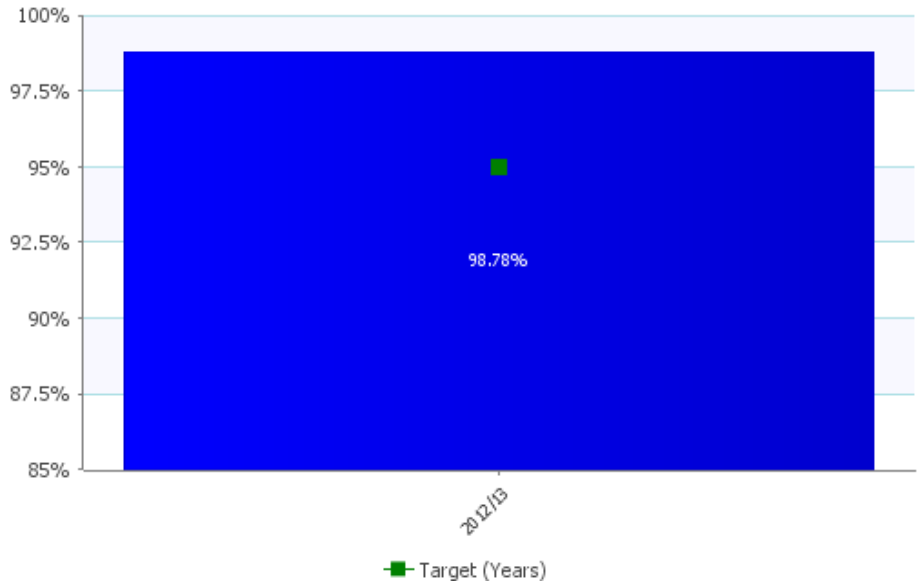
Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Train staff and management committees re Health and Safety awareness	Provide training to staff and management committees to ensure health and safety requirements are met	All staff trained in health and safety awareness. Management Committees as leaseholders continue to be made aware of their H/S responsibilities	June Close	January 2014	March 2015	Active
Develop local energy working group	Staff trained and work together to address costs, efficiency and energy savings throughout the service	Energy consumption reduction and best value in operation	Ralph Bell	January 2014	March 2015	Active

Data Label: PUBLIC

Performance

Performance Indicator	**Community Facilities - Percentage of customers who rated the overall quality of the service as excellent or good .**	*COF530_6a.7*
Description	The Community Facilities Service carry out customer satisfaction surveys on a monthly basis. 10% of all groups using community facilities are surveyed monthly and results are reported on an annual basis. Community groups are asked to indicate the overall quality of service they receive.	



Trend Chart Commentary:

2013/14: Figures will become available in April 2014.

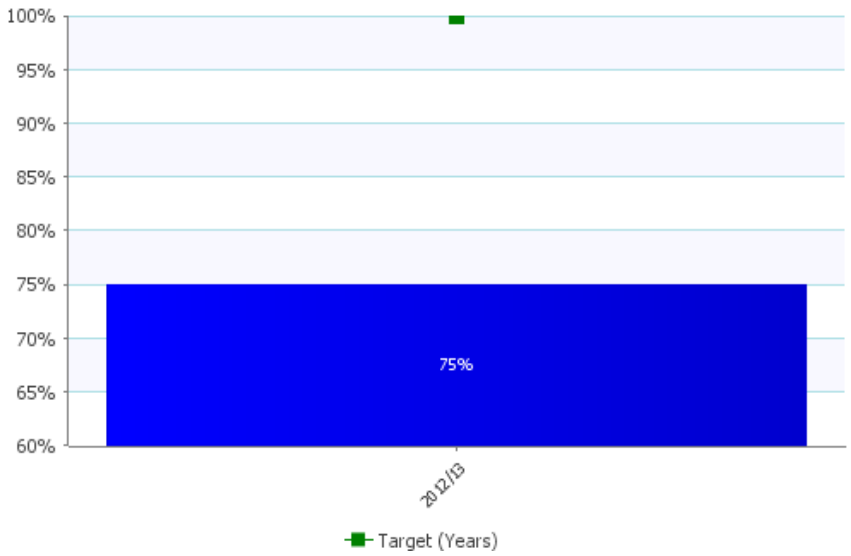
2012/13: There were 984 customer surveys completed over the year with 972 respondents rating the overall quality of the service at good or excellent, returning a 98.78% performance against a target of 95%.

We currently only have information gathered for this performance Indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends.

The overall quality of service within Community Facilities is a valuable indicator in the operation of our facilities. Community Facilities undertake a customer care training programme for our staff with the objective of improving on overall quality.

The target for 2014/15 will remain at 95%.

Performance Indicator	**Community Facilities - Percentage of complaints resolved within 5 working days .**	*COF531_6b.1*
Description	Community Facilities Service (community centres and village halls) measure the number of complaints resolved within 5 working days to ensure we consistently respond to customer concerns promptly.	



Trend Chart Commentary:

2013/14: Results will be available in April 2014

2012/13: Four complaints received in total over the year. Three were resolved within five days. One complaint was extended over the five day period as individuals involved in the investigation were unavailable during the period. The overall performance achieved was 75%

We currently only have information gathered for this performance indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends. The 2013/14 figure will be available in April 2014.

The target for 2014/15 will remain at 100%.

Performance Indicator	**Unit cost per community facility .**	*COF532_9a.1a*
Description	This measures the annual average actual operational costs of community centres and village halls. (average cost per centre)	

Trend Chart Commentary:

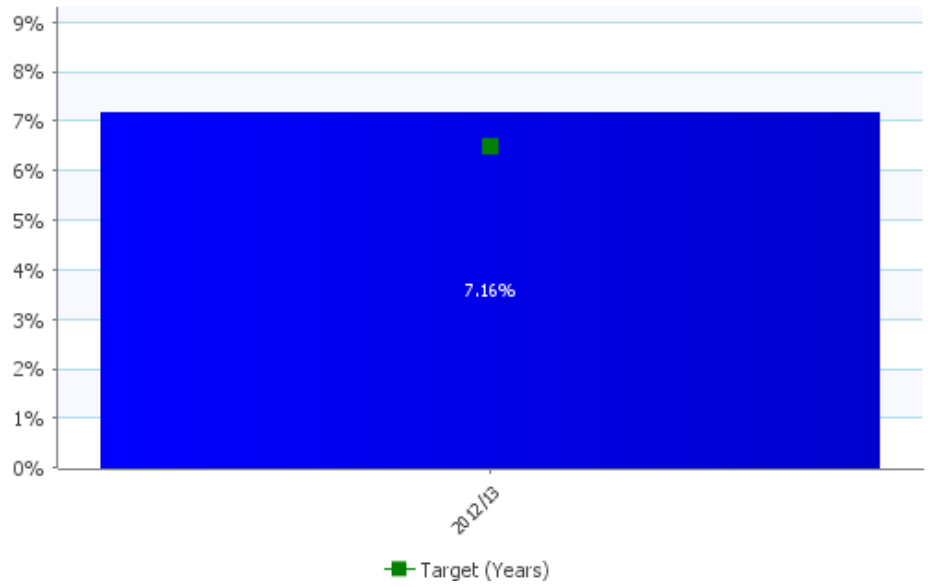
2013/14: Results will be published in July 2014. Budget of £35,967.71

2012/13: Average operational cost per Community Facility of £37,602.71 achieved against a budget figure of £36,952.87- Increased opening hours at weekends over a number of community centres contributed to this slight increase over the budget target. To reduce the impact that extended opening times have on the operational budget, it is our intention to promote and utilise user group key holding where appropriate. Budget slightly increased year on year with the addition to Community Facilities of three unstaffed buildings. Cunnigar Hall, Whiteside and Whitburn OAP pavillions.

2011/12: Average operational cost per Community Facility of £36,738.60 achieved against a budget figure of £36,711.68

The anticipated Target for 2014/15 will be £35,492.96 per facility per annum.

Performance Indicator	**Percentage of pre-school children taking part in activities within community facilities .**	*COF533_9b.1b*
Description	This Performance Indicator provides the percentage of users within community facility buildings that are of the pre-school category within Life stages (under 5). It shows the percentage of pre-school children participating in regular activities within the facilities. It excludes pre-school children attending non-regular and large one off events e.g. gala days, public meetings, open days, cafeteria and library attendance (where applicable) and public events/celebrations.	



Trend Chart Commentary:

2013/14: Results will be available in April 2014 for this performance indicator.

2012/13: Performance for the year of 7.16% bettering the target figure of 6.5%. Pre-school children accounted for 7.16% of the total number of visits to our community centres - a footfall of 89,058 within this age category for the year 2012/13.

We currently only have information gathered for this performance Indicator dating back to the full year of 2012/13. This performance indicator will continue to be monitored and will, in time, be able to display annual trends.

The percentage of pre-school children attending our facilities is used as a benchmark for all of our community centres: If the percentage falls below the service average (current indicator: Range 5.5% to 7.5%) at individual sites - we utilise this information to engage in potential activities that can be introduced at that site to bring it into line with the service average. We will continue to use this PI as a monitoring tool and therefore the targets for 2014/15 will remain the same as 2013/14.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2014/15 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	QUARTERLY	✓			✓			✓			✓		
Benchmarking	ANNUALLY	✓											
Collation Specified Performance Indicators (SPIs)	N/A												
Update of PPR information	QUARTERLY	✓			✓			✓			✓		
WLAM (assessment)	ANNUALLY							✓					
Review Panel	AS REQUIRED												
Performance Committee	AS REQUIRED												
Process Review (Lean/RIE activity)	ANNUALLY	✓											
Progress review of improvement actions	QUARTERLY	✓			✓			✓			✓		
CSE preparation	AS REQUIRED												
Inspection or Audit activity	AS REQUIRED												
Budget Management activity	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equality Impact Assessment(s)	AS REQUIRED												
Health and Safety Assessment(s)	QUARTERLY	✓			✓			✓			✓		
Business Continuity Planning	ANNUALLY			✓									
Workforce Planning	ANNUALLY	✓											
PRPDPs	BI-ANNUALY	✓						✓					
Review of customer groups/segmentation matrix	ANNUALLY						✓						
Customer consultation	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Service Standards	ANNUALLY						✓						
Planned Engagement activity	QUARTERLY	✓			✓			✓			✓		
Website content management	AS REQUIRED												

Performance activity Self Assessment activity Consultation & engagement activity External assessment activity Corporate management activity

Data Label: PUBLIC

Area Services

Management Plan 2014/15

Steve Field
Head of Services

April 2014

For more information:

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Data Label: PUBLIC

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMUNITY ARTS PERFORMANCE REPORT

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report provides an update on Community Arts activities and performance since the last report in October 2013 and highlights notable achievements and developments.

B. RECOMMENDATION

It is recommended that the panel notes the content of the attached report (Appendix 1).

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; 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**	An update on key performance indicators for the service is included in the report.
V	**Relevance to Single Outcome Agreement**	Outcome 1 - Our children have the best start in life and are ready to succeed Outcome 2 - We are better educated and have access to increased and better quality learning and employment opportunities Outcome 4 - We live in resilient, cohesive and safe communities Outcome 7 - We live longer, healthier lives and have reduced health inequalities
VI	**Resources - (Financial, Staffing and Property)**	None.

VII Consideration at PDSP None.

VIII Other consultations None.

D. TERMS OF REPORT

The report, attached as Appendix 1, includes a summary of the latest performance figures and notable achievements over the past five months across the main service activities of arts venues, Youth Music Initiative, Arts and Learning, Arts and Wellbeing, Public Art and supporting the voluntary arts sector. The Arts Team has been extremely successful this year in securing alternative sources of funding and has leveraged over £420,000 in additional funding to support the programme of arts activities outlined in the report. This includes £30,000 Cashback for Creativity funding for Digital Arts Across the Community a film-making project taking place in areas of deprivation; Luminate Graffiti Project, an intergenerational project which brought together Offbeat Youth Project and Craigshill Neighbourhood Network and which was selected by Creative Scotland as an example of excellent arts practice; and a six months Artist Residency with local writer Dennis O'Donnell who worked with a range of isolated, vulnerable, misunderstood and at-risk people and published their writing in an anthology which was launched at HMP Addiewell on 2 April. Information on the performance and achievements of Firefly Arts Ltd and the Regal Community Theatre in Bathgate are attached as Appendices 2 and 3.

E. CONCLUSION

Appendix 1 demonstrates the impact of the service and how it contributions to the relevant Single Outcome Agreement outcomes.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Three

Appendix 1: Community Arts Performance Report (April 2014)

Appendix 2: Firefly Arts Ltd Report (April 2014)

Appendix 3: Regal Community Theatre Report (April 2014)

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Steve Field
Head of Area Services

Date: 17 April 2014

2014

Culture and Leisure PDSP
17 April 2014
Community Arts
Appendix 1 : Performance Report

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1 Overview

1.1 Community Arts

The arts make a significant contribution to improving the quality of life for the citizens of West Lothian and the Community Arts service is committed to helping the council achieve the outcomes in the Single Outcome Agreement. We aim to focus our resources in order to bring the maximum benefits of the arts to targeted groups while continuing to offer opportunities for all. We work in partnership to extend our provision and seek opportunities to attract external funding, particularly through Creative Scotland. The aim of Community Arts is that everyone in West Lothian should have the opportunity to experience the social, economic, educational, environmental, health and creative benefits of the arts.

Main Services Provided by Community Arts

- Managing the venues - Howden Park Centre and Linlithgow Burgh Halls
- Arts and Lifelong Learning
- Arts and Wellbeing
- Support for the Voluntary Arts sector
- Arts Grants
- Public Art

Community Arts Priority Activities

- Provide high quality arts venues
- Provide high quality facilities for the arts
- Provide a diverse programme of arts activities for different life stages
- Work in partnership to extend arts provision
- Work in partnership to reduce inequalities
- Support and develop the voluntary arts sector
- Provide arts grants
- Promote the arts

2 Performance

The main purpose of this report is to update panel members on Community Arts' activities and performance since the last report in October 2013 and to highlight notable achievements and developments.

Our Key Performance Indicator results can be found at the end of this document.

2.1 Performance Update

Citizen Led Inspection

Community Arts underwent a Citizen Led Inspection between January and March 2014. Inspectors looked at key areas of service delivery including leadership, service planning, customer and key performance results. During their inspection they interviewed staff and customers, reviewed documentation and other evidence and made "mystery shopper" visits. The inspectors will provide the service with a report which will highlight any areas for improvement and which will form the basis of our improvement plan for 2014-15.

Staff Satisfaction Survey Results 2013-14

The annual staff survey is made up of 20 questions which are grouped into seven performance indicators - workforce planning, reward and recognition, leadership and management, involvement and empowerment, team working, learning, development and performance and equality. After extensive consultation with staff following last year's survey, Community Arts' results have improved significantly in all areas except 7a.7, although no specific feedback was received from staff about this.

		2012 Results	2013 Results	+ / -
7a.1	% of respondents who agree or strongly agree there is effective Workforce Planning	63%	80%	17%
7a.2	% of respondents who agree or strongly agree there is reward and recognition for people	69%	80%	11%
7a.3	% of respondents who agree or strongly agree there is effective leadership and management	67%	75%	8%
7a.4	% of respondents who agree or strongly agree there is effective involvement and empowerment of people	79%	81%	2%
7a.5	% of respondents who agree or strongly agree there is effective teamwork	75%	84%	9%
7a.6	% of respondents who agree or strongly agree there is effective learning and development and performance review for people	63%	68%	5%
7a.7	% of respondents who agree or strongly agree the organisation effectively manages equality and diversity	82%	73%	-9%

Customer Satisfaction

We seek feedback from our customers on their satisfaction across the full range of services we provide. We aim to deliver high quality services that meet people's needs and expectations and to ensure that customers are treated fairly and given equal access to the services we provide.

KPI	Target 2013-14	Actual 2013-14
% of customers who rated the overall quality of customer service provided as excellent or good	96%	95%
% of customers who rated timeliness in response to requests as excellent or good	96%	97%
% of customers who rated the service they received compared to what they needed as excellent or good	96%	94%
% customers who rated the availability and usefulness of information provided as excellent or good	95%	94%
% of customers who rated staff attitude in terms of friendliness and helpfulness as excellent or good	98%	97%
% customers who rated the staff professionalism in terms of knowledge and professionalism as excellent or good	97%	97%
% of customers who feel that they have been treated fairly	98%	99%
% customers who rated the facilities at Howden Park Centre and Linlithgow Burgh Halls as excellent or good	96%	98%
% of customers who rated the quality of the arts programme at Howden Park Centre and Linlithgow Burgh as excellent or good	98%	100%

Participation

We record numbers of people participating in Community Arts activities and attending Linlithgow Burgh Halls and Howden Park Centre. Recorded attendance at LBH has increased significantly in 2013-14 because we now capture visitor numbers using a footfall counter rather than manually.

KPI	Target 2013- 14	Actual 2013-14
Community Arts participants	3,100	4,641
Youth Music Initiative programme participants	11,100	10,199
Howden Park Centre attendees	87,000	88,830
Linlithgow Burgh Halls attendees	26,500	69,618

Outcomes

In 2011-12 we introduced KPIs to measure if our customers feel that taking part in Community Arts activities contributes to a range of outcomes. This was to demonstrate how the key activities of Community Arts align with West Lothian Council's Single Outcome Agreement, specifically:

Outcome 1 Our children have the best start in life and are ready to succeed
Outcome 2 We are better educated and have access to increased and better quality learning and employment opportunities
Outcome 4 We live in resilient, cohesive and safe communities
Outcome 7 We live longer, healthier lives and have reduced health inequalities

KPI	Aligns to Outcome	Target 2013-14	Actual 2013-14
% of early years teachers who agree that their pupils have been supported and encouraged to meet their developmental milestones as a result of participating in a Community Arts education project	**1**	90%	96%
% of teachers who agree that participating in a Community Arts education project has contributed to their pupils educational attainment	**2**	91%	98%
% of customers who agree that they are likely to become more active in their community as a result of participating in a Community Arts activity	**4**	72%	81%
% of customers who agree that their well-being has improved as a result of participating in Community Arts activities	**7**	90%	87%

3.

Howden Park Centre

Community Arts presents a year round performing arts and participation programme at Howden Park Centre (HPC). The centre is also well used by voluntary arts groups who hire the venue for rehearsals, performance and exhibitions and by other groups who hire the venue for meetings, seminars, training events and conferences. Firefly Arts Ltd is based at HPC and deliver regular youth theatre and film-making workshops and performance projects for children and young people.

Arts Programme

Between October and March there were 66 performances at Howden Park Centre which generated ticket income of £143,000 making the average income per show just over £2,100. 33% of performances were completely sold out or had a greater than 90% capacity and the average capacity for performances was 70%. Community Arts had a very busy and successful Christmas season in 2013. This year we programmed 46 events including 28 performances of the pantomime Sleeping Beauty; 6 Christmas party nights, including 3 at Linlithgow Burgh Halls; 1 Christmas concert featuring Skerryvore; 8 performances by The Singing Kettle and 3 Hogmanay Ceilidhs. The average capacity of Christmas events this year was 71% and 16 events reached over 90% capacity. Total ticket income was £90,040. The table below shows our performance this year compared to last and both income and attendance have held up remarkably well despite the increasingly difficult economic conditions.

	Christmas 2012			Christmas 2013		
Event	**No of Shows**	**% capacity**	**Income**	**No of Shows**	**% capacity**	**Income**
Panto	26	76%	£50,347	28	63%	£50,730
Christmas Party Nights	3	87%	£2,368	6	65%	£6,150
Skerryvore	1	100%	£5,008	1	100%	£5,000
Singing Kettle	10	81%	£31,083	8	93%	£24,298
Hogmanay Ceilidhs	2	100%	£1,686	3	85%	£3,862
TOTAL	**42**	**89%**	**£90,492**	**46**	**85%**	**£90,040**

"Just to say how much we enjoyed the Christmas party night...food...band... all excellent and staff most attentive. Most enjoyable inclusion in our festive celebrations. Thank you". Customer

Lets

There were 700 lets between September and February which generated £110,800 income. Income includes room hire plus catering.

"The staff were all excellent and could not have been more helpful. I would definitely recommend the venue to others. Thanks again." Customer

Bar & Bistro

The bar is open Monday to Friday 9am to 5pm (10am to 5pm on weekends) for drinks and snacks and food is available daily from 10am to 3pm. Pre-theatre meals are available on selected performance nights. 4,329 diners used the Bistro between September and February and the Bar and Bistro generated an income of £102,907.

"I just wanted to thank you all for the hard work you put into making our conference a success today. You have been really accommodating and we appreciate it very much. The food and service was fantastic." Customer

4. Linlithgow Burgh Halls

Linlithgow Burgh Halls (LBH) comprises an art gallery, education centre, community arts and heritage facility, tourist information centre and café. The gallery at LBH presents a changing programme of high quality solo and group shows, touring exhibitions and new commissioned work. In addition LBH offers letting facilities for the local community for a range of events including community activities and events, business meetings, conferences, weddings and other private functions.

- **Exhibitions**

Two exhibitions were shown at Linlithgow Burgh Halls between October and February - *Illumination: The Light of Tradition*, an exhibition of traditional arts and crafts from alumni of the Prince's School of Traditional Arts in London, and *Twice a Stranger,* an exhibition of abstract painting and prints by Chinese artist Ying Sheng Yang. 4,816 people attended the exhibitions between October and February.

"Truly beautiful - in such a beautiful venue too. Great to see an exhibition of this calibre so far north. Superb workshop with Tom Bree too. Thank you." Visitor

- **Café**

The café is open seven days a week, 9.30am to 4pm daily and 11.30am to 4pm on Sundays and is managed by a chef who is supported by a pool of casual cafe assistants. Between April 2013 and January 2014 the cafe generated income of £100,600.

"Food was amazing, staff were excellent." Customer

- **Weddings**

LBH offers high quality, flexible accommodation and its location, close to St Michael's Kirk and Linlithgow Palace, makes it an ideal venue for weddings. Wedding lets and bar sales account for just over half of all LBH income and the number of weddings has increased dramatically in the last three years. This is largely due to the effort of the staff in promoting LBH as a wedding venue. In 2014-15 there are 50 weddings – compared to 37 the previous year – an increase of 35%. Average income per wedding is £2,800.

"[The] team are amazing and went out of their way to make sure we had the most fantastic day ever. We can't thank them enough - what a fabulous team they are. It's a beautiful venue but it's the team that make it work!" Customer

5. Community Arts Activities

Community Arts contributes to the wellbeing and lifelong learning of the people of West Lothian by providing opportunities to participate in the arts. The team consists of five Arts Officers who have a range of different remits including Visual and Public Art, Arts and Wellbeing and Learning. Each officer has responsibility for delivering a programme of arts activities in the community which are targeted at people who may be less likely to participate due to physical, social or economic barriers and which are designed to contribute to a range of outcomes. The five main programmes managed by the team are:

- Youth Music Initiative
- Arts and Learning

- Arts and Wellbeing
- Public Art
- Supporting the Voluntary Arts Sector and Arts Grants

- **Arts Funding**

The Arts Team is extremely successful in securing alternative sources of funding and this year has leveraged **£420,061** in additional funding for arts activities from a range of funding sources.

- **Youth Music Initiative**

Year 11 of the Youth Music Initiative started in August 2013 and will continue until June 2014. The programme provides opportunities for school pupils to participate in a variety of singing and instrumental projects and is supported by a CPD programme for teachers.

- **Drumming for Excellence**
  10 schools, including two schools for pupils with additional support needs, took part in Drumming for Excellence, a project using African drumming and percussion as a cross-cultural and cross-curricular tool. Each school was given their own set of African drums with the aim of making music accessible to all and increasing self-confidence, creativity and expression.

- **Skoog Music**
  This project supports the creation of "inclusive" Skoog Music Clubs in ASN schools and nurseries. The clubs use Skoogs, a new music technology that requires no musical training or experience to engage in active music-making. The Skoog instrument offers a level playing field for making music and is specifically designed to enable children with physical, socio-emotional or cognitive difficulties to engage in playing, performing and creating their own music.

- **Saturday Strings**
  Running from September to June, this project provides open access to children to begin classical string tuition at Letham and Armadale Primary Schools on Saturdays. There is no formal selection or testing procedure and pupils have access to violin, viola, cello and mini bass/double bass.

- **Ukulele in the Classroom**
  Using a mixture of instrumental and vocal tuition, this project gives pupils their first introduction to music-making using the Ukulele. In addition to learning how to play a musical instrument, this project opens the door to exploring the musical concepts of improvisation, music theory, arrangement and orchestration.

- **Voice Rocks**
  Voice Rocks is a group singing experience which is based on a "Rock Choir" approach – singing songs chosen by the young people, taught in an easy to learn style which does not require the ability to read music, formal training, sight singing, music theory, etc.

  "Voice Rocks is a really great singing workshop – the joy of learning songs and meeting new people. Jen is a lovely singing teacher, it's always fun with Jen and I'm truly going to miss her when I leave!" Participant

- **Music in Transition**
  Music in Transition brings a music-based active learning approach into the primary setting, affording opportunities for collaboration between nursery and P1 teachers. The project focuses on developing

creativity, enhancing emotional and imaginative literacy, expressing ideas, values and feelings, increasing self-confidence and self-esteem and developing essential pre-reading skills such as listening, rhythm and pitch recognition. This project has been selected by Creative Scotland as an example of excellent practice and will be featured on the Creative Scotland website to showcase the work being done by West Lothian Council with Youth Music Initiative funding.

- **National Youth Choir of Scotland**
  NYCOS delivers four projects in the YMI programme – Active Learning Through Music, P3 Workshops, Go for Bronze and Play and Sing. Each project uses a Kodály-based approach to music tuition focusing on developing musicianship skills through pitch and rhythm games as well as singing-based activities. The NYCOS programme enables us to deliver the Scottish Government's target that every pupil should have access to 12 hours free music tuition by P6.

Arts and Learning

The team develops projects which use the arts to support the development of new skills and educational attainment through a programme of work targeted at children of school age including nursery, primary, secondary and those with additional support needs.

- **Creative Learning Network**
  The aim of the Creative Learning Network (CLN) is to champion the arts, culture and creativity in schools within the overarching context of the Curriculum for Excellence for the long term benefit of learners. The West Lothian CLN project appointed Paul Gorman as an artist in residence in Deans Community High School between November 2013 and April 2014. The artist is working alongside the teaching staff to examine the role of the educator within a contemporary secondary school and the collaboration involves reflection, research and pilot projects. The emphasis is not on a final, polished outcome but a meaningful examination of the methods which can be applied to transform learning.

- **Theatre in Schools**
  The award-winning Catherine Wheels Theatre Company toured five primary schools in West Lothian for a week in March with their production *The Ballad of Pondlife McGurk*. The project allowed schools to engage with a professional theatre company and use the themes of the play to explore subjects such as health and wellbeing and issues such as bullying.

- **West Lothian Schools Shakespeare Festival**
  The West Lothian Schools Shakespeare Festival allows teachers and pupils to explore Shakespeare in their own way, using either classic texts or creating modern adaptations to be performed at Howden Park Centre. Pupils spend a day at Howden Park Centre where they have a technical and dress rehearsal before performing at night to an audience of family, friends and invited guests. Schools also receive support from a professional theatre director which encourages them to develop their performance skills and gain a greater understanding of Shakespeare's work and texts.

- **Digital Arts Across the Community**
  Community Arts secured £29,700 funding from Creative Scotland for a Cashback for Creativity project for five film making projects in areas of multiple deprivation. Groups of children and young people will work with artists from Anim8s film company to create their own digital media product – a live action film, an animation or a comic. The first project started in June 2013 and the last project

will finish in March 2014 when there will be a celebration event bringing all five groups together to share the work they have produced.

"This project was great and I think a lot of young people would strongly connect with the comic and hopefully inspire many people and for them to know you can change their life." Participant

- **Cashback for Communities Dance project**
  Free "taster" dance classes have been taking place in Armadale, Boghall and Fauldhouse to promote the establishment of three new Youth Dance Companies in these disadvantaged areas. The project also provides participants with free transport and tickets to see dance performances at Howden Park Centre and the opportunity to perform in the annual Youth Dance Showcase.

Arts and Wellbeing

The team develops projects which use the arts to improve wellbeing and create opportunities for positive personal and community change through a programme of work targeted at specific groups including vulnerable children, young people and adults. Because of the nature of the groups, these projects usually involve small numbers of people.

- **Luminate Graffiti Project**
  Offbeat Youth Project and Craigshill Neighbourhood Network worked together with local graffiti artist TrenchOne to design and create a piece of graffiti art in an underpass in Craigshill. As well as breaking down intergenerational barriers, the project demonstrated that age should not be a barrier to participating in any artform. This project was selected by Creative Scotland to feature on their annual calendar showcasing examples of excellent arts practice.

- **Artist in Residence**
  Local writer Dennis O'Donnell has been Community Arts artist in residence over the past six months and in that time he has worked with a range of isolated, vulnerable, misunderstood and at-risk people including prisoners from HMP Addiewell, older people with dementia, adults with depressive illness, young people at risk and adults with physical disabilities. The work achieved has been brought together in an anthology called *Voices* which will be launched at HMP Addiewell on 2 April.

  One long term prisoner, after a lifetime of violence, managed to write a poem in tribute to the grandfather he had loved and lost as a child *"The change in his demeanour has been remarkable."* Prison staff

- **Blackburn Alcohol Diversionary Project**
  Young people from Blackburn worked with graffiti artists, film-makers and DJs on a range of exciting arts activities. The project used the arts to engage the young people in positive activities and as a preventative intervention to divert them from drinking and anti-social behaviour.

- **Life is for Livingston**
  This was a two year, Heritage Lottery funded programme to mark the 50th anniversary of the new town. The project culminated with a celebration event at Howden Park Centre where groups, individuals and invited guests came together to celebrate their achievements. The evening consisted of a screening of a documentary film; the launch of an oral history book; commemorative postcards using photographs taken by local people and the launch of a public art mobile phone app which guides the user around Livingston's varied and vibrant public art collection. The app is available for free download from iTunes.

- **Drake Music Project Scotland – Challenge Fund**
  Drake Music Project Scotland has worked over the past two years with older people in 18 care homes across West Lothian involving the residents in art and music activities. The older people worked with artist Niroshini Thambar using new technologies such as iPads and Soundbeams to create a collective audio-visual installation distilled from music, sound and images they created. The installation was shown at Howden Park Centre during March.

- **Public Art**

Working in partnership with Planning and Economic Development Services, Community Arts manages the council's Public Art programme. Funded by developer contributions, the Public Art programme engages with communities and enables them to manage the commissioning of new public art works and also catalogues, maintains and decommissions existing art works.

- **Glenmorangie Public Art launch event**

Livingston's newest piece of public art, Reveal, a 20 tonne stone sculpture by artist Barry Grove, which took three years to create was launched in December. The work was created as part of the public art condition for the new Glenmorangie bottling plant in Livingston. This artwork is featured as a work in progress in Out in the Open, the public art book published by Community Arts last year.

- **Supporting the Voluntary Arts Sector & Arts Grants**

Community Arts provides support, information, advice and training for the voluntary arts sector and manages the council's Arts Grants scheme which distributes funding to local voluntary arts groups and individuals. The total funding available this year is £125,005. Following a review of the scheme and the introduction of improvements to the funding process, Community Arts has awarded the full amount of funding available: 91 grants comprising £13,574 to individuals and £111,431 to voluntary organisations.

6. Partnerships

Community Arts provides Link Officer support for two arts organisations in West Lothian: Firefly Arts Ltd and the Regal Community Theatre in Bathgate. The Link Officers monitor these organisations' performance in achieving the outcomes which are purchased through Funding Agreements and carry out the council's annual "Health Check" monitoring process.

- **Firefly Arts Ltd**

West Lothian Council commissions Firefly Arts Ltd to provide youth theatre and associated services for children and young people aged 5 to 25 to develop their personal, social, educational and artistic skills, improve their self confidence and attainment and lessen their risk of becoming involved in anti-social behaviour or low level criminality. Firefly received a grant of £102,227 this year from WLC to provide this service. While this core funding supports workshop and performance activity in Livingston, Bathgate and Linlithgow, it also enables the company to lever in project funds from charitable trusts and foundations, thereby generating significantly increased arts provision for young people who are socially, economically or geographically disadvantaged.

Weekly Workshops and Holiday Activity
Each term Firefly provides 12 weekly workshops in Howden Park Centre in Livingston, the Regal Community Theatre in Bathgate, Linlithgow Burgh Halls and the Scout Hall in East Calder. Firefly also run school holiday activities:

- October Week– a performance project for children aged 8 to 12 in collaboration with West Lothian Council's Domestic Abuse and Sexual Assault team
- a three day experimental theatre project
- sound/technology training for young people in S1 and above

Project for Schools
Between October 2013 and March 2014 Firefly delivered:

- Weekly workshops - Blackburn, Pinewood, Murrayfield, Our Lady of Lourdes Primary Schools
- Smoking cessation project - Falla Hill Primary School, Fauldhouse
- Drama taster workshops - St Paul's Primary School, East Calder
- Performance project - Pinewood School and St Kentigern's Academy
- Sensory workshops - Beatlie and Pinewood Schools
- Fairtrade workshops - Addiewell, Low Port, Murrayfield, Bankton and Bridgend Primary Schools

Community and Outreach Programmes
Programmes operating between October 2013 and March 2014 include:

- 731 Bathgate Nights – a two year film project funded by Creative Scotland
- Playshed – a creative play programme for children with adult carers
- SoundTown – a song, music and sound-design programme
- Bird On The Wire – a performance project for young people in South Livingston
- Fly On The Wall – a performance/multi-media project for young people in Bathgate
- PLANET – a programme for children and young people with additional support needs

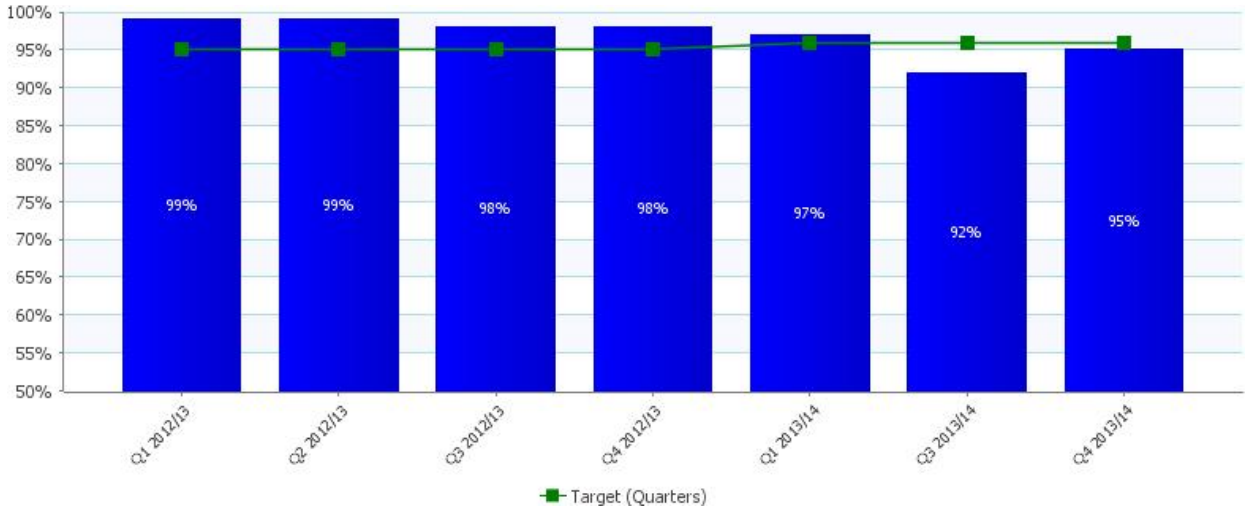
Youth Theatre
Firefly's production company was recently selected as one of three UK youth companies to take part in international theatre exchange programme, *Contact the World* which will take place in Manchester.

Over the six month period from September 2013 to February 2014 Firefly provided 434 workshop, project and activity sessions. Total attendance for this period was 4,258. For full details on Firefly's activities see Appendix 2.

Regal Community Theatre
West Lothian Council commissions the Regal Community Theatre to get more people participating in the arts, give more arts groups access to the facilities in the venue and contribute to making Bathgate an excellent place to live, work and visit. The Regal received a grant of £70,873 this year from WLC to provide this service. For full details on The Regal's activities see Appendix 3.

7. Key Performance Indicators

Performance Indicator	**P:CRACS007_6a.7 Community Arts - Percentage of customers who rated the overall quality of the service as good or excellent .**
Description	Measure of percentage of customers who rated the overall quality of customer service provided by Community Arts as excellent or good. Project evaluation forms are handed out at the end of every project and customer comment cards are available at Howden Park Centre and Linlithgow Burgh Halls for users of the facilities. Evaluation forms are also handed out to hirers of Howden Park Centre and Linlithgow Burgh Halls.



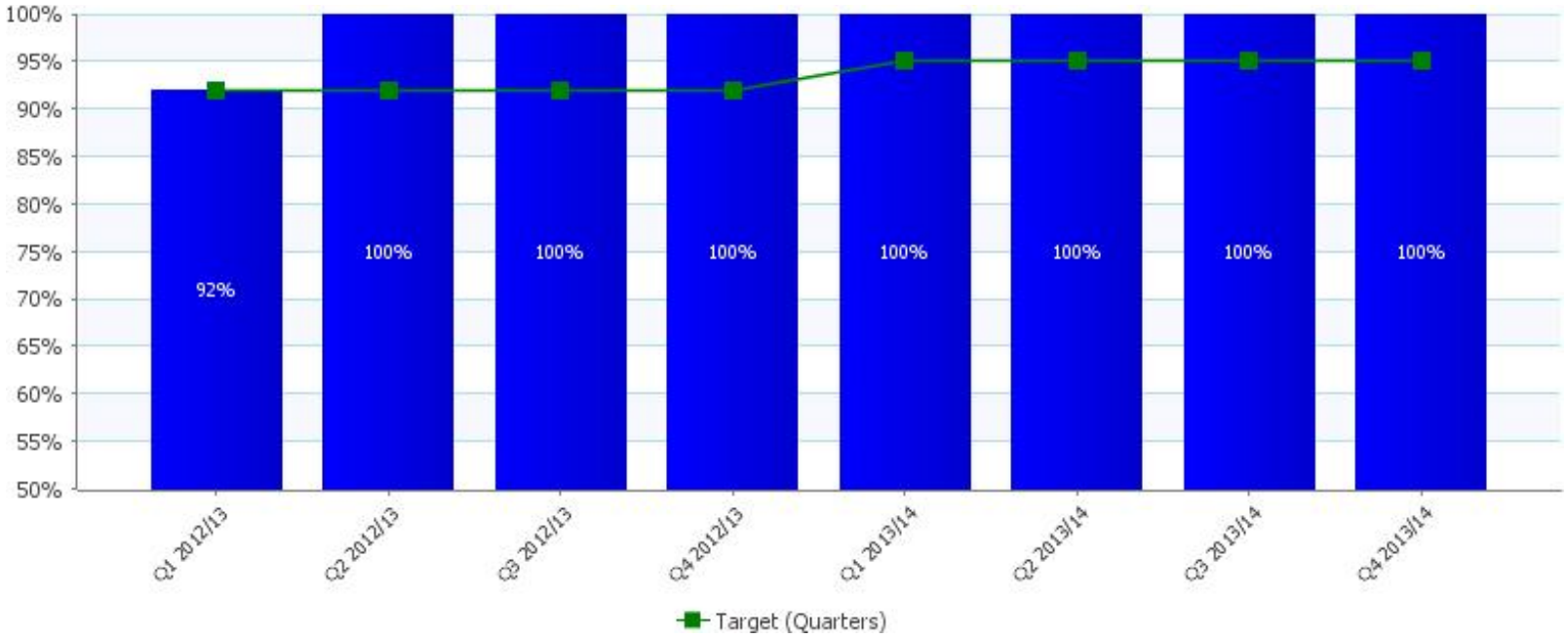
Trend Chart Commentary:

Performance for satisfaction with overall quality of service is consistently high. The target for this PI has increased each year and in 2013/14 is 96%.

Performance in Q3 in 2013/14 has dipped slightly from 95% in Q2 to 92%. There were 163 responses to this question, of which 123 were excellent; 27 good; 6 adequate; 4 poor and 3 very poor. The dip in performance is because customers are unhappy that we are occasionally unable to provide a full range of services in art arts venues. Performance improved in Q4 2013-14 to 95%.

The target for 2014/15 will remain at 96%.

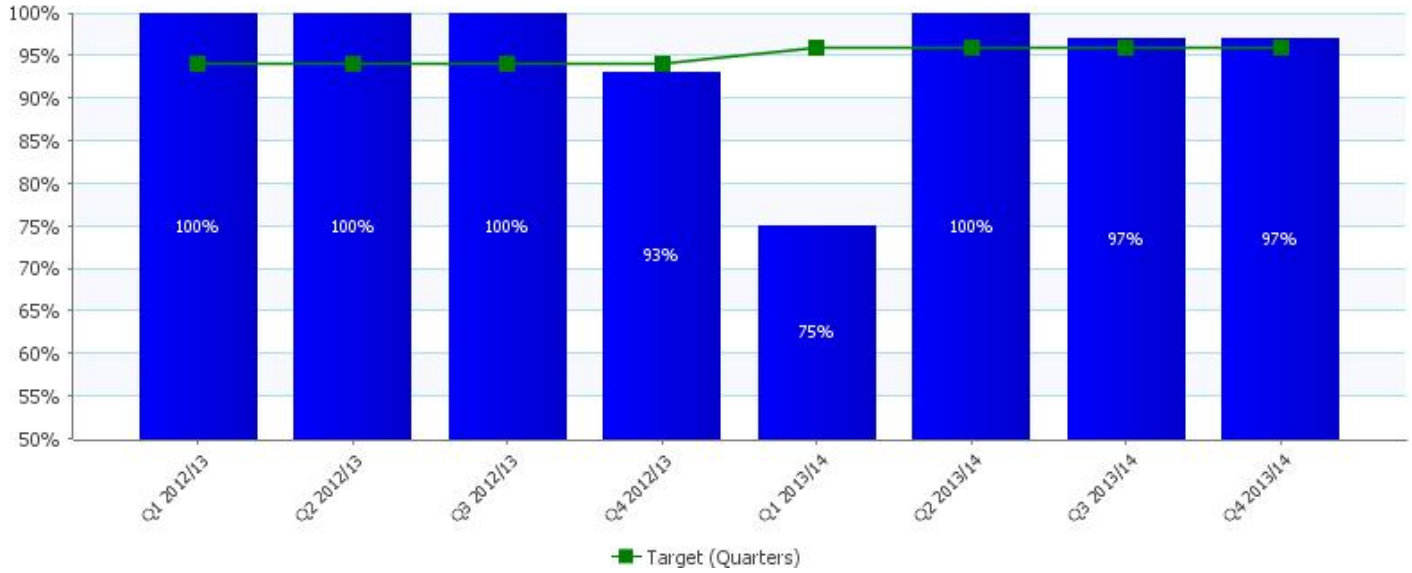
Performance Indicator	**CRACS019_6b.1 Community Arts - Percentage of Complaints received which are resolved within 5 working days.**
Description	Complaints are received from various sources for example, customer feedback forms, verbal, letters etc. All complaints received are recorded on the Customer Relationship Management (CRM) database and it is the corporate standard to resolve complaints within 5 working days.



Trend Chart Commentary:

The target for this PI has increased each year and in 2013-14 is 95%. Performance has remained consistently high at 100% over the last 7 quarters since Q2 2012-13.

Performance Indicator	**P:CRACS024_6b.2 Percentage of customers satisfied with facilities provided at Howden Park Centre and Linlithgow Burgh Halls .**
Description	Measure of percentage of customers who rated the facilities at Howden Park Centre and Linlithgow Burgh Halls - safe, clean and welcoming - as excellent or good. Customer comment cards are available at Howden Park Centre & Linlithgow Burgh Halls for users of the facilities. Evaluation forms are also handed out to hirers of Howden Park Centre and Linlithgow Burgh Halls.



Trend Chart Commentary:

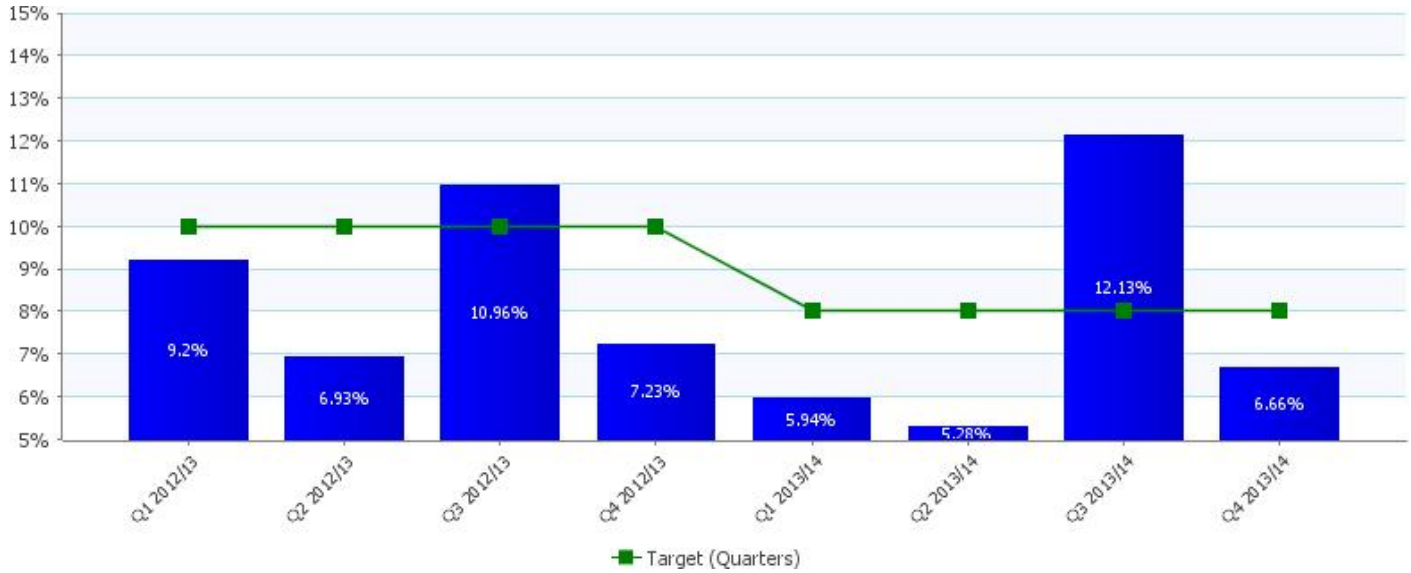
The target for this Performance Indicator has increased each year and in 2013-14 is 96%.

In Q1 2013-14 performance dipped to 75%. This is due to a low responses rate. There were 4 responses in total: 3 excellent and 1 very poor. In order to resolve this issue we sought to increase the number of responses to ensure a more statistically accurate result.

In Q2 2013-14 we received 53 responses; 47 excellent and 6 good and performance has increased to 100%

In Q3 and Q4 2013-14 performance remained above target at 97%.

Performance Indicator	**P:CRACS063_9b.1b Percentage of tickets sold at Howden Park Centre to addresses in the 20% most disadvantaged areas in West Lothian.**
Description	Measures the percentage of tickets sold at Howden Park Centre to addresses in the 20% most disadvantaged areas in West Lothian as a proportion of all tickets sold.



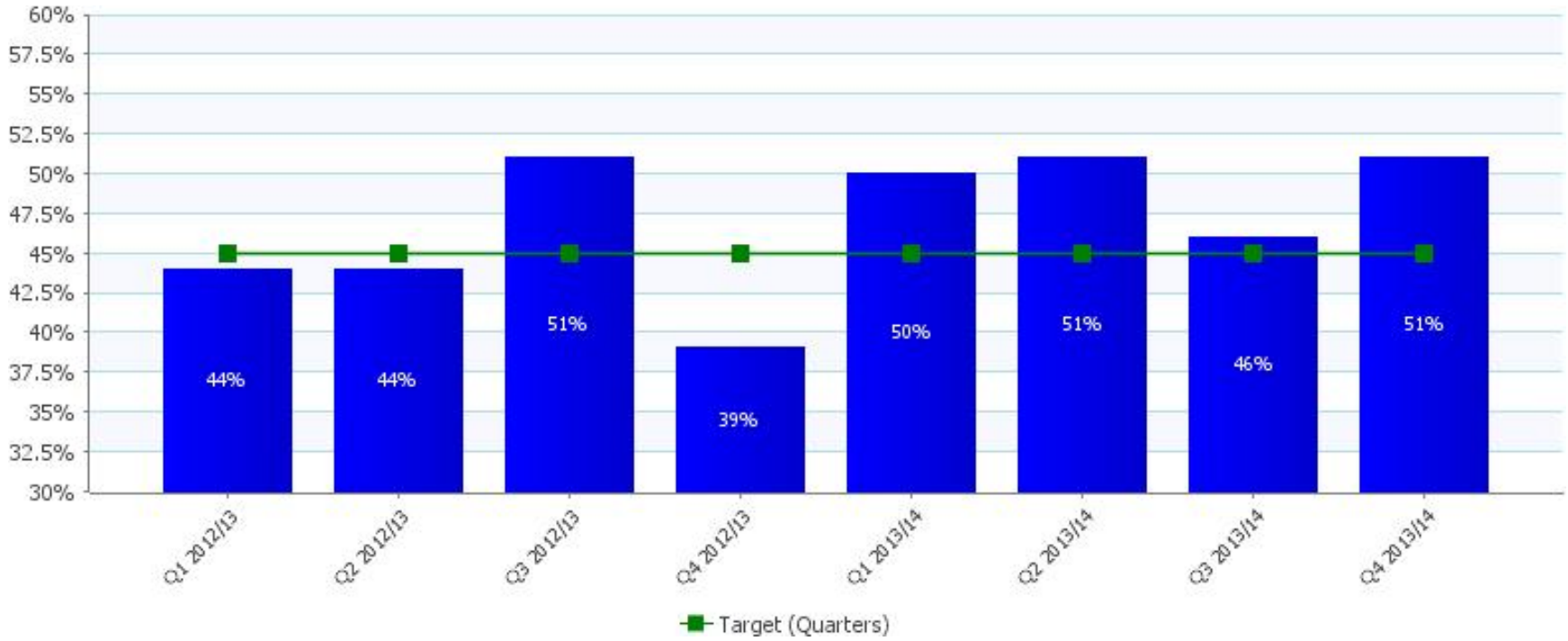
In Q2 2013-14 performance dipped to 5.28%. 7,630 tickets were sold between July and September 2013 and 430 of those postcodes *which were provided* were sold to addresses in the 20% most disadvantaged areas of West Lothian.

Community Arts secured £25,000 funding from Creative Scotland to increase engagement and participation in the arts in communities in areas of multiple deprivation. The funding has allowed us to offer school and community groups free transport, free or discounted tickets and free education workshops which we hope will remove barriers to engagement, increase participation and attract new audiences to Howden Park Centre.

In Q3 2013-14 performance increased to 12.13% and is above target. 14,438 tickets were sold between October and December 2013 and 1,751 of those postcodes *which were provided* were sold to addresses in the 20% most disadvantaged areas of West Lothian.

In Q4 2013-14 performance was 6.66% 9,593 tickets were sold between January and March 2014 and 6391 of those postcodes *which were provided* were sold to addresses in the 20% most disadvantaged areas of West Lothian. Annual performance is 8.18% against a target of 8%.

Performance Indicator	**P:CRACS066_9b.1c Percentage occupancy of rooms available for hire at Howden Park Centre.**
Description	This Performance Indicator is a measure of the occupancy of rooms at Howden Park Centre which are available for hire expressed as a percentage against total availability. Rooms include the Theatre, Space 2, Space 3, the Meeting Room and Art Studio 1.



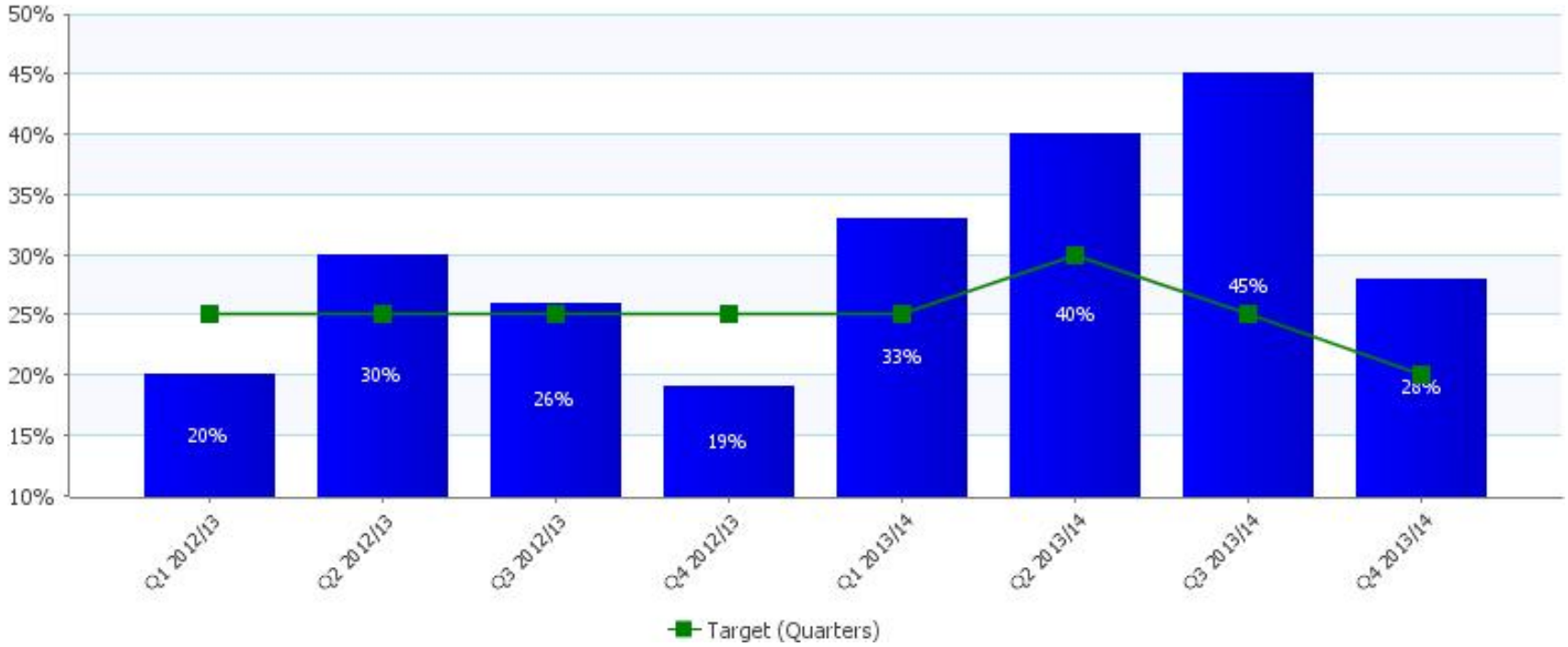
Trend Chart Commentary:

Occupancy rates are recorded monthly and reported at the end of each three month period for the 5 bookable spaces at Howden Park Centre.

In Q4 2012-13 bookable spaces were available for a total of 4,015 hours and they were booked for 1,581 hours. This is a reduction on previous quarters performance and reflects the relatively quiet post-Christmas period.

Performance in every quarter of 2013-14 has remained consistently above target. The annual performance is 50% against a target of 45%.

Performance Indicator	**P:CRACS067_9b.1c Percentage occupancy of rooms available for hire at Linlithgow Burgh Halls.**
Description	Measure of the percentage occupancy of rooms at Linlithgow Burgh Halls which are available for hire. Rooms include the Bailie Hardie Hall, the Provost Lawrie Hall, the Audio Visual Room and the Education Room.



Trend Chart Commentary:

Occupancy rates are recorded monthly and reported at the end of each three month period for the 4 bookable spaces at Linlithgow Burgh Halls.

In Q4 2012-13 the bookable spaces were available for a total of 2,542 hours between and they were booked for 503 hours. This is a reduction on previous quarters performance and reflects the relatively quiet post-Christmas period.

Performance in every quarter of 2013-14 has remained consistently above target. The annual performance is 37% against a target of 25%.

FIREFLYARTS
Enriching young lives...

FIREFLY ARTS LTD
ACTIVITY REPORT FOR APRIL TO OCTOBER 2013 TO MARCH 2014

This has been a successful 6 months for Firefly, with the company maintaining target attendance figures on core theatre and drama skills activity across the region, securing national recognition for youth theatre development, and increasing collaborative work with schools, community, youth and health services. Mindful of on-going financial challenge, Firefly continues to seek and secure strategic and funding partnerships that will improve and sustain quality arts experience for children and young people across West Lothian, regardless of social, economic or cultural background.

Core Workshops and Holiday Activity

Throughout each term, Firefly provides 12 weekly workshops from Howden Park Centre, The Regal Community Theatre in Bathgate, Linlithgow Burgh Halls, the Craig Inn, Blackridge and East Calder Scout Hall. Workshops offer a range of theatre, movement, voice, technical and film skills. Participants range from 5 to 25 years, and progress through a range of drama, performance and personal development skills. Holiday activity within this 6 month period has included an October week performance project for children aged 8 to 12 years, in collaboration with West Lothian Council's Domestic Abuse and Sexual Assault team, a 3- day experimental theatre project, and sound/technology training for young people in S1 and above.

West Lothian Schools Projects

Firefly's team of theatre, film and performance specialists are regularly asked to develop issue-based arts activity to address the needs of a particular student group. Between October 2013 and March 2014, Firefly have delivered:

- Weekly workshops for Blackburn, Pinewood, Murrayfield, Our lady of Lourdes primaries.
- Smoking cessation project with Falla Hill Primary, Fauldhouse
- Drama taster workshops at St Pauls Primary, East Calder
- Performance project with students from Pinewood seniors and St Kentigern's Academy.
- Sensory workshops for senior students from Beatlie and Pinewood schools
- Fairtrade workshops for Addiwell, Low Port, Murrayfield, Bankton and Bridgend Primaries.

Community and Outreach Programmes

Firefly's core remit is enhanced by outreach and community arts programmes that are funded through additional and designated WLC, Arts, charitable Trust and Foundation funding. Programmes operating within the last 6 months include:

731 Bathgate Nights: 2-year film project funded by Creative Scotland/Access and Participation.
Playshed: Creative play programme for children with adult carers. Funded by Communities and Families Lottery Fund
SoundTown: Song, music and sound-design programme. Funded by Youth Music Initiative
Bird On The Wire: Performance/multi-media project for young people in South Livingston. Funded through WLC's Alcohol Diversionary funds.
Fly On The Wall: Performance/multi-media project for young people in Bathgate. Funded through WLC's Alcohol Diversionary funds.
PLANET: Firefly's 2-year programme to develop quality arts practice for children and young people with additional support needs and communication impairment**:** Funded by The Big Fund.

Partnership is vital to the success of our work, and Firefly's community and outreach programme has been delivered in collaboration with: *Bathgate Chill Out Zone; Knightsridge Adventure Project; Fauldhouse Community Development Trust; Fauldhouse Library; The Craig Inn Centre; Boghall Drop-in; West Lothian Autism team; Blackridge toddler group; Beatlie nursery; HYPE; West Lothian Young Carers; DASAT.*

Within this period Firefly has also initiated a joint bid for 2-year Youth Arts Hub funding from Creative Scotland. Partners on this application include several of the above organisations plus: *West Lothian Council Arts services and Community Youth Services; NHS Lothian; West Lothian College; Youth Inclusion Project; Family and Community Development; West Lothian YWCA; Sure Start; Almond Valley Heritage Trust; Armadale Youth Space.*

FIREFLY Youth Theatre

Firefly maintains its enthusiasm and specialist skills in youth theatre. In December, 64 young people from across West Lothian came together at Howden Park Centre for a combined, 4-company performance event. In this month also, performances by all age groups took place at Bathgate Regal, Blackridge Craig Inn, Linlithgow Burgh halls, Blackburn Community Centre, Howden Park and St Kentigern's Academy

Firefly are an active force in Scotland's Youth Theatre field, with our staff and young people actively contributing to Youth Theatre Arts Scotland and Federation of Scottish Theatre events. Firefly's production company has recently been selected as one of 3 UK youth companies to take part in international theatre exchange programme, Contact The World. Firefly have also been selected, 4th year running, to perform at 2014's National Festival of Youth Theatre.

Firefly's annual Guid Scratch event in November once again enabled older participants to work alongside established writers, directors and theatre professionals. We continue to run open training sessions, and recent skills development has included: *Sound Design and Technical skills; Child Protection; Voice and Song-Share skills; BSL and Song Share; Contemporary Performance; Autism Awareness; Physicality and Movement; Chorus work; Choreography.*

1 staff member and 3 Firefly seniors/workshop assistants are currently undertaking their British Sign Language level 2 at West Lothian College.

Number Tracking

Over the 6 month period from September 2013 to February 2014, Firefly provided 434 workshop, project and activity sessions. Total attendance for this period was 4,258.

Looking Ahead

Our young people deserve the best start in life. Throughout 2014/15 Firefly will continue to provide quality, accessible and affordable arts experience for children and young people across West Lothian, maximising local resources by securing Arts, Trust and Foundation funding, and generating strategic links between local authority, arts, education, health and youth services.

Joanna van den Berg. Director
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T: 08447 744496 E: director@firefly-arts.co.uk W: www.firefly-arts.co.uk
17th March 2014

Appendix 3

Regal Community Theatre Activity Report for October 2013 to April 2014

Voluntary organisation of the year "nomination" 2013
The Regal Community Theatre was nominated for voluntary organisation of the year at the Volunteer Awards 2013. The Regal did not win the award but received a certificate of appreciation for their ongoing work.

Best Central Belt Comedy Venue in Scotland 2014
The Regal has also made the short list for the Best Central Belt Comedy Venue in Scotland at the Scottish Comedy Awards! The Regal is up against both the Stand Comedy Club in Edinburgh and Glasgow.

The Regal Repertory Theatre Company
Over the past two years The Regal Repertory Theatre Company created and developed a brand new piece of theatre called "How To Make A Killing In Bollywood". The show toured Scotland in 2013 and performed a 4 week run at the Edinburgh Festival (Gilded Balloon) selling **£20,000** worth of tickets for the Edinburgh run. This month (March 2014) saw the show complete a nationwide tour of Scotland & England with the show reaching audiences throughout the UK.

Partnership with The Italian Cultural Institute and Charioteer Theatre Company
The Regal have also co-produced a production of "Treasure island" in partnership with The Italian Cultural Institute and Charioteer Theatre Company. The show has just completed a small Scottish tour and is now setting sail to Italy for a tour of Italian venues.

Regal Community Theatre
The theatre has seen a marked increase in activity over the past year. In the period October to Feb 16,423 people attended performances, workshops, meetings and social events at the Regal Community Theatre. The box office during this period took £77,961.50 continuing the upward trend in comparison to previous years.

The box office sales for the first two months of 2014 were as follows:

Jan 2014 **£16,517**
Feb 2014 **£15,454.50**

The forecast for March is estimated at around **£15,985.75**

It is estimated that the box office sales for the last quarter will total around **£47,957.25**

These figures show the story of our box office receipts for the 2013 – 2014 financial year.

Quarter 1 – Box Office Receipts £43,337
The organisation hit the ground running and benefited from the momentum built up from the previous year. The like for like sales for first quarter of 2013 were up by **£25,835** on the previous year **(£17,502 to £43,337)**.

Quarter 2 - Box Office Receipts £23,553
On the 11 June 2014 Scott Kyles`s contract was terminated.
The programming of shows for 2014 was put on hold until the new manager was appointed, and marketing activity slowed with Scott's departure. The box office sales in quarter 2 fell by almost **£20,000** and bar sales dropped by almost **£4,000**. The like for like sales for the second quarter of 2013 were down by **£9,362** on the previous year.

Quarter 3 - Box Office Receipts £45,990
On the 10th September 2013 Scott Kyle was appointed as the general manager of the Regal Community Theatre. The like for like sales for the third quarter of 2013 were down by **£7,002** on the previous year, although pantomime sales increased by more than **£15,000.**

Quarter 4 - Box Office Receipts to date (Jan & Feb) £31,971.5 estimating March as a mean of Jan + Feb (£47,957.25)
A strong finish to a tough year

The total estimated box office takings for 2014 are: **£160,837.25.**

Last year`s box office takings were **£147,358.00 – The board had hoped to increase this by 5% to £154,725.91**

Pantomime Sales
The ticket sales for our annual family pantomime rose from **£19834.00** in 2012 to **£35,244.50** in 2013

The Livingston Players
The Livingston Players have just confirmed that they will be hiring the theatre for one week in September 2014 to produce The Steamie.

Thrift shop
This year's Thrift shop was a huge success, the thrift team raised over £800 in profit for The Regal. A date for 2015 thrift shop will be allocated in May 2014.

The Regal Performance Academy
The Regal Performance Academy is now generating around **£700** every Saturday morning. This is a result of increasing numbers and our new increased rates (£15 for 3 hours).

The theatre school are currently in rehearsals for the up and coming production of Annie on the 4th May, these rehearsals have been bringing in an additional **£300** per week x 16 weeks **£4,800.**

The projected turnover for the Regal Performance Academy in 2014 - 2015 is between **£40,000 - £50,000** (£700 x 46 weeks = £32,000 + Annie Rehearsals £4,800 + ticket sales for various performances).

Ticket sales for Annie are currently sitting at **£1570**.

50/50 box office splits
At the moment our 50/50 box office splits are making a big difference to the amount of money we are making on certain shows, for example:

West Lothian Magic Circle (5th March) sold £768 worth of tickets from which the Regal will receive **£384.**
George Galloway 'Just Say Naw (25th March) to date has sold £580 worth of tickets from which the Regal will receive **£280.**
Pulsations Dance Crew (2nd May) is now sold out with total sales of £1928 from which the Regal will receive **£964.00.**

Funding

On the 20th February 2014 I emailed our link officer Anne Marie Vance to inquire about the possibility of attaining funding to allow the Regal to replace all of our 200 seats used at various events.
The response from Anne Marie was very positive and we will be making an application to West Lothian Council in the new financial year for funding to help assist in the purchasing of 200 chairs (see attached pic) at a cost of **£4704.24.**

The Regal Community Theatre Tech School
The already established partnerships with local schools are being developed further through the new "Tech School". A six month course is available to students for a weekly fee of £5 per week plus a £20 induction fee (Total £150).
The students are taken through a one week induction course before they are permitted to work under the guidance of the in house technician.
The benefits of the tech school are that it generates an income helping to finance the in house technician's salary, as well as reducing the need for additional crew at events.
The intention is to secure additional funding to help facilitate the school; however as the students pay a small weekly fee it has been easy enough to get the project moving without any additional funding.
The course is designed to equip students for immediate entry into professional employment. The creative industries are currently undergoing a period of growth resulting in a shortage of skilled technicians. The aim of the school would be simple, come and train with us and you will gain the knowledge and experience necessary to succeed in the entertainment industry.
Graduate employment possibilities include Lighting Crew, Lighting Programmer, Production Technician, Touring Crew, Sound Crew, Sound Operator, Sound Technician, Production Assistant, AV Operator and AV Technician. The School will based in The Cumbernauld Theatre and would be run by our very own leading specialists in professional lighting, staging, sound and audio visual equipment.

Leaflet Distribution Team
The leaflet distribution team is a really smart and innovative way of reducing the marketing costs of promoting the up and coming shows at the theatre. The theatre advertises in our own brochure letting patrons and local businesses know that Regal Theatre now offers a door to door leaflet distribution service. For a very competitive price local businesses and patrons can then pay the theatre to deliver leaflets throughout West Lothian, and at the same time the theatre delivers the print/brochures for all of the up and coming shows/events.
This system massively reduces the costs of marketing events, and can even generate a small surplus on some occasions.

Community Radio Station
The Community Radio Station will be based in the Regal Theatre building and will be run by volunteers and/or the students of the Tech School. The Community Radio station will be used to generate new income for the theatre through selling on air advertising space to local businesses, local councils etc. The theatre would also be able to advertise all of the up and coming shows, events and community classes on air free of charge.
The Community Radio station will be a platform for interviews, debate and live music to be aired throughout West Lothian. It will also offer a pathway for students into further training and eventually entry into professional employment within the media industry.

Venue Hire
A new Venue Hire Booklet will be produced to promote the various rooms to let and details of the services we have available. We will also launch the "Kids Parties", "Wedding Packages" and a "Gift Voucher" schemes. These will be promoted on both the theatre

website and Facebook pages in time for Christmas, and thereafter in our seasonal brochures.

DATA LABEL: PUBLIC

West Lothian Council

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

LIBRARY AND HERITAGE SERVICES PERFORMANCE REPORT

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report provides an update on Library and Heritage Services performance and activities since the previous report in October 2013.

B. RECOMMENDATION

It is recommended that the Panel notes the performance and activities of the Library and Heritage Service over the six month period to March 2014.

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; and working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Public library services are a statutory service.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	An update on performance against a range of key indicators in included in appendix 1.
V	**Relevance to Single Outcome Agreement**	SOA1 Our children have the best start in life and are ready to succeed.
VI	**Resources - (Financial, Staffing and Property)**	Within existing resources.
VII	**Consideration at PDSP**	A performance report for the service is presented to the PDSP twice each year.
VIII	**Other consultations**	Not applicable.

D. TERMS OF REPORT

Background

The service reports on a six monthly basis to the Culture and Leisure PDSP to update elected members on performance and high level activity.

Performance and High Level Activity

The full performance and activity report is included in Appendix 1. This provides a summary of the latest performance figures, key achievements and delivery from Library and Heritage Services.

In particular, the report highlights the achievements of the following services which make up the Library and Heritage Service.

Archive and Records Management

- HLF "Life is for Livingston" launch in March for film screening, public art app and oral history booklet.

- Cataloguing elements of National Cataloguing Grant funded project now complete. The layout and identification of images for the summary guide is well underway

Branch Libraries

- Reader Development Activities: Book Week Scotland was reported to PDSP in January 2014, Scottish Children's Book Awards, and National Libraries Day.
- Front Line staffing integrated with Customer Information Services.

Central Support Services

- Full self-service issue and return introduced in all libraries
- Expansion of eServices to include eBooks, eTalking Books and eMagazines.

Local History Library

- Local History relocated to Linlithgow Library from County Buildings at the end of September 2013.
- Paper making intergenerational project with Linlithgow Primary School.

Museum Service

- Relocation of Museum Services from Connolly House, Blackburn, to Archive and Records Centre, Dunlop Square, Livingston.
- Conservation grant awarded by Museums and Galleries Scotland for conservation of Whitburn Gala Day banner.

E. CONCLUSION

The service is continuing to develop in a customer focused way, having undertaken further integration between Branch Libraries and Customer Information Services and taking advantage of opportunities which will improve service delivery.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: One

Appendix 1 Library and Heritage Services performance report

Contact Person: Jeanette Castle, Library and Heritage Central Support Coordinator, 01506 281273, Jeanette.castle@westlothian.gov.uk

Steve Field

Head of Area Services

Date of meeting: 17 April 2014

2014

Culture and Leisure Policy Development and Scrutiny Panel
17 April 2014
Library and Heritage Services

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1. OVERVIEW

1.1 Library and Heritage Services

West Lothian Council Library and Heritage Services is part of Customer Services which facilitates integrated working with colleagues in Customer Information Services, Registration Services, the Customer Service Centre and Customer Service Development team and the Fauldhouse and Bathgate Partnership Centre teams.

In January 2014 front line teams from branch libraries, CIS and Registration Services were integrated and are managed by a team of six team leaders reporting to the Branch Libraries Coordinator and CIS Coordinator.

There is a statutory obligation on Scottish councils to provide a public library service, which makes books and information freely available to our customers. (The Public Libraries Consolidation Act 1887 established that library services should be free.) There is a similar obligation to make adequate provision for the storage and protection of records under our care.
The Local Government (Scotland) Act 1973 requires that "a local authority….. shall have a duty to secure the provision of adequate library facilities for all persons resident in their area".

The Main Services Provided by Library and Heritage Services are:

- Public Library Services
- Museum Services
- Archive and Records Centre
- Mobile Library Service

Archive and Records Management Service

There is one Archivist and Records Manager (job share) and 2 FTE Archive Assistant posts which manage the council's official and historic records and deliver education projects in a variety of settings.

Branch Libraries

Front line library services deliver reading opportunities; information and learning through book stock and online access to the internet and digital resources; digital inclusion through the provision of supported access to PCs and the Internet; opportunities to improve literacy skills through a wide range of resources; informal learning opportunities through a wide range of resources both physical and digital and a place to read, study and take part in a wide range of community activities. The on-going integration with Customer Information Services ensures that an increased level of delivery of council frontline services is available across the network of public libraries.

eServices

Increasingly physical books are issued alongside eBooks, eAudio, eMagazines and eResources. We have begun to offer these services to our users and the uptake of the eLibrary continues to grow.

Local History Library

The local history library offers help and assistance in accessing resources to help customers discover their local and family history using census and old parish records as well as photographs, maps, plans and book stock. The library works closely with the registration service and a family history centre operates from that location, assisted by volunteers who come from the West Lothian Family History Society.

Museum Services

Independent and council museums in West Lothian make a major contribution to local culture, heritage, education and tourism. The service manages five accredited Community Museums in Armadale, Blackridge, Broxburn, Linlithgow and Whitburn Libraries and provides financial and curatorial support to the following independent museums: Almond Valley Heritage Centre, Annet House, Bennie Museum and curatorial support to Linlithgow Union Canal Museum. We support an active education programme with free museum handing sessions in West Lothian schools.

2. PERFORMANCE OCTOBER 2013 TO MARCH 2014

The main purpose of this report is to update panel members on Library and Heritage Services' activities and performance since the last report in October 2013 and to highlight notable achievements and developments.

Our Key Performance Indicator results can be found at the end of this document.

Participation

Activities for Adults and Children are benchmarked against a family of local authorities who are similar in size to West Lothian and include: East Lothian, East Renfrewshire, Inverclyde, Midlothian, North Ayrshire, Perth and Kinross and Stirling.

3. KEY ACTIVITIES

3.1 Archives and Records

Projects

- Cataloguing elements of National Cataloguing Grant funded project now complete.
- The layout and identification of images for the summary guide is well underway.
- Heritage Lottery Fund Project. Oral history interviews were transcribed and edited. The oral history booklet has been compiled and printed.

Events

- HLF "Life is for Livingston" launch in March for film screening, public art app and oral history booklet.
- Reminiscence session delivered at Braid House alongside Museums Services.

Relocation

- Relocation of boxes and plans undertaken in preparation for museums relocation to archives
- Shelf audit has been initiated and continue to be undertaken in preparation for move to Lister Road next year.

- Identification of requirements for new premises at Lister Road.

Partnership

- Planning of the Heritage section of the website undertaken alongside heritage partners.

3.2 Branch Libraries

Structure

- Library Away Days. Customer Services led a series of Away Days for library staff after a round of visits across all libraries to discuss what the major issues are for staff prior to the integration with CIS. The away days provided the opportunity for some feedback as to what came out of the staff meetings, Elaine Nisbet from ABE spoke about Digital Inclusion and libraries role in that, team building exercises were undertaken and there was discussion to find some solutions to the key issues that staff have identified which was fedback to Karen Cawte and Hilda Gibson at the end of the session.

Reader Development

- Book Week Scotland was reported to PDSP in January 2014.
- Scottish Children's Book Awards.
- National Libraries Day**.** This is a day of awareness raising of the impact and importance of public libraries and was celebrated in West Lothian on 8 February 2014. Branch Libraries delivered lots of fun activities including:

    - Armadale Library had over 50 visitors for activities and refreshments.
    - Carmondean Connected welcomed 133 visitors and children who took part in a storytime and card making session while the adults completed a book quiz.
    - East Calder Library invited children to create a dragon for the Chinese New Year and adults enjoyed refreshments and free book parcels.
    - Fauldhouse Library hosted a week of activities including a demonstration from Firefly who performed to 56 children and 14 adults. There was a display on the history of Fauldhouse and children were invited to "say it on a slab" why libraries were important to them, outside the centre.
    - Bathgate Simpson Library held a great books giveaway and handed out 105 books.

    The service gathered a great deal of feedback from customers on what libraries mean to them and included this small selection below:

    - "I really appreciate my library; the staff are very helpful and always pleasant. Thank you" (Almondbank)
    - "I enjoy coming to this library as staff are always so helpful, especially when it comes to my lack of computer skills; my son loves the library and this has improved his reading". (Armadale)
    - "I like the library because it is good for homework and the librarians are very kind" (Carmondean Connected)
    - "I think that the library is a really good place where books and stories come to life"
    - "The Library Connects us with the community, great for helping with school work, with computers and nonfiction books." (Linlithgow Library)

Library Buildings

- Blackridge Integration. The library has now been opened up into the Craig Inn Centre, with the removal of an adjoining wall. The installation of self-issue terminals has allowed the opening hours to be extended. Library staff and community centre staff are now working together to deliver these new opening hours.
- Refurbishment and integration at West Calder Library**.** The Customer Information Service (CIS) team in West Calder recently moved into the library as part of the continued integration of frontline services. The building is West Lothian's only Carnegie Library and has also benefited from a mini makeover with new furniture and freshly painted walls. Its many charming and original features have been maintained, however, the facility also supports Access2Employment surgeries and Housing colleagues now meet their tenants in the library.

Outreach

- Pamper in the Park was held at Howden Park Centre on 17 February 2014. Three members of the library team took part in this event for homeless families (and those at risk from becoming homeless) along with council and external partners. It was a family fun day with stalls activities and events for all ages.
  Library services had a presence at the event with a stall and gifted book parcels and colouring sheets.

  Facts and figures:
  Number of visits to stall: 84 adults and 38 children.
  Number of Bookbug timetables distributed: 46.
  Number of books gifted: 76 book mystery parcels and 23 individual books.

  Taking part in these events allow us to raise awareness of library services to vulnerable groups and promote Bookbug sessions to young families, as well as giving us a platform to engage with families and young people in an informal setting.

3.3 eServices

eBooks

The eBook service which launched in October 2012 has continued to develop, with a greater choice of titles and new customers joining regularly.

Month	**Downloads**	**Borrowers registered**
Apr 2013	375	86
May 2013	418	102
Jun 2013	471	67
Jul 2013	588	125
Aug 2013	645	109
Sep 2013	592	84
Oct 2013	598	96
Nov 2013	543	51
Dec 2013	518	39
Jan 2014	576	61
Feb 2014	547	56
Mar 2014	544	46
Total	**6415**	**922**

- We currently have over 2200 eBook titles available across a range of genres, with fiction accounting for the greatest percentage of stock (52%) and downloads (66%).
- New Services - Two new digital services have also been added this year, offering more choice to customers: digital talking books and digital magazines. The figures are given below.
- Digital Talking Books - Launched September 2013

Month	Downloads	Borrowers registered
Sep 2013	104	59
Oct 2013	98	46
Nov 2013	108	40
Dec 2013	92	26
Jan 2014	104	44
Feb 2014	134	31
Mar 2014	174	29
Total	814	275

Digital Magazines – Launched August 2013

Month	Downloads	Borrowers registered
Aug 2013	780	148
Sep 2013	592	80
Oct 2013	626	70
Nov 2013	421	36
Dec 2013	488	34
Jan 2014	677	48
Feb 2014	589	34
Mar 2014	610	27
Total	4783	477

Website Content Migration

Training was received in the new Content Management System and content for library services pages is being migrated to the new website templates to prepare for launch of the new site in spring 2014.

Collection HQ (Evidence Based Stock Management system)

From August through to February there has been 683 fiction items moved to other libraries creating an additional 932 issues for these items.

In the same period for non fiction items 48 non fiction items were moved creating an additional 14 issues. This would not be possible without the use of collectionHQ software which generates transfer reports for staff and also statistical overviews of use.

Self-Issue Kiosks.

3M self-check kiosks and RFID (**r**adio **f**requency **id**entification has replaced barcodes and holds book and security information and more than one item can be issued at a time) converter pads were installed in 2013 into the libraries at Blackburn, Broxburn, Carmondean,

East Calder, Fauldhouse, Lanthorn, West Calder and Whitburn. Also installed were security gates and software which the ability to track numbers of visitors through the gates throughout the day. The software for this (Command Centre) has still to be installed by IT but once this has been set up it will be a valuable tool in identifying peak visitor times to library buildings.

Staff will be asked to encourage customers to use the self-check with a hope that we can get issues through the terminal up to 75% of all issues. If this can be achieved, staff will be free to assist customers for in depth queries or CIS enquiries.

Since May 2013 the eight sites have seen 10,3879 issues go through the self-check terminals. This is on average 31.78% of the total issues altogether. Lanthorn Library is attaining an average of 56% of their issues being done through self-check.

From May 2013 these library sites have moved stock from barcodes to RFID (RFID - **r**adio **f**requency **id**entification) over 27,143 new items.

3.4 Local History Library

Decant

- Local History relocated to Linlithgow Library from County Buildings at the end of September 2013.

Papermaking project

- Volunteer Helena Gillis led P6 at Linlithgow Primary School in a four month intergenerational project based on the paper mills of Linlithgow. She brought together the older people (former papermakers) with the school class for a variety of activities, research, visits, and oral history, which included work with maps, photos, archives, family history, kite aerial photography, oral history interview technique, artwork, craftwork, drama and creating a display. The project was highly successful and raised the profile of the Local History Library and greatly increased holdings of photographs, oral history interviews and knowledge of the papermaking industry in Linlithgow. Helena is now working on the DVD of the project which will be available to the participants and in the library in April.

Great War project

- The Linlithgow in the Great War group is proceeding with their research into the First World War using the files of the Linlithgow Gazette.
- A meeting has been arranged with the *Edinburgh's War* team in April, to learn how to add West Lothian content onto the *Scotland's War* website.
- The group is in discussion with Annet House about a joint exhibition on Linlithgow in the Great War.
- Plans have been made for the Creative Writing and Book Group parts of the project.
- Detailed plans for the Broxburn community project have been made and volunteers have been recruited to research Broxburn in the Great War.
- A member of staff has been identified to play one of our re-enactment soldiers. Local poet and writer Dennis O'Donnell has been asked to write up a 20 minute dramatic presentation of excerpts from the letters sent home by local soldiers that will be performed by our member of staff along with Dennis. This work will be ready for the History and Heritage Fair to be held on 10 May at Linlithgow Academy and for the WW1 event on 2 Aug at BPC.
- A schools pack on West Lothian in the Great War has been produced and is on target to be issued to schools in April.

Heritage News

- Autumn 2013 issue was published and distributed in October 2013.

Schools

- Class visit by Linlithgow Bridge Primary School in October 2013 to the Local History Library.
- Class visit by Westfield Primary School for their papermaking project on 28 February 2014 to the Local History Library.
- Assisted with creation of schools packs by teachers on:
    - Cairnpapple.
    - Union Canal.
    - Allotments (Victory Gardens) during the First World War.

Displays

- Flodden and the Linlithgow connections, on show in October 2014, to mark the 500th anniversary of the battle.
- Suffragettes in West Lothian. This display is currently on display in Bathgate Library and is a one pull-up banner display with accompanying booklet.
- Castles of Linlithgowshire is a one pull up banner display.
- Fauldhouse 50 display produced to mark the 50th anniversary of the opening of Fauldhouse Library in March.

Talks

- The Local History Librarian delivered the Bennie Museum lecture in November.
- Talks delivered to two S3 classes in Armadale Academy on the history of Armadale in December 2013.

Volunteers

- WLFHS are now offering a drop-in Family History help service every Friday as well as every Wednesday, 11am – 4pm.
- A volunteer has digitised approx. one fifth of our slide collection.

Publications

- Suffragettes in West Lothian (booklet) produced.
- Early Distillers of Linlithgow, by Laurie Alexander published.

3.5 Museums

Collections Care

- A grant of £4755 was awarded by Museums and Galleries Scotland for the conservation of the Whitburn Gala Day banner.
- Environmental monitoring at Blackridge has begun following installation of new heating.

Exhibitions and Displays

- Research is being undertaken for the “Everyone’s a Winner” exhibition which will link to the Commonwealth Games.

Events

- Preparations have continued for the History and Heritage Fair and a leaflet has being designed and distributed.
- Museums staff delivered a reminiscence session at Braid House alongside Archives staff.

Projects

- WW1 HLF project planning has been undertaken, including inspection of scrapbook by conservator.
- Initial discussions and planning undertaken for Living Memory Association led project on West Lothian gala-days.

Partnership Working

- Staff attended the East of Scotland Museums Partnership Network Day at Kirkcaldy Galleries.
- Staff have worked with heritage service partners on a proposed joint structure for the new WLC website.

Relocation of Museums Services

- Preparation work has been undertaken including sorting, re-numbering, packing and moving objects, equipment and material for removal or storage at Connolly House.
- Museums successfully relocated to Archives and Records Centre in November.
- Post-relocation object location records have been updated (718 containers recorded, stored and accounted for).
- Identification of requirements for Lister Road has been input to the project team.
- School sessions were suspended in October and November to allow time to be dedicated to move preparation.

Staffing

- Museum Officer job-share started in January 2014.
- Gemma Duncan employed October to January to assist with relocation.

4. CONSULTATION SCHEDULE

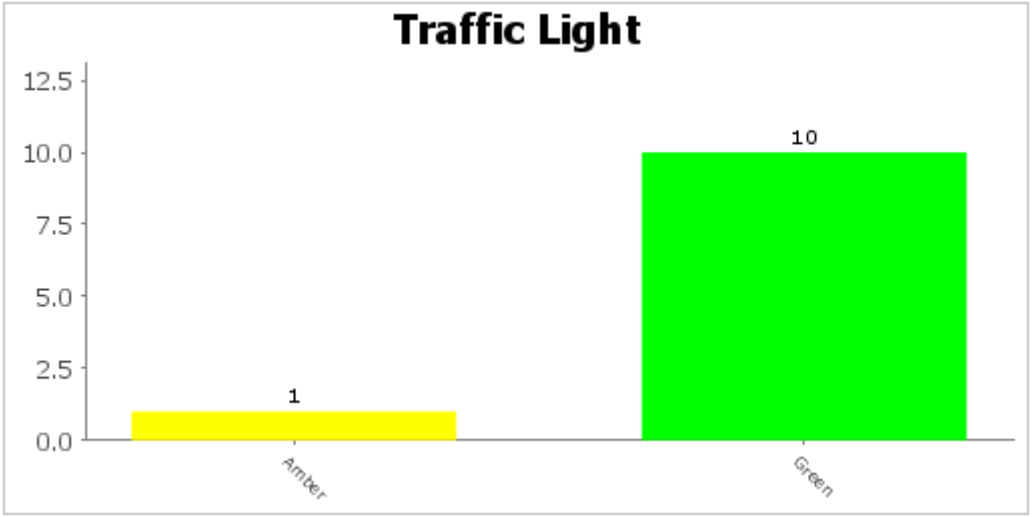
Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Library Users	Focus Groups	Quarterly	Hilda Gibson	Notice boards and notes from meetings.
Reminiscence Network	Meetings	Quarterly	Elizabeth Henderson	Meetings

Performance Indicators for PDSP Performance Reports - Library & Heritage Services

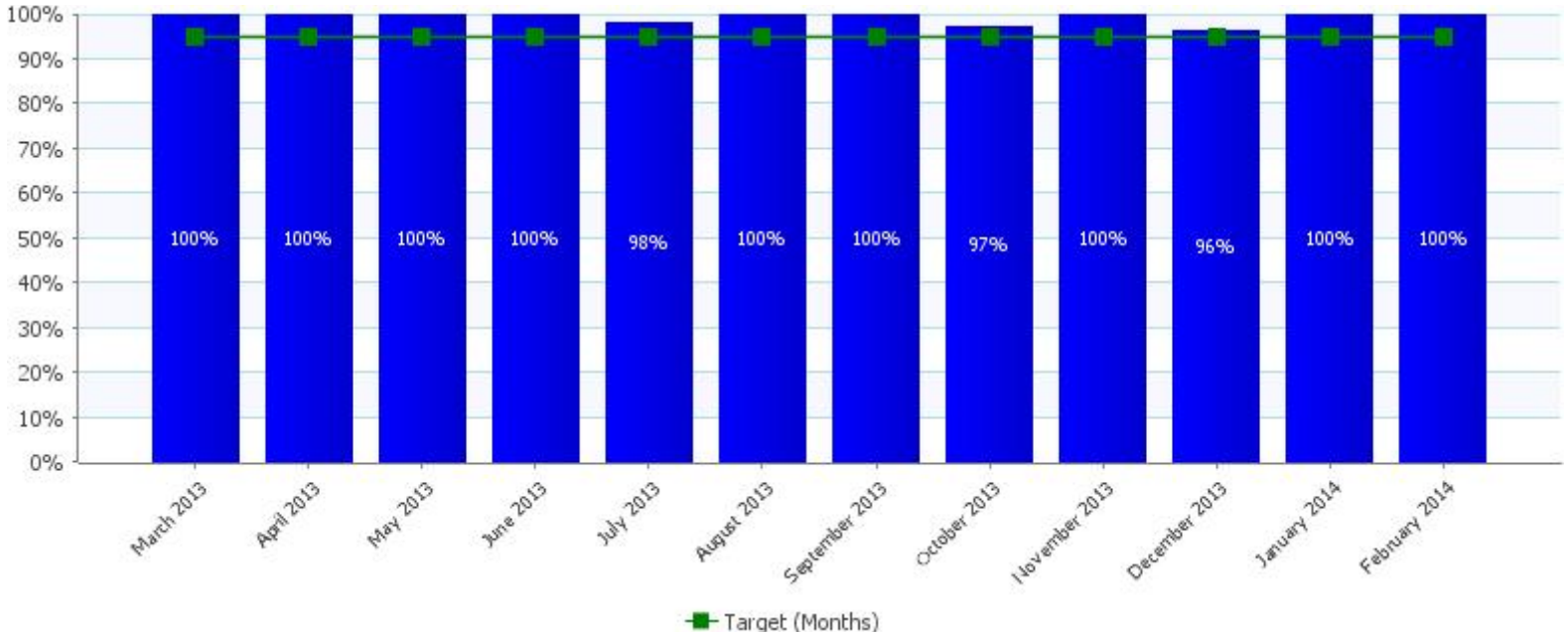
Report Author: Steven Arthur
Generated on: 03 April 2014 09:08
Report Layout: Area Services .PDSP_PIs_All(Detail)_DL

West Lothian Council

Data Label: Internal Only



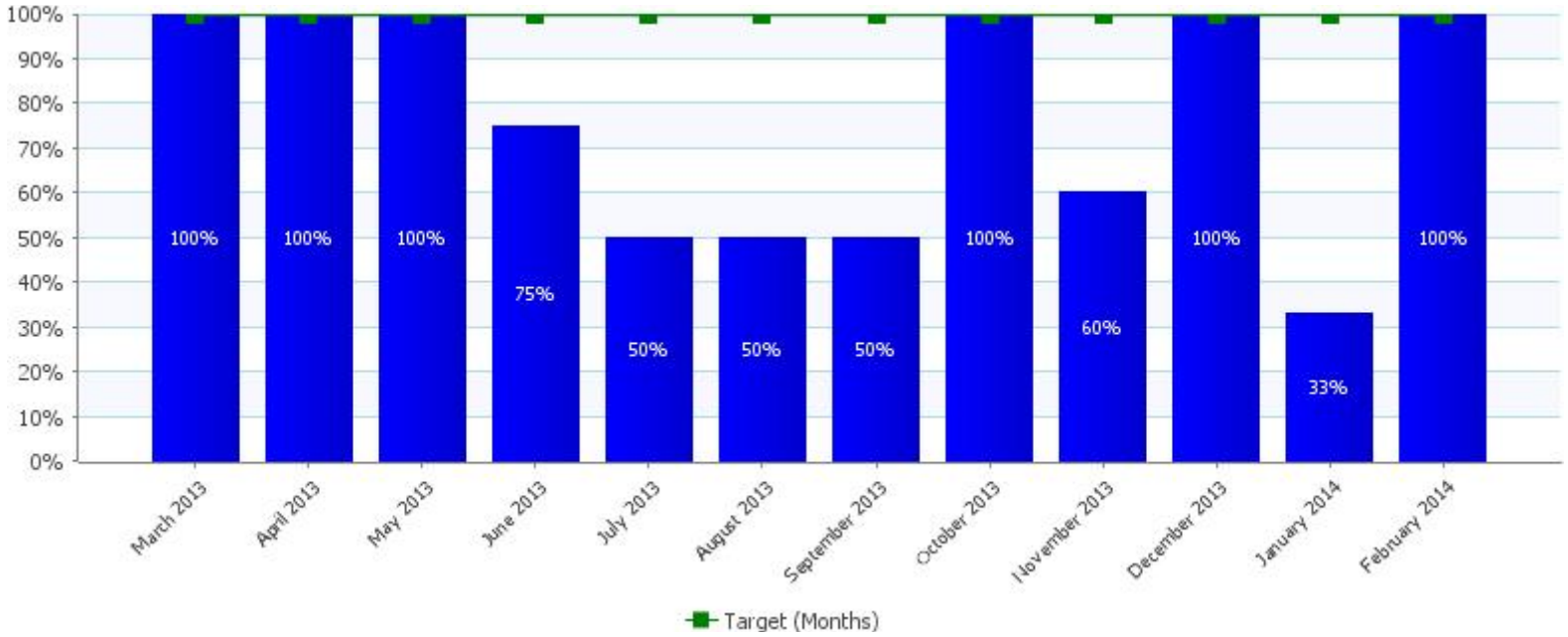
PI Code & Short Name	**P:LIB007_6a.7 Libraries - Percentage of Library & Heritage Services customers who rated the overall quality of the library service as good or excellent.**
Description	This indicator measures the levels of overall customer satisfaction with the library service. The survey is carried out on a monthly basis and will cover all library locations, including partnership centre libraries, over the course of the year. One full time library or two part time libraries are surveyed each month. Customers are the people who utilise the public library service.



Trend Chart Commentary:

Satisfaction of overall quality of service is recorded in the 94% plus level. Monthly surveys are conducted from a sample of 50 returns from the larger libraries and 25 returns from the part time libraries and mobile libraries. In July 2013, the survey was completed at Broxburn and Blackridge libraries and returned a figure of 98% which is a slight dip on previous months performance. There is no obvious reason for this. The October survey was carried out at Lanthorn Library and a dip in performance has been identified. again with no apparent reason. The lowest value on display was 96% in December 2013 when 5 customers did not complete the survey at Linlithgow Library. 30 surveys were returned in January when the survey was carried out at Whitburn and delivered a 100% satisfaction rate, and remained at this level when the survey was carried out at West Calder in February. The 2014/15 target is 95% which is the corporate target for this indicator.

PI Code & Short Name	**P:LIB013_6b.2 Libraries - Percentage of complaints responded to within 5 working days.**
Description	The speed of response to complaints is monitored and the results shown monthly



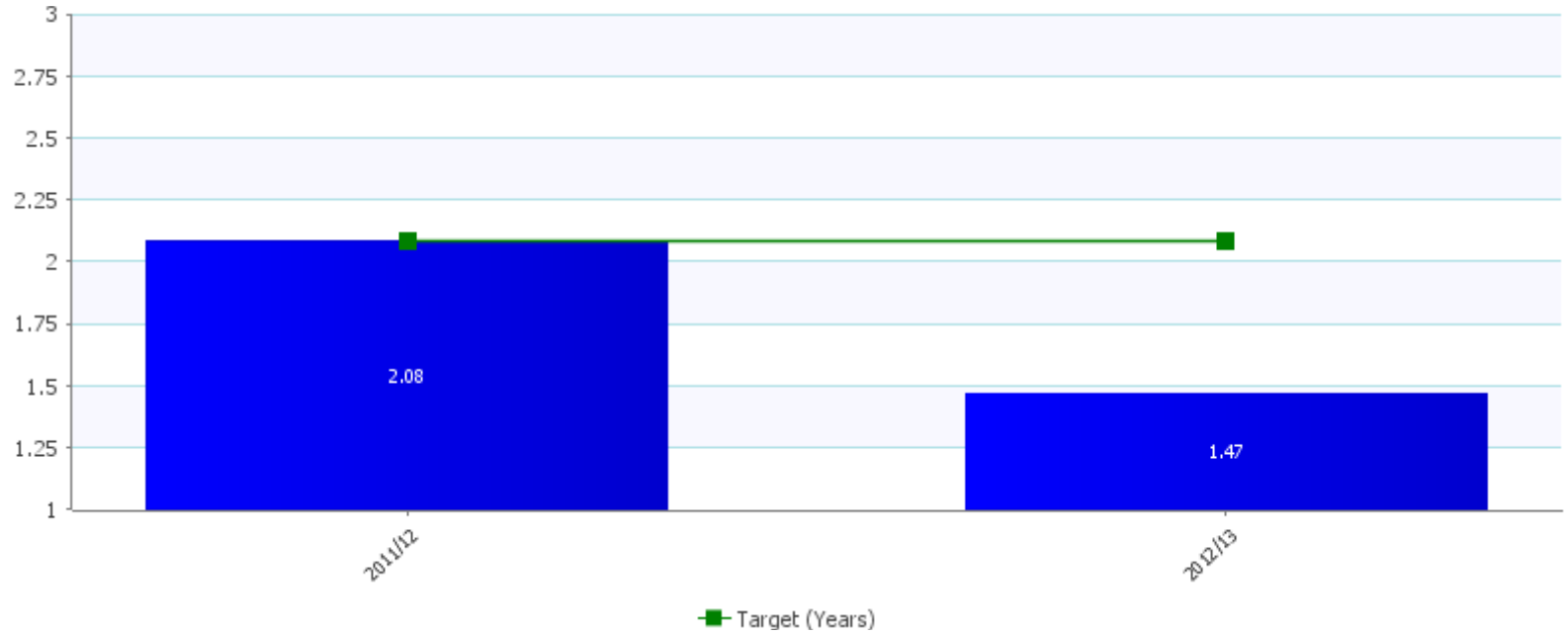
Trend Chart Commentary:

The trend for this indicator has varied considerably over the past year, starting out strongly in spring 2013 and dipping over the summer , with considerable variation over the winter months into 2014. Performance dipped in June when only 75% (3 out of 4 complaints) were responded to within five days. Where we did not meet the timescale it was because we were unable to contact the customer to resolve the complaint.

Two complaints were received in July and August. In both instances one of the complaints was not responded to within the timescale due to the inability to contact customer. Two complaints were also received in September and again one went over the five days response time.

Issues have been raised regarding the closing off of complaints and fully completing complaints information in the CRM system and further training will be organised for some members of staff who respond to complaints. The benefits of this intervention have been seen in the October performance when only one complaint was received which was responded to within 5 days. The November statistics brought this indicator back into the red with ongoing issues surrounding complaints being closed off correctly. Further training and guidance has been issued by the Branch Library Coordinator and we hope these issues are now addressed. Branch Library and CIS frontline services were integrated in January 2014 with a new team leader structure coming into operation. The lowest value on display is January 2014 when the integration began. The rate of answering enquiries within 5 days has gone up in this interim period and we are working to ensure that this comes back to 100% in the coming months. February has seen a return to complaints being dealt with within 5 days. The 2014/15 target is 100% which is the corporate target for this indicator.

PI Code & Short Name	**P:LIB042_9a.1a Net cost per item borrowed from branch libraries.**
Description	This indicator is designed to show the efficiency of Library Services by taking the total number of books borrowed expressed against the annual libraries budget. This figure is an annual average across all branch libraries, excluding mobile libraries.



Trend Chart Commentary:

This indicator was introduced in 2012 and populated with the information for cost per item issued for 2011/12. The indicator does not reflect the wider range of reading, information seeking and learning activities that go on in 21st century libraries.

Library and Heritage Services was restructured during 2011/12 and 2012/13 and operating costs were reduced through this process.
This indicator for 2012/13 shows a fall in costs to operate the public library service due to the repositioning of the service in anticipation of a leaner integrated service in the future. Investment has been made in introducing self issue terminals to enable a smaller staff cohort to deliver assistance directly to customers.

The target for 2013/14 has been set at £1.47, the same level as 2012/13. Benchmarking is done across Scotland through the ABC benchmarking group of which we are part.
The 2013/14 figure will be available in July 2014.
The target for 2014/15 will be set at £1.50.

PI Code & Short Name	**LIB043_9a.1a Unit cost of items issued from mobile libraries.**
Description	Unit cost of items issued from mobile libraries. This indicator reports on the total amount of items issued from mobile libraries compared against the costs of the service which include two mobile libraries, staff costs, vehicle maintenance and fuel costs.

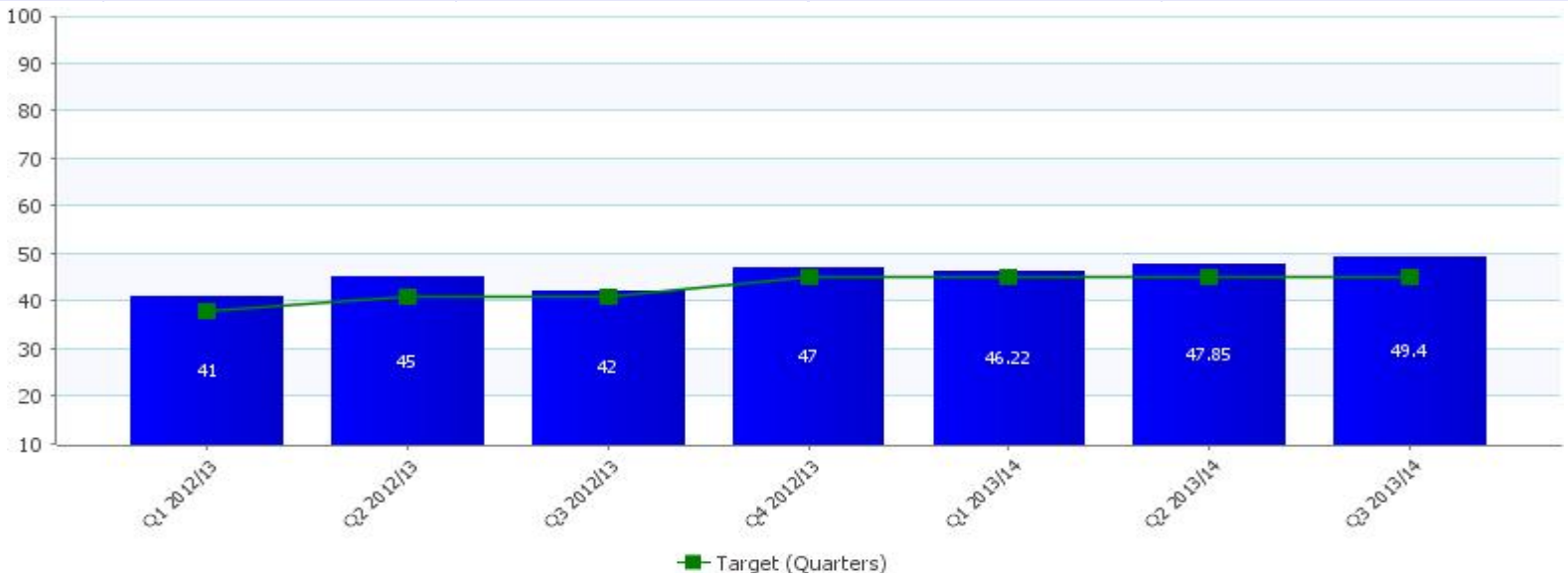
Trend Chart Commentary:

This new indicator looks at the total amount of items issued compared against the costs of the service which include two mobile libraries staff costs, vehicle maintenance and fuel costs.

This indicator for 2012-13 shows services being delivered in a more cost effective manner. Staffing has been reduced on the mobile libraries from 3 to 2 FTEs which has reduced the overall cost of the service from 2.92 in 2011/12 to 1.52 in 2012/13.

The 2014/15 target is reduced to 1.8 to reflect the savings which have been made in this service.

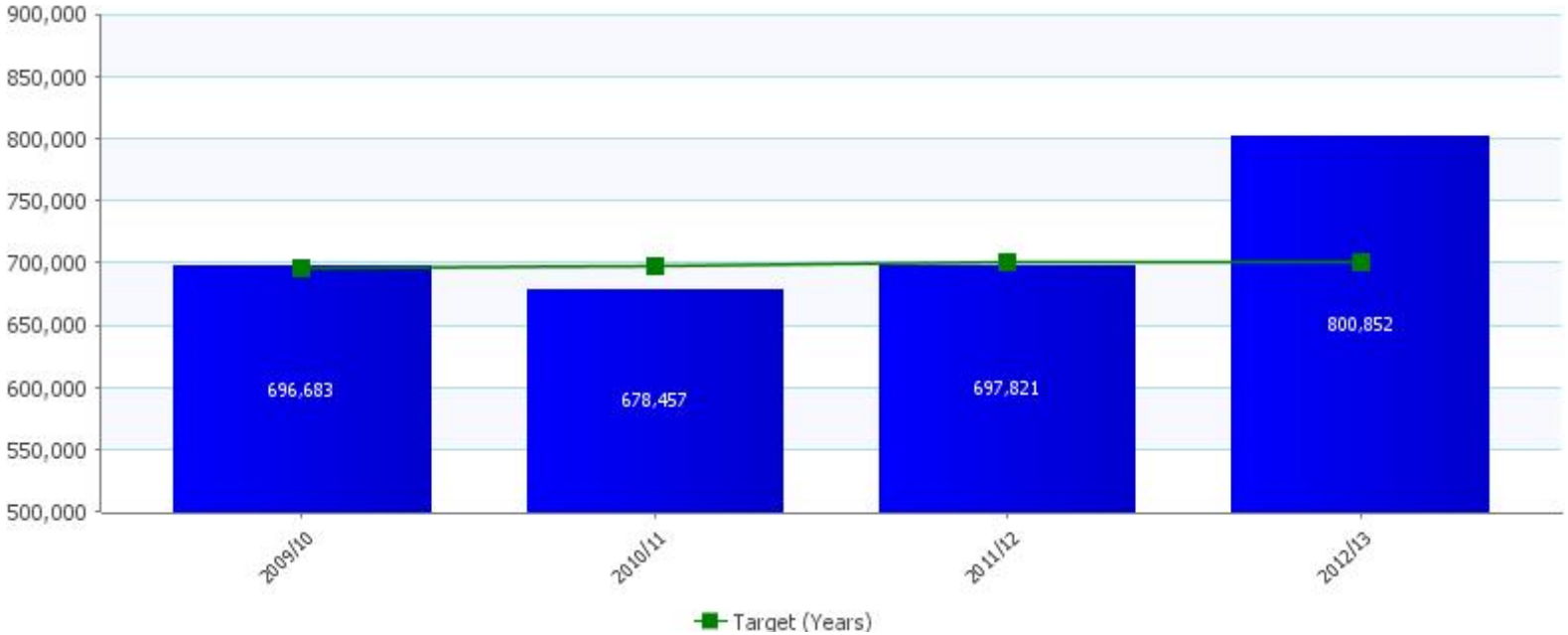
PI Code & Short Name	**LIB053_9b.1c Library Services Percentage of available computer sessions that are used.**
Description	This PI describes how much the computers in libraries are used against the total availability. A key indicator for public libraries is how much engagement is provided in terms of digital literacy for the West Lothian wide population. This PI covers all libraries and includes libraries located within partnership centre. This performance indicator is designed to identify use of public access computers in public libraries. The indicator gathers the number of available hours of 95 PCs and the number of issues of PCs in libraries and a percentage is calculated from this.



Trend Chart Commentary:

The lower than expected percentage identifies that people may be using public access PCs without the PC loan being recorded by the staff in the branch. This will be addressed by the development of a PC booking system that will allow customers to book PCs in advance and ensure that we have robust management information about the PC usage. The fourth quarter figures for 2012/13 show an improvement in performance with occupancy rates increasing. There are a number of reasons for this which include the requirement for jobseekers to prove their online job hunting activities and the requirement to find house swap opportunities because of the changes in the welfare system. The performance over the first quarter of 2013/14 has remained consistent and with the implementation of the booking system, we expect to see this increase. Quarter 2 has seen a rise in occupancy levels consistent with the trend. The booking system implementation has been delayed due to a network security audit. The performance improvement plan for the service is implementing wider marketing of the service and the service continues to work in partnership with services such as Jobclubs and Adult Basic Education to encourage higher usage levels. The trend shows continual growth with the highest level on display in quarter 3 2013/14.
The 2014/15 target is 45% which will be reconsidered when recording is done when the booking system is installed.

PI Code & Short Name	**LIB054_9b.1c Number of visits to libraries per annum.**
Description	This indicator measures the number times people visit a library. In addition to lending out books and dvds, Library Services provide access to information in print and online, books, newspapers and magazines, reading groups, IT classes, exhibitions, local history, author visits and children's activities. Visitors coming in through the library doors are counted during one week sample each quarter.

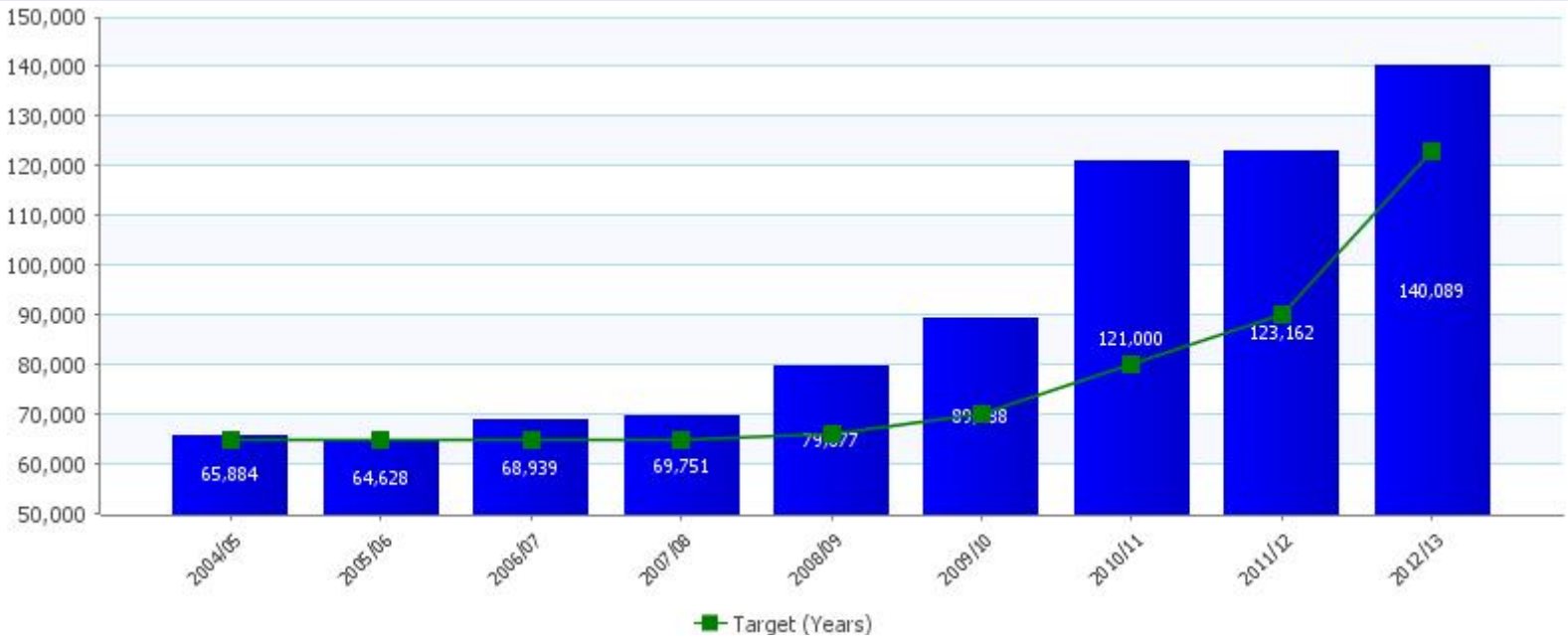


Trend Chart Commentary:

The total visitor numbers for 2012-13 has increased to 800,852. This shows grown since 2010/2011. The reasons for the increase are because libraries are increasingly seen as community hubs due to the joint working undertaken to support people needing help with literacy and numeracy through the ABE service. People are accessing libraries for more than just books, and use of the network of public access PCs has grown in particular.

In 2011/12 we were ranked 30th out of 32 Scottish authorities. The 2014/15 target is 750,000 which reflects the increased number of customers coming into public libraries.

PI Code & Short Name	**LIB055_9b Number of reference enquiries dealt with per annum by library staff.**
Description	Annual figure calculated from four sample weeks per year across the 14 static libraries, Local History and mobiles. Excludes West Lothian College, Information Services, and Schools service.

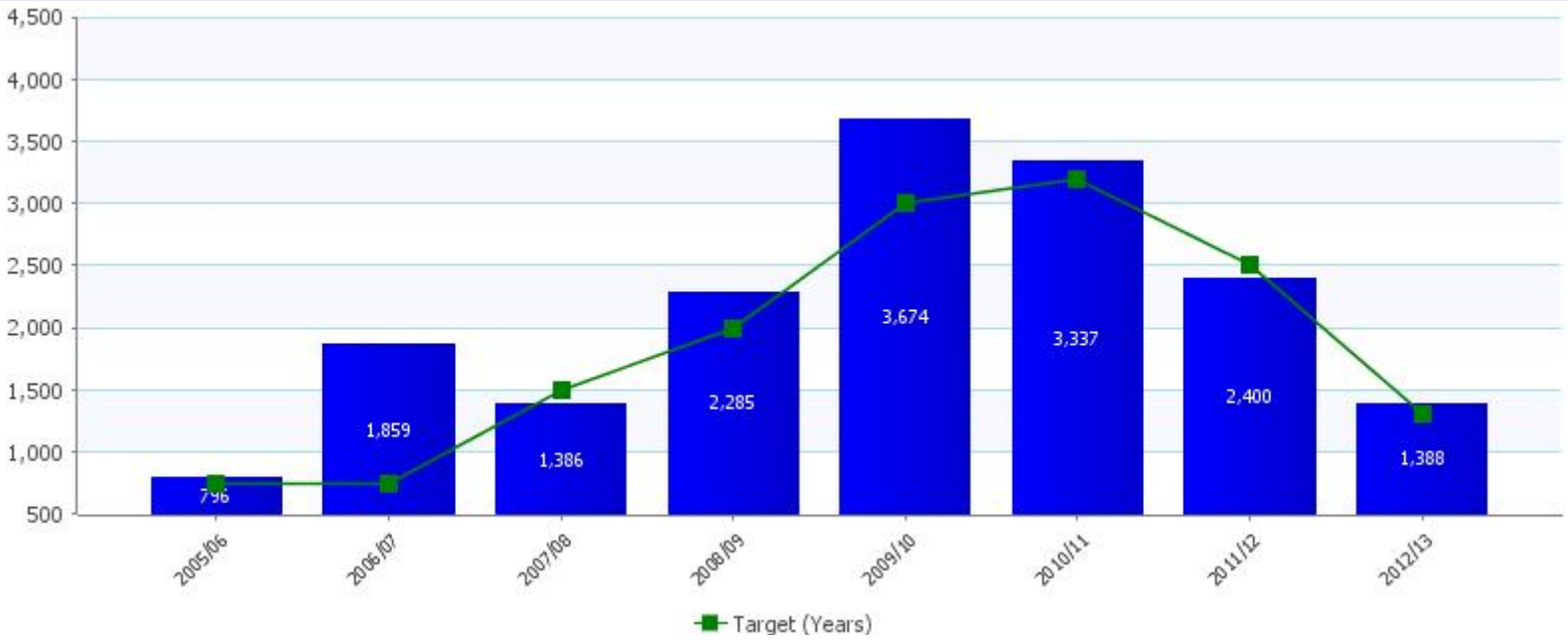


Trend Chart Commentary

From 2007 the number of enquiries dealt with by library staff has increased year on year by modest amounts until 2010-2011 when the increase was over 30,000. This was due to a more comprehensive method of collecting data around the enquiries. Over 2012-13 the service has seen a significant rise in reference enquiries from the previous year this is due to the ongoing development of libraries as community hubs. Libraries in Blackburn and Carmondean integrated with Council Information Services in 2006 and 2007 and an ongoing programme of locating libraries in busier partnership centres has increased usage. Customers come to libraries with the widest range of enquiries and staff utilise physical resources as well as subscription digital resources to answer these questions. Overall numbers of people coming into libraries has also increased.

The target for 2013-14 has been reviewed and increased. The way this information is collected will change over the next year with the introduction of a corporate solution for the recording of customer enquiries.
The 2014/15 target is 123,000 which is the previous year's performance. This will be reviewed as the year proceeds.

PI Code & Short Name	**LIB056_9b Number of events taking place in libraries per annum.**
Description	Activities delivered by library staff to customers, including for example story times for preschool children, school class visits, ICT training or courses, local history talks, museums exhibitions and reading group activities for adults and children.

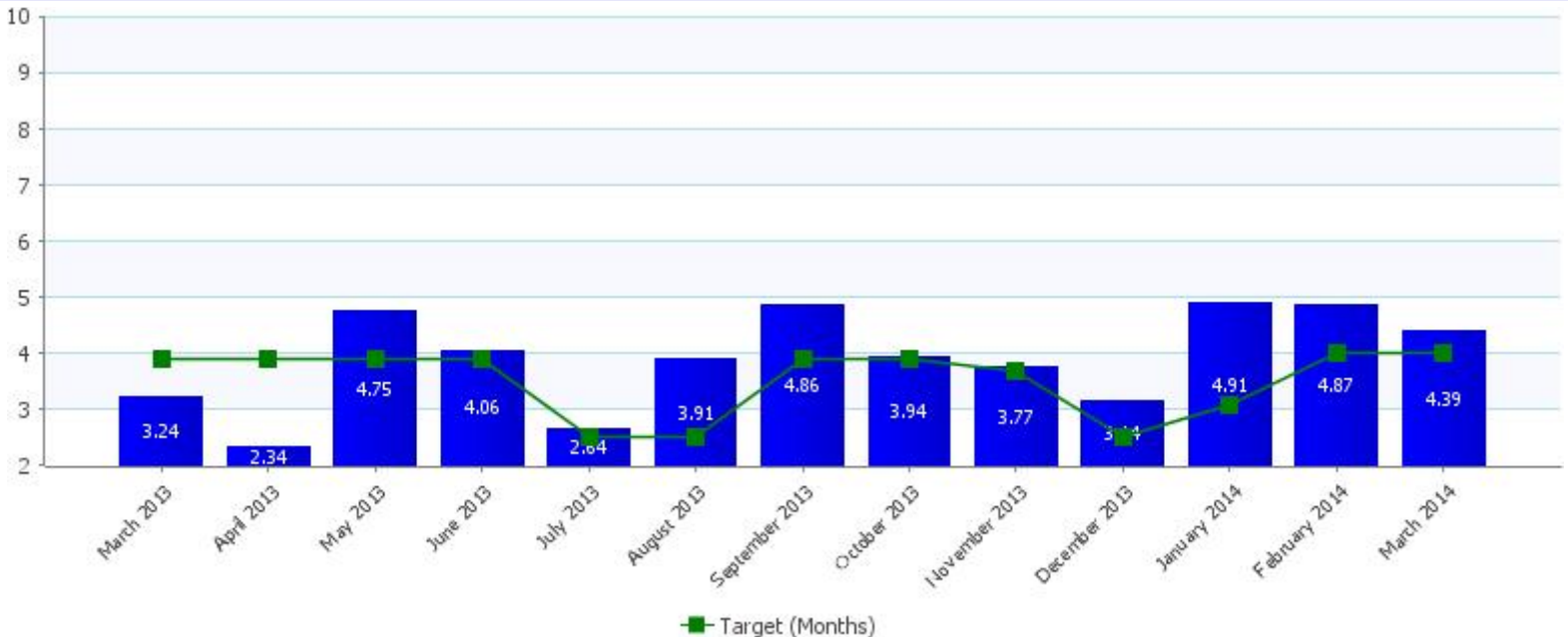


Trend Chart Commentary:

From 2007 to 2009 the service saw yearly increases in the number of events taking place in libraries. During 2010-11 there was a dip due to the temporary closure of 2 libraries for refurbishment. Following a review of this indicator the core activities that would be counted were agreed and this led to a decrease in performance for 2011-2012 as activities such as displays are not included in this figure. Examples of events are author visits, class visits and Bookbug sessions.

The performance figures for 2012-13 is the result of a decision to concentrate on a smaller number of high profile events, such as Scottish Book Week, to ensure that there is consistency across the service in how these events are supported. The service is also concentrating on targeting events at our key customer groups, such as Bookbug sessions in the libraries within disadvantaged areas.
The 2014/15 target is 1,300 which is the level of performance in the previous year.

PI Code & Short Name	**LIB057_9b.1a Percentage of items borrowed from mobile libraries.**
Description	% of items borrowed from mobile libraries per month measured against the total number of items borrowed across the public library network.



Trend Chart Commentary:

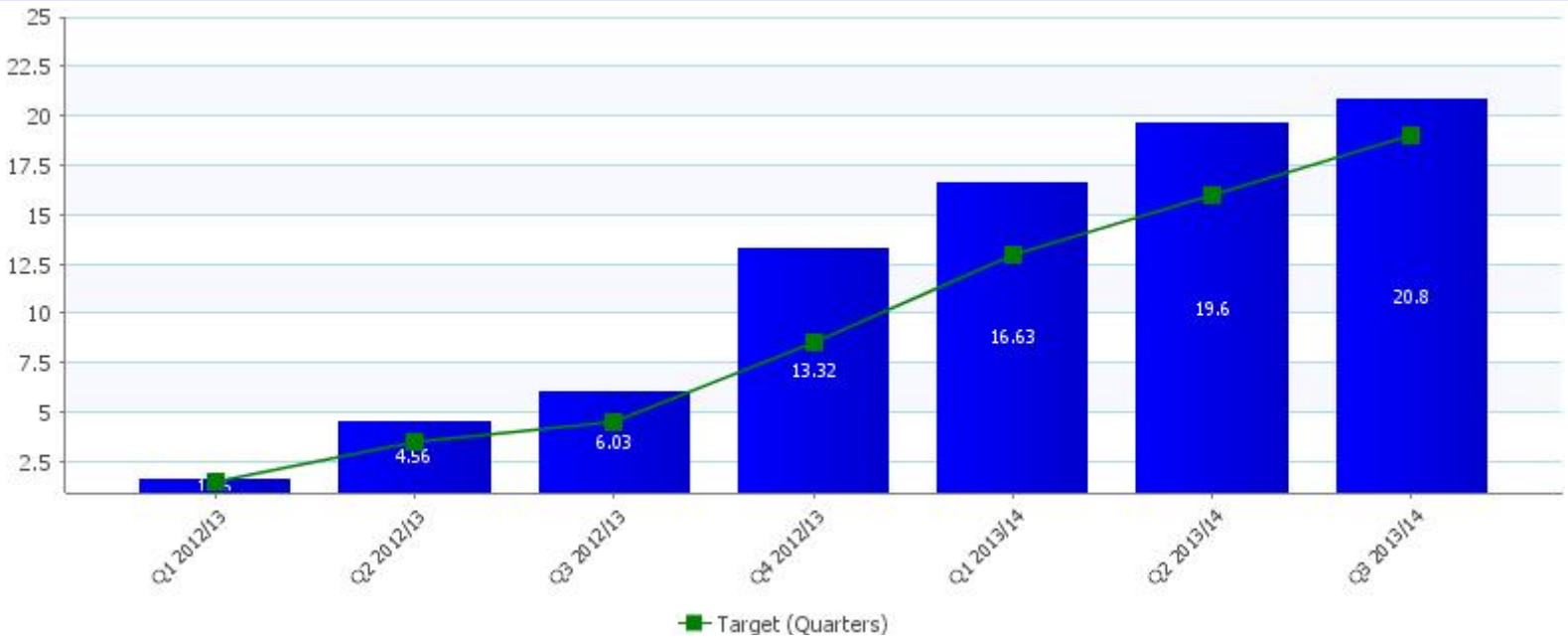
This indicator looks at the volumes borrowed from Mobile Libraries compared to the rest of the branch library network. Performance dipped in April 13 and July 13 due to mechanical failures with the library buses that resulted in one or both of them being off the road for a number of weeks.

Consistent with the rise in issue statistics over July in August generally, mobile libraries have also seen slightly increased usage.

Borrowing trends from mobile libraries have experience a seasonal dip at the end of 2013 but have picked up again in January and February 2014 with a slight dip in March.

The 2014/15 target is 4.3 which is the result of previous performance.

PI Code & Short Name	**LIB059_9b.1c Percentage of holdings catalogued.**
Description	Percentage of holdings catalogued in the archive and records Centre to ISAD(G) compliant level. This indicator reports on the percentage of the total holdings in the archive which are catalogued to the correct professional standard.



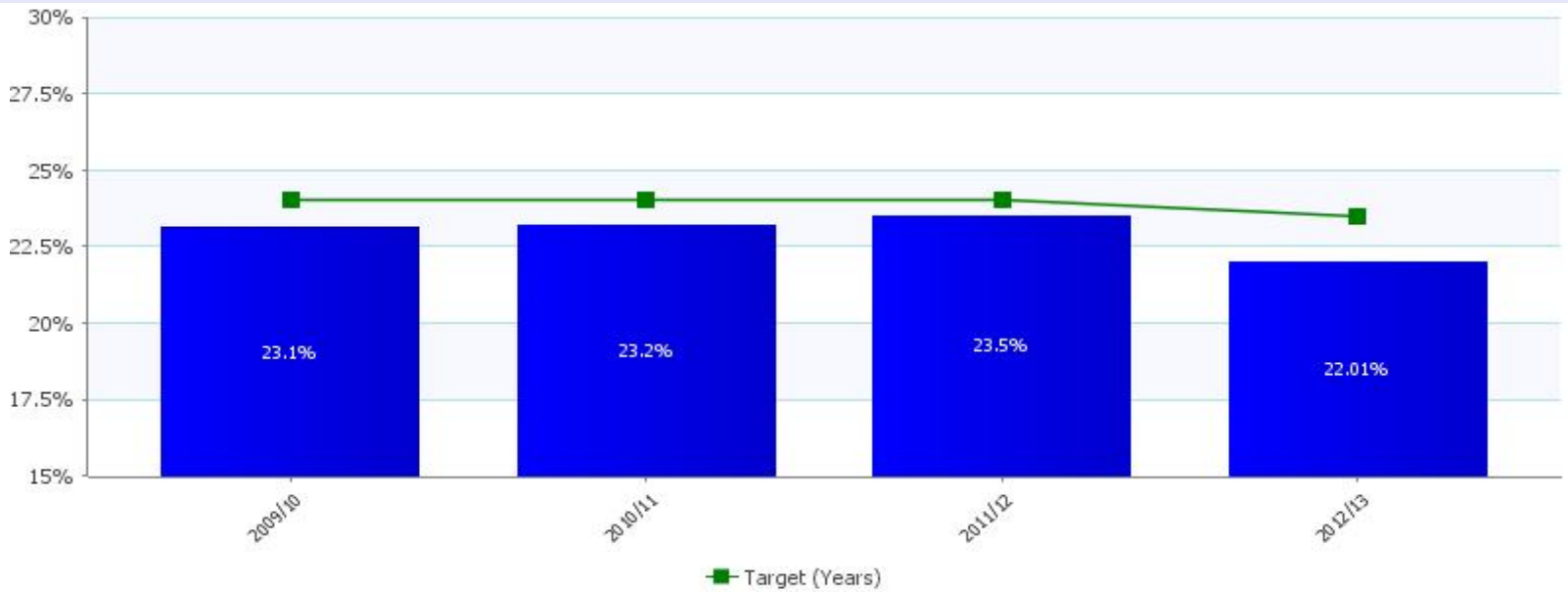
Trend Chart Commentary:

This is a new indicator introduced to monitor the levels of archive and records holdings catalogued. Funding was received during 2012 from the National Archives, to employ an additional member of staff to catalogue the collections. This member of staff started with the service on 1st July 2012.

The Q2 result of 4.56% is a direct result of the work being done by the project archivist working on the Livingston Development Corporation collections through July, August and September. At the end of Q4 13% of the holdings have been catalogued. This has demonstrated the value of having a dedicated resource to undertake this work. The first quarter of 13/14 saw a further increase in the % of holdings catalogued as the temporary project archivist continues work on the Livingston Development Corporation archives. The Q2 and Q3 of 13/14 saw a high point for this indicator. The cataloguing of the Livingstone Development Corporation has been completed and the project archivist post will be covering the physical organisation of the catalogued records. We do not expect to see any significant rise in this indicator in the near future.

The 2014/15 target is 19%. With the end of project funding for cataloguing and the increasing number of deposits, this target is likely to decrease over the year.

PI Code & Short Name	**P:LIB066_9b.2a Library borrowers (including use of computers) as a percentage of the West Lothian resident population.**
Description	Library Services measure the number of active members who have either borrowed an item from, or used a computer in, a library over the previous twelve months. An active borrower is a customer who has borrowed an item or used a public access library PC in the previous twelve months.



Trend Chart Commentary:

The performance for 2012/13 has dipped to 22.01%. This is partly due to the numbers of customers now accessing books through e-readers, so therefore not using the library. We have launched our own e-book service to try and attract these customers back to the library. We are also seeing an increased number of customers using the library on a one-off basis. Using the computers for example to submit a job application, because these customers do not come back, this has a negative affect on this PI as we cannot guarantee that these customers will consistently use the facilities.

The performance against this indicator compares favourably against the seven benchmarking authorities whose performance ranges from 11.12% to 24.11%. Only East Renfrewshire has a higher number of library borrowers as a percentage of the population.

The 2013/14 figure will be available in April 2014.

The 2014/15 target will remain set at 23%.The target setting rational for this is based on monitoring an increase on a monthly basis of users engaging with library services.

Benchmarking is carried out with the ABC Benchmarking group of similar size authorities across Scotland and with Audit Scotland and Cipfa.

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMUNITY FACILITIES UPDATE

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report provides an update to the Policy Development and Scrutiny Panel on progress with the capital investment programme in relation to community facilities.

B. RECOMMENDATION

The Policy Development and Scrutiny Panel is asked to consider the contents of the report and note the progress made on the listed projects within the council's capital programme.

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)**	Adopted Policy – Open Space Strategy; Outdoor Sports Facilities Strategy; West Lothian Community Sports Club Strategy; Sport For All in West Lothian; and West Lothian Council Capital Programme. SOBCs completed and approved for all capital projects.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	Increase in attendances at sport and recreational facilities.
V	**Relevance to Single Outcome Agreement**	SOA4 – We live in resilient, cohesive and safe communities. SOA7 - We live longer, healthier lives and have reduced health inequalities.
VI	**Resources - (Financial, Staffing and Property)**	Expenditure approved within the council's capital budget and within existing staffing and resource budgets.
VII	**Consideration at PDSP**	Regular updates provided to Culture and Leisure PDSP.
VIII	**Other consultations**	Consultation undertaken through the West

Lothian Sports Facilities Strategies. Individual consultation with users of specific facilities.

D. TERMS OF REPORT

D.1 Background

Facilities play a key role in the development of community activity, sport and recreation. An appropriate facilities infrastructure supports the delivery of community programmes and activities and the achievement of associated health and well-being outcomes.

Sport and Outdoor Education (Community Regeneration) and the Community Facilities team, within Area Services, lead on the development of a number of facilities projects within the council's capital programme. This paper provides an update to the Policy Development and Scrutiny Panel on current projects.

D.2 Progress

A work-plan of current projects, including status updates, is included as appendix 1. The work-plan shows that a number of exciting community projects are being progressed in communities across West Lothian. Consultation and briefing arrangements will also continue with local community stakeholders, elected members and service partners with regard to the projects in financial years 2014/15 up to 2017/18 inclusive.

Significant progress has been made with a number of projects since the last report to Culture and Leisure PDSP on 6 February 2014. The Boghall Primary School Community Wing, phase 2 of Mid Calder Auld School refurbishment and the library re-location at the Craig Inn Centre are now all complete. The Blackburn Skatepark project has also now commenced on site and is expected to complete by May 2014.

Three West Lothian facility development projects achieved success in the recent round of Active Places funding announced on Monday 31 March 2014. Two successful applications lead by the Sports Development and Facilities team for projects at Kirkton Park tennis courts (£100,000) and Whitburn KGV Park wheeled sports facility (£40,000). One additional project achieved funding and this was for an extension to activity space at Albyn Park, Broxburn for which Broxburn United Sports Club secured £100,000.

Funding for the extension of Linlithgow Leisure Centre has now been approved and colleagues at West Lothian Leisure have started to progress the planning of this major project.

Consultation is being progressed with local communities and community groups on capital projects phased in financial year 2014/15 and beyond.

E. CONCLUSION

West Lothian Council and West Lothian Leisure have invested significant capital funds in the improvement of community facilities in recent years.

Progress continues to be made, in conjunction with colleagues in Housing, Construction and Building Services, to develop those projects funded in the West Lothian Council capital programme and West Lothian Leisure capital programme.

F. BACKGROUND REFERENCES

West Lothian Community Sports Club Strategy.

Sport For All in West Lothian.

Open Space and Sports Facility Strategy documents.

Appendices/Attachments: one

Appendix 1: Community Facilities Capital Projects Status Update.

Contact Person: Keir Stevenson - Sport and Outdoor Education Coordinator
Tel - 01506 282775
E-mail – Keir.Stevenson@westlothian.gov.uk.

Gordon Connolly – Community Facilities Manager
Tel – 01506 281274
E-mail – Gordon.Connolly@westlothian.gov.uk

Steve Field
Head of Area Services

Date: 17 April 2014

CAPITAL PROJECTS MONITORING - AREA SERVICES CLIENT		
Apr-14		
PROPERTY	**PROJECT DESCRIPTION**	**STATUS**
BLACKBURN PARTNERSHIP CENTRE	New build centre to comprise Health, Community, Library, Police, Pharmacy	Project at design and briefing stage.
BLACKBURN PAVILION	New Pavilion for Blackburn United Community Football Club.	The pavilion is now complete. The 7-a-side synthetic 3G pitch is at pre-tender stage with final design work progressing in consultation with the community club and sportscotland.
BOGHALL PS	Extension to provide community accommodation.	Project complete.
MID CALDER "AULD SCHOOL".	Refurbishment to provide new changing accommodation and community space.	Project complete
CRAIG INN CENTRE	Internal alterations.	Phase one of the project, the library re-location, is now complete. Phase 2 of the project is currently on hold until the consultation process with the community has been completed.
KETTELSTOUN	Provision of services and access road to proposed recreation ground to the West of Linlithgow Leisure Centre.	Site investigations and transportation audit have been completed. Consultation with stakeholders over design and planning phase is progressing.
BLACKBURN SKATEPARK	New wheeled sports play provision.	Project on site, completion estimated for May 2014.
LIVINGSTON SKATEPARK	Refurbished and extended wheeled sports facility at Almondvale.	Initial snagging work has been completed. Refurbishment of the existing skatepark will be progressed in Spring 2014.
MOSSWOOD CHANGING FACILITIES	Pitch changing room upgrade and roof refurbishment.	Project progressing on site. Some further delays experienced, completion estimated for end May 2014.
INVERALMOND CHS	Pool Changing Area - replacement flooring.	Work is planned to replace the flooring in thel pool changing area, due to water ingress, during the school holidays in July and August 2014. . The new flooring will be resin based preventing a recurrence of the current problems. The work will require the removal of the changing cubicles and lockers from the changing area and the pool will have to be closed to public use for a period of about 6 weeks
KIRKTON PARK TENNIS COURTS	Extend and renew existing blaes tennis courts with all weather surface with floodlighting.	Funding approved through Active Places Fund. Design work to be progressed.
WEST LOTHIAN LEISURE XCITE LINLITHGOW	Extension to fitness suite, internal re-configuration and additional car parking	At briefing stage, planned to commence on site in Jnauary 2015.
LEISURE CENTRE CAR PARKS	Surface and lighting upgrade programme of car parks at West Lothian Leisure sites.	Final project at Xcite Linlithgow is currently at design stage.

CAPITAL PROJECTS MONITORING - AREA SERVICES CLIENT		
Apr-14		
PROPERTY	**PROJECT DESCRIPTION**	**STATUS**
WEST LOTHIAN LEISURE XCITE CRAIGSWOOD	The £1.3m development will include expanding the current 32 station gym to a 134 stations, create both a new fitness class studio and spin studio, with the reception area and changing rooms undergoing a make-over.	Project complete.
WEST LOTHIAN LEISURE XCITE EAST CALDER	Fitness suite extension and internal alterations.	Project completed.
WEST LOTHIAN LEISURE XCITE BATHGATE	New fitness studios, improved changing and toilet provision, re-surfaced multi-use area and fencing in the Rubb Hall.	Project complete
PRIMARY SCHOOL MULTI USE GAMES AREAS	Multi Use Games Areas at St Mary's PS, Whitdale PS, Eastertoun and PS St John Ogilvie.PS	All projects now complete.
KING GEORGE V, WHITBURN	New community sports changing pavilion and park improvements.	At briefing/consultation stage, project to commence financial year 2014/15. £40,000 funding for wheeled sports facility approved through Active Places fund.
WATSON PARK PAVILION, ARMADALE	New community sports changing pavilion.	Briefing/consultation to be progressed; project to commence financial year 2014/15.
LOW PORT CENTRE	Refurbishment and improvements to the existing centre.	At briefing/consultation stage; project to commence financial year 2014/15.
KING GEORGE V PAVILION, UPHALL	Replacement changing provision.	Briefing/consultation to be progressed; project to commence financial year 2014/15.
BRIDGEND PARK	Pitch levelling, drainage.	Briefing/consultation to be progressed; project to commence financial year 2014/15.
DOOMSDALE FOOTBALL PITCH	New football pitch and improved access.	Briefing/feasibility being progressed. Project scheduled for financial year 2014/15.
BROXBURN ACADEMY SYNTHETIC PITCH	New full size, floodlit synthetic turf pitch.	Briefing/consultation being progressed; project to commence financial year 2014/15.
FAULDHOUSE SYNTHETIC PITCH	New full size, floodlit synthetic turf pitch.	Briefing/consultation being progressed; project to commence financial year 2014/15.
WEST CALDER HS	New PE/sports provision	Briefing/consultation to be progressed; project to commence financial year 2015/16.
EAST CALDER PARTNERSHIP CENTRE	New partnership centre to include sports changing provision.	Briefing/consultation to be progressed; project to commence financial year 2015/16.
UPHALL STATION RECREATION PARK	Additional provision for Uphall Station.	Briefing/consultation to be progressed; project to commence financial year 2015/16.

CAPITAL PROJECTS MONITORING - AREA SERVICES CLIENT		
Apr-14		
PROPERTY	**PROJECT DESCRIPTION**	**STATUS**
SECONDARY SCHOOL SYNTHETIC PITCH REPLACEMENT	Replacement synthetic carpets at St Margaret's Academy and Linlithgow Academy as per asset replacement schedule.	Briefing/consultation to be progressed; project to commence financial year 2015/16.
KIRKNEWTON CHANGING PAVILION	New changing provision.	Briefing/consultation to be progressed; project to commence financial year 2016/17.

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY, DEVELOPMENT AND SCRUTINY PANEL

PRESIDENT NELSON MANDELA SPORTS BURSARY

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to provide the panel with information on the proposed establishment of a West Lothian sports bursary in honour of the former President of South Africa, Nelson Mandela, who died on 5 December 2013.

The report follows from an agreed motion at the meeting of West Lothian Council on 14 January 2014, which requested that officers prepare a report, for consideration at Culture and Leisure PDSP, outlining a proposal to establish a sports bursary in Nelson Mandela's honour.

B. RECOMMENDATION

It is recommended that the Panel:

1) considers the proposal to establish a President Nelson Mandela Sports Bursary as part of West Lothian Council's Sporting Grants scheme; and

2) refers the report to Council Executive for approval.

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**	Proposed increase in participation numbers.
V	**Relevance to Single Outcome Agreement**	SOA 4: We live in resilient, cohesive and safe communities. SOA 7: We live longer, healthier lives and have reduced health inequalities.

VI	**Resources - (Financial, Staffing and Property)**	£5,000 additional revenue funding required to deliver within the Sporting Grants scheme.
VII	**Consideration at PDSP**	N/A
VIII	**Other consultations**	Agreed motion at the meeting of West Lothian Council on 14 January 2014 (appendix 1).

D. TERMS OF REPORT

D.1 Background

Nelson Mandela had a great love of sport and once said:

"Sport has the power to change the worlds. It has the power to inspire, it has the power to unite in the way that little else does. It speaks to youth in a language they understand. Sport can create hope, where once there was only despair. It is more powerful than governments in breaking down racial barriers. It laughs in the face of all types of discrimination."

Nelson Mandela may have been the first global leader to use sport as a tool to unite people and to redefine a country's international image. Sport was central to his political beliefs. Nelson Mandela identified sport, not only as positive and health-enhancing activity, but also as a catalyst for change and recognised the potential for sport to unite communities and bring people together.

A scheme to honour Nelson Mandela, therefore, should capture his love of sport and promote the power and unifying benefits of sport which he recognised and held dearly.

D.2 West Lothian Council Sporting Grants Scheme

The approved motion at the meeting of West Lothian Council on 14 January 2014 requested consideration of a sports bursary to honour Nelson Mandela. A scheme which provides grant assistance to sport already exists within West Lothian. This is administed by the Sports Development and Facilities Team. There are currently five categories within the Sporting Grant Scheme, as follows:

1. Coaches
2. Club
3. Individual
4. Facilities
5. The West Lothian Trust Disability Sport Grant

For further details on the scheme please see application form included as appendix 1.

D.3 President Nelson Mandela Sports Bursary

In order for West Lothian Council to mark the legacy of former President Nelson Mandela, it is proposed that a new category within the Sporting Grant Scheme is established. The new category would be titled 'Nelson Mandela Sports Bursary'.

This bursary would aim to encourage participation in sport during the school holiday period. It would be open to voluntary organisations and clubs who would like to work with West Lothian Council and West Lothian Leisure to provide inspirational sporting opportunities for young people during the school holiday period. A maximum of £500, per award, would be awarded to clubs or voluntary organisations. Criteria already established within the Sporting Grant Scheme would be adhered to for the 'Nelson Mandela Sports Bursary'.

The new 'Nelson Mandela Sports Bursary' would be funded through the existing Sporting Grants budget. A maximum of £5,000 would be aligned to the new Bursary per annum and reviewed annually.

The Bursary would be administered and monitored by the Sports Development and Facilities Team as part of the approved Sporting Grants Scheme process.

E. CONCLUSION

President Nelson Mandela had a great love for sport and recognised the power it had to bring people and communities together. It would, therefore, be fitting for West Lothian Council to utilise sport to mark the legacy of the former President Nelson Mandela in the form of a bursary to empower clubs and community organisations to provide inspirational sporting opportunities for young people during school holiday periods.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: Three

Appendix 1 - Notice of Motion the meeting of West Lothian Council on 14 January 2014 – President Nelson Mandela.

Appendix 2 - Minute for the Council Meeting on 14 January 2014

Appendix 3 - West Lothian Council Sporting Grant Scheme Application

Contact Person: Keir Stevenson – Sport and Outdoor Education Coordinator;
Tel – 01506 282775; E-mail – Keir.Stevenson@westlothian.gov.uk.

Steve Field
Head of Area Services

Date: 17 April 2014

WEST LOTHIAN COUNCIL LABOUR GROUP

Notice of Motion from Councillor Harry Cartmill
for the Council Meeting on 14th January 2014

President Nelson Mandela

West Lothian Council notes with great sadness the death on 5 December 2013 of the former President of South Africa, Nelson Mandela.

West Lothian Council welcomes the actions taken by Council to mark of the death of former President Mandela and recalls the support given by the former West Lothian District Council to the anti apartheid cause, including the naming of a bridge in the County in honour of the former President Mandela.

West Lothian Council further recalls the great love of sport shown by former President Mandela and that he once said.

> "Sport has the power to change the world. It has the power to inspire, it has the power to unite people in a way that little else does. It speaks to youth in a language they understand. Sport can create hope, where once there was only despair. It is more powerful than governments in breaking down racial barriers. It laughs in the face of all types of discrimination."

Council therefore agrees that a fitting way to mark the legacy of former President Mandela would be to establish an annual West Lothian sports bursary in his honour, with the aim of encouraging the participation in sport by a sports person or organisation in West Lothian, and asks Officers to bring a paper outlining a proposal to establish such a bursary to a future meeting of the Culture and Leisure PDSP.

Harry Cartmill

Councillor Harry Cartmill
Bathgate Ward
West Lothian Labour Group

WEST LOTHIAN COUNCIL
30 DEC 2013
COMMITTEE SERVICES

Athiggins
11.35am.

5. NOTICE OF MOTION - PRESIDENT NELSON MANDELA

The Council considered a motion submitted by Councillor Cartmill in the following terms:-

"West Lothian Council notes with great sadness the death on 5 December 2013 of the former President of South Africa, Nelson Mandela.

West Lothian Council welcomes the actions taken by Council to mark the death of former President Mandela and recalls the support given by the former West Lothian District Council to the anti apartheid cause, including the naming of a bridge in the County in honour of the former President Mandela.

West Lothian Council further recalls the great love of sport shown by former President Mandela and that he once said.

"Sport has the power to change the world. It has the power to inspire, it has the power to unite people in a way that little else does. It speaks to youth in a language they understand. Sport can create hope, where once there was only despair. It is more powerful than governments in breakdown down racial barriers. It laughs in the face of all types of discrimination."

Council therefore agrees that a fitting way to mark the legacy of former President Mandela would be to establish an annual West Lothian sports bursary in his honour, with the aim of encouraging the participation in sport by a sports person or organisation in West Lothian, and asks Officers to bring a paper outlining a proposal to establish such a bursary to a future meeting of the Culture and Leisure PDSP."

Moved by Councillor Cartmill, seconded by Councillor Moohan.

Decision

To unanimously approve the terms of the motion.

Sporting Grant Scheme Application

active West Lothian

westlothian.gov.uk

West Lothian Council

Help notes

Before applying for a grant, please read the accompanying Sporting Grant Scheme Application Guidance Notes (included at the end of document) to ensure that this application meets the award criteria.

Section 1: Which grant are you applying for?

Grant	Please complete applicable sections (tick when completed):							
☐ Coach	☐ 1	☐ 2		☐ 4	☐ 5	☐ 6	☐ 7	☐ 8
☐ Club	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8
☐ Individual	☐ 1	☐ 2		☐ 4	☐ 5	☐ 6	☐ 7	☐ 8
☐ Facility	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8
☐ Disability	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8

Section 2: About your club/organisation

Name of club/organisation as shown on your governing document

Address of club/organisation

Postcode

Are you an accredited club/organisation with West Lothian Council?

☐ Yes ☐ No

What are the main activities of your club/organisation or what services do you provide?

If you are affiliated to a larger organisation or NGB, please tell us which one:

Affiliation Number:

Section 3: Club/organisation current financial position

Please provide the following details from your most recent annual accounts for your club/organisation.

For any grant to be awarded, you will need to include your most recent bank account statement. Please tick this box to confirm that a bank account statement is included with this application. ☐ Statement included

Total income	Total expenditure	Balance at financial year end	Savings or reserves
£	£	£	£

If you have applied for or received any other grant relating to this application, please give us the details:

Grant Provider	Reference Number	Successful Application?	Amount Awarded
		☐ Yes ☐ No	£
		☐ Yes ☐ No	£
		☐ Yes ☐ No	£
		☐ Yes ☐ No	£

Section 4: Main applicant

Title	Forename	Surname

Position held in club/organisation	Date of birth (DD/MM/YYYY)

Phone number: day	Phone number: evening

Home address

Postcode	Email address (if none, write none)

Section 5: Senior contact for this application

This may be the chair, secretary, treasurer, chief executive or director of your club or organisation.
Note: If main applicant is under 16, this section must be completed by a parent or guardian.

Title	Forename	Surname

Position held in club/organisation

Date of birth (DD/MM/YYYY)

Phone number: day

Phone number: evening

Home address

Postcode

Email address (if none, write none)

Section 6: About your application

What sport or physical activity will take place if you receive a grant?

Please answer the following questions:

How many people will benefit from your activity?

How many new participants will there be (if any)?

How many new volunteers will there be (if any)?

Does your project involve work with children, young people or vulnerable adults? ☐ Yes ☐ No

If yes tick this box to confirm that your club/organisation has appropriate policies in place and that these are put into practice. ☐ Yes

Tell us how you will utilise the grant funding? (Maximum 300 words).

Please note: for any club or facility grant to be awarded, you will need to include two quotes. Please tick this box to confirm that these quotes are included with this application. ☐ Quotes included

How much will your activity cost?

Item or activity	Total Cost	Amount requested from grant application
e.g. Netball posts @£120 each	£240	£120
e.g. 2 x UKCC Level 1 qualifications	£340	£170
Total activity cost	£	
Total from other sources	£	
Amount you would like from us	£	

Section 7: Meeting our requirements and priorities

Your application will need to meet at least one of our outcomes and priorities. The more outcomes and priorities you meet, the higher we will score your application.

Requirements

Each of our grant schemes has separate requirements. Please ensure that you tick one or more of the boxes in the relevant section below before you submit your application. If you do not meet our requirements, your application will be rejected. You can find more information relating to our requirements in the Sporting Grant Scheme Application Guidance Notes.

Coach

☐ I reside in West Lothian and work with West Lothian clubs or individual athletes.
or
☐ I reside out with West Lothian but work with West Lothian clubs or individual athletes.

Club

☐ The club is based within West Lothian.
and
☐ The club is accredited with West Lothian Council or working towards accreditation.
and
☐ Two quotes must be provided for applications regarding non-consumable equipment.

Individual

☐ I am affiliated with a West Lothian sports club. If not, I will provide evidence that there is not a West Lothian club at the appropriate level for my activity.
and
☐ I have included evidence of my selection for a team competing at National, GB or International level.

Facility

☐ The club is based within West Lothian.
and
☐ Two quotes must be provided for applications regarding improvements or additions to playing facilities or for materials for use in building projects.

Priorities

Coach, Club, Individual and Facility

☐ More women and girls to take part or volunteer in sport.
☐ More disabled people to take part or volunteer in sport.
☐ More older people (over 50 years old) to take part or volunteer in sport.
☐ More younger people (under 25 years old) and older people to take part or volunteer in sport.
☐ More people from black and minority ethnic communities to take part or volunteer in sport.
☐ More people from areas high on the Scottish Index of Multiple Deprivation to take part or volunteer in sport.

Section 8: Finishing your application

You **must** tick **all** the boxes below to confirm that:

☐ You (the main contact named in section 4 of this application form) are authorised to apply for a grant from us on behalf of your club/organisation.

☐ You understand that if you make any seriously misleading statements (whether deliberate or accidental) at any stage during the application process, or knowingly withhold any information, this could make your application invalid and you could be liable to repay any funds to us.

☐ We will not make any decision on the suitability of a grant if relevant sections of this application form have not been completed to our satisfaction or supporting evidence provided e.g. bank statement.

☐ We reserve the right to ask for additional information or evidence to help us process your application.

☐ We will require evidence of expenditure for all awards in our Grant Scheme Report Form.

☐ We will not release grant funding for training or qualifications without evidence that the qualification has been attained.

Sending us your application

You can email your application to: **sportandoutdooreducation@westlothian.gov.uk**

We also accept applications by post. Send them to:

Sporting Grant Scheme
West Lothian Council
Low Port Outdoor Education Centre
Blackness Road
Linlithgow
EH49 7HZ

West Lothian Council Sporting Grants Scheme Application Guidelines

The Sport and Outdoor Education service is responsible on behalf of West Lothian Council Area Services for the administration of grant assistance to sport. This scheme will be reviewed and any changes will be introduced accordingly. When considering applications for grant assistance, we will be particularly concerned with the value and relevance to the community of the proposed project/expenditure. The contribution made by the organisation/ individual to the development and promotion of sport within West Lothian will also be a key consideration.

General Criteria and Guidelines

- All requested information in the application form is required before the application will be considered
- Each application will be considered on its merit and the Sporting Grants Scheme reserves the right to reject any application
- All grants will be allocated taking into account the constraints of the Sporting Grants Scheme budget
- Applicants can only apply for one grant per financial year
- For profit individuals or organisations are ineligible for an award
- You will be informed of the decision in writing within 4 weeks of your application being received
- For applicant specific criteria and guidelines, please refer to the above headings

Coaches

Who can apply?

- Coaches and volunteers who reside in West Lothian and work with local clubs or individual athletes. Individuals who reside outwith, but coach in West Lothian, may also be eligible
- Only applicants who are successful in gaining an award will be considered
- Football coaches applying for grants should do so via the West Lothian Football Forum
- Swimming coaches applying for grants should do so via Swim West Lothian

What can you apply for?

- Grants may be available to cover up to 100% of the cost of National Governing Body qualifications
- Grants may also be available to cover up to 100% of Continued Professional Development opportunities, such as conferences and seminars

When can you apply?

- Applications must be submitted prior to the commencement of the course by 1 February, 1 June or 1 October. Retrospective applications will not be considered

Club

Who can apply?

- Voluntary sports clubs within West Lothian
- The club is accredited or working towards accreditation under the West Lothian Council Club Accreditation Scheme
- Football clubs applying for grants should do so via the West Lothian Football Forum
- Swim clubs applying for grants should do so via Swim West Lothian

What can you apply for?

- Club Development Projects: Up to £500 may be available for clubs to attract members; promote healthy lifestyles; develop pathways for continued participation and improvement; and enhance links between a club and the local community
- Performance Projects: Up to £250 may be available to cover travel costs of club members to attend competitions/training outwith West Lothian to enhance performance or engage the services of a professional coach (who must not be a member of the club) for a special event
- Purchasing Equipment: Up to £1000 may be available to purchase essential non-consumable equipment e.g. clothing, shuttlecocks. The costs must be accurate and based on quotations
- New Start Grant: Up to £250 may be available for the establishment of a new club or section. Clubs must provide details of costs, where applicable, of affiliation fees, equipment purchase, facility hire, insurance and coaching
- Events: Up to £250 may be available for clubs to organise a new event for members or events of a higher standard to the club's regular fixtures/events
- Maximum Club Grant: A maximum grant of £2000 may be available to clubs who wish to apply for a grant under more than one of the above headings
- We cannot fund: prize money; existing activities and repeat or regular events, including those we have funded before

When can you apply?

- Retrospective applications will not be considered

Individual

Who can apply?
- Individuals who reside in West Lothian and are affiliated to a West Lothian club. Individuals who reside outwith West Lothian, but are affiliated with a West Lothian club, may also be eligible
- Individuals who reside in West Lothian, but train with a club outwith West Lothian, will be required to provide evidence that there is not a West Lothian club at the appropriate level of activity
- Applications will only be considered from applicants competing at National and International level, who show evidence of selection for a team or squad
- Individuals involved in football applying for grants should do so via the West Lothian Football Forum
- Individuals involved in swimming applying for grants should do so via Swim West Lothian

What can you apply for?
- A maximum of £300 may be available towards the cost of a National level competition.
- A maximum of £500 may be available towards the cost of an International level competition.

When can you apply?
- Applications must be submitted prior to 1 February, 1 June or 1 October. Retrospective applications will not be considered

Facilities

Who can apply?
- Clubs which can demonstrate how the grant will develop sport through improving the quality and/or the capacity of the service provided, and will help the club progress with their strategic plans and those of West Lothian Council
- The club is based within West Lothian
- Priority will be given to clubs on the West Lothian Council Community Club Accreditation Scheme, whose sport is recognised by sportscotland

What can you apply for?
- Up to a maximum of £5,000 may be available for equipment hire or purchase for the development of new sections/events; improvements or additions to playing facilities; materials for use in building projects; updating equipment for health and safety reasons.
- Two formal quotes must be provided for applications regarding improvements or additions to playing facilities or for materials for use in building projects by a contractor or company.
- We cannot fund: ongoing overheads; any costs incurred putting together your application; any expenditure committed before we pay our grant; contingency costs; endownments; fundraising; items mainly benefitting individuals; loans or interest payments; political or religious activities; projects or activities that the state has a legal or statutory obligation to provide; registration and affiliation fees; routine repairs and maintenance; used vehicles; VAT

When can you apply?
- Applications must be submitted prior to 1 February, 1 June or 1 October. Retrospective applications will not be considered

The West Lothian Trust Disability Sport Grant

Who can apply?
- Individuals, groups and clubs who either have a disability or provide sporting opportunities for individuals with disability
- The club is based in within West Lothian and is accredited or working towards accreditation under the West Lothian Council Club Accreditation Scheme

What can you apply for?
- Applications can be made to cover costs of specialised equipment; disability course fees; travel to events and competitions outwith West Lothian; projects involving individuals with a disability; volunteer costs
- Individuals can apply for up to £200; Groups and Clubs can apply for up to £500

When can you apply?
- Applications must be submitted prior to 1 February, 1 June or 1 October. Retrospective applications will not be considered

Sending us your application

You can email your application to: **sportandoutdooreducation@westlothian.gov.uk**
We also accept applications by post. Send them to:

Sporting Grant Scheme
West Lothian Council
Low Port Outdoor Education Centre
Blackness Road
Linlithgow
EH49 7HZ

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMEMORATION OF THE GREAT WAR

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report advises the panel of proposals to commemorate the centenary of the Great War.

B. RECOMMENDATIONS

It is recommended that the panel welcome proposals for the commemoration of the centenary of the Great War, recognising that further activities will be developed over the next five years.

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**	Potential to increase performance indicators linked to culture and heritage.
V.	**Relevance to Single Outcome Agreement**	We live in resilient, cohesive and safe communities.
VI.	**Resources (Financial, Staffing and Property)**	Where required these will be from existing budgets or specific external funding eg Heritage Lottery Fund.
VII.	**Consideration at PDSP/Executive Committee required**	A report was presented to the Culture and Leisure PDSP on 5 December 2013.
VIII.	**Consultations**	Chief Executive's office; Education Services; and Operational Services

D. TERMS OF REPORT

D1 Background

2014 will mark 100 years since the start of the First World War. The historic centenary is to be commemorated by a four year programme of national acts of remembrance. A previous report to the PDSP provided information on specific launch events at a UK level; indications of planned national acts of remembrance over the period; and a five-year programme of events in Scotland which has been compiled by the specially created Scottish Commemorations Panel.

The report also indicated initial proposals for a wide range of commemoration activities and events and these will be developed throughout the five year period. The first of these is an ecumenical service of remembrance will be held at St Michael's Parish Church, Linlithgow, at a date during school term in August following the national service in Glasgow Cathedral on 4 August 2014.

D2 Developments

The previous report outlined a range of planned and prospective activities to commemorate the Great War. The following additional activities are under development:

- The re-dedication of Whitburn Cenotaph as a result of the upgrading project.
- The Scottish Government has allocated £100,000 funding for museums to deliver projects that commemorate the First World War, and communicate its legacy for new generations.
- The Royal British Legion Scotland (RBLS), Livingston Branch, are planning a Prayer Vigil / Service for the evening of 4th August in the Civic Centre. This is currently at the discussion stage.
- A new association, the 'Armadale and District War Memorial Association' has been established with the aim of erecting a new memorial to replace the existing which is in a poor state of repair and on a now inappropriate site.
- A specially commissioned paving stone to commemorate recipients of the Victoria Cross during the First World War will be laid near the birthplace of William Angus at Polkemmet Rows, Cappers, Armadale. The paving stone design incorporates an electronic reader which people will be able to scan using their smartphones to discover more information about their local Victoria Cross recipient.
- The Great War in West Lothian schools pack will go to the printers in April, and then will be distributed to schools.
- Community Arts temporary writer in residence, Denis O'Donald, was asked to choose extracts from letters, held in the local history library, written by West Lothian soldiers serving on the various battle fronts to their families and friends at home, and draw them together into a dramatic presentation. The presentation is adaptable for use on different occasions, and there is to be a short, two-man version which will be performed at the History and Heritage Fair on 10 May in Linlithgow Academy, and a slightly longer version to be given at the War Centenary event in Bathgate Partnership Centre on Saturday 2 August 2014. The readings will also be adaptable for performance as a one-man show. A re-enactment Royal Scots WW1 uniform is to be worn by one of the performers, but other than that, no props or scenery are needed.

E. CONCLUSION

The centenary of the Great War will see a number of major events across the UK during the period 2014-19. West Lothian Council will participate in these national events where appropriate, and a programme of local events and activities will be organised with partners over this period.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: none

Contact Person: Ian Hepburn, 01506 281089, ian.hepburn@westlothian.gov.uk

Steve Field
Head of Area Services

Date: 17 April 2014

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COACH DEVELOPMENT SCHEME 2013-14.

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to provide information on the proposed a new Coach Development Scheme to be implemented by West Lothian Council's School and Community Sport Team.

B. RECOMMENDATION

It is recommended that the PDSP notes the Coach Development scheme which will be implemented with the School and Community Sport Team's network of casual coaches.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; 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**	None.
V	**Relevance to Single Outcome Agreement**	SOA4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens. SOA5. Our children have the best start in life and are ready to succeed. SOA6. We live longer, healthier lives.
VI	**Resources - (Financial, Staffing and Property)**	Within existing resources.
VII	**Consideration at PDSP**	None.
VIII	**Other consultations**	None.

D. TERMS OF REPORT

Background and Vision

A small working group made up of Sports Development Officers and Active Schools Co-ordinators came together in October 2013 to focus on devising a framework to monitor, support and develop the council's network of casual coaches. In the region of 60 coaches are employed on a casual basis within the School and Community Sport Team. The vision behind developing this support framework is:

- ensure a better quality coaching workforce is employed by West Lothian Council;
- create a culture of self-development within West Lothian Council's sessional coaches; and
- link to West Lothian Council's Legacy Plan 2013-2019 Action Plan.

Scheme Details

The programme will act as a tool to support coaches to maintain, develop and improve their practice. Sports Development Officers and Active Schools Co-ordinators will carry out coach observations using a framework guide (Appendix 1), with coaches having to meet a minimum score weighting at one level in order to progress to next. There will be three levels that coaches can work towards in the first instance Bronze, Silver and Gold (Appendix II details the criteria for each level). There is also scope to further develop the programme by linking with initiatives run by partner organisations such as **sport**scotland's 'East Region Coaching Talent Programme'.

Scheme Aims

The main aims of the Coach Development Scheme are to:

- ensure that West Lothian Council is more effectively monitoring and supporting sessional coaches;
- encourage coaches to include 'Positive Coaching Scotland' a part of their coaching style and delivery;
- encourage sessional coaches to take more ownership of the development of their coaching practice;
- provide a system for recognising and rewarding excellence with sessional coaching staff;
- improve the recruitment and retention of sessional coaching staff; and
- encourage continued partnership working between Sports Development, Active Schools and **sport**scotland.

E. CONCLUSION

West Lothian continues to build on its reputation as one of the leading authorities in the development of school and community sport, and its network of casual coaches are a key part of this success. The Coach Development Scheme will be piloted with a

small number of coaches over the Easter period in order to test the framework document and make any necessary adjustments, with the programme to be launched to all of the council's casual coaches over the summer.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Two

Appendix I - Coach Development Scheme Framework
Appendix II – Coach Development Scheme Criteria

Contact Person: Keir Stevenson, Sport and Outdoor Education Manager (Area Services) Tel: 01506 282775 E-mail keir.stevenson@westlothian.gov.uk

Steve Field
Head of Area Services

Date 17 April 2014

Appendix I –Coach Development Scheme Framework

1. Organisation and Preparation:

To what extent did the coach…

	Statement	No Evidence	Partial Evidence	Full Evidence	Not Applicable	Comments
1.1	… carry out a visual risk assessment					
1.2	…have a First Aid kit					
1.3	…wear appropriate uniform					
1.4	…welcome the group to the session					
1.5	…carry out a register					
1.6	…use appropriate equipment					
1.7	…have an ID badge					
1.8	…display good time management					

2. Personal Coaching Qualities:

To what extent did the coach…

	Statement	No Evidence	Partial Evidence	Full Evidence	Not Applicable	Comments
2.1	…communicate effectively					
2.2	…maintain the group's attention					
2.3	…motivate and inspire					
2.4	…ensure that the session was inclusive					
2.5	…develop rapport with the group					
2.6	…demonstrate a participant centred approach					
2.7	…create a mastery culture					

3. Coaching Process:

To what extent did the coach…

	Statement	No Evidence	Partial Evidence	Full Evidence	Not Applicable	Comments
3.1	…share clear session objectives					
3.2	…provide clear instruction and check for understanding					
3.3	…encourage the principles of ROOTS					
3.4	…provide effective demonstrations					
3.5	…use questioning to promote learning					
3.6	…manage success and setbacks					
3.7	…use appropriate praise and feedback to fill the ETANK					

Notes

Personal Development Plan

Area of required improvement	What can I do to improve this?	When will I achieve this by?

Support Guide for Assessors

Section 1 – Organisation and Preparation

	Statement	Description
1.1	… carry out a visual risk assessment	Check environment and equipment to identify and remove any risks prior to and throughout the session. If not possible to remove, take relevant action to minimise risk.
1.2	…have a First Aid kit	Be in possession of an appropriately stocked basic first aid kit. This should include 2 bandages, a triangular bandage, gloves, scissors, plasters, cleansing wipes and an ice pack.
1.3	…wear appropriate uniform	Wear WLC provided polo shirt. Wear clothing appropriate to activity i.e. no jeans, unsafe jewellery, no football colours
1.4	…welcome the group to the session	Coach introduces themselves and creates a fun, friendly, feel-good factor for participants i.e. enthusiastic verbal and non-verbal communication
1.5	…carry out a register	Ensure all participants are correctly marked as present/absent. If participant is not on register, ensure relevant information is gathered before start of session. Coaches should be aware of location of any individual medical requirements i.e. location of inhalers, epipens etc
1.6	…use appropriate equipment	Equipment is appropriate to age, stage and activity and meets minimum safety requirements
1.7	…have an ID badge	Be in possession of WLC ID badge. This should be worn upon entry and exit of facility. Must be able to show upon request.
1.8	…display good time management	Arrive to allow sufficient time to prepare and set-up session, a minimum of 15 minutes prior. Session starts and finishes on time. Manage time effectively throughout session i.e. activities progressed at appropriate times

Section 2 – Personal Coaching Qualities

	Statement	
2.1	…communicate effectively	Communicates in a clear, appropriate and professional manner for the age, stage and needs of the group. This should result in minimal confusion from participants during tasks. Any communication with parents and other coaches should also be clear, appropriate and professional.
2.2	…maintain the group's attention	Uses a variety of communication and coaching styles to maintain the group's focus on the task in hand. Coach takes effective action to regain attention, if lost.
2.3	…motivate and inspire	Obtains maximum effort and participation throughout the session, ensuring it is varied, interesting and challenging for the group. They may use encouragement and praise (both verbal and non-verbal) to motivate participants or encourage self-motivation, where appropriate.
2.4	…ensure that the session was	Demonstrates equality, fairness and catered for individual

	inclusive	needs, taking relevant action to optimise involvement of all participants. This may include the adaptation of activities where appropriate.
2.5	...develop rapport with the group	Attempts to create a fun, enjoyable, open and friendly environment throughout the session. This should be a democratic process where the coach listens to participants own views and ideas to develop trust and rapport.
2.6	…demonstrate a participant centred approach	Involves the participants in decision making and meets their needs as opposed to the coach's own.
2.7	…create a mastery culture	Focuses and actively encourages the elements of ELM (Effort, Learning, Mistakes happen). Coach should encourage effort over outcome, learning opportunities and mistakes as a learning opportunity.

Section 3 – Coaching Process

	Statement	Comments
3.1	…share clear session objectives	Communicates and make participants aware of session goals, supportive of a mastery culture i.e. effort goals, controllable aspects of performance, focus on learning, improvement and fun
3.2	…provide clear instruction and check for understanding	Communicates simple, clear and concise instructions that are age and stage appropriate. Use observation and questioning to continually check for understanding and enhance learning.
3.3	…encourage the principles of ROOTS	Encourages participants to honour their sport (respect for rules, opponents, officials, teammates and self). This can include discussing a teachable moment, praising participant(s) for sportsmanlike behaviour, encouraging participant(s) to use self-control routines or intervening and challenging inappropriate behaviour
3.4	…provide effective demonstrations	Provides clear demonstration of correct performance, where appropriate. Complex skills were broken down to enhance learning i.e. whole-part-whole, gradual build up
3.5	…use questioning to promote learning	Uses effective questioning to encourage intrinsic feedback and problem solving i.e. "How do you think you could improve this?"
3.6	…manage success and setbacks	Uses success and setbacks to emphasise principles of ELM – Effort, Learning and Mistakes can happen
3.7	…use appropriate praise and feedback to fill the ETANK	Provides truthful and specific constructive feedback and praise. This should focus on effort as opposed to outcomes. Encourages participants by listening effectively and using verbal and non-verbal communication

Appendix II - Coach Development Scheme (CDS) Criteria

To become a member of the Coach Development Scheme (CDS), coaches will need to fulfil the following essential criteria:

- possess a valid PVG;
- possess a current Safeguarding and Protecting Children certificate;
- possess a current First Aid qualification;
- attend the Positive Coaching Scotland (PCS) Double Goal Coach workshop;
- comply and agree to the West Lothian Coaching Pack and Code of Practice; and
- agree to have a session observed by a responsible officer.

There are three development levels for coaches to achieve: Bronze, Silver and Gold. Coaches are required to meet the standards highlighted below in order to progress through the scheme.

BronzeMark

- possess a minimum of pre-UKCC Level 1 or SGB recognised equivalent (e.g. Getting Started Basketball); and
- undertake a session observation, achieving a minimum score of **16 out of 22** on the CDS Observation Checklist.

SilverMark

- possess a minimum of UKCC Level 1 or SGB recognised equivalent;
- provide evidence of a minimum of three months coaching practice with UKCC Level 1 or SGB recognised equivalent qualification;
- undertake a session observation, achieving a minimum score of **18 out of 22** on the CDS observation checklist; and
- have coached for a minimum of six months at BronzeMark.

GoldMark

- possess a minimum of UKCC Level 2 or SGB recognised equivalent;
- provide evidence of a minimum of six months coaching with UKCC Level 2 or SGB recognised equivalent qualification;
- undertake a session observation, achieving a minimum score of **20 out of 22** on the CDS observation checklist; and
- have coached for a minimum of six months at SilverMark.

To maintain CDS status coaches will need to:

- ensure that all essential criteria remain valid; and
- complete and evidence a minimum of three hours of Continued Professional Development (CPD) each year. This would be in addition to the renewal of the essential criteria and may include attendance at coaching related workshops or seminars organised by a local authority, governing body or other suitable provider.

The benefits of CDS for coaches are that they will:

- receive individual mentoring and support from a responsible officer;
- be able to take ownership of the development of their coaching practice;
- receive recognition for their coaching development from West Lothian Council;
- enhance their skills and knowledge within their chosen field; and
- have access to an online database to allow them to keep their records updated.

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

30TH ANNIVERSARY – MINERS' STRIKE

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report advises the panel of the plans in place to commemorate the 30th anniversary of the miners' strike and its impact on the communities of West Lothian.

B. RECOMMENDATION

It is recommended that the panel notes the activity to commemorate the 30th anniversary of the miners' strike and its impact on the communities of West Lothian.

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; and working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Public library provision is a statutory service.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance indicators**	Increase in numbers attending exhibition and engaging with heritage services.
V	**Relevance to Single Outcome Agreement**	Our children have the best start in life and are ready to succeed. We are better educated and have access to increased and better quality learning and employment opportunity.
VI	**Resources - (Financial, Staffing and Property)**	Funding from core budgets.
VII	**Consideration at PDSP**	None.
VIII	**Other consultations**	None.

D. TERMS OF REPORT

D1 Background

The British Coal Industry was nationalised in 1947. Principles to safeguard the future of the industry were outlined in the 1974 report "The Plan for Coal". Changes in the coal industry from the 1980s, including the introduction of nuclear power stations and the changes to trade union polices, resulted in ill-feeling between the government, the National Coal Board (chaired by Ian MacGregor) and the National Union of Miners.

The overtime ban for miners and the planned cutting of coal capacity led to strike action starting in Yorkshire and spreading across the United Kingdom. The strike started in March 1984 and lasted until March 1985. At the end of the strike in May 1985 the National Coal Board announced that Polkemmet colliery near Whitburn would not be re-opened. West Lothian District Council urged them to think again, and an independent enquiry was held into the closure. The Polkemmet colliery closed in 1986.

At the council meeting of 18 February 2014 members asked officers to plan an exhibition to raise awareness of the strike and its impact on the community. A copy of the approved motion is attached as appendix 1.

D2 Heritage Services Activity

Heritage Services has planned the following activity to raise awareness of the strike and the impact it had on the communities of West Lothian.

- A "King Coal" exhibition is already in place in Whitburn Library/Community Museum, for the anniversary of the beginning of the strike. The run of this exhibition will be extended to summer 2014.

- Discussions have begun with the National Mining Museum of Scotland to borrow their NUM sponsored "Strike!" exhibition for display in Whitburn Library/Community Museum from summer 2014 onwards.

- The refurbishment of the Whitburn permanent museum display, which has been planned for 2014-2015, will begin with the display panels on coal mining and Polkemmet, in particular, and will include a greater focus on the strike than appeared in the original panels.

- A public appeal for strike memorabilia and oral history contributions will be made.

- From 2014 to 2015 one case at Whitburn Library/Community Museum will be occupied entirely by the collected strike memorabilia.

- Oral history interviews of miners and others involved will be made. The object is to record eyewitness testimony of the event. The interviews will be transcribed and added to library stock and made available to researchers now and in the future. This activity is planned for late summer 2014.

- A new listening post which is due to be installed at Whitburn Library/Community Museum will include recordings of people involved in or affected by the strike and the subsequent closure of Polkemmet Pit.

- A display on the history of Polkemmet Pit is planned to tie in with the 30th anniversary of its closure and the end of the strike. 2015 will also be the 100th anniversary of the sinking of the pit and of the Dardanelles campaign. Dardanelles was the nickname for the pit. This will also coincide with the planned activity to commemorate the First World War.

E. CONCLUSION

Heritage Services has planned a range of activity designed to engage and involve the communities of West Lothian in the awareness raising of the 30th anniversary of the miners' strike.

F. BACKGROUND REFERENCES

West Lothian Council meeting 18 February 2014, motion from Councillor Moohan.

Appendices/Attachments: One

Appendix 1 : Motion submitted at WLC meeting 18 February 2014.

Contact Person: Jeanette Castle, Central Support Coordinator, Library and Heritage Services

Tel. 01506 281273 jeanette.castle@westlothian.gov.uk

Steve Field

Head of Area Services

Date of meeting: 17 April 2014

Appendix 1

WEST LOTHIAN COUNCIL LABOUR GROUP

Notice of Motion from Councillor Angela Moohan for the Council Meeting on the 18 February 2014

30th Anniversary – Miners' Strike

West Lothian Council notes that March 2014 marks the 30th anniversary of the start of the 1984-85 miners' strike. Council further notes the strikes devastating impact on coalfield communities throughout the UK, including those in the Lothian's and in particular West Lothian.

We commend the many thousands of people across the UK who showed solidarity with the striking miners in their local communities.

West Lothian Council regrets that nearly 30 years after the strike ended, there are still men who were wrongly arrested or convicted during the dispute, who have never received justice and therefore welcomes the recent announcement made by Scottish Labour that on their return to power in the Scottish Parliament, it will hold a review of the convictions of miners arrested during the 1984-85 strike, if SNP Justice Minister, Kenny McAskill, fails to do so.

Council requests officers to bring forward a paper to the Culture & Leisure PDSP to report on how museums could commemorate the anniversary of the strike and its impact on the communities of West Lothian

Councillor Angela Moohan
West Lothian Labour Group

WEST LOTHIAN COUNCIL
03 FEB 2014
COMMITTEE SERVICES

Attig ms
11.50 am

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

PUBLIC ACCESS PCs - ACCEPTABLE USE GUIDELINES

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report advises the panel of the refreshed Acceptable Use Guidelines for all members of the public accessing public access PCs in public libraries, partnership centres and community facilities.

B. RECOMMENDATION

It is recommended that the panel notes the refreshed acceptable use guidelines for the use of public access PCs in all public libraries, partnership centres and community facilities.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	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)**	Public library provision is a statutory service.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	Monitoring of PC usage.
V	**Relevance to Single Outcome Agreement**	We are better educated and have access to increased and better quality learning and employment opportunities.
VI	**Resources - (Financial, Staffing and Property)**	None.
VII	**Consideration at PDSP**	None.
VIII	**Other consultations**	Legal Services, High Risk Offender Management Services, Community Learning Development Services, IT Services, Library and Heritage Services and Community Facilities.

D. TERMS OF REPORT

D1 Background

Public access PCs have been available in public libraries and community facilities in West Lothian since the 1990s. These machines enable free public access to the internet, Microsoft Office and other information technology to support the employability, leisure, learning and cultural needs of the community. The introduction of internet access in public libraries and community facilities has been important in generating greater equality of access to information for West Lothian citizens and has enabled significant steps to be taken in the provision of electronic public services (for example engaging with Department of Work and Pension online). This offers considerable potential benefit to both West Lothian Council and citizens in terms of cost savings, accessibility, democratic participation and environmental sustainability.

D2 Detail of the Guidelines

The introduction of a PC Booking System has prompted the refresh of the Acceptable Use Guidelines to ensure that users of the services offering free access to information, software and the internet have a clear understanding of how the service should be used. These guidelines have produced in order to safeguard the interests of the council and the community that it serves. The provision of such free public internet access has also led to issues around misuse and the downloading of inappropriate and illegal content and the procedures around offering this service. The guidelines produced aim to eradicate any such misuse.

The Acceptable Use Guidelines provide guidance to users in the following areas:

- Security. Access to the internet is filtered but there is the opportunity for users to contact staff to consider unblocking suitable sites.

- Anti-Virus Software. PC hard drives are cleaned when PCs are switched off and we cannot be held responsible for any virus transmission.

- The Internet and User Responsibility. The council accepts no responsibility for the quality, accuracy, legality, validity or availability of information accessed through the internet. Users have a personal responsibility to verify information, not to broadcast personal or private details.

- Conditions of Access. Access to PCs is available to library members and non-members alike. All users will be asked to accept these Acceptable Terms of Use and it is the user's responsibility to agree to abide by its terms and conditions. Users who require access to PCs for job search or welfare/benefit applications can do so even if they have outstanding fines and charges due to the Library Service. Children and teenagers under the age of 16 will be allowed access to the PCs provided that a parent or guardian has provided written consent.

- Sessions Access may be booked in advance through any communication channel and through the booking system. All sessions are in hourly slots and may be extended if necessary.

- Charges. Sessions are free but there are charges for printing and the purchase of USB pen drives. Printing is free for customers who are accessing the PCs for job search or welfare/benefit applications.

- Session in Progress. The council reserve the right to monitor access to websites and any public access of illegal, offensive or controversial materials which may be the subject of further action.

- Unacceptable Use. Users should not access, download or transmit material/websites which could be considered illegal, racist, sectarian, pornographic, obscene, offensive, and inappropriate, in breach of copyright or troublesome to other computer users.

E. CONCLUSION

Written guidance and the related procedures are necessary to ensure that the access to PCs, software, information and the internet is used in a responsible manner. These refreshed guidelines reinforce the responsibilities of users who visit to access these resources.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: One

Appendix 1 : Acceptable Use Guidelines January 2014

Contact Person: Jeanette Castle, Library and Heritage Central Support Coordinator, 01506 281273

Jeanette.castle@westlothian.gov.uk

Steve Field

Head of Area Services

Date of meeting: 17 April 2014

Appendix 1

Acceptable Terms of use of Public Access Computers and Online Services in West Lothian

Introduction

West Lothian Council provides free public access to the internet, Microsoft Office and other information technology via public access PCs to support the leisure, learning and cultural needs of the community.

The council supports free access to information by any member of the public, but recognises that such a resource may be open to misuse and abuse. This document has been produced in order to safeguard the interests of the council and the community it serves.

Users should be aware that the public access PCs are located in a public place and confidentiality cannot be assured while using PCs in public libraries or community centres.

Where Wi-Fi is available, the internet may be accessed using wireless devices. It cannot be guaranteed that wireless devices will connect to the access points and the council cannot offer any support for wireless devices.

Security

Access to the internet is filtered. Users should be aware that the filtering software may not block all offensive sites. Parents or guardians should be aware that filters may not block chat rooms that children may try to access. It is requested that any child under the age of 16 does not access chat rooms on the public access PCs. The council cannot be held accountable for materials accessed by persons under 16, which a parent or guardian may consider unsuitable. Library or community centre staff cannot supervise the use of the service by children and cannot take responsibility for any material accessed which a parent or guardian may not consider appropriate.

Filtering mechanisms can sometimes eliminate material that is perfectly acceptable. Library, partnership centre or community centre staff can contact the council's IT Service to consider releasing any such site after careful checking, and will let you know the decision within 12 working days. Library or community centre staff can also consider asking IT Services to block sites that you feel are unsuitable. Should you wish to request that a website be blocked or released, you should ask staff for the relevant form.

Anti-virus software

PC hard drives are cleaned each time the computers are switched off. West Lothian Council cannot be held responsible for any virus transmission.

The Internet and Your Responsibility

Whilst the Internet enables access to valuable and interesting information, some of this information may be inaccurate, out of date, controversial, offensive and/or illegal. West Lothian Council accepts no responsibility for the quality, accuracy, legality, validity or availability of information accessed through the internet. As a user therefore, it is your personal responsibility to ensure the accuracy of information you discover. Users are responsible for all activities during their session. Users should be aware that risks are attached to some online activities and that:

- Broadcasting personal or private details over the network may lead to the receiving of unwanted mail or unwanted attention.
- West Lothian Council cannot be held responsible for any losses resulting from sending confidential financial or other information via the internet.
- Some online activities (e.g. game playing) can seriously impact on the ability of the network to deliver other services. West Lothian Council reserves the right to restrict access to such services.

West Lothian Council will assume no liability for any loss, damage or injury, direct or indirect, incidental or consequential, suffered as a result of using these computer resources.

Users must comply with the relevant laws which apply in the UK. Please be aware that material that is legal in this country may be illegal in another and vice versa.

Conditions of Access

Access to public computers is available to individuals who have a library membership and to non-members as guest users. Membership cards are not transferable and must be produced at the start of each session, or customers must be able to answer a security question as proof of identity.

All users will be asked to complete the West Lothian Libraries membership form, which includes a declaration that they have read the **Acceptable Terms of use of Public Access Computers and Online Services in West Lothian.** It is the user's responsibility to be aware of this document and agree to abide by its terms and conditions. Those users who have long outstanding fines owing to the Library service can use the PCs as long as they pay off these fines or make a contribution towards fines. Non-members and visitors can also access the PCs and register as a guest user.

Customers who require access to the PCs for job search or welfare/benefit applications can do so, even if they have outstanding fines and charges due to the Library Service.

Children and teenagers under the age of 16 will be allowed access to the computers provided that a parent or guardian has provided written consent. Where children and young persons under the age of 16 access the PCs and online facilities, it is the responsibility of the child's parent or guardian to allow, or restrict, use of the internet. Filtering cannot be a guarantee that your child will not access unsuitable material. It is not the responsibility of the library or community centre staff to police use at the computer by children and young people.

Sessions

Sessions may be booked in advance, up to seven days ahead, by telephone, online by e-mail, or in person, in hourly slots.

All sessions are in hourly slots but if the demand for computers is not high at the time, a session may be extended. Users should end the session and leave the PC if asked to do so by library or community centre staff.

Charges

There is no charge for the use of computers in libraries or community centres, but there are charges for printing and for the purchase of USB pen drives.

Printing is free for customers who are accessing the PCs for job search or welfare/benefit applications.

Your Session in Progress

West Lothian Council reserves the right to monitor access to internet sites, and any public access of illegal, offensive or controversial material may be the subject of further action, including criminal investigation and prosecution where appropriate.

Users should not:

- Access, download or transmit material/websites which could be considered illegal, racist, sectarian, pornographic, obscene, offensive, inappropriate, in breach of copyright or troublesome to other computer users.
- Alter the set-up of the computer hardware or software.
- Save documents and/or software on the hard drive.
- Transmit information, photographs or images of another individual without their knowledge and consent.
- Download or access material which considerably slows the performance of the network.

- Distribute unsolicited adverts, irrelevant or unsolicited messages sent over the Internet.
- Attempt to make unauthorised access to other computers or networks or damage or modify computer equipment.
- Use PCs and online facilities if they have been prohibited from doing so by a court order or any other sanction.
- Load their own software or connect their own computer equipment to library computer equipment. Exceptions are possible for special equipment to help with general computer use (e.g. adaptive hardware for users with special needs), and USB pen drives.

Penalties for misuse

Library and community centre staff will direct computer users to remove inappropriate images or text from the screen. In addition, West Lothian Council reserves the right to refuse further computer access to any individuals violating the *Acceptable Terms of Use* by accessing or distributing materials that are illegal or deemed to be unacceptable or having the potential to offend or disturb others. Library or community centre staff on site will determine whether any computer activity is unacceptable, and this determination will be subject to confirmation by a senior officer of West Lothian Council.

As well as the loss of computer privileges, other West Lothian Council disciplinary options may be applied, including criminal prosecution.

In the case of an under 16 user who either violates the acceptable terms of use, or who is found through random monitoring to be accessing unsuitable material, the parent or guardian who signed the consent form will be notified.

Data Protection Act 1998

West Lothian Council reserves the right to monitor all usage of public access PCs and where it is necessary keep logged records of ICT in accordance with the Data Protection Act 1998.

The information provided by users, whether as guest users or permanent or temporary members, will be used to ensure compliance with this document and for statistical purposes.

Review

This document will be reviewed regularly to ensure that it remains up-to-date. West Lothian Council welcomes feedback and comment on the content and operation of the guidelines.
Updated April 2014: Jeanette Castle

DATA LABEL: PUBLIC

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN – GAMES LEGACY PLANNING

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to inform the panel of the planning and preparation West Lothian is undertaking to reap the potential benefits from Scotland hosting the Commonwealth Games 2014 and other major sporting events in the United Kingdom in the near future.

B. RECOMMENDATION

It is recommended that the Panel:

1) refers the draft Games Legacy Plan (included as appendix 1) to the Council Executive for approval; and

2) notes the activities and programmes which council officers are engaged in as part of the lead up to the Commonwealth Games 2014.

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; 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**	Proposed increase in physical activity levels and attendances at sport and leisure facilities. Increase in volunteering and club memberships.
V	**Relevance to Single Outcome Agreement**	SOA 3: Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business. SOA 4: We live in resilient, cohesive and safe communities.

		SOA 7: We live longer, healthier lives and have reduced health inequalities.
VI	**Resources - (Financial, Staffing and Property)**	Within existing resources.
VII	**Consideration at PDSP**	Previous legacy update reports presented to Culture and Leisure PDSP (December 2011, May 2013 and August 2013) and Education PDSP (January 2012). Initial legacy plan presented to Culture and Leisure PDSP on 22 December 2011.
VIII	**Other consultations**	Games legacy plan presented to Full Council on 6 March 2012; Scottish Government; Sportscotland; Health Improvement Team; Visit West Lothian; Regeneration and Employability; Economic Development; Operational Services; Community Arts; Community Youth Services; and Education Services.

D. TERMS OF REPORT

D.1 West Lothian Games Legacy Plan

The Scottish Government and Games Organising Committee's aim is that the Commonwealth Games delivers a lasting legacy for the whole of Scotland and maximises the opportunities before, during and after the Games in 2014.

A West Lothian Games Legacy plan was presented to and approved by Full Council on 6 March 2012. This adopted the four national games legacy themes of flourishing, active, connected and sustainable. As planning for the Commonwealth Games has accelerated, additional initiatives and programmes have developed both nationally and locally and these have been included in a re-drafted plan. The plan also aligns local activities and programmes with national legacy indicators and outcomes detailed in the West Lothian Single Outcome Agreement in order to demonstrate contribution towards games legacy but also locally determined outcomes.

The re-drafted legacy plan is included in appendix 1 for consideration.

The plan is a high-level document and the level of detail on local projects and programmes is, therefore, restricted. Future reports to PDSP will focus upon individual themes within the legacy plan and provide the panel with more specific detail on local programmes and initiatives. These reports will follow the legacy reporting schedule detailed in section D.8 of this report.

D.2 Queens Baton Relay

The Queen's Baton Relay is a major part of the build up to the Glasgow 2014 Commonwealth Games. The relay will travel through West Lothian on Sunday 15 June 2014, the second day of the relay around Scotland. Town-to-Town routes were launched on Monday 17 March, by Glasgow 2014, confirming that the Baton will pass the following West Lothian towns: Broxburn; Linlithgow; Armadale; Whitburn; Bathgate; and Livingston. Street–to-Street routes are expected to be launched in early May.

Preparations for community events are under way with each town on the route supporting wider working groups providing all services, businesses, clubs and sporting organisations with the opportunity to be included throughout this memorable day of events.

Selected Baton-bearers were notified on 31 March 2014 and Glasgow 2014 will make public announcements in the coming weeks.

D.3 Support a Second Team

Support a 2nd Team is a programme of events to engage the cultures of Commonwealth countries and further develop links with Commonwealth regions.

All local authorities have been nominated a 2nd team (or teams) to support. As previously reported, West Lothian has been paired with:

- Singapore
- Turks and Caicos
- Nauru

Contact has been established with partners in the Commonwealth Games Associations of these countries and dialogue has commenced over opportunities to establish links pre, during and post Commonwealth Games 2014.

Six young people from the West Lothian Young Ambassadors programme have submitted a short film lasting 60 seconds to the Opening Ceremony Organising Committee. From this, three lucky individuals will be invited to be a part of the opening ceremony. It is proposed that the selected young people will announce the arrival of our Support A Second Team partners into the athlete parade at the opening ceremony.

Council officials and young people will also have the opportunity to welcome our Support A Second Team partners to the athlete games village at the commencement of the games period.

D.4 Pre Games Training Camps

Three representatives from Singapore Sports Council visited Armadale Academy/Community Sport Hub on Tuesday 18 March to view facilities in connection with supporting a Table-Tennis pre-games training camp. The visit went well and officers are optimistic that the Commonwealth Table Tennis Team will call West Lothian 'home' for a seven to ten day period before the athletes' village opening on 14 July 2014.

D.6 Business Ready

A key element of major games legacy is identified as the experience and skills gained by companies in preparing themselves for bidding for games related contracts as well as the business opportunity created by the contracts themselves.

Of the 423 companies in West Lothian who have registered on the Glasgow Business Portal, 275 have achieved Business Ready status.

A total of nine West Lothian companies have secured games related contracts, three of these are tier one contracts and the remaining six are for tier two contracts.
This is a very good return in comparison to other local authority areas and follows from the investment in time, and prioritisation of, the business ready initiative by the West Lothian Council Economic Development service.

The successful tier two contracts were:

- Corecut Ltd: Clyde Gateway and the Emirates Arena/Velodrome;
- Highlander Scotland Ltd: Glasgow 2014 Organising Committee;
- Omega Red Group: Emirates Arena/Velodrome;
- Mullholland Plan Services Ltd: Kelvingrove Lawn Bowling Centre;
- Dunne Building and Civil Engineering: Athletes Village; and
- Descant Ltd: Athletes' Village.

D.7 Community Engagement Projects

The following projects have been successful in achieving funding to support ongoing legacy work:

- Beatlie School received BIG 2014 Community Grant to fund professional dance instructor fees with the aim of encouraging young people with disabilities to become more active.
- West Lothian Wolves Basketball Club is developing a programme of youth basketball coaching and has been successful in attracting support for venue costs, coaching and t-shirts.
- Burnhouse Primary received external funding to purchase additional fishing equipment to increase membership.

D.8 West Lothian Legacy Reporting Schedule

Below is the proposed reporting schedule to update members on West Lothian Legacy planning/plans and delivery.

Pre-Games Report 1 – Third quarter of 2013/14;
Pre-Games Report 2 – Fourth Quarter of 2013/14 (additional report);
Pre-Games Report 3 – First quarter (April) of 2014/15;
Pre Games Report 4 – First quarter (June) of 2014/15 (additional report on local events and 'Active' Theme) ;
Post Games Report 1 – Third quarter of 2014/15 (additional report on 'Flourishing' theme) ;
Post Games Report 2 – Fourth quarter of 2014/15 (report on 'Connected' and 'Sustainable' themes);

Post Games Report 3 – Fourth quarter of 2016/17
Post Games Report 4 – Fourth quarter of 2017/18
Post Games Report 5 – Fourth quarter of 2018/19
Post Games Report 6 – Fourth quarter of 2019/20

E. CONCLUSION

Major sporting events happening in Scotland and other parts of the United Kingdom during 2014 will bring a wealth of opportunities for Scotland and West Lothian.

The lesson from major sporting events elsewhere in the world is that if we are to be successful in achieving significant long lasting benefits for Scotland, we must plan in advance. The West Lothian Legacy will not happen by chance and will need to be well planned and delivered, linked to, and embedded in, existing strategies and policies on place, regeneration and communities.

West Lothian Council is working with the Scottish Government Legacy Team to develop its plan around the outcome indicators. The re-drafted plan is included as appendix 1 for consideration..

F. BACKGROUND REFERENCES

Scottish Government's Games Legacy Plan - "On Your Marks…Get Set…Go".
West Lothian Council, Minute of Meeting 31 May 2011.
West Lothian Council, Minute of Meeting 6 March 2012
A Games Legacy for Scotland Plan
An Evaluation of the Commonwealth Games 2014 Legacy for Scotland

Appendices/Attachments: One

Appendix 1 – Draft West Lothian Games Legacy Plan

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Date: 17 April 2014

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Be Inspired

West Lothian Council Legacy Plan 2013 – 2019

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Introduction to Legacy

In the summer of 2014, Scotland welcomes a sporting and cultural extravaganza of a scale not previously witnessed. Events such as the Homecoming, Glasgow Commonwealth Games and the Ryder Cup will take place showcasing the best of Scotland. These events among others are heavily documented to introduce a 'festival effect' to create a once in a lifetime opportunity.

Covering a thirteen-year period up to 2019, there is a commitment towards achieving a lasting legacy for Scotland and for West Lothian. Legacy can be identified as being many things but often referred to as a continuation of what already exists and / or recently introduced. Legacy success will be determined through many variables and will include detailed monitoring processes linked to four national themes; each with a specific focus. Embedded within each theme are the five underpinning principles of enabling diversity; ensuring equality; enhancing partnerships; encouraging community engagement; and embedding sustainability. The four national legacy themes are:

- **Active:** Inspiring and enabling people to be more active
- **Flourishing:** Promoting Scotland, enhance skills and support our businesses
- **Connected:** Celebrating our culture and inspiring our young people to create and learn
- **Sustainable:** Regenerating our communities and enhancing our environment

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Wider Legacy

Legacy aims to bring together all service areas working towards achieving similar goals and it is important to highlight that legacy does not solely focus on sport. Research obtained from previous major sporting events suggests the realistic benefits to a host nation include:

- skills and experiences obtained by local businesses through tendering for games and non-games related contracts;
- transferable skills obtained through volunteering locally from being inspired by high profile events;
- a feel good factor smoothing the path for behavioural change amongst those previously not contemplating change, and;
- investment in community facilities supporting more clubs to respond to participation demands.

West Lothian Council has linked legacy values to the new local outcomes: strengthening the economy; caring for an ageing population; reducing health inequalities; making our communities safer; balancing increasing development with protecting the environment and increasing learning. All four national legacy themes have been interpreted by West Lothian Council to identify such outcomes and are recognised as being:

Active: Healthy life expectancy and physical and mental wellbeing

Flourishing: Diversify West Lothian's economy

Connected: Building strong communities

Sustainable: Education and minimising waste

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West Lothian Legacy Plan

Monitoring the impacts of previous major sporting and cultural events worldwide supports the need to plan in advance to achieve long lasting benefits focused towards sustaining community engagement. The link between major sporting and cultural events are to be carefully planned and implemented, including long term commitment to improve community facilities in terms of capacity and quality. This in turn, responds to expected demands such as grassroots sport participation, physical activity levels, cultural activities and community engagement.

This Legacy Plan details how West Lothian Council will make the most of the opportunities introduced as a result of Scotland hosting major sporting events such as the 2014 Commonwealth Games and the Ryder Cup. The Legacy Plan has been designed with local and national priorities in mind and are linked to the wider strategic outcomes set out in West Lothian's Community Planning Partnership's 'Plan for Place' which includes 'Towards 2020' and 'Single Outcome Agreement 2013-2023'.

Active: We live longer, healthier lives and have reduced health inequalities

Flourishing: Our economy is diverse and dynamic

Connected: We live in resilient, cohesive and safe communities

Sustainable: We make the most efficient and effective use of resources by minimising our impact on the built and natural environment

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Events

The table below highlights numerous events which are scheduled to take place in West Lothian. Continuing events contribute significantly towards achieving a lasting legacy. The table below demonstrates that communities are provided with a large number of opportunities to take part, enjoy and receive memorable experiences through events, festivals and programmes linked with all four national legacy themes.

Event	Background	Delivery	Duration
Homecoming Scotland 2014	An exciting year of Homecoming takes place in 2014 as Scotland welcomes the world. In addition to the Commonwealth Games and Ryder Cup, a programme spreading throughout the whole year showcases all that is great about Scotland and includes, food and drink, activities increasing participation alongside arts, cultural and ancestral heritage exploration.	Throughout 2014	
School Sport Partnership (SSP)	The School Sport Partnership (SSP) ensures an integrated approach to the development and delivery of high quality physical education, physical activity and school sport in West Lothian and to ensure that a structured pathway exists from participation to performance. SSP works towards achieving the below: • successful programme of competitive events and festivals; • providing school pupils / students with the opportunity to participate in competitive school sport; • bringing together the learning community of West Lothian; and: • developing an integrated approach towards service delivery.	School Term	Recurring Annually
Stargazing in Linlithgow	Stargazing provide community opportunities to participate in various activities such as, rocket making and meteorite handling, comet making demonstrations, BBC Learning activities and resources and, observe Jupiter and the Moon by using a telescope in Linlithgow Palace.	January	Recurring Annually
Excellence in School Sport Parents Evening	The ESSP parents evening provides a background to the running of ESSP. The evening is set out to highlight achievements and identifies the support services supplied to all athletes. The evening provides an opportunity for parents to build a rapport with the both the coaches and the co-ordinator and to ask any questions.	February	Recurring Annually
Snowdrops Hopetoun	The Snowdrops Day is held within 150 acres of rolling parkland and includes several walks and two nature trails with superb views over the Deer Park and the River Forth.	February	Recurring Annually
National Legacy Week	The National Legacy Week shines a spotlight on the Commonwealth Games and programmes which contribute towards raising awareness of all four national legacy themes. The Legacy week is specifically tailored towards providing engagement opportunities for community individuals to find out, support and connect with projects connected to the Games and see how they are improving the lives of people across Scotland	24th – 18th February 2014	One off event (2014)

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Sainsbury's Sport Relief Games	Sport Relief brings the entire nation together to get active, have fun and raise life-changing cash. The Sport Relief Games features running, swimming and cycling events providing individuals with various opportunities to take part and donate money to individuals in need. Events were held by various primary and secondary schools across West Lothian with the main events held in Armadale Community Sport hub.	21st – 23rd March 2014	Recurring Every 2 Years
Relay Athletics Championships	Livingston (Almondvale) hosts an annual Relay Athletics Championships which is one of many events being delivered throughout West Lothian contributing towards achieving a lasting legacy. Supplying community individuals with regular opportunities to showcase sporting talents supports club growth and future sustainability, increasing physical activity levels alongside gaining essential life skills.	March / April	Recurring Annually
'Support Your Nation' Challenge	Delivered by West Lothian Leisure, a challenge has been introduced which encourages participants *(young and old)* to be more active through taking part in Commonwealth sports. Progression pathways *(bronze, silver and gold)* enable individuals to challenge themselves from three hours to five hours of activity per week.	17th March – 8th June 2014	One off Event
John Muir Festival	Linlithgow Palace and Linlithgow Canal Basin will celebrate the life and legacy of John Muir, a Scots born naturalist and founder of America's national Parks.	17th – 18th April 2014	Once off Event
Holiday Programmes	Holiday programmes continue to be delivered throughout West Lothian with a large network of activity camps offering school aged children with the opportunity to increase sporting experiences. Activity camps concentrate on keeping children entertained over holiday periods, developing life-skills alongside increasing physical activity through the use of sport.	Recurring Annually	
The Scottish Birdfair *(Homecoming PP)*	The Scottish Birdfair is a two-day, event held on the west lawns of Hopetoun House. The event presents the opportunity for wildlife enthusiasts and the local "day out market" to visit, sample, and shop from a unique and varied range of exhibitors from across the wildlife, conservation and outdoor pursuits industry.	May 2014	Recurring Annually
West Lothian Highland Games & British Pipe Band Championships	A series of very successful Highland Games have re-established the West Lothian Games as a leading attraction amongst Scotland's established Highland Games venues. West Lothian is privileged to host a return visit after securing the British Pipe Band Championships which will welcome over 140 of Britain's top pipe bands and three and a half thousand pipers and drummers.	May 2014	Recurring Annually
Queens Baton Relay	The Queens Baton Relay will be welcome into West Lothian passing through six towns, each providing a reception which focuses on celebrating all four national legacy themes. West Lothian marks day two out of a 40 day countdown to the start of the Commonwealth Games.	15th June 2014	One off Event
Linlithgow Civic	The Civic Festival celebrations focus around the Linlithgow Marches and includes a wide calendar of events such as dances, ceilidhs, sport and musical sessions which will build up to the final concert. The additional		

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Festival	Family Heritage event is to welcome and inform the returning "trades people" families and these families will be included in the Riding of the Marches. The festival also embraces the traditional Town Gala Day which is on the last Saturday of the festival. The festival concludes with a headline evening concert and laser and light show.	June	Recurring Annually
The Gillespie MacAndrew Hopetoun House Horse Trials	The Hopetoun Town and Country Fair offers visitors international sporting excellence, live entertainment, Scottish fine foods and country pursuits all set in the grounds of Hopetoun House and Estate near Edinburgh. Featuring the Hopetoun International Horse Trials and the Commonwealth Cup, this event hosts some of the country's finest international equestrians.	June	Recurring Annually
CANalympics	CANalympics held in Broxburn Sports Centre provides residents across all care settings with the opportunity to take part in a competitive style event alongside promoting life-long participation.	June	Recurring Annually
Bathgate Procession and John Newland Festival	Started in 1844 by the trustees of the Old Bathgate Academy, the Bathgate and John Newland Festival is a celebration of Bathgate's history. The day's activities include, a Historical Pageant commemorating the marriage of Princess Marjory to Walter, Lord High Steward of Scotland. The event also celebrates John Newland who left money for the people of Bathgate.	June	Recurring Annually
Be Inspired / West Lothian Legacy Week	Following on from the arrival of the Queen's Baton Relay on Sunday 15 June, West Lothian will embark on a sporting legacy through an action packed seven day period which sets out to celebrate sport through various programmes and events including, the West Lothian Council Celebrating Sport Awards, the Track and Field School Sport Championships and, Basketball *(S1-S2)* School Sport Finals.	June	Recurring Annually
Glasgow Commonwealth Games (CG)	The Commonwealth Games (CG) is an international, multi-sport event involving athletes from the Commonwealth of Nations and is commonly referred to as the 'Friendly Games'. The CG has evolved throughout time to include a fully inclusive events programme, more recently adding the responsibility of a Youth Games. On 9 November 2007 Glasgow (Scotland) was awarded the right to host the 2014 Commonwealth Games.	July / August	Recurring Every 4 Years
Spectacular Jousting	Linlithgow Palace stages a display of horsemanship and skill showcasing knights on horseback. A full programme of supporting activities include shows and performers in the Palace and of the Peel, foot combat and, living historical displays.	July	Recurring Annually
Marvellous Mini Beasts	Marvellous Mini Beasts supplies individuals with the opportunity to discover more about the outdoors. In particular, this event educates participants on the mini-beasts which are commonly found in grassland.	August	Recurring Annually

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Renaissance Revelry	The Renaissance Revelry offers individuals the chance to experience Linlithgow Palace through music, dance and drama. Individuals discover what life was like in a Renaissance Palace, witness the preparation of food which was prepared in the palace kitchens, learn more about the etiquette and fashions of the time and, meet Mary, Queen of Scots.	August	Recurring Annually
Festival of Sport	Following on from the Commonwealth Games and covering a 14 day period, West Lothian will deliver a memorable experience for community individuals through participation in sport. The annual Festival of Sport will see involvement from diverse sporting clubs and organisations all of which open their doors and deliver numerous 'come and try' sessions to both raise awareness of their sport, and to provide individuals with a pathway towards achieving sporting excellence. The Festival of Sport will support the continuation of club sport growth which significantly contributes towards achieving future club sustainability.	August	Recurring Annually
Sports Persons Dinner	The Community Sport Hub project supports an annual gathering of clubs and sporting organisations that socialise with other affiliated 'hub' members throughout a memorable evening of food, drink and entertainment *(sports person speakers / comedians)*.	Recurring Annually	
Community Sport Club Network Night	West Lothian Sports Council and West Lothian Sport Development / Active Schools Team annually invite a large variety of West Lothian clubs to attend a free networking event structured towards sharing best practice, increasing awareness of projects, direction and support towards sporting grant schemes *(local and national)* and, strengthening links with staff.	Reoccurring Annually	
Ryder Cup	The Ryder Cup 2014 is welcomed home for the second time since 1973. Scotland 'The Home of Golf' plays host to the world renowned Ryder Cup at Gleneagles Hotel in Perthshire.	September	Recurring Every 2 Years
Diversionary Midnight League Programme	Midnight League is a national network of five-a-side football targeted towards youths aged 12 – 16. Usually delivered on Friday and Saturday evenings, Midnight League is a diversionary programme which contributes towards providing structured activity alongside supporting learning, all of which has proven to reduce crime rates and alcohol abuse. Midnight League currently works towards ensuring stronger and safer communities.	October / March	Recurring Annually
Hopetoun Christmas Shopping Fair	The Hopetoun Christmas Fair is an annual event which signals the start of the festival season. The fair supplies the opportunity to soak up the Christmas spirit and find a gift for friends and family members.	November	Recurring Annually
Linlithgow Advent Fayre	The Linlithgow Fayre is made up from various events and includes a craft fair in St. Peter's Church; a monthly farmers market; a street fair, children's entertainment and Santa Claus; grand torchlight procession; carol singing and, switching on the Christmas tree lights.	November	Recurring Annually

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Active: Help Scots become more physically active

West Lothian Priority: Increase life expectancy and physical and mental wellbeing

West Lothian Outcome: We live longer, healthier lives and have reduced health inequalities

Project	Background	West Lothian Council Action(s)	Lead Partner(s)	Outcome(s)	
				Short Term	Long Term
Physical Activity Implementation Plan (PAIP) 2024	The PAIP adapts key elements of the Toronto Charter for Physical Activity and links it directly to the Scottish Government's legacy ambitions. Underpinning delivery of the overall commitments of the plan will be a series of detailed action plans which will define how the plan's commitments will be met, including: • Take Life On • Active Scotland • Healthy Working Lives • Take 30 The above continues towards promoting the importance of physical activity by making it easier for people to get involved through a range of programmes, projects and events.	West Lothian on the Move *(WLOTM)*	Health Improvement Team	Increasing physical activity to reduce health inequalities	The people of Scotland enjoy more active and healthier lives
		Active West Lothian Strategy	Sport Development and Facilities Team	Increased lifelong participation in sport and physical activity	
		West Lothian Green Gym *(Local Green Spaces)*	Health Improvement Team	Providing opportunities to get more physically active outdoors	
		Established Orienteering Sites	Outdoor Education	Enhance outdoor learning	

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		Ageing Well *(50 + years)*	Health Improvement Team	Targeted approach towards increasing physical activity	
		Physical Activity Alliance Planning		Integrated approach towards increasing physical activity	
		Going for Gold 2014 *(CANalympics)*		Improving the quality of life, health and wellbeing of residents within care settings	
Community Sport Hub (CSH) Project	CSH's based in local facilities bringing local people together to provide a home for clubs and sport organisations. CSH's provide a large amount of information to local people to make it easier for all to be involved in a more active and healthier lifestyle. Each CSH works towards achieving five principles: • Growth in participation • Engage the local community • Promote community leadership • Offer a range of sporting opportunities • Bring all appropriate (key) partners/groups/people together **National aim:** 150 Hubs in 32 local authorities by	Armadale Community Sport Hub (ACSH). School based model home to 30 diverse clubs and sporting organisations. ACSH is held up by **sport**scotland as a case study of best practise in connection with opening up the school estate.	Sport Development and Facilities Team	Sustainable CSH, non-reliant on funding	More opportunities to participate in sport and physical activity

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	2016.				
Legacy 2014 Active Places Fund (LAPF)	The LAPF, managed by **sport**scotland and part of the Scottish Government's Commonwealth Games Legacy 2014 programme, will supply Scottish communities with the opportunity to establish more and better places to be active. The LAPF supplies grants between £10,000 and £100,000 which help build and/or upgrade local facilities such as: • new skate parks; • outdoor adventure facilities; • walking routes; and • new projects within school estates. Local communities throughout Scotland will benefit from the introduction of the LAPF. Communities will recognise additional and/or improved access to existing facilities which will contribute towards community memebers being inspired by the Commonwealth Games to adopt healthier, more active lifestyles. **Application Closing date:** 15 February 2015.	Sporting Grants: Re-profile existing sporting grants funding to ring fence a larger proportion of funding to sports facility projects targeted towards community clubs.	Sport Development and Facilities Team	Improving the quality and capacity of current services	Encouraging more people to be more active and take pride in their local communities
		West Lothian Council 5 Year Capital Programme *(£7,568,000 investment in sport, physical activity, outdoor education and community facilities)*. **Period:** 2013 - 2018	Area Services Finance and Estates Construction Services		
		West Lothian Leisure regularly undertakes a large number of facility developments to cater for customer demands.	West Lothian Leisure	Providing better facilities for the community	
		A programme of upgrading open spaces continues throughout West Lothian. Various projects encourage people to be more active outdoors alongside making sure environments are friendly towards wildlife.	NETS, Land and Countryside Services		
		As part of the strategic planning process supported by the Mountaineering Council of Scotland, Low Port Outdoor Education Centre will see facility		People become more active through using new and / or upgraded	

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		upgrades catering for changes to European legislation.	Outdoor Education	facilities	
		Consultations on-going in support of developing facilities in connection with mountain bike skills development.			
Active Schools Network (ASN)	**sport**scotland works in partnership with all 32 local authorities to invest in, and support, the ASN comprising of managers and Active School Co-ordinators who work with primary, secondary and additional support needs schools across Scotland. Active Schools aims to provide more and higher quality opportunities for children to participate in school sport and to increase capacity through the recruitment of volunteers who deliver the activity sessions. The Active Schools Network works together with organisations and individuals, including PE staff and Sports Development officers, to provide a wide range of opportunities connected to physical education, school sport and club sport.	Young Ambassadors	Active Schools Team Sport Development and Facilities Team Outdoor Education West Lothian Leisure **sport**scotland Community Clubs Winning Scotland	22 Young Ambassadors	Increased number of children and young people participating and learning through school and community sport
		Club Golf		Promoting the uptake of golf	
		Sainsbury's Sport Relief		Learning community supporting Sport Relief	
		Champions in Schools		Role models introduced	
		Early Years Provision		Increasing engagement through the medium of sport and activity	
		Fit For Girls			
		Club Development		Providing school to community pathways	
		School-Club Links			
		School Sport Partnership		Maintain, increase and sustain sport and activity development pathways	
		Festivals and Events			
		Extra - Curricular Activity			

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			Foundation		
Physical Education Disability Inclusion Training (PEDIT)	The PEDIT programme contributes towards fully including disabled young people in Physical Education and sports. The PEDIT programme helps to meet the Scottish Government target of ensuring every school pupil in Scotland will benefit from at least two hours of Physical Education per week in primary school *(and two periods per week in S1 to S4)* by 2014.	Continued Professional Development Calendar Promotion throughout the learning community of West Lothian.	Active Schools Team Learning Community Sport Development and Facilities Team	Inclusion of disabled young people in physical education and sports	Every pupil achieving minimum national requirements
Games for Scotland	Event Scotland provides an annual programme to local authorities providing the opportunity to supply local people with the chance to try out Commonwealth Games 'themed' activities.	Commonwealth Flag Handover (Provost Tom Kerr) **2010**. Olympic Torch Relay. Hopetown House marking 1000 days to the Games in Glasgow **2012**. Be Inspired event at The Centre, Livingston. **2013** Queens Baton Relay. **2014** 'Support Your Nation' Challenge. **2014**	Active Schools Team Sports Development and Facilities Team West Lothian Leisure	Local people participating in Commonwealth themed activities	Increase levels of physical activity and regular participation in sport
Path for All (PFA)	Founded as a charity in 1996, PFA brings together over twenty organisations committed to promoting walking for health and the development of multi-use path networks in Scotland.	Put your West Foot Forward *(PYWFF)* A series of health walk projects, led by volunteers in work places and local communities.	Health Improvement Team	Encourage people to be more active through walking	Reduce physical inactivity
Active Travel Strategy	Active Travel helps support sustainable transport activities such as cycling, walking, and vital schemes such as the safer streets projects. Active travel is achieved by making key destinations more accessible for the local	Encouraging community members to be more active through using sustainable transport such as, walking and cycling.	Health Improvement Team	Supporting sustainable	Improving levels of physical activity Increasing

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	population and encouraging those currently labeled as inactive to become involved. Increasing the number of people making short journeys on foot or by bicycle, to boost levels of everyday physical activity.	Linking larger open spaces to increase a network of widely accessible active travel routes.	NETS, Land and Countryside Services	transport and encouraging a number of people to be more active	accessibility and reduce congestion Reduce carbon emissions
Organised Sport Workforce (OSW)	OSW invests in Sport Governing Bodies (SGB's) and affiliated clubs, supporting all towards developing strong, successful and sustainable sporting infrastructures. Sustaining infrastructure supports club developments and identifies safe, effective and child friendly environments. An OSW helps to deliver top-quality coaching which strongly contributes towards widening participation alongside installing successful pathways in a number of sport disciplines.	Continued Professional Development West Lothian Council Club Accreditation Scheme Sporting Grants Scheme West Lothian Council Volunteer Development Programme Coach Development Scheme Positive Coaching Scotland Aquatics Development	Sport Development & Facilities Team Active Schools Team West Lothian Leisure Outdoor Education	Developing a strong, sustainable sporting infrastructure	Dedicated workforce supporting sport participation at all levels
High Performance Sport	Developing, delivering and sustaining a high quality state-of-the-art sporting infrastructure for athletes. Providing each athlete with the opportunity to receive support contributing towards personal and skill development within their chosen sport. Increasing the chances of success for athletes at the Games and throughout future major sporting events in Scotland.	Excellence in School Sport Programme (ESSP) Sporting Grants *(individual)* Athlete Scholarship Passes High Performance Centre Scottish Football Association 20:20 Development Centers	Sport Development & Facilities Team	Supporting talented athletes to achieve sporting excellence	Medal achievements at sporting events Support provided by the Scottish Institute of Sport

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Flourishing: Contribute to the growth of the Scottish economy.

West Lothian Priority: Diversify West Lothian's economy.

West Lothian Outcome: Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business.

Project	Background	West Lothian Council Action(s)	Lead Partner(s)	Outcome(s)	
				Short Term	Long Term
Glasgow Business Portal (GBP)	GBP is used to advertise and procure the goods, works and services required to deliver the Glasgow 2014 Games and other public sector contracts within Glasgow. The portal acts as a one stop shop where businesses can register to be made aware of various contract opportunities.	West Lothian Council are members of the Supplier Development Programme *(SDP)* which increases business awareness in connection with obtaining contracts.	Economic	Increasing business awareness of contract opportunities	Businesses registering and regularly competing for contracts
Business Road Shows (BRS)	BRS highlights the procurement opportunities introduced by major events. Events allow businesses to familiarise themselves with the extent of the opportunities alongside learning how best, to take advantage of them.	Businesses are aware of additional opportunities through various activities such as, procurement workshops and seminars.			

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Supplier Development Programme (SPD)	SDP is a local authority partnership programme established to offer small and medium sized enterprises with the opportunity to grow and diversify.	Over 200 local businesses are part of the SDP which improves the opportunities of local businesses to succeed through the tender process.	Development	Aids tendering process	Enterprises winning contracts
Event Readiness Programme	The Event Readiness Programme provides practical advice, event finder information and assists Scotland's businesses to utilise events more effectively pre, during and post 2014 Games.	Tourism businesses are encouraged to remain competitive over the Commonwealth Games period and make best use of the CWG toolkit.		Businesses prepared for future events	Businesses accommodating for event visitors
2014 Food and Drink	The 2014 Food and Drink website provides additional information on major sporting events taking place in 2014, how to get involved and as food and drink business' make the most out of 2014. Developing Scotland's international reputation as a Land of Food and Drink by promoting Scottish produce at the 2014 major events. Key activities include: food and drink trade missions, developing a Scottish food charter and delivering a Scottish food provenance village.	Showcasing Food and Drink through various events including, the Linlithgow Food and Drink event and a Tourism Conference. Events contribute towards promoting the Food and Drink industry within West Lothian.	Economic Development	Providing significant industry growth	Assisting economic growth through building the capacity of brands and producers
Legacy 2014 Employer Recruitment Incentive (ERI)	ERI is an incentive from Skills Development Scotland encouraging employers to take on young people for apprenticeships. Apprenticeships help over 1,550 young people *(16–19 year)* to undertake employment, training and/or volunteering opportunities through sports or events-related modern apprenticeship anywhere in Scotland.	A series of recruitment road shows have been developed with SDS promoting all incentives and opportunities available to employers to provide young people with employment opportunities. The West Lothian Working Together Group has a one-stop shop approach for employers.	Working Together Group	Increased apprenticeships for young people	Increasing employment targeted towards young people *(16 to 24years)*

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Business Conferences and Scotland House	Commonwealth Games Business Conference, Scotland House and Key Sector Conferences showcasing sectorial excellence and foster new alongside strengthening existing business relationships.	Business awareness increased in connection with opportunities linked with exporting goods. Export clinics have been introduced in the BG office in Broxburn.	Economic Development	Strengthening business networks	Growing Scotland's businesses
Glasgow 2014 Volunteer Recruitment	Partners working together to ensure that volunteering opportunities are widely recognised and are well publicised. Additionally, various support mechanism contribute towards applicants receiving continuous benefits from their experiences and include: • **Certificate and Volunteer Options Guide:** Providing volunteers with a SQA supported certificate alongside signposting opportunities for to continue volunteering in a range of sectors post games. • **Legacy 2014 Volunteer Support Programme:** Assisting people to overcome the practical and financial barriers linked to volunteering (£0.5m BIG Lottery Fund). • **Legacy Scotland's Best Programme:** Open to eligible Games volunteers remaining unemployed post Games. • **Volunteer Data Transfer:** Keeping Games volunteers informed of future opportunities post Games.	Young Ambassadors Programme	Active Schools Team	Developing young leaders and volunteers	Developing a skills legacy and preparing volunteers for future positions of employment. Increased capacity through the recruitment, retention and development of a network of volunteers
		Lead 2014 Partnership	Sports Development and Facilities Team	Harnessing the enthusiasm and potential of young people	
		Sports Leaders Course		Providing training and support throughout the learning community	
		Outdoor Learning	Outdoor Education		
		Continuing Professional Development (CPD)	Health Improvement Team	Individuals accessing CPD opportunities 95% CPD satisfaction	
		Certificate in Higher Sports Leadership	**Sport**scotland	Providing a campus model assisting student development	
		West Lothian Council Volunteer Mentoring Programme	Youth Sport	Supporting volunteers To achieving	

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	• **Event Volunteering Scotland:** Connecting event organisers with those interested in volunteering at events.	Sporting Grants Scheme	Trust Economic Development	success Supporting NBG and CPD qualifications	
Major Events *(Sports, Business & Tourism)*	Staging a successful Glasgow 2014 Commonwealth Games will help Glasgow and Scotland secure more high-profile national and international events.	Continuing to invest in infrastructure to facilitate events. Continuing to work with external partners to further to develop events programme.	Economic Development	Increasing the Perception of West Lothian	Scotland Recognised as a World Class Destination
Pre-Games Training camps (PGTC)	Encouraging Commonwealth teams to base their training camps in Scotland ahead of Glasgow 2014 providing each with the opportunity to acclimatise to the Scottish weather pre-games. Hosting training facilities in Scotland will enhance links with other Commonwealth countries and showcase Scotland as a world-class destination. Moreover, PGTC contributes towards: • bringing local partners together; • boost local economy; • positively impacting levels of physical activity.	All Support a 2nd Team (SAST) nations/ territories supplied with a Be – Inspired document supporting PGTC's. Various facilities identified to support PGTC's covering 14 Commonwealth sports. **WLC's SAST's:** Nauru, Singapore and Turks & Caicos.	Sport Development and Facilities Team West Lothian Leisure Active Schools Team	Commonwealth Nations / Territories Basing PGTC's in West Lothian	Establishing and Sustaining Strong Relationships with Commonwealth Nations/Territories
Promoting Scotland (Tourism)	Using the Games and other major events in Scotland during 2014 to encourage more tourists to visit Scotland. Attracting more tourists to Scotland in 2014 and beyond, and ensuring that tourists who visit Scotland receive high service standard and memorable experience.	West Lothian has developed an online presence to encourage visitors to base themselves in West Lothian. Developed frequently to invite those coming over for the Games to incorporate a visit to West Lothian via:	Economic Development Team	Encouraging More Tourists to Visit and Return to West Lothian	West Lothian Ranked and Scored as a Tourist Attraction

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Coach Development Scheme (CDS)	The West Lothian CDS encourages all sessional coaches to take additional ownership of the development of their coaching practice. The CDS provides a system for recognising and rewarding excellence with all sessional coaches and contributes towards: • Up skilling the WLC workforce • Creating a culture for self-development • Adding value to existing processes	Actively promoting self-development, WLC supports the CDS; providing a system which includes, monitoring, evaluating and mentoring. CDS is tailored to sessional coaches and encourages skill development through a development pathway made up from three tiers: • Bronze • Silver • Gold	Sports Development and Facilities Team	Workforce Signed up to the Coach Development Scheme	Improved Recruitment and Retention of Workforce
			Active Schools Team		Introducing a Skills Legacy Programme

Connected: Strengthen learning and culture at home and internationally

West Lothian Priority: Building strong communities

West Lothian Outcome: We live in resilient, cohesive and safe communities

Project	Background	West Lothian Council Action(s)	Lead Partner(s)	Outcome(s)	
				Short Term	Long Term
Queens Baton Relay and Ceremonies	The QBR is a tradition of the Commonwealth Games symbolising the coming together of all Commonwealth nations / territories in preparation for the four-year festival of sport and culture. West Lothian Council will welcome the QBR	A number of events and festivals are delivered through the QBR proceedings; providing all clubs / working groups and organisations with the opportunity to be involved. The day proceedings will showcase	Events Team Active Schools Sport Development and Facilities	Celebrating culture and the coming together of Commonwealth nations	Promoting

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	throughout six towns and will celebrate this long tradition of bringing together different services, cultures and community individuals in what will be a memorable experience.	the best of West Lothian alongside supporting the four national legacy themes *(active, flourishing, connected and sustainable)*. **Date:** Sunday 15th June, 2014 *(2nd Leg)*	Team Outdoor Education Community Arts Community Regeneration Economic Development West Lothian Leisure	Increasing awareness of the Commonwealth Games	Scottish culture at an international level
Glasgow 2014 Culture Development Programme GCDP	The Glasgow 2014 Culture Programme is a nationwide celebration that will play a central role in how Scotland hosts and welcomes the Games. GCDP is spilt up into two main focus areas: **Culture 2014:** A cultural countdown to the Games, extending beyond the closing ceremony. **Festival 2014**: Transforming the host city from 19 July to 3 August to celebrate the games through entertainment and cultural activities. **Deadline:** August 2014	West Lothian will hold an exhibition which will take place at the Linlithgow Burgh Halls. The exhibition with be supported by a large programme of workshops in connection with the exhibition. The aim of the exhibition is to increase participation of individuals *(12 – 19 years old)*. West Lothian will support Visable Fictions Theatre Company *(VFTC)* who will stage performances of the 'Spokesman and the Pokey Hat'. VFTC provides the people of West Lothian with opportunities to experience 'high quality' theatre performances.	Community Arts National Galleries of Scotland Glasgow Life Creative Scotland Visable Fictions Theatre Co. Almondell Country Park	Showcasing cultural events pre, during and post Commonwealth Games	Raising the profile of contemporary arts in Scotland to increase audience access and participation

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Game on Scotland (GOS)	GOS is the official education programme supporting continued learning within the Curriculum of Excellence whilst referring to Glasgow 2014. GOS is designed to enable educators to use the Games 2014 as an inspiring, motivating, relevant and fun context for learning across the curriculum.	The Active Schools Network actively encourages and supports the learning community to sign up to the Game On Scotland programme.	Active Schools Team Glasgow 2014 Learning Community Library and Heritage Services	Schools signed-up to Game on Scotland	Developing inspiring learning experiences across the curriculum
		Exhibitions delivered to increase young people's learning in connection with the Commonwealth Games.		Raising awareness of the sporting heritage of West Lothian	
		Digital archive created to promote learning e-learning.		Developing digital literacy skills	
Physical Education Cluster Planning	Assisting the planning and delivery of curricular physical education across the learning community.	Facilitating the meeting of primary and secondary physical education specialists across West Lothian.		Regular meetings developing learning experiences.	
Get Scotland Dancing (GSD)	GSD encourages more people to get active and participate in dance, bringing together professional and amateur dancers of all ages to dance in public spaces in towns, villages and cities. GSD provides a celebration of dance across Scotland, involving key organisations in events, festivals, ceilidh's and dance movies. GSD is supported until March 2015 with the focus of dance continuing after that date.	Community Arts will investigate participation in the Big Dance Pledge and will seek funding to participate in the Dance Trail or the Dance Along Movie project.	Community Arts Team	Celebrating dance across West Lothian	Support and engage with Commonwealth nations Encouraging people to get active through the use of dance
Support a Second Team Initiative	To support, engage and develop links with Commonwealth countries and territories competing at the Glasgow 2014 Commonwealth Games.	Community Arts will work with a local dance group to create a performance for the SAST initiative.	Community Arts Scottish Ballet Active Schools	Utilising the SAST	

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(SAST)	The SAST initiative provides young people with the opportunity to embraces the games alongside meeting and performing with SAST countries. **West Lothian SAST's:** Nauru, Singapore and Turks & Caicos.	West Lothian Schools have been provided with additional resources promoting young people learning across all West Lothian SAST. West Lothian wide holiday programmes tailored towards increasing learning experiences through the use of the SAST initiative.	Learning Community Sport Development and Facility Team Outdoor Education	initiative to increase cultural experiences pre, during and post Commonwealth Games.	Develop strong links with Commonwealth Nations / Territories.
Cultural Engagement in Scotland	Cultural engagement in Scotland positively impacts general wellbeing and aids to reinforce resilience in difficult times. Maintaining the quality and diversity of cultural offerings in conjunction with enabling a strong level of engagement promotes Scotland on an international stage as a modern and dynamic nation.	A large number of community café's continue to promote the coming together of community members.	Outdoor Education	Enhance and develop the delivery of integrated health and social care	Maintaining the quality and diversity of cultural offerings
		Creation and promotion of a Commonwealth book list alongside promotion material known as *'A Wealth of Reading'*.	Library and Heritage Services	Raise the status of reading as a creativity activity	

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Sustainable: demonstrate our environmental responsibility and help communities live more sustainably

West Lothian Priority: Education and minimising waste

West Lothian Outcome: We make the most efficient and effective use of resources by minimising our impact on the built and natural environment

Project	Background	West Lothian Council Action(s)	Lead Partner	Outcomes	
				Short Term	Long Term
Legacy 2014 Commonwealth Woodlands Programme	The Legacy 2014 Commonwealth Woodlands programme delivered by Forestry Commission Scotland encourages local communities to regularly use local green spaces more often to get active outdoors alongside learning about their environment.	Community gardens providing local people with alternatives to become more active.	Health Improvement Team	Community members utilising local green spaces for activity purposes	Community individuals regularly accessing local green spaces
		Upgrading and developing open spaces to promote learning alongside making areas easily	NETS, Land and Countryside Services		

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West Lothian Council

		accessible for local people.			
Recycling 'on the go'	The Recycling 'on the go' initiative ensures that a strong waste reduction infrastructure is introduced at the Glasgow 2014 Commonwealth Games and in other sports venues across Scotland. Developing opportunities for recycling 'on the go' at sporting and major event venues encourages more people to recycle their waste and contributes towards managing environmental waste.	Community Recycling Centres are established in six locations providing easier access for recycling. Partnership with WRAP *(Waste and Resources Action Plan)* provides a number of waste education programmes some of which include, composting, kerbside recycling, waste aware business and eco-schools.	Waste Management Team	More people managing waste	Establishing a strong waste reduction infrastructure
Street Soccer Scotland	Street Soccer Scotland delivers a range of football-related programmes and personal development services to socially disadvantaged adults and young people. A large number of programmes are tailored to suit the needs of individuals who have been experienced a range of issues including: mental health problems, addictions, unemployment, homelessness and young people leaving care.	Midnight League and Street Football (ML&SF) is an alcohol intervention programme delivered on an annual basis over a 24 week period. ML&SF currently targets young people between the ages of 12 – 17 years providing all with the opportunity to become engaged throughout a socially structured activity.	Sport Development and Facilities Team	Reduction of youth and anti-social behaviour	Empowering people to make positive changes
Legacy 2014 Sustainability Hub	Legacy 2014 Sustainability Hub celebrates and showcases the range of sustainability-related projects which are being delivered as part of the Glasgow 2014 Commonwealth Games.	Armadale Community Sport Hub (ACSH) utilises the school estate to deliver a range of services to manage the impacts pre, during and post the Glasgow 2014 Games.	Sport Development and Facilities	Sustainable CSH, non-reliant on funding	Implementing physical and social change

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		Limited / Free Facility and Equipment Access	Team	Encouraging local people to commit to health and fitness	Improved health and wellbeing

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CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
1	Culture and Heritage Strategy 2014-18	To present the final draft of the Culture and Heritage Strategy.	Laura Tyrrell	One Off	19/06/14	Yes
2	Performance Reporting – Community Learning & Development Services	To provide an update on Community Learning & Development activities and performance and to highlight the impact of the service.	Ian McIntosh	Every fourth PDSP	19/06/14	No
3	Performance Reporting – Youth Services	To provide an update on progress with the delivery of the management plan in relation to community youth services.	Beverley Akinlami	Every fourth PDSP	19/06/14	No
4	Performance Report – Adult Basic Education	To provide an update on progress on service delivery as per the Management Plan.	Elaine Nisbet	Every fourth PDSP	19/06/14	No
5	Community Youth Services review update	To provide an update on the service review as requested by the Committee.	Beverley Akinlami	One off	19/06/14	No
6	Community Facilities Report	To provide an update on progress with the capital investment programme in relation to community facilities.	Keir Stevenson	Every Meeting	19/06/14	No
7	Community and Leisure Service Modernisation	This report provides an opportunity for the Panel to consider proposed changes to the Community and Leisure Service.	Neil Sharp	One Off	19/06/14	Yes
8	Mobile learning	To inform the panel of the use to be made of a branded vehicle to promote learning and engage learners in programmes offered by Council.	Ian McIntosh	One Off	19/06/14	No

CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
9	Annual Twinning Report	To provide an update on Twinning programmes and exchanges with our partners.	Gordon Connolly	Yearly	19/06/14	No
10	Heritage Lottery Fund	To provide an update to the panel on applications and awards to the Heritage Lottery Fund.	Ian Hepburn	Twice a year	19/06/14	No
11	Community Facilities Report	To provide an update on progress with the capital investment programme in relation to community facilities.	Keir Stevenson	Every Meeting	August 2014	No
12	Performance Report - Sport & Outdoor Education Services	To facilitate scrutiny of Sport and Outdoor Education activities and performance in the last six months period and the highlight the impact of the service.	Keir Stevenson	Every fourth PDSP	August 2014	No
13	Performance Report - Community & Leisure Services	To facilitate scrutiny of Community Leisure activities and performance in the last six month period and to highlight the impact of the service.	Neil Sharp	Every fourth PDSP	August 2014	No
14	Update on LTS Plus	To update on members on the learning to swim programme.	Sheila McEwan	Yearly	October 2014	No
15	Summer Programmes Report – Community Youth Services	To highlight the range of provision made available to children and young people over the summer period.	Beverley Akinlami	Yearly	October 2014	No
16	WL – Games Legacy Report	Post Games Report 2.	Keir Stevenson	Fourth Quarter of 2015	To be confirmed	No

CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
17	WL – Games Legacy Report	Post Games Report 3.	Keir Stevenson	Fourth Quarter of 2016	To be confirmed	No
18	WL – Games Legacy Report	Post Games Report 4.	Keir Stevenson	Fourth Quarter of 2017	To be confirmed	No
19	WL – Games Legacy Report	Post Games Report 5.	Keir Stevenson	Fourth Quarter of 2018	To be confirmed	No
20	WL – Games Legacy Report	Post Games Report 6.	Keir Stevenson	Fourth Quarter of 2019	To be confirmed	No
21	Active West Lothian Strategy	To present the final draft of the Active West Lothian Strategy and refer to the Council Executive for approval.	Keir Stevenson	As required	To be confirmed	Yes
22	Community Learning Strategy	To draft a plan for council and other CLD providers to fulfil the 'Requirements for CLD (Scotland) Regulations 2013' that come into force on 1 September 2013.	Ian McIntosh	One Off	To be confirmed	Yes
23	Psychology of Parenting Project (PoPP/Triple P)	To inform the panel of the CLD contribution to this council pilot project (1 year) that is funded by NHS Scotland and Education Scotland (Led by Social Policy).	Ian McIntosh	One Off	To be confirmed	No
24	Scottish Book Week	To highlight the range of activities undertaken and the longer term impact made.	Jeanette Castle	Yearly	February 2015	No

CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
25	Area Services Management Plan	To report on main activities and actions to be delivered by the service in 2015/16.	Steve Field	Yearly	April 2015	No
26	Performance Report – Arts Services	To provide an update on Community Arts activities and performance and highlight notable achievements and developments.	Laura Tyrell	Every fourth PDSP		No
27	Performance Report – Library Services	To provide an update on the performance and achievements of the Library and Heritage Services over the previous six months.	Jeanette Castle	Every fourth PDSP		No