



West Lothian
Council

Culture and Leisure Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

29 January 2015

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, Livingston** on **Thursday 5 February 2015 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.
4. Minutes

Public Session

- (a) Confirm Draft Minute of Meeting of Culture and Leisure Policy Development and Scrutiny Panel held on Thursday 11 December 2014 (herewith).
 - (b) Confirm Draft Minute of Meeting of Culture and Leisure Policy Development and Scrutiny Panel held on Monday 15 December 2014 (herewith).
5. Community and Leisure Performance Report - Report by Head of Area

Services (herewith).

6. Community Youth Services Performance Report - Report by Head of Education (Quality Assurance) (herewith).
7. Sport and Outdoor Education Performance Report - Report by Head of Area Services (herewith).
8. Community Facilities Update - Report by Head of Areaa Services (herewith).
9. Book Week Scotland in West Lothian 2014 - Report by Head of Area Services (herewith).
10. Annual International Twinning Update - Report by Head of Area Services (herewith).
11. Community Arts Citizen Led Inspection 2014 - Report by Head of Area Services (herewith).
12. Culture & Leisure PDSP - Workplan

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, LIVINGSTON, on 11 DECEMBER 2014.

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

Apologies – Councillor Cathy Muldoon

1. ORDER OF BUSINESS, INCLUDING NOTICE OF URGENT BUSINESS

The Chair ruled that Agenda Item 5 would be considered after Agenda Item 10.

2. DECLARATIONS OF INTEREST

Councillor Frank Toner declared a general non-financial interest arising from his position as a Non-Executive member of NHS Lothian and as a council appointee to West Lothian Community Health and Care Partnership.

3. MINUTE

The panel confirmed the Minute of its meeting held on Thursday 16 October 2014 as a correct record. The Minute was thereafter signed by the Chair.

4 COMMUNITY LEARNING & DEVELOPMENT PERFORMANCE

The panel considered a report (copies of which had been circulated) by the Head of Area Services providing an update on Community Learning and Development activities for the year 2014/15.

Appendix 1 to the report contained a summary of the performance figures from 1 April 2014 to 30 September 2014 across the main service activities of community based adult learning, community capacity building and crèche services.

Summary figures included:-

- Eighteen courses provided through voluntary organisations and childcare training calendar in quarter one for 2014. This delivered capacity building training to 142 participants. From 1 July 2014, responsibility for the co-ordination, administration and reporting of voluntary organisations and childcare training calendar activity transferred to the Regeneration and Employability Team.
- Community based adult learning engaged 302 learners. Of those

enrolled learners, 274 provided address information that showed that 31.75% resided in the worst 20% data zones in West Lothian. If data zones adjacent to the worst 20% were included the figure would be 43.80.

- 75.8% (229) of enrolled learners were engaged in learning that contributed to Digital Inclusion.
- The crèche serve provided 55 separate crèches with a total of 3937 child places. The service remained critical to enable adults to access learning programmes from Community Learning and Development and other council services, particularly the Psychology of Parenting Programme, Adult Basic Education, Community Based English as a Second Language or other Language (ESOL) and Surestart.

In conclusion the report illustrated the impact of the service and targeting of priority audiences in contributing to key outcomes within the single outcome agreement.

Decision

To note the terms of the report.

5. PSYCHOLOGY OF PARENTING PROGRAMME

The panel considered a report (copies of which had been circulated) by the Head of Area Services providing information on Area Services' enabling and delivery contributions to the Psychology of Parenting Project (PoPP) and its impact following completion of the first year of a three year roll out.

The report recommended that the panel note the content of the report and appendix which illustrated the results of PoPP at the end of the first year of delivery and the critical role of partnership working.

The report advised that the Psychology of Parenting Project was a Government sponsored project which was being rolled out nationally by NHS Education Scotland through Community Health and Care Partnerships and Community Planning Partnerships. The project was aimed at improving the available of high-quality evidence based parenting programmes for families with young children who had elevated levels of behaviour problems.

The Head of Area Services explained that the service contributed in the following ways:-

1. Committing two senior community education workers and three community education workers, as delivering practitioners, over the three year period of the Psychology of Parenting Project.
2. Expanding and providing a crèche service and training crèche workers to model best practise from PoPP so that parents were

able to access the Psychology of Parenting Project.

In conclusion the report advised that the significant impact of research based early intervention methods in contributing to key outcomes within the single outcome agreement was also evidenced.

Decision

To note the contents of the report and appendix.

6. ADULT BASIC EDUCATION PERFORMANCE REVIEW

The panel considered a report (copies of which had been circulated) by the Head of Area Services providing an update on Adult Basic Education (ABE) activity and performance for the period 1 April 2014 – 31 October 2014.

The report recommended that the panel note the contents of the report, in particular:-

- 715 adults accessing provision;
- The commitment to West Lothian's Anti-Poverty Strategy with an increase in numbers accessing support with financial education;
- An increase in accreditation opportunities, in particular for ESOL learners and volunteers;
- The development of opportunities for students to recognise their learning achievements and the related impact on their everyday lives; and
- Both learners and volunteers progressing into employment

Appendix 1 to the report included a summary of the latest service performance figures and notable achievements over the past year. Customer satisfaction results were consistently high and the service continued to meet targets for working with hard-to-reach individuals.

The report highlighted increases in referrals to Adult Basic Education and the need for up-skilling relating to Welfare Reform, changing job search requirements and job uncertainty through temporary contracts. It also examined ways in which Adult Basic Education had sought to manage this need effectively and support positive impacts on learners' everyday lives.

In the conclusion the report asked the panel to note the progress made by Adult Basic Education in working towards enabling adults to acquire and use their skills effectively.

Decision

To note the terms of the report.

7 COMMUNITY FACILITIES UPDATE

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

Appendix 1 to the report was a work plan of current projects, including status updates. It showed that a number of exciting community projects was being progressed in communities across West Lothian. Consultation and briefing arrangements would continue with local community stakeholder, elected members and service partners with regard to the projects in financial years 2014/15 up to 2017/18.

The report advised that the Sport and Outdoor Education team, in partnership with key local stakeholders was leading on the development of four new, full-size 3rd Generation Synthetic Turf Pitches at the following locations:-

- New Murrayfield Park, Blackburn;
- Linlithgow Leisure Centre;
- Broxburn Academy; and
- Fauldhouse Partnership Centre

In addition to the significant capital investment approved by the council, the projects in Blackburn and Linlithgow were supplemented by capital money secured through sportscotland's Sport Facilities Fund and the Cashback for Communities fund.

The report also advised that West Lothian Leisure was progressing plans for the proposed major extension to Linlithgow Leisure Centre with planning application now submitted and final design work being progressed. A site start was expected in Spring 2015.

In conclusion the report advised that progress continued to be made in conjunction with colleagues in Housing Construction and Building Services to develop projects funded in the West Lothian capital programme and West Lothian Leisure capital programme.

The report recommended that the panel consider the contents of the report and the progress made on the listed projects within the council's capital programme.

Decision

To note the terms of the report.

8. WORKPLAN

The panel noted the Culture and Leisure PDSP workplan.

9. COMMEMORATION OF THE GREAT WAR

The panel considered a report and presentation (copies of which had been circulated) by the Head of Area Services providing an update on progress made with commemorative activities for the centenary of the Great War.

The report recommended that the panel:-

- Note the excellent progress made with activities undertaken since April 2014;
- Note the proposed activities over the coming months; and
- Agree to receive a further update report in six months.

The report advised that this year marked 100 years since the start of the First World War. Commemorative activities began to mark centenary as part of a four year programme of local and national acts of remembrance.

The report went on to provide details on a number of planned and prospective local and national activities to commemorate the Great War.

In conclusion the report advised that a great deal of activity had already taken place. Further activity and events were planned for the four year commemoration and West Lothian would also participate in national events where it was appropriate. The War100 leaflet detailing the local and national activities would be updated at the start of 2015.

Decision

To note the contents of the report and presentation.

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 15 DECEMBER 2014.

Present – Councillors Dave King (Chair), Cathy Muldoon, Jim Dixon and Frank Toner

In Attendance – Robin Strang (West Lothian Leisure), Margaret Clarke (Voluntary Sector Gateway West Lothian), Tara McLaren (Unison) and Tom Carr-Pollock (GMB)

1. DECLARATIONS OF INTEREST

No declarations of interest were made.

2. DELIVERING BETTER OUTCOMES CONSULTATION – OVERVIEW

A report had been circulated by the Head of Area Services providing a summary overview of the delivering Better Outcomes 2014 consultation and setting out the arrangements for reporting the consultation results to the Policy Development and Scrutiny Panels in the week commencing 15 December 2014.

The Head of Area Services recalled that, in June 2014, the Council Executive was advised that the council faced a budget gap of £30.4 million. The Council Executive had approved a further budget engagement exercise as part of the council's medium term financial strategy to assist in the prioritisation and allocation of resources to activities that had the greatest impact on the council's outcomes, whilst ensuring balanced budgets for the period to 2017/18.

The Delivering Better Outcomes consultation document had been published on 9 October 2014 and contained a proposed set of priorities and options on how the council could deliver services in a better way and balance its budget. The consultation ran for six weeks and had closed on 21 November 2014.

The report provided detailed information concerning the communications campaign for Delivering Better Outcomes (2014). The report also informed the Panel that a specific plan to target hard to reach groups had been deployed as part of the consultation process. The aim of the work was to target individuals who did not easily engage with mainstream services. Appendix 1 to the report outlined the plan in detail and included the rationale for targeting each specific groups and the approach used for engaging with them.

In relation to the consultation results, the Head of Area Services reported that the number of responses received by the close of the consultation period had been 3,467 generating over 40,000 comments from all respondents. A breakdown of the number of responses received from employees, individuals and organisations/groups was set out in a table

within the report.

The consultation questionnaire comprised 39 proposals and a table within the report showed the number of comments per respondent category, grouped under the associated PDSP.

The Panel was informed that the summary feedback from respondents relating to the themes and issues arising from the consultation was available to view online on the council's website at www.westlothian.gov.uk/yoursay. Officers had also carried out a thorough analysis of the feedback to respond to each of the issues being raised and this was included on the council's website.

Finally, the Head of Area Services advised that, following consideration at the relevant PDSPs between 15 and 18 December 2014, the consultation responses would be used by the council to help balance its budget and continue to deliver its priorities for the period to 2018.

The Head of Area Services recommended that the Panel note:-

1. That the council faced a budget gap of £30.4 million.
2. The overview of the Delivering Better Outcomes (2014) consultation process;
3. That the consultation responses would be used by the council to help balance its budget for the period to 2018.

During discussion, the Panel heard a suggestion by the Chair that recommendation 1 be changed to read: - *"that the council faced a budget gap of £30.4 million as a consequence of under-funding by the Scottish Government."*

Decision

1. To note the report by the Head of Area Services and the recommendations therein and
2. Agreed the suggested amendment to recommendation 1 was supported by the majority of Panel members.

3. DELIVERING BETTER OUTCOMES CONSULTATION

A report had been circulated by the Head of Area Services providing the Panel with an update on the feedback received from respondents as part of the Delivering Better Outcomes (2014) consultation.

The Panel was informed that the number of responses received by the close of the consultation period was 3,467. A breakdown of this figure by Type of Respondent was set out in Table 1 to the report.

The report also provided the following tables relating to the consultation responses:-

Table 2	A summary of the number of comments per respondent category, grouped under the associated PDSP.
Table 3	An analysis of the 892 comments allocated to the service areas which reported to the Culture & Leisure PDSP. It was noted that two of the fifteen measures had been reported to more than one PDSP.
Table 4	A summary of the categorised responses.

An analysis of all the comments allocated to the Culture and Leisure PDSP was set out in Appendix 2 and 3 to the report, and full details of the officer response to each comment was available to view online on the council's website.

The Head of Area Services advised that, whilst there remained further work to be done in developing the measures and timescales for implementation, officers had identified, where applicable, the potential number of reductions on Full Time Equivalent (FTE) posts that would be required to deliver the proposed measure. The potential FTE posts and the measures were set out below in Table 5 within the report.

The Panel was asked to note that the council had a no compulsory redundancy position and all reductions in staffing would be managed in accordance with the council's Organisational Change policy.

The Chair then invited questions from Panel members on each of the measures shown in the tables within the report. The Chair indicated that he would invite comments at the conclusion of the question/answer session.

Questions raised by Panel members were then dealt with by the Depute Chief Executive and members of the Corporate Management Team.

The Head of Area Services recommended that the Panel note:-

1. The statistical information relation to the consultation (outlined in Appendix 1 to the report).
2. The high level summary of the comments and feedback received relevant to the remit of the Partnership and Resources PDSP (outlined in Appendix 2 to the report); and
3. That the consultation results would be used by the council to help balance its budget for the period to 2018.

The Chair thanked Panel members for their contributions. He advised that the consultation process had been helpful and that the results would be used by the council to help balance its budget for the period to 2018.

Finally, the GMB Representative and Unison Representative advised that, while the Trade Unions were supportive of the consultation process, they considered that there was a lack of detail presented to the Panel in

relation to the specific measures identified.

Decision

To note the terms of the report.



West Lothian
Council

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMUNITY AND LEISURE PERFORMANCE REPORT

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to facilitate scrutiny of Community and Leisure activities and performance in the first half of 2014/15 and up to 31 December 2014 and to highlight the impact of the service.

B. RECOMMENDATION

It is recommended that members note 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	None.
V Relevance to Single Outcome Agreement	Community and Leisure services contribute mainly to: <ul style="list-style-type: none"> • Outcome 4 – we live longer, healthier lives • Outcome 3 – we are better educated, more successful, renowned for our research and innovation.
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 service performance information across the main activities of Sport and Leisure, Adult Learning and Under-5s services.

E. CONCLUSION

Appendix 1 provides 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.

F. BACKGROUND REFERENCES

Note previous performance report dated 21 August 2014.

Appendices/Attachments: One

Appendix 1: Community and Leisure Performance Report

Contact Person:

Neil Sharp, Community & Leisure Co-ordinator, Inveralmond Community High School, (T- 01506 438093) and Deans Community High School (T-01506 282155)

Email: neil.sharp@westlothian.gov.uk

Steve Field

Head of Area Services

Date: 5 February 2015

2015

Culture and Leisure PDSP 5 February 2015

Appendix 1: Community and Leisure Performance Report



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1 Overview of Community and Leisure

Mission and Vision

Community and Leisure's mission is to provide high quality leisure and learning accessible to all in our communities.

We share in the Community Regeneration vision of 'Thriving Communities through Working Together' and the Area Services vision: 'By delivering high quality services locally we support individuals, families and communities in West Lothian to grow, achieve and succeed.'

Purpose and Outcomes

Community and Leisure provides sport, leisure, adult learning and childcare services in Deans and Inveralmond Community High Schools. These activities make a significant contribution to the quality of life for numerous individuals, families and communities. Community and Leisure is committed to delivering the council's outcomes – particularly outcome 4 – we live longer, healthier lives and outcome 3 – we are better educated, more successful, renowned for our research and innovation.

Service Description and Significance

The main services provided by Community and Leisure are:

- Sport and leisure programmes, clubs, classes and events in excellent indoor and outdoor facilities.
- Regular programmes of adult learning courses many of which offer external awards.
- Under-5s centres providing childcare and developmental support to children, parents and carers.

Other aspects of the service include co-ordinating a P7 transition programme, supporting community sports clubs, providing training and work experience to young people and adults with special needs and working with partners to deliver diversionary youth work programmes and school holiday activities. The service accommodates and supports some major annual events including the WLC Spring Concert Series in March.

The scale and significance of the service is reflected in the following key statistics:

- 7,500 – customer visits per week

- 17.8% - proportion of customers from the 20% most deprived areas of West Lothian
- 30,877 – hours of physical activity each month
- 860 – children enrol for swimming lessons annually
- 12,712 – hours of care and support provided by Under -5s staff (year to 30 September 2014)
- £338,000 – annual income
- 155 – clubs and groups (with regular lets)
- 30 – adult and community classes (in each programme, two programmes per year)

Priorities

Our priorities in 2014/15 are to:

- Manage a successful transition to a modernised Community and Leisure service to achieve efficient, outcome-focussed service aligned to a sustainable budget.
- Provide opportunities for individuals, families, communities and clubs to access a wide range of sport, leisure and learning in the community high schools
- Provide opportunities to access sport, leisure and learning opportunities for those less likely to participate due to physical, social or economic barriers and raise participation from residents in the worst 20% of data zones in West Lothian.
- Support and develop the capacity of local voluntary sports and community organisations in collaboration with others in Area Services.
- Support schools and youth work providers to meet the objectives of the Curriculum for Excellence, enabling young people to be successful learners, confident individuals, responsible citizens and effective contributors.
- Provide developmental support to young children and their parents/carers.
- Develop the venues – Deans CHS and Inveralmond CHS - to provide high quality facilities for community use and for performances and events which add to the quality of life in West Lothian.

Customers

Our main customer groups are:

- Adults of working age (fitness gyms, adult learning, crèche provision)
- Children and Young People (community clubs, youth work, leisure facilities)
- Older People (adult learning, leisure facilities)

- Residents in the most disadvantaged 20% of data zones in West Lothian.
- Community clubs and organisations

Service Modernisation

Community and Leisure was restructured in July 2011 with the community staff at Deans and Inveralmond Community High Schools moving to Area Services. An integrated staffing structure was finalised in January 2012. The service remains fundamentally connected to the community high schools but as part of Community Regeneration opportunities for collaboration with other teams in Area Services have been enhanced. Alongside this reorganisation the service has become more focussed and efficient enabling savings of over £500,000 since 2010/11. The final elements of the service and staffing changes required to deliver these savings were completed in November 2014.

Partnership

Community and Leisure works closely with the other teams across Area Services and with external partners including the NHS, Police Scotland, community and voluntary organisations and the Care Inspectorate.

2 Performance

A comprehensive set of new Key Performance Indicators were developed for the service from the start of 2012. This is the seventh Community and Leisure performance report to the panel. The report covers 6-monthly performance information for the first half of 2014/15 and performance information up till 31 December 2014 as available. Also included are comments from individual service users evidencing the impact of aspects of the service.

2.1 Performance update

Customer satisfaction

Customer satisfaction was measured through customer feedback forms completed by sport and leisure customers, adult class participants and parents/carers using the under-5s service. Satisfaction levels were rated using the standard 5 point scale. Overall satisfaction with the quality of service delivered in the 6 month period to the end of September 2014 was high at 98.6%.

For the half year ending on 30 September 2014, based on a return of 300 feedback forms, the percentage of respondents rating aspects of the service as good or excellent was as follows:

• Overall quality of the service	98.6%
• Timeliness of service	98.3%
• Communication	98.6%
• Staff attitude	98.7%
• Staff professionalism/knowledge	98.3%
• Service delivered	98.6%
• Fairness ('Yes' response to 'Were you treated fairly?')	100%

Complaints

Unusually no complaints at all were received in the six months from April to September 2014 and only one complaint was received in the 3 months to 31 December 2014. This concerned the reduced access to public swimming during the school day and was partially upheld. By comparison two complaints were received in the six months from October 2013 to March 2014 and two complaints were received in the previous half year period.

Participation and Business Volume

The number of people engaging with Community and Leisure and the volume of business over the six months to 30 September 2014 is measured by five Key Performance Indicators (KPIs). Figures for this latest half-year period are:

- Income: £169,601 (above the combined monthly targets for April to September 2014)
- Transactions: 49,781 (exceeding target of 44,000)
- Physical Activity Hours: 185,264 (target was 140,000)
- Adult Learning Hours: 6,927 (target was 5,000)
- Under-5s Hours: 5,028 (target was 4,500)

Efficiency and Impact

The efficiency and impact of Community and Leisure over the 6 months to 30 September 2014 is measured by seven Key Performance Indicators (KPIs). Figures for this latest half-year period are:

- Customers living in the 20% most disadvantaged areas: 17.8% (target was 18%)
- Net unit cost per participant session: £1:09 (target was £1:45)
- Net unit cost of processing customer transactions: £0:88 (target was £1:00)
- Net unit cost per swim: £1:13 (target was £1:45)
- Average number of customer engagements per front line member of staff: 7,614 (target was 4,750)
- Percentage of courses cancelled due to insufficient demand: 1.7% (target was 7.5%)
- Percentage of staff dealing directly with customers: 92.4% (target was 85%)

2.2 Outcomes

The key outcomes are improvements to health and wellbeing as reported by service users. These results represent customer feedback in the half-year period to 30 September 2014.

- Percentage of customers reporting improvements to their health and wellbeing as a result of participating in sport and leisure activity 88.4% (target 90%)
- Percentage of customers reporting improvements to health and wellbeing as a result of participating in under-5s provision 93.2% (target 90%)

Feedback forms also provide information on the extent to which customers are more active in their communities as a result of community and leisure services. Taking community and leisure customers as a whole 67.5% reported being more active in their community as a result of participating in community and leisure activity.

2.3 Customer Comments

The following comments were received from customers via customer feedback forms and course evaluations forms. Forms ask customers if there is anything they wish to tell us about the service and provide space for comments.

Under-5s Centre Users - All Comments from feedback forms

- I placed my two year old in this provision to improve his social skills and interaction with children and adults. J.. has been coming for close to one year now and there has been a significant improvement in his development all round. Through the staff's hard work, dedication and courteous behaviour my son is thriving and I am more than happy with the service. The staff should be praised for the hard work they do as they go beyond the call of duty.
- Fantastic as always



- C... has improved his communication skills and how to interact with other young people his age group. C... is now a confident wee boy instead of a shy boy. This is due to Jenny and her staff. Jenny also gives out hints and tips on feeding, potty training and other aspects of rearing young children. This helps mum and dad a lot and parents have gained more confidence from Jenny sharing her knowledge.
- The staff at the crèche are fantastic! Our son has been going to the crèche for several months now. He loves it and enjoys the other children's company. It is great as it is local and Geni and all the staff and school children are so friendly. It has meant that myself and my wife have been able to go for a swim etc. knowing that he is safe and close by. We would welcome any extension to opening hours and it would be great if we could have set days so we can plan ahead. Overall we love the crèche and have recommended it to other parents
- I think it is very unfair that the council has cut out one day a week at Inveralmond Creche. My son loved going there and was very settled and happy playing with the staff and other children. I tried another crèche but I didn't like some of the staff and their attitudes. I hope in the near future you will consider opening up the crèche again five days per week.
- My child improved a lot. She started to learn sharing and communicate very easily. I am more than happy to see that the hours are extended beyond two hours. My kid is enjoying her stay at the crèche.
- It's disappointing that the crèche facility at Inveralmond is no longer available on a Friday morning. This was an ideal time for me to go swimming. Geni and other staff have had a very positive affect on my little girl, her confidence has grown hugely since attending crèche.
- I have been using the crèche for five years. There are very few people in this world I would trust to look after my children. Geni is one of these people. I would however say that closing the crèche on a Friday has had a huge impact on my day. I have been doing a fitness class on a Friday for five years but now I am unable to attend. I would very much like for this decision to be reviewed. Other than this I can't recommend the crèche highly enough.

Sport & Leisure Customers – All Comments from feedback forms

- Staff at swimming reception are always very friendly.
- First class service. Pleasant surroundings.
- Enjoy coming to the school.
- Service I have received has been really good.
- Staff are always pleasant and friendly and willing to help.
- Excellent customer service.
- Daily swimming keeps us in good health.
- All staff are approachable, friendly and helpful in any of the encounters I have had with them.
Could there be more information about clubs i.e. times, ages and costs on the website?
- Receptionist always very helpful.
- Very pleased to visit. Staff are always pleasant.
- Make the swimming pool available to the public and not closing it down during the day especially to the pensioners.
- Reception staff fantastic. Very helpful.
- Make the gym bigger and more equipment!
- Bigger gym. Make more space for people.
- Very happy with staff.
- Potentially emailing fitness gym members in advance when gym is closed.
- Excellent service every week when needed and staff are very helpful and friendly.
- Everything is pretty good.
- Staff very friendly
- Its brill!!!
- YECANNAEWHACKIT
- V.G.
- Enjoy coming to Inveralmond every week. Reception staff always helpful.
- Have always used facilities at ICHS. Staff always friendly and helpful.

- The staff are happy, friendly and always service with a smile. You're made welcome from the moment you walk in the door.
- Café staff are great. Give them a raise.
- Friendly and chatty xxx
- I love Sarah's shift because she always makes you feel welcome.
- Bit too expensive.
- My experience of the community facility has ALL been excellent, warm, friendly, helpful and interested in making sure you are happy at what you are doing at the venue. Excellent!!
- I have been about three times supporting the guys, but have found the staff and the facilities excellent. Especially the front desk staff.
- The staff are always very friendly.
- Have a good time and staff always speak to me.
- I have a great time at my club and it is always good to come to Inveralmond, staff are always happy.



Adult Learners – All Comments from feedback forms

- Janette is an excellent teacher and makes the class enjoyable as well as beneficial to “well being”!
- Our tutor is excellent and all staff are very helpful.
- Very helpful and friendly.
- Fantastic instruction. Very friendly. Would recommend.
- The room is quite small for the amount of people but people try and be considerate of each other.
- Fantastic class. Teachers very knowledgeable!
- Enjoyed everything about the course.



3 Management Actions (from Covalent)

The integration of the Community and Leisure booking systems at Inveralmond and Deans Community High schools was scheduled for completion by 31 March 2014 and the project was completed in March 2014. The integrated system provides improved customer service and will enable further service developments planned for 2014/15 including allowing all membership passes to be used in both sites. Link developments extend the use of Chip and PIN machines and move Community and Leisure staff from Education to Corporate systems.

The Community and Leisure Service Modernisation incorporating service and staffing changes to deliver the final tranche of agreed savings was completed on schedule with the final service changes being implemented on 29 October 2014 and the associated staffing changes being concluded on 8 November 2014.

4 Key Activity (from Area Services Management Plan 2014/15)

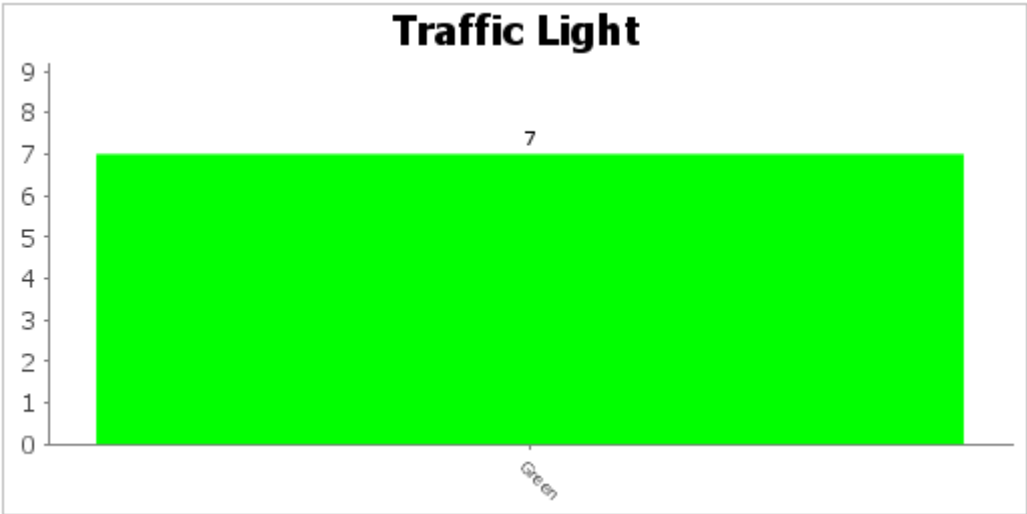
Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2014/15	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2014/15 £	Revenue Income Budget 2014/15 £	Net Revenue Budget 2014/15 £
Community & Leisure	Provision of sport and leisure, adult learning and under-5s 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				

5 Customer Consultation Schedule

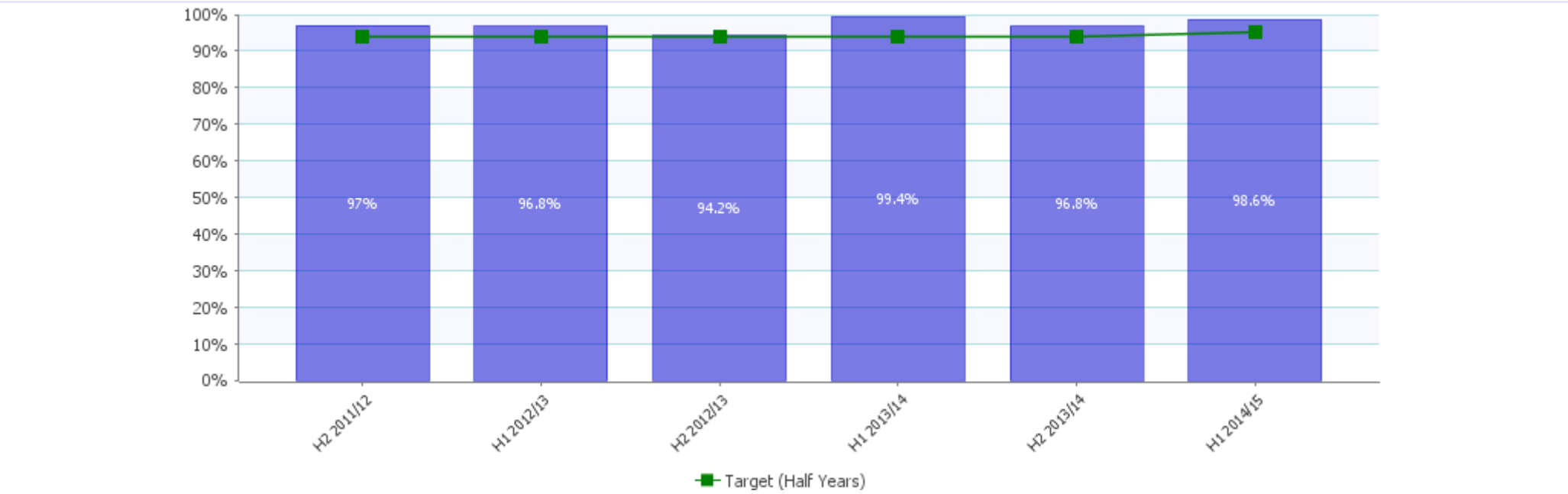
Customers Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Community & Leisure Sport and Leisure Customers	Survey Questionnaire	6 Monthly	Neil Sharp	Websites
Community & Leisure Adult Class Participants	Evaluation Survey	6 Monthly	Neil Sharp	Websites
Community & Leisure Under-5s Centre Users	Satisfaction Survey	6 Monthly	Neil Sharp	Websites and Notice-boards
Event Organisers	Review Meetings	After events	Neil Sharp	Email or Letter

Performance Indicators for PDSP Performance Reports - Community & Leisure

Report Author: Steven Arthur
Generated on: 22 December 2014 08:47
Report Layout: Area Services .PDSP_PIs_All(Detail)_DL

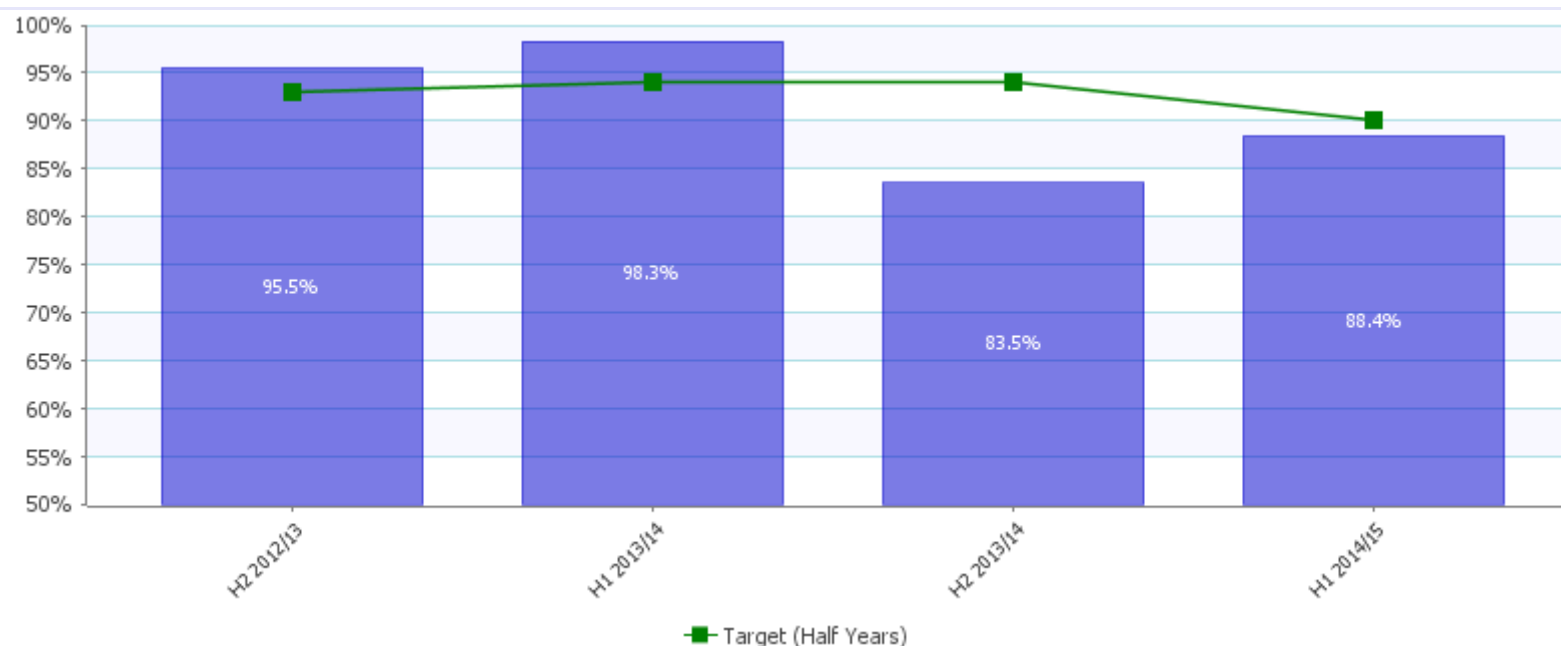


PI Code & Short Name	CRCL007_6a.7 Community & Leisure - Percentage of respondents who rated the overall quality of the service as excellent or good.
Description	This performance indicator measures the number of customers that rated the overall quality of the service as good or excellent. Collected as part of a 6-monthly survey , customers are asked to rate the overall quality of the service provided as excellent, good, adequate, poor or weak. The survey is of a random sample of customers. Results are analysed to identify service improvements.



Trend Chart Commentary:
Chart shows ratings for all six periods in view were above target. Rating for the most recent period in view covering the 6 months to 30 September 2014 shows an improvement on the previous period with 98.6% of respondents rating the overall quality of the service as excellent or good. This latest rating is based on a return of 300 feedback forms.

PI Code & Short Name	CRCL008_6a Community & Leisure - Percentage of customers who report improvements to their Health & Wellbeing as a result of participating in sport & leisure activity.
Description	This performance indicator measures the percentage of Community & Leisure customers who agree or strongly agree that their Health & Wellbeing has improved as a result of participating in sport & leisure activity which includes swimming, sport clubs, fitness gyms, fitness classes and dance. Collected as part of a 6-monthly survey customers are asked if their health and wellbeing has improved as a result of participating in sport and leisure activity and are asked to select one of these response options - strongly agree, agree, neither agree nor disagree, disagree, strongly disagree or not applicable. The survey is of a random sample of customers. Results are analysed to identify improvements.



Trend Chart Commentary:

Chart shows that for the most recent half year period to 30 September 2014 88.4% of customers reported improvements to their health and wellbeing as a result of participating in sport and leisure activity. This is slightly below target but higher than for the previous six month period. Changes to the layout and wording of customer feedback forms may account for the significant variation in results which occurred between September 2013 and March 2014. The most recent results are based on 165 questionnaires returned by sport and leisure customers.

PI Code & Short Name	CRCL009_6a Community & Leisure - Percentage of customers who report improvements to Health & Wellbeing as a result of participating in under-5s provision.
Description	This performance indicator measures the percentage of Community & Leisure customers who agree or strongly agree that their Health & Wellbeing has improved as a result of participating in under-5s provision Collected as part of a 6-monthly survey customers are asked if their health and wellbeing has improved as a result of participating in under-5s provision and are asked to select one of these response options - strongly agree, agree, neither agree nor disagree, disagree, strongly disagree or not applicable. The survey is of a random sample of customers. Results are analysed to identify improvements.

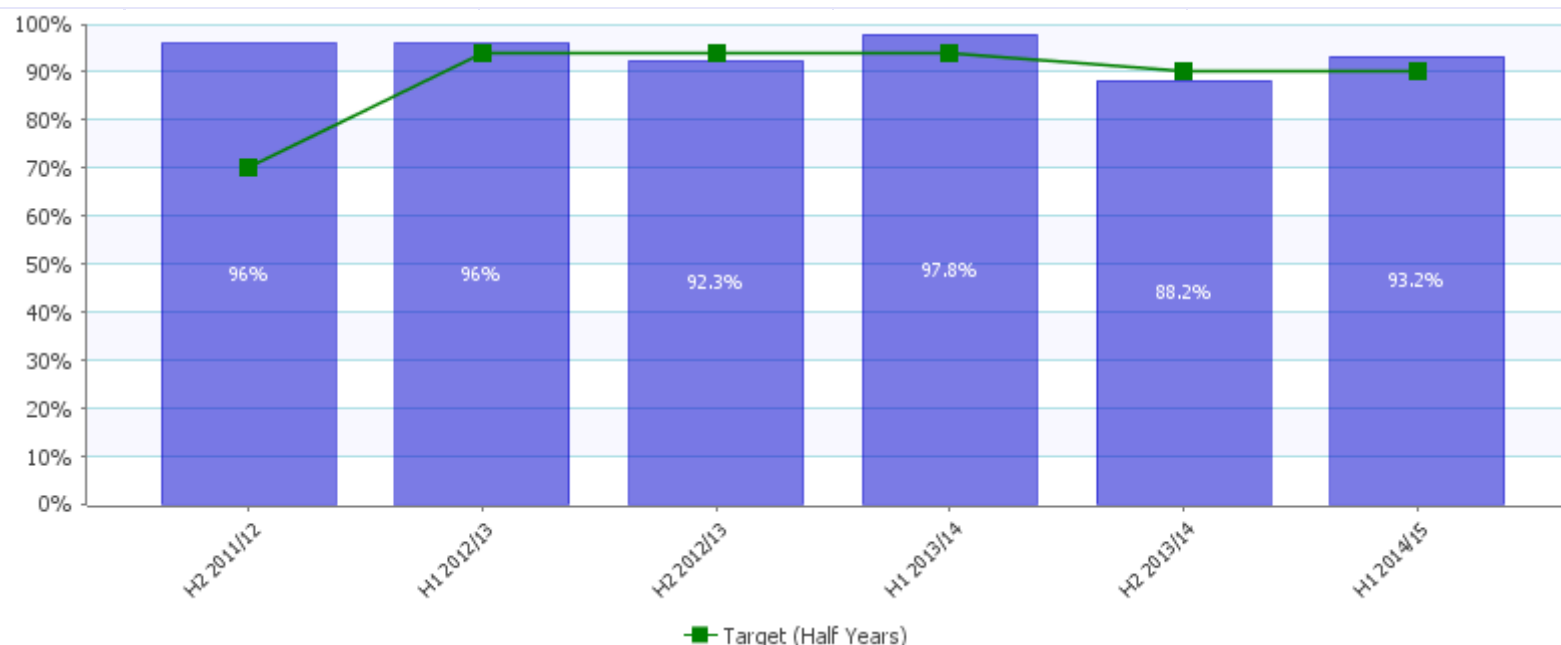
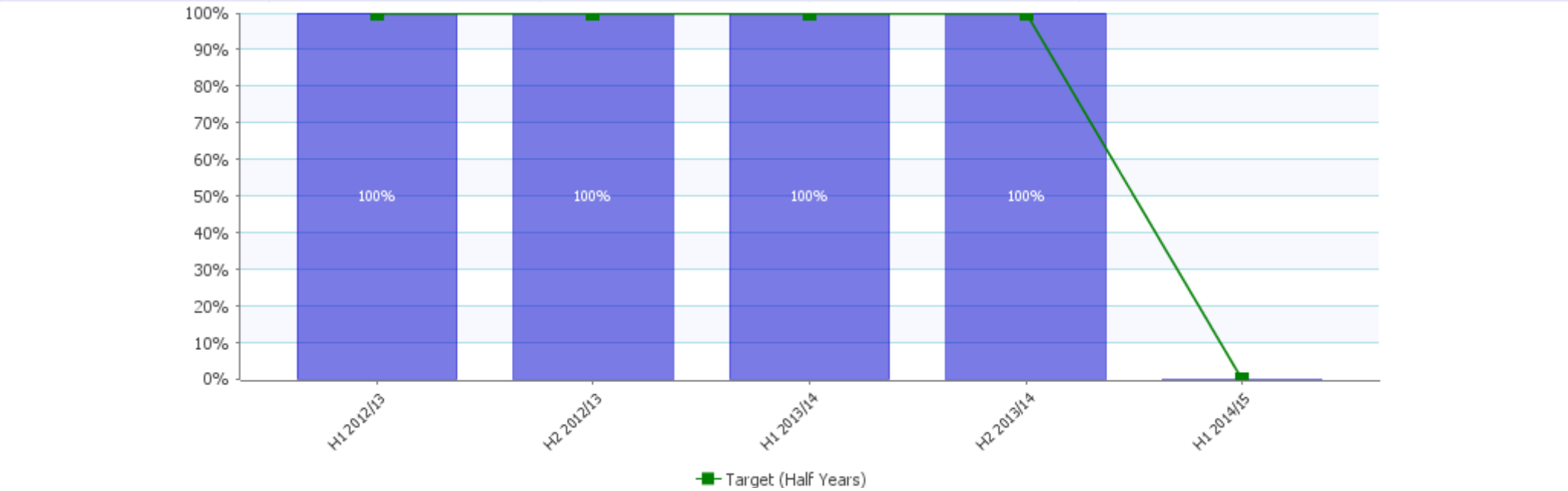
**Trend Chart Commentary:**

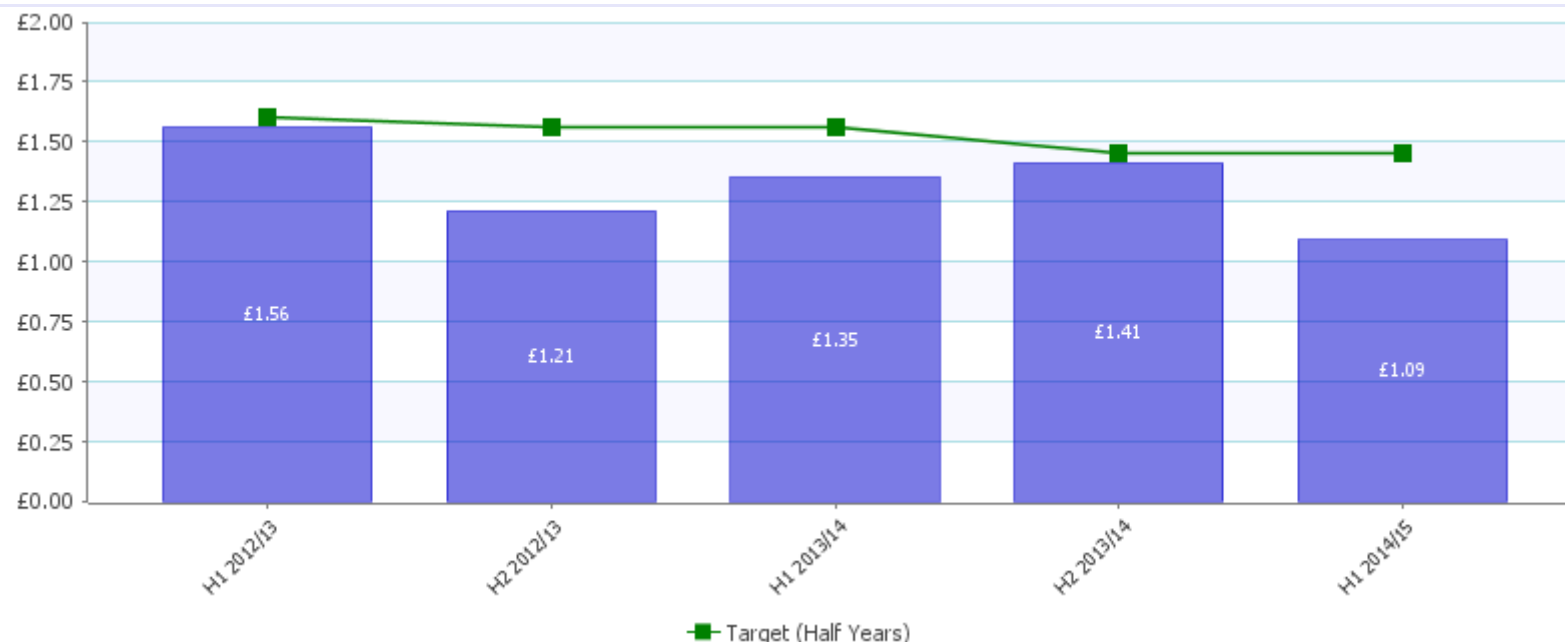
Chart shows that from customer feedback surveys covering the six half year periods to 30 September 2014 between 88.2% and 97.8% of respondents reported improvements to health and wellbeing resulting from participation in Under-5s provision. Results for the latest period in view covering the six months to 30 September 2014 are that 93.2% of respondents reported improvements to health and well-being. This is an improvement on the previous half year period and is based on responses from 44 service users. The target for the remainder of 2014/15 will remain at 90%.

PI Code & Short Name	CRCL013_6b.2 Community & Leisure - Percentage of complaints received resolved within 5 working days.
Description	This performance indicator measures the percentage of complaints received about Community and Leisure services which were resolved within 5 working days. Results are analysed to help identify improvements.



Trend Chart Commentary: Chart reflects that there were no complaints received in the first half of 14/15. Both complaints received in the second half of 13/14, both complaints received in the first half of 2013/14 and all 11 complaints received in 2012/13 were resolved within five working days. This matches the target of 100% and indicates a trend of the target being consistently achieved as well as a reducing number of complaints. The number of complaints is low given that there are around 400,000 customer visits each year. This performance indicator was introduced in April 2012. Targets will remain at 100% for 2014/15.

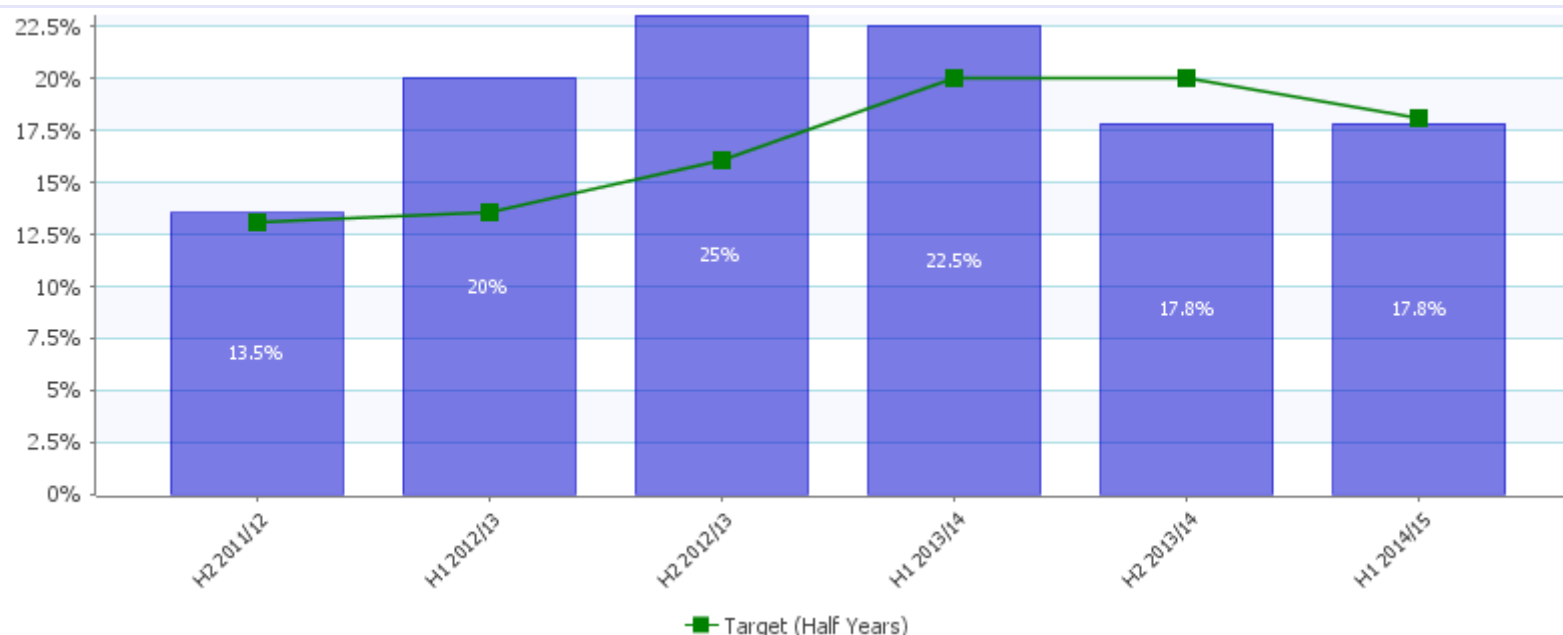
PI Code & Short Name	CRCL031_9a.1c Community & Leisure net unit cost per participant session.
Description	This performance indicator measures the net unit cost per participant session in sport & leisure activity, adult learning or in an under 5s centre at Inveralmond and Deans Community High schools. The number of participant sessions are collated on a monthly basis and reported every six months. Results are analysed to identify improvements.



Trend Chart Commentary:

Chart shows that the cost per participant session was well within target for the first half of 2014/15 and much lower than for the previous half year period. This result reflects efficiencies particularly regarding staff costs while usage and income are being sustained or slightly increased. Participation is always higher in the second half of each year and the targets reflect this.

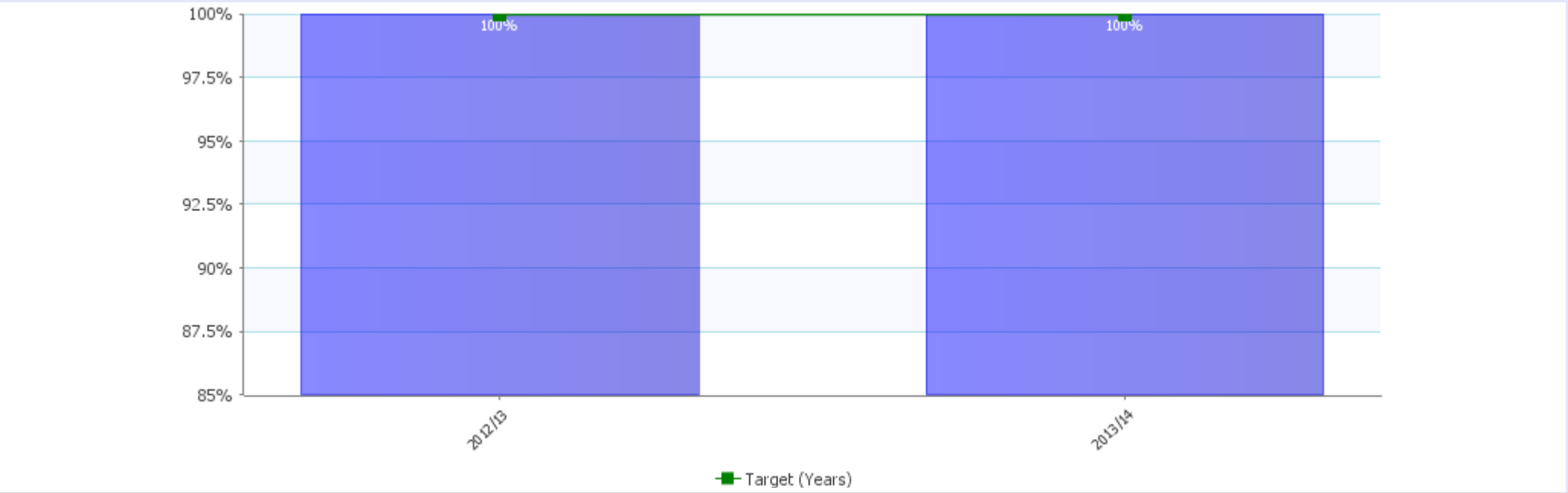
PI Code & Short Name	CRCL041_9b.1b Percentage of Community & Leisure customers living in the 20% most disadvantaged areas in West Lothian.
Description	This performance indicator measures the percentage of customers living in the 20% most disadvantaged areas in West Lothian. Customers are defined as current members resident within West Lothian whose postcodes are recorded on the service's membership databases. The 20% most disadvantaged areas in West Lothian are identified from the Scottish Index of Multiple Deprivation. The analysis is conducted every six months and the results are reviewed to identify trends and improvements.



Trend Chart Commentary:

The chart shows that from the most recent survey of members whose postcodes are recorded 17.8% are resident in the 20% most disadvantaged areas in West Lothian. This is slightly below target and is a similar result as for the previous six month period. The most recent survey is based on an analysis of 5,142 member postcodes. The survey indicates that although the total number of members from disadvantaged areas has increased there is no increase in the relative proportion of members from disadvantaged areas. It should be noted that the results for the periods prior to September 2013 were based on samples of customer postcodes rather than a full analysis of an integrated membership database. Also membership data does not necessarily represent customers as a whole and other data indicates that the proportion of customers from the most disadvantaged areas in West Lothian may be higher than 17.8%. Targeted marketing will aim to increase the number of customers and members from disadvantaged areas.

PI Code & Short Name	CRCL513_6b.2 Community & Leisure - Percentage of complaints received resolved within 5 working days.
Description	Percentage of complaints received by Community and Leisure which were resolved within five working days



Trend Chart Commentary:
2013/14 - All 4 complaints received in 2013/14 were resolved within five working days.

2012/13 - All 11 complaints received during 2012/13 were also resolved within five working days.

This matches the target of 100% and indicates a trend of all complaints being resolved promptly.

Targets will remain at 100% for 2014/15.



CULTURE & LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMUNITY YOUTH SERVICES PERFORMANCE REPORT

REPORT BY HEAD OF EDUCATION (QUALITY ASSURANCE)

A. PURPOSE OF REPORT

This report provides an update on Community Youth Services (Work with Young People and More Choices More Chances (MCMC) teams) performance from April to September 2014 highlighting notable achievements and areas for development.

B. RECOMMENDATION

- a) It is recommended that the panel notes the significant progress and contribution made in meeting the needs of young people across West Lothian. In particular:
 - 1. The range of learning opportunities offered and the numbers of young people completing accredited learning programmes across all settings.
 - 2. The number of young people that have progressed to a positive destination.
- b) It is further recommended that the panel notes the actions planned to improve Activity Agreement programme performance.

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	The percentage of MCMC clients supported to move into a positive destination. The number of antisocial behaviour calls regarding young people registered with the Community Safety Unit.

The number of young people who have been entered on the electoral register who would not have been otherwise.

V	Relevance to Single Outcome Agreement	SOA 2 – 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. SOA 7 - We live longer, healthier lives and have reduced health inequalities
VI	Resources - (Financial, Staffing and Property)	Delivered within existing service revenue budgets with additional funding provided by the Alcohol Strategy, Cashback for Communities, and European Social Fund.
VII	Consideration at PDSP	Performance reports will be provided to Culture & Leisure PDSP twice a year.
VIII	Other consultations	Young people, partners and parents/carers.

D. TERMS OF REPORT

The report attached as appendix 1 outlines the performance of the Community Youth Services team over the period April 2014 – September 2014. Several initiatives and projects have been highlighted within section 2 of this report although this does not cover all the activity carried out by the team.

From April 2014 to September 2014, 77 young people supported by MCMC Keyworkers progressed to a positive destination and 83 left the service. This equates to a positive outcome of 93%.

During the reporting period, 68 young people were referred onto an Activity Agreement, and 39% progressed from an Activity Agreement to a positive destination. Overall, progression for this programme is lower than expected. To address this issue, members of the Activity Agreement Steering Group conducted professional dialogue visits to Fife and East Renfrewshire councils to share experiences and glean best practice to improve performance.

87 young people successfully completed an accredited/structured learning programme; for example: Dynamic Youth Awards, Manual Handling, Duke of Edinburgh Award (DofE), Bikeability Scotland level 1 and First Aid.

The service delivered approximately 3942 contacts/learning opportunities per month.

The DofE awards programme in West Lothian has made significant progress. In addition to Burnhouse, Beatlie and Cedarbank schools, all 11 secondary schools are now delivering the DofE. The number of award groups has increased with the introduction of Linlithgow Rose Community Football Club and the Busy Youth Project. New entrants at Bronze level have increased by nearly 40% since the previous year and completion at Silver level increased from 36% to 74%; though completions dropped slightly at Bronze level from 36% to 30% and at Gold level from 10% to 8%. Overall performance has improved.

E. CONCLUSION

Overall performance and partnership working is improving and more focused attention is being attributed to areas for development to improve outcomes for all young people engaging in universal and targeted provision.

F. BACKGROUND REFERENCES

Community Youth Services Review Report 29 August 2013

Community Youth Services Performance Report 19 June 2014

Appendices/Attachments: one

Appendix 1 Community Youth Service Performance report

Contact Person: Beverley Akinlami, Community Youth Services Coordinator,
Tel: 01506 281093 Email: beverley.akinlami@westlothian.gov.uk

Elaine Cook
Head of Education Services

Date: 05 February 2015

Culture & Leisure PDSP

05 February 2015

Community Youth Services

Appendix 1: Performance Report



Beverley Akinlami

Community Youth Services
Coordinator

05/02/2015

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1. Overview

Community Youth Services

The Community Youth Services (CYS) Team incorporates the **Work with Young People** (WwYP) Team and the **More Choices More Chances** (MCMC) Team. Community Youth Services delivers a range of learning opportunities in communities for children and young people aged 10-25 years.

Community Youth Services aims to improve learning opportunities for young people so that they can develop their potential and reach a positive destination. The two main elements of the service are:

- ⦿ developing the capacity of young people through targeted interventions and the provision of mainstream youth clubs; and
- ⦿ offering support to young people requiring more choices more chances to assist them to progress into employment, education and training.

2. Performance Update

The purpose of this report is to provide an update on Community Youth Services performance and areas for development since the last report in June 2014.

2.1 MCMC Update

⦿ Key Workers

The MCMC Key Workers support the hardest to reach young people to access further education, training or employment; this can take up to a year or more. MCMC Key Workers cover all eleven secondary schools and also support those young people who are post school and participating in Activity Agreements and the Skills Training Programme. From April 2014 to October 2014, 77 young people progressed to a positive destination and 83 left the service. This equates to a positive outcome of 93%.

Total Leavers	83
Employability Fund	31
Further Education	34
Employment	8
Returned to school	4
Disengaged	5
Ill Health	1

⦿ Activity Agreements

An Activity Agreement can be a learning option for a young person aged 16-19, (up to their 20th birthday) who is regarded as being the farthest from the labour market. An Activity Agreement is a learning contract between a trusted professional and a young person who faces barriers to progression. The learning is tailored to their individual needs.

In May 2014, a Validated Self Evaluation with Education Scotland was conducted on the Activity Agreement programme. This process highlighted strengths and areas for development. The identified strengths include:

- The support the young people receive from key workers.
- The quality of the relationships between young people and their key workers.
- Good quality provision.
- Flexibility for bespoke provision.
- The support and direction provided by the Activity Agreement Steering Group.

Areas for development include:

- A common information and assessment template for all agencies would make collating and sharing of information easier and support progression.
- More robust evaluation systems.
- Increasing the range of certificated learning.
- The timing of provision and provision over holiday periods.
- Consider a wider range of provision.
- Extend youth literacy provision, particularly 1 to 1 support.
- Joint CPD across agencies.
- Develop more opportunities for work experience.

Members of the Activity Agreement Steering Group conducted professional dialogue visits to Fife and East Renfrewshire councils to share experiences and glean best practice. The Activity Agreement steering group will address these areas for development over the coming months.

Young people are supported by Keyworkers from MCMC, Skills Development Scotland, Youth Action Project, and Youth Inclusion Project and B4 and Onto Work. During the reporting period April to October 2014, 68 young people were referred onto an Activity Agreement, and 94 young people progressed from an Activity Agreement (39%) to a positive destination. Overall, progression for this programme is lower than expected. To address this issue, the Activity Agreement Steering Group in cognisance with the Activity Agreement National Guidance 2014 undertook a review of operational practices and implemented an induction process for young people based on best practice gleaned from other local authorities.

Total Leavers	94
Disengaged	43
Employment	12
Training (Skills Training Programme)	7
Further Education	10

Baby	1
Employability Fund	9
Post 20 (too old)	6
Moved out of the Authority	2
Ill Health	2
Prison	1

⊙ Opportunities for You Programmes

Those requiring more choices and more chances to progress from school onto a positive destination are able to participate in a wide range of opportunities. Pupils are able to participate in a variety of vocational programmes which include Football Coaching, Construction Skills, Hairdressing and Beauty and Motor Vehicle Maintenance to help them develop workplace skills. Pupils are also able to participate in a range of soft skills development programmes which tackle personal barriers to progressing onto a positive destination. These programmes are designed to tackle issues with self-confidence, working with others, personal care and fitness.

2.2 Work with Young People Update

In the period, April to September 2014, there were approximately 4700 youth work contacts/learning opportunities per month. 87 young people participated in a structured learning programme offering accreditation or participatory certification. In addition to mainstream youth club activity, the service delivered a diverse range of learning opportunities. A cross section of activity is described below.

⊙ HYPE (Helping Young People to Engage)

The WwYP team coordinates and delivers the HYPE programme, which is a key provision for the Activity Agreement programme. This programme continues to develop and engage young people through a youth work approach. The programme offers activities in Outdoor Education, Life Skills, and Arts and Crafts, Photography, Anger Management, DJ Skills, Confidence Building, Motorbike Mechanics, Social Enterprise and, more recently, Film and Media. The programme aims to re-engage young people in learning, supporting their achievement and progression. HYPE is a needs-led programme, and this session WwYP introduced a Life Skills course as well as a new partnership and Land-based Skills programme delivered through the Cyrenians Farm.

⊙ Duke of Edinburgh's Award Programme (DofE)

The DofE awards programme in West Lothian has made significant progress. In addition to Burnhouse, Beatlie and Cedarbank schools, all 11 secondary schools are now delivering the DofE. The number of award groups has increased with the introduction of Linlithgow Rose Community Football Club and the Busy Youth Project. New entrants at Bronze level have increased by nearly 40% since the previous year and completion at Silver level increased from 36% to 74%; though completions dropped slightly at Bronze level from 36% to 30% and at Gold level from 10% to 8%.

Overall performance has improved. The service is continuing to monitor numbers of new entrants closely against completions to ensure that appropriate support is available to enable young people to participate, progress and achieve the award within a reasonable timeframe.

There is a strong tradition and commitment from volunteers in West Lothian that enables young people to participate and achieve outcomes through the DofE awards. In recognition of her dedication and contribution to DofE over 21 years of service, Frances Perston (West Calder High School) received a long service award from the Duke of Edinburgh at the DofE Gold Award Presentations at Holyrood, Edinburgh, on Thursday 3 July 2014.



⦿ Summer Programmes

Community Youth Services planned, coordinated and delivered a range of summer programmes and learning opportunities for children and young people aged 5 – 18 years in communities across West Lothian. Programmes ran in different locations throughout the school holidays. Some of the provision was supported by community centre management committees' contributions; for children's provision, in particular. Children and young people had the opportunity to participate in sports, arts, environmental and cultural activities. These provisions were staffed by Senior/ Community Education Workers and part time youth workers, with specific inputs delivered by other services and community groups; for example HYPE courses: Lowport outdoor activity programme in forestry and survival skills, RUTS build a bike, Firefly Arts film and media lab – flashmob, stage design, storytelling skills, film and camera work. In addition, young people participating in Activity Agreements were able to continue with the Youth Action Project tool-ed-up joinery skills and music courses during the summer.

CYS supported the Armadale Together for Health Happy Healthy Summer Camp hosted at the Armadale Community Education Centre. This week long summer camp was aimed at promoting healthy and active lifestyles. The programme encompassed a number of trips in and around the Armadale/Blackridge ward, sports with a theme surrounding the Commonwealth Games and arts and crafts. 40 young people attended the camp throughout the week.

Stoneyburn Management Committee supported a summer programme for local young people. In addition to the committee's support, CYS was awarded additional funding from the Do More, Drink Less funds. The summer programme ran over three weeks for 2.5 hours per day, Tuesday to Friday for 40 young people each day. The young people participated in fun and educational activities in relation to alcohol. These activities included playing games with and without the beer goggles on etc. Evaluations show that the majority of participants had increased their understanding of how alcohol can affect people's abilities and choices.

CYS ran another successful summer programme for children and young people at James Young High School this year supported by young volunteers. Volunteers came from St Margaret's, James Young and West Calder High schools and some are referred through the Children and Young People's Team. Young people are seen as positive role models for young children and learn a range of team work and personal and social skills. They have fun and develop self-esteem and confidence through participating in situations that encourage them to take a leadership role. 29 young people achieved the Saltire Award for volunteering. Young people and children participating make friends, build social networks and have fun. They develop teamwork and new skills through sports, arts, information technology, environmental and social and personal education opportunities.

⦿ **Schools Youth Work Programmes**

Group work in Schools

The service is currently supporting the following provision in schools: Bathgate Academy – S5 self-esteem/resilience group, Broxburn Academy – monthly support to health and wellbeing drop in, Deans Community High School – girls' self-esteem/ resilience group, Inveralmond Community High School – Decipher Assist (a stop smoking peer education initiative), James Young High School – S3 girls' self-esteem/resilience group, Linlithgow Academy S5 returners PX2 group and completion of Silver Youth Achievement Awards, St Margaret's Academy – S1/S4 PSE inputs on bullying and managing stress and CPD input for staff, West Calder High School – S4 girls' self-esteem/resilience group and Whitburn Academy - pupil representative training.

Get Ready For College

The service is also working in partnership with West Lothian College to deliver Get Ready for College which is attended by ten young people from: Inveralmond Community High School, James Young High School, Deans Community High School, Linlithgow Academy and St Margaret's Academy. The course is delivered over three terms with much of the first being

spent in the Lanthorn Community Education Centre before moving onto the college campus. In addition to undertaking four SQA modules, participants work on developing their soft skills.

⦿ **LGBT Youth Forum & Glitter Canons**

The West Lothian Lesbian Gay Bisexual and Transgender (LGBT) Youth Forum and Glitter Canons is a voluntary project supported by (CYS) in partnership with LGBT Youth Scotland (LYS) and is young people led. The group works with young people aged 12-25 years old who campaign to improve the everyday lives of LGBT young people in their schools, homes and communities. This project has reduced the isolation that LGBT young people face, promoted equality and inclusion, increased LGBT visibility and improved young people's mental health and well-being, life choices and opportunities.

The forum was invited by Education Scotland to showcase good practice at The Scottish Learning Festival on September 24th in the Scottish Exhibition and Conference Centre. The young people delivered at a seminar on peer learning alongside projects from schools and youth projects. The feedback from participants and Education Scotland was positive. The forum is supporting school based inclusion projects in several West Lothian secondary schools.

The Glitter Canons is a youth provision that works in partnership with the youth forum and offers a safe space for young people to socialise, access support and personal development opportunities. Young people are involved in organising activities and events and fundraising for local charities.

2.3 Activity Agreement Case Study - Harry

Harry moved into West Lothian in March to live with his father and step mother. Previous to this he lived in another authority but his attendance at school was chronically low as he struggled to catch up and reintegrate after a significant amount of time off due to having major operations on his heart. Harry has heart arrhythmia and, as a result, has a mechanic valve in his heart. He has been treated for depression in the past and his cognitive distortions still affect most of his behaviour, thoughts and feelings. Harry was socially isolated in his last community and felt moving to West Lothian would be a fresh start in order for him to pursue a normal teenage life. This led to a referral for an Activity Agreement with the aim of breaking Harry out of his cycle of isolation and inaction by meeting local young people, challenging himself physically and reigniting his previous interests.

Harry presents as a nervous and reserved young person who suggests he is a burden on his family, peers and even workers trying to support him. His negative outlook and very low self-esteem was causing concern so, given his history of depression, he was referred to counselling, which he was accepting of and has benefitted from greatly.

Understandably, Harry was very reluctant to join new groups and take up a learning programme after a long period of inactivity. He needed intensive Key Worker support which included self-

travel training around West Lothian, regular one to one contact/phone calls, support in groups and assistance from advisors at the Ability Centre who specifically addressed Harry's additional support needs and allowed him to join a group of other young people who have faced the same difficulties and isolation due to their own ill health.

Harry took part in a variety of courses through his Activity Agreement such as; a media skills course, outdoor education, a drama group, a music programme and a taster summer school course at the college. Through these courses Harry was able to address his fears and anxieties around social situations and small improvements in his confidence were noticeable even just by his ability to eat in front of other people, he had refused to do. He struggled with bus routes and nerves on public transport but has persevered with this brilliantly. He would regularly meet me (Trusted Professional) on 1:1s and would be very animated when telling me about his activities: the people he had met, friends he had made and even girls that he fancied. Harry got really excited by young people texting him, adding him on Facebook and asking him round to their houses - it was great for him to feel "normal", accepted and befriended. He's gained a renewed enthusiasm for learning and a willingness to meet other young people by taking part in his particular Agreement. It was also refreshing to see a young person so grateful for the support and opportunities offered.

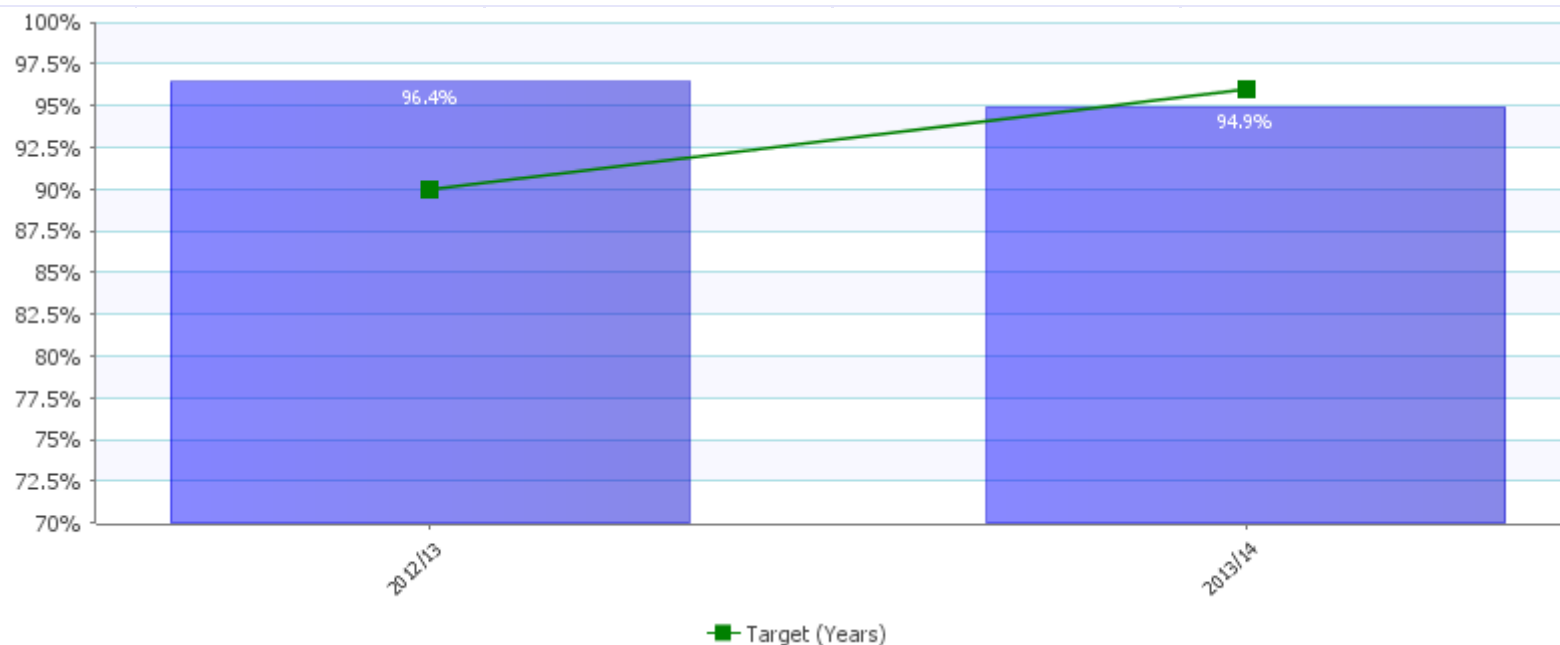
Harry applied for a course at West Lothian College -Preparation for Health and Social Care. He was accepted to the course and has managed to sustain this with little support from myself. He seems to be coping relatively easily with the pressure of study and social integration. If he completes this course successfully he can progress to SCQF Level 5 courses in Health and Social Care or another SCQF Level 5 course at the college.

3. Key Performance Indicators

Community Youth Services continues to make good progress in delivering a variety of positive learning opportunities, employability and personal development support to young people in West Lothian to improve progression and positive destinations. The performance indicators below are those which are reported to the PDSP.

3.1 Key Performance Indicator Charts

PI Code & Short Name	CRCYS007_6a.7 Community Youth Service - Percentage of customers who rated the overall quality of service as good or excellent.
Description	Percentage of Community Youth Services customers who rated the overall quality of service as good or excellent. Community Youth Services includes youth clubs, accredited and non-accredited learning opportunities e.g. Duke of Edinburgh award



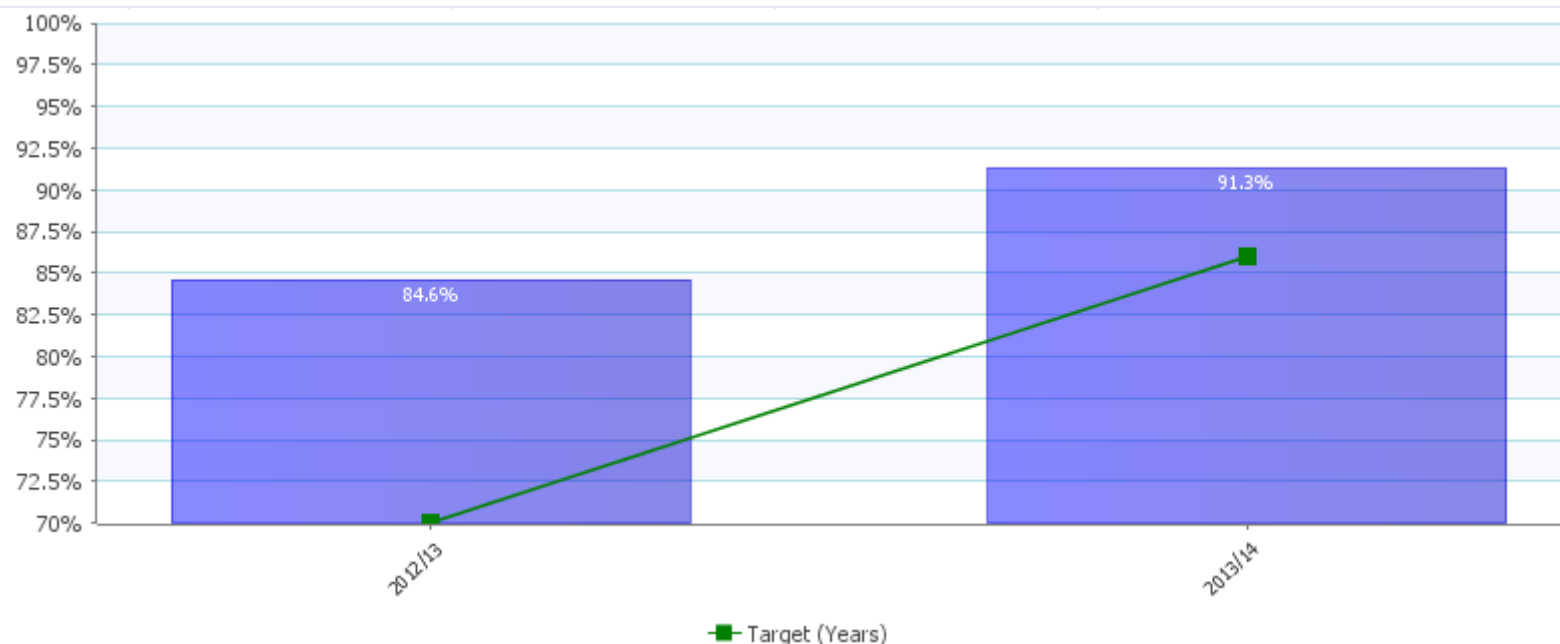
Trend Chart Commentary:

Performance is reported annually. 2014/15 target is 96% Performance data will be available April 2015

2013/14 Performance was 94.9% against a target of 96%. There were 310 customer surveys completed over the year.

2012/13 Performance was 96.4% against a target of 90%. There were 692 customer surveys returned.

PI Code & Short Name	CRCYS009_6a.9 Community Youth Service - Percentage of young people agree or strongly agree that their health and wellbeing has improved as a result of participating in a youth work programme.
Description	Percentage of young people agree or strongly agree that their health and wellbeing has improved as a result of participating in a youth work programme.



Trend Chart Commentary:

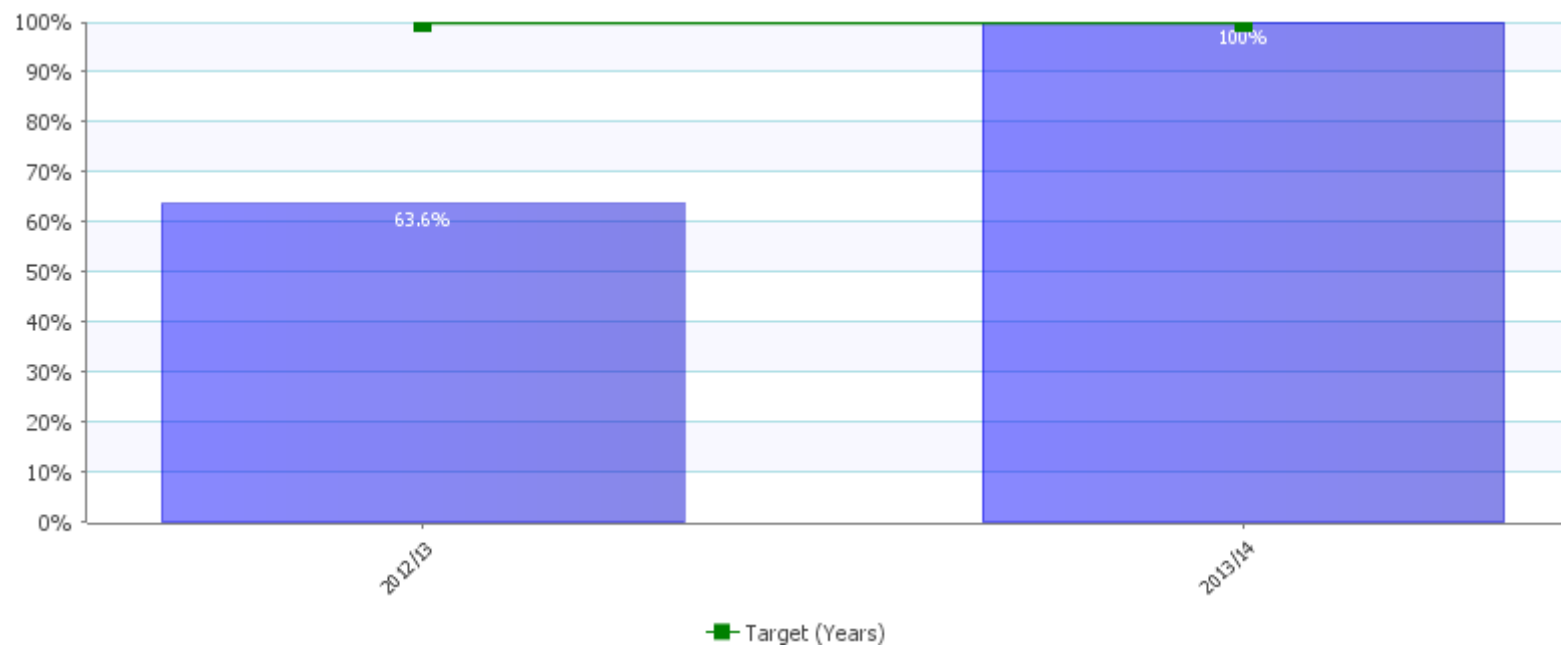
Performance is reported annually.

2014/15 target set is 86%. Performance will be reported in April 2015.

2013/14 310 customer surveys were completed over the year. Performance was 91.3% against a target of 86%.

2012/13 692 customer surveys were returned in 2012/13. Performance was 84.6% against a target of 70%.

PI Code & Short Name	CRCYS015_6b.2 Community Youth Service - Percentage of complaints resolved within five working days
Description	Percentage of complaints resolved within five working days



Trend Chart Commentary:

Performance is reported annually.

2014- 15 target set is 100%. Performance will be reported in April 2015

2013 - 14 Performance was 100%. The service received two complaints which were resolved within the five working day time frame.

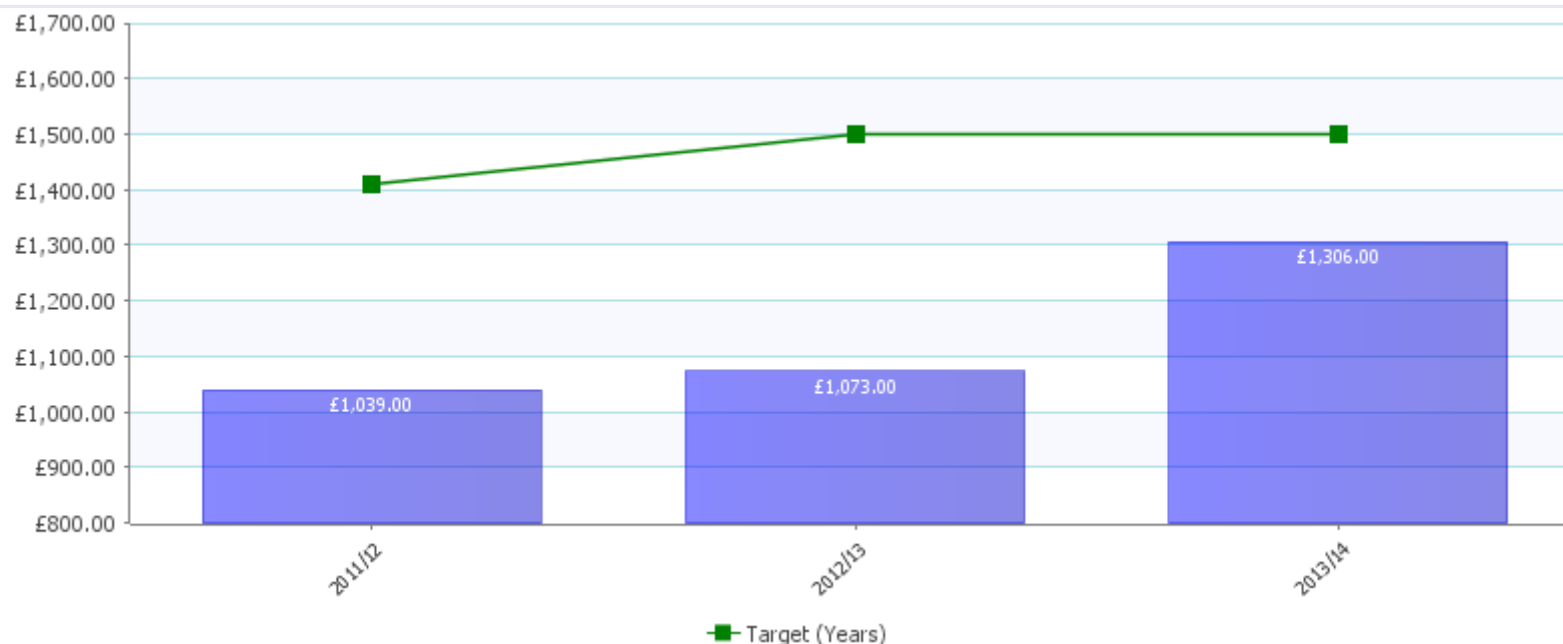
2012 - 13 Performance was 63% against a 100% target. The service received 11 complaints. 7 were resolved within five working days. 1 complaint was resolved within six working days; the others were more complex and required more time to resolve.

PI Code & Short Name

CRCYS042_9a.1c Unit Cost of a More Choices More Chances client moving into a positive destination on leaving school.

Description

The cost of a More Choices More Chances client (15-18 year old identified as requiring additional assistance to obtain a positive destination on leaving school) who has moved into a positive destination.



Trend Chart Commentary:

2014/15 target set is £1400

2013/14 Performance £1306 against a target of £1500. It is anticipated that the unit cost of a MCMC client moving into a positive destination on leaving school may increase as a result of increased numbers of clients accessing MCMC services that have more complex needs. The target was revised from £1180 to £1500 in the year, due to the significant numbers of young people accessing the Activity Agreement programme having more complex needs.

2012/13 Performance was £1073

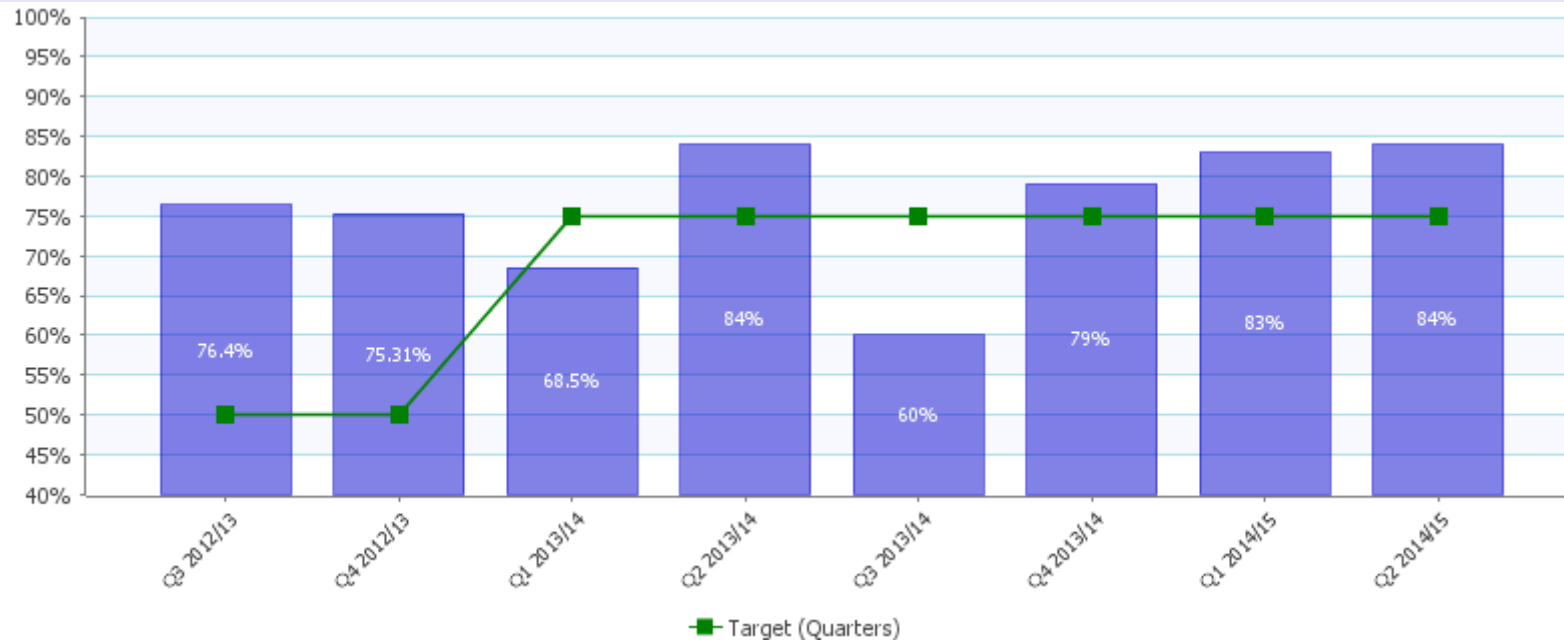
2011/12 Performance was £1039

PI Code & Short Name

CRCYS053_9a.1a Percentage of More Choices More Chances (MCMC) clients supported moving into a positive destination.

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:

2014/15 target 75%

Performance in Q1 was 83%
Performance in Q2 was 84%

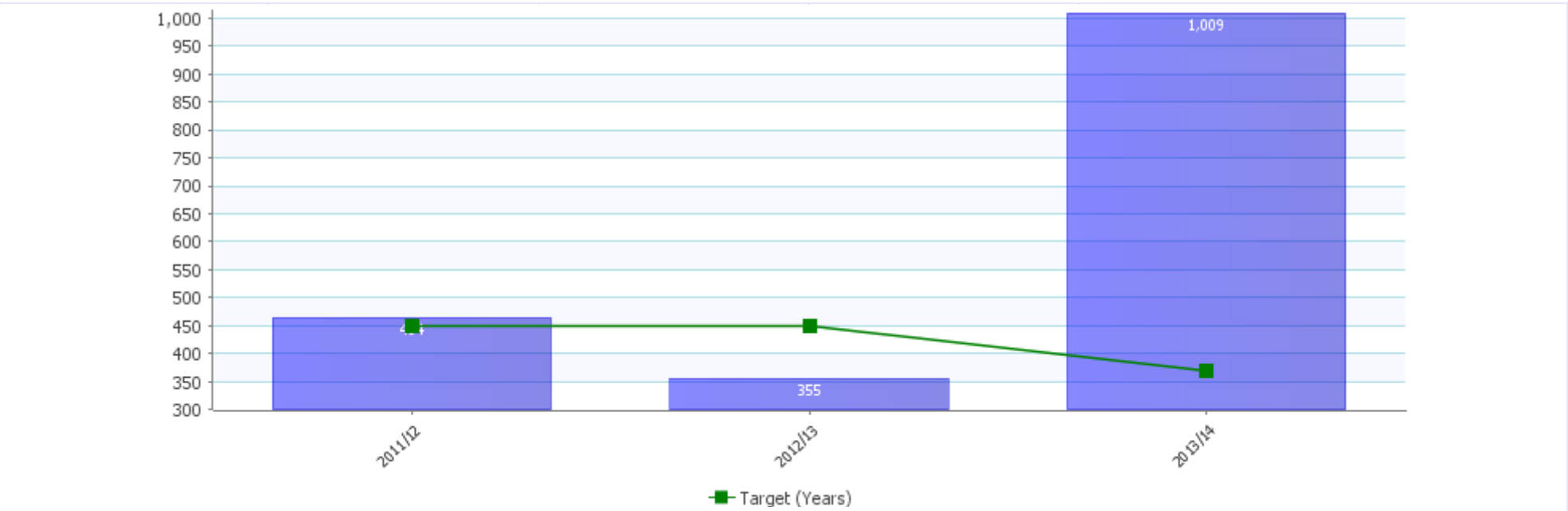
2013/14 target 75%

Performance in Q1 was 68.5%
Performance in Q2 was 84%
Performance in Q3 was 60%
Performance in Q4 was 79%

2012/13 target 50%

Performance in Q1 was 87.5%
Performance in Q2 was 80%
Performance in Q3 was 76.4%
Performance in Q4 was 75.3%

PI Code & Short Name	CRCYS057_9b.1a Number of young people who have been entered on the electoral register who would not have been otherwise.
Description	Number of young people who have been entered on the electoral register who would not have been otherwise through democracy challenge events with electoral registration road shows and democracy challenge workshops.



Trend Chart Commentary:

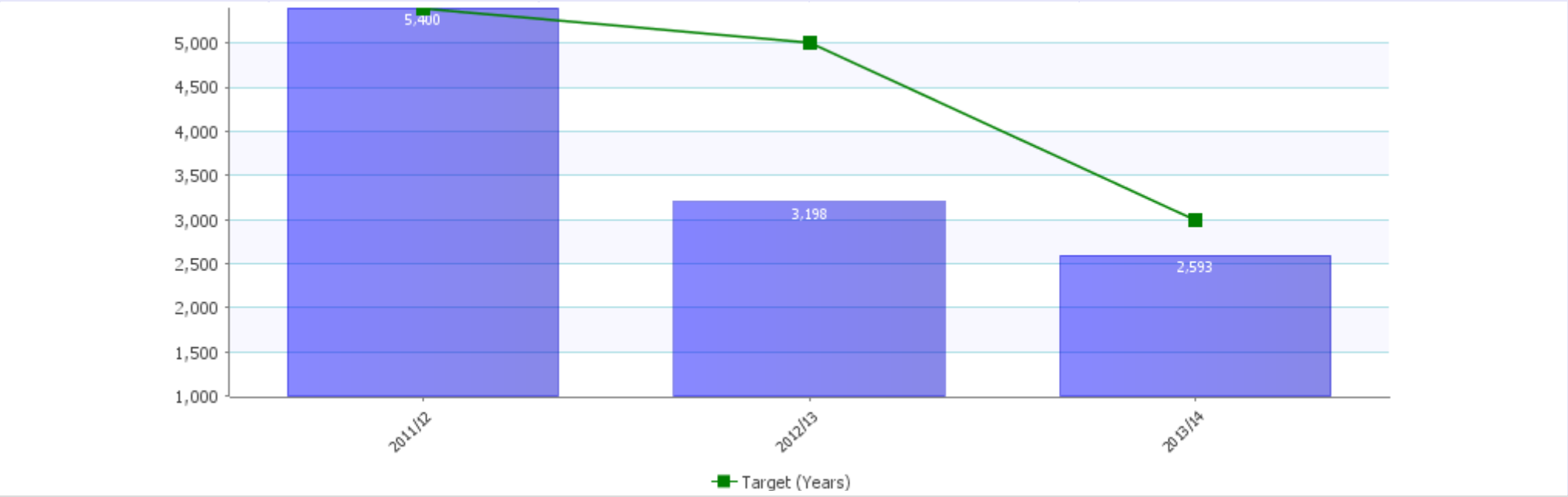
2014/15 no target set. There was no delivery of the Democracy Challenge due to Your Voice Your Vote Referendum Awareness raising activity.

2013/14 target was 370. Performance was 1009. More young people than expected were entered onto the electoral register as a result of participating in the Democracy Challenge in August/September 2013 which took place ahead of the annual canvas. From January - March 2014, approximately 2800 (S4 & S5) school students participated in the Your Voice Your Vote Referendum Awareness raising sessions and completed electoral registration forms as part of the process; therefore the Democracy Challenge will not be delivered in 2014/15.

2012/13 target 450 Performance was 355

2011/12 Performance was 464

PI Code & Short Name	CRCYS061_9b.2 Number of antisocial behaviour calls regarding young people registered with the Community Safety Unit.
Description	The number of youth related antisocial behaviour calls recorded on the Police Call Recording System and registered with the Community Safety Unit.



Trend Chart Commentary:
2014/15 target is 3000; this takes into account the new application process and changes in the funding of diversionary activities.

2013/14 target was 3,000 Performance was 2,593. Earlier and more effective interventions through partnership working and the range of positive learning opportunities on offer to young people through engagement in mainstream youth club provision and diversionary activities funded through Cashback for Communities and the Strategy for Tackling Underage Drinking - Diversionary Activities for Young People is considered to have contributed to the decrease in youth disorder calls.

2012/13 Performance was 3,198

2011/12 Performance was 5,400



CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

SPORT AND OUTDOOR EDUCATION PERFORMANCE REPORT

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report provides an update on Sport and Outdoor Education performance and activities since the previous report in August 2014.

B. RECOMMENDATION

It is recommended that the Panel notes the performance and activities of the Sport and Outdoor Education service and key partners.

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 updated report on performance against a range of key indicators is included in appendix 1.
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)	Within existing resources.
VII Consideration at PDSP	A performance report for the service is presented to the PDSP on two occasions per calendar year.
VIII Other consultations	Not applicable.

D. TERMS OF REPORT

The previous performance report was presented to PDSP on 21 August 2014. This report provides information on performance, key initiatives and activities during the period August 2014 to December 2014.

The report, included as Appendix 1, provides a summary of the latest performance figures, achievements and key areas of work of the Sport and Outdoor Education team and key partners. Appendix 1 details that the Sport and Outdoor Education team facilitated the delivery of 35,405 structured participant sessions from 1 August 2014 to 31 December 2014 which is an increase of 14,307 participant sessions when compared with the same period in 2013. In addition, Low Port Centre residential facility supported 648 residential visits which is an increase of 165 residential stays when compared with the same period in 2013.

These figures evidence the significant work undertaken by the service and partners to encourage more people to be more active more often.

E. CONCLUSION

The report, included as Appendix 1, illustrates the wide range of inputs and activities related to sport and physical activity in West Lothian. The report also demonstrates the value of the 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.

F. BACKGROUND REFERENCES

Area Services Management Plan
Sport For All in West Lothian
West Lothian Leisure Business Plan

Appendices/Attachments: one

Appendix 1 – Performance Report, Sport and Outdoor Education, Active Schools and West Lothian Leisure.

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Steve Field

Head of Area Services

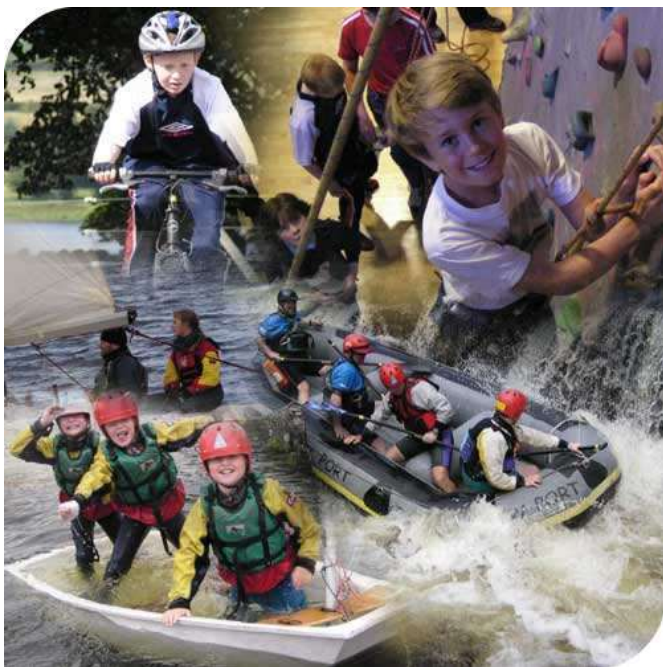
Date: 5 February 2015

2015

Culture and Leisure PDSP

5 February 2015

Appendix 1: Sport and Outdoor Education Performance Report



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1. Overview

Sport and Outdoor Education

The Sport and Outdoor Education team provides a range of learning, development and community capacity building interventions targeted at increasing participation rates in physical activity, improving performance in formal sport and outdoor activities and contributing to children's experiences and outcomes, as detailed by Curriculum for Excellence.

This currently includes:

- Delivering Continuing Personal Development programmes for children and adults.
- Developing a range of holiday and after school activities for children.
- Providing an extensive programme of structured activity and residential experience for school and community groups.
- Encouraging and supporting the development of community based clubs and organisations.
- Supporting performance programmes and initiatives including the Excellence in School Sports Programme and the SCA Sprint Kayak Development Squad.
- Developing the sporting facilities infrastructure in West Lothian and supporting the principles of community self-management where appropriate.
- Providing facilities for community use at Low Port Centre.

A significant level of the work of the Sport and Outdoor Education team is carried out in partnership with other council services, West Lothian Leisure and external agencies including sportscotland, Governing Bodies of Sport, East of Scotland Institute of Sport, Police Scotland and Historic Scotland. The Sport and Outdoor Education team continues to work cohesively with the Active Schools team with the aim of getting more people more active more often.

1.1 Sports Development

The Sports Development team works to build the capacity of partners which will:

- empower them to support and drive forward the development of sport across West Lothian;
- increase participation in sport and physical activity; and
- improve the performance of local athletes and teams.

1.2 Outdoor Education

The Outdoor Education team delivers a broad range of activities across West Lothian to support schools in their delivery of Curriculum for Excellence particularly through using outdoor activities and learning to achieve developmental milestones. The team is also a provider of Health and Safety Executive First Aid at Work training and provides opportunity for outdoor education activity for community groups.

The Outdoor Education team, the Residential team (including kitchen and domestic staff) and the Sports and Outdoor Education Administration team are based at the Low Port Centre in Linlithgow.

The Low Port Centre offers residential opportunities to schools, adults and community groups including international exchanges and also provides a variety of facilities for community use.

2. Activity Update

The purpose of this report is to update panel members on the Sport and Outdoor Education Service's performance since the last report in August 2014 and to highlight notable achievements and developments.

2.1 Activity Report Summary

The total number of participant sessions delivered through the various programmes run by Sports Development and Outdoor Education between 1 August 2014 and 31 December 2014 was **35,405**. Activities include outdoor education activities, athletics, basketball, rugby and a range of football opportunities. These sessions are delivered to children and young people from nursery school right up to the top end of secondary school. A key aim of this participation is directed towards local clubs in order to help them recruit new members at this young age group and to be able to develop positive habits in young people building towards lifelong participation in sports and outdoor activities.

August 2014 to December 2014

Activity Type	Participant Sessions
Sports Development participant sessions	25,207
Outdoor Education participant sessions	10,198
Total participant sessions	35,405

3. Sports Development

3.1 Coaches Continuing Personal Development Weekend

Over the weekend of 16 and 17 August, 44 of West Lothian's volunteer sports coaches attended Active West Lothian's inaugural Coach CPD Weekend at Armadale Community Sport Hub. Workshops included Emergency First Aid at Work for Sports Coaches, Safeguarding and Protecting Children, Positive Coaching Scotland (PCS), How to Coach Disabled People in Sport and Introductions to Sport Psychology, Sport Nutrition and Strength and Conditioning, accruing a total of 90 participant sessions. The attendees, who paid a heavily discounted price of either £40 or £25 for a weekend or day pass, respectively, indicated that 97% of them would attend a similar event on an annual basis. This event was specifically organised to follow from, and make the most of the positive feeling around, the Commonwealth Games 2014.

3.2 Club Development

West Lothian Council is the first local authority to pilot sportscotland's new "Clubs First Self-Assessment". The online tool has been helping local accredited clubs to establish how well they

have been performing and identify areas for development. So far 38 out of 57 clubs have completed self-assessments and are already working on progressing to the next level of accreditation.

Two West Lothian community football clubs have recently received the Scottish Football Association's highest club honour – the Quality Mark Legacy status. Livingston's Murieston United and Blackburn United community football were presented with their awards by the Scottish Football Association (SFA) on 24 January 2015. The awards are only given to clubs which are a key feature in their community, and can demonstrate that they improve sport by increasing participation, driving high standards and increasing the development of players, coaches and volunteers. The clubs join Broxburn United Sports Club and Linlithgow Rose Community Football Club in receiving the prestigious awards. This also makes West Lothian the highest ranked local authority area in Scotland for football clubs with Quality Mark Legacy status.

3.3 Sporting Grants

The Sporting Grants panel met in October to make the second round of grant applications. In this round a total of £65,900 was granted to sports clubs and individual athletes to support a number of initiatives. These grants support coach education opportunities, support club growth, support partnership working opportunities and aid facility development. The grants panel is now seeing some very innovative applications for funding to develop clubs, coaches and players.

3.4 Athlete Scholarships

This year a total of 30 scholarship passes were awarded through the Sporting Grants panel. These passes allow access to Xcite West Lothian gyms in order for our top performing athletes to use the gyms in the various locations. Our top athletes feel that this support helps them to achieve or retain top results in a wide range of sports. This year we are supporting athletes in a diverse range of sports including Sprint Kayaking, Athletics and Triathlon.

4. Outdoor Education

The Outdoor Education team has undertaken a significant amount of delivery and development work since the last performance report in August 2014, including provision of First Aid qualifications and development of school and community outdoor learning.

4.1 Programme Update

The following programmes represent a selection of the work of the Outdoor Education team during the period August 2014 to the end of December 2014:

- first aid training – 355 participants;
- targeted Outdoor Education (partnerships with Social Policy and Education Services) – 302 participants;
- school skiing and snow-boarding – 145 participants; and

- adult training programmes – 36 participants.

4.2 Beecraigs Bike Skills Loop

As previously reported, funding applications, for £40,000 each, have been submitted to the sportscotland Active Places and the Landtrust to develop a Bike Skills Loop proposed for Beecraigs Country Park. sportscotland has confirmed approval of the Active Places application and Landtrust has approved progression to stage two of their application process. This project follows initial public consultations, carried out by the steering group (Low Port, West Lothian Clarion and NETS Land and Countryside services), and an initial feasibility study was carried out by an independent contractor. Pending approval of the Landtrust stage two application, works are targeted to commence in Spring 2015

5.0 Residential Experience

During the period August to the end December 2014, 26 groups stayed in the Low Port residential wing. In total, 648 people stayed in the accommodation including 255 adults and 393 young people. This represents an increase of 165 residential stays when compared with the same period in 2013 when a total of 483 residential stays were recorded.

6. GAMES LEGACY

A large number of projects, programmes, initiatives and events were successfully delivered throughout 2014, all of which promoted the four national legacy themes (Active, Flourishing, Connected and Sustainable).

The impact of successful service delivery identifies that West Lothian is making a valuable contribution towards establishing a lasting legacy for Scotland. National outcomes are continually being targeted by various West Lothian actions highlighted throughout the West Lothian Legacy Plan.

The following sections provide an update on progress made within West Lothian Legacy Plan themes between August 2014 and the end of December 2014 by Sport and Outdoor Education and all partners involved in the West Lothian Legacy plan..

6.1 Active theme

A culmination of post-game events continue to be delivered with a focus on engaging West Lothian residents, and supplying all with the opportunity to be inspired and make the most of the benefits of such an inspirational event. Events include:

- the annual Festival of Sport, which supported the continuation of club sport growth and delivered a memorable experience for community individuals;
- the Diversionary Midnight League Programme, which provides structured football activity to youths aged 12 – 16, and supported participant learning proven to reduce crime rates and alcohol abuse, and;

- the annual Marvellous Mini Beasts which encourages participants to discover more about the outdoors.

A total of 42 West Lothian actions are continually delivered by participating service areas and collectively contribute to the people of West Lothian living longer, healthier lives and reducing health inequalities.

6.2 Flourishing theme

The games provided multiple opportunities for all West Lothian businesses with a total of 269 completing registrations in support of the Business Ready initiative. 17 games related contacts were awarded to West Lothian companies, eight Employment Recruitment Incentive Apprenticeships were supported and 20 Volunteer Scotland registrations were completed for voluntary opportunities.

19 West Lothian actions continue to deliver outcomes with the aim of contributing to the growth of the Scottish economy and ensuring that the economy is diverse and dynamic. For example, service innovation welcomed the creation of:

- a Coach Development Scheme (CDS), adding value to existing processes and creating a culture for self-development by providing a system for recognising and rewarding sessional coaching excellence; and,
- a Continued Professional Development (CPD) weekend implemented to supply all clubs, working groups and organisations with the opportunity to participate in a weekend training course at reduced cost.

The continued delivery of programmes such as Young Ambassadors and Sporting Grants Scheme ensures that West Lothian is developing a skills legacy workforce alongside increasing capacity through recruitment, retention and development. Increasing awareness through a variety of promotional streams ensures that West Lothian is deemed as an attractive place for doing business.

6.3 Connected theme

West Lothian's contribution towards strengthening learning and culture recognises the achievement of 5 successful Celebrate awards totalling £30,626. 65 participants took part in the Get Scotland Dancing initiative, 24 Game on Scotland registrations were completed, as well as 41 Athlete Village Art Competition registrations and a total of 22 Young Ambassadors appointed.

Successful planning from all services continues to deliver 12 diverse West Lothian actions, all focusing on building resilient, cohesive and safe communities.

6.4 Sustainable theme

A combination of 6 West Lothian actions contributes towards achieving the sustainable legacy of environmental responsibility and helping communities live more sustainability. Success currently includes:

- the Community Sport Hub project in Armadale Academy (Established 2012) successfully reaching financial sustainability; directly implementing physical and social change alongside improving community health and wellbeing;
- six Community Recycling Centres established to provide all residents with easier access for recycling; and
- 2,400 participants attending Midnight League with 10 individuals progressing on to receiving qualifications subsidised from Cash Back for Communities.

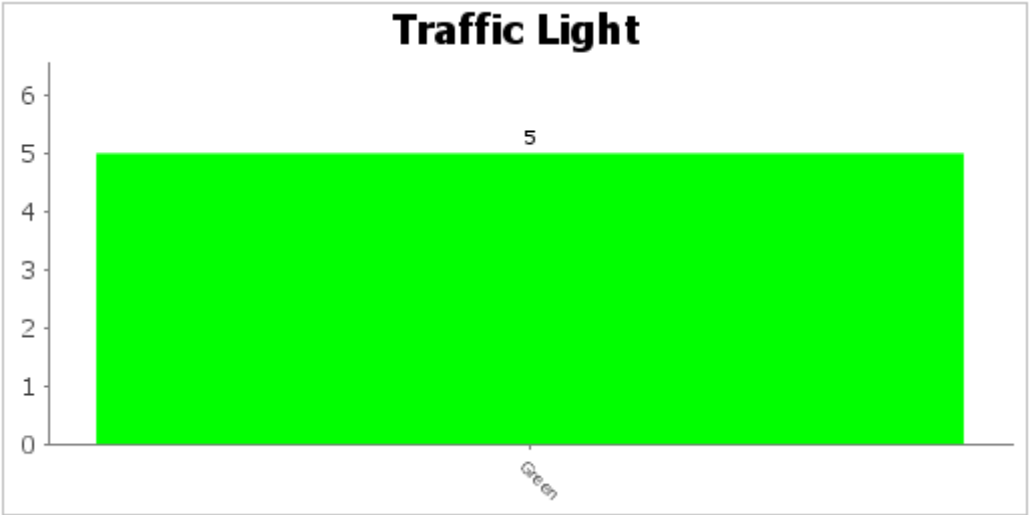
6.5 Legacy 2015 Proposal / Preparation

The continuation of West Lothian actions is deemed important when working towards implementing a lasting legacy for all West Lothian residents. 2015 is yet another ambitious year for all services with the creation, development and implementation of multiple areas of work, including, but not limited to:

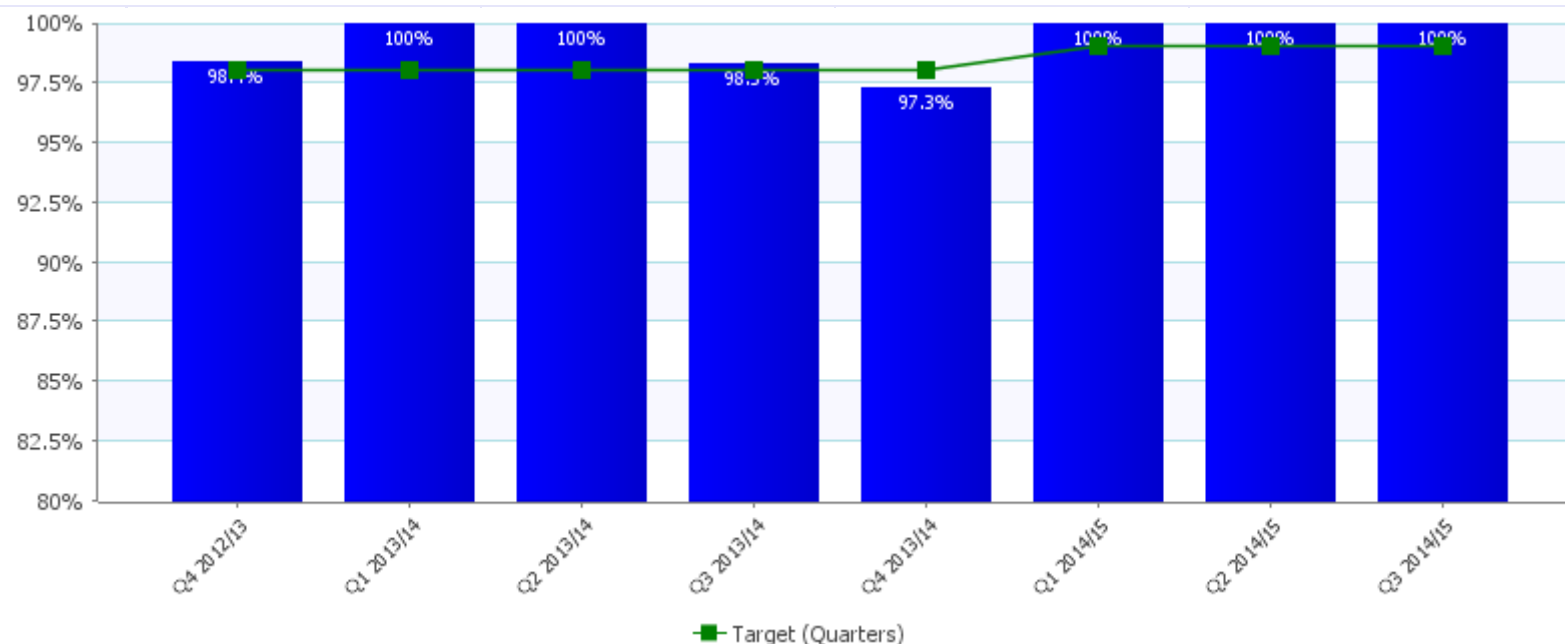
- the expansion of the Community Sport Hub Project;
- developing the Excellence in School Sport Programme;
- organising a National Legacy Week (w/c 9 March 2015);
- further development of Celebrating Sport Awards, and;
- creating the flourishing themed document.

All services will continue to deliver a diverse legacy programme and collectively work towards the five underpinning principles of enabling diversity, ensuring equality; enhancing partnerships; encouraging community engagement; and embedding sustainability.

7.0 Key Performance Indicators



PI Code & Short Name	P:CRSOE007_6a.7 Sport, Recreation & Outdoor Education - Percentage of customers who rated the overall quality of customer service as good or excellent .
Description	<p>This indicator measures the satisfaction of surveyed customers who used the Sport and Outdoor Education Service. This service includes Sports Development, Outdoor Education and Low Port Centre.</p> <p>All customer feedback responses are collated on a central monitoring spreadsheet with the percentage rating the particular aspect of the service as good or excellent calculated and reported. This provides valuable customer insight on key aspects of service delivery enabling any dips in performance to be detected and addressed accordingly.</p>



Trend Chart Commentary:

The chart demonstrates that the Sport and Outdoor Education team has recorded a consistently high level of customer satisfaction since the introduction of this performance indicator in 2012/13.

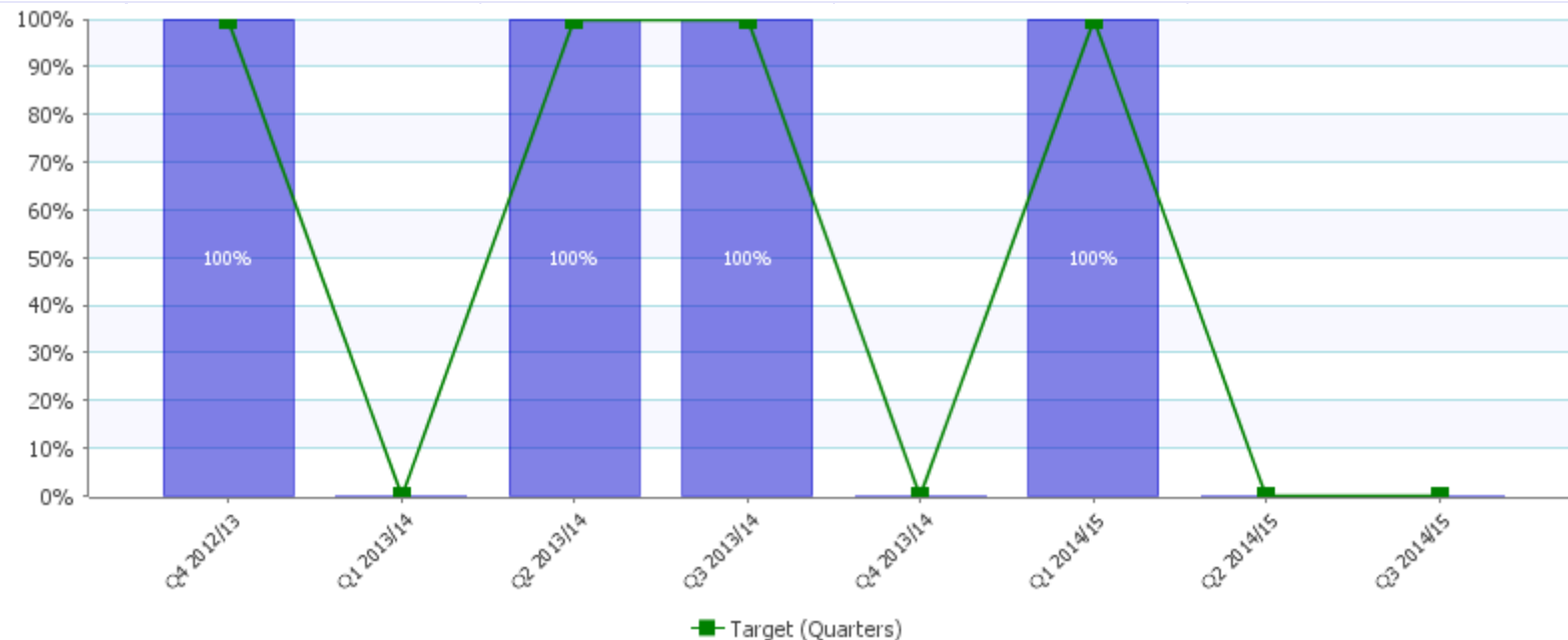
Performance in quarter three of 2014/15 was 100% which follows from the same result in quarter two and quarter one of 2014/15. This shows an improved performance from quarter four 2013/14 which was recorded at 97.3%.

Customer feedback has been utilised to deliver service improvements.

The target was increased to 99% for 2014/15 in order to encourage continued improvement in this measure.

The Sport and Outdoor Education Management team regularly monitor feedback and specific comments made on customer feedback forms to make improvements to customer experience.

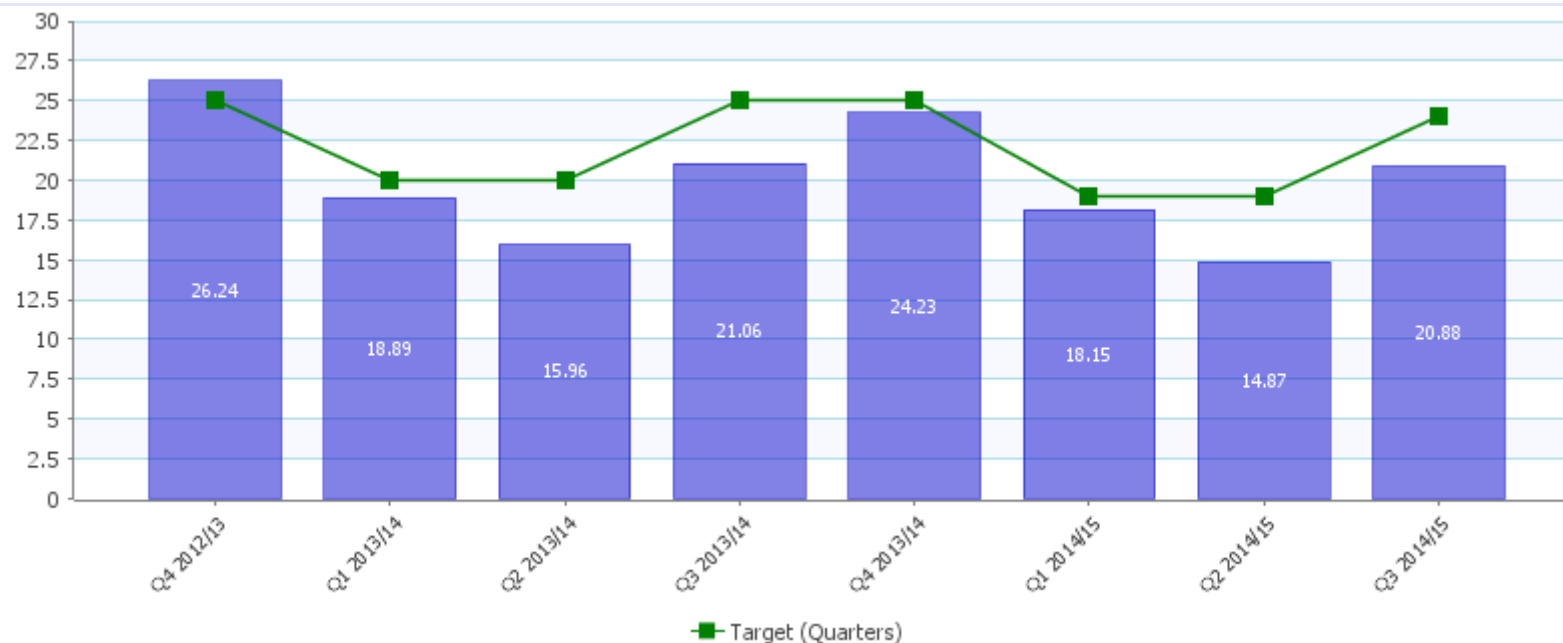
PI Code & Short Name	CRSOE017_6b.1 Sport, Recreation & Outdoor Education - Percentage of complaints resolved within the Service Level Agreement timescale.
Description	This KPI measures the percentage of complaints, relating to the Sport and Outdoor Education service which were resolved within the Service Level Agreement. The Service Level Agreement states that Stage 1 complaints should be resolved within 5 working days and Stage 2 complaints within 20 working days. Complaints are monitored and processed on the CRM system enabling complaint resolution timescales to be reported on a quarterly basis and monitored by the Sport and Outdoor Education Management Team.



Trend Chart Commentary:

The Trend Chart shows the percentage of complaints made against the Sport and Outdoor Education Service that were resolved within the Service Level Agreement timescales. Recording of this performance indicator commenced on 01 April 2012 and the trend chart shows that 100% of complaints received since that time have been resolved within the agreed timescales. No complaints were received by the service in quarter three 2014/15, nor were any complaints received in quarter two 2014/15. One complaint was received by the service in quarter one 2014/15. A total of fifteen complaints have been received since quarter one 2012/13.

PI Code & Short Name	CRSOE042_9a.1a Low Port Centre carbon consumption per square metre.
Description	This measures the carbon consumption, in kilograms per square metre, of the Low Port Centre facility. The aim is to minimise carbon consumption and so achieve performance below the stated target.



Trend Chart Commentary:

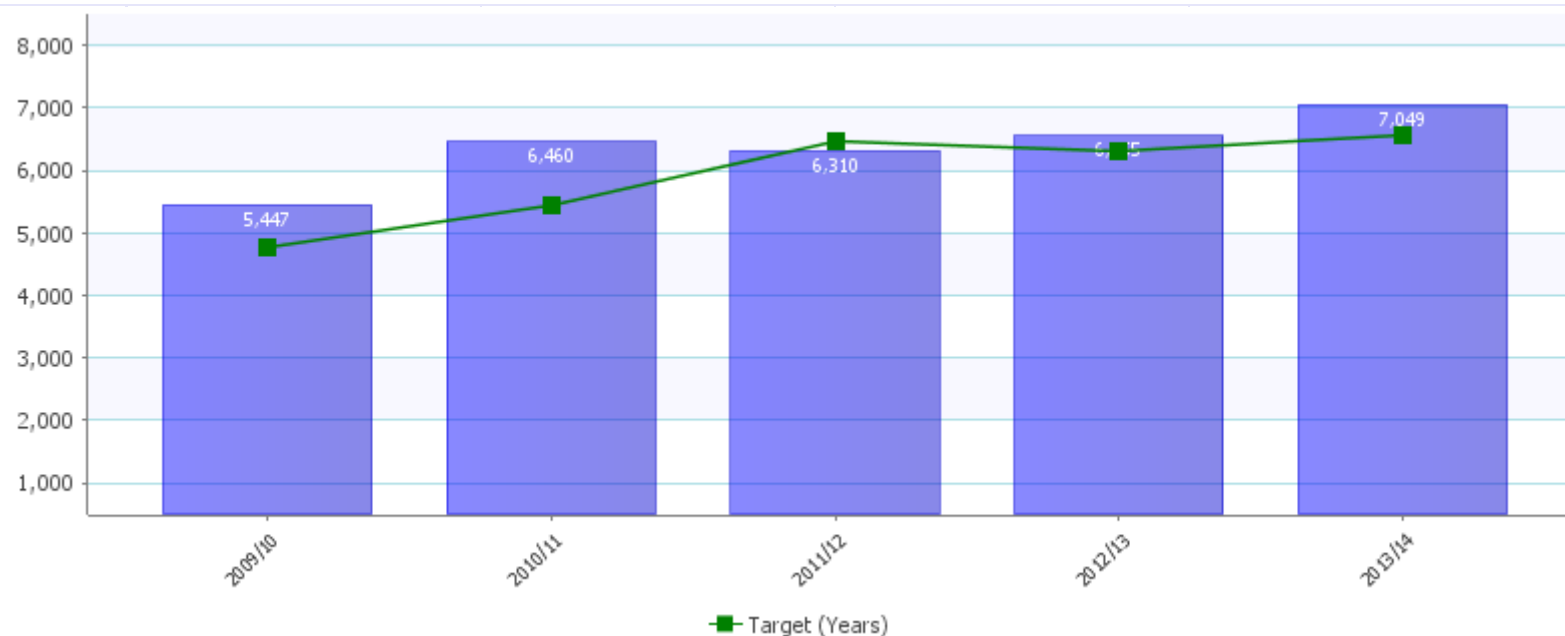
The chart shows that carbon consumption at Low Port Centre is subject to fluctuating seasonal demands. This seasonal trend is expected given the increased requirement to heat and light the building through the autumn and winter months and with reduced demand for utilities during the summer months.

The chart illustrates that carbon consumption was within target for quarters one to three in 2014/15, and all quarters in 2013/14. The chart also shows that carbon has reduced every year when compared with the performance outcome of the previous year.

These positive improvements are a reflection of continued energy awareness amongst facility operators and also energy saving initiatives such as the replacement luminaire project which installed energy efficient lighting at Low Port Centre in early 2013.

2014/15 targets were reduced by 1kg to reflect improved performance through 2013/14 and will continue to reflect seasonal variations.

PI Code & Short Name	CRSOE051_9b.1a Number of attendances per 1000 population at indoor sport & leisure facilities.
Description	This indicator measures the number of attendances per 1,000 population for all public indoor sports and leisure facilities, excluding pools in a combined complex, that are accessible on a pay per visit basis. This indicator is also reported annually to Audit Scotland as a specified performance indicator. Facility attendances are collated from West Lothian Leisure, Deans Community High School, Inveralmond Community High School and Fauldhouse Partnership Centre. Attendances are recorded on a central monitoring spreadsheet with summary calculations and final performance calculated.



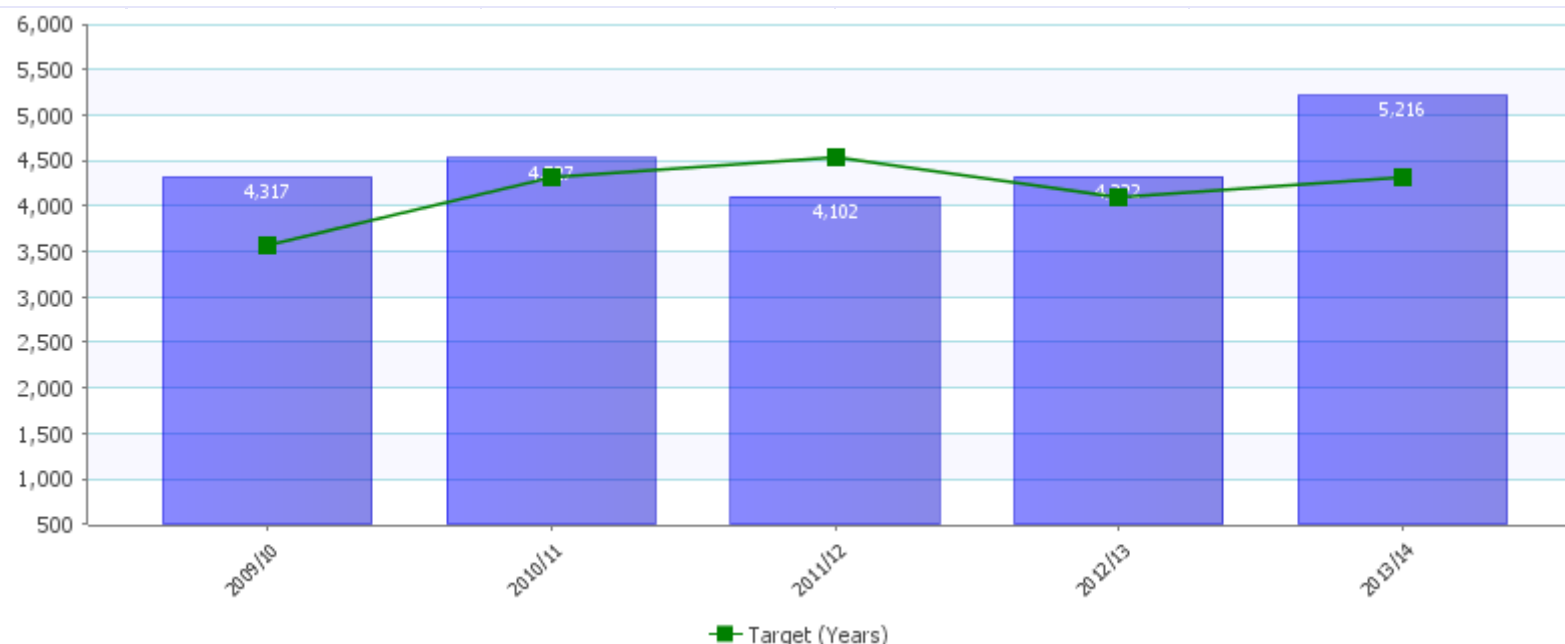
Trend Chart Commentary:

The trend chart shows a continued increase in attendances per 1,000 population for indoor sport and leisure facilities since 2009/10 with the exception of 2011/12 where a dip in performance was recorded due to the closure of Whitburn Leisure Centre during this period.

The 2013/14 performance is a result of increasing membership growth, through successful West Lothian Leisure membership promotion schemes implemented during the period, and the ongoing increase in admissions at key sites. In particular, indoor leisure facilities at Craigswood Sports Centre, East Calder Sports Centre and Whitburn Leisure Centre have undergone major capital facility improvements and extensions leading to increased attendances.

In 2012/13, West Lothian Council was ranked 16th out of 32 Scottish Local Authorities for this indicator. Benchmarking information for 2013/14 is yet to be collated by Audit Scotland.

PI Code & Short Name	CRSOE054_9b.1a Number of attendances per 1000 population at swimming pools.
Description	This indicator measures the number of attendances per 1,000 population for all public pools accessible on a pay per visit basis in West Lothian. This indicator is also reported annually to Audit Scotland as a specified performance indicator. Facility attendances are collated from West Lothian Leisure, Deans Community High School, Inveralmond Community High School and Fauldhouse Partnership Centre. Attendances are recorded on a central monitoring spreadsheet with summary calculations and final performance calculated.



Trend Chart Commentary:

The trend chart shows a continued increase in attendances per 1,000 population for swimming pools since 2009/10 with exceptions occurring in 2011/12 and 2012/13 where a dips in performance were recorded due to the closure of the Whitburn Leisure Centre swimming pool during this period.

The 2013/14 performance is a result of continuing West Lothian Leisure membership growth, and the ongoing increase in admissions at key sites. In particular, significant growth in swimming pool admissions have been recorded at Livingston Leisure Centre, Bathgate Leisure Centre and the reopened Whitburn Leisure Centre.

In 2012/13, West Lothian Council was ranked 7th out of 32 Scottish Local Authorities for this indicator. Benchmarking information for 2013/14 is yet to be collated by Audit Scotland.



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

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 attached 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 2015/16 up to 2017/18 inclusive.

Progress has been made with a number of projects since the last report to Culture and Leisure PDSP on 11 December 2014.

A number of projects are due to commence on site in the coming months including:

- Livingston skatepark refurbishment;
- Kirkton Park tennis courts upgrade;
- Xcite Linlithgow extension and new 3G pitch;
- Whitburn KGV pavilion; and
- Uphall Community Centre changing room extension.

Consultation is being progressed with local communities and community groups on capital projects phased in financial year 2016/17 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.

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Steve Field

Head of Area Services

Date: 5 February 2015

Community Facilities report - Appendix 1		
Feb-15		
PROPERTY	PROJECT DESCRIPTION	STATUS
BLACKBURN PARTNERSHIP CENTRE	New build centre to comprise Health, Community, Library, Police, Pharmacy	Planning permission has been approved. A site start is targeted by autum 2015 with completion by autum 2016.
MURRAYFIELD PARK, BLACKBURN.	New pavilion and synthetic training area.	The pavilion is now complete. The synthetic 3G pitch project is at final design stage with a site start estimated for early Summer 2015.
BOGHALL PS	Extension to provide community accommodation.	Project complete.
CRAIG INN CENTRE	Internal alterations.	The library re-location is now complete. Further minor works are being progressed.
KETTELSTOUN MAINS	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 complete.
LIVINGSTON SKATEPARK	Refurbished and extended wheeled sports facility at Almondvale.	Refurbishment works are currently at tender stage.
MOSSWOOD CHANGING FACILITIES	Pitch changing room upgrade and roof refurbishment.	Project complete.
MURIELSTON VILLAGE HALL	Roof replacement	Support work for the roof has been completed. Work to the roof will be completed by the end of March 2015.
INVERALMOND CHS	Pool Changing Area - replacement flooring.	Work is planned to replace the flooring in the pool changing area. 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 six weeks. This work has been re-scheduled to take place in the school summer holidays 2015.
KIRKTON PARK TENNIS COURTS	Extend and renew existing blaes tennis courts with all weather surface with floodlighting.	Funding has been approved through the Active Places Fund and stage 1 funding approvals have been received from both the Lawn Tennis Association and Land Trust. Stage 2 funding submissions are in progress. Design work is now being progressed with a site start targeted for late Spring 2015, subject to approval of funding applications.
WEST LOTHIAN LEISURE XCITE LINLITHGOW	Extension to fitness suite, internal re-configuration and additional car parking	Planning permission has been approved. Project estimated to commence on site in Spring 2015. 3rd generation Synthetic Turf Pitch estimated to commence on site in early Summer 2015.
LEISURE CENTRE CAR PARKS	Surface and lighting upgrade programme of car parks at West Lothian Leisure sites.	Project complete.
KING GEORGE V, WHITBURN	New community sports changing pavilion and park improvements.	Project planned to commence on site in Spring 2015. £40,000 funding for wheeled sports facility approved through Active Places fund.

Community Facilities report - Appendix 1		
Feb-15		
<u>PROPERTY</u>	<u>PROJECT DESCRIPTION</u>	<u>STATUS</u>
WATSON PARK, ARMADALE	New community sports changing pavilion and new natural grass pitch.	Briefing/consultation to be progressed in line with other capital projects planned for Armadale; project phased to commence financial year 2016/17.
LOW PORT CENTRE	Refurbishment and improvements to the existing centre.	At briefing/consultation stage; project phased to commence financial year 2016/17.
KING GEORGE V PAVILION, UPHALL	Replacement changing provision.	Briefing/consultation completed, planning application submitted. Aim to commence on site in early 2015.
BRIDGEND PARK	Pitch levelling, drainage.	Briefing/consultation to be progressed; project to commence financial year 2015/16.
BROXBURN ACADEMY SYNTHETIC PITCH	New full size, floodlit synthetic turf pitch.	At design stage; project to commence Summer 2015.
FAULDHOUSE SYNTHETIC PITCH	New full size, floodlit synthetic turf pitch.	At design stage; project to commence Summer 2015.
WEST CALDER HS	New PE/sports provision	Briefing/consultation to be progressed as part of new school proposal.
EAST CALDER PARTNERSHIP CENTRE	New partnership centre to include sports changing provision.	Briefing/consultation to be progressed. A site start is targeted for financial year 2016/17.
UPHALL STATION RECREATION PARK	Additional provision for Uphall Station.	Briefing/consultation to be progressed; project to commence financial year 2015/16.
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.
KIRKNEWTON CHANGING PAVILION	New changing provision.	Briefing/consultation to be progressed; project to commence financial year 2016/17.
CRAIGWILLOW CENTRE	Minor upgrade.	At briefing stage with the tenant. Further assessment of long-term plan for the provision of activities underway with Craigwillow School of Gymnastics Trust.



West Lothian
Council

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

BOOK WEEK SCOTLAND IN WEST LOTHIAN 2014

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

This report advises the panel of progress made in celebrating Book Week Scotland 2014 activity in West Lothian delivered by the Branch Library Service.

B. RECOMMENDATIONS

The Culture and Leisure Policy Development and Scrutiny Panel is asked to note the success of activities to celebrate Book Week Scotland 2014 to promote literacy and reader development.

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)	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 events and use of public library facilities.
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 opportunities.
VI. Resources (Financial, Staffing and Property)	Where required these will be from existing budgets or specific external funding eg Scottish Library and Information Council.

VII.	Consideration at PDSP/Executive Committee required	A report was presented to the Culture and Leisure PDSP on 6 Feb 2014.
VIII.	Consultations	Education Services.

D. TERMS OF REPORT

D1 Background

Book Week Scotland is a week-long celebration of books and reading that takes place every November. During this time, libraries encourage people of all ages and backgrounds to come into local libraries to share and enjoy books and reading. They are joined by authors, poets, playwrights, storytellers and illustrators to bring a packed programme of events and projects to life. Local authorities have a statutory duty to deliver a public library service which provides equality of access to books and reading to every member of our communities and to provide them with a wide range of opportunities to read and improve literacy skills.

West Lothian Council works with the Scottish Book Trust to delivery Book Week Scotland, working in partnership with the Reader Development Network across Scotland.

Book Week Scotland is now in its third year. It offers free events to customers and is designed to make access to reading and literacy attractive and available to everyone.

D2 Book Week Scotland 2014 in West Lothian

Book Week Scotland took place between 24 and 29 November 2014. West Lothian libraries took part in national initiatives encouraging readers to:

- make a reading pledge;
- write a love letter to their local library;
- vote for their favourite Scottish book character; and
- take part in a literary love match quiz.

A varied programme of book related activity aimed at adults and children was delivered and included author events, Bookbug sessions, and toy sleepovers. An illustrated report of the events held in West Lothian is detailed in Appendix 1.

Author Events

Tartan Noir crime novelist and screen writer Lin Anderson visited the Simpson Library and her session was, enjoyed by 18 adults. A crime scene was prepared for the event and Waterstones supported the event with book sales. Millie Gray entertained an audience of 15 at Carmondean and participants enjoyed the humour of her presentation. Malcy Duff visited West Lothian College Library to discuss his comic creations and bring his techniques to life. seven teenagers and three adults attended this event.

Bookbug Sessions

Additional sessions were held in libraries during Book Week Scotland with a total of 130 children and 112 adults attending. The feedback from customers included:

- "Loved all the Scottish songs".
- "Another great Bookbug session".
- "Children all joined in and had fun".

Storytelling Sessions

Some libraries held special storytelling sessions during Book Week Scotland, aimed at pre-school children. There were two Gruffalo themed sessions at Lanthorn Library and Armadale Library held a special fancy dress session. Other libraries planned special storytelling sessions before and after the Teddy Bear Sleepover events to encourage children to drop off and collect their bears. Feedback from a customer who visited Lanthorn Library for the Gruffalo session said "Very well done, kids enjoyed it, even my nine year old".

Library staff visited a number of primary and nursery classes to tell them about the library and to read the class a story. 84 children were reached at Carmondean Nursery, Mid Calder and Blackburn primary schools.

Class Visits

Local primary schools were invited along to libraries where the children were taken on a lively tour around the library and the library staff read them a story. Children gave very good feedback telling us how much they enjoyed listening to stories, singing songs and looking at the books. Broxburn staff made the visit by St Nicholas Primary School very special by recreating Hamish the Highland Cow, the main character of a story being read to the children. A total of 32 classes and 690 children visited the library for storytelling sessions.

Craft Sessions

A range of craft sessions were delivered across West Lothian which included making a "Scotty Dog Calendar" and "Teddy Bear" crafts. 40 children attended sessions in Broxburn, Fauldhouse, Bathgate, East Calder and Armadale.

Toy Sleepovers

The final event of the week was an innovative event across libraries, where children were asked to bring along a favourite toy to the library and to leave them for a sleepover. They had to return the next day to collect their toy and were given a glimpse of what the toys had been doing in the library overnight. Pictures from each participating libraries were posted on the Teddy Bear Sleepover West Lothian Facebook page. 110 teddy bears were handed into libraries to take part on this activity.

Love Letters to Libraries

The Scottish Book Trust encouraged everyone in Scotland to write a letter to their local library telling them how much they loved them. There was a good response to this and the letters expressed their appreciation of the facilities and the space that the libraries offered.

D3 Attendance Figures in 2014

Author Events : 4 author events with 92 attending

Bookbug sessions: 130 children and 112 adults attended

Story Times: 77 children attended

Toy Sleepovers: 110 children and toys took part

These figures compare well with the attendance at the 2013 Scottish Book Week.

Attendance figures in 2013

Author visits- 104 attended the talks

Bookbug session- 150 children attended (121 families)

Story times- 83 children attended

Toy Sleepovers- 50 children and toys took part

E CONCLUSION

Libraries are at the very heart of the Book Week Scotland programme and by delivering the full programme of activities, West Lothian can demonstrate the value of public libraries in promoting reading and extending the range of reading people can engage in which leads to improved literacy for our citizens. Book Week Scotland is part of a coordinated programme of reader development in libraries which delivers to adults and children throughout the year.

F BACKGROUND REFERENCES

A report on the second Book Week Scotland was presented to PDSP on 6 February 2014.

Appendices/Attachments: One

Appendix 1 – Book Week Scotland 2014

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

Steve Field
Head of Area Services

Date: 5 February 2015

Book Week Scotland 2014

Book Week Scotland took place between the 24th and 29th of November. West Lothian libraries took part in national initiatives such as reading pledges, write your library a love letter and vote for your favourite Scottish book character. There were also a number of events in libraries for adults and children to celebrate the week:

BOOKBUG SESSIONS

Additional Bookbug sessions were held in libraries throughout the week. Jason, aged 3, told our staff that “mummy takes me to the library and we read books together. I also love Book bug and I have my own Bookbug toy”.

Broxburn Library held a special Scottish themed Bookbug. Feedback from customers included:

- “Loved all the Scottish songs”.
- “Another great Book bug session”.
- “Dianne is so good with the children, they all joined in and had fun”.

Location	Adult attendees	Children attendees
Broxburn	23	26
Broxburn	21	24
Whitburn	1	1
East Calder	13	16
Bathgate	21	20
Linlithgow	8	8
Armadale	15	17
Fauldhouse	10	18
TOTAL	112	130

STORYTELLING SESSION

Some libraries held special storytelling sessions which were advertised to the public and aimed at pre-school children. Lanthorn library held two Gruffalo themed storytelling sessions, while Armadale held a special fancy dress session. Other libraries tied their sessions in with the Teddy Bear Sleepover so that the children dropping off and collecting their bears could participate.



Storytelling Sessions - Advertised	
Library	Attendees
Carmondean	3
East Calder	6
Bathgate	9
Linlithgow	29
Armadales	11
Broxburn	9
Fauldhouse	10
TOTAL	77

A customer who visited Lanthorn Library for the Gruffalo session said “very well done, kids enjoyed it, even my nine year old”.

Our library staff visited a number of primary and nursery classes to tell them about the library and read the class a story.

Storytelling Session – Library Staff Visits in Community		
Library	Location	No. of children
Carmondean	Carmondean Nursery	24
East Calder	Mid Calder	30
Blackburn	Blackburn Primary	30
TOTAL		84

The children at Mid Calder primary school said that Dana’s visit was “really fun” and “we had a great time”.

CLASS VISITS

Libraries also invited local primary school classes along to their libraries. The children were taken on a very lively tour around the library and the staff read them a story.

Storytelling Sessions – Class Visits to Library		
Library	No. of classes	No. of children
Whitburn	2	39
Lanthorn	2	21
Blackburn	10	261
Almondbank	5	51
Bathgate	2	60
Linlithgow	1	29
Armadales	6	107
Broxburn	2	65
Fauldhouse	2	57
TOTAL	32	690

The libraries received positive feedback from all who visited:

- “We all enjoyed our library visit listening to the stories and singing songs” Jessica said, “It was fun”, “I liked the books” said Sophie, “I liked the monster book”, said Ross. (Almondbank)
- The children love coming to the library, it gives them the opportunity to read and look at books. Story time is great; the children learn new songs and friends. The library is a great place to come. (Armada)
- Children very engaged, nice range of activities and well suited to age of pupils, good communication of event in advance made it so easy for us to plan. (Linlithgow)
- We had a great nursery visit. The kids enjoyed the story. (Whitburn)

St Nicholas Primary School children visited Broxburn Library to hear stories about Hamish the Highland Cow. Dianne, a very creative and resourceful member of staff, made her highland cow costume from her old bathroom carpet! After the visit, their class teacher created a blog post about how much fun they had on their visit to the library:

Nov
25
2014

Scottish Storytelling Week

Primary 1, Primary 2, School News

No Responses

Primary 2a and 2/1 visited Diane at Broxburn library today for Scottish Storytelling Week. She dressed up as Hamish the Highland Cow and read us two Scottish picture books.










She even let us try on her Highland cow hat! We had a great time!

CRAFT SESSIONS



Craft session taking place over the week included ‘Make your own Scotty Dog Calendar’ and ‘Teddy Bear Crafts’.

A parent attending a craft session with their child at Broxburn library said “Melanie always likes to visit Broxburn library but particularly enjoys our Saturday morning visits because there are always arts and crafts. Melanie enjoyed making the Scotty dog calendar and even made one for her gran.”

Craft Sessions in Libraries	
Library	Children Attending
Broxburn	10
Fauldhouse	10
Bathgate	9
East Calder	4
Armadale	7
TOTAL	40

AUTHOR VISITS

Lin Anderson

Tartan Noir crime novelist and screen writer Lin Anderson visited the Simpson library to give her audience of **18 adults** an insight into the nitty gritty world of fictional crime. The Simpson Library staff prepared their very own crime scene to prepare for Lynn's arrival. Staff from Waterstone's also visited the library with copies of Lin's books.



Positive feedback was collected from those who attended:

- "Fairly interesting and illuminating".
- "More events please, excellent".
- "I usually find an author I enjoy and make a list and read them all. I have now found an author called Lin Anderson".

Millie Gray

Millie Gray, a writer and professional storyteller visited an audience of **15 adults** at Carmondean Library. Millie has the honour of being the 'Arts Champion for Older People' in Scotland. She entertained her audience with her flair for recounting family tales in a humorous way and also talked about her work. Those who attended said the event was



“very entertaining” and hoped that the next author visit at Carmondean Library would be very soon.

Malcy Duff

Comic creator Malcy Duff visited West Lothian College Library to discuss his work and demonstrate his very own ‘Dog Walking Technique’, used to create a double page spread story using experimental drawing, and is designed for anyone to use whether it be an experienced comic book artist, or someone who has never attempted making comics before. Attendees included **7 teenagers and 3 adults**.

- I have been considering illustration as a professional career, but not had the chance to fully develop my work. The workshop has confirmed it’s what I really want to do with my life. I’ve also created work that I can add to my portfolio.
- I’m currently studying to be a civil engineer, but graphic novels and illustration is my true passion. A really inspiring event!
- I wasn’t a confident drawer before I attended the class. Working with Malcy took away the creative inhibitions that I’ve struggle with for years. I was really surprised with the work I did!
- Malcy’s techniques are really going to help with my college work. Was great to learn more about his work and career.

Our college librarian Linda later told us that she “thoroughly enjoyed the session. It was great seeing young people develop their talents and have the chance to pursue their passions”.

Badger the Mystical Mutt

Lyn McNichol and Laura Jackson’s character Badger the Mystical Mutt visited Armadale library to entertain **49 Primary 1 pupils** from Armadale Primary. Badger and Lyn entertained the children with their stories and dancing. One member of staff overheard a child telling his mum ‘shhh! There’s a dog sleeping in there!’ days after Badger had visited!

Feedback from the children included:

- I liked it when badger was cheeky with the teachers!
- We loved badger!



TEDDY BEAR SLEEPOVER

The week ended on a high with a very busy Teddy Bear sleepover. The children were asked to bring a favourite toy to the library and leave them over night for a sleepover, they return the next day to collect their toy. The children were given a sneak peak of what the toys were getting up to on Friday evening and all pictures from each of the participating libraries were posted on Saturday morning. Our Facebook admins kept their audience entertained with anecdotes from the sleepover throughout Friday night and Saturday morning:



One-hundred and ten teddy bears were handed into libraries across West Lothian. A few of them even stayed for longer than we expected!

Using a Facebook account linked to the Scottish Book Trust allowed the pictures to reach a much greater audience than a physical picture display in the library. This method also allowed reach, engagement and customer comments to be automatically recorded:

Page likes	84	Highest no. of click on album	485
Total reach of all posts on page	2279 people	Total no. of comments on page	65
Highest reach of one post	841 people	Total no. of page content likes	386

Customer comments included:

- Thank you to all the staff for this event, looks like the Bears had a great time! (Facebook)
- Whoever came up with this wee Awesome idea needs to get a big pat on the bk (or a wee payrise...) heehee. Loving it... X (Facebook)
- Thanks so much, lovely photos you have made a little boy very happy x (Facebook)
- This is the third annual sleepover that Melanie and Thomas have been involved in. They are both very excited to leave their teddy bears overnight and to come to the library on Saturday morning to see the photos and listen to the story time (Broxburn)
- Loved looking at the pictures on Facebook (Blackburn)

LOVE LETTERS

The Scottish Book Trust encouraged everyone in Scotland to write a letter to their local library telling them how much they loved them. Here are a few of our favourites:

I love the library because as a child I was the oldest of the family of five, parents had no money and I was a voracious reader. THE LIBRARY SAVED ME! Then when my children came along again money was short and I would indulge in all the new books without being out of pocket. I have passed my love of books onto my sons and now my grandson. The library is a heaven for me and I hope will be a haven for many of my family in the future. Libraries are magical places where you can dip in and out of many different worlds. Long Live the Library – East Calder Library.

How do I thank you for all the help you have given me. I made a deal with myself to read all of the Danielle Steel books, past present and future. Well I'm up to date with my reading and you ladies have helped me to get the new books. Plus you have been able to get me a lot of the older books too. You are all amazing thank you – Almondbank Library

I have always loved libraries, from early childhood when the trucking library used to visit. It was my first introduction to books as we could not afford to buy any as a family. I still love the atmosphere inside our local library - it's a little oasis of calm in a busy world, its lovely to spend time just browsing amongst the books until something interesting catches ones eye. Much better than staring at a computer screen for hours. I hope libraries last forever- I know they have to be updated to meet modern needs but I hope we never lose that feeling of being surrounded by books with helpful librarians to give advice. Generations must have been introduced to books and reading by libraries. Long may they last - East Calder Library

You were a warm welcoming place when I was new to the area, where old friends queued on the shelves to shake my hand when I knew no one outside your doors. You were a safe place on long dark days with a new-born, somewhere to go when I needed a reason to get out of the house, and a bottomless source of paperbacks to keep me company through the endless nightmare feeds. You were a highlight of my toddler's weekly calendar, where Bookbug sessions retaught me long forgotten childhood rhymes and colourful picture books nourished her soul and mine. Dear library. through autumn, winter, summer, spring- the season of my life- you have been there. Thank you.

May your life be long because you are well loved and I need you for all the seasons to come –
Simpson Library

The libraries were also inundated with positive comments, thanking the staff for the great work that they do:

- I really appreciate the great service I get from the staff at Almondbank. They are always very willing to give advice and to order books I have read about in the newspaper. I could not imagine not having my local library. (Almondbank)
- I love the books you have, I (heart) them. I also like the activities you do. I like the librarians they are nice and kind (Armadale)
- You are the light of my life, my heart soars when I walk through the door, I'm always ready to delve into your exotic depths, though often rebuffed online, I am never disappointed. (Broxburn)
- Best of the best 10/10 (Fauldhouse)
- To all staff- efficient/ helpful/ lovely people (Linlithgow)



CULTURE AND LEISURE POLICY DEVELOPMENT SCRUTINY PANEL

ANNUAL INTERNATIONAL TWINNING UPDATE

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this report to the Policy Development and Scrutiny Panel is to progress a proposal for the financial assistance to be provided by the council to support the range of international activity planned between West Lothian and twinning partners in financial year April 2015 to March 2016.

B. RECOMMENDATION

The panel is asked to:

1. note the proposal financial assistance to be provided by the council in 2015/16, as follows:
 - West Lothian / Grapevine USA : £8,046
 - West Lothian / Hochsauerlandkreis Germany : £8,046
 - Linlithgow / Guyancourt, France : £4,023
 - Bathgate / Cran Gevrier, France : £4,023
2. agree the report is tabled at a future Council Executive for approval.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|---|
| I Council Values | Focusing on our customers' needs;
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) | The international partnership work reflected within this report contributes to the Education, Planning and Area Services International Partnerships Strategy. |
| III Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | Not applicable. |

V Relevance to Single Outcome Agreement	SOA 2: We are better educated and have access to increased and better quality learning and employment opportunities. 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.
VI Resources - (Financial, Staffing and Property)	The twinning association programmes are supported through £24,138 grant aid from West Lothian Council.
VII Consideration at PDSP	The proposed 2014/15 allocations were considered by the Culture and Leisure PDSP on 5 December 2013 and approved by the Council Executive on 21 January 2014.
VIII Other consultations	All West Lothian Twinning Committees and West Lothian Council financial management unit.

D. TERMS OF REPORT

West Lothian Council supports the West Lothian/Grapevine, Texas, USA, West Lothian/ Hochsauerlandkreis, Germany Linlithgow/Guyancourt, France and Bathgate/Cran Gevrier, France Twinning Associations.

The Grapevine and Hochsauerlandkreis Twinning Associations are the official West Lothian twinned associations and are West Lothian wide organisations. The Linlithgow and Bathgate Associations predominantly address organisations in their geographical area.

The aim of twinning is to promote mutual understanding through educational, cultural, sporting and recreational exchanges. West Lothian Council supports the above Twinning Associations and encourages these organisations to promote opportunities for individuals and community groups to participate in reciprocal exchange programmes with their twinning partners.

There have been many exciting projects aimed at young people involving sports, arts, schools and voluntary organisations. One of the key objectives throughout has been the development of exchanges particularly targeting young people and a variety of inclusive programmes involving schools, youth and voluntary groups continue to be supported and developed.

Appendix 1 to this report details the funding recommended for financial year 2015/16.

E. CONCLUSION

Twinning Partnerships have proved to be very successful and continue to provide excellent learning opportunities, particularly for young people from communities in West Lothian and abroad to develop mutual understanding and friendship.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: one

Appendix 1: Financial Assistance for Twinning Associations 2015/16

Contact Person: Gordon Connolly, Community Facilities Manager, Tel: 01506 281274

E-mail: gordon.connolly@westlothian.gov.uk

Steve Field

Head of Area Services

Date: 5 February 2015

FINANCIAL ASSISTANCE FOR TWINNING ASSOCIATIONS

2015/2016

The budget available for disbursement in 2015/2016 for support to Twinning Associations is £24,138.

There are four twinning associations that the council would wish to continue to support:

- Linlithgow/Guyancourt, France
- Bathgate/Cran Gevrier, France
- West Lothian/Grapevine, Texas, USA
- West Lothian/Hochsauerlandkreis, Germany

Based on the comments contained in the report the following allocations are recommended for the financial year 2015/16:

Linlithgow/Guyancourt grant:	£ 4,023
Bathgate/Cran Gevrier grant:	£ 4,023
West Lothian/Grapevine grant:	£ 8,046
West Lothian/Hochsauerlandkreis grant:	£ 8,046

Total to be Disbursed:	<u>£24,138</u>
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To support the continued good work of the twinning committees, it was agreed that each association be contacted later in the year to assess progress.



CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMUNITY ARTS CITIZEN LED INSPECTION 2014

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this update report is to advise the panel of progress with the improvement plan which was developed as a result of Community Arts' Citizen Led Inspection (CLI) which took place during February and March 2014.

B. RECOMMENDATION

It is recommended that the panel notes the contents of the report and the improvement plan.

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	Successful implementation of the action plan will improve service performance.
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)	The improvement plan will be implemented within existing resources.
VII Consideration at PDSP	None.
VIII Other consultations	The Executive Management Team has been consulted on the report.

D. TERMS OF REPORT

Citizens Led Inspection process

The Citizen Led Inspection process follows the West Lothian Assessment Model framework and focusses on seven key areas:

1. Leadership
2. Service Planning
3. People Resources
4. Partners & Other Resources
5. Service Processes
6. Customer Results
7. Key Results

Community Arts inspection began with an introductory session in January 2014 where the Community Arts Co-ordinator gave a presentation on the service to the assessors. The inspection team comprised Mr Peter West, Mrs Ann Pike and Mr John McCulloch. In addition, Community Arts provided a comprehensive range of information and evidence, including:

- an overview of Community Arts including a Service Map detailing key inputs, outputs, processes and activities
- Management Plan 2014-15, activity budget and key performance results
- Community Arts performance report October 2013
- Community Arts Customer Service Standards, schedule of partners and customer consultation schedule

Further primary evidence was gathered by the inspectors over six weeks during February and March 2014 by:

- interviewing Laura Tyrrell, Ian Hepburn and Steve Field
- interviewing a range of staff across the service
- speaking to customers and partners
- reviewing documentation and other evidence
- mystery shopper visits to the venues

The inspectors drafted a report detailing their findings and recommendations for improvement. A copy of the report is in Appendix 1. The service was scored against seven criteria as follows:

Criterion	Rating				
	Excellent	Good	Adequate	Weak	Unsatisfactory
1 Leadership		✓			
2 Service Planning		✓			
3 People Resources		✓			
4 Partners and Other Resources			✓		
5 Service Results		✓			
6 Customer Results			✓		
7 Key Results				✓	

Inspection results

The inspectors found Community Arts demonstrated good practice/performance in the following areas:

- The Service has a hard working and committed staff
- Strong commitment to showcasing the excellent facilities at Howden Park Centre and Linlithgow Burgh Halls for the benefit of the community
- Strong commitment to provide targeted activities in a way that benefitted the harder to reach communities.
- The team were focussed on the key outcomes for WLC and well aware of the key purpose for their Service

The inspectors found Community Arts required improvement in the following areas:

- The way it collects, collates, analyses and uses results
- Interaction with Key Partners

A report was considered by Culture and Leisure Policy Development and Scrutiny Panel in October 2014 which noted progress made to date. A detailed action plan, (Appendix 2) was created by the service to address the areas for improvement which were highlighted by the inspectors and significant progress had been made with the action plan. The inspectors will return for a follow up visit in May 2015 to assess what improvements have been made to the service as a result of the inspection. In the meantime, Community Arts will participate in a Customer Service Excellence assessment on 16 March. The assessor visit both arts venues to review evidence, meet staff and customers and note improvements made to the service since the last assessment.

E. CONCLUSION

The Citizen's Led Inspection process assesses the quality, efficiency and effectiveness of council services and provides feedback which is aimed at developing and improving performance.

Community Arts' CLI provided a range of positive feedback, constructive criticism and helpful suggestions for service improvement which will ultimately enable us to improve our service to customers. The CLI inspectors confirmed the high quality service that is

provided to customers and acknowledged the hard work and commitment from staff. The action plan will allow us to focus on key areas to ensure the service continues to improve.

F. BACKGROUND REFERENCES

None

Appendices/Attachments:

Appendix One: Community Arts Citizen Led Inspection Feedback Report April 2014

Appendix Two: Community Arts Citizen Led Inspection Improvement Plan 2014

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CITIZEN LED INSPECTION

FEEDBACK REPORT FOR WEST LoTHIAN COUNCIL

Community Arts

APRIL 2014

INSPECTION TEAM:	REPORT SUBMITTED TO:
MR P WEST	MR I HEPBURN
MRS A PIKE	COMMUNITY REGENERATION MANAGER
MR J MCCULLOCH	MS L TYRRELL
	COMMUNITY ARTS CO-ORDINATOR

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1 INTRODUCTION TO FEEDBACK

This feedback report has been produced following an inspection of **Community Arts** in West Lothian Council against the Citizen Led Inspection framework and using the framework rating system.

The inspection process took place over 12 days in **March 2014** and included the following steps:

- Evidence review and site visit planning
- Onsite observation and interviewing
- Consensus on strengths, areas for improvement and scores by the citizen inspection team

The inspection team comprised:

- **Mr Peter West**
- **Mrs Ann Pike**
- **Mr John McCulloch**

During the inspection process every effort has been made by the team to ensure that conclusions and feedback are based on fact and are the result of consensus. The team have interviewed more than **20** people individually or in groups and visited **3** locations.

2 KEY STRENGTHS

Community Arts has demonstrated good practice/performance in the following areas:

- The Service has a hard working and committed staff
- Strong commitment to showcasing the excellent facilities at Howden Park Centre and Linlithgow Burgh Halls for the benefit of the community
- Strong commitment to provide targeted activities in a way that benefitted the harder to reach communities.
- The team were focussed on the key outcomes for WLC and well aware of the key purpose for their Service

3 KEY AREAS FOR IMPROVEMENT

Community Arts requires improvement in the following areas:

- The way it collects, collates, analyses and uses results
- Interaction with Key Partners

4 RATING

The Citizen Inspection team have rated the service as follows:

CRITERION	RATING (✓)				
	<u>E</u> (Excellent)	<u>G</u> (Good)	<u>A</u> (Adequate)	<u>W</u> (Weak)	<u>U</u> (Unsatisfactory)
1 LEADERSHIP		✓			
2 SERVICE PLANNING		✓			
3 PEOPLE RESOURCES		✓			
4 PARTNERS & OTHER RESOURCES			✓		
5 SERVICE PROCESSES		✓			
6 CUSTOMER RESULTS			✓		
7 KEY RESULTS				✓	

5 TERMS OF THE REPORT

1 LEADERSHIP

Leaders:

- Identify a clear direction for the service
- Set long-term outcomes
- Are open, honest and accountable
- Put in place scrutiny to challenge performance

The core purpose of the service was well laid out and supported by a clear structure. The Vision from the top of the Council has definitely cascaded down to this Service and most staff readily spoke about the existence of the Council's new trimmed down Single Outcome Agreement.

Roles and responsibilities were very clear within the structure and staff spoke passionately about what they were accountable for within the Service.

Staff are generally very positive about how they view the roles and responsibilities of the Leadership and the values the Council want them to exhibit.

Leaders are very open and honest about the Service. They were very helpful in terms of assisting us in carrying out this inspection, accommodating our planned and ad hoc requests for information.

Leaders are aware of the challenges that exist and are actively trying to do things to overcome them. There are opportunities for Leaders to have a greater influence and ultimately be supported by other areas of the Council to help them become financially independent as a commercial entity in line with one of their core responsibilities.

There are opportunities to look longer term in the setting and reviewing of plans, activities and initiatives to meet the long term outcomes of the Council.

There was some evidence of how service performance is communicated to customers for example through 'You said - We did' Notice boards. There is a structured reporting system in place for internal reporting to Council and Elected members but the Team felt there were other opportunities to influence directly the very specific issues Community Arts experience which impact customer service. One example of this is the planned shutdown of IT systems when staff and customers actively require these to access offerings in Community Arts venues.

Recommendations

- Leaders should make the long term vision for the Service and its venues more transparent. This should make planning, target setting and monitoring more effective.
- Leaders should maximise on the existing creativity within the Service to drive innovative solutions for short term challenges and long term vision.

Rating: GOOD

2 SERVICE PLANNING

The service:

- Develop clear strategies
- Has effective annual planning that outlines the key activities
- Uses reliable tools and methods to engage and consult with customers
- Sets and meets targets for performance in all the key areas of activity

West Lothian Council has plans and policies in place that set out how it intends meeting the Scottish Government's national priorities and the local Single Outcome Agreement. The Council has produced a Corporate Plan to show how it will deliver 'Better Outcomes' from 2013 to 2017.

The Area Services Management Plan outlines all the planned activities for Community Regeneration and, in turn, Community Arts has produced a Team Plan. This plan sets out Community Arts' aims, service structure, its partners, outcomes, priorities and activities. It also sets out its activity budget and actions, as well as listing key performance indicators. Individuals within the service have their own work plans. These are reviewed annually, though revision is more regular, for example in monthly meetings.

The most recent draft of the Community Arts Team Plan (2014/15) indicates that Community Arts will engage actively with customers, and potential customers, to ensure that its services are accessible and focussed on their needs and preferences. It will do this by considering the outcomes of this inspection, by interpretation of the information from the Annual Survey of West Lothian Citizens Panel, and by collecting information from customers' surveys and focus groups. This is listed in a 'Customer Consultation Schedule,' although this contains no mention of Linlithgow Burgh Halls.

Community Arts has a range of targets that it strives to meet annually. Progress on meeting targets is reported quarterly. Internal communication of this is clear and consistent, though this is not so apparent externally.

The CLI team feels that the Service's involvement and engagement with customers in seeking their opinions in planning and decision making is weak. Customer questionnaires or surveys with a very low response rate produce unreliable or meaningless results. Some targets have unrealistically high scores and appear easily achieved without challenging the service to improve.

Recommendations

- The Service should consider how it can improve the Customer Consultation Schedule to collect more complete and meaningful data from existing customers and stakeholders, and also how it can gather more meaningful input from potential customers, and feed this productively into its planning process.
- Some targets should be reassessed. Target scores of (e.g.) 96% and actual (quarter) scores of 100% imply nothing needs to change. Whilst the facilities being assessed are undoubtedly of a very good quality, scores are skewed, often because of sample size.

Rating: GOOD

3 PEOPLE RESOURCES

The service:

- Identifies the right people resources it needs to achieve outcomes
- Sets out desired qualities and acceptable behaviours for staff
- Reviews and improves individual people's performance
- Communicates effectively with people
- Involves people in reviewing and improving the service

The Community Regeneration Manager is fully aware of the importance of Community Arts within the community at large and has the responsibility for other services which have a similar interface with the public. The Community Regeneration Manager has developed a good mix of staff and staff abilities in order to provide a comprehensive arts programme, encourage wider usage of its services and facilities and, also, meet a number of the prescribed Better Outcomes.

The Community Arts Coordinator is fully focused on the management of the team and the council's policies and is currently working with both the Head of Service and staff to create new, better and more innovative and cost effective strategies for the service. Because of the range of services on offer, staff work in two separate and distinct buildings and are loosely divided into separate teams.

One team operates from Linlithgow Burgh Halls where the Venue Coordinator has inculcated an excellent sense of teamwork, loyalty and togetherness but this otherwise ideal working environment is marked by a feeling of isolation. Unfortunately, there appears to be more to this other than purely geographical considerations. Also, there appears to be a particular grievance revolving around differing overtime rates for staff with differing job descriptions. Fortunately, this does not seem to have spilled over into personal working relationships.

The other teams work out of the Howden Park Centre where staff accommodation could be better. However, as such, the officers come into direct contact with the Coordinator and each other daily. The teams liaise well with each other and appear fully focused on their respective responsibilities. Many of the staff are personally involved in the arts and between them have an expertise in most, if not all, the arts.

Given the council's current long term financial strictures and the various commercial aspects under control of Community Arts it is important that management also has direct business experience and knowledge, whether directly or indirectly, but it is unclear the extent to which this is the case.

The Team are still unclear how the business plans are established and how appropriate staff contribute and commit to them.

There is no hard evidence of how values are communicated but the Team have been impressed with the levels of customer care and genuine concern shown by all staff within Community Arts and it is obviously something which has been encouraged and driven from the top down by personal example and expectation. There was some evidence of low staff morale, caused, for example, by negative comments in surveys, or by lack of praise from management.

Some staff members spoke of regular quarterly reviews and were of the opinion that their views were acknowledged and listened to. Use is also made of a Staff Suggestions Box.

There is evidence of skills development, identification and planning but although PRDPs have been mentioned there is no hard evidence of individual improvement programmes. Also, training seems to be provided on an ad hoc basis and not necessarily timely.

Interviews with Community Arts management team and officers identified the following aspects of the management team's approach to managing and developing its staff

Strengths

- Staff in all areas have a positive attitude to work
- For the most part work well as a team
- Genuinely believe in Customer Care
- Staff have a passion for 'the Arts'

Areas for improvement

- The sense of isolation at Linlithgow Burgh Halls
- Knowledge of the commercial aspects relating to the enterprises it has under its control
- PRDPs should be deployed more consistently

Recommendations

- The service should improve communication with staff at Linlithgow Burgh Halls, with a view to improving staff morale.
- Management should seek to improve its knowledge, understanding and profitability levels by ensuring that suitable commercial and entrepreneurial skills are introduced to the service.
- A review of the staff overtime rates should be carried out to ascertain whether any anomalies can be resolved to ensure that staff believe that they are being treated equitably.

Rating: GOOD

4 PARTNERS & OTHER RESOURCES

The service:

- Manages partnerships to add value for the customer
- Manages finances to deliver quality services sustainably
- Uses information and knowledge to support and enhance service delivery
- Uses assets (land, buildings, vehicles and equipment) to optimum effect

The Service works with a range of partners. Some are sources of funding for many of the Service activities, whilst others are organisations or facilities funded to assist the Service in delivering its outcomes.

Included in the partners the Service considers 'key' partners are; Royal Conservatoire of Scotland, National Youth Choir of Scotland, NHS Lothian, Regal Community Theatre, and Firefly Arts Ltd.

Effectiveness and value provided by funded partners is scrutinised regularly. The Service and its partners all recognise they are working within tight budget constraints. There is some evidence of tensions and pressures within some partner organisations. These centred around uncertainty of continuity and level of funding which restricts longer term planning, overlap or duplication of offerings, and comparative level of funding.

The Service has a net Revenue Budget of £767,730. Over half of this is invested in various aspects of its Community Arts Programme, ensuring that everyone in West Lothian has the opportunity to experience the social, economic, educational, environmental, health and creative benefits of the Arts. Significant (net) amounts allow the provision of high quality facilities and arts programmes for the people of West Lothian at Howden Park Centre (£223,823) and Linlithgow Burgh Halls (£110,147). There have been difficulties with the previous catering lessee at Linlithgow Burgh Halls, and changes have been made recently in the operation of Howden Park Centre Bistro. The Service is developing business plans which will identify opportunities to diversify the business and increase income generating opportunities and profitability, including at both venues.

Staff within the Service have a range of backgrounds and experience and draw on this to support service delivery. Where relevant, staff liaise with their counterparts in similar services and commercial enterprises throughout Scotland (and beyond) to keep their information and knowledge base 'current.'

The Service has two high quality facilities at Howden Park Centre and at Linlithgow Burgh Halls. The Service recognises that both facilities have yet to reach their optimal capacity. They are considering the option of engaging an external Business Consultant to explore the opportunities to expand their operations at these venues¹.

Some limitations were noted at Linlithgow Burgh Halls, such as lack of ventilation or air conditioning when windows have to be closed because of (music) noise affecting local residents when any evening function is taking place, poor acoustics for speeches or performances in the high roofed refurbished rooms, and lack of, or limited, public car parking.

It was noted that some of the tourist information and interaction facilities were not in operation, and had not been for some time.

Recommendations

- The Service should engage constructively with partners to avoid duplication or overlap and ensure added value for customers.
- The Service should explore increasing partnership links with commercial and business enterprises, and with tourism based enterprises and organisations.
- The Service should continue in its efforts to maximise profitability from its very good facilities to ensure long term sustainability.

Rating: ADEQUATE

¹ At the feedback session on 25 April 2014 the service confirmed to the Team that they have since engaged a professional to undertake this work.

5 SERVICE PROCESSES

The service:

- Designs processes to meet the needs of customers
- Ensures processes are efficient and effective
- Delivers services to customers in the way they want
- Reviews the efficiency and effectiveness of processes
- Uses customer feedback as part of the review process

Community Arts services are delivered by both engagement activities and transactional activities. The Service has a compact team with roles assigned to deliver various aspects of this across the Service, including at its two venues.

The Service's main activities are:

- Provide high quality arts venues
- Provide high quality facilities for the arts
- Provide a diverse programme of arts activities for different customer groups
- 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

The Service has devised and utilises a range of processes and tools to deliver all aspects of its function. These include:

- Box office sales
- Marketing and publicity ranging from venue programmes to wedding facilities and bistro offerings
- Grants administration
- Liaison with partners and other stakeholders

The Service endeavours to ensure that processes are efficient and effective and uses a number of performance indicators to check on efficiency levels. It produces a budget annually, develops business plans, and sets a range of business and income targets to ensure sustainability and cost effectiveness. It has used workshops and action plans to identify waste and simplify processes.

It was noted that catering services at Linlithgow Burgh Halls were previously delivered by a lessee but that cafe provision there was now operated by the Service. This facility is competing with a number of established local outlets and

there was evidence that there is still considerable opportunity to increase the usage by the public.

Both the Bar and Bistro at Howden Park Centre and the cafe at Linlithgow Burgh Halls aim to provide a range of high quality food and beverage options which are value for money. The CLI found evidence that these aims are not being met consistently.

It was unclear how the financial management process works, in particular relating to Howden Park Centre bar and bistro.

The Service endeavours to actively engage customers in the delivery and re-design of its services to ensure that they are accessible, and focussed on their needs, by:

- Annually extracting information from the Council's 'Quality of Life Survey'
- Inviting customers and participants to complete questionnaires
- Seeking the opinions of focus groups
- Inviting Howden Park Centre audience members to complete an online survey or contribute in focus groups

The CLI Inspection Team felt that the number of customer questionnaires returned was, at times, statistically too small to give consistent, meaningful data.

The Service appears to receive only a small number of complaints in each quarter and these are recorded in the Council's 'Covalent' system.

Managers review processes and activities informally on an ongoing basis and formally on an annual basis, sometimes more frequently. There are monthly team meetings and, as can be expected in a small team, frequent, including daily, informal meetings and conversations amongst staff. This allows changes to be communicated easily and speedily. Staff email and notice boards are also used to inform staff of changes to service processes.

Staff receive some information about the need to be customer focussed, and further develop their skills in this through experience and contact with other experienced staff. There was limited evidence of systematic development of training in customer skills.

Overall the areas of good practice outweigh those that were judged to be adequate, or in one case weak.

Recommendations

- The Service should be more systematic in gathering data about customer satisfaction with processes and should consider how it collects more meaningful data about 'potential,' as opposed to existing, customer needs.
- The Service should ensure that all staff are systematically trained, and kept up to date, with the need to be customer focussed.
- The Service should continue to explore ways of increasing the use and cost effectiveness of the catering provisions at both Howden Park Centre and Linlithgow Burgh Halls.

Rating: GOOD

6 CUSTOMER RESULTS

The service:

- Are measuring the right thing(s) in relation to customer results and what is important to the customer
- Can show positive and sustained good performance over a period of three or more years
- Have set and met challenging targets
- Compare their own performance against performance leaders in other councils or organisations
- Can explain any dips in their performance or positive changes

The reported customer satisfaction score for year 2012/13 was 97% against a target of 96%.

The Service collects customer results through feedback forms and there are different forms depending on the activities being used by the customer. Data being collected is in line with the Council wide data collection requirements and the forms have been reviewed and updated over time. The results are aligned to other indicators including the SOA.

For the returns received the overall satisfaction is high and meeting or exceeding the targets set over most quarters. Quarterly returns were collated and communicated upwards.

The logic behind the target setting rationale could be explained more clearly. Return rates are small therefore one slightly dissatisfied customer can have a major impact on the final results.

The Service was able to explain all the variations presented and there was no evidence of any major areas of dissatisfaction.

The Service is reviewing how it can increase the amount of customer feedback it receives. However there was less focus on finding out from other organisations if they had found different or innovative solutions to getting customer feedback. There was little evidence of any comments being used (if they do indeed exist) from the bigger Council surveys or from the Citizens Panel on why people may not be using Arts venues.

The targets were not segmented despite there being different types of surveys and the results were not presented over three trend point years. This makes it

difficult to track satisfaction with some of the targeted groups and then make specific improvements based on their own feedback.

Targets are not projected into the future so the monitoring of any growing problem in sustainability of venues and programmes for the benefit of citizens of West Lothian is not obvious. Decisions cannot then be made on hard data.

There is evidence that too much staff time is taken up by collecting, collating and analysing surveys, and by the mechanism for dealing with customer complaints. This has a negative effect on staff morale.

Recommendations

- The way surveys are conducted should be reviewed and a new approach to gathering customer feedback should be developed that would give more meaningful statistics whilst recognising the reporting needs for WLAM, Customer excellence, etc. Some surveys should be streamlined to make them easier for customers to use.
- Questions asked in the surveys must be capable of being used in a meaningful way.
- The way results are collated should be improved in line with WLAM best practice by introducing trending over three years, segmentation according to the key processes or activities, key customer and stakeholder groups, and venues and arts programmes.
- The alignment of the key activities to increase attendances at venues and targeting hard to reach communities should be more explicit in the way results are being collated to keep a focus on existing and emerging gaps in achievements against agreed aims.
- The Service should reduce the number of indicators it is measuring and streamline how customer complaints are dealt with.

Rating: ADEQUATE

7 KEY PERFORMANCE RESULTS

The service:

- Are measuring the right thing(s) in relation to the key activities and the long-term outcomes
- Can show positive and sustained good performance over a period of three or more years
- Have set and met challenging targets
- Compare their own performance against performance leaders in other councils or organisations
- Can explain any dips in their performance or positive changes

The Service has two key indicators which are related to occupancy of rooms at both Howden Park Centre and Linlithgow Burgh Halls and these are, in turn, aligned to the SOA. There were no key indicators for the costs of running the venues, including catering services and not benchmarked against similar outlets where cafe facilities are offered.

Wedding hire could be compared internally as well as locally to see how competitive this particular service is or indeed if it is a viable long term service offering.

There are many other indicators being collated and monitored which appear disproportionate to the scale of this Service in terms of budget and staffing as a percentage of the overall Council budget.

There are some areas where the targets are not being met and there are plans in place to address this.

The 2012/13 management report included numbers of attendees for 2012/13 along with numbers participating in the Arts. However the Team were unable to compare these numbers in the context of overall targets that were to be achieved.

There were no obvious comparisons being made between non funded and funded venues to see if there are opportunities to learn different ways of working. However there are plans to buy in expertise to look at making venues more commercially viable.

Targets are not segmented and again, like customer results, this makes targeted improvements more difficult, which could lead to inefficiencies.

The Service felt it was difficult to benchmark themselves against others, particularly Local Authorities, as no one else has the same set up as WLC.

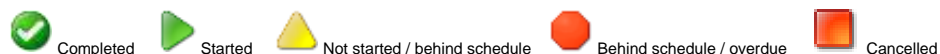
The Service could explain any peaks and troughs in results.

Recommendations




- The amount of reporting should be reviewed so there is more time available for key people to focus attention on improving relationships between partners, hard to reach customers, and potential customers, improving the income and long term sustainability of the services.
- The current performance indicators should be reviewed to concentrate on key metrics which really help the commercial and long term sustainability of our venues.
- The results should be improved to be in line with WLAM best practice.





Rating: WEAK







Citizen Led Inspection – Community Arts Improvement Plan







Item	Improvement Action	Action	Owner	Progress
1.	Leadership			
1.1	Leaders should make the long term vision for the Service and its venues more transparent. This should make planning, target setting and monitoring more effective.	<p>Develop a service-specific induction for staff which will supported by an Induction Pack. The Induction will cover a variety of topics and also include initial customer service training:</p> <ul style="list-style-type: none"> • West Lothian Council – structure, values, outcomes • Community Arts – who are we, our vision, what do we do, where are we located • Community Arts staff – roles and responsibilities • Community Arts Service Standards • Community Arts Customer Care Guide • What does excellent customer service look like? 	LT	
1.2	Leaders should maximise on the existing creativity within the Service to drive innovative solutions for short term challenges and long term vision.	<p>Establish a Community Arts Improvement Team which meets quarterly. Each meeting will be chaired by a different member of the management team. The purpose of the Improvement Team is to discuss specific areas for improvement and come up with concrete actions which can be implemented and which are assigned to specific staff or teams to progress.</p> <p>The Improvement Team are meeting to progress Community Arts Customer Service Excellence and West Lothian Assessment Model inspections which are scheduled for 2015.</p>	LT AMV AY TH	
2.	Service Planning			
2.1	The Service should consider how it can improve the Customer Consultation Schedule to collect more complete and meaningful	Identify our key activities and key customer groups. Key customer groups will include people who currently use our service and people who currently do not use our service. Undertake planned consultation	AMV AY TH	


Item	Improvement Action	Action	Owner	Progress
	data from existing customers and stakeholders, and also how it can gather more meaningful input from potential customers, and feed this productively into its planning process.	<p>with customers (and potential customers) using a range of methods, e.g. focus groups. The consultation process will inform what services we deliver and how we deliver them. Ensure that staff who will be responsible for conducting consultation are familiar with the Council's <i>Customer Consultation Guide for Services</i>. Staff will receive training in using online survey methods eg. Survey Monkey.</p> <p>Consultation has taken place with a range of key customer groups and changes and improvements have been made to the service as result of feedback received. This work is ongoing and will be undertaken by service managers on a regular basis.</p>		
2.2	Some targets should be reassessed. Target scores of (e.g.) 96% and actual (quarter) scores of 100% imply nothing needs to change. Whilst the facilities being assessed are undoubtedly of a very good quality, scores are skewed, often because of sample size.	The service is currently working with the Performance and Improvement Team to review and improve to how we monitor customer satisfaction and the methods used to gather, record and analyse feedback. Changes will be introduced to improve this area in line with WLAM and CSE best practice. Customer results will be included in the next CSE inspection to check progress made by the service in implementing the CLI recommendations.	LT	
3.	People Resources			
3.4	The service should improve communication with staff at Linlithgow Burgh Halls, with a view to improving staff morale.	<p>Venue managers investigated creating a unified team of operations staff who work across both arts venues and undertook consultation with staff. However, they felt this would be a difficult structure to manage and since business travel costs would increase it was agreed that the current, informal approach would be the best solution. Staff will continue to be based at one venue but work at another venue if required.</p> <p>The LBH Venue Co-ordinator is now working at HPC 1 day per week to facilitate better communication between teams .</p>	AY TH	
3.5	Management should seek to improve its knowledge, understanding and profitability	A business consultant has been engaged to conduct a strategic review of the current operations and provide an analysis of any new or	LT AY	

Item	Improvement Action	Action	Owner	Progress
	levels by ensuring that suitable commercial and entrepreneurial skills are introduced to the service.	<p>potential markets, identify new commercial products and service development opportunities; identify income generation strategies which will maximize revenue and profit.</p> <p>Business plans have been developed for both of the arts venues and these are supported by marketing plans. The business plans identify areas of development and sets out a framework for growth which will increase revenue and profit by identifying new income generation opportunities. The marketing plans outline how we can deliver the proposals and market them to potential customers.</p>	TH PS SF LR	
3.6	A review of the staff overtime rates should be carried out to ascertain whether any anomalies can be resolved to ensure that staff believe that they are being treated equitably.	<p>A proposal to review shift allowances is being developed for consideration by the HR Programme Board.</p> <p>The current situation is that there are no proposals to change the existing arrangements. HR have confirmed that the LBH Venue Assistants are paid the correct shift allowance for the pattern they work.</p>	IH	
4.	Partners and Other Resources			
4.1	The Service should engage constructively with partners to avoid duplication or overlap and ensure added value for customers.	<p>The service currently does engage constructively with partners and we have good evidence to support this.</p> <p>Consultation with partners and potential partners is conducted regularly to ascertain what improvements can be made.</p>	AMV LM FM ND CA	
4.2	The Service should explore increasing partnership links with commercial and business enterprises and with tourism based enterprises and organisations.	There is an opportunity for Linlithgow Burgh Halls to make links with hotels and accommodation providers in Linlithgow to offer special deals for guest accommodation for wedding parties getting married at LBH.	TH	
4.3	The Service should continue in its efforts to maximise profitability from its very good facilities to ensure long term sustainability.	As in point 3.5		
5.	Service Processes			

Item	Improvement Action	Action	Owner	Progress
5.1	The Service should be more systematic in gathering data about customer satisfaction with processes and should consider how it collects more meaningful data about 'potential,' as opposed to existing, customer needs.	As in point 2.2		
5.2	The Service should ensure that all staff are systematically trained, and kept up to date, with the need to be customer focussed.	A customer service training programme has been delivered to Frontline staff at Howden Park Centre which is being followed up with refresher training on a regular basis. Training is supported by a Customer Care Employee Guide. This will be rolled out to Linlithgow Burgh halls staff.	LT AMV AY TH	
5.3	The Service should continue to explore ways of increasing the use and cost effectiveness of the catering provisions at both Howden Park Centre and Linlithgow Burgh Halls.	As in point 3.5		
6.	Customer Results			
6.1	The way surveys are conducted should be reviewed and a new approach to gathering customer feedback should be developed that would give more meaningful statistics whilst recognising the reporting needs for WLAM, Customer excellence, etc. Some surveys should be streamlined to make them easier for customers to use.	As in point 2.2		
6.2	Questions asked in the surveys must be capable of being used in a meaningful way.	As in point 2.2		
6.3	The way results are collated should be improved in line with WLAM best practice by introducing trending over three years, segmentation according to the key processes or activities, key customer and stakeholder groups, and venues and arts programmes.	As in point 2.2		

Item	Improvement Action	Action	Owner	Progress
6.4	The alignment of the key activities to increase attendances at venues and targeting hard to reach communities should be more explicit in the way results are being collated to keep a focus on existing and emerging gaps in achievements against agreed aims.	<p>Community Arts Performance Indicators have been reviewed for 2014-15:</p> <p>7 new efficiency and effectiveness PIs have been introduced:</p> <ul style="list-style-type: none"> • CRACS090_9a.1c net cost of delivering the Community Arts service per 1,000 residents in West Lothian (PPR) • CRACS091_9b.1c % of Arts Grant budget allocated to applicants each year (HL) • CRACS092_9b.1c % of Community Arts annual income target achieved (PPR) • CRACS093_9b.1c % of Howden Park Centre annual income target achieved (Ma) • CRACS094_9b.1c % of Howden Park Centre bar and bistro annual income target achieved (Ma) • CRACS095_9b.1c % of Linlithgow Burgh Halls annual income target achieved (Ma) • CRACS096_9b.1c % Linlithgow Burgh Halls cafe and bar income target achieved (Ma) <p>3 PIs have been retired:</p> <ul style="list-style-type: none"> • CRACS058_9a.2c % Arts Officers time spent engaging directly with customers, partners and stakeholders (MA) • CRACS059_9a.1c Unit cost per person engaged in public art activities (MA) • CRACS069_9b.1c % of workshops with greater than 55% participation or attendance at HPC/LBH (WLAM) <p>5 PIs have been re-categorised:</p>	LT	

Item	Improvement Action	Action	Owner	Progress
		<ul style="list-style-type: none"> • CRACS061_9b.1a number of people attending events at Linlithgow Burgh Halls (Ma to WLAM) • CRACS062_9b.1a number of people participating in arts activity in the community (Ma to WLAM) • CRACS065_9b.1a number of people attending events at Howden Park Centre (Ma to WLAM) • CRACS070_9b.1a amount of external funding brought into Community Arts annually (Ma to HL) • CRACS071_9b.1a amount of internal/partnership funding brought into Community Arts annually (Ma to HL) 		
6.5	The Service should reduce the number of indicators it is measuring and streamline how customer complaints are dealt with.	<p>As in point 6.4</p> <p>Customer complaints are dealt with in line with the Council's Complaints Procedure. Staff try to resolve complaints at first point of contact, we have a Designated Complaints Officers who logs all complaints on Frontline and we aim to resolve all complaints within 5 working days.</p>	LT	
7.	Key Performance Results			
7.1	The amount of reporting should be reviewed so there is more time available for key people to focus attention on improving relationships between partners, hard to reach customers, and potential customers, improving the income and long term sustainability of the services.	As in point 6.4	LT	
7.2	The current performance indicators should be reviewed to concentrate on key metrics which really help the commercial and long	As in point 6.4	LT	

Item	Improvement Action	Action	Owner	Progress
	term sustainability of our venues.			
7.3	The results should be improved to be in line with WLAM best practice.	As in point 6.4	LT	

CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
1	Performance Report - Community & Leisure Services	To facilitate scrutiny of Community and Leisure activities and performance in the last six month period and to highlight the impact of the service.	Neil Sharp	Every fourth PDSP	05/02/15	No
2	Performance Reporting – Youth Services	To facilitate scrutiny of Youth Services activities and performance in the last six months period and to highlight the impact of the service.	Beverley Akinlami	Every fourth PDSP	05/02/15	No
3	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	05/02/15	No
4	Community Facilities Report	To provide an update on progress with the capital investment programme in relation to community facilities.	Keir Stevenson	Every Meeting	05/02/15	No
5	Scottish Book Week	To highlight the range of activities undertaken and the longer term impact made.	Jeanette Castle	Yearly	05/02/15	No
6	Annual Twinning Report	To provide an update on Twinning programmes and exchanges with our partners, including proposed funding.	Gordon Connolly	Yearly	05/02/15	Yes
7	CLI – Community Arts	To provide an update on Community Arts Citizen Led Inspection and report on progress with the improvement plan.	Laura Tyrrell	One Off	05/02/15	No
8	Performance Report – Arts Services	To provide an update on Community Arts activities and performance and highlight notable achievements and developments.	Laura Tyrrell	Every fourth PDSP	02/04/15	No

CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
9	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	02/04/15	No
10	Community Facilities Report	To provide an update on progress with the capital investment programme in relation to community facilities.	Keir Stevenson	Every Meeting	02/04/15	No
11	Area Services Management Plan	To report on main activities and actions to be delivered by the service in 2015/16.	Steve Field	Yearly	02/04/15	No
12	Culture and Heritage Strategy 2014-18	To present the final draft of the Culture and Heritage Strategy.	Laura Tyrrell	One Off	02/04/15	Yes
13	Mobile ICT Learning	To inform the panel of the use to be made of wireless tablet computers to promote learning and engage learners in programmes offered by Council.	Ian McIntosh	One Off	02/04/15	No
14	Glasgow 2014	To inform the panel of the successes associated with Scotland hosting the Commonwealth Games and identifies West Lothian impacts introduced in connection with themed legacy events, projects, programmes and initiatives	Keir Stevenson	Every second PDSP to end March 2015.	02/04/15	No
15	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	28/05/15	No
16	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	28/05/15	No

CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
17	Performance Report – Adult Basic Education	To provide an update on progress on service delivery as per the Management Plan.	Elaine Nisbet	Every fourth PDSP	28/05/15	No
18	Community Facilities Report	To provide an update on progress with the capital investment programme in relation to community facilities.	Keir Stevenson	Every Meeting	28/05/15	No
19	Arts Grant	To update panel on proposed minor changes to the Arts Grant Scheme.	Laura Tyrrell	Yearly	28/05/15	No
20	Performance Report – Arts Services	To provide an update on Community Arts activities and performance and highlight notable achievements and developments.	Laura Tyrrell	Every fourth PDSP	2015	No
21	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	2015	No
22	Community Facilities Report	To provide an update on progress with the capital investment programme in relation to community facilities.	Keir Stevenson	Every Meeting	2015	No
23	Update on LTS Plus	To update on members on the learning to swim programme.	Sheila McEwan	Yearly	10/15	No
24	Annual Twinning Report	To provide an update on Twinning programmes and exchanges with our partners.	Gordon Connolly	Yearly	12/15	No
25	WL – Games Legacy Report	Post Games Report 2.	Keir Stevenson	Fourth Quarter of 2015	To be confirmed	No
26	WL – Games Legacy Report	Post Games Report 3.	Keir Stevenson	Fourth Quarter of 2016	To be confirmed	No

CULTURE & LEISURE PDSP WORKPLAN

	TITLE	PURPOSE	LEAD OFFICER	FREQUENCY	PDSP	COUNCIL EXECUTIVE
27	WL – Games Legacy Report	Post Games Report 4.	Keir Stevenson	Fourth Quarter of 2017	To be confirmed	No
28	WL – Games Legacy Report	Post Games Report 5.	Keir Stevenson	Fourth Quarter of 2018	To be confirmed	No
29	WL – Games Legacy Report	Post Games Report 6.	Keir Stevenson	Fourth Quarter of 2019	To be confirmed	No
30	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