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West Lothian Council

Social Policy, Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

8 May 2015

A meeting of the **Social Policy, Policy Development and Scrutiny Panel** of West Lothian Council will be held within **Council Chambers, West Lothian Civic Centre,** on **Thursday 14 May 2015** at **2:00 p.m**.

For Chief Executive

BUSINESS

Public Session

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. Confirm Draft Minute of Meeting of the Social Policy, Policy Development and Scrutiny Panel held on Thursday 12 March 2015 (herewith).

5. Social Policy Contract Activity Update - Report by Head of Social Policy (Interim) (herewith)

6. Area Services Management Plan 2015/16 - Report by Head of Area Services (herewith)

7. West Lothian Activity - National Self-Directed Support Awareness Week 30th March to 3rd April 2015 - Report by Head of Social Policy (Interim) (herewith)

8. Alcohol Diversionary Activities - Report by Head of Social Policy (Interim) (herewith)

9. Report on Project Search - Report by Head of Social Policy (Interim) (herewith)

10. Looked After Children and Young People - Overview - Report by Head of Social Policy (Interim) (herewith)

11. Heatherfield Nursing Home - Report by Head of Social Policy (Interim) (herewith)

12. Workplan 2015/2016 (herewith)

13. Timetable of Meetings 2015-2016 (herewith)

NOTE **For further information please contact Elaine Dow on 01506 281594 or email elaine.dow@westlothian.gov.uk**

MINUTE of MEETING of the SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE on 12 MARCH 2015

Present – Councillors Danny Logue (Chair), Frank Toner, Tony Boyle, Diane Calder, Dave King (substituting for Councilor Moohan) and John Muir

Apologies – Councillor Angela Moohan and Maureen Finlay, Senior People's Forum Representative.

1. DECLARATIONS OF INTEREST

Agenda Items 5, 6 and 7

Councillor Tony Boyle declared a non-financial interest arising from his position as a council appointee to the Community Justice Authority and as a member of the COSLA Sub-Committee.

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 Board.

2. MINUTE

The Panel confirmed the Minute of the meeting held on 8 January 2015 as being a correct record. The Chair thereafter signed the Minute.

3. REPORT ON WEST LOTHIAN COUNCIL'S 'COMMUNITY PAYBACK ANNUAL REPORT 2013-14'

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the development and content of the Community Payback Order Annual Report 2013/2014.

The report explained that local authorities had a duty to submit annual reports on the operation of the Community Payback Order (CPO) to the Scottish Government. West Lothian Council's Community Payback Order Annual Report for 2013-14 was attached as an appendix to the report, which included a list of the types of unpaid work projects and activities carried out.

The Senior Manager, Young People and Public Protection, provided the Panel with an update relating to the financial year 2013-14 advising that there was an 18% increase in orders and 19.4% increase in the number of persons given Community Payback Orders compared to the previous year's figures. The consultation was an integral part of the process of Community Payback and the council itself contributed to this process, both through its officers and input by councillors. Community Payback legislation has created challenges for all justice services in West Lothian.

The third full year of operating the demanding court orders has seen the Criminal & Youth Justice Service developing effective strategies to manage the complexity and volume of this work and seen more effective use by courts of the opportunities offered by the legislation. There has also been further development of a shared inter-agency focus on Reducing Re-offending. The service continues to develop realistic and workable strategies for its development and would report to the PDSP on progress.

Decision

Noted the contents of the report and the success of the Community Payback Unpaid Work scheme.

4. REPORT ON SCOTTISH GOVERNMENT RESPONSE TO SUPPLEMENTARY CONSULTATION ON 'COMMUNITY JUSTICE REDESIGN' AND PROPOSALS FOR FUTURE DEVELOPMENT (DECEMBER 2014)

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the Scottish Government's response to the most recent phase of consultation in relation to the redesign of the Community Justice System in Scotland, details of which were attached as an appendix to the report.

The report outlined the background to the process and summarised the Scottish Government's proposals.

The Senior Manager, Young People and Public Protection, advised the Panel that the proposed model remained in general terms similar to that endorsed by the council and its partners since the first phase of consultation in 2013. The Scottish Government's proposals appeared to be quite manageable for community planning and justice services in West Lothian however, it was probable that subsequent guidance would present justice partners in West Lothian with additional challenges. The work which has already been done locally to build strong partnerships to support Reducing Re-offending should be invaluable in the redesign process. The Scottish Government would continue to work with local government and key partners and in consultation with stakeholders to develop a national strategy.

The Panel was advised that updates on the Scottish Government planning on this matter would be provided as they became available.

Decision

Noted the contents of the report and acknowledged that updates would be provided as they became available.

5. LOTHIAN AND BORDERS COMMUNITY JUSTICE AUTHORITY - MINUTES

A report had been circulated by the Head of Social Policy to which was attached the Minute of the Lothian and Borders Community Justice Authority held on 20 November 2014. The report ensured that members were kept updated on the activities of Lothian and Borders Community Justice Authority as part of the council's Code of Corporate Governance.

The Panel was then advised that Fiona Young was the newly appointed Chief Officer of Lothian and Borders Community Justice Authority.

Decision

Noted the contents of the report.

6. IN-HOUSE CARE HOMES DEVELOPMENT PLANS

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of a review of in-house care homes carried out in West Lothian.

The report explained that as registered social care services the council's in-house care homes were subject to the quality inspection regime of the Care Inspectorate. The Head of Social Policy commissioned a review of the council's four in-house care homes.

The Head of Social Policy advised the Panel that a significant part of the review process involved engaging with all employees and managers to explore what worked well, what could be improved and how the service would best deal with future pressures and challenges. This review resulted in action plans for each care home to ensure that the provision of care in these units were as effective as possible. The action plans have now been completed successfully and in addition, a process of regular performance scrutiny has been established within the service.

Decision

Noted the contents of the report.

7. WOODLANDS NURSING HOME - REMOVAL OF ENHANCEMENT

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the removal in the enhanced fee element of the National Care Home Contract fee to Woodlands Nursing Home. The Care Service Inspection Report, Woodlands Nursing Home dated 13 October 2014 was attached as an appendix to the report.

The Senior Manager advised the Panel that the enhanced quality fee was implemented in order to create additional incentives to improve the quality of care. In November 2013 Woodlands Nursing Home was awarded QAF

grade of 5 in the category 'Quality of Care and Support'. The enhanced fee was applied as per the National Care Home Contract when the inspection report was finalised. The Panel was then advised that following their latest inspection carried out on 13 October 2014, Woodlands Nursing Home was awarded a Grade 4 in the category of 'Quality of Care and Support' which resulted in the removal of the quality enhancement backdated to the date of the inspection.

Decision

Noted the contents of the report.

8. RESPONSE TO THE SCOTTISH GOVERNMENT CONSULTATION ON THE DRAFT STATUTORY GUIDANCE FOR PARTS 4, 5 AND 18 (SECTION 96) AND RELATED DRAFT ORDERS OF THE CHILDREN AND YOUNG PEOPLE (SCOTLAND) ACT 2014

The Panel considered a joint report (copies of which had been circulated) by the Head of Social Policy and Head of Education (Development) providing details of the combined Social Policy and Education response to the Scottish Government's consultation on the draft Statutory Guidance for Parts 4, 5 and 18 (Section 96) and related draft orders of the Children and Young People (Scotland) Act 2014.

The Panel was advised that the report was also being submitted to the Education Policy Development and Scrutiny Panel on 12 March 2015 and to the Education Executive at its meeting being held on 24 March 2015 to approve the submission as the Council's response to the Scottish Government consultation process.

The report explained that the West Lothian GIRFEC Implementation Group comprised of representatives from all relevant professional agencies. The group worked together to ensure that the combined professional responsibilities of the Children and Young People's Act were implemented and embedded in practice. Representatives from this group produced a combined response to the consultation, details of which were attached as an appendix to the report. The consultation related to the draft Statutory Guidance on Named Person (Part 4), Child's Plan (Part 5) and Assessment of Wellbeing (Part 18) of the Children and Young People (Scotland) Act 2014. It also related to the draft Orders on the Named Person and the Child's Plan.

The deadline for responses to the consultation was 1 May 2015. It was also noted that a number of public engagement events relating to this consultation were scheduled and representatives from professional groups across West Lothian would attend these events to further contribute to the consultation process.

The Panel was asked to note the consultation response and recommend that a report be submitted to the Education Executive to approve the submission as a suitable response to the Scottish Government consultation process.

Decision

Noted the contents of the report and agreed that the response be submitted to the Education Executive for approval.

9. SOCIAL POLICY MANAGEMENT PLAN 2015-2016

The Panel considered a report (copies of which had been circulated) by the Head of Social Policy providing details of the Social Policy Management Plan 2014-2015.

The report explained that as a means of delivering outcomes effectively and efficiently, West Lothian Council identified Management Plans as an essential driver for the provision of excellent services. As such they were collated and presented at the service group level, under the responsibility of the Head of Service. The Social Policy Management Plan 2015/16 was attached as an appendix to the report and set out how the service would drive performance and as such it would be utilised by the management team and stakeholders to assess and gauge performance and improvement. The measurers, targets and actions of the plan would be available for management monitoring and reporting on the corporate performance management system (Covalent).

The Head of Social Policy advised the Panel that the Management Plan was part of a wider planning and service development approach which involved both the production of three year Service Statements covering all services within Social Policy and wider Joint Plans with a range of partners.

Decision

The Panel noted the contents of the report and the Social Policy Management Plan 2015-2016.

10. WORKPLAN

The Panel considered the contents of the workplan (copies of which had been circulated).

Decision

Noted the contents of the workplan.

11. CLOSING REMARKS

The Chair informed the Panel that Jennifer Scott, Head of Social Policy was retiring. On behalf of the Panel, the Chair thanked Jennifer for all her hard work and dedication provided to West Lothian Council over the years within Social Policy and the Community Health and Care Partnership and wished her best wishes for the future in her retirement.

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West Lothian Council

SOCIAL POLICY – POLICY DEVELOPMENT SCRUTINY PANEL

SOCIAL POLICY CONTRACT ACTIVITY UPDATE

REPORT BY HEAD OF SOCIAL POLICY (INTERIM)

A. PURPOSE OF REPORT

In accordance with the Council's Standing Orders and West Lothian CHCP's Health, Care and Support Services Procurement Procedures this report provides an update on contracting activity for the provision of care and support services for the period 1 October 2014 to 31 March 2015.

B. RECOMMENDATION

It is recommended that the Social Policy PDSP:

1. Notes the contacting activity for the provision of care and support services for the period 1 October 2014 to 31 March 2015.

2. Recognises the on- going development of clear contractual agreements between the council and providers of care and support services.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	• Focusing on our customers' needs • Being honest, open and accountable • Making best use of our resources • Working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	European Union Treaty Principles, European Procurement Directives, Public Contracts (Scotland) regulations 2006, West Lothian Council Standing Orders, Social Policy Procurement Procedures.
III	**Implications for Scheme of Delegations to Officers**	The Depute Chief Executive (CHCP) has delegated powers for the contracting and commissioning of Part B services.
IV	**Impact on performance and performance Indicators**	None

V	**Relevance to Single Outcome Agreement**	All contracts have outcome measures consistent with the Single Outcome Agreement commitments for the provision of care and support services
VI	**Resources - (Financial, Staffing and Property)**	Provision within the 2014/2015 revenue budget
VII	**Consideration at PDSP**	Social Policy Contract Activity Report dated 9 October 2014 contained the activity for the period 1 April 2014 to 30 September 2014.
VIII	**Other consultations**	Legal Services, Financial Management Unit and Corporate Procurement Unit are all represented at the Contracts Advisory Group (CAG).

D. TERMS OF REPORT

Under the council's Health, Care and Support Services Procurement Procedures the Head of Social Policy is required to report bi-annually to Social Policy PDSP on the care and support contracts awarded or extended within this period and any general update on contract activity.

Appendix 1 details the Social Policy contracts which have either been awarded or amended under the guidance of the Social Policy Contracts Advisory Group.

E. CONCLUSION

The report provides an update for the period 1 October 2014 to 31 March 2015 on the council's contract activity for the provision of care and support services in West Lothian as required under Council Standing Orders and Procurement Procedures.

F. BACKGROUND REFERENCES

- Council Executive: Social Policy Procurement Procedures 3 May 2011

Appendices/Attachments:

Appendix 1 – contracts awarded during period 1 October 2014 to 31 March 2015

Contact Person: Alan Bell,
Senior Manager, Communities and Information,
Tel: 01506 281937

CMT Member: Jane Kellock, Head of Social Policy (Interim)

Date: 14th May 2015

SOCIAL POLICY CONTRACT ACTIVITY UPDATE 1 October 2014 to 31 March 2015 **Appendix 1**

Provider	Total Contract Value	End Date	Comments	CAG Meeting Date
Real Life Options – An Carina Day Centre	£472,685	31/3/17	2 Year Extension	9/12/14
West Lothian Women's Aid	£163,580	31/3/16	1 Year Extension	9/12/14
Family and Community Development West Lothian	£449,190	31/3/17	2 Year Extension	9/12/14
Bethany Christian Trust – Kharis Court Service	£384,711	30/9/18	3 year renewal	20/1/15
The Rock Trust – Supported Tenancies	£133,311	30/9/16	1 Year Extension	20/1/15
Open Door Accommodation Project – Supported Tenancies	£179,195	30/9/16	1 Year Extension	20/1/15
Minority Ethnic Carers of Older People Project (MECOPP)	£4,780	31/3/16	1 Year Extension.	20/1/15
Leonard Cheshire Foundation – Letham Court	£342,409	30/9/16	1 Year Extension	20/1/15
Deaf Action	£66,068	31/3/16	1 year extension	20/1/15
Care at Home Framework Agreement	Spot Purchase	31/12/15	1 Year Extension.	20/1/15
Apetito	£21,174	31/8/15	5 Month Extension To bring in line with new national contract	20/1/15
Real Life Options – Registered Residential Care	£1,321,156	31/3/17	2 year renewal.	20/1/15
Barony – Accommodation Based Housing Support	£277,726	30/9/16	1 year renewal	3/3/15
Places for People –	£172,138	30/9/16	1 year renewal	3/3/15

Accommodation Based Housing Support				
SAMH – Accommodation Based Housing Support	£407,738	30/9/16	1 year renewal	3/3/15
Richmond Fellowship – Accommodation Based Housing Support	£44,254	30/9/16	1 year renewal	3/3/15

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West Lothian Council

SOCIAL POLICY POLICY DEVELOPMENT AND SCRUTINY PANEL

AREA SERVICES MANAGEMENT PLAN 2015/16

REPORT BY HEAD OF AREA SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to provide an introduction to the Area Services Management Plan 2015 - 2016.

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; and working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	All actions and activities in the management plan will comply with appropriate policy and legal requirements.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	Implementation of the plan is designed to maintain and improve upon the existing high level of performance in the service.
V	**Relevance to Single Outcome Agreement**	SOA 5 : People most at risk are protected and supported to achieve improved life chances. SOA 7 : We live longer, healthier lives and have reduced health inequalities.
VI	**Resources - (Financial, Staffing and Property)**	Resource implications are detailed in the sections of the plan headed Activity Budget.
VII	**Consideration at PDSP**	This Area Services Management Plan will also be considered at the Culture and Leisure, Development and Transport, Partnership and Resources and Voluntary Organisations PDSPs.

VIII Other consultations None.

D. TERMS OF REPORT

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

The first two sections of the plan provide an overview of the following:

- the services provided and how they link together;
- a summary of the main achievements in 2014/15;
- key actions and priorities for 2015/16;
- the main external factors which will influence service delivery;
- how the work of the service contributes to council priorities;
- the corporate strategies which the service is responsible for delivering; and
- the organisational structure of the service.

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

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

The area of service of most direct relevance to the remit of the Social Policy PDSP is the Advice Shop. Service activity in relation to this WLAM unit is covered at section 3.1 of the management plan.

E. CONCLUSION

The Area Services Management Plan sets out the main activities and actions to be delivered by the service in 2015/16. The plan will be used by the management team and stakeholders to monitor performance and improvement.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: one

Appendix 1 - Area Services Management Plan 2015/16

Contact Person: Elaine Nisbet, Acting Advice Shop and ABE Manager, Elaine.nisbet@westlothian.gov.uk, Tel: 01506 282936

Steve Field
Head of Area Services

Date: 14 May 2015

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Delivering Better Outcomes

Area Services Management Plan

2015/16

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1 Overview

1.1.1 Introduction

Welcome to the Area Services Management Plan 2015/16

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

The service is made up of the following units:

Advice Shop and Adult Basic Education

Community Regeneration:

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

Community Facilities

Customer Service Development:

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

Area Services' vision is:

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

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

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

- Maximising the opportunity of partnership centres and co-location of services to achieve efficiency and improve customer service
- Greater use of technology in the delivery of customer service and helping people to become digitally and financially included.
- Developing Customer First strategies and a single view of the customer
- Developing the Community Planning Partnership Anti Poverty Strategy so that partners develop stronger and more effective partnerships to alleviate poverty
- Developing strategies to maximise service delivery and income from venues including Howden Park Centre, Linlithgow Burgh Halls and Lowport Outdoor Education Centre
- Using an asset mapping and development approach with communities experiencing disadvantage to establish a replicable model to increase community capacity and resilience

The service contributes to all eight council priorities but most specifically in supporting adults and young people into employment; improving health and well-being; and increasing the resilience and cohesion of communities.

1.1.2 Explaining the link between the services in the service group

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

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

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

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

- Recognition that a co-ordinated approach is needed at a local level and across public services to tackle area-based regeneration.
- Awareness of the need to move towards prevention.
- Active involvement of communities, developing the assets they have and empowering them to play a lead role in regeneration.
- Bringing together community based services including Community Arts and Sport and Outdoor Education in addition to other council/partner services to develop a co-ordinated local solution.

A key area of work in 2015/16 will be delivering Regeneration Plans, linked to the Regeneration Framework, in areas of concentrated disadvantage. This will require the active engagement with, and involvement of, individuals and groups within these communities.

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

The service will continue to explore ways in which we can work effectively to utilise external funding to engage 'hard-to-reach' customers.

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

1.1.3 Summary of the service's achievements in 2014/15

Advice Shop and Adult Basic Education

- Revised the *Better Off: West Lothian Anti-Poverty Strategy* to become a Community Planning Partnership strategy which contains much stronger links between anti-poverty and employability.
- Continued to develop the use of volunteers and voluntary activity to extend and enhance the services provided by staff in the Advice Shop/Adult Basic Education.

- Received funding from Macmillan Cancer Support to develop a Macmillan Life @ West Lothian project. This will be an information and support service which will be volunteer led and will create four Macmillan hubs and a further ten information points throughout West Lothian.
- Successfully extended the Scottish Legal Aid Board project which offers advice to adults and families at risk of losing their home.
- Recorded the best ever performance of helping 27% of students of Adult Basic Education to gain some form of accreditation in their efforts to find employment.
- Helped customers increase their disposable incomes by approximately £28,000,000.
- Won the fairer and wealthier award at Celebrating Success 2014 for 'Better Off: Preventing Homelessness'.

Community Regeneration

- Participated in Luminate, Scotland's national Creative Ageing Festival and delivered five projects for West Lothian. The projects aimed to improve wellbeing, support participants to learn new skills and be more active in their community.
- Supported 290 learners achieve certificates of assessed learning achievement.
- Provided crèche facilities for parents of pre-school children to help them to access learning opportunities. Recruitment and training of crèche staff include the delivery of accredited CPD courses.
- ICT Support to Jobseekers is provided at five Job clubs in addition to Absolute Beginners ICT courses delivered at eleven venues across the county. The content enhances participants' employability through online activity.
- The provision of support to build the capacity of community organisations to enable local organisations, including community development trusts, to better lead change and improvement including the ABCD approach.
- The Commonwealth Games Legacy Plan was completed in conjunction with internal and external partners with related initiatives and programmes implemented in partnership with stakeholders, including a successful Queens Baton Relay event which attracted an estimated 30,000 participants in West Lothian.
- 62 accredited West Lothian Sports clubs with 10 clubs progressing on to a new level on the scheme.

Customer Service Development

- Launch of the council's new website.
- Refreshed Customer Services Strategy based on national drivers and customer feedback through the Delivering Better Outcomes programme.
- Developed the council's channel shift programme ensuring that customers can access council services in the most efficient and cost effective ways.

Community Facilities

- Hosted 1,200,000 visits to community education centres..
- Community facilities received the mentoring award for work with young unemployed people.
- Co-ordinated a partnership project to mark the opening ceremony and use of new facilities at Mosswood community education centre.
- Integrated library and community facilities at Craiginn Centre.

1.1.4 Identification of the key actions and priorities for 2015/16

Advice Shop and Adult Basic Education

- Review the anti-poverty action plan to prioritise child poverty, in-work poverty and to create actions to mitigate the effects of universal credit.
- Develop a Financial Inclusion Action Plan to be incorporated in the anti-poverty action plan.
- Develop the West Lothian Advice Network to develop agreed process, monitoring and reporting of activities undertaken to promote financial inclusion.
- Work in partnership with Fife and Falkirk Councils to produce a detailed Community Development Financial Initiative feasibility study.
- Further develop the Digital Inclusion Action Plan to target resources at the 20% who have not engaged with new technology.
- Develop the Macmillan Life @ West Lothian project. This will be an information and support service which will be volunteer led and will create four Macmillan hubs and a further ten information points throughout West Lothian.
- Continue to develop the use of volunteers and voluntary activity to extend and enhance the services provided by staff in the Advice Shop/Adult Basic Education.
- Become a dementia friendly service.

- Work towards the national standards for Information Advice Providers
- Increase the number of opportunities for learners to gain a qualification.
- Develop the short course portfolio to embed financial literacies.
- Continue to work in partnership with West Lothian College to deliver English as a Second or Other Language and to explore external funding opportunities to maintain provision.
- Develop a Dyslexia Network of providers and referrers to share good practice, training and resources in West Lothian.

Community Regeneration

- Curating and managing the artistic programme of performances, exhibitions and workshops at Howden Park Centre and Linlithgow Burgh Halls.
- Supporting and delivering equal access for disadvantaged groups to leisure, learning and under-5s services in the community high schools.
- Further develop the Community Sport Hub model with a new Hub progressed at Whitburn Academy
- Publication and delivery of a training programme for community organisations to enhance effectiveness and build capacity within communities including the roll out of a programme of digital inclusion activities using mobile devices across West Lothian.
- Engage with 1400 West Lothian residents and support 700 of them to progress into a positive destination.
- To lead the production of local Regeneration Plans in seven key communities in West Lothian and Ward Action plans in each multi member ward.

Customer Service Development

- Continue the development of partnership centres, with Blackburn and East Calder being the focus in 2015/16.
- Continue the redevelopment of the council's internet and intranet presence to make it fit for purpose, user friendly and transactional.
- Progress the "myaccount" function (a single sign in for customers) on the website.
- Enable "channel shift" for customers by integrating back office systems with the Customer Records Management system to create the golden customer record.
- Refurbish West Calder library to make it a one stop shop for council services.
- Oversee the installation of public access Wi-Fi in key council buildings.
- Install automatic payment kiosks at Bathgate and Broxburn.

Community Facilities

- Continue to provide employment opportunities for trainees via West Lothian Job fund and Modern Apprenticeships.
- Maximise digital inclusion opportunities and use of public access PCs via a booking system.
- Continue to ensure all facilities meet statutory compliance requirements and staff are suitably trained to carry out those duties.
- Development of Uphall Community Centre by adding a changing room extension.

I do not underestimate the challenge of delivering the priorities set out above. However, staff in Area Services are committed to working with partners to deliver more than we can deliver on our own. By working together, we will be able to help the more disadvantaged members of our community to improve their wellbeing and, with the drive to modernise services so that more people can use them more easily, I am confident that the service will maintain its excellent record of achievement on behalf of West Lothian communities.

Steve Field
Head of Service

1.2 Context

Managing our relationship with customers

The national Customer First programme enables councils to deliver better, faster, and more efficient services to a broader section of the population. Utilising innovative technology and promoting collaborative procurement between local authorities,

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Customer First encourages online access to services and aims to ensure that at least 75% of core service requests can be handled at first point of contact. The programme has five objectives, which influence the way Area Services delivers its business:

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

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

Financial and Digital Inclusion

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

accessibility of financial products. We will develop financial management and support packages for people at risk of poverty, so they become financially included.

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

The Advice Shop and Adult Basic Education service will continue to lead on the Anti Poverty Strategy. The strategy will be underpinned by the anti-poverty action plan which will expand to include greater activity in the areas of:

- In-work poverty.
- Child poverty.
- Food poverty.
- Mitigate the effects of the introduction of universal credit

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

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

Releasing potential through area based community regeneration

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

Community Empowerment and Renewal

This remains a key legislative agenda for the Scottish Government. The intention of this agenda is to strengthen community participation, unlock enterprising community development and renew our communities. Community Regeneration is active across all these agendas and will continue to deliver and promote best practice on improving community participation in the design and delivery of services. This is driven by our commitment to "empower people, individually and collectively, to make positive changes in their lives and their communities, through learning."

Inequality and Access to Leisure, Sport and Cultural Services

In the context of increasing inequality research shows that children and adults from deprived areas are much less likely to participate in sport, leisure and cultural activities than those from wealthier areas. Exclusion from sport, leisure and cultural activities inhibits personal and social development, attainment and impacts negatively on physical and mental health and life expectancy. Sport, leisure and cultural services provided directly by public sector organisations continue to be accessed much more effectively by more disadvantaged groups than facilities operated by commercial organisations or by leisure trusts. Maintaining high levels of access to sport, leisure and cultural opportunities by children and adults from more deprived areas will remain a key focus for Community Regeneration despite the pressures to increase charges.

1.3 Partnership Working

Area Services is involved in developing, delivering and running partnership centres and work with a range of Community Planning Partners including NHS Lothian, West Lothian Leisure and Jobcentreplus. The current partnership centres, Bathgate, Fauldhouse and Strathbrock all have partnership arrangements depending on the needs of the community in which they are based. New centres are being planned in Armadale, Blackburn, East Calder, Linlithgow, Whitburn and Winchburgh.

The Community Facilities team working within community centres also supports community organisations and management committees to identify priorities in areas of benefit.

The Advice Shop and Adult Basic Education Service is the lead partner in West Lothian (CPP) 'Better off: West Lothian Anti-Poverty Strategy 2014/2017. This strategy is one of the enablers of the new Single Outcome Agreement. It involves partners from within and outwith the CPP working together to alleviate poverty in West Lothian.

The Advice Shop works in partnership with Macmillan Cancer Support to deliver financial advice to people affected by cancer. We have received funding to create information and support hubs throughout West Lothian commencing in 2015/16.

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

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

The Adult Basic Education service works with the Workers Education Association and West Lothian College to deliver English as a Second or Other Language classes.

Community Regeneration works closely with other Community Planning Partners. For example, there have also been more formal partnership activities with Police Scotland and Fire Scotland through the delivery of 'Community Weeks' which have had pro-active engagement in specific communities to raise awareness of services.

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

We will continue to support the Key Community Organisations Forum which brings together the different voluntary sector partners operating within the seven targeted regeneration areas to work more closely with the council. Community Regeneration also works closely with these key community organisations to develop community-led responses within their areas.

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

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

Data Label: PUBLIC

A list of the key partnerships is set out below:

- Community Councils
- Department of Work and Pensions / JobCentre Plus
- Scottish Fire and Rescue
- Police Scotland
- NHS Lothian
- Oatridge College
- West Lothian College
- Skills Development Scotland
- Chamber of Commerce
- Voluntary Sector Gateway West Lothian
- West Lothian Leisure
- West Lothian Youth Congress
- Macmillan Cancer Support
- Scottish Legal Aid Board
- Management Committees
- Credit Unions
- Youth Action
- Sportscotland
- Education Scotland
- Electoral Register Scotland
- Children 1st

1.4 Outcomes, Priorities and Activities

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

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

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

Figure 1: Council priorities and activities

Data Label: PUBLIC

1.5 Corporate Strategies

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

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

Corporate Strategy	Strategy Outcomes	Start	End	Review Date
Social Economy (Enterprising Third Sector Framework)	▪ A sustainable independent social economy sector working in partnership with public and private sectors to reduce inequalities and poverty, strengthen cohesion and building community leadership to improve the lives of the residents of West Lothian	2014	2017	2015
The West Lothian Anti Poverty Strategy	▪ To alleviate poverty among vulnerable people in West Lothian	2014	2017	2016
Active West Lothian	▪ Increase participation and improve performance in sport, outdoor education and physical activity.	2015	2017	2016
Customer Services Strategy	▪ All council services will ensure that customer requests and enquiries are delivered in a timely efficient, professional and satisfactory way. ▪ Our customers are able to access council services in the way most convenient to them. ▪ We will change the way we deliver services to ensure our customers journey from start to finish is by the shortest route possible.	2015	2017	2016

Figure 2: Corporate Strategies

2 Area Services Structure

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

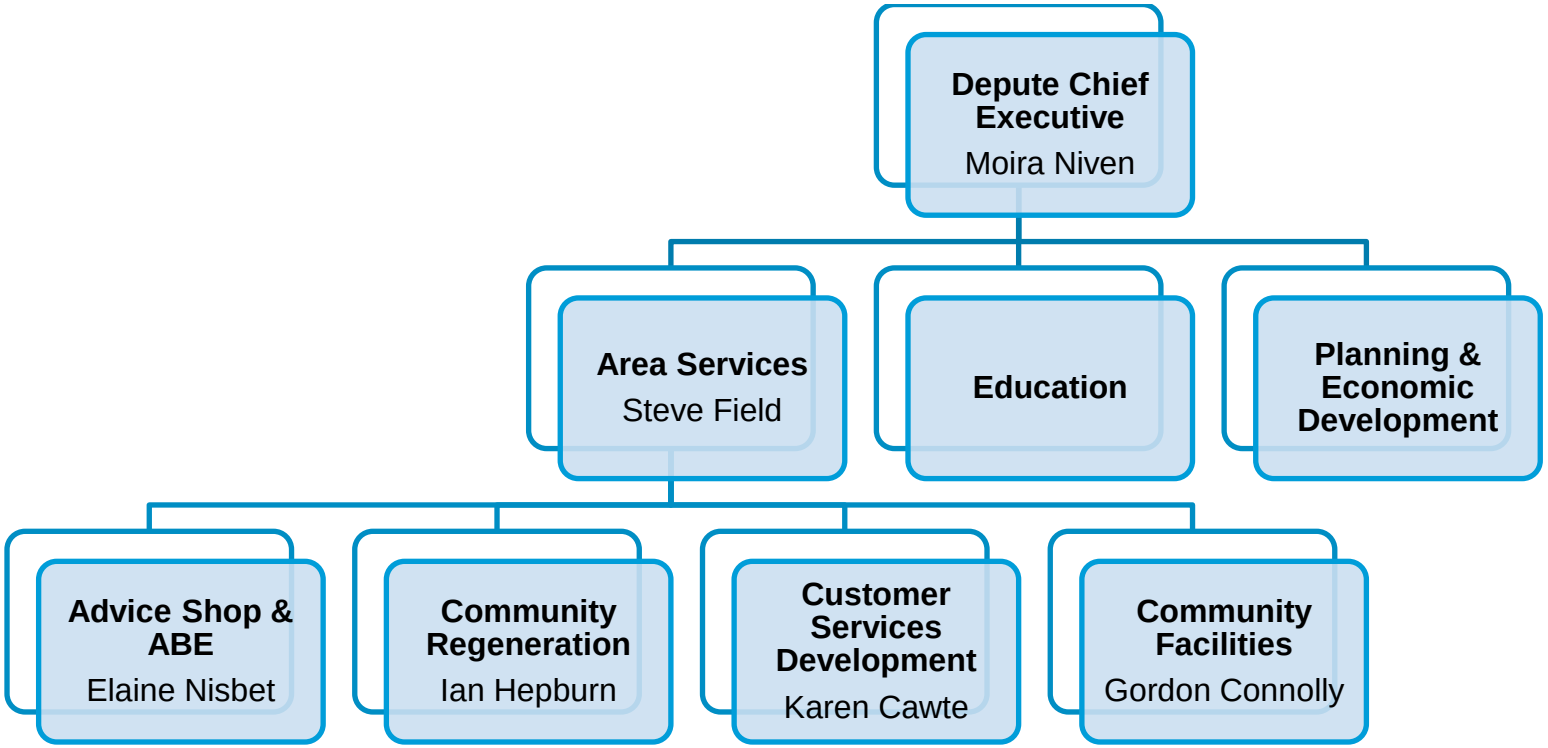


Figure 3: Service Structure

3 Service Activity

3.1 Advice Shop and Adult Basic Education

Manager:	Elaine Nisbet
Number of Staff (FTE):	53.3
Location:	Bathgate Partnership Centre

Purpose

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

The work of the Advice Shop contributes to the Community Planning Partnership's priority "Minimising poverty, the cycle of deprivation and promoting equality". It does this by providing comprehensive advice to people in West Lothian who are:

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

The service aims to help these groups increase their disposable income. The advice consists of information, advice, advocacy and representation. The service dealt with nearly 16,000 customers, generating approximately £28,000,000 in additional benefits to citizens in West Lothian in 2014/15.

Adult Basic Education (ABE) contributes to the Community Planning Partnership priority "Improving the employment position in West Lothian" through improving the skills, knowledge and understanding of adults by:

- Helping unwaged adults, aged 16 and over, to improve their literacy and numeracy skills and gain qualifications.
- Helping people who are experiencing hearing loss.
- Supporting migrant workers and settled minorities to acquire communications skills.

- Offering a range of volunteering opportunities.

All activity across the service is informed and prioritised by the 'Better Off: West Lothian Anti-Poverty Strategy'. The overall purpose of this strategy is to help minimise the impact of poverty on the people of West Lothian. Its objective is to ensure that people are equipped to cope with the challenges they currently face, in terms of their disposable income, and the impact that this has on their health, education and community involvement. The aim is to help people to obtain and retain employment as a key route out of poverty. The service attracts significant external funding.

Activities

The main activities of the service in 2015/16 will be:

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

Key Partners

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

- West Lothian Advice Network.
- West Lothian Anti-Poverty Strategy Board and Action Plan Development Group.
- Macmillan Cancer Support as an external funder.
- Scottish Legal Aid Board as an external funder.
- Scottish Funding Council as an external funder.

Data Label: PUBLIC

- West Lothian Literacies and ESOL group.
- Department for Work and Pensions.
- Skills Development Scotland.
- Get Ready for Work Providers e.g. BLES.
- Local Credit Unions: Blackburn, Seafield and District Credit Union and West Lothian Credit Union.

Customer Participation

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

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Advice Shop Customers	Satisfaction survey of 25 customers per week	Ongoing	Advice Shop and Adult Basic Education Manager	Annual Report
Adult Basic Education	Customer satisfaction survey of all students (approx 500 pa)	End of each school term	Advice Shop and Adult Basic Education Manager	ABE Newsletter
Service Stakeholder group	Six monthly meetings	Six monthly meetings	Senior Advisor Income Maximisation	Plasma Screen
Friends of Adult Basic Education (FABE)	Monthly meetings	Quarterly meetings	Advice Shop and Adult Basic Education Manager	Website

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Income maximisation	Promote social inclusion by maximising income and improving the standard of living of those individuals, families and households who are living in poverty.	5. Minimising poverty, the cycle of deprivation and promoting equality	ADS043_9a.1a - Unit cost per advice shop engaged customer (2015/16 Target £48)	PUBLIC	20.6	768,420	(226,221)	542,199
			ADS061_9b.1a - Total quarterly amount the Advice Shop has gained for its customers. Target £6,750,000 per quarter)	PUBLIC				
Energy Advice	Promote social inclusion by reducing fuel poverty,	5. Minimising poverty, the cycle of deprivation and promoting equality	ADS043_9a.1a - Unit cost per advice shop engaged customer (2015/16 Target £48)	PUBLIC	6.0	150,329	0	150,329
			ADS068_9b.1a - Total value of energy advice savings (2015/16 Target £250,000 per annum - Q1 £75,000, Q2 £50,000, Q3 £50,000, Q4 75,000)	HIGH LEVEL				

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Money and Housing Advice	Promote social inclusion by maximising income and improving the standard of living of those individuals, families and households who are living in poverty, and preventhomelessness in West Lothian.	5. Minimising poverty, the cycle of deprivation and promoting equality	ADS043_9a.1a - Unit cost per advice shop engaged customer (2015/16 Target £48)	PUBLIC	10.9	300,327	(109,373)	190,954
			ADS066_9b.1a - Advice Shop Money Advice - Customer debt managed through money advice intervention (2015/16 Target £2,500,000 per quarter) ADS081_9b.1c - Housing advice - number of evictions prevented (2015/16 Target 180 per quarter)	HIGH LEVEL				
Adult Basic Education	Improve literacy and numeracy skills of adults.	5. Minimising poverty, the cycle of deprivation and promoting equality	ADS143_9a.1c - Unit cost per ABE student (2015/16 Target £525)	WLAM	10.8	441,707	(60,134)	381,573
			ADS191_9b.1a - Percentage of students gaining accreditation % (2015/16 Target 22% per annum)	HIGH LEVEL				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		1.0	79,964	0	79,964
	Total :-				**49.3**	**1,740,747**	**(395,728)**	**1,345,019**

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Time Limited - Anti Poverty Strategy	Alleviate poverty among vulnerable people and groups in West Lothian.	5. Minimising poverty, the cycle of deprivation and promoting equality	Progress on delivery of this activity is reported to the Anti Poverty Strategy Board and CPP Board.		4.0	170,000	0	170,000
	Total :-				**53.3**	**1,910,747**	**(395,728)**	**1,515,019**

Actions

Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Deliver of coordinated training, support and community regeneration following the closure of the Vion facility in Broxburn	Deliver services to those affected by the closure of Vion in Broxburn to promote learning, sustainable employment and community regeneration	Help former Vion workers transition into new employment or learning opportunities. Regeneration of the Broxburn area.	Advice Shop and Adult Basic Education Manager and Community Regeneration Manager	January 2013	March 2015	Complete
West Lothian Court Advice Project (in partnership with Citizens Advice Bureau West Lothian, funded by the Scottish Legal Aid Board)	Help home owners and tenants avoid home repossession/ eviction through advice and representation at Sheriff Court. Assist customers to make successful small claims through the Sheriff Court	Home owners/ tenants keep their homes. Customers gain financial redress through the small claims process.	Advice Shop and Adult Basic Education Manager	Ongoing (refunded in October 2012)	March 2015	Complete

Data Label: PUBLIC

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop a CPP Digital Inclusion Action Plan	Develop the present Area services Digital Inclusion Action Plan to include community planning partner activity	Partners work to reduce digital exclusion among people in West Lothian at risk of poverty	Advice Shop and Adult Basic Education Manager	April 2015	Ongoing	Active
Increase financial capability of people in West Lothian	Support local credit unions to expand membership in West Lothian among people at risk of financial exclusion	The two local credit unions will operate from venues that allow them to provide better coverage across West Lothian, and grow their memberships. Child membership will increase as a result of CU presence in schools.	Advice Shop and Adult Basic Education Manager	April 2015	Ongoing	Active
Increase access to money advice in West Lothian	Develop the West Lothian Advice network to be lead partner in the coordination of preventative money advice	The Network will introduce systems and activity so that people in West Lothian have uniform access to joined up preventative money advice	Advice Shop and Adult Basic Education Manager	April 2015	March 2016	Active

Data Label: PUBLIC

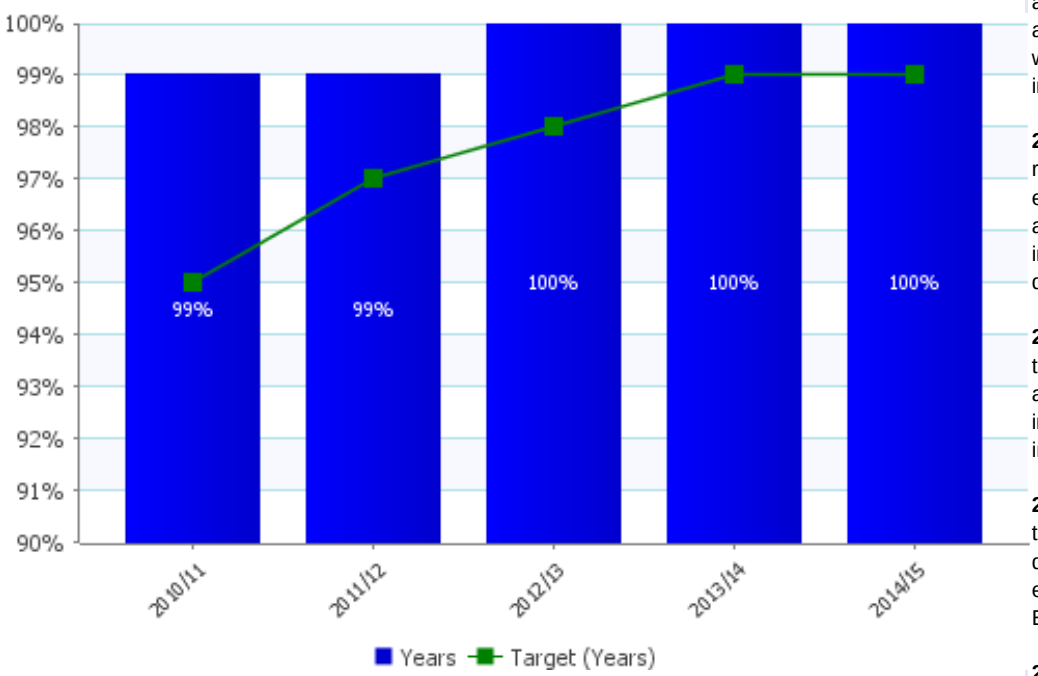
Actions 2015/16

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Submit application for funding for West Lothian Court Advice Project (in partnership with Citizens Advice Bureau West Lothian, funded by the Scottish Legal Aid Board)	Help home owners and tenants avoid home repossession/ eviction through advice and representation at Sheriff Court. Assist customers to make successful small claims through the Sheriff Court	Home owners/ tenants keep their homes. Customers gain financial redress through the small claims process.	Advice Shop and Adult Basic Education Manager	April 2015	September 2016	Active
Develop the Community Planning Partnerships' revised Better Off: the West Lothian Anti Poverty Strategy 2014 - 2017	Review the anti-poverty action plan to prioritise child poverty, in-work poverty and to create actions to mitigate the effects of universal credit. Develop a Financial Inclusion Action Plan to be incorporated in the anti-poverty action plan	Revised strategy and action plans help alleviate poverty in West Lothian.	Advice Shop and Adult Basic Education Manager	April 2015	March 2017	Active
Implement MacMillan Life @ West Lothian	Develop four information and support hubs and 10 information points throughout West Lothian. Train 35 volunteers and offer accreditation opportunities	Adults who are diagnosed with cancer are better able to manage the non-clinical aspects of their journey with cancer.	Advice Shop and Adult Basic Education Manager	January 2015	March 2018	Active

Data Label: PUBLIC

Performance

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



Trend Chart Commentary:

2014/15 - In this period 100% of customers felt that the overall quality of service was either good or excellent. The training team have focused on Welfare Reform changes and successful campaigns have eased the pressures on customers who have been affected. All staff are encouraged to suggest improvements in all areas of the service which are then explored and implemented where appropriate by the relevant improvement teams.

2013/14 - The target for this period was increased to 99% as the service continues to reach or exceed our target. 100% of responses felt the overall quality of service was either good or excellent. The training team have worked extremely hard to ensure that all advisors are confident with the advice which we provide. This period seen significant improvement updates our induction process for new staff members ensure the highest quality of service continues to be delivered.

2012/13 - Our target was increased to 98% for this period as we continue to exceed our target in this performance indicator. We successfully reached 100% of responses rated as good or excellent. Improvements to processes such as our drop in sessions and an improved training plan are the main reasons for the high rating within this performance indicator.

2011/12 - Our target was increased to 97% for this period as we continue to exceed our target in this performance indicator. We reached 99% of responses rating the overall quality of service as good or excellent. In this period all Advice Shop staff were trained in each area or advice which the service offered e.g. Money, Housing, Benefits and Energy.

2010/11 - Our target was set as 95% in this period. We successfully exceeded our target reaching 99% of responses rating the service as good or excellent. We continue to make improvements to the service which we deliver.

2015/16 Target - Our target will remain at 99% for this period,

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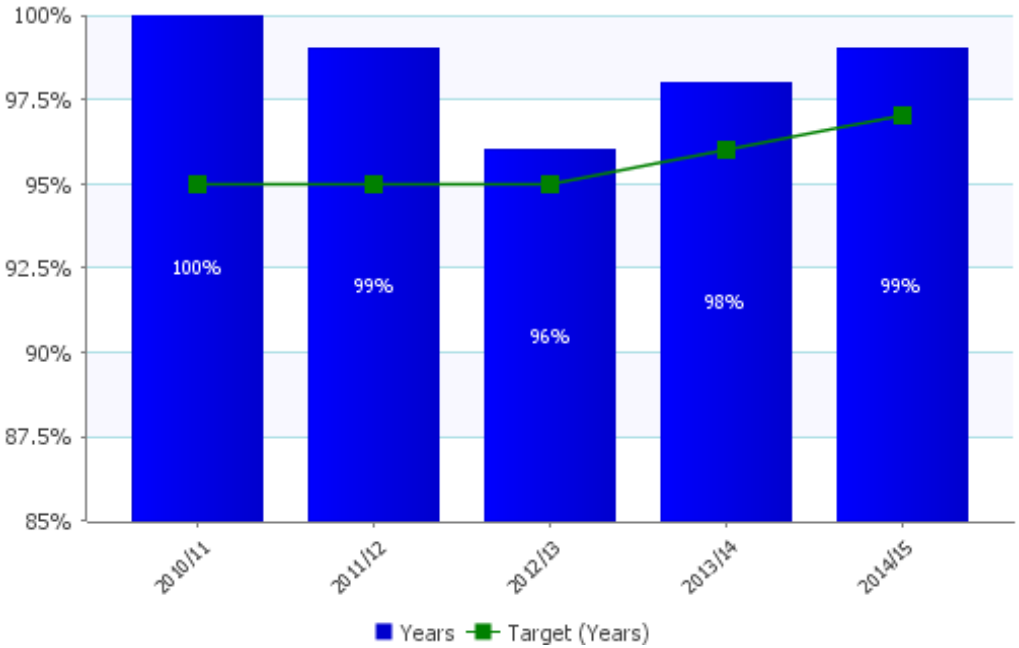
Performance Indicator	**Advice Shop - Percentage of our customer contacts that we respond to within our service standard for timeliness of response.**	*ADS501_6b.3*
Description	This key performance indicator shows if we are we are meeting our service standards within the set period. Advice Shop monitor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



Trend Chart Commentary:

2014/15 - We successfully exceeded our increased target of 97% reaching 99% in this period. The service improvements in monitoring timeliness standards has ensured that the vast majority of customers are seen within the expected standards. If one of our customers breach our timeliness standards the duty manager ensures that this case is treated as a priority and the earliest possible opportunity.

2013/14 - We successfully exceeded our target of 96% reaching 98% in this period. Continued improvements and excellent monitoring has been the main reason for the success in this key performance indicator.

2012/13 - We successfully exceeded our target of 95% reaching 96%. This showed as slight drop from 99% in the 2011/12 period. The 96% result for 2012/13 is a result of four customers waiting longer than 45 minutes to see an advisor on our drop in sessions and three referrals not being responded to within three working days. We introduced new procedures to help rectify this drop and improvements have been made in the 2013/14 year so far.

2011/12 and 2010/11 - We successfully exceeded our target of 95% reaching 99% and 100% for these periods.

2015/16 Target - Our target will increase to 98% for this period.

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

Trend Chart Commentary:

Over the last 5 years we have successfully exceeded our target.

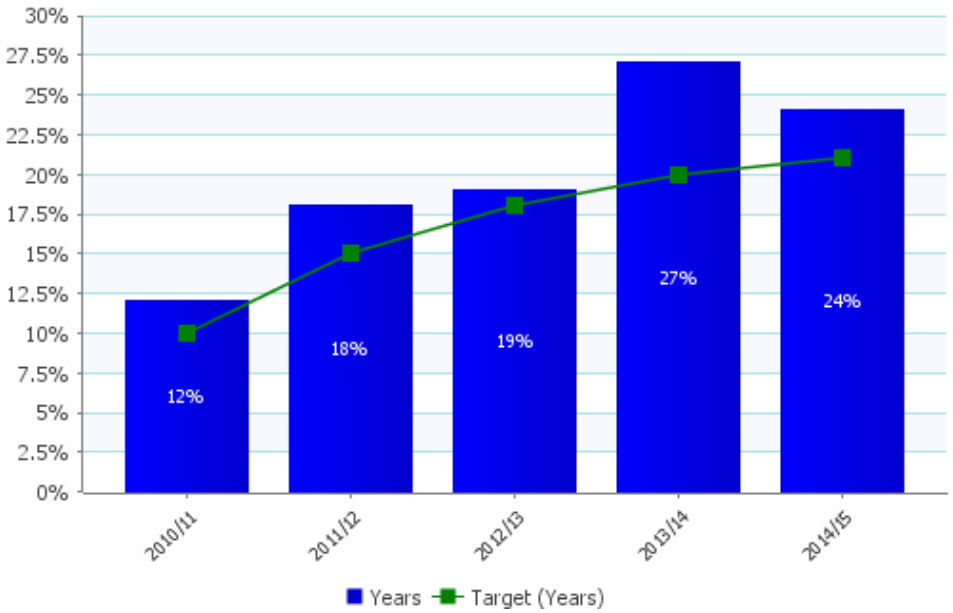
2014/15 - We have successfully exceeded our target reaching £27,921,960 in this period. This is a slight increase from the previous year. During 2014/15 we developed specific campaigns to help customers through Welfare Reform changes such as Personal independence Payment and we have developed excellent partner relationships. This is the main reason for being to successfully meet our target in this period

2013/14 - We successfully exceeded our target of £27,000,000 reaching £27,870,983 in this period. There has been a slight drop compared to the 2012/13 figure due to the impact of the Welfare Reform changes over the last year.

2010/11, 2011/12 and 2012/13 - Over this 3 year period we have shown a gradual increase in successful awards. We successfully exceeded our target in these 3 periods and have adjusted our target accordingly. There has been a substantial increase between 2010/11 and 2012/13 in successful benefit and appeal awards as demands for the service has grown.

Our target will remain at £27,000,000 for 2015/16 due to the continued impact of Welfare Reform changes.

Performance Indicator	**Adult Basic Education(ABE) - Percentage of students gaining accreditation.**	*ADS504_9b.1a*
Description	The indicator shows the percentage of our total number of literacies and Access 2 level ESOL (English as a second language) students gaining an initial Scottish Qualifications Authority qualification in core skills (Literacy, numeracy, communication, working with others and problem solving) and other relevant qualifications thereby improving confidence and employability skills.	



Trend Chart Commentary:

With the introduction of a range of new accreditation specifically aimed at adults, the service has integrated these into delivery.

Over the last 5 years we have successfully achieved a better result than our stated target. We continually increase our target to drive improvements

2014/15 - We successfully exceeded our increased target of 21% reaching 24% of students gaining accreditation within this period. The slight reduction compared to 2013/14 is mainly due to the high number of

English as a Second Language (ESOL) students with the 2013/14 period.

2013/14 - We successfully exceeded our target of 20% by reaching 27% of students gaining accreditation. The main reason for this increase is that English as a Second Language (ESOL) students now have access to accreditation. We have also received external funding to embed Youth Achievement Award accreditation within a local Get Ready For Work programme. Total number of students in this period was 521.

2012/13 - We successfully exceeded our target of 18% reaching 19% of students gaining accreditation. With the student numbers and continued improvements within the service this is where we would expect to be sitting for this period. Total number of students in this period was 387.

2011/12 - We successfully exceeded our target of 15% reaching 18% of students gaining accreditation. With the student numbers and continued improvements within the service this is where we would expect to be sitting for this period. Total number of students in this period was 527

2010/11 - We successfully exceeded our target of 10% reaching 12% of students gaining accreditation. With the student numbers and continued improvements within the service this is where we would expect to be sitting for this period.

2015/16 Target: Our target will increase to 22% for 2015/16.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	ANNUALLY												✓
Benchmarking	ANNUALLY	✓											
Collation Specified Performance Indicators (SPIs)	N/A												
Update of PPR information	QUARTERLY	✓			✓			✓			✓		
WLAM (assessment)	N/A												
Review Panel	N/A												
Performance Committee	N/A												
Process Review (Lean/RIE activity)	AS REQUIRED												
Progress review of improvement actions	QUARTERLY	✓			✓			✓			✓		
CSE preparation	ANNUALLY			✓									
Inspection or Audit activity	AS REQUIRED												
Budget Management activity	QUARTERLY			✓			✓			✓			✓
Equality Impact Assessment(s)	AS REQUIRED												
Health and Safety Assessment(s)	ANNUALLY	✓											
Business Continuity Planning	ANNUALLY			✓									
Workforce Planning	AS REQUIRED												
PRPDPs	BI-ANNUALLY		✓						✓				
Review of customer groups/segmentation matrix	ANNUALLY												✓
Customer consultation	QUARTERLY			✓			✓			✓			✓
Review of Service Standards	ANNUALLY												✓
Planned Engagement activity	ANNUALLY	✓											
Website content management	BI-ANNUAL	✓				✓							

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

Data Label: PUBLIC

3.2 Community Regeneration

Manager:	Ian Hepburn
Number of Staff (FTE):	120.8
Location:	West Lothian Civic Centre, Howden Park Centre, Linlithgow Burgh Halls, Lowport Outdoor Education Centre and various partnership and community centres.

Purpose

Community Regeneration comprises the following five teams:

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

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

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

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

Activities

The main activities of the service in 2015/16 will be:

- Community Arts will continue to work in partnership with organisations such as Creative Scotland, Youth Inclusion Project and Heritage Lottery Fund to create arts-based learning opportunities that will improve attainment and positive

destinations for school children, improve the quality of life for older people, deliver positive outcomes on health, minimise poverty and promote equality; curate and manage the artistic programme of performances, exhibitions and workshops at Howden Park Centre and Linlithgow Burgh Halls; working with a range of partners and professional music educators to deliver and evaluate Year 13 of the Youth Music Initiative; implement the key the arts venues business plans to increase turnover, maximise profit, decrease the outturn and improve awareness of the venues by marketing them to existing and potential customers.

- Community Learning and Development will deliver a range of learning opportunities, including accredited courses, developing the range in response to learners needs including the roll out of a programme of digital inclusion activities using mobile devices across West Lothian; and continue to support access to educational opportunities for parents of pre 5's through provision of crèche facilities and provide accredited CPD for staff.
- Regeneration and Employment will engage with 1400 West Lothian residents and support 700 of them to progress into a positive destination; lead the production of local Regeneration Plans in seven key communities in West Lothian and replacement of Ward Action Plans in each multi member ward.
- Community and Leisure will support and deliver equal access for disadvantaged groups to leisure, learning and under-5s services in the community high schools; and enable 360,000 hours of physical activity contributing to health and wellbeing benefits to participants.
- Sport & Outdoor Education will grow and sustaining the capacity of local clubs, local people and local sporting facilities to provide quality and accessible sport and outdoor education activity; provide an extensive programme of structured sport, outdoor education, and residential activity for individuals, schools and community groups and support performance programmes and initiatives including the Excellence in School Sports Programme and the SCA Sprint Kayak Development Squad.

Key Partners

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

- Live Music Now
- Barnardo's

- Helping Young People Engage (HYPE)
- Regenco
- Sigma Capital
- Education Scotland
- Scotland's' Learning Partnership
- West Lothian College
- WLC community centre management committees
- Department of Work and Pensions
- Sports clubs
- Care Inspectorate
- Skills Development Scotland
- Women onto Work
- B4 and Onto Work, Ability Centre
- West Lothian Youth Action Project
- Business Gateway
- Economic Development
- Local community development trusts and voluntary sector organisations
- West Lothian Leisure
- sportscotland
- Scottish Advisory Panel for Outdoor Education
- West Lothian Sports Council
- West Lothian Youth Foundation
- Voluntary Sector Gateway West Lothian

Customer Participation

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

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Howden Park Centre bar and bistro customers	Questionnaire and focus group	Annual	Senior Venue Co-ordinator	Email to customers

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Howden Park Centre audience members	Online survey and focus group	Annual	Senior Arts Officer	Email to customers
Linlithgow Burgh Halls customers	Questionnaire and focus group	Annual	Senior Venue Co-ordinator	Email to customers
Community Arts participants	Questionnaire and focus group	Annual	Arts Officer	Email to customers
Community and Leisure Sport and Leisure Customers	Survey Questionnaire	6 monthly	Community and Leisure Co-ordinator	Websites
Community and Leisure Adult Class Participants	Evaluation Survey	6 monthly	Community and Leisure Co-ordinator	Websites
Community and Leisure Under-5s Centre Users	Satisfaction Survey	6 monthly	Community and Leisure Co-ordinator	Websites and Notice-boards
Event Organisers	Review Meetings	After event	Community and Leisure Co-ordinator	Email to customers
Participants engaged in voluntary organisations training events	Evaluation survey	Annual	Community Learning and Development Co-ordinator	Email to customers
People engaged in learning events	Evaluation survey	6 monthly	Community Learning and Development Co-ordinator	Email to customers
Parents of children using crèche facility.	Evaluation survey	6 monthly	Senior Community Education Officer	Email to customers
Key community organisations and partners in areas of high deprivation	Questionnaire / stakeholder events	Annually	Team Leader	Email to customers / community notice boards
Residents engaged or potentially engaged in health initiatives	Questionnaire / stakeholder events	Annually	Team Leader	Email to customers / community notice boards
Residents engaged or potentially engaged in employability initiatives	Door knocking / Questionnaire/ stakeholders	Quarterly	Regeneration and Employability Co-ordinator	Email to customers / leaflets

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Participants engaged in the Early Years training calendar	Questionnaire	Quarterly	Senior Community Education Officer	Email to customers
Low Port residential groups	Online customer satisfaction survey	Annual	Domestic Bursar	Results posted on notice boards, website and sent to customers who have supplied contact details.
Lochside Café users	Online and paper-based customer satisfaction survey.	Bi-annual	Domestic Bursar	Results posted on notice boards, website and sent to customers who have supplied contact details.
Community Clubs/Organisations.	Online customer satisfaction survey	Annual	Team Leader	Results posted on notice boards, website and sent to customers who have supplied contact details.
Community Clubs/Organisations	Focus group (Club Network Night)	Annual	Team Leader	Results posted on notice boards, website and sent to customers who have supplied contact details.
Holiday and after school programme attendees	Online/paper based customer satisfaction questionnaire	Annual	Team Leader	Results posted on notice boards, website and sent to customers who have supplied contact details.

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Training Course attendees	Online/paper based customer satisfaction questionnaire	Annual	Team Leader	Results posted on notice boards, website and sent to customers who have supplied contact details.
All customers who use the booking system.	Online/paper based customer satisfaction questionnaire	Quarterly	Team Leader	Results posted on notice boards, website and sent to customers who have supplied contact details.

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Arts Development Programme	To ensure that everyone in West Lothian has the opportunity to experience the social, economic, educational, environmental, health and creative benefits of the arts.	8. Protecting the built and natural environment	CRACS008 _6a Measure of percentage of people who take part in Community Arts activities including projects, workshops, classes, Continuous Professional Development, who agree that their well-being has improved as a result of participating. (Target 90%)	HIGH LEVEL	10.1	587,927	(145,012)	442,915
			CRACS012_6a Measure of percentage of customers who agree that they are likely to become more active in their community as a result of participating in a Community Arts activity. (Target 75%).	HIGH LEVEL				
Howden Park Centre	To provide high quality facilities and arts programme for the people of West Lothian.	8. Protecting the built and natural environment	CRACS024_ 6b.2 Measure of percentage of customers who rated the facilities at Howden Park Centre and Linlithgow Burgh Halls as excellent or good. (Target 97%)	PUBLIC	13.3	766,453	(566,926)	199,527
			CRACS066_9b.1c Measure of the percentage occupancy of rooms at Howden Park Centre which are available for hire. Rooms include the theatre, Space 2, Space 3, the meeting room and art studio 1. (Target 47%)	PUBLIC				

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Linlithgow Burgh Halls	To provide high quality facilities and arts programme for the people of West Lothian.	8. Protecting the built and natural environment	CRACS056_9a.2b Percentage of events cancelled at Howden Park Centre and Linlithgow Burgh Halls due to insufficient demand as a proportion of all events. (Target 7%)	WLAM	6.0	349,091	265,020	84,071
			P:CRACS069_9b.1c Measure of percentage of Community Arts workshops, classes, courses and performances which have a greater than 70% participation or attendance rate at Howden Park Centre and Linlithgow Burgh Halls. . (Target 47%)	WLAM				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.1	14,591	0	14,591
Community Regeneration	To work with all Community Planning Partners to ensure that they are working together in 9 multi member wards with the common aim of closing the opportunity gap.	5. Minimising poverty, the cycle of deprivation and promoting equality	CRRE082_9b Percentage of health checked voluntary organisations where there was evidence of a planned approach to income and expenditure and finances are robustly controlled. (Target 95%)	PUBLIC	10.2	2,394,491	(85,435)	2,309,056
			CRRE053_9a.1c Cost per resident engaged in structured activity. (Target £110)	WLAM				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Employment and Skills	Supporting residents to secure and sustain employment, education or training opportunities. This involves developing their individual employability skills. Services delivered outreach in areas of high unemployment.	2. Improving the employment position in West Lothian	CRRE051_9a.1c Cost per employability client supported into work, training and education. (Target £406)	PUBLIC	5.7	242,314	(64,897)	177,417
			CRRE070_9b.1a Number of Job Candidates Supported by Council's Employability Service. (Target 1,400)	WLAM				
Work with adults and communities	Engage adults in community based learning; combining the core skills of literacy, numeracy, communications, working with others, problem solving and information communications technology that builds the capacity of individuals, groups, communities and community organisations to influence decision making and service delivery.	2. Improving the employment position in West Lothian	CRCED045_9a.1c Annual total of adults engaged. (Target 750)	WLAM	11.5	603,111	(21,000)	582,111
			CRCED062_9b.1 Community Based Adult Learning(CBAL) - Number of CBAL courses delivered. (Target 120)	WLAM				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
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 £1.30)	PUBLIC	28.8	705,886	(343,452)	362,434
			CRCL041_9b.1b Percentage of Community & Leisure customers living in the 20% most disadvantaged areas in West Lothian. (Target 18%)	PUBLIC				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk			0.6	90,006	0	90,006
Time Limited - Employability Measures	Additional Training & Employment Opportunities for Young People.	2. Improving the employment position in West Lothian	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		3.0	765,000	0	765,000
Time Limited - War Veterans Wage Subsidy Scheme	Additional Training & Employment Opportunities for War Veterans.	2. Improving the employment position in West Lothian	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	46,000	0	46,000
Time Limited - Skills Training Programme	Additional Training & Employment Opportunities for Young People.	2. Improving the employment position in West Lothian	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	42,000	0	42,000

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Sport Development	Provide support and provision of opportunities and facilities across broad range of sports to individuals, clubs, coaches and partners.	7. Delivering positive outcomes on health	CRSOE043_9a.1c Net unit revenue cost per participant session. (Target £2.00).	HIGH LEVEL	12.5	868,285	(144,407)	723,878
			CRSOE059_9b.1c Number of participant sessions delivered. (Target 70,000).	HIGH LEVEL				
West Lothian Leisure	Monitor performance of West Lothian Leisure in accordance with the Lease & Funding Agreement.	Enabler Service - Corporate Governance and Risk	CRSOE051_9b.1a Number of attendances per 1000 population at indoor sport & leisure facilities. (Target 7,000).	PUBLIC	0.0	1,870,755	0	1,870,755
			Percentage of health referrals that continue beyond the initial 12 week programme. (Target 28%)	PUBLIC				
Provision of Core Outdoor Education Activity	Provide programmed Outdoor Activity and resources for Primary, Secondary and Special Schools, including supporting current educational initiatives.	7. Delivering positive outcomes on health	Percentage of Continuing Personal Development (CPD) programme attendees, on the CPD database, who reside in the 20% most disadvantaged data-zones. (Target 16%)	HIGH LEVEL	8.5	369,932	(214,292)	155,640
			CRSOE058_9b.1c Percentage up-take on Sport and Outdoor Education activity courses. (Target 67%)	WLAM				

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Residential Facility	Provide a high quality residential and catering facility which will be offered to all West Lothian Schools and the wider community.	Enabler Service - Financial Planning	CRSOE042_9a.1a Low Port Centre carbon consumption per square metre. (Target 82kg/sqm)	HIGH LEVEL	10.2	446,696	(258,759)	187,937
			CRSOE57_9b.1c Percentage occupancy rates for bed nights in the Low Port Centre. (Target 50%)	HIGH LEVEL				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.3	57,402	0	57,402
Time Limited - Early Years Swimming	Delivery of early years swimming programme to identified areas of high % of non-swimmers.	1. Delivering positive outcomes and early interventions for early years	Progress on delivery of this activity is reported to both CMT and Council Executive on a quarterly basis.		0.0	22,000	0	22,000
	Total :-				**120.8**	**10,241,940**	**(2,109,200)**	**8,132,740**

Actions

Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Integration of Community and Leisure booking systems at Deans and Inveralmond Community High Schools	Improving customer service by integrating Community and Leisure bookings and memberships systems at Deans and Inveralmond Community High Schools	Integration of systems provides improved customer service and wider choice, enabling members to use facilities at either school as seamlessly (Project completion delayed due to delay in upgrade in Deans CHS Wide Area Network)	Community and Leisure Co-ordinator	January 2013	March 2014	Complete
Use external funding from Creative Scotland to develop an arts programme targeted at the hardest to reach communities and individuals in West Lothian	Work with key partners to identify and remove barriers to participation in the arts	Increase participation in and engagement with the arts by people living in the 20% most disadvantaged datazones in West Lothian	Senior Arts Officer	August 2013	March 2014	Complete
Community and Leisure Service Modernisation	Redesign and restructuring of community and leisure services	Establishment of more integrated, outcome-focussed and efficient service	Community and Leisure Co-ordinator	January 2013	August 2014	Complete
Commonwealth Games 2014 planning and preparation	Planning for events and legacy initiatives related to the Glasgow Commonwealth Games 2014	Legacy Plan and action plan agreed	Team Leader	April 2013	December 2014	Complete

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Voluntary Organisations	To support, advise and monitor the voluntary sector in West Lothian. This will include the implementation of a quality standard approach to the sector.	All voluntary organisations on the voluntary sector budget complete a health check in 2014/15. Development of 'An Enterprising Third Sector Strategy',	Senior Policy Officer	February 2014	March 2015	Complete
Develop business plans for the arts venues.	Business plans will identify opportunities to diversify the business and increase income generating opportunities and profitability	Increased revenue generation and profitability	Community Arts Co-ordinator	April 2014	March 2015	Complete

Data Label: PUBLIC

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Increase opportunities for outdoor, physical and risk rich play and learning at the community high schools.	Weekly planning sheets. Child profiles, risk/benefit assessments and new resources.	Children have regular access to outdoor and physical play and experience a wide range of outdoor, risky and physical play and learning	Community and Leisure Co-ordinator	January 2015	June 2015	Active
Cultural diversity programme in under-5s provision at the community high schools.	Resources created for monthly cultural themes. Weekly planning sheets and children's profiles. Material created in different languages and range of cultural references visible in each centre.	Children experience a wide range of cultural experiences and languages which is both familiar and unfamiliar and parents and carers have opportunities to teach staff, other parents/carers and children about their own culture and language.	Community and Leisure Co-ordinator	January 2015	June 2015	Active
Implement new booking system for Low Port Centre and the Sport and Outdoor Education Team.	Appropriate system to be identified and, in conjunction with IT Services, implement system and ensure all staff training undertaken.	Improved and quicker booking process for customers.	Team Leader	October 2014	August 2015	Active
Develop strategy to further increase participation by people in most disadvantaged 20% of data zones at the community high schools.	Strategy in place and increased membership re target group.	Increased participation by people living in the 20% most disadvantaged data zones in West Lothian	Community and Leisure Co-ordinator	September 2014	March 2016	Active

Data Label: PUBLIC

Actions 2015/16

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop comprehensive guide to use of performance venues in community high schools	Reference folders containing all technical, compliance and user information for DCHS Theatre and ICHS Assembly Hall	All technical, compliance and user information re Assembly Hall and Theatre is up-to-date and accessible providing reference and guidance for staff and facility users.	Community and Leisure Co-ordinator	January 2015	July 2016	Active
Roll out of a programme of digital inclusion activities using mobile devices across West Lothian.	As part of digital inclusion plan workshops and short courses will be offered across the county equipping learners to make best use of a range of mobile digital equipment	Learners will be included and able to join online communities. They will be able to access a range of online opportunities leading to financial benefit	Community Learning and Development Co-ordinator	January 2015	March 2016	Active
Implementation of the West Lothian Games Legacy Plan 2014 - 2019	Work with stakeholders to deliver the aims and outcomes identified in the strategy	Programmes and initiatives linked to relevant legacy themes implemented, facilitated and monitored with impact assessed.	Sport and Outdoor Education Co-ordinator	April 2014	March 2019	Active
Revise programming of swimming lessons	Revised learn to swim programme devised, piloted, reviewed and established.	Swim lesson programme provides adequate customer choice, facilitates progression and swimmer retention and enables reliable and efficient staffing arrangements	Project Co-ordinator	February 2015	June 2015	Active

Data Label: PUBLIC

Actions 2015/16

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Review Indoor and Outdoor Sports Facilities Strategies	Identify funding, appoint consultant, manage the review and collation of revised strategies.	New strategies approved by Council Executive.	Sport and Outdoor Education Co-ordinator	April 2015	August 2015	Planned
Provide SQA accredited CPD opportunities for staff	Deliver SQA Child care units to crèche staff. Staff will a have better understanding of their role in relation to child development enhancing children's learning experience	Children have a more positive experience, assisting with personal development and socialisation process	Community Learning and Development Co-ordinator	April 2015	December 2015	Planned
Review and develop customer communication strategy including new channels of communication	Systematic ways of collecting contact information for customers fully established, strategy for customer communication in place including use of social media.	Extend and improve customer communication	Team Leader	April 2015	January 2016	Planned
Embedding the Positive Destinations website into all partners' provision and with all school leavers	Establish a new website to bring together all employability provision for young people.	All West Lothian school leavers are aware of the website and how to use it.	Regeneration and Employability Co-ordinator and Education Officer	June 2015	January 2016	Planned

Data Label: PUBLIC

Actions 2015/16

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Implement the key business objectives in the Howden Park Centre and Linlithgow Burgh Halls Business Plans	Identify income generating strategies which will maximise profit, improve awareness of the venues and market them to existing and potential customers	Increase turnover and decrease outturn	Community Arts Co-ordinator	April 2015	March 2016	Planned
Expand the performing arts programme at Howden Park Centre	Work with promoters, agents and artists to curate and manage a successful performing arts programme ensuring there is an offer for audiences every weekend	A high quality, diverse and popular programme is on offer, ticket sales and revenue will increase and bar and bistro revenue will increase	Senior Arts Officer	April 2015	March 2016	Planned
Work with partners to create arts-based learning opportunities	Establish new and develop existing partnerships to deliver arts interventions for hard to reach groups	Improve attainment and positive destinations for young people, improve the quality of life for older people, deliver positive outcomes on health, minimise poverty and promote equality	Arts Officer	April 2015	March 2016	Planned

Data Label: PUBLIC

Actions 2015/16

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Implement phase one of The Big W, the Winchburgh Public Art development	Creation of a piece of public art and the writing of a three year delivery strategy and a 12 year plan to identify and secure funding to complete the development	The creation of a number of pieces of public art which will improve the landscape and sense of community	Arts Officer	April 2015	March 2016	Planned
The roll out of the Together For Health Project in the Fauldhouse locality.	Together For Health Project, aimed a tackling childhood obesity, to extend delivery to Fauldhouse	Project embedded into delivery in the Fauldhouse locality	Team Leader	April 2015	March 2016	Planned
The creation of a key community organisations network.	Creation of a network of key community organisations delivering in areas of high deprivation	Network established and meeting regularly	Regeneration and Employability Co-ordinator	April 2015	March 2016	Planned
Delivery of the Tobacco resource created in partnership with Fallahill primary to all primary schools in West Lothian.	Work in partnership with Education to provide CPD for Education staff in primary schools to deliver the resource to pupils	Primary school staff are aware of the resource	Team Leader	April 2015	March 2016	Planned

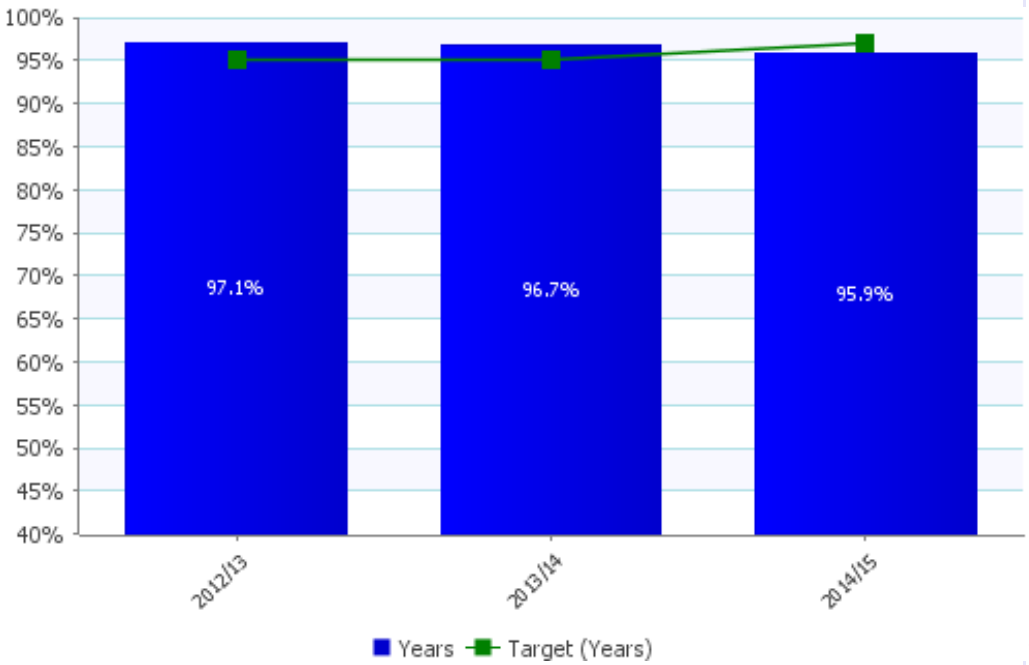
Data Label: PUBLIC

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop a Community Sport Hub at Whitburn Academy	Work in partnership with sportscotland and the school to develop processes and procedures.	Enhance club use and assist club development at this site.	Sport and Facilities Development Team Leader	April 2015	March 2016	Planned
Deliver Youth Music Initiative	Work with a range of partners and professional music educators to deliver a range of projects for schools which will include opportunities for all ages and abilities	Every school pupil offered a year of free music tuition by the time they reach primary six.	Arts Officer	August 2015	June 2016	Planned

Data Label: PUBLIC

Performance

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



Trend Chart Commentary

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

2014/15 - 95.9% of respondents rated the overall quality of customer service as good or excellent. This is based on 2683 completed surveys with the following breakdown, 1928 excellent, 645 good, 96 adequate, 10 poor and 4 very poor. This is down 0.8% from the 2013/14 performance.

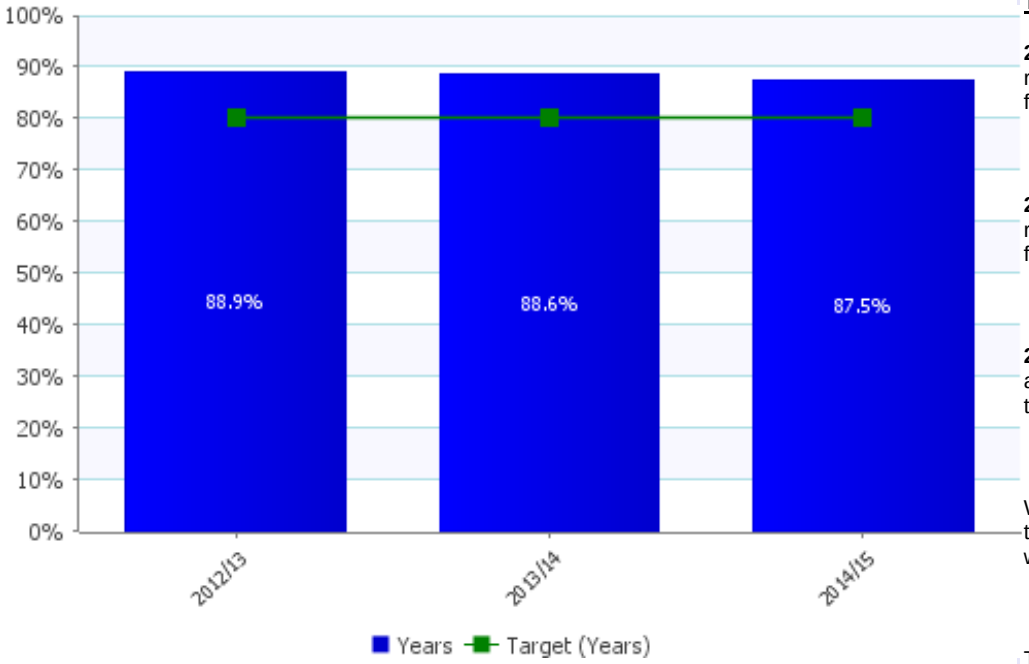
2013/14 - 96.7% of respondents to the customer satisfaction questionnaire rated the quality of the customer service as good or excellent, which is a fall of 0.4% from the previous year but still above the target figure of 95%.

2012/13 - 97.1% of respondents to the customer satisfaction questionnaire rated the quality of the customer service as good or excellent, above the target of 95%.

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

The target for 2015/16 will remain at 97%.

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



Trend Chart Commentary

2014/15 - The service received a total of 24 complaints during 2014/15 with 21 being resolved within a 5 day period, resulting in a 87.5% performance. This is drop of 1.1% from the previous year but is based on 11 fewer complaints over the year.

2013/14 - The service received a total of 35 complaints during 2013/14 with 31 being resolved within a 5 day period, resulting in a 88.6% performance. This is a drop of 0.3% from the previous year.

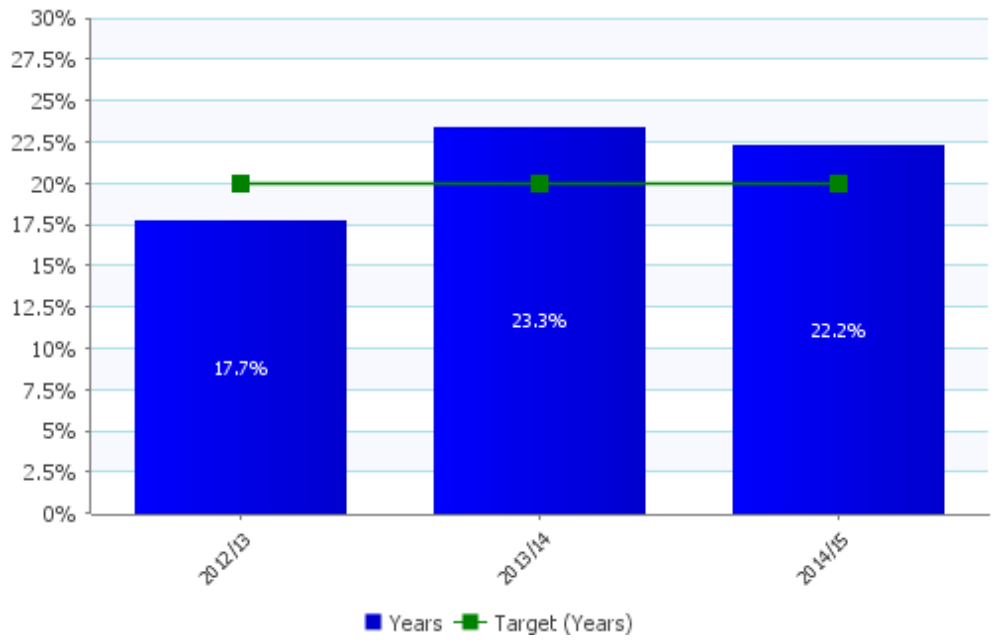
2012/13 - 63 complaints were recorded across the service, with 56 being resolved with a 5 day period. 88.9% of complaints were resolved within 5 working days. This exceeds the corporate target figure of 80%.

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

The target will remain in line with the corporate target of 80% for 2015/16.

Data Label: PUBLIC

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



Trend Chart Commentary

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

2014/15 - 22.2% of participants in targeted programmes in these areas based on their postcodes, this is down 1.1% from the 2013/14 result but is still above target. The result is based on 1833 customers.

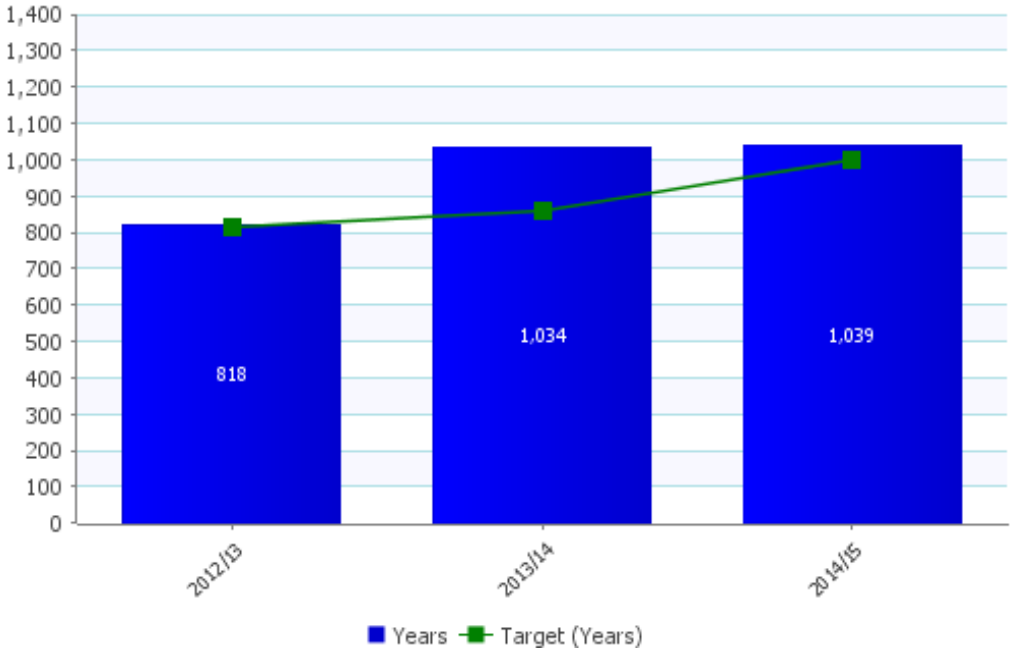
2013/14 - 23.3% of participants in targeted programmes in these areas based on their postcodes, a result which is greater that the target figure of 20% and shows a positive increase from the 2012/13 figure.

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

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

The target for 2015/16 will be increased to 23.5%.

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



Trend Chart Commentary

2014/15 - There was a total of 1039 positive outcomes with 825 coming fromA2E (Access 2 Employment) and 214 from MCMC (More Choices, More Chances). This is marginally higher than the 2013/14 result and continues to be above target.

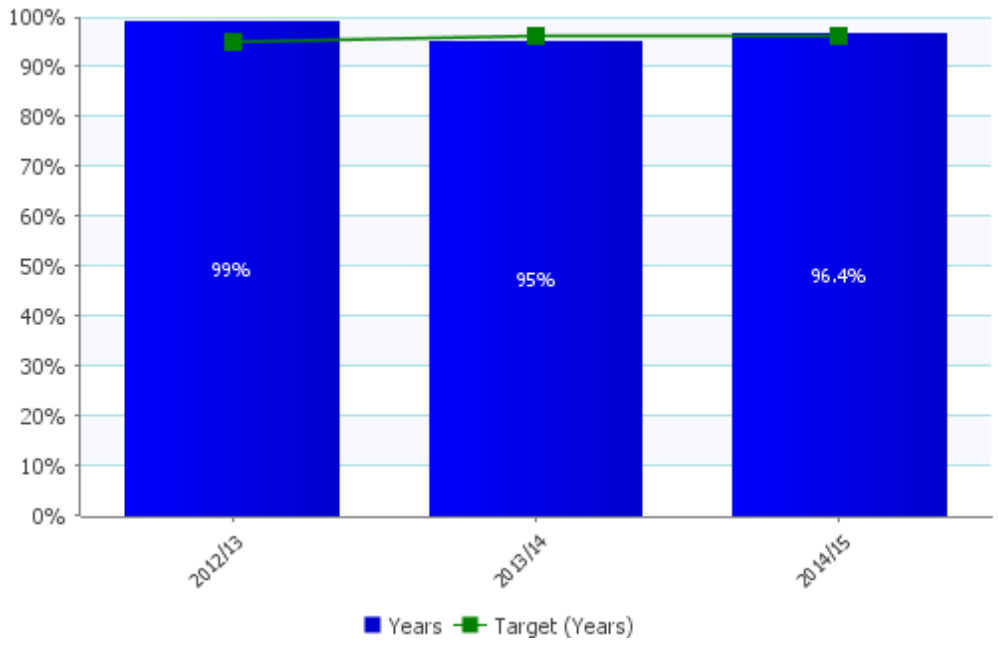
2013/14 - The overall number of customers progressing into work has increased. This has been supported by additional time limited investment in training, work experience and wage subsidies. This has resulted in an increase to 1034 of positive outcomes against a target of 860 for the service area.

2012/13 - There was a total of 634 positive outcomes against a target of 700 for A2E (Access 2 Employment) and 184 positive outcomes against a target of 116 for MCMC (More Choices, More Chances), resulting in a total of 818 positive outcomes against the target of 816.

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

The target for 2015/16 will remain at 1000.

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



Trend Chart Commentary:

2014/15 - 759 customer surveys were completed with the following responses. 611 customers rated the service as excellent, 121 good, 17 adequate, 6 poor and 4 very poor. This provides a 96.4% performance for the year, this is up 1.4% from 2013/14.

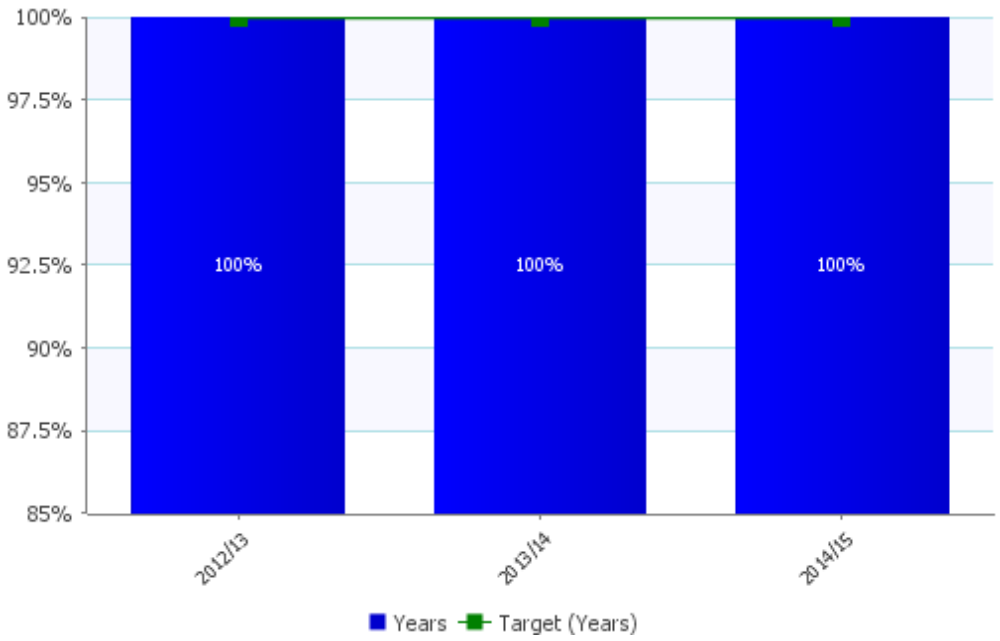
2013/14 - Performance for satisfaction with overall quality of service for 2013/14 has the target figure of 96% and actual performance figure of 95%.

2012/13 - We exceeded the target figure of 95% by achieving a performance of 99%.

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

The target for 2015/16 will remain at 96%.

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



Trend Chart Commentary:

2014/15 - Only 1 complained was received throughout the whole of the year, and was resolved within 5 working days. Due to the low number of complaints we will consider replacing this indicator going forward.

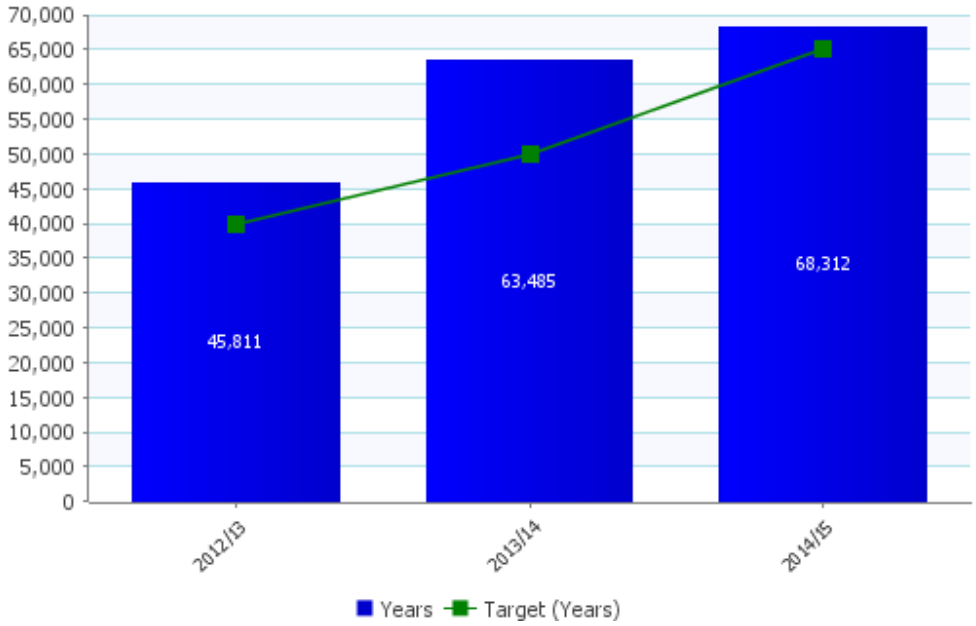
2013/14 - All 4 complaints received in 2013/14 were resolved within 5 working days.

2012/13 - All 11 complaints received during 2012/13 were also resolved within 5 working days.

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

The target will remain 100% for 2015/16.

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



Trend Chart Commentary:

This performance measure was introduced in financial year 2012/13 and the trend chart shows a positive, upward trend which reflects an increase in physical activity participant sessions delivered by the Sport and Outdoor Education team. The 2015/16 target will be increased to 70,000 based on performance recorded in 2014/15 and to encourage continued growth in physical activity participant session delivery.

2014/15

The 2014/15 target was increased to 65,000 participant sessions to reflect an anticipated increase in physical activity arising from the Commonwealth Games 2014 and related local legacy programmes and initiatives. This proved to be the case with performance increasing to 68,312 in this period.

2013/14

The increased target of 50,000 was exceeded with a performance of 63,485 in this period. The trend chart also displays a steep increase in physical activity participant sessions compared with 2012/13 due to continued growth in club development participant sessions delivered in partnership with the Sport and Outdoor Education team.

2012/13

The performance indicator was introduced in this period and exceeded the target of 40,000 with a performance of 45,811.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	QUARTERLY	✓			✓			✓			✓		
Benchmarking	ANNUALLY					✓							
Collation Specified Performance Indicators (SPIs)	ANNUALLY	✓											
Update of PPR information	QUARTERLY	✓			✓			✓			✓		
WLAM (assessment)	ANNUALLY							✓					
Review Panel	AS REQUIRED												
Performance Committee	AS REQUIRED												
Process Review (Lean/RIE activity)	AS REQUIRED												
Progress review of improvement actions	QUARTERLY	✓			✓			✓			✓		
CSE preparation	AS REQUIRED												
Inspection or Audit activity	AS REQUIRED												
Budget Management activity	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equality Impact Assessment(s)	ANNUALLY	✓											
Health and Safety Assessment(s)	QUARTERLY	✓			✓			✓			✓		
Business Continuity Planning	ANNUALLY			✓									
Workforce Planning	ANNUALLY	✓											
PRPDPs	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of customer groups/segmentation matrix	ANNUALLY						✓						
Customer consultation	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Service Standards	ANNUALLY						✓						
Planned Engagement activity	QUARTERLY	✓			✓			✓			✓		
Website content management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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

3.3 Customer Service Development

Manager:	Karen Cawte
Number of Staff (FTE):	167.2
Location:	24 buildings across West Lothian

Purpose

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

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

Activities

The main activities of the service in 2015/16 will be to:

- Oversee the delivery of the council's Customer Services Strategy.
- Continue the development of the new council website and intranet pages.
- Provide customers with personal access to all council services and payment facilities through a network of local service centres as well as the centrally based contact centre.
- Provide access to informal learning opportunities for individuals and groups in West Lothian through a comprehensive range of lending and reference resources in libraries.

- Provide access to a range of services to the community and support for community groups in Bathgate and Fauldhouse.
- Provide 24x7 support for older and vulnerable people through the electronic care alarm system.
- Provide a museums service focusing on the educational, heritage and leisure needs of the community.
- Provide an archives and records management service to store, manage and retrieve historical documents and records of WLC.

Key Partners

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

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

Customer Participation

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

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Library users	Focus groups	Quarterly	Branch Libraries Co-ordinator	Notice boards and notes from meetings
Community groups with an interest in Armadale Partnership Centre	Meetings	Bi monthly	Team Leader	Notes from meetings reports to committee

Data Label: PUBLIC

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Bathgate Community Centre users and management committee	Meetings	Monthly	Partnership Centre Manager	Monthly meetings and plasma screens
Fauldhouse Community Centre users and management committee	Meetings	Monthly	Team Leader	Monthly meetings and notice board
Customer Service Centre users	Phone surveys	Monthly	Customer Service Centre Co-ordinator	Performance indicators
Website users	Online survey	Monthly	Web Services Project Manager	Website
Heritage Service users	Face to face and online survey	Annual	Library Central Services Co-ordinator	Online and report
Users of Library, CIS or Registration services	Paper based survey	Monthly	Team Leaders	Monthly reports, Quarterly newsletter
Library users	Paper based and online survey	Annual	Branch Libraries Co-ordinator	Online report, posters in libraries

Data Label: PUBLIC

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Registration Service	To record all registrations for births, marriages and deaths accurately and issue extracts from the registers.	Enabler Service - Corporate Governance and Risk	CCSw026_9a.1a Unit cost of each registration activity - target £15	HIGH LEVEL	6.0	205,778	(244,319)	(38,541)
			CCSw041q_9b.1c Percentage of ceremonies conducted outwith registration offices - target 45%	HIGH LEVEL				
Registration	**Total :-**				**6.0**	**205,778**	**(244,319)**	**(38,541)**
Council Information Service	To provide customers with personal access to all council services and cash collection facility through a network of local service centres.	Enabler Service - Modernisation and Improvement	CCSw027.9a - Unit cost of each CIS transaction - target £3.50	PUBLIC	24.7	739,813	(1,113,252)	(373,439)
			CCSw36q 9b - % of CIS enquiries resolved at first point of contact - target 80%	PUBLIC				
Council Information Service	**Total :-**				**24.7**	**739,813**	**(1,113,252)**	**(373,439)**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Public Library Service - Book Lending	Provide access to informal learning opportunities for individuals and groups in West Lothian via a comprehensive range of lending & reference books.	8. Protecting the built and natural environment	CCSw025 9a Net cost per item borrowed from libraries - target £1.80	PUBLIC	41.4	895,626	(117,342)	778,284
			CCSw038 9b % of available computer sessions that are used in libraries. Target 37%	HIGH LEVEL				
Heritage service	Provide a museums,archives and local history service that focuses on the educational, heritage and leisure needs of the community now and in the future and a records management service to store, manage and retrieve the historical documents of West Lothian Council.	8. Protecting the built and natural environment	LIB63 9b No of volunteer hours per month - target 120	WLAM	7.2	283,790	(9,761)	274,029
			CCSw044.9b % of holdings catalogued Target - 20%	WLAM				
Libraries	**Total :-**				**48.6**	**1,179,416**	**(127,103)**	**1,052,313**

Data Label: PUBLIC

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Bathgate Partnership Centre	Provide access to a range of services to the community and support to community groups.	8. Protecting the built and natural environment	CCSw028_ 9a. Unit cost per transaction at Bathgate PC Target £2.50	PUBLIC	14.0	375,264	(10,864)	364,400
			CCSw039_9b % occupancy of the community areas in Bathgate PC Target 54%	HIGH LEVEL				
Fauldhouse Partnership Centre	Provide access to a range of services to the community and support to community groups.	8. Protecting the built and natural environment	CCsw029_9a Unit cost per front line transaction at Fauldhouse PC. Target £5.00	WLAM	14.7	364,603	(54,376)	310,227
			CCSw034_9b % occupancy of the community areas in Fauldhouse PC Target 34 %	HIGH LEVEL				
Partnership Centres	**Total :-**				**28.7**	**739,867**	**(65,240)**	**674,627**
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.6	60,832	0	60,832
Customer and Community Services	**Total :-**				**108.6**	**2,925,706**	**(1,549,914)**	**1,375,792**

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Telephone Service	Provide customers with access to all council services through a centrally based telephone service	Enabler Service - Modernisation and Improvement	CSC150 9a Unit cost of each CSC call Target £1.88	PUBLIC	44.8	1,303,630	(825,513)	478,117
			CSC201_9b % CSC calls resolved at first point of contact Target 80%	PUBLIC				
Care Alarm System	Provide 24 x 7 support for older and vulnerable people through the electronic care alarm system	4. Improving the quality of life for Older People	CSC151_9a Unit cost of each Careline customer contact - Target £2.18	PUBLIC	13.4	459,302	0	459,302
			CSC207_9b Number of calls coming into Careline service Target 20,000	WLAM				
Service Support	Provision of management and administrative support	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.4	40,708	0	40,708
	Total :-				**58.6**	**1,803,640**	**(825,513)**	**978,127**

Actions

Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Deliver the Customer Service Strategy across the council	To give all services the tools and ability to deliver excellent customer service.	Excellent customer service is delivered across the council	Customer Services Development Manager	November 2011	March 2014	Complete
Amalgamate key performance indicators	To reflect the integrated nature of the service, a range of new performance indicators will be developed.	Performance across key measures is more overt	Registrar	April 2014	December 2014	Complete

Data Label: PUBLIC

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Develop and open Linlithgow Partnership Centre	Integrate the Library, CIS, and Registration and Police functions in a newly refurbished County Buildings and relocate the Local History Library within the building	Expanded public access to the building that meets the needs to the community	Customer Contact Manager	January 2013	December 2017	Active
Lead the redevelopment of the internet and intranet	Establish a new website for the council based on a new platform. Ensure the site is transactional for customers, both internal and external.	More customers use the website to interact with the Council.	Customer Services Development Manager	January 2013	March 2016	Active
Install public access Wi-Fi capability in key public buildings	Customers will be able to access internet services via a Wi-Fi system in key council buildings.	Customers are digitally included	Partnership Centre Manager	April 2014	July 2015	Active
Plan and deliver a Partnership Centre in Armadale	Develop a consultation strategy to engage the community in Armadale to establish a Partnership Centre based on the model delivered elsewhere in West Lothian.	The Armadale community can access all council services in one location	Customer Services Development Manager	January 2014	March 2017	Active

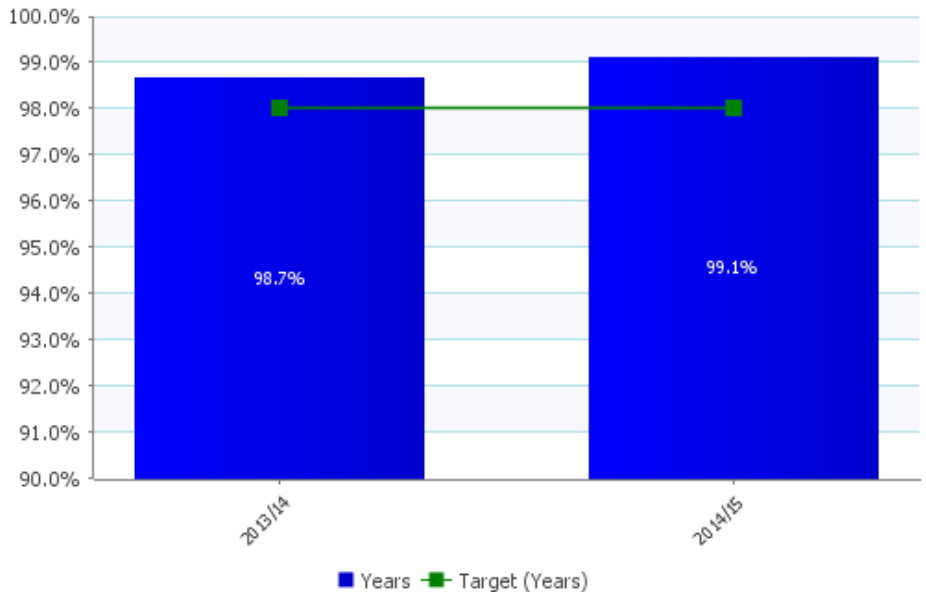
Data Label: PUBLIC

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Install automatic payment kiosks in Bathgate, Broxburn and Armadale	Kiosks to allow customers to check balances and pay council bills will be installed in key locations	Customers are given more options for paying council bills	Technical Accountant	January 2015	March 2016	Active
Develop the transactional capability of the website	The website will allow customers to carry out transactions with the council without the need to speak to an officer	The council achieves a 25% “channel shift” of customer interactions	Customer Services Development Manager	November 2013	March 2016	Active
Planning the service delivery in Blackburn as part of the Partnership Centre development	Ensuring that the range of services delivered in Blackburn by Area Services are maximised within the development of the new partnership centre	The Blackburn community have access to council services	Head of Area Services	January 2013	March 2016	Active
Deliver the new Customer Services Strategy	To give all services the tools and ability to deliver excellent customer service.	Excellent customer service is delivered across the council	Customer Services Development Manager	February 2015	March 2017	Active
Refurbish West Calder library to make it a one stop shop for council services	Physical works to be undertaken to ensure the longevity of the library building and to deliver a one stop shop for council services in West Calder.	Customers in West Calder will access council services in a single venue	Customer Services Development Manager	June 2015	December 2015	Planned

Data Label: PUBLIC

Performance

Performance Indicator	**Customer and Communities - Percentage of customers who rated the overall quality of service as good or excellent.**	*CCSw007ty_6a.7*
Description	Service customers are randomly selected to complete a customer satisfaction survey. This indicator shows the percentage of customers rating the overall satisfaction with the customer service they received as good or excellent. The target is reviewed on an annual basis. This information is representative of Bathgate Partnership Centre, Customer Information Service, Fauldhouse Partnership Centre, Library Services and Registration Services.	



Trend Chart Commentary:

2014/2015 -Over the year the performance remained above 98% .The first quarter of 2014/15 saw a slight dip due to a number of customers having to wait extended periods caused by IT upgrade work in the offices. However, performance over the rest of the year improved giving an overall score of 99.1%.

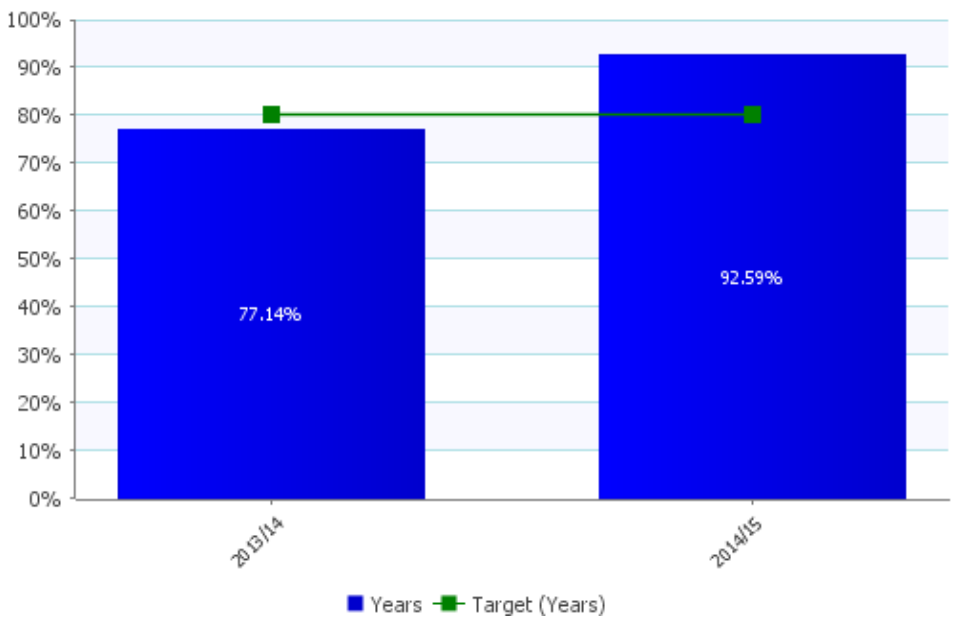
Over the year 2565 of the 2588 responses rated the overall quality of the service as good or excellent

2013/2014 - Over the year performance remained above the target of 98%.

Over the year 3322 of the 3367 responses rated the overall quality of the service as good or excellent

The target for 2015/16 has been set at 99%.

Performance Indicator	**Customer and Communities - Percentage of complaints received which are resolved at stage 1 within the 5 day target.**	*CCSw012ty_6b.2*
Description	This indicator shows the percentage of all Stage 1 complaints that are received by Customer and Communities services, which are resolved within 5 days. A Stage 1 complaint is one that can be resolved at the front line with little or no investigation. This information is representative of Bathgate Partnership Centre, Customer Information Service, Fauldhouse Partnership Centre, Library Services and Registration Services.	



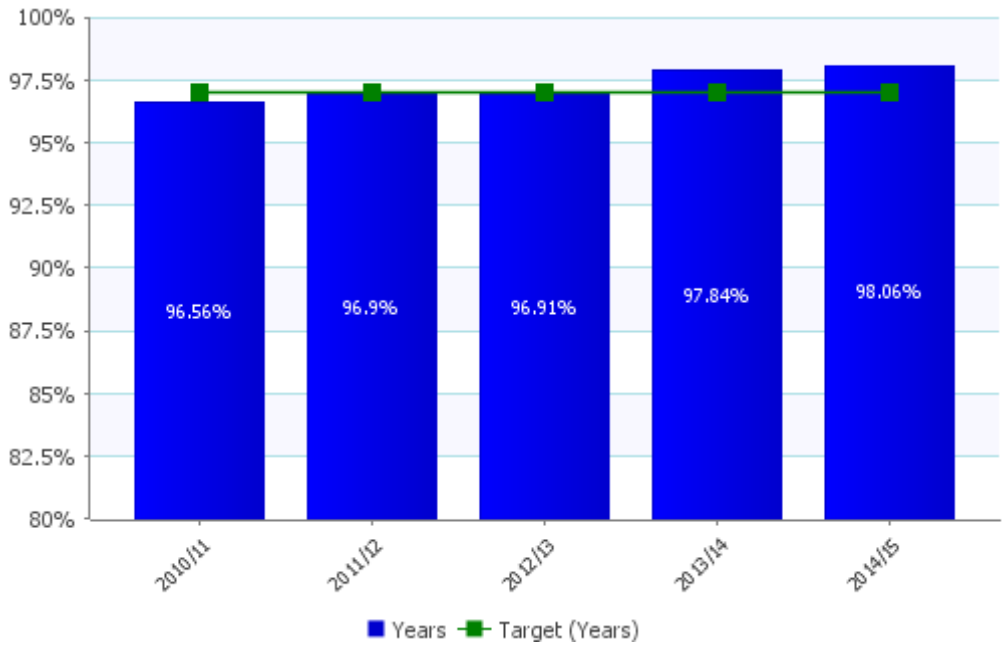
Trend Chart Commentary:

2014/15 - Performance in this year has improved with only 2 complaints not being dealt with at stage 1 within the 5 day timescale. This was due to not being able to contact the customers to resolve their complaint. The data displayed reflects the first three quarters of 2014/15. Data for Q4 will be available on 17 April 2015.

2013/14 - Performance during this year did not meet the target of 80%. This was due to a combination of staff not completing the complaints process correctly, misunderstandings about which officers were dealing with specific complaints and an inability to contact customers to resolve issues. These problems have been resolved.

The target for 2015/16 is 85% which is the corporate target

Performance Indicator	**Registration Services - Percentage accuracy for the registration of Births, Deaths and Marriages.**	*P:CCSw013_6b.2*
Description	On an annual basis, National Registers of Scotland inspects the recording of the Birth, Death and Marriage registers for accuracy and the results are reported annually	



Trend Chart Commentary:

When registering births and deaths it is vital that details are recorded accurately and our staffs work is assessed by the (NRS) on an annual basis. The assessment identifies minor errors for example in spelling or translation. The (NRS) national target is set at 97%.

2014/2015 - Early indications show an accuracy figure of 98.06% however a finalised figure will not be available until later in 2015.

2013/14 - A performance of 97.84% during this period. This is based on a total of 4499 registrations being completed in West Lothian during 2013 and with only 97 of these having an errors. This is up 0.93% from 2012/13.

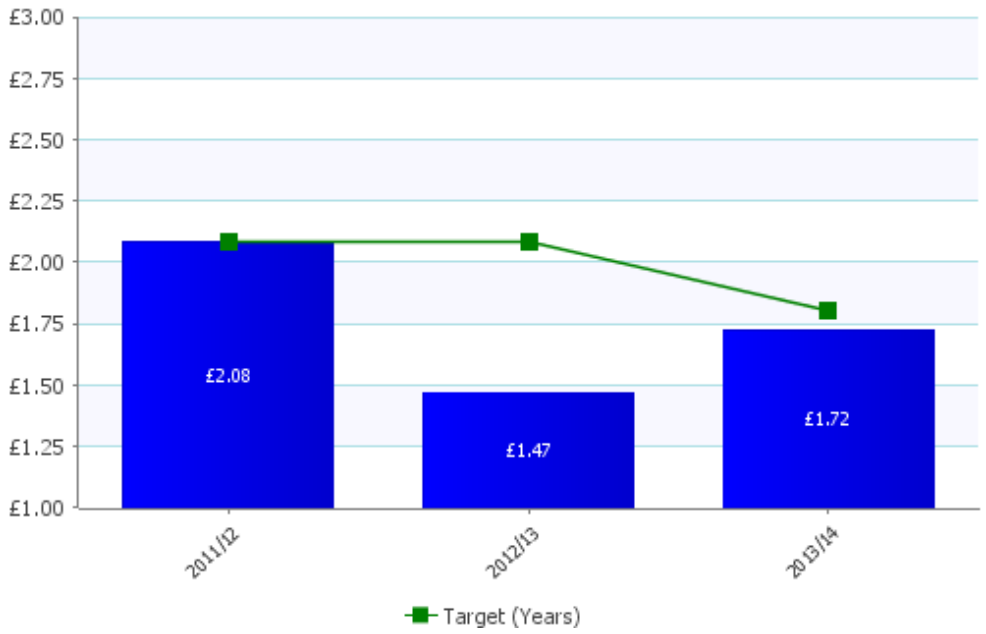
2012/13 - A performance of 96.91%. This was based on a total of 4626 registrations completed in West Lothian during 2012 and with 143 of these having an error. This is up 0.01% from 2011/12.

2011/12, 2010/11 and 2009/10 -During this period performance ranged from 96.89% in 2011/12 to 96.56% in 2010/11 and 97% in 2009/10. The slight dip in 2010/11 was due to a number of new staff taking on the role as part of other duties. This means they do not undertake registration tasks as often as full time staff and so errors can occur through lack of practice.

The target for 2014/15 is 97%. This will remain the target for 2015/16

The data for 2014/15 will be available from the National Records of Scotland in summer 2015

Performance Indicator	**Library Service - Net cost per item borrowed from branch libraries.**	*CCSw025_9a.1a*
Description	This indicator is designed to show the efficiency of Library Services by taking the total number of books borrowed expressed against the annual libraries budget. This figure is an annual average across all branch libraries, excluding mobile libraries.	



Trend Chart Commentary:

2014/15 - Data to calculate the 2014/15 cost will be available in June 2015.

2013/14 - The net cost per item borrowed in 2013/14 was £1.72. Whilst this was below the target of £1.80, it was a deterioration on the performance of the previous year. This is due to the decrease in the number of items that have been borrowed during the year.

2012/13 - The costs of operating the public library service was reduced to £1.47 per item borrowed. This was due to the repositioning of the service in anticipation of a leaner integrated service in the future. Investment was made in introducing self issue terminals to enable a smaller staff cohort to concentrate on delivering assistance directly to customers.

2011/12 - This was the first year of collecting data for this performance indicator. The costs of operating the public library service was £2.08 per item borrowed.

The target for 2015/16 is set at £1.80 to reflect the ongoing decrease in the numbers of items borrowed from libraries.

Performance Indicator	**Customer Information Service - Unit cost of each Customer Information Service (CIS) customer enquiry, including cash transactions.**	*CCSw027_9a.1a*
Description	This indicator shows the cost of each customer enquiry. Enquiries include all cash transactions eg. council tax, rent etc. and other transactions including general enquiries logged on the CRM system. Payment transactions in Bathgate Partnership Centre and at Carmondean Connected are not included in this Key Performance Indicator as these are not taken by Customer Information Service staff. Customer enquiries handled by Blackburn Connected are not included as the office budget is held by Branch Libraries.	

Trend Chart Commentary:

2014/15 - Data to calculate the 2014/15 cost will be available in June 2015.

2013/14 - The unit cost was £3.45 which meant there was no change on the previous year. We have therefore achieved our target of £3.50. Both our budget spend and transaction numbers had decreased by approximately 6% from the previous year.

2012/13 - The unit cost was £3.45 which is an increase of 15p on the previous year. The reason for this is that payment transactions are down by over 8,600, some of which is because customers are now paying by direct debit. To put this in context, SOCITM (Society of Information Technology Management) states that the average face to face transaction in local authorities is approximately £7.00 so we continue to be well below the average.

2011/12, 2010/11 2009/10 - Since 2009 the cost of each transaction in the Customer Information Service has dropped, with a significant reduction in 2010/11 to £3.71 and again in 2011/12 to £3.30. This was as a result improved efficiencies within the service.

The target for 2015/16 is £3.50.

Data Label: PUBLIC

Performance Indicator	**Library borrowers as a percentage of the West Lothian resident population.**	*P:CCSw045_9b.2a*
Description	This performance indicator measures the total number of active members who have either borrowed an item from, or used a computer in, a library over the previous twelve months. An active borrower is a customer who has borrowed an item or used a public access library PC in the previous twelve months. This indicator does not count the people utilising libraries for learning and information purposes and using stock within the libraries.	

Trend Chart Commentary:

2014/15 - Performance has remained high with only a very small dip in active membership. This shows success in the service continuing to attract people to use library services.

2013/14 - Performance shows a significant rise in active membership, up to 26.61%, which is a 4.6% increase on 2012/13. This is due to an increased emphasis on digital inclusion and attracting more new members to our services.

2012/13 - Performance dipped to 22.01%, down 1.49% from 2011/12. This was partly due to the numbers of customers accessing books through e-readers, therefore not using the library. We launched our own e-book service to try and attract these customers back to the library. We also experienced an increased number of customers using the library on a one-off basis, using the computers for example to submit a job application. As these customers do not come back, this has a negative affect on this performance indicator as we cannot guarantee that these customers will consistently use the facilities. The performance against this indicator compares favourably against the seven benchmarking authorities whose performance ranges from 11.12% to 24.11%.

2011/12, 2010/11 and 2009/10 - During these three years performance improved slightly year on year from 23.1% to 23.2% and finally 23.5%, none of which achieved the target figure of 24%.

The 2015/16 target will be increased to 26%.The target setting rational for this is based on monitoring an increase on a monthly basis of users engaging with library services. Benchmarking is carried out with the ABC Benchmarking group of similar size authorities across Scotland and with Audit Scotland and Cipfa and West Lothian performs increasingly well in this area.

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

Trend Chart Commentary:

2014/15 - The final unit costs of each Customer Service Centre Call will not be available until June 2015.

2013/14 - The final unit cost of each Customer Service Centre Call was £2.11, this is an increase of £0.68 from the 2012/13 figure. Performance during 2013/14 failed to achieve target of £1.88. In 2013/14 Customer Service Centre moved to Civic Centre, call volumes increased but there was a reduction in staffing due to long term absences within the service, including maternity leave. Staffing resource have also been taken to cover within the Careline emergency team.

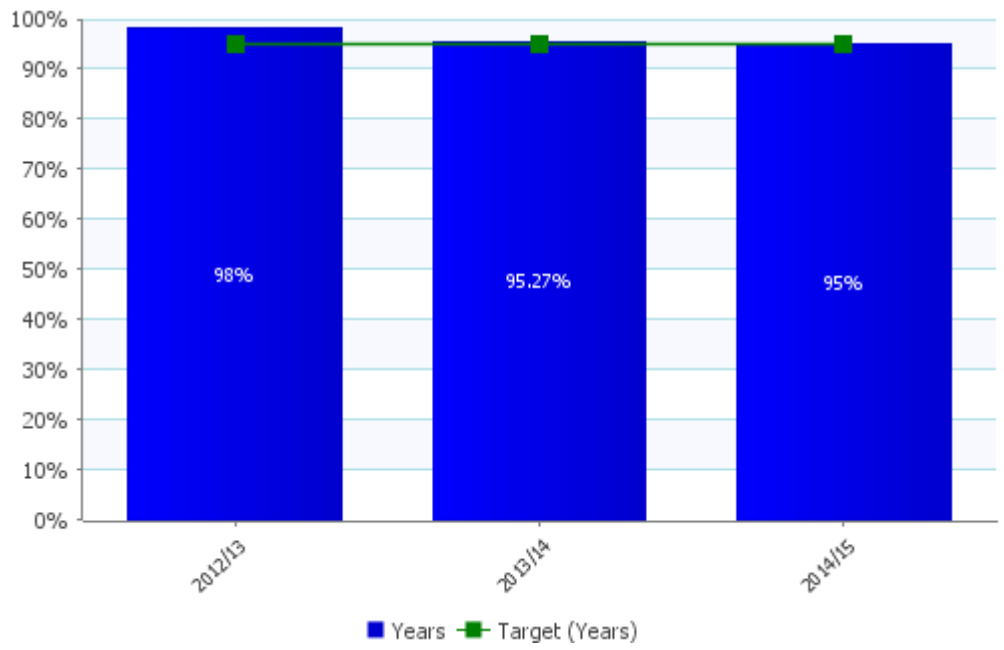
2012/13 - The final unit cost of each Customer Service Centre Call was £1.43, this is an increase of £0.10 from the 2011/12 figure but stays under the target figure of £1.70 for this period.

2011/12 - The final unit cost of each Customer Service Centre Call was £1.33, this is an decrease of £0.89 from the 2010/11 figure but stays under the target figure of £1.83 for this period.

The trend in this indicator shows that for four years, the Customer Service Centre has been beneath the target figure for the unit cost of Customer Service Centre calls with the exception in 2013/14. The volume of calls received by the Customer Service Centre have increased in this time, but improvements to staff training, streamlining of processes have contributed to the positive trend.

The target for 2014/15 is £1.88. This will remain the same for 2015/16.

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



Trend Chart Commentary:

This new performance indicator shows the overall customer satisfaction for the full CSC Service, including Careline service. The service surveys 10% of all customers through the year.

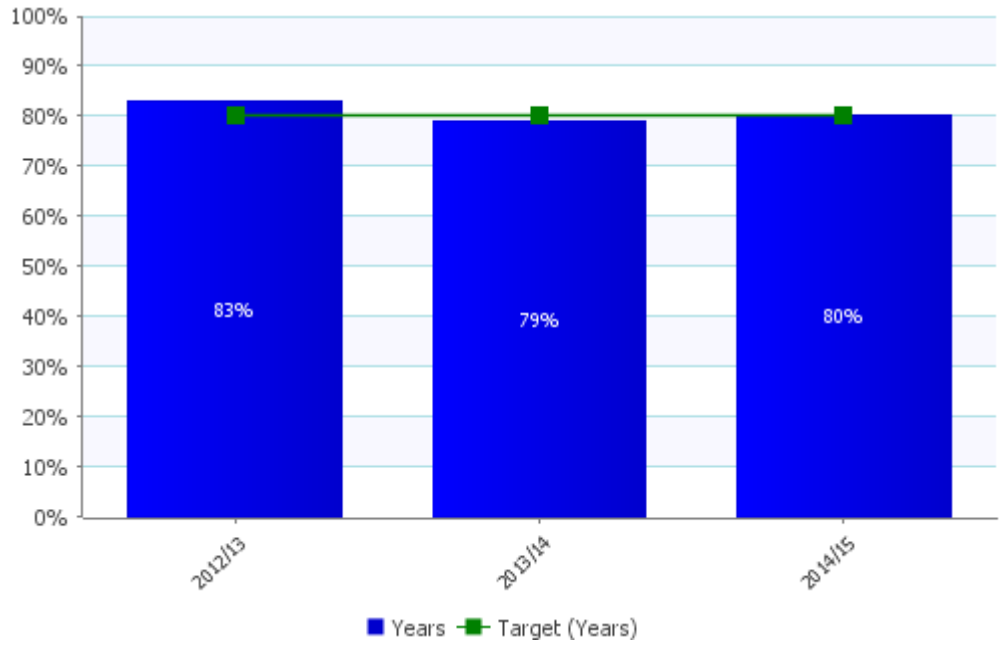
2014/15 -Total customer responses are 3851 of which 3156 rated satisfaction as Excellent and 502 rating as Good, giving a 95% result. This is on target at 95%. CSC will strive to continue to meet and exceed this target for 2015/216.

2013/14 - Total Customer Responses 3318, of which 2853 rated satisfaction as Excellent and 465 rating it as good, giving a 95.27% result. This is slightly above the target figure of 95%. In 2013/14 the CSC service changed the way in which this information is collected, this has resulted in a drop in performance, giving a true reflection of the service.

2012/13 - The service has exceeded the target figure of 95% reaching 98%.

The target for 2015/16 will remain at 95%.

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



Trend Chart Commentary:

Changes to the system that captures all the enquiries has altered the numbers of transactions that are used for the calculation of the indicator.

2014/15 - Achieved a 80% figure, meeting current target. This is a 1% increase from the 2013/14 performance.

2013/14 - The performance achieved a figure of 79%, which is above the national target of 75% but slightly below the council's target of 80%.

2012/13 - Achieved an 83% figure during this period which is above the council target of 80%.

The target figure will remain at 80% for 2015/16.

Calendar of Improvement and Efficiency Activity

Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	ANNUALLY										✓		
Benchmarking	ANNUALLY							✓					
Collation Specified Performance Indicators (SPIs)	ANNUALLY			✓									
Update of PPR information	ANNUALLY			✓									
WLAM (assessment)	ANNUALLY	✓											
Review Panel	ANNUALLY	✓											
Performance Committee	ANNUALLY			✓									
Process Review (Lean/RIE activity)	AS REQUIRED												
Progress review of improvement actions	ANNUALLY								✓				
CSE preparation	ANNUALLY								✓				
Inspection or Audit activity	ANNUALLY			✓									
Budget Management activity	QUARTERLY	✓			✓			✓			✓		
Equality Impact Assessment(s)	AS REQUIRED												
Health and Safety Assessment(s)	ANNUALLY						✓						
Business Continuity Planning	ANNUALLY	✓											
Workforce Planning	ANNUALLY		✓										
PRPDPs	ANNUALLY		✓										
Review of customer groups/segmentation matrix	ANNUALLY						✓						
Customer consultation	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Service Standards	ANNUALLY	✓											
Planned Engagement activity	QUARTERLY	✓			✓			✓			✓		
Website content management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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

Data Label: PUBLIC

3.4 Community Facilities

Manager:	Gordon Connolly
Number of Staff (FTE):	42.6
Location:	39 Facilities across West Lothian

Purpose

The Community Facilities Service provides community resources and facilities that support the community through the facilitation of training, learning and development opportunities. Considerable investment was made to support a refurbishment programme together with new build community centres. We have 39 community facilities (27 community centres and 12 village halls) which are available seven days per week from 8am until 10pm.

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

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

Activities

The main activities of the service in 2015/16 will be:

- Establish new lease agreements with management committees.
- Establish action plans with management committees.
- Work with management committees to identify the needs of the community.
- Work with management committees to maximise the use of facilities through programmes which meet the needs of the of the community.
- Audit usage of centres, identifying Life Stage Model participation and maximise centre capacity.
- Maximise efficiency, effectiveness and promote ‘best value’, through resource management and energy management systems.

- Secure council access to facilities in pursuit of key policies, strategies and services.
- Provide accommodation in the event of civil emergencies.
- Ensure sound governance in all facilities e.g. Health and Safety and finance.

Key Partners

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

- Management committees.
- Community councils.

Customer Participation

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

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Management committees and staff	Meeting/consultations /audits and spot checks	Monthly	Community Facilities Area Co-ordinator	Minutes of meetings and reports
Management committees, community groups, partners and stakeholders	Audit usage through community engagement, consultation and customer feedback	Quarterly	Community Facilities Area Co-ordinator	Relevant public reports, CRM, and Covalent
Management committees	Consultation, define and produce lease agreements and action plans	Annually	Community Facilities Manager	Report on progress and a number of lease agreements in place

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
CLAD Facilities	Provision of Community Facilities including Village Halls and Community Centres. Working with partners ie Charitable trusts and other service departments to support provision of affordable accessible and good quality facilities within local environments.	8. Protecting the built and natural environment	1) COF041_9a.1a Unit cost per community Facility (Target £9329/qtr)	PUBLIC	41.6	1,300,572	(32,600)	1,267,972
			2) COF060_9b.1a Number of customers participating in community facilities by age group. (Target 1 Million per annum)	MANAGEMENT				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		1.0	80,011	0	80,011
	Total :-				**42.6**	**1,380,583**	**(32,600)**	**1,347,983**

Actions

Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Train staff and management committees re health and safety awareness	Ensure staff and management committees continue to be appropriately trained to undertake work tasks and risk assessments	All staff trained in Health and Safety Awareness. management committee's made aware of responsibilities	Community Facilities Manager and Health and Safety Officer	April 2015	April 2016	Planned
Continue to work with partners to develop digital inclusion strategy	Continue to improve computer access and ICT to individuals and community groups	Ensure individuals with no access to household ICT are supported to make best use of public access machines in Community Centres	Community Facilities Area Co-ordinator	January 2015	April 2016	Active
Work with partners to support community organisations and management committees to identify priorities	Management committees /partners and community groups in a minimum of three priority areas involved in surveys to identify local needs	Identify needs of community and promote activities within community centres	Community Facilities Manager and Community Regeneration Manager	April 2015	April 2016	Planned
Maintain a local energy working group	Staff working group to determine cost, efficiency and energy savings throughout the service.	Energy consumption reduction, best value operations	Community Facilities Area Co-ordinator	April 2015	April 2016	Planned

Data Label: PUBLIC

Actions 2014/15

Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Update information pack for management committees and staff to ensure community facilities are fully compliant with statutory requirements	Define roles, responsibilities and relationships between partners and stakeholders.	Clarify and enhance management committees understanding of their roles and responsibilities and provide appropriate training for volunteers and staff.	Community Facilities Manager and Health and Safety Officer	January 2015	April 2016	Active
Train staff and management committees regarding health and safety awareness	Provide training to staff and management committees to ensure health and safety and statutory compliance requirements are met	All staff trained in health and safety awareness. Management committees as leaseholders continue to be made aware of their health and safety responsibilities	Community Facilities Area Co-ordinator	January 2015	April 2016	Active
Establish performance review group	Involve staff in monitoring performance and promote opportunities for service development	All staff involved and aware of training and development opportunities	Community Facilities Area Co-ordinator	January 2015	April 2016	Active

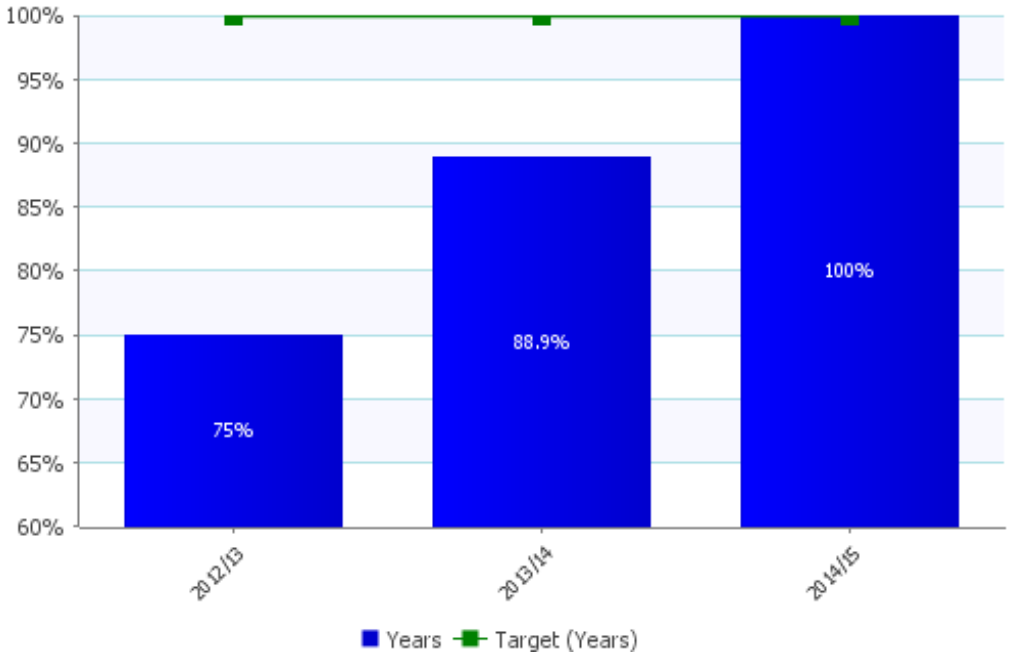
Data Label: PUBLIC

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Let rules/regulations standardisation	Staff working group to standardise letting forms for all community centres for ease of customer awareness and consistency	Standard forms and procedures across community facilities	Community Facilities Manager	April 2015	December 2016	Planned
Increase number of management committees at village halls qualifying for charitable status	Development of village hall community self management and obtaining charitable status	Increased rates relief for WLC by obtaining charitable status from 26 to 38 management committees by 31/03/2016.	Community Facilities Manager	April 2015	2016/17	Planned
Helping young people into work	To aid in the potential for young people to access employment by providing training/work opportunities on a temporary basis within community facilities	Six young people to be given trainee employment opportunity with community facilities.	Community Facilities Manager	April 2015	October 2015	Planned
		Two young people continue to be employed as apprentices (2 year appointments)	Community Facilities Manager	April 2015	April 2016	Planned

Data Label: PUBLIC

Performance

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



Trend Chart Commentary:

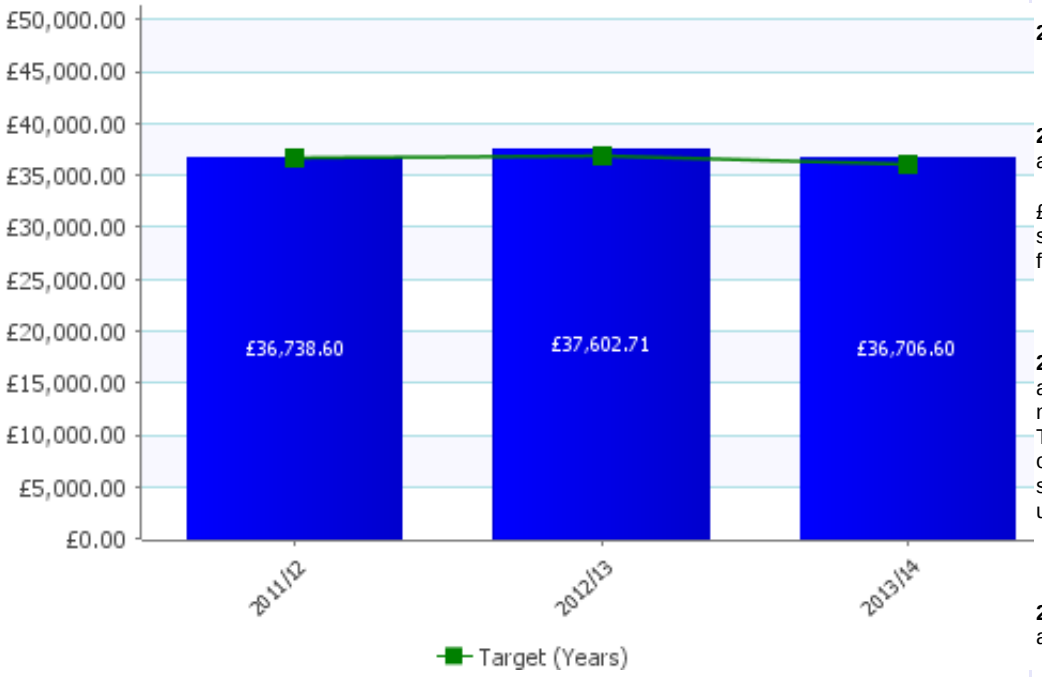
2014/15: Received 5 complaints over the year, all resolved within 5 working days 100% performance ratio.

2013/14: An improvement on performance to 88.9% from 75% during 2012/13.One notification and eight complaints received in total over the year with eight being resolved within 5 working days. One complaint was extended as the customer had contacted with the complaint via iPad - no contact details available. Time extended whilst obtaining contact details.

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

The target for 2015/16 will remain at 100%.

Performance Indicator	**Unit cost per community facility .**	*COF532_9a.1a*
Description	This performance indicator measures the annual average actual operational costs of community centres and village halls. (average cost per centre). This indicator allows Community Facilities Management team to monitor and measure costs per facility allowing us to evaluate building usage and community programmes on offer.	



Trend Chart Commentary:

2014/15: Results will be published in July 2015 on confirmation of final year accounts.

2013/14: The average operational cost per community facility of £36,706.60 achieved against a budget figure of

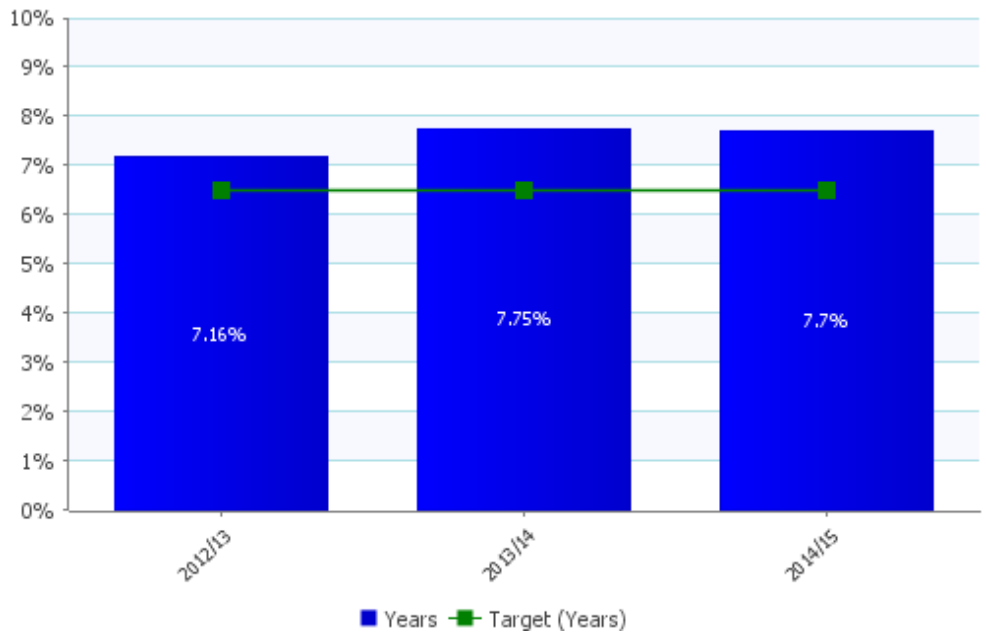
£35,967.71. The impact caused by high levels of absence contributed significantly to the slight overspend per facility against budget however a decrease in operating costs per facility year on year was achieved.

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

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

The anticipated Target for 2015/16 will be £34,400.00 per facility per annum.

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



Trend Chart Commentary:

2014/15: Performance for the year of 7.7% maintaining 2013/14 ratio. Pre-school children accounted for 7.7% of the total number of visits to our community centres and village halls - a footfall of **87,197** within this category for the year 2014/15.

2013/14: Performance for the year of 7.75% improving on the 2013 ratio of 7.16%. Pre-school children accounted for 7.75% of the total number of visits to our community centres and village halls - a footfall of **92,932** within this category for the year 2013/14.

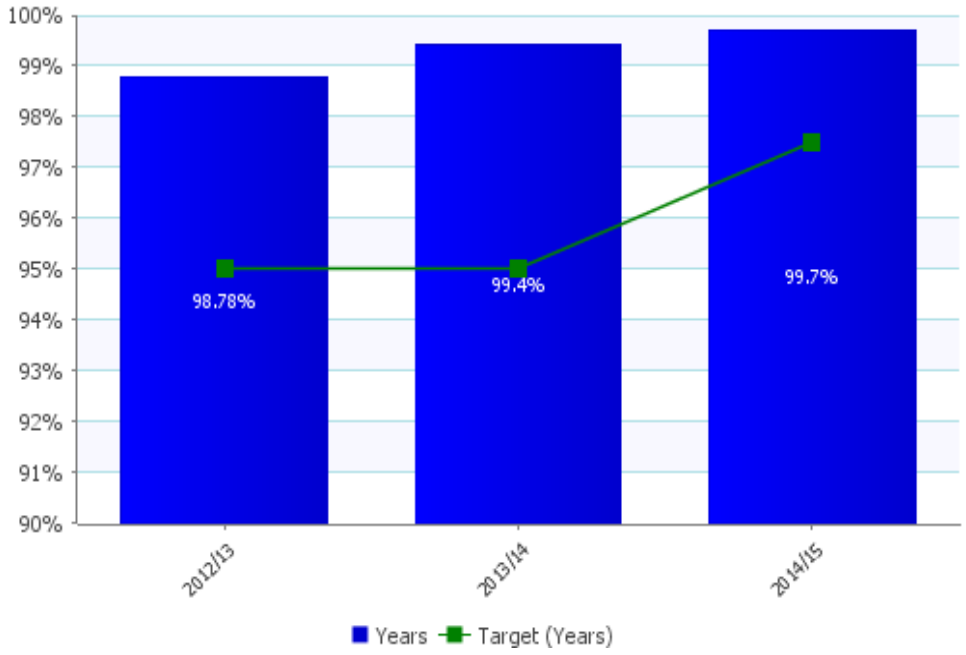
2012/13: Performance for the year of 7.16% bettering the target figure of 6.5%. Pre-school children accounted for 7.16% of the total number of visits to our community centres - a footfall of **89,058** within this age category for the year 2012/13.

The percentage of pre-school children attending our facilities is used as a benchmark for all of our community centres: If the percentage falls below the service average (current indicator: Range 5.5% to 7.5%) at individual sites - we utilise this information to engage in potential activities that can be introduced at that site to bring it into line with the service average. We will continue to use this PI as a monitoring tool and therefore the targets for 2015/16 will remain the same as 2014/15.

NB: Population for this age group: 11,403 (From Mid-2011 GRO)

Data Label: PUBLIC

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



Trend Chart Commentary:

2014/15: There were 776 customer surveys completed over the year with 774 respondents rating the overall quality of service at good or excellent returning a 99.7% performance against an increased target of 97.5%. A decrease in number of customer surveys has been identified and will be increased for 2015/16.

2013/14: There were 994 customer surveys completed over the year with 988 respondents rating the overall quality of service at good or excellent, returning a 99.4% performance against a target of 95%

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

The **2015/16** target will remain at **97.5%**

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

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

Calendar of Improvement and Efficiency Activity

Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Performance management	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Performance Indicators and targets	QUARTERLY	✓			✓			✓			✓		
Benchmarking	ANNUALLY	✓											
Collation Specified Performance Indicators (SPIs)	N/A												
Update of PPR information	QUARTERLY	✓			✓			✓			✓		
WLAM (assessment)	ANNUALLY						✓						
Review Panel	AS REQUIRED												
Performance Committee	AS REQUIRED												
Process Review (Lean/RIE activity)	ANNUALLY	✓											
Progress review of improvement actions	QUARTERLY	✓			✓			✓			✓		
CSE preparation	AS REQUIRED												
Inspection or Audit activity	AS REQUIRED												
Budget Management activity	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equality Impact Assessment(s)	AS REQUIRED												
Health and Safety Assessment(s)	QUARTERLY	✓			✓			✓			✓		
Business Continuity Planning	ANNUALLY			✓									
Workforce Planning	ANNUALLY	✓											
PRPDPs	TWICE YEARLY	✓						✓					
Review of customer groups/segmentation matrix	ANNUALLY						✓						
Customer consultation	MONTHLY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review of Service Standards	ANNUALLY						✓						
Planned Engagement activity	QUARTERLY	✓			✓			✓			✓		
Website content management	AS REQUIRED												

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

Data Label: PUBLIC

Area Services

Management Plan 2015/16

Steve Field
Head of Service

April 2015

For more information:

Email address:steven.arthur@westlothian.gov.uk

Telephone number:01506 281801

West Lothian Civic Centre
Howden South Road | Livingston | West Lothian | EH54 6FF

DATA LABEL: PUBLIC

West Lothian Council

SOCIAL POLICY POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN ACTIVITY – NATIONAL SELF-DIRECTED SUPPORT AWARENESS WEEK 30TH MARCH TO 3RD APRIL 2015

REPORT BY HEAD OF SOCIAL POLICY (INTERIM)

A. PURPOSE OF REPORT

To provide the Social Policy PDSP with a report on the activity undertaken in West Lothian as part of the first National Self-directed Support (SDS) Awareness Week held 30th March to 3rd April 2015.

B. RECOMMENDATION

It is recommended that the Panel:

1. Notes the local activity undertaken during National SDS Awareness Week
2. Notes the contents of the West Lothian SDS Newsletter produced to coincide with National SDS Awareness Week (Appendix 1)

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 • Working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Compliance with the Social Care (Self-directed Support) (Scotland) Act 2013 which came into effect on 1st April 2014 Compliance with the Self-directed Support (Direct Payments) (Scotland) Regulations 2014
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	None at this time. This will be reviewed on publication of the SDS Performance Indicators currently being developed by the Scottish Government.
V	**Relevance to Single Outcome Agreement**	Our children have the best start in life and are ready to succeed Older people are able to live independently in

		the community with an improved quality of life We live longer, healthier lives and have reduced health inequalities
VI	**Resources - (Financial, Staffing and Property)**	Implementation funding has been provided by the Scottish Government until March 2016 – this includes funding for information and awareness raising activity.
VII	**Consideration at PDSP**	6 March 2014 Social Policy PDSP Self-directed Support Update 6 November 2014 Social Policy PDSP Self-directed Support West Lothian Implementation Update
VIII	**Other consultations**	Updates have been discussed at the Council Executive on 18 March 2014, the Audit and Governance Committee on 29 September 2014 and the Health and Care PDSP on 11 December 2014

D. TERMS OF REPORT

D.1 Self-directed Support (SDS) National Awareness Week – 30th March to 3rd April 2015 – West Lothian Activity

The first National SDS Awareness Week took place between 30th March and 3rd April 2015 to coincide with the first anniversary of the Social Care (Self-directed Support) (Scotland) Act 2013 coming into effect on 1st April 2014.

West Lothian undertook a range of local activity to promote and raise awareness of Self-directed Support as part of this week and beyond – this is outlined below:

- The development of an SDS advert, including relevant contact details, to appear on the plasma screens from mid-March 2015 onwards

- The production of a West Lothian SDS Newsletter reflecting on local progress during the first year of the 2013 Act's implementation and showcasing real examples of how the four SDS options are being delivered and making a difference to people's lives locally – local service users and carers have been involved in producing this newsletter by agreeing to the inclusion of their stories (Appendix 1)

- West Lothian SDS Roadshow and Marketplace event held at Howden Park Centre on Tuesday 31st March 2015 – the aims of the event were to further raise local awareness of SDS and how it might be relevant for people, to enable people to see and chat with the range of services and support organisations operating locally and to ask questions and get information about SDS and care and support delivery in West Lothian.

  Services and support organisations who operate locally were invited to have a stall and / or attend and information about the event, which was a drop-in event open to all, was widely circulated amongst service users, carers, staff and colleagues and the public.

20 organisations working across the range of supported people had stalls at the event:

Number of organisations working with each group of supported people				
Older People	Physical Disability	Learning Disability	Mental Health	Children and Families
12	14	15	14	9

These organisations offered a wide range of services and support between them including:

Types of service and / or support		
Carers Support	Supported Accommodation	Sensory Loss Support
Service User Support (user-led)	Social / Day Support / Residential / Supported Accommodation	Care at Home (private)
Service User Support	Support to BME Communities	Volunteering
Advocacy	Day & Community Outreach Support	Falls Co-ordination

The event was attended by over 60 people across service users, carers, providers and staff.

- Information and date of SDS Roadshow included in the West Lothian e-Bulletin
- SDS Roadshow information included in the What's-on West Lothian bulletin
- Information and SDS Roadshow date posted on West Lothian Council's designated SDS webpage
- Information, newsletter and date of SDS Roadshow posted on the national Self-directed Support Scotland (SDSS) website
- Information and date of SDS Roadshow included in The Daily Choice – a national newspaper produced for SDS National Awareness Week by SDSS
- SDS Scotland had stands on three days in three national locations as part of SDS Awareness Week and one of the locations selected was Livingston Shopping Centre – West Lothian SDS newsletters, information and SDS Roadshow leaflets were provided for distribution as part of this

D.2 Ongoing Activity

The plasma screen advert, newsletter and information leaflets used during SDS National Awareness Week were all developed to be suitable for ongoing use and will continue to be circulated. The West Lothian SDS website will continue to be updated with relevant SDS information, guidance and articles.

Information and articles for publications and e-bulletins will be developed as required.

Local SDS Fora will continue and additional SDS Roadshows and events will be arranged and hosted as required.

E. CONCLUSION

The range and level of activity undertaken in West Lothian as part of SDS National Awareness Week 2015 has, it is believed, further promoted and developed local awareness of SDS and what it means for the local delivery of care and support.

This awareness has been underpinned by information and communication to the wider public in the form of articles, leaflets, a designated website, and so on.

Service users and carers have had an opportunity to be involved in local events and publications and service user and carer engagement and involvement will continue as part of the ongoing development and delivery of SDS in West Lothian.

F. BACKGROUND REFERENCES

Social Care (Self-directed Support) (Scotland) Act 2013

Appendices / Attachments: Appendix 1 – SDS in West Lothian Newsletter

West Lothian SDS Newsletter

Contact Person: Pamela Main,
Senior Manager,
Community Care Assessment and Prevention
Pamela.main@westlothian.gsx.gov.uk
Tel 01506 281936

Jane Kellock, Head of Social Policy (Interim)

Date of meeting: 14th May 2015

Self Directed Support

In West Lothian

Newsletter

What is Self-Directed Support?

Self-directed Support (SDS) is the term that is used to describe the ways in which social care services and support will be offered to individuals, families and carers.

It means that people will have information about the different ways that services and support can be provided to them so that they can choose the way that is best for them.

SDS aims to help people get the right support for them by giving them more choice and control over how their support needs are met and by whom.

Self Directed Support - The first year

The Social Care (Self-directed Support) (Scotland) Act 2013 came into effect on 1st April 2014.

Self-directed Support (SDS) is for anyone who has been assessed as eligible for social care support from the Council – this includes adults, older people, children, families and carers.

West Lothian - the journey so far...

We aimed to:

- Implement SDS across all service user groups as soon as we could
- Provide a framework for allocating resources for all service user groups
- Adopt an outcomes-focused approach to assessment and care and support planning across all service user groups

We have:

- Implemented the delivery of SDS across Adults, Older People and Child Disability services
- Introduced an outcomes-focused assessment, care and support planning and review framework across Adults and Older People's services
- Implemented a new Child's Assessment and Child's Plan to enhance our approach to Getting it Right for Every Child (GIRFEC)
- Developed a process for resource allocation across Adults, Older People and Child Disability services
- Trained our workforce to ensure they are prepared to deliver SDS
- Engaged with people who use our services, their families, parents and carers and our partner agencies to inform our SDS planning and delivery

We will:

- Monitor and review our new assessment, support planning and review processes to ensure they are fit for purpose
- Monitor and review our processes for allocating resources to ensure they are equitable and affordable
- Continue to work in partnership with service users, families and carers to promote and support SDS
- Continue to support and deliver workforce development and partnership working
- Continue to provide and develop information and support to promote the delivery of SDS

West Lothian Community Health and Care Partnership
www.westlothianchcp.org.uk
NHS Lothian
West Lothian Council

Bringing SDS to life in West Lothian – some examples:

SDS option 1 - Direct Payment- A's story

Ms. A is a young disabled woman who lives at home and is supported by her Mum. Ms A requires assistance with her personal grooming, particularly with washing her hair, which she cannot manage herself. A care package to provide this service to Ms A was offered but Ms A was unhappy at the prospect of needing a carer to come to her home to do this.

Ms A chose SDS Option 1 – Direct Payment and, instead of paying for a carer coming to her, she uses her support budget to go to her local hairdressers. Like all young women her age, Ms A enjoys going out to the hairdresser and the chance to meet people and have a blether.

SDS option 2 - Directing the available support

B's story

Mr and Mrs B are parents of 4 children under 10 years – two of their children have autism. Mr and Mrs B have a good understanding of the impact of autism on their children and on their day to day life and they try hard to put in place strategies to manage this. Mr and Mrs B do not have extended family support and felt they could benefit from some support to offer them a break from caring and to help maintain a relaxed and calm home environment.

Following assessment Mr and Mrs B were eligible for support. They discussed the best way of receiving support and decided to use a child minder for short breaks and also animal therapy (which offers individual sessions) as they had tried this previously and found the children to be relaxed and calm after the sessions. Mr and Mrs B decided they would like to use SDS Option 2 as they did not want the full responsibility for contracting their support but they wanted to ensure that they had the choice and flexibility of how they received their support. Under Option 2, the Child Disability Service contract and pay for the family's chosen services and support.

Mrs. C's story

Mrs C lives with her husband who is her main carer as she has Alzheimer's disease and needs support. Mr and Mrs C received a befriending and sitter service from a care provider as part of a time-limited project but this was due to come to an end. Mrs C was very settled into a routine with this support and both she and her husband would have felt the impact were it to end as alternative traditional day care support did not suit Mrs C's needs and situation.

Mr and Mrs C chose SDS Option 2 and used their support budget to continue to receive the support from the provider as an alternative to additional day care and this provided Mrs C with social opportunities and Mr C with the chance for a break.

SDS option 3 - Arranged support –D's story

D lives in a very nurturing, protected and safe home environment and has a strong bond with family members and enjoys engaging with them. D is generally happy and settled and enjoys opportunities to socialise and engage in activities with peers that help keep D stimulated and as active and healthy as possible.

D is a young person with profound and complex disability and requires all care needs to be met. Mr & Mrs D actively meet D's needs; however, they recognise this does have an impact on them as a family. In order to support the family to maintain their physical and emotional wellbeing, following assessment, a package of support has been provided.

Mr & Mrs D chose SDS option 3 and are happy for the Child Disability Service (CDS) to identify and organise their care plan, this includes access to overnight breaks, short breaks and holiday activities.

Mr & Mrs D feel that, whilst this support is organised by CDS, they still have choice and flexibility in relation to when they receive their regular breaks from caring and that the support offers D the opportunity to socialise and engage in a range of activities. This arrangement enables them to have a rest and a chance to socialise and have quality time together knowing that D is having her needs and outcomes appropriately met.

SDS option 4 - A mix of the options – Mrs. G's story

Mrs G has a range of support needs associated with advanced dementia and is cared for at home by her husband who has his own health issues.

Under SDS Option 3, a personal care service and day care are provided for Mrs G to support both herself and her husband. To further support Mr G to continue in his caring role, residential respite was also offered to the couple.

Mr and Mrs G are a close couple and Mr G did not feel that residential respite and separation was appropriate for them and so, for this part of their support plan, Mr G chose SDS Option 2 and he directs how they arrange their short breaks. Mr G uses his support budget to take his wife away on short holidays – she enjoys the stimulation of being away and being able to spend time together. To help him support Mrs G whilst they are away, Mr G uses his own funds to pay for a family member to go with them; however, he is able to use his support budget to pay for trips and activities for Mrs. G which she can do with their companion and this provides him with a break.

This arrangement allows the couple to enjoy their time together whilst at the same time ensuring that Mr G is receiving the break he also needs.

Mr G believes that SDS Option 4 – a mix of options is what works best for them and that the flexibility that comes with SDS has allowed them to design their care and support in this way.

SDS - A CARER'S STORY – J'S STORY

J is a carer for her son who lives in his own tenancy with support. J recently supported her son through his updated assessment and the development of his care and support plan. J decided on SDS Option 2 as she felt that being supported by their choice of provider would be the most appropriate option for her son both now and in the future.

J believes that having the choice of SDS Option has worked out really well for her son – under Option 2 he has chosen a new support provider and is able to use his support hours more flexibly. For example, his support workers enable J's son to do his own supermarket and clothes shopping, they help him to use his slow cooker to prepare and cook meals in batches as well as, importantly, planning a weekly cinema trip as J's son is a real film buff!

J acknowledges that working towards SDS was not without its challenges – she felt some of the assessment needed to be clarified in order to understand and match it to outcomes for her son – and she has provided helpful feedback to inform future developments. Having decided on SDS Option 2, she found she had lots of questions and it took her some time to identify and choose a provider who could meet her son's requirements.

However, J says that her son has benefited from the new assessment which does what 'it says on the tin'. Through SDS, J's son chooses how he wants to use his support so that it best meets his needs and outcomes and their provider reinforces this concept of choice and he is more independent as a result – "for my son, it is the best thing that could have happened".

Useful links and contact numbers

Adult Services: 01506 282252

Older People Services: 01506 776700

Children's Services:

- Bathgate: **01506 776700**
- Broxburn: **01506 775666**
- Livingston: **01506 282252**

Child Disability Service: 01506 774712

West Lothian Council: SDS Webpage:

www.westlothian.gov.uk/selfdirected-support

Self-Directed Support In Scotland (SDSS)

www.selfdirectedsupportscotland.org.uk

Scottish Government: SDS Webpage

http://www.scotland.gov.uk/Topics/Health/Support-Social-Care/Support/Self-Directed-Support

SDS National Guidelines

http://guidance.selfdirectedsupportscotland.org.uk/index.html

Self Directed Support

In West Lothian

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West Lothian Council

SOCIAL POLICY POLICY DEVELOPMENT AND SCRUTINY PANEL

ALCOHOL DIVERSIONARY ACTIVITIES

HEAD OF SOCIAL POLICY (INTERIM)

A. PURPOSE OF REPORT

The purpose of this report is to inform the panel and seek their agreement that the Alcohol Diversionary applications are submitted to the Council Executive for funding approval.

B. RECOMMENDATIONS

It is recommended that the Social Policy PDSP consider the applications submitted for Alcohol Diversionary Funding and agree to their submission to the Council Executive.

C. SUMMARY OF IMPLICATIONS

I.	Policy and Legal	None.
II.	Implications for Scheme of Delegations to Officers	None.
III.	Impact on performance and performance indicators	Reduction in the number of underage drinking and antisocial behaviour calls registered with the Community Safety Unit.
IV.	Relevance to Single Outcome Agreement	People most at risk are protected and supported to achieve improved life chances. We live longer, healthier lives and have reduced health inequalities
V.	Resources (Financial, Staffing and Property)	The budget for 2015/16 is £100,000
VI.	Consideration at PDSP/Executive Committee required	Yes
VII.	Details of consultations	Consultation at March LAC meetings and West Lothian Alcohol & Drug Partnership Subgroup Panel on Thursday 16th April 2015.

D. BACKGROUND

A new governance process for the Alcohol Diversionary Funding was approved by the Council Executive on 21st January 2014, placing the responsibility for this funding within Social Policy.

The report submitted and approved by the Council Executive, references the Social Policy PDSP role within the new process:

"Local Area Committees (LACS) will receive any applications for proposed projects and will provide an assessment panel with their recommendations. Results from the application and approval process will then be reported to the PDSP and approved by the Council Executive".

The applications detailed in this paper have proceeded through their Local Area Committee and have met the West Lothian Alcohol Drug Partnership (WLADP) Joint Commissioning Plan outcomes as assessed by the West Lothian Alcohol & Drug Partnership Subgroup Panel on 16th April 2015.

CURRENT POSITION

There are three application considered and recommended by the WLADP Alcohol & Drug Partnership Subgroup. Brief details are:

LAC	ADP Partner	Project Name	Funding Request 2015/16
Armadale and Blackridge	WLYAP	Armadale Youth Space	£10,225
East Livingston and East Calder	WLYAP	Booze You Looze	£15,070
East Livingston and East Calder	WLYAP	Criagshill Offbeat	£16,600

E. CONCLUSION

The Social Policy PDSP is asked to note the ADP Subgroup recommendations for Alcohol Diversionary Funding and to recommend that the applications proceed through to the Council Executive.

F. BACKGROUND REFERENCES

None

APPENDICES/ATTACHMENTS

Appendix 1 – Application form for "Armadale Youth Space " WLYAP
Appendix 2 - Application form for "Booze You Looze" – WLYAP
Appendix 3 – Application form for "Craigshill Offbeat" – WLYAP "

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Contact Person:	Alan Bell,
	Senior Manager,
	Community Care Support and Services
	alan.bell@westlothian.gov.uk
Tel:	01506 281937
	Jane Kellock, Interim Head of Social Policy (Interim)
Date of meeting:	14 May 2015

Appendix 1

West Lothian Alcohol&Drug Partnership

Application Form

The West Lothian ADP Youth Alcohol Diversionary Fund application form is split into several sections covering different aspects of your initiative or project. Please take some time to ensure the main points are covered in the appropriate place.

Section 1 – Submission details	
TADP Partner	WLYAP- Helen Davies
Name of Key Contact	Douglas Benson - Community Regeneration Officer
Project Title / Name	Armadale Youth Space
Have you applied for funding for this same initiative before?	Yes- evaluation for current funding will be provided in May 2015
If so, an evaluation must have been carried out AND attached before completing the following sections	

Section 2 – The Project	
What outcome targets are set for the project?	• Young people's knowledge and awareness is increased of alcohol issues and promotion of positive lifestyles • Work with disengaged young people who are not accessing mainstream services • Changing groups attitudes to alcohol by delivering targeted workshops • Deliver focused group work to young people displaying challenging and risk taking behaviour

	• Inclusivity, providing transport so that young people in outlying areas can access Youth Space • Provide diversionary activities for young people on Thursday/ Friday night and at weekend • Deliver Alcohol Brief interventions and 1-1 work and refer to specialised agencies where appropriate • Contribute to reduction of anti-social behaviour in the ward • Young people who are at risk of social exclusion are supported to become responsible citizens, confident individuals and effective contributors
What ward areas will the project cover?	Armadale and Blackridge Ward
Who are the intended beneficiaries of the project?	Young people aged 12- 18 years
Which of the National Outcomes does the project cover?	• Our young people are successful learners, confident individuals, effective contributors and responsible citizens • We live longer, healthier lives • We have improved the life_chances for children, young people and families at risk
What local priorities/ outcomes does the project cover?	• We are better educated and have access to increased and better quality learning and employment opportunities • We live in resilient, cohesive and safe communities • People most at risk are protected and supported to achieve improved life chances • Priority 3: Improving attainment and positive destinations for school children • Priority 6: Reducing crime and improving community safety • Priority 7: Delivering better outcomes for health

Section 2 – The Project	
How does the project meet the Equalities and Diversity Agenda?	The project is open and inclusive and targets a mix of young people in Armadale/Blackridge ward. The project is very aware of the equalities act 2010 and attempts to ensure it meets the agenda by capturing a balance of ages, genders and ethnic backgrounds. Staff are regularly updated through training on equalities and diversity agenda and groups using space include LGBT, Asperger's and alternative curriculum groups who display chaotic behaviour.
How does the project demonstrate positive engagement with the local community?	The project will use community consultation to check trends/ assess needs and ensure communities are genuinely engaged in decisions made. Young people will be consulted and engaged via streetwork in partnership with Community Youth services and West Lothian Youth Action Project, through personal social development sessions at academy and by hosting ward wide events. The Youth Issues meetings will enable information to be shared with community services including police, health and community groups form statutory and voluntary organisations. Through the current young person's action group new members will be sought. The group will support the promotion of all youth work activity within the local community.
How will your project be advertised/ publicised?	Marketing locally through schools, youth clubs, streetwork, community events, community centre, word of mouth, social media and partners of Youth Issues group. Our partnership work will encourage referrals to and from specialised agencies. We will hold an open evening for the space where young people can showcase their knowledge and talents learnt through attending the space and encourage new members. We will encourage family attendance at this event.
Explain what is new and innovative about this project?	• The Youth Space is innovative as the space is unique as a standalone youth facility in the ward. It is able to respond to the needs of young people and key partners in the ward specific to young people's groups • Young people have ownership of the building including development of programmes

	• Transportation will be provided to young people from outlying communities within the ward allowing access to the youth space. We hope this will break down territorial attitudes and encourage inclusivity and cohesion across the ward • The Youth Issues group enables action to be taken when required on a number of issues affecting young people and allows information to be shared across the ward using a range of intervention including; education and prevention, early intervention and support • A targeted youth work programme will be developed to support identified individuals who are displayed challenging behaviour and involved in substance misuse • A youth festival/event will be held in partnership with local agencies which will promote healthy lifestyles nd offer alcohol free alternatives and information in an informal setting • Street work services will be provided to encourage young people from ward and outlying areas to use provision • An additional weekend drop in will be delivered as a diversion to alcohol activity at a peak time
Is this a short term or long term solution/intervention?	The Youth space is a long term intervention which aims to reduce young people's anti social behaviour, delay the age they begin drinking and offer them opportunities to participate in more positive activities and healthy lifestyle choices. The space provides alternative activities at peak times when alcohol use is high, raise awareness of alcohol/ substance misuse and associated risks and offers targeted work to young people.
Please give an outline of the project that will be undertaken including how the project need was identified and its relevance to the West Lothian ADP (maximum 500 words)	The Youth space currently engages with 60-80 young people aged 12+ per week through a variety of groups/ provisions. The various groups using the youth space will provide alternatives to involvement in anti social behaviour and alcohol or substance misuse. Young people will be offered further opportunities to participate in issue based educational sessions focusing on alcohol, lifestyles, sexual health and wellbeing and positive choices.

	Thursday and Friday Night drop in's will provide activities including graffiti art, music and sports which will keep young people engaged and challenge their current lifestyle choices. The main aims of the drop in's include; delaying alcohol consumption and reducing consumption of older young people, providing alternative activities at peak times when alcohol use is high, raise awareness of alcohol/ substance misuse and associated risks and offer targeted work to young people when required. Youth work staff use ABI's and the delivery of 1-1 referrals to specialised services when required. There has been increased focus in early intervention work, targeting S1-S3 young people during the last few months and work has been done to support them to delay their alcohol intake. Individual and small groupwork programmes will be carried out with some of the most vulnerable young people in Armadale, the Youth space provides a safe setting for those who may be experiencing issues with parental substance use, young carers or those who have experience trauma in their lives. A youth festival/event will be held and organised in conjunction with young people. This event will offer young people alcohol free alternatives and an opportunity to be involved in decision making about future planning and provision within the youth space. Through partnership working with police/ SNT and other agencies, an additional drop in will open to reduce anti social behaviour and underage drinking youth calls at the weekend. A music project will engage with young people one night during the week as a form of diversionary activity. Times of drop in will be defined from consultation and partnership analysis from youth issues and other agencies. Community safety briefings have highlighted an increase in incidents involving young people from Blackridge and alcohol/ substance misuse. The funding will enable the youth space to expand and also continue to provide much needed outreach work in more rural areas including Blackridge and Westfield. This work has just commenced with transport provided for young people from Blackridge to use the youth space. Future funding will allow us to continue building on this work.		
Project Start Date	1st April 2015	Project End Date	31st March 2016

Section 3 – Resources	
How much are you applying for the Fund?	£ 10,225
What is the total cost of the project?	Contribution to Youth space coordinator 4hrs per week x 40 weeks (funding left from last year to contribute to the staff payment)= £ 900 Youth events x 1 including resources, workshops and inflatable's £ 1900 Specialist inputs including graffiti art, music and Sports workshops focusing on alcohol awarenes £800 Additional support staff costs for flexible responsive group work programmes 1-1 work and sessional worker cost: £ 3125 Facility Hire: 10 hours at £10 p/h x 40 weeks = £4000 (Rent fund still has £2000 in pot from last year funding) so cost this year: £2000 Outreach work including transport, staff and diesel- £1000 Resources for workshops = £500 Total requested = £ 10,225
What other funding sources have you obtained, including in-kind / matched funding?	There are substantial in kind donations from West Lothian Youth Action Project (WLYAP) and Community Youth Services (CYS) in terms of staffing the projects. Armadale community education association also supports the youth space and funds some staff/ equipment cost.
What staffing resources are required to deliver the project?	• CYS part time Youth Work Staff • WLYAP Youth Work Staff • Specialist support staff- musician, artists and creative skills • CYS Development Worker • Youth Space Co-ordinator • CYS Community Education Worker to support project

What partner organisations are involved and what will be their contribution?	• West Lothian Council - Community youth services will manage the day to day running of the project and line manage the youth space and youth work staff • WLYAP - youth work staff will deliver drop ins and will be involved in streetwork. They will also run the music project and act as payroll for youth space staff. • West Lothian Council Community Regeneration - reporting to LAC/ supporting project • Armadale Community Education Association - link from vice chair to Youth Issues group and contribute funding • Youth Issues group - identifying young people/partners, mentoring new young people and sharing information and resources • LAYC - training/ public liability insurance and registration • Youth Scotland - accredited youth work • Police/ SNT - they attend Youth Issues meetings but also regularly pop into youth space updating staff on information and trends in relation to youth anti-social behaviour and to identify young people at risk and engaging in risk taking behaviour
Highlight how applicants will work together to reduce duplication of service and resources.	The Youth Issues group brings together service providers from a range of council and voluntary services working in Armadale and Blackridge areas. The meetings discuss issues affecting young people, service update and police issues. This system enables services to work together effectively and efficiently and avoid duplication of work throughout the wards.
Please provide evidence of how this project demonstrates preventative spend?	This project focuses on preventive work and early intervention and is attempting to change behaviours early and avoid costly interventions and treatment in later life.

Section 4 – Monitoring and Evaluation

How will you evaluate this project?	The Youth Space will be regularly monitoring and evaluating its practice. Each group will complete recording forms which capture a variety of information including themes/ trends affecting young people. This will then be fed back at Youth Issues meetings and will be used to plan and inform future work. Other methods for measuring achieving outcomes will include; • Baselines • Numbers attending • Statistics • Monitoring/ evaluation framework • Number of sessions delivered • Drinking levels and attitudinal change
What monitoring data will be collected for the project?	Each group will record information which includes gender and postcode. Young people's involvement in alcohol usage/ frequency will be collected through ABI's and issues based sessions delivered and through surveys capturing qualitative and quantitative data. Feedback from partners involved directly in youth anti-social behaviour including Police Scotland and West Lothian Youth Action Project will be recorded; this would include numbers of youth calls and statistics. Number of Alcohol Brief Interventions will be recorded – a number of the project youth workers are trained in this.
What outcomes will you achieve?	• Provide diversionary activities for young people at peak times where risk taking activity is high including; Thursday/Friday night and at weekend • Intensive 1:1 and focused work with identified young people through partners of the Youth Space • Deliver Alcohol Brief interventions and 1-1 work where appropriate where concerns are identified young people will be encouraged to take up support from specialised services • Empower young people and create confidence through

	taking ownership of space and decision making of developing programme • Contribute to the reduction in youth related police calls/ underage drinking calls in the ward • Contribute to reduction of anti social behaviour in the ward • Increase young people's awareness of alcohol issues and promote positive lifestyles and changes leading to attitudinal change • Increase in opportunities for young people to engage in diversionary activities with a particular emphasis at weekends • Increase partnership organisations capacity to meet the needs of the young people both in Armadale and surrounding villages • Improve attainment and positive destinations for school aged children • Ensure that young people from outlying areas have an opportunity to participate in Youth Space activity by providing transport to the Youth Space • Provide engagement with hardest to reach young people who may be disengaged from mainstream services by completing regular street work • Young people's knowledge of service's within Armadale and surrounding areas will be increased via sign posting and introduction at youth festival/event and focused work • Delivered a focused programme of group work with identified young people who have been referred from Youth Issues and partners
What impact will the project have?	The successful delivery of the proposed projects will aim to impact directly on the attitudes and knowledge young people have towards alcohol and the impact it has on themselves as individuals, their families and the wider community. The promotion of positive lifestyles, diversionary activities and

	exploring health and wellbeing will address these issues. A youth festival event will provide a wide increase of information, opportunities for educational inputs and alternatives to alcohol use and changes to attitude will be measured through a variety of baselines and recording sheets and ongoing progress monitoring with young people.
Note any possible barriers or threats.	Armadale Youth Space is committed to being inclusive and has displayed this through our planned activity. We are reliant on appropriate incoming referrals for our focused and 1:1 work and realise at times inappropriate referrals can be made. Youth work staff are trained to deal with and challenge inappropriate and risk taking behaviour. We realise that by engaging with marginalised groups can be a lengthy process and can take time to establish relationships however through our commitment and values we will remain positive, patient and persistent.

Section 5 – Validation

This part of the application verifies that all partners are happy with the content and intention contained within the application. For electronic copies received without a signature, the funding panel will assume that all the relevant permissions/approvals and evidence have been sought and attached by the applicant.

Signed on behalf of the project

Name	**Organisation**	**Position**
Douglas Benson	Community Regeneration, West Lothian Council	Community Regeneration Worker
Signed D Benson	**Date** **19th February 2015**	**Telephone number** 015016 281970

Section 6 – Your Organisation

ADP / CPP Partner	**West Lothian Youth Action Project**
Name of Key Contact	Helen Davies

Position in Partnership/ Organisation	Director/ lead partner
Correspondence Address	Craigsfarm, Craigshill,, Maree Walk, Livingston, West Lothian
Tel Number	01506 431430/ 07719716913
Email Address	helen@wlyap.org.uk
Website	www.wlyap.org.uk

Section 7– Evaluation (POST PROJECT)	
ADP Partner	**The current programme is still operating, statistics and outcomes are still being measured, a full evaluation will be completed in May/ June 2015**
Name of Key Contact	
Tel Number	
Project Title / Name	
Was the strategic outcome(s) met?	
How do you know you effected change ?	
What quantifiable outcomes were there?	
What evaluation method did you use?	
Was it value for money?	

What barriers did you face?	
What lessons were learned?	
Has this alleviated the problem or does this issue still exist? What will be the long term solution?	

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Reference Number	
Date Received	
Form of Submission	☐ *Email* ☐ *Post*
Checked for Completion by *(all relevant information is included in form)*	
Date Summary Completed	
LAC meeting date	
LAC decision	☐ Progress ☐ Unsuccessful
Op ADP date	
Op ADP recommendation	☐ Progress ☐ Unsuccessful
Final Outcome post Council Executive	
Date Evaluation Received (post project completion)	

Appendix 2

West Lothian Alcohol&Drug Partnership

Application Form

The West Lothian ADP Youth Alcohol Diversionary Fund application form is split into several sections covering different aspects of your initiative or project. Please take some time to ensure the main points are covered in the appropriate place.

Section 1 – Submission details	
TADP Partner	**Excite East Calder – West Lothian Leisure** **West Lothian Council Youth Services** **West Lothian Youth Action Project** **West Lothian Council Sports Unit**
Name of Key Contact	**Helen Davis**
Project Title / Name	**Booze You Looze**
Have you applied for funding for this same initiative before?	**Yes 2014/5 – Evaluation comments added – full evaluation due April 2015**
If so, an evaluation must have been carried out AND attached before completing the following sections	

Section 2 – The Project	
What outcome targets are set for the project?	**Changing young people's attitudes to alcohol and associated risks** **Young people at risk are informed about alcohol and associated risky behaviours** **Improved social behaviour in the community, contribute to the reduction in youth anti-social behaviour calls to Police** **Improved awareness of the benefits of physical exercise and healthy lifestyles**
What ward areas will the project cover?	**East Calder and surrounding environs**
Who are the intended beneficiaries of the project?	**Young people aged 12-18**
Which of the National Outcomes does the project cover?	**Our young people are successful learners, confident individuals, effective communicators and responsible citizens** **We live healthier longer lives and have improved chances for people at risk** **We live our lives free from crime, disorder and danger**
What local priorities/outcomes does the project cover?	**Young people get a range of alternatives to drinking** **Young people's alcohol consumption is reduced** **The level of youth and alcohol related disorder is reduced** **Young people's access to sport and healthy choices are increased**

Section 2 – The Project	
How does the project meet the Equalities and Diversity Agenda?	**The project will be open and inclusive, broadening out to encompass a mix of young people from East Calder and immediate surrounding areas It will strive to capture a balance of ages, genders and ethnic backgrounds making specific initiatives and campaigns to attract participants from a range of backgrounds.**
How does the project demonstrate positive engagement with the local community?	**This project was set up in response to feedback from several consultations with young people and the local community 5 years ago, it has had considerable success with attendance figures being above 30 -50 young people attending weekly.** **Local police, youth workers and parents have stated that the service is a valuable provision in the area.** **Project staff have carried out discussion with local people during promotion of the project throughout the year and it has received very positive responses. It significantly reduces the number of young people on the streets on Friday afternoons**
How will your project be advertised/publicised?	**Marketing locally through local schools and youth clubs, WLYAP streetwork, the Community Notice Board, Health Centre, Booze You Looze has a Facebook page monitored by WLYAP, a range of other community projects, word of mouth through families, sports coaches, mentors and peer leaders.**
Explain what is new and innovative about this project?	**This project is not new but is innovative as a joint partnership with Excite Leisure and other partners to have sole use of a sports facility for a Friday afternoon. A steering group made up of all partner agencies and Police, monitor the development of the project ensuring that it addresses alcohol consumption, healthier lifestyles and antisocial behaviours using a range of interventions including Education and Prevention, Early Intervention and Intensive Support if required.**
Is this a short term or long term solution/intervention?	**The project is a long term initiative making a contribution to change and delivery of local and national objectives.**
Please give an outline of the project that will be undertaken including how the project need was identified and its relevance to the West Lothian ADP (maximum 500 words)	**Resources will be used to provide a youth activity based drop-in from 1 – 4.30pm on Friday afternoons from May 2015 – March 2016.The facility will be situated at the East Calder Sports Centre and will be aimed at young people aged 12 –18. There will be a small charge of £ 1.00 per week, these funds will be collected, recorded and used for the purchase of new equipment or activities out with the Sports centre Young people will have the opportunity to access an array of services in an environment that young people feel safe in. The project will provide young people the chance to take part in new sports and activities, it will also aim to enable young people to be better informed of the**

	opportunities available to them and provide them with the opportunity to try some of these. **The project will also focus on educating young people about the effects of drugs and alcohol, not only to themselves but to their communities.** **Partners will be involved in the provision of taster sessions; this will include specialised sports taught by professional staff.** **Structured sessions will be planned around national campaigns; for example alcohol awareness week, no smoking day and fire safety week.** **Young people also have access to an area at the back of the sports centre where they can talk to staff and at times get involved in arts and craft and general information sessions as an addition to the sports sessions. It is here that young people often seek advice and support from staff on a range of issues.** **Regular sessions will be included to raise awareness of the dangers of alcohol and its effects. Rickter assessments with young people will be carried out with young people requiring additional support. These assist staff and young people to identify the areas of young people's lives where they may require some additional help, e.g. with, alcohol & substance use relationships, education, etc.** **Referrals may also be made for additional confidence building, anger management or emotional support sessions on an individual basis to WLYAP, Youth Justice or WLDAS teams.** **Staff at Booze You Looze will also ensure that family support services are informed of any concerns noted for families of the young people that attend BYL e.g. WLDAS/CIRCLE new services.** **Volunteering and coaching opportunities will also be offered to a number of young people.** **There will also be a small number of young people carrying out a community payback order assisting as volunteers within the project. They will be supervised by a worker but this time will be used to ensure that positive communication skills, team building and physical activity support are an integral part of the order** **Key staff members are trained to deliver Alcohol Brief Interventions and these will be carried as appropriate throughout the programme.**

Project Start Date	**May 2015**	Project End Date	**31st March 2016**

Section 3 – Resources		
How much are you applying for the Fund?	£15070	
What is the total cost of the project?	Project coordinator x 6 hrs per week x 40 The Project Co-ordinator running Booze You Looze is a qualified Sports Instructor, is responsible for co-ordinating the Friday project, liaising with the Sports Centre and other partner agency staff – 4 staff in total. His role involves carrying out risk assessments, recording, Health and safety, planning and direct delivery of sessions. (4 hours direct delivery/ 2 hours co-ordination/ planning recording and attending partnership meetings) Hourly rate - £ 16.92 inc. on costs. This is a different role from a Youth Space Co-ordinator say at the Armadale Project (who are paid a lower pay rate) and carry out administrative roles within facilities and may open buildings (Key Holder). That post holder does not have any staff supervision responsibility, or management of children and young people. This is not the case at Booze You Loose.	£ 4060
	3 sessional workers	£ 6010
	Hire of East Calder Sports Centre	£ 4500
	Operational budget – Sports Equipment/ stationary/ arts and craft materials etc	£ 500

	Totals 15070* *The cost of the project is higher than the previous project as the timeframe for the project has extended. Funding from end May 2015 until end of March 2016 as opposed to September - March in previous year application.
What other funding sources have you obtained, including in-kind / matched funding?	**Substantial in-kind contributions from many sources including support from Excite sport centre staff. Community Police, Fire & Rescue, Specialist Sports and Fitness Coaches, Careers & Employment Advisors.**
What staffing resources are required to deliver the project?	**1 project co-ordinator** **3 part-time members of staff** **Use of East Calder Sports centre every Friday afternoon** **Assistance from Qualified Sports centre staff and Active Schools officer.** **Water and energy drinks provided by Scotmid** **Support from Community Police Officers** **Sports equipment** **Occasional use of WLYAP minibus for trips/ excursions**
What partner organisations are involved and what will be their contribution?	**Excite, WLYAP, WLC Youth Services, Police Scotland etc** **The steering group for the project meet every 2 months to ensure a joined up cohesive approach with expert inputs over the project period and linkage to complementary services for lasting impact and tracking progress of outcomes over time.**
Highlight how applicants will work together to reduce duplication of service and resources.	**Each of the agencies involved will offer different yet complementary interventions with coordination to link with each other for greater impact and avoid duplication:** **West Lothian Council Youth Services – delivery of West Lothian Youth Action Project/Alcohol Brief Interventions and Intensive Support/ referrals to other agencies if young people require this.**
Please provide evidence of how this project demonstrates preventative spend?	**The project will intervene with a key age group to change behaviours early and avoid costly intervention and treatment later. This will deliver benefits earlier through preventative spend and reduce costs. This is in line with leading thinking and the recommendations of the Christie Commission which calls for Local Authorities to prioritise Prevention activity to reduce inequalities and make early interventions. This preventative project will deliver a new, collaborative culture through our public**

	services that tackle the deep-rooted social problems around alcohol and young people that persist in our community.

Section 4 – Monitoring and Evaluation	
How will you evaluate this project?	**As this is a multi-agency partnership a variety of evaluation tools will be used involving partners, practitioners and young people themselves and evaluation will be composited by each partner at the end of the project. A project monitoring and evaluation framework will be designed to capture the achievements through a series of surveys and KPIs covering quantitative and qualitative approaches. These will cover the project, beneficiaries and wider community effects. Examples include measurements covering project activities, outputs and outcomes over time including evidence of risk awareness, attitudinal change, drinking levels, risk taking and improvements in knowledge, behaviour & lifestyle change and physical fitness levels. Staff will carry out Alcohol Brief Interventions as deemed necessary with participants.**
What monitoring data will be collected for the project?	**Performance monitoring will be carried out to gather a range of data including number of attendees, referrals and youth calls; completion records, awareness levels and certificate attainment levels. This will be shown in a logic model to reveal the progress and connections between interventions and how data tells the story of the delivery of outcomes. Involvement of experienced staff will ensure that aspects of the project will be measured against West Lothian Council's KPIs and Outcome measures. The Project Steering group will meet to evaluate progress and produce regular reports with metrics and explanatory commentary. An annual report on the project will gather evidence on data from survey returns and self-evaluation by beneficiaries as well as showing the project effects overall.**
What outcomes will you achieve?	**A change young people's attitudes to alcohol and associated risks** **Young people at risk are informed about alcohol and associated risky behaviours** **Improved social behaviour in the community and a contribution to the reduction in youth anti-social behaviour calls to Police** **In increased involvement in physical activity and a greater**

	understanding of the benefits of exercise. **Referrals to appropriate support services will be made for young people and their family members if the need is identified.**
What impact will the project have?	**The project will have a positive impact in young people, families and the community. An initial range of healthy activities and educational initiatives will inform, encourage and build self-efficacy for young people, working towards longer term change and a reduction in harm and risky anti-social behaviour. This can have wider impacts and legacy effects as well as positive peer influence to assist in sustaining initial behaviour change. The strong local partnership approach and involvement of local agencies will ensure that the elements of the project work together for greater impact. The combination of interventions in the project has been designed for impact rather than just one intervention alone or an intervention by one agency alone. This said an emphasis will be taken by staff throughout the project**
Note any possible barriers or threats.	**Some of the targeted young people will come from hard to reach groups. Some will be looked after, some will be coping with drug and alcohol use in the wider family and some will be using substances themselves. The project will work hard to reach these groups and influence through involvement to change behaviour. However, we recognise the difficulties and make allowance for the barriers presented by entrenched family and community culture.**

Section 5 – Validation

This part of the application verifies that all partners are happy with the content and intention contained within the application. For electronic copies received without a signature, the funding panel will assume that all the relevant permissions/approvals and evidence have been sought and attached by the applicant.

Signed on behalf of the project		
Name **Helen Davis**	**Organisation** **W.L. Youth Action Project**	**Position** **Project Director**
Signed	**Date** **24/2/15**	**Telephone number** **01506 431430**

Section 6 – Your Organisation

ADP / CPP Partner	**West Lothian Youth Action Project**
Name of Key Contact	Helen Davis
Position in Partnership/ Organisation	Project Director
Correspondence Address	**Craigsfarm Campus** **Maree Walk, Livingston**
Post Code	**EH54 5BP**
Tel Number	**01506 431430** **07719716913**
Email Address	helen@wlyap.org.uk
Website	www.wlyap.org.uk

Section 7– Evaluation (POST PROJECT)	
ADP Partner	**WLYAP**
Name of Key Contact	Helen Davis
Tel Number	01506 431430
Project Title / Name	**Booze You Looze**
Was the strategic outcome(s) met?	**Increase in physical health and exercise – linked to increased life expectancy and improved wellbeing.** **A reduction in alcohol use**
How do you know you effected change ?	**Regular attendance at a programme offering constructive and healthy opportunities.**
What quantifiable outcomes were there?	
What evaluation method did you use?	Questionnaires, ABI's, Rickter assessments, case studies
Was it value for money?	
What barriers did you face?	
What lessons were learned?	
Has this alleviated the problem or does this issue still exist? What will be the long term solution?	**A full evaluation report will be submitted in April 2015, following the end of the funding period.**

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Reference Number	
Date Received	
Form of Submission	☐ *Email* ☐ *Post*
Checked for Completion by *(all relevant information is included in form)*	
Date Summary Completed	
LAC meeting date	
LAC decision	☐ Progress ☐ Unsuccessful
Op ADP date	
Op ADP recommendation	☐ Progress ☐ Unsuccessful
Final Outcome post Council Executive	
Date Evaluation Received (post project completion)	

Appendix 3

West Lothian Alcohol&Drug Partnership

Application Form

The West Lothian ADP Youth Alcohol Diversionary Fund application form is split into several sections covering different aspects of your initiative or project. Please take some time to ensure the main points are covered in the appropriate place.

Section 1 – Submission details	
TADP Partner	**West Lothian Youth Action Project** **Community Youth Services** **Community Arts Service**
Name of Key Contact	Helen Davis 01506 431430 or 07719716913
Project Title / Name	Craigshill - Offbeat
Have you applied for funding for this same initiative before?	previously attached
If so, an evaluation must have been carried out AND attached before completing the following sections	

Section 2 – The Project	
What outcome targets are set for the project?	**Changing young people's attitudes to alcohol and associated risks.** **Young people at risk are informed about alcohol and associated risky behaviours** **Improved behaviour in the community contributes to the reduction in youth antisocial behaviour calls to police.**

	Provide alcohol Brief Interventions, 1-1 support and referrals to other specialised agencies if required. **Increase young people's skills and confidence levels through creative arts and employability sessions**
What ward areas will the project cover?	**East Livingston**
Who are the intended beneficiaries of the project?	**Young people aged 12-19 years**
Which of the National Outcomes does the project cover?	**Our young people are successful learners, confident individuals, effective communicators and responsible citizens.** **We live longer happier lives and have improved chances for people at risk** **We live our liver free from crime, disorder and danger.**
What local priorities/ outcomes does the project cover?	**Young people have an alternative to drinking, and an increased awareness of healthy alternatives.** **Young people's alcohol consumption is reduced** **The level of youth alcohol related disorder is reduced** **Priority 3 – Improving attainment and positive destinations for children of school age.** **Priority 6 – Reducing crime and improving community safety.**

Section 2 – The Project	
How does the project meet the Equalities and Diversity Agenda?	**The project will be open and inclusive; anti discriminatory practice will be at the core of the service. We will strive to ensure that young people participating in the project will be from a wide range of ethnic and social economic backgrounds. The partners involved have a history of welcoming young people from the LGBT and ethnic minority communities and intends to continue this.**
How does the project demonstrate positive engagement with the local community?	**This project is in response to local feedback from the community and young people consulted by staff from Council Youth Services and WLYAP streetwork team.** **The East Calder/ East Livingston youth providers group supports the development of youth provision in the area and shares information through other local community groups.**
How will your project be advertised/ publicised?	**The project will be advertised through local youth clubs, shops, community buildings, street work staff, youth workers, police and local young people who are adept at using social media networks for communicating.**
Explain what is new and innovative about this project?	**Offbeat was originally designed to challenge the attitudes and behaviours of local hard to reach young people. A strong partnership has existed for 5 years through the local youth providers group who intend to continue strengthening and developing the services provided in Craigshill, addressing the issues of alcohol consumption, anti-social behaviour, health inequalities and low levels of aspiration amongst young people using a range of creative approaches, education and active discussion. The use of creative arts is an innovative way for young people to express their issues and partners wish to expand these opportunities.** **A new aspect of this project during 2014/5 has been the introduction of peer education sessions based around alcohol education, awareness raising around NPS (New Psychoactive drugs) and the risks of involvement in anti social and risk taking behaviour. Data from these sessions has been collected and will be analysed during April after the end of the current funding period.**
Is this a short term or long term solution/intervention?	**This is a long term project engaging with young people in our community who engage in risky behaviour and have limited positive local alternatives to this project. It offers young people the opportunity to participate in positive alternatives to drinking on a Friday afternoon at the Offbeat project.**
Please give an outline of the project that will be undertaken	**Offbeat will focus on alcohol and drug prevention and reduction; it will target young people known to be involved in**

including how the project need was identified and its relevance to the West Lothian ADP (maximum 500 words)	**anti social behaviour in Craigshill who have not previously attended the Offbeat project.** **Through the strong partnership working of the agencies involved in Offbeat, young people have established meaningful relationships with staff, learned new skills in a variety of arts, media and music. Through the delivery of workshops and groupwork discussions they have also developed a wider knowledge of healthy lifestyles through' Get Cooking' sessions and Drug and alcohol advice sessions. This proposed project will broaden the provision** **Offbeat staff will promote the service to a wider group of young people liaising with police and WLYAP streetwork staff to ensure we target those most at risk of alcohol or substance use or whose families are known to be involved in alcohol issues... The project will continue to develop young peoples skills and creativity with skilled artists who can share their expertise and motivation to local young people, educating and broadening their horizons and opportunities therefore, reducing their likelihood to engage in negative choices such as criminality and substance use. The music and media programmes delivered by specialist workers will focus on the negative aspects of substance use.** **The project will be held every Friday afternoon within Riverside Youth wing in Craigshill. This area has previously had negative opinions expressed about it and is within an area of deprivation; however, young people are comfortable with this facility.** **WLYAP have an established group of Peer Educators aged 16-21 who have been trained in alcohol and drug facts and will deliver sessions to their peers in an informal setting, advising and promoting positive alternatives to young people in a creative way. They will work with the youth work staff and artists to promote healthy lifestyles. The Peer education sessions will be delivered on a monthly basis throughout the duration of the project. The Peer Education team are trained to deliver ABI's and would identify any young people requiring additional support or a counselling referral to WLDAS.** **The Youth Action Project Streetwork team, Police and analysts have noticed an increase in low level ASB and alcohol consumption in Craigshill; we therefore need to ensure that services are addressing this issue by working with local youths to feel an integrated and valued part of their community. A sense of purpose and worth reduces young people's engagement in poor choices and destructive**

	behaviour. **Other services provided within Offbeat will be advice on the consequences of risk taking behaviour, sexual health advice, a C card service and Alcohol Brief interventions will be used to monitor alcohol use, with referrals to counselling support (WLDAS) if required, or intensive support through the Early & Effective Intervention service.**		
Project Start Date	**June 2014**	Project End Date	**March 2016**

Section 3 – Resources	
How much are you applying for the Fund?	**Costs based on a 40 week programme, (staff inc on costs)** **<u>Offbeat</u>** **X 3 youth workers – 4 hours per week x 40 weeks = £ 6120** **Specialist art tutor based on £ 100 per session inc travel and materials** **= £ 4000** West Lothian Council Arts services provided these costs (Len McCaffer – Arts worker WLC). WLYAP view is that professional artists can charge between £ 25-35 per hour, this price includes their own hourly rate/ travel expenses and preparation and planning time. The £ 4,000 will be used for artists delivering jewellery making, graphic design, aerosol art, stage make up workshops etc. **Specialist music tutors x 2 = £ 5260** 2 qualified musicians to teach guitar skills, song writing, technical/ recording skills, drumming etc. WLYAP do not receive any core funding for sessional musicians therefore there is a cost attached to this work. Musicians are on a slightly higher rate of pay than standard youth workers due to their specialist skills – Hourly rate inc N.I. £ 16.44 x 2 workers @ 4 hours per week each x 40 weeks = £ 5260.80. This rate of pay WLYAP view is much lower than most professional musicians

	Equipment and resources e.g. stationary/ arts and craft materials, strings and drum sticks for music, stationary = £ 800 **Peer Education Input** **6 sessions – 1 sessional worker supporting a small team of volunteers = £ 300** **resources for young people - £ 120** **Total Project Cost = £ 16600**
What is the total cost of the project?	**£ 16600**
What other funding sources have you obtained, including in-kind / matched funding?	**Substantial in- kind contributions from sources such as police, fire service, Almond Housing, SDS, Health Improvement team, LGBT workers etc. Management, co-ordination, fundraising support and transport from WLYAP and WLC Community Youth and Arts Services.**
What staffing resources are required to deliver the project?	**3 youth workers, 2 specialist music workers, specialist freelance artists contracted for specific sessions 1 Peer education worker - sessional**
What partner organisations are involved and what will be their contribution?	**WLYAP – provide youth work staff to support young people in all aspects of the projects including Alcohol brief interventions. Staff will also run the weekly drop in. Specialist musicians to encourage creativity and expression through music. Provision of a Peer Education input and support structure.** **CYS - provide youth work staff to support young people in all aspects of the project including Alcohol brief interventions, staff will also run the weekly drop in sessions. Line management of Part time Offbeat co-ordinator** **WLC Arts Services- Provision and Management of specialist artists from a variety of creative genres.** **Many other partners will contribute to specific one off or short intervention sessions e.g. Police, Fire Service, LGBT, WLDAS SDS, Youth Scotland & LAYC – Accredited youth work.**
Highlight how applicants will work together to reduce duplication of service and resources.	**The Youth Providers group will play an important role in ensuring all partners and those providing specific inputs into the projects will work in a cohesive and joined up approach. The reason for this application being jointly planned and agreed by the Youth providers group is to avoid duplication. The Youth Action Project will be the administrator of the fund but will be an equal partner**

	in the delivery of services. Project services will be discussed at meetings and minutes distributed to all members including those who are not able to attend meetings regularly but whose contributions are valued.
Please provide evidence of how this project demonstrates preventative spend?	**This partnership project will provide intervention with a key age group, providing education and preventative approaches that will contribute to a cultural change within our communities around drug and alcohol misuse and antisocial behaviour. The benefits of this early intervention will result in a preventative future spend which could be needed to address issues in the years to come.** **This is in line with leading thinking and the recommendations of the Christie Commission report which calls for Local Authorities to reduce inequalities and prioritise early intervention.**

Section 4 – Monitoring and Evaluation	
How will you evaluate this project?	**As this is a Multi agency partnership project involving young people at a key age in their lives we will use a variety of evaluation tools.** **Each educational input by partners will be individually evaluated.** **Baseline evaluations will be carried out with young people as well as follow up evaluations designed to measure impact and changes in attitude; these will cover both Quantitative and Qualitative methodologies.** **Police statistics will be used to measure impact in terms of youth** **Trained youth workers/ Peer Education workers will carry out ABI's with appropriate young people.** **Individual case studies evidencing progress**
What monitoring data will be collected for the project?	**Performance monitoring will be carried out to gather a range of data including attendance, age, address, youth calls, referrals, levels of awareness and achievements and accreditation levels** **Baseline evaluations will be completed along with distance travelled questionnaires in order to show individual impact on young people.**

	The number of ABI's carried out **Number of young people moving into positive destinations will be measured and evidenced** **Information relating to WLC KPI's and Outcome measures will also be collected and session recording reports will be completed after each session.** **The Youth providers group will meet to evaluate the progress and produce regular reports with a final report produced t the end of the funding period detailing evidence on data from surveys/ questionnaires, self evaluations from beneficiaries together with a sample of case studies.**
What outcomes will you achieve?	**A change in young people's attitudes towards drugs and alcohol and related behaviours.** **Young people will have increased awareness of alcohol misuse and related behaviour including consequences.** **A reduction in youth alcohol related calls to police.** **Increased levels of confidence for participants** **Increased engagement of young people in positive activities**
What impact will the project have?	**This project will have a positive impact on the participants, their families and the local community. An increase in knowledge, new skills, participation and self efficacy amongst young people involved in the projects. The strong and growing local partnerships in Craigshill will ensure the maximum impact of these projects, services are no longer working in isolation with just one intervention we are operating collectively to improve the lives of young people, their families and community.** **We intend to reduce the number of young people involved in regular alcohol use and anti social behaviour. If required referrals for young people or family support services will be made to WLDAS/ Circle.**
Note any possible barriers or threats.	**The targeted young people are hard to reach and it is possible that the project may be unable to engage with all those individuals and families who are entrenched in substance use or involved in persistent offending. This barrier is very real but local and experienced workers will endeavour to create a culture change within this small minority of the Craigshill community.**

Section 5 – Validation

This part of the application verifies that all partners are happy with the content and intention contained within the application. For electronic copies received without a signature, the funding panel will assume that all the relevant permissions/approvals and evidence have been sought and attached by the applicant.		
Signed on behalf of the project		
Name **Helen Davis**	**Organisation** **West Lothian Youth Action Project**	**Position** **Project Director**
Signed	**Date** **23-02-2015**	**Telephone number** 01506 431430 or 07719716913

Section 6 – Your Organisation

ADP / CPP Partner	**West Lothian Youth Action Project**
Name of Key Contact	Helen Davis
Position in Partnership/ Organisation	Project Director
Correspondence Address	**Craigsfarm** **Maree Walk, Craigshill, Livingston**
Post Code	**EH54 5BP**
Tel Number	**01506 431430 or 07719716913**
Email Address	helen@wlyap.org.uk
Website	www.wlyap.org.uk

Section 7– Evaluation (POST PROJECT)	
ADP Partner	**Youth Action Project**
Name of Key Contact	Helen Davis
Tel Number	01506 431430
Project Title / Name	**Offbeat**
Was the strategic outcome(s) met?	**Current indication is that these have been met – full evaluation not complete until April 2015**
How do you know you effected change ?	**We have had consistent attendance of participants** **Young people have gained new skills** **3 older members of the group have been trained and acted as volunteers and tutors for younger members** **ABI's have been completed and statistics will be assessed to ascertain any changes in alcohol consumption** **There has been an increase in awareness of the effects of NPS use following Peer education sessions**
What quantifiable outcomes were there?	Final statistics/ outcomes will be detailed in the final report – April 2015
What evaluation method did you use?	Attendance sheets, Evaluation questionnaires, ABI's , police statistics, case studies.
Was it value for money?	
What barriers did you face?	It took a few weeks to build up attendance at the project due to a summer break due to lack of consistent funding but numbers attending have increased significantly during the winter months.
What lessons were learned?	
Has this alleviated the problem or does this issue still exist? What will be the	

long term solution?	**Full evaluation will be forwarded in April 2015**

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Op ADP recommendation	☐ Progress ☐ Unsuccessful
Final Outcome post Council Executive	
Date Evaluation Received (post project completion)	

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West Lothian Council

SOCIAL POLICY – POLICY DEVELOPMENT AND SCRUTINY PANEL

REPORT ON PROJECT SEARCH

REPORT BY HEAD OF SOCIAL POLICY (INTERIM)

A. PURPOSE OF REPORT

The purpose of the report is to inform the panel of the implementation of Project Search, a new work-based training programme for young people with a learning disability or autism in West Lothian. The programme will commence in September 2016.

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B. RECOMMENDATION

It is recommended that the panel notes the implementation of Project Search.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs: 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)**	'The keys to life' 2013, Scottish Government strategy for learning disability services. 'A Working Life for All Disabled People' Scottish Government Supported Employment Framework 2010. 'Working for Growth, A Refresh of the Employability of the Employability Framework for Scotland' 2012.
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	None
V	**Relevance to Single Outcome Agreement**	We are better educated and have access to increased and better quality learning and employment opportunities. People most at risk are protected and supported to achieve improved life chances We live longer, healthier lives and have reduced health inequalities

VI	**Resources - (Financial, Staffing and Property)**	£23,000 met from one-off time-limited resources
VII	**Consideration at PDSP**	None
VIII	**Other consultations**	None

D. TERMS OF REPORT

Project Search is a one year programme of work training specifically for people with learning disabilities and/or autism. Project Search in West Lothian will be based on a partnership between a business, West Lothian College and West Lothian Council's supported employment team. The project will support up to 12 people at a time, normally at the point of transition, and individuals will be accepted through a selection process.

The aim of Project Search is to obtain full-time paid employment for young people, or to ensure they leave the programme ready for work and better placed to secure employment elsewhere. The model gives young people the opportunity for work-based learning and education through a series of work placements in a host employer. This year long programme helps prepare people for work and hopefully helps them secure permanent jobs.

Project Search takes place in a business setting where total immersion in the workplace facilitates the teaching and learning process and acquisition of employability and competitive work skills. A typical day includes:

- Classroom instruction in employability and independent living skills
- Participation at one or more internship rotations
- Lunch with peers
- Feedback from the instructor, job coaches and business colleague

Placement and job development are on-going throughout the year and are based on the strengths, skills and interests of individuals who are supported. Young people are given support through on-the-job coaching, feedback and work site adjustments with the ultimate goal of independence.

West Lothian College has indicated that a fully funded tutor will be available to support the project. It is proposed that 1FTE from the council's learning disability employment team will be allocated to work on Project Search at no additional cost to the service.

The anticipated benefits of the implementation of Project Search include:

- A more structured approach to securing employment opportunities for people with a learning disability or autism and an increased number receiving support
- Reduced reliance on local authority support
- A whole life approach to supporting young people at transition
- Improved linkages to adult service where appropriate
- Further promotion of West Lothian CHCP as an organisation which provides positive and inclusive employment opportunities for people with a learning disability and/or autism
- Promotion of inclusion and diversity within the workforce of West Lothian

E. CONCLUSION

Project Search is a new and innovative approach to be used in West Lothian to support young people with a learning disability or autism into employment through work-based training with an employer.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: None

Contact Person: Pamela Main,
Senior Manager,
Assessment and Prevention
Tel: 01506 281936
pamela.main@westlothian.gov.uk

Jane Kellock, Head of Social Policy (Interim)

Date of meeting: 14 May 2015

DATA LABEL: PUBLIC

West Lothian Council

SOCIAL POLICY, POLICY DEVELOPMENT AND SCRUTINY PANEL

LOOKED AFTER CHILDREN AND YOUNG PEOPLE - OVERVIEW

REPORT BY HEAD OF SOCIAL POLICY (INTERIM)

A. PURPOSE OF REPORT

To provide an overview of Looked After Children and Young People in West Lothian and to update members on the components within the Children and Young People (Scotland) Act 2014 that relates to Looked After Children and Young People.

B. RECOMMENDATIONS

It is recommended that the Panel

- notes the content of the report;
- notes the element of the Children and Young People (Scotland) Act 2014 that seeks to improve outcomes for Looked After Children and Young People and
- asks that a report detailing the progress made in meeting the duties detailed within the Act be submitted to a future meeting of the Panel.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs. Being honest, open and accountable. Making best use of our resources. Working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Children and Young People (Scotland) Act 2014 Children (Scotland) Act 1995. Looked After Children (Scotland) Regulations 2009.
III	**Implications for Scheme of Delegations to Officers**	No implications.
IV	**Impact on performance and performance Indicators**	There is a robust suite of both high level and management performance indicators covering both Looked After Children and Child Protection
V	**Relevance to Single Outcome Agreement**	We live in resilient, cohesive and safe communities.

VI	**Resources - (Financial, Staffing and Property)**	Additional resources allocated to Council by the Scottish Government for the implementation of Parts 10, 11 and 13 of the Children and Young People (Scotland) Act 2014: • 2014/2015 £238,000 • 2015/2016 £285,000
VII	**Consideration at PDSP**	None
VIII	**Other consultations**	None

D. TERMS OF REPORT

Local Authorities have a responsibility to provide support to certain vulnerable young people, known as Looked After Children. A young person may become looked after for a number of reasons, including neglect, mental, physical or emotional abuse, parental substance misuse or poor parenting skills, complex disabilities which require specialist care, or involvement in the youth justice system, as well as other reasons.

There are several types of placements that Looked After Children or Young People could be placed in, including at home (where a child is subject to a Supervision Requirement and continues to live in their normal place of residence), foster care, residential unit or school, a secure unit or a kinship placement (where they are placed with friends or relatives).

In West Lothian, as at 31st March 2015 there were 439 children and young people who were looked after by the local authority.

Outcomes for Looked After Children and Young People

When a child or young person becomes 'looked after' the state assumes duties and responsibilities to safeguard and promote their welfare and wellbeing. Yet despite the extensive framework of law and policy, many looked after children and care leavers experience some of the poorest personal outcomes of any group in Scotland. Low levels of educational engagement and achievement feed into high levels of poverty, homelessness and poor mental health. In 2013 a third of young offenders had been in care at some point in their childhood.

Young people leaving care face many issues that most of their peers do not have to when accessing the labour market. They generally need to make the transition to independent living much younger than other young people as they do not have the support, financial or housing, of their parent. They also have to overcome a range of other barriers including poor literacy and numeracy skills, a lack of confidence and a lack of soft skills.

The Children and Young People (Scotland) Act 2014

The Children and Young People (Scotland) Act 2014 was passed by the Scottish Parliament on 19 February 2014, and received Royal Assent on 27 March 2014. The legislation is a key part of the Scottish Government's strategy for making Scotland the best place in the world to grow up. By facilitating a shift in public services towards the early years of a child's life, and towards early intervention whenever a family or young person needs help, the legislation encourages preventative measures, rather than crises responses.

The Act introduces a number of important changes for looked after children and care leavers in Scotland. In summary, these are:

- 600 hours of free early learning and child care for all two year olds who are 'looked after' or secured with friends or relatives through a Kinship Care Order (Part 6, sections 47 and 48).
- Corporate parenting duties for certain individuals and organisations (Part 9).
- Extends eligibility for aftercare assistance up to the age of 25; new duty on local authorities to report on the death of a young person in receipt of aftercare services (Part 10).
- Continuing Care providing certain care leavers with the opportunity to continue with the accommodation and assistance they were provided with immediately before they ceased to be looked after (Part 11).
- Support for children at risk of becoming looked after (Part 12)
- Assistance for applicants and holders of a Kinship Care Order (Part 13)
- Use of Scotland's Adoption Register made a duty for all adoption agencies (Part 14).

The key aim of the Children and Young People (Scotland) Act 2014 is to create a programme of change in the culture and practice of all services that affect the lives of children, young people and their families with a particular focus on ensuring that our Looked After Children and Young People have the opportunities to maximise their potential and are supported to achieve the best possible life outcomes.

E. CONCLUSION

In West Lothian we recognise that our Looked After Children and Young People represent one of the most vulnerable groups in our society and that we have a responsibility, in conjuction with our partners,to act in the best interests of the child or young person to ensure their wellbeing. Work is already being undertaken by the Multi-Agency Looked After Children Strategy Group to prepare for the duties detailed in the Act and to support the delivery of positive outcomes for our Looked After Children.

F. BACKGROUND REFERENCES

Appendices/Attachments: None

Contact Person: Jo Macpherson
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Date: 14th May 2015

DATA LABEL: PUBLIC

West Lothian Council

SOCIAL POLICY - POLICY DEVELOPMENT AND SCRUTINY PANEL

HEATHERFIELD NURSING HOME

REPORT BY HEAD OF SOCIAL POLICY (INTERIM)

A. PURPOSE OF REPORT

To advise the Policy Development and Scrutiny Panel of the removal of the penalty, and reinstatement of full National Care Home Contract fee to one private provider who has been awarded a Grade 3 by the Care Commission in the category Quality of Care and Support.

B. RECOMMENDATION

To note the reinstatement of the full National Care Home Contract fee to the private provider following the increase in their Quality Assurance Framework Grade.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	• Focusing on our customers' needs • Being honest, open and accountable • Making best use of our resources
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	National Care Home Contract 2007/2015
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	Monitored as per National Care Home Contract by Contracts and Commissioning Officer
V	**Relevance to Single Outcome Agreement**	None
VI	**Resources - (Financial, Staffing and Property)**	The increases proposed will be met from provisions made in the service budget.

VII	**Consideration at PDSP**	Previous report to PDSP on 1st May 2014 advising of reduction in fee for Heatherfield Nursing Home.
VIII	**Other consultations**	Contracts Advisory Group National Care Home Contract 2007/2015

D. TERMS OF REPORT

A key performance indicator in the National Care Home Contract 2014/2015 was the inclusion of the quality assurance framework currently in use by The Care Inspectorate in relation to the quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management and Leadership.

In February 2014, Heatherfield Nursing Home was awarded a Grade 2 in the category Quality of Care and Support and the reduction was applied under the terms and conditions of the National Care Home Contract 2014/2015. A report was delivered to PDSP to advise of the reduction

In February 2015 the Care Inspectorate awarded Heatherfield Nursing Home the following grades:

Quality of Care and Support	3 Adequate
Quality of Environment	3 Adequate
Quality of Staffing	3 Adequate
Quality of Management and Leadership	3 Adequate

Therefore, the full basic weekly fee is to be reinstated for Heatherfield Nursing Home backdated to the inspection date of 4thFebruary 2015.

E. CONCLUSION

The reduction of the quality payment is meant as a short term measure which seeks to facilitate improvement in the category Quality of Care and Support. The award by The Care Inspectorate of a grade 3 to Heatherfield Nursing Home signals the necessary improvement to support reinstatement of the full fee under the terms and conditions of the National Care Home Contract.

F. BACKGROUND REFERENCES

- National Care Home Contract Older People Care Home 2007 - 2015

Appendices/Attachments: Care service inspection report, Grades Heatherfield Nursing Home

Contact Person: Alan Bell,

Senior Manager, Communities and Information,

alan.bell@westlothian.gov.uk

Tel: 01506 281937

Jane Kellock, Head of Social Policy (Interim)

Date: 14th May 2015

care inspectorate

Care service inspection report

Heatherfield Nursing Home

Care Home Service Adults

49 Bathgate Road
Armadale
Bathgate
EH48 2PD
Telephone: 01501 733066

Type of inspection: Unannounced

Inspection completed on: 4 February 2015

HAPPY TO TRANSLATE

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Service provided by:

Heatherfield Community Care Ltd

Service provider number:

SP2003002461

Care service number:

CS2003010642

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	3	Adequate
Quality of Environment	3	Adequate
Quality of Staffing	3	Adequate
Quality of Management and Leadership	3	Adequate

What the service does well

Staff appeared committed to the care of residents.We assessed that there was an overall emphasis on improving the service provided.

What the service could do better

The service must consolidate the level of overall improvement noted during this inspection.

What the service has done since the last inspection

The service has made significant improvements in all areas since the last inspection.Notable in this respect were improvements in relation to care planning and delivery,staffing levels and the quality of the home environment.
These were areas about which we had particular concern following our last inspection.

Conclusion

The quality of the overall service and the morale of staff has improved markedly since our last inspection.
We concluded that this was due largely to positive changes in management and real committment to the care of residents.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate."

Heatherfield Nursing Home is a care home service which is registered to provide 24 hour care for up to 62 older people.

The Home is situated in a residential area on the outskirts of Armadale in West Lothian. The service is provided in two buildings, each divided into smaller group-living units which have their own lounge and dining areas, bathroom and small kitchen.

Each building has a duty office for handovers between staff, and the storage of documentation. There is also a central kitchen where most food is prepared, a small laundry and office space for the Manager and administrator.

The Aims and Objectives of the service state that it aims "to provide a high standard of individualised care to all its service users" and that "it is the objective of Heatherfield that all service users will enjoy a clean, smoke-free, safe environment in private spaces and communal areas within the home and be treated with care, dignity, respect and sensitivity to meet the individual needs and abilities of the service user".

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 3 - Adequate
Quality of Environment - Grade 3 - Adequate
Quality of Staffing - Grade 3 - Adequate
Quality of Management and Leadership - Grade 3 - Adequate

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

The overall emphasis of this inspection was on assessing progress made by the provider in meeting requirements made by us following our last inspection.

During this inspection we gathered information from a variety of sources including the following:
Discussion with the Manager,
Discussion with members of nursing staff,
Discussion with members of care staff,
Discussion with people using the service,
Observation of care practices,
Observation of the environment,
Review of care documentation,
Review of medication administration records,
Review of accident records, and,
Review of staff training records.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any requirements we made at our last inspection

The requirement

The provider must ensure that there is sufficient staffing to meet the assessed care and support needs of service users. This means the service must:

i) Monitor and evaluate if the assessed care and support needs of service users are met on a daily basis.
This information should be evaluated and used to determine if there needs to be additional staff in place.

ii) Consider the geography of the building and the impact it has on the deployment of staff in relation to the units, with particular reference to communal areas used by service users as social spaces.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011/210 Regulation 15: Staffing.
Timescale: On receipt of this report.

What the service did to meet the requirement

Action taken on this requirement is described under Quality Statement 2.2.

The requirement is: Met - Outwith Timescales

The requirement

The provider must ensure that the garden and patio area of the home are restored to a fit condition for use and maintained to an appropriate standard.
The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - Regulation 10(2)(a)(b). Timescale for meeting this requirement:Within 3 months of receipt of this report.

What the service did to meet the requirement

Action taken on this requirement is described under Quality Statement 2.2.

The requirement is: Met - Outwith Timescales

The requirement

The provider must devise staff guidance for use within the home that ensures that all staff are aware of their responsibilities and the action to be taken in the event of discovering a resident who has fallen.

In order to achieve this the provider must assess and determine what training staff may require to meet their responsibilities, this may include First Aid training.
This is in order to comply with SSI 2011 No'210 Regulations 4(1)(a) and 13(c)(i) - residents health and welfare and staff training.

What the service did to meet the requirement

This is reported on under Quality Statement 2.2.

The requirement is: Met - Outwith Timescales

The requirement

The provider must ensure that the continence care needs of individual residents are assessed and met in a manner consistent with their needs.
In order to achieve this the provider must ensure that:
All residents have a record of continence needs assessed within 24 hours of admission.
All staff are familiar with and competent in the use of the continence assessment tool, providing training, appropriate to staff roles, where necessary.
Care plans must accurately reflect the assessed needs of the residents.
Staff must familiarise themselves with the residents' needs and the nature of the assistance required.
This is in order to comply with SSI 2011 No 210 Regulations 4(1)(a),5 and 15(b)(1) regulations relating to the health and welfare of residents, care plans and staff training.

What the service did to meet the requirement

Action taken on this requirement is described under Quality Statement 1.3.

The requirement is: Met - Outwith Timescales

The requirement

The provider must ensure that the service is provided in a way which promotes quality and respects service users' rights to make choices about the service they receive.

In order to achieve this, the provider must:
i) Offer service users and carers suitable opportunities to make their views known and influence the way in which the service is provided; and,

ii) Be prepared to listen to and act upon the views of service users and carers.
This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011/210 Regulation 3: Principles
Timescale: This was required at the time of inspection.

What the service did to meet the requirement

The service was now being provided in a way which recognised service users' rights to make choices and influence the service provided.

The requirement is: Met - Outwith Timescales

The requirement

The provider shall at all times ensure that the service has an accurate personal plan in place for each resident to enable it to provide assistance in a manner which meets the assessed needs of residents.
This is in order to comply with SSI 2011 No 210. A regulation relating to the health and welfare of residents.
Timescale for implementation: By 31 March 2014.

What the service did to meet the requirement

Action taken on this requirement is described under Quality Statement 1.3.

The requirement is: Met - Outwith Timescales

The requirement

The provider must ensure that service users receive medication as prescribed.

This is in order to comply with SSI 2011 No 210. A requirement concerning health and welfare.
Timescale for implementation: This was required at the time of inspection.

What the service did to meet the requirement

Action taken on this requirement is described under Quality Statement 1.3.

The requirement is: Met - Outwith Timescales

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self-assessment prior to our previous inspection of the service.

Taking the views of people using the care service into account

People using the service expressed largely positive views about the home, staff and care received.

Taking carers' views into account

Carers with whom we spoke expressed a very positive view of the service currently provided.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 3 - Adequate

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We did not review all aspects of this Quality Statement. We focused on any requirements outstanding following our previous inspection.
We found that the service was demonstrating adequate practice in areas covered by this Quality Statement.

Following our previous inspection we made a requirement concerning the need for the provider to offer service users and carers opportunities to make their views known and to influence the service provided. We also required that the provider must be prepared to listen to and act upon the views of service users and carers.

We found that a noticeable level of improvement had taken place. We found that the manager had met with families in November 2014 and discussed different aspects of the service. Families had expressed a preference for quarterly meetings.The next meeting was scheduled for March 2015.

We found that service users had been consulted about changes in decor.Relatives were now being routinely involved in and asked to sign residents' care plans.
We found that the role of key-worker was developing and that new feedback forms were being used to inform six monthly reviews.

We found that the manager was visible throughout the home during our visit.

We concluded that this requirement had been met.

Areas for improvement

The provider must consolidate the level of improvement achieved whilst looking for any new opportunities to involve service users and their families and seek their views.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We did not review all aspects of this Quality Statement. We focused on any requirements outstanding following our previous inspection.
We found that the service was demonstrating adequate practice in areas covered by this Quality Statement.

A requirement had been made regarding the need to ensure that all residents had an accurate personal plan reflective of their needs and how they should be met.
We reviewed a number of personal plans and noted a great deal of improvement.Care-plans were being reviewed monthly or as necessary.
We concluded that this requirement had been met.

A requirement was made that service users must receive medication as prescribed.
We reviewed the management and administration of medication and found that improvement had taken place.
We learned that the manager carried out monthly medication audits.
We concluded that this requirement had been met.

A previous requirement concerned the need to ensure that service users' continence care needs are assessed and met appropriately.
We reviewed a number of personal plans and found that these contained up to date assessments of continence.
We concluded that this requirement had been met.

A previous requirement concerned the need to ensure that personal plans were reviewed at least once in each six month period. We noted that there was now a process in place to ensure that six monthly reviews were planned and carried out.
We concluded that this requirement had been met.

A previous requirement concerned the need to ensure that all service users had a personal plan completed within 28 days of beginning to use the service.

We saw that all service users had a personal plan which was subject to regular review and reflected their current needs. There had been no new admissions since our previous inspection however we considered that this requirement had been met.

A previous requirement had concerned the need to ensure that residents' nutritional needs are identified and met.

We reviewed the nutritional care of a number of residents and assessed that this was being well-managed.
We found that referrals were made to appropriate professionals such as Dietician and Speech and Language Therapist as needed.Appropriate use was made of the M.U.S.T. (Malnutrition Universal Screening Tool) A clear overview was maintained of those residents about whom there was concern.
We concluded that this requirement had been met.

Areas for improvement

The service should consolidate the improvements noted during this inspection.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

As noted in Quality statement 1.1 with regards assessing and improving the quality of the environment within the service.
We found that the service was demonstrating adequate practice in areas covered by this Quality Statement.

Service users had been consulted about the re-decoration of the units and about plans to create an outdoor patio area between units.

Areas for improvement

As noted in Quality statement 1.1

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We did not review all aspects of this Quality Statement.We focused on requirements from our previous inspection which remained unmet.

We assessed that the service was demonstrating adequate practice in areas covered by this Quality Statement.

Following our previous inspection we made a requirement about the need for the provider to ensure that there are sufficient staff to meet residents' assessed needs.

During this inspection we found that staffing levels were in keeping with the assessed care needs of residents. We did not see service users having to wait long for attention

and did not see residents in communal areas being left unattended.We concluded that this requirement had been met.

Areas for improvement

The service should consolidate the level of improvement noted during this inspection.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

As noted in Quality Statements 1.1 and 2.1 with regards assessing and improving the quality of staffing in the service.
We found that the service was demonstrating adequate practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1 and 2.1.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We did not review all aspects of this Quality Statement.We focused on requirements from our previous inspection which remained unmet.
We assessed that the service was demonstrating adequate practice in areas covered by this Quality Statement.
A previous requirement had concerned the need for staff to receive a level of training appropriate to their role. We found that this requirement had been met. The manager had taken an overview of staff training needs and had produced a training matrix covering the individual training needs of staff.

Staff with whom we spoke described recent training attended in areas appropriate to their role. We concluded that this requirement had been met.

Staff appeared,generally, to be more confident and relaxed. We received a number of positive comments about improvements which had been put in place by the manager.

Areas for improvement

The service must consolidate the level of improvement noted during this inspection.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

As noted in Quality Statements 1.1, 2.1 and 3.1 with regards assessing and improving the quality of management and leadership of the service.

We found that the service was demonstrating adequate practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1, 2.1 and 3.1.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service strengths

We did not review all aspects of this Quality Statement.We focused on requirements from our previous inspection which remained unmet.
We assessed that the service was demonstrating adequate practice in areas covered by this Quality Statement.

A requirement which we made concerning the need for the provider to introduce an effective system of audit had been met.

A comprehensive process of audit had been introduced by the manager. This covered clinical, environmental and operational matters.Issues such as falls,accidents, tissue viability, nutrition, staff sickness and quality of the environment were being monitored.

The benefit of regular audit was already noticeable.

Areas for improvement

The service must consolidate the level of improvement noted during this inspection.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

No Additional Information.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
Quality of Environment - 3 - Adequate	
Statement 1	3 - Adequate
Statement 2	3 - Adequate
Quality of Staffing - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
Quality of Management and Leadership - 3 - Adequate	
Statement 1	3 - Adequate
Statement 4	3 - Adequate

6 Inspection and grading history

Date	Type	Gradings	
5 Aug 2014	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory 1 - Unsatisfactory 2 - Weak 1 - Unsatisfactory
11 Feb 2014	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak
7 Nov 2013	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good

19 Dec 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good Not Assessed Not Assessed
11 Jul 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good Not Assessed 4 - Good
29 Feb 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed 4 - Good
7 Jul 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
15 Feb 2011	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
8 Jul 2010	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate 2 - Weak 3 - Adequate 2 - Weak
16 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 2 - Weak 3 - Adequate
4 Sep 2009	Announced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak

24 Feb 2009	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate Not Assessed Not Assessed
1 Oct 2008	Announced	Care and support Environment Staffing Management and Leadership	2 - Weak 2 - Weak 2 - Weak 3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذا المنشور متوافر عند الطلب بتنسيقات ولغات أخرى.

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0345 600 9527
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Web: www.careinspectorate.com

Social Policy – Policy Development and Scrutiny Plan – Workplan

Title	Responsible Officer	Date of PDSP	Reports to be finally submitted
May 2015			
Social Policy Contract Activity Update Report	Alan Bell	14th May 2015	
Area Service Management Plan	Steve Field	14th May 2015	
Self-Directed Support – Update	Pamela Main	14th May 2015	
Alcohol Diversion Fund – Applications	Alan Bell	14th May 2015	
Project Search	Pamela Main	14th May 2015	
Looked After Children Overview	Jo MacPherson/Tim Ward	14th May 2015	
Heatherfield Nursing Home – Removal of Penalty	Alan Bell	14th May 2015	
June 2015			
Care Inspectorate Grades – Adult Services	Alan Bell	25th June 2015	
Community Justice Authority Minutes	Tim Ward	25th June 2015	
CEDAR	Jo MacPherson/Tim Ward	25th June 2015	
Alcohol Diversion Fund – Applications	Alan Bell	25th June 2015	

Social Policy Policy Development and Scrutiny Panel Timetable – 2015-2016

Deadline for Submission of Items for Agenda	Committee Issue Final Agenda	**Meeting Date**	**Venue**
Thurs 27 Aug 2015	Fri 28 Aug 2015	**Thurs 3 Sept 2015**	Council Chambers
Thurs 29 Oct 2015	Fri 30 Oct 2015	**Thurs 5 Nov 2015**	Council Chambers
Thurs 7 Jan 2016	Fri 8 Jan 2016	**Thurs 14 Jan 2016**	Council Chambers
Thurs 3 Mar 2016	Fri 4 March 2016	**Thurs 10 Mar 2016**	Council Chambers
Thurs 5 May 2016	Fri 6 May 2016	**Thurs 12 May 2016**	Council Chambers
Thurs 16 June 2016	Fri 17 June 2016	**Thurs 23 June 2016**	Council Chambers
All meetings will be held at 14.00 unless otherwise advised			