



Culture and Leisure Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

26 January 2017

A meeting of the **Culture and Leisure Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Thursday 2 February 2017** at **8:30am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.
3. Order of Business, including notice of urgent business
4. Confirm Draft Minute of Meeting of Culture and Leisure Policy Development and Scrutiny Panel held on Thursday 08 December 2016 (herewith).
5. Book Week Scotland - Report by Head of Housing, Customer and Building Services (herewith).
6. Developing a Museum Strategy for West Lothian - Report by Head of Housing, Customer and Building Services (herewith).
7. Lowport Centre Performance - Report by Head of Education (Learning, Policy and Resources) (herewith).
8. Deans Community High School Under-5s Inspection - Report by Head of

DATA LABEL: Public

Education (Learning, Policy & Resources) (herewith).

9. Community and Leisure Performance - Report by Head of Education
(Learning, Policy and Resources) (herewith).

10. Culture & Leisure PDSP Workplan (herewith).

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

MINUTE of MEETING of the CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 8 DECEMBER 2016.

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

1. DECLARATIONS OF INTEREST

No declarations of interest were made.

2. MINUTE

The Panel confirmed the Minute of its meeting held on 13 October 2016. The Minute was thereafter signed by the Chair.

3. REVIEW OF MODERNISING FRONTLINE SERVICES PROJECT

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an update on progress with implementation of the Modernising Frontline Services project.

The report recalled that at its meeting on 29 January 2015 the council agreed its budget for 2015-16 and a range of measures that would ensure the council balanced its budget over the next three year period. The approved measures included the continued modernisation of frontline services through the expansion of generic service delivery model with a number of objectives in mind as detailed in the report.

Following extensive consultation during the summer of 2015, Council Executive in November 2015 agreed to implement a range of recommendations. These were :-

- Agree that community facilities and Customer Service Development were integrated and a management structure was created based on the four neighbourhood clusters;
- Note that the implementation of frontline staffing arrangements would be carried out by service managers in accordance with HR policies and procedures; and
- Agree that the implementation be kept under review and that a formal review of the arrangements was undertaken within 6 months after implementation and report to the Culture and Leisure Policy Development and Scrutiny Panel.

The report then proceeded to provide the review results and included information from customers, staff and the management committee.

It was noted that following the review some consistent themes for

improvement had emerged and included communication, training and availability of resources. The report then provided a narrative on each of these themes detailing proposed actions.

The report concluded that the Modernising Frontline Services project sought to bring some consistency to service delivery across a group of amalgamated services. Therefore a new structure had been put in place and which had resulted in significant savings; these being £798,000. A review of the implementation of the new service had resulted in a large feedback which recognised that whilst change could be difficult some of the change had had a positive effect. However there were also areas that required some improvement and an action plan had been devised to address these issues.

The Culture and Leisure Policy Development Scrutiny Panel was asked to :-

1. Note the highlight results of the review as detailed in Appendix 1 attached to the report;
2. Note the action detailed in Appendix 2 which would be progressed to address the improvement areas raised; and
3. Note that based on feedback from stakeholders the report was designed as an interim report and that a further review would be conducted in summer 2017.

Decision

To note the contents of the report.

4. ADULT LEARNING PERFORMANCE REVIEW

The Panel considered a report (copies of which had been circulated) by the Head of Education (Learning, Policy and Resources) providing an update on the new Adult Learning Service which was implemented on 1 September 2016 and to facilitate scrutiny of the performance of the services it replaced – Adult Basic Education and Community Learning and Development (Adults) in the period up to 31 August 2016.

The Head of Education (Learning, Policy and Resources) explained that the creation of the Adult Learning Service formed part of the implementation of the NA4 restructure and had sought to bring together services previously delivered by Adult Basic Education (ABE) and Community Learning and Development (CLD).

Since implementation on 1 September 2016 Adult Learning had begun a range of developments in line with the new remit and included taking part in phase two of the Adult Achievement Award national pilot, contributing to raising attainment in schools by engaging with parents, working as part of the team in supporting Refugee Resettlement and co-ordinating the Digital Inclusion Working Group.

Further information on the review was contained in Appendix 1 attached to the report.

It was recommended that the panel notes the content of the report and in particular the contribution of Adult Learning to the national pilot for the Adult Achievement Award, the contribution to West Lothian's Anti-Poverty Strategy and developments in family learning provision focused on families facing disadvantage.

Decision

To note the contents of the report

5. COMMUNITY LEARNING AND DEVELOPMENT YOUTH SERVICES PERFORMANCE REPORT

The Panel considered a report (copies of which had been circulated) by the Head of Education (Learning, Policy and Resources) providing an update on Community Learning and Development (CLD) Youth Service activities and performance since the last report in June 2016.

Attached to the report at Appendix 1 was a summary of performance of the Community Learning and Development (CLD) Youth Service for the period April 2016 to September 2016. Activities included MCMC, key worker services, summer programmes, Youth Participation Accredited Learning, youth work in school, Activity Agreement Programme, Skills Training Programme and the German Youth Exchange.

The performance report demonstrated the impact of the service and how it contributed to the relevant Single Outcome Agreement outcomes and that the service would continue to offer support as well as an appropriate range and balance of accredited and non-accredited opportunities for young people.

Decision

To note the contents of the report

6. REVIEW OF YEAR 13 OF THE YOUTH MUSIC INITIATIVE IN ACADEMIC YEAR 2015/16

The Panel considered a report (copies of which had been circulated) by the Head of Education (Learning, Policy and Resources) providing an update on the work achieved through Year 13 of the Youth Music Initiative in academic year 2015-16.

The report recalled that the Youth Music Initiative funding enabled schools to meet the Scottish Government target that "*all school children in Scotland should have access to 12 hours free music tuition by the time they reached Primary 6*". In addition the Youth Music Initiative programme aimed to :-

- Create access to high-quality music-making opportunities for young people aged 0-25 years, particularly for those who would not normally have the chance to participate;
- Enable young people to achieve their potential in or through music making; and
- Support the development of the youth music sector for the benefit of young people.

Community Arts had successfully applied to Creative Scotland for Year 12 funding for the Youth Music Initiative programme for 2015-16 and had received the maximum award available - £246,228. This funding was used to commission specialist individuals and organisations to deliver a range of music education projects for schools in West Lothian.

Attached to the report at Appendix 1 was the summary of projects over the last academic year, carried out between August 2015 and June 2016. In total 18 music education projects were delivered enabling pupils and teachers to participate in a range of creative music-making activities details of which were summarised in the report.

The report concluded that the Youth Music Initiative enabled participants to embrace the principles and capacities of Curriculum for Excellence through a high quality programme of music-making activities and that Year 14 activity was currently underway with an application being developed for Year 15.

Decision

To note the contents of the report



CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

BOOK WEEK SCOTLAND

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report provides an update on Book Week Scotland 2016.

B. RECOMMENDATION

The PDSP is asked to note the success of the activities and events taking place during Book Week Scotland in November 2016.

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) | Public library services are a statutory service. |
| III Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | Usage of library services is tracked monthly and reported six monthly at the Culture and Leisure PDSP. |
| V Relevance to Single Outcome Agreement | Our children have the best start in life and are ready to succeed. We make the most efficient and effective use of resources by minimising our impact on the built and natural environment. |
| VI Resources - (Financial, Staffing and Property) | Within existing resources with addition funding from The Scottish Book Trust for author visits. |
| VII Consideration at PDSP | Annual report to Culture and Leisure PDSP |
| VIII Other consultations | Not applicable. |

D. Terms of Report

The report, Appendix 1, includes a summary of the main events organised to celebrate Book Week Scotland 2016. Five author visits were organised in partnership with The Scottish Book Trust. Events were targeted at different audiences to ensure all age groups were engaged with the programme. The Scottish Book Trust set priority target groups this year and one of those was to engage more with male readers, it was decided to deliver one of the author events in a local bar to reach an audience that may not traditionally use their local library.

E. Conclusion

With over sixty events taking place over the week and over a thousand readers taking part in the events, this year's programme has been a great success.

F. Background References

None.

Appendices/Attachments: Two
Appendix 1 Book Week Scotland summary
Appendix 2 Book Week Scotland programme

Contact person: Anne-Marie Vance, Neighbourhood Manager,
Tel 01506 282753, e-mail anne-marie.vance@westlothian.gov.uk

Alistair Shaw
Head of Housing, Customer and Building Services
Date of meeting: 02 February 2017



Book Week Scotland 2016



Book Week Scotland is a week-long celebration of books and reading that takes place every November. This year West Lothian had a week long programme of events from Monday 21st November to Saturday 26th November. This year's programme consisted of over 60 events and saw West Lothian Libraries working in partnership with various local and national partners. 213 people came to see our visiting authors, see below an example of just some of our activities.

Emma Mooney



Local author **Emma Mooney** launched her new novel at West Calder Library on the Tuesday evening

Set in a small town in Scotland in the 1980s, 'Wings to Fly', is a moving story about a young girl trying to find her place in a divided world.

38 readers attended the event



Faber and Faber sponsored a nationwide tour of three of its top authors. West Lothian were delighted to be part of this tour with the authors stopping off at Blackburn Library on Wednesday to share their experiences of crime writing and the process of getting their novels purchased, **24** people attended including a class of aspiring writers from Bathgate Academy



Rod Reynolds



Sarah Ward



Doug Johnston

Kirkland Ciccone

Kirkland visited Whitburn library to talk to students from Whitburn Academy about growing up in Cumbernauld. Using humour to engage with the youngsters he talked about what influenced his reading as a child and how to use that in creative writing **19** pupils from Whitburn Academy had a fantastic time with Kirkland, with plenty of laughter being heard throughout the library.



Alex Gray



Bestselling Scottish author **Alex Gray** talked about her latest novel 'The Darkest goodbye' and her lifetime career writing Scottish crime fiction.

40 readers enjoyed the event and had lots of questions about her writing process.

Craig Robertson

One of this year's aspirations for Book Week Scotland was to engage more men with reading, so this year we held an author event in a local bar. Craig Robertson came along to 1912 café bar in Bathgate to talk about his books and host a book quiz. A full house of around **40** enjoyed the event on Thursday evening.





Local poet **Colin Mitchell** dropped in to talk to East Calder reading group about his poetry.

Firefly's talented young writers launched their second collection of work.

47 youngsters attended the session

A total of 1,283 people participated in events across the libraries



Live stream of author Lauren Childs with Windyknowe primary in Bathgate Library



Carriages of 'your favourite book' running along Lanthorn Community centre



Murder mystery evening at Almondbank Library



Digital taster session with the 'Young at heart' group in Blackburn Community centre

West Calder Library
22nd November 6.00pm

01506 283550

Meet characters that step off the page and get under your skin.

Emma Mooney



Jonathan Meres
a morning of mad
cap humour and
laughter

Fauldhouse Library
23rd November 9.30 am

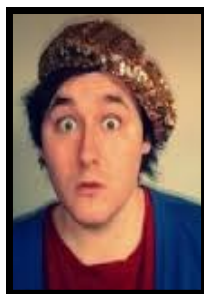
01501 773000



Whitburn Library
24th November 2.15pm

01501 678050

Prepare for an afternoon of
fun with
**Kirkland
Ciccone**



His books appeal to
freaks, geeks,
punks, skaters,
weirdos, and wacky
folk as well as their
parents .



Drop in to hear readings and
performances from the **Firefly**
Young Writers and their
friends.

Armadale Library
25th November 2.30pm

01506 282282



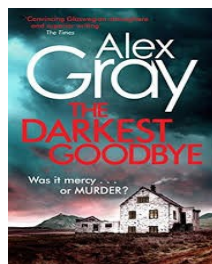
Lanthorn Library
24th November 6.30 pm

01506 777700

Meet **Alex Gray**

and hear about her latest
novel.

Refreshments served
from 5.45pm.



**Book Week
Scotland**



Book Week Scotland

21st November -

27th November

2016

**To book a place at any of the events in this programme
please contact the host library, for a full list of contact
numbers and opening hours please go to**

<http://www.westlothian.gov.uk/your-library>

FAVOURITE SCOTTISH BOOK-TO- SCREEN ADAPTATION

**What's the greatest film or TV adaptation of a
Scottish story? Vote for your choice here**

**[http://scottishbooktrust.com/reading/book-week-
scotland/scottish-book-to-screen-vote](http://scottishbooktrust.com/reading/book-week-scotland/scottish-book-to-screen-vote)**



**Celebrate Book Week
Scotland with West
Lothian Council
Libraries at our free
events for all ages**

Secrets and confessions

**Pick up your free copy from
any library**



Scottish Bookbug sessions

| | | |
|---------------------|---------------|---------|
| Armadale Library | 21st November | 10.30am |
| Linlithgow Library | 22nd November | 10.15am |
| Broxburn Library | 22nd November | 10.30am |
| Almondbank Library | 22nd November | 10.00am |
| Fauldhouse Library | 24th November | 10.30am |
| Linlithgow Library | 24th November | 2.00pm |
| Bathgate Library | 26th November | 10.30am |
| East Calder Library | 26th November | 11.00am |

Catch the reading bug!



To book your place on these sessions please contact the library

<http://www.westlothian.gov.uk/your-library>

Scottish Story telling

| | | |
|--------------------|---------------|---------|
| Armadale Library | 24th November | 2.15pm |
| Whitburn Library | 22nd November | 11.00am |
| Fauldhouse Library | 25th November | 2.00pm |
| Lanthorn Library | 25th November | 2.00pm |
| Blackburn Library | 25th November | 2.30pm |



Look out for lots more fun events in
your local library

Teddy bear sleepover

Highland
games

Quizzes
and
competitions

Craft sessions

Treasure hunts

**Almondbank
Library**

**21st November
5.30pm**

**There's been a
murrnder, can
you find out
who done it?**



Book and a Beer in a Bathgate café Bar 1912

To book
please phone
01506 663133



Craig Robertson will be appearing at **1912 café bar** in South Bridge Street Bathgate at **7.00 pm on 24th November**. A journalist for 20 years, Craig now writes gritty Glasgow crime novels, come along on the night and hear about the murky world of serial killers and revealing fascinating insights into his novels.

Doug Johnstone



Rod Reynolds



Sarah Ward



Blackburn Library

23rd November 2.00pm

01506 776500



faber and faber

Three of Faber's best crime writers are visiting Blackburn Library during Book Week Scotland :don't miss your chance to ask them about the grim world of crime fiction writing.



CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

DEVELOPING A MUSEUM STRATEGY FOR WEST LOTHIAN

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report advises the Culture and Leisure Policy Development and Scrutiny Panel of proposals to commission a study to develop plans for a museum based heritage service for West Lothian in partnership with the third sector organisations that operate in the area.

B. RECOMMENDATION

The Culture and Leisure PDSP is asked to;

1. Note the progress made with delivering the agreed savings;
2. Agree to recommend to the Council Executive that a bid to Museums and Galleries Scotland is progressed by Almond Valley Heritage Trust and Council's Museums Service, and match funded by the council.

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) | <p>An Equality Impact Assessment relevance assessment was carried out prior to the original report going to the Council Executive.</p> <p>A number of risks have been highlighted as part of this proposal and they are discussed in section D3.</p> |
| III Implications for Scheme of Delegations to Officers | None |
| IV Impact on performance and performance Indicators | <p>Performance is monitored and reported on monthly through Covalent. Performance is also reported through the Culture and Leisure and Partnership and Resources PDSPs.</p> |

The council currently reports on two

national indicators relating to the museums service. This position would not change. The change is unlikely to affect performance, as the greater amount of data is supplied currently by the voluntary sector heritage trusts.

| | | |
|-------------|---|---|
| V | Relevance to Single Outcome Agreement | We make the most efficient and effective use of resources by minimising our impact on the built environment. |
| VI | Resources - (Financial, Staffing and Property) | An additional grant of £2500 is sought from the council to match the funds being applied for from Museums and Galleries Scotland. |
| VII | Consideration at PDSP | The Culture and Leisure PDSP considered a report on the future of Heritage Services on 14 April 2016. |
| VIII | Other consultations | <p>The Council Executive on 26 April 2016 agreed to implement the proposed changes to the delivery of Heritage Services in consultation with the relevant third sector organisations.</p> <p>The West Lothian Museums Forum has been consulted on the proposals to develop a Museum Strategy.</p> |

D. TERMS OF REPORT

D1 Background

The Council's Museums Service (1.5FTE) is located at the Kirkton Service Centre. The service stores and manages historic artefacts belonging or gifted to the council which are relevant to West Lothian. The council does not have a central museum to display these artefacts, but uses a number of community museum spaces located in libraries: Armadale, Blackridge, Broxburn, and Whitburn. In addition the service supports voluntary-led museums run by Almond Valley Heritage Trust, Linlithgow Heritage Trust and the Bennie Museum.

In April 2016 the council agreed to reshape the heritage service delivery in order to achieve an agreed saving of £102,000. The Council Executive remitted to officers to negotiate with relevant third sector heritage organisations to achieve the agreed changes.

D2 Progress

The Archives and Records Management Service has transferred to Corporate Services achieving a saving of £33,910. Changes have been made to the Local History Library and non staffing budget removed from the Museums Service achieving a saving of £57,240.

Over several meetings with the Almond Valley Heritage Trust, officers have explored the possibility of transferring the museums service in order to widen access to museums and local history across West Lothian and ensure that greater synergies are developed. The Trust agreed that this is something they would be keen to explore further and see opportunities to develop further its outreach and family learning activities.

During discussions it was felt that a study exploring options for partnership delivery of effective and engaging museums would allow opportunities to be maximised, and would provide a framework for future service delivery.

Almond Valley Heritage Trust are keen to lead this development and have engaged with the other museum organisations; Linlithgow Heritage Trust; Bennie Museum Trust; Hopetoun House; and Linlithgow Canal Society that form the Museums Forum to progress this. Almond Valley is suggesting a bid for funding from Museums and Galleries Scotland (MGS) to support an independent museums consultant to explore options for a museums based heritage service.

MGS has indicated that they would welcome a joint funding application to their Partnerships Fund, which would potentially contribute a 75% grant towards a project estimated to cost £10,000. MGS have stated that they would wish to see financial and written commitment to the project from the Council. Whilst the Council and the Trust would be principal stakeholders in the study MGS would wish to see the Bennie and Linlithgow Heritage Trusts represented on a project steering group. Other heritage interests, such as the Local History Library could be similarly involved.

It is expected that the study would provide a framework, and agreed plan of action, that would enable an extended service agreement between the Trust and the Council to be progressed. It might also create opportunities to secure project grant funding towards new and re-shaped services.

The council currently gives grant funding to the three organisations that run museums.

For 2016/17 the level of funding is as follows:

| | |
|------------------------------|-----------------|
| Almond Valley Heritage Trust | £65,407 |
| Bennie Museum | £7,712 |
| Linlithgow Heritage Trust | £27,751 |
| Total | £100,870 |

D3 Risks associated with this proposal

1. The council does not achieve the full saving attributed to the changes to heritage services project. There is a current shortfall of £10,800 in the savings target. This is being met within current budgets whilst agreement is reached on how to deliver the museums service going forward.
2. The project team is not successful in gaining MGS funding. Detailed discussions with MGS and council commitment to support and co-fund the proposal means the bid stands a good chance of being successful.
3. The results of the study do not meet the council's needs. The council will be represented on the project group and be co-author of the project tender to ensure the council's needs are incorporated.
4. Other heritage organisations are not included in the proposal. All heritage organisations in West Lothian will have input to the proposal and project team that oversees the work.

E. Conclusion

In order to fully deliver the vision for a joined up Museums / Heritage service within

West Lothian there is a need to develop a framework within which the new service can be structured.

Working in partnership with the third sector museum organisations the council can support a bid for an independent study to explore options, and make recommendations, for a museums based heritage service. This should lead to a comprehensive museums / heritage service.

F. BACKGROUND REFERENCES

Culture and Leisure PDSP 14 April 2016

Council Executive 26 April 2016

Appendices/Attachments: None

Contact Person: Karen Cawte, Customer and Community Services Manager, 01506 281082

karen.cawte@westlothian.gov.uk

Alistair Shaw

Head of Housing, Customer and Building Services

Date of meeting: 2 February 2017



CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

LOW PORT CENTRE PERFORMANCE REPORT

REPORT BY HEAD OF EDUCATION (LEARNING, POLICY AND RESOURCES)

A. PURPOSE OF REPORT

This report provides an update to the PDSP on Low Port Centre performance and activities from 1 June to 30 November 2016.

RECOMMENDATION

The Policy Development and Scrutiny Panel is asked to note the performance information contained in the report and attached as Appendix 1.

C. SUMMARY OF IMPLICATIONS

| | |
|---|---|
| I Council Values | Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; and working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | None |
| III Implications for Scheme of Delegations to Officers | None |
| IV Impact on performance and performance Indicators | Increase in attendance at sport, leisure, community and recreational facilities. |
| V Relevance to Single Outcome Agreement | We live in resilient, cohesive and safe communities. We live longer, healthier lives and have reduced health inequalities. |
| VI Resources - (Financial, Staffing and Property) | Within existing resources |
| VII Consideration at PDSP | A performance report for the centre is presented to the PDSP on two occasions per calendar year. |
| VIII Other consultations | None |

D. TERMS OF REPORT

D.1 Background

The report, included as Appendix 1, provides a summary of the performance and service from Low Port Centre over a six month period from 1 June 2016 – November 2016.

This report provides an overview of the key areas of work and achievements of the Low Port Centre Service since the previous report of August 2016.

Some of co-valent data used in this report is a historical representation of the Sport and Outdoor Education Service from June to November 2016. As this service has undergone a recent D.B.O re-structure the report will highlight specific Low Port Centre performance measures to demonstrate impact.

D.2 Low Port Centre Performance

During the period July to November 2016 Low Port Centre customers whether they engaged with Outdoor Education, Residential and Catering or Administration within this service recorded 100% customer satisfaction confirming that services delivered were 'good' or 'excellent'.

The number of recorded complaints received by Low Port Centre is one by Quarter 3. The service is projected to be below its annual target of 4 complaints for 2016/17. The ongoing reduction in customer complaints has been the result of staff and management successfully improving service delivery to customers plus recognised work place culture to provide an instant solution and reaction to any customer concerns or suggestions. The number of complaints received by the Sport and Outdoor Education Service remains low in comparison to other council services of a similar size.

Outdoor Education activities is accessible to all age groups and abilities and supports West Lothian Council's SOA "Delivering Positive Outcomes on Health" and Active West Lothian Strategy. Research highlights how participating in outdoor learning activity and surrounded by more natural environments produces positive Health and Well Being benefits as well as an increased ability to engage and develop within learning. Customer feedback as a result of participating in Outdoor Education activity in Quarter 3 shows 74% participants reporting that their health and wellbeing has improved over 2016-17.

The core delivery of Outdoor Learning from Low Port Centre has been West Lothian Council primary and secondary schools. Evidence over 2016-17 and previous years highlight that teachers continually agree 100% that 'Outdoor Learning activity contributed to pupil's experiences and outcomes within a "A Curriculum For Excellence"'. This approach to the quality of activity delivery and pupil learning is reflected by customer feedback regarding staff professionalism and knowledge with 100% feedback indicating good or excellent.

New recorded figures 2016/17 show that the number of Low Port Centre Outdoor Education, Residential, and Administration customers was 8690 from April to June. This increased by 8.9% during Quarter 2 with 9470 customers using Low Port service. Quarter 3, shows 6260 customers. The drop in customers has been due to the combination of seasonal variation for demand and reduction in Outdoor Education staff and capacity for customers. It is noted that annual trend for Low Port Centre customers is forecast to exceed current target of 20000.

What the figures highlight is Low Port Centre is a busy facility in all aspects of its service. During term time schools provide significant proportion of participants numbers and holiday periods are busy due to public Outdoor activity programmes and residential groups. As the service adjusts

E. CONCLUSION

Recorded performance for June to 31 November 2016 demonstrates that Low Port across all of its function areas continues to deliver an evidence based high-quality service to individuals, schools, clubs and communities within West Lothian and beyond.

The report, included as Appendix 1, illustrates the range of programmes, projects and developments related to Low Port Centre.

The report highlights the educational and community impact of Low Port Centre Outdoor Education Service in West Lothian through increasing opportunities and encouraging greater participation in Outdoor education experiences to improve health and well-being, learning and attainment and employment pathways for West Lothian children and residents.

F. BACKGROUND REFERENCES

Education Service Management Plan 2016-17
Sport and Outdoor Education Management Plan 2016-17
Low Port Centre Management Plan 2016
Active West Lothian (Draft)
Open Space Strategy
Indoor and Outdoor Sports Facility Strategies

Appendices/Attachments: One

Appendix 1- Performance Report, Low Port Centre

Contact Person: John Lewis- Low Port Outdoor Education Centre Manager
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E-mail – john.lewis2@westlothian.gov.uk

James Cameron
Head of Education (Learning, Policy and Resources)

Date of meeting: 2 February 2017

Culture and Leisure PDSP

2 February 2017

Appendix 1: Low Port Centre Performance Report



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Overview

In October 2016 the Sport and Outdoor Education Service had completed a staff restructure as part of the Delivering Better Outcomes efficiency process. The purpose of this report is to update panel members on the performance and notable achievements of Low Port Centre activities since the last report of August 2016 . It will highlight the customers, key partners and council services which Low Port Centre supports by providing an effective service that enhances Education and Community Based learning and ultimately developing SOA priorities to increase physical and mental health and wellbeing, skills development for lifelong learning, employability and empowering communities.

1 Low Port Centre Team

Low Port Centre has three main service functions consisting of Outdoor Education delivery, Residential & Catering provision and centre Administration Service

The Outdoor Education team provide a wide array of outdoor activity and C.P.D training to nursery, primary and secondary schools which promotes the development of Outdoor Learning within Education. Outdoor Education delivers activity which supports the aims of other council services, community based groups, internal partners to develop Health and Well Being, Education and Pathways into Employment. The Outdoor Education team work in partnership with a wide range of sporting organisations, National Governing Bodies of sport and external funding organisations to develop the capacity of local clubs to provide accessible outdoor activities for the wider community. In addition to its core delivery to Education, outdoor activities courses and events are provided to fee paying adult and corporate markets to generate income.

The Administration team provide support to all aspects of Low Port Centre service. Being the focal point for customer enquiries and service the administration team deal with a whole array of customer needs in relation to event and facility bookings. Until October 2016 the administration team also provided support for Sport Development Team. However due to D.B.O restructure the administration team role has been reconfigured to accommodate new demands.

The Domestic and Catering team provide high quality residential stays and catering provision to West Lothian, national and international groups. This part of the service provide full board and meals to residents, and maintain the cleanliness of centre facilities. Café facilities ceased in July as implemented by D.B.O. but catering is provided for specific events and room bookings.

Under the banner of Low Centre the three teams all rely upon each other so that this service functions as a successful educational and community based resource that can deliver a positive impact for all residents and visitors to West Lothian.

2 Activity Report Summary

During the period June to November 2016 Low Port Centre customers whether they engaged with Outdoor Education, Residential and Catering or Administration within this service recorded 100% customer 'good' or 'excellent' satisfaction levels.

Outdoor Education activities is accessible to all age groups and abilities. It supports West Lothian Council's SOA "Delivering Positive Outcomes on Health" and Active West Lothian Strategy. Research highlights that participating in outdoor learning activity and being surrounded by more natural environments produces positive Health and Well Being benefits as well as an increased ability to engage and develop within learning. On average for the 2016/2017 period, 75 % of Customer feedback show that as a result of participating in Outdoor Education activity in their health and wellbeing has improved. Evidence from Low Port Residential experiences for 2016-17 and previous years highlight that teachers continually agree 100% that 'Outdoor Learning activity contributes to pupil's experiences and outcomes within a "A Curriculum For Excellence". The approach to the high quality of activity delivery and pupil learning is reflected by 100% customer feedback indicating good or excellent for staff professionalism and knowledge for 2016/2017.

New recorded figures show that the number of Low Port Centre Outdoor Education, Residential, and Administration customers was 8690 from April to June. This increased by 8.9% during Quarter 2 with 9470 customers using Low Port service for their allocated session times. Quarter 3, shows 5700 customers. This has been due to the combination of seasonal variation for demand and recent reduction in Outdoor Education staff and closure of café has lowered the capacity for customers.

A positive reflection that this service delivers to high number of customers shown is the low number of received complaints, one complaint over 9 months. The ongoing reduction in customer complaints has been the result of staff and management improving service delivery to customers plus recognised work place culture to react efficiently to customer needs and review service.

What the co-valent figures highlight is Low Port Centre is a busy facility in all aspects of its high quality service. During term time schools provide significant proportion of participants numbers and holiday periods are busy due to public Outdoor activity programmes and residential groups. Integral within the provision of service is ensuring that all customers and partners experience a service that is fit for purpose and supports their aims.

Outdoor Education

The Outdoor Education team provides an extensive programme of structured and progressive Outdoor Education / learning experiences that develop learning, life skills and enthusiasm to participate in outdoor activities more often. Outdoor programmes are delivered at our loch-side centre in Linlithgow and in the surrounding woodlands, lowland hillsides, canal network, ski centres and rivers of central Scotland. The chart below shows the variety of outdoor activity and the period when



Outdoor Learning

The core delivery of Low Port Centre service is the provision of high quality Outdoor Learning activity to West Lothian Council primary and Secondary School Groups.

The Outdoor Education team delivered activities to 33 West Lothian primary schools and 7 of West Lothian's secondary schools. The Outdoor Education team also delivered activities to 4 ASN schools in addition to students from West Lothian College.

Informed through ongoing research and shared practise Low Port Centre staff are committed to the delivery of Outdoor Education and promoting learning outside the classroom. This supports Education Scotland strategic aim and commitment to integrate Outdoor Learning within The Curriculum for Excellence that *'the journey through education for any child in Scotland must include opportunities for a series of planned, quality outdoor learning experiences'*.

Scottish Government and Education Scotland vision for Outdoor Learning is all

- children and young people are participating in a range of progressive and creative outdoor learning experiences which are clearly part of the curriculum.
- schools and centres are providing regular, frequent, enjoyable and challenging opportunities for all children and young people to learn outdoors throughout their school career and beyond

- teachers and educators embed outdoor learning in the curriculum so that learning in the outdoor environment becomes a reality for all children and young people
Published 2010

Providing regular outdoor learning experiences alongside a pedagogical approach can develop Literacy and Numeracy, Health and Well-Being and nurture social development. During the period 2016/17, 70% of children surveyed while on a Low Port Residential indicate they felt more confident when they participated in outdoor activities. 97% of children highlighted they learned new things and 100% of teachers highlighted Low Port Centre contributed to “experiences and outcome.

Innovation Fund; Closing the Attainment Gap

An educational project that has placed Low Port Centre at the centre of West Lothian Outdoor Learning has been the Education Scotland, £120,900 Innovation Fund to Close the Attainment Gap. This is a one year partnership project between Low Port Centre and Education Service. The aim of this initiative is to focus on numeracy and literacy development in order to Close the Attainment Gap of targeted Decile 1-3 primary school children residing in Deans and Inveralmond cluster school areas. The project began in the Autumn term with the appointment of 1.5 F.T.E from Low Port Centre and 0.5 F.T.E teacher seconded from St Paul's primary school. The project staff have established a working strategy to develop and support teaching staff in a pedagogical approach to integrate Outdoor Learning within teaching practise.. Children are undertaking Outdoor Learning experiences to improve their Literacy and Numeracy levels. A robust process of data gathering and monitoring has been established to provide credible evidence to determine the impact and effectiveness of Outdoor Learning. January to April 2017 will be the key phase for this initiative to demonstrate its effectiveness.

John Muir Award

Using the John Muir Environmental Award (duration 5 days)Low Port Centre staff have recently implemented a new residential experience that involves schools and Low Port Centre staff to deliver an agreed package of learning before and after their residential. Outdoor Education staff would dovetail class topics into the residential experience to satisfy the criteria of John Muir Award. Class topics that have been used are Conservation and Mary Queen of Scots. 54 children from St John Ogilvie and Toronto Primary schools have achieved the John Muir Award with new interest from other West Lothian schools.

Additional Support Needs

Low Port Centre apply Girfec rights of Equity and Equality to each individual customer. Due to the qualified, professional and experienced staff within all sections of Low Port centre, children with additional and behaviour support needs, autism, physical disabilities access outdoor activities as other providers lack the resources and employee knowledge when working with groups or individuals.

Schools and groups that have required extra provision to enable outdoor activity participation over the last period have been

- Ogilvie School Campus
- Connelly School Campus
- Young Carers
- Burnhouse School
- The Yellow Teapot Club (West Lothian children & young adults with additional support needs)
- Pinewood school
- St Kentigern's RC Academy, learning needs group

Employment Pathways

In support of SOA priorities of Improving employment, attainment and positive destinations that minimise poverty, Low Port Centre continues to deliver targeted programmes for other partner council services and West Lothian College. Over the last six months 43 young people have undertaken training courses provided by Low Port Centre to support employment development

Low Port continues to deliver long term activities to HYPE (Helping Young People Engage) In addition to developing social and work place skills participants on the courses were provided with the opportunity to gaining a number of National Governing Body awards including: GOTMB – Mountain Bike, NICAS – Indoor Climbing Awards and British Canoe Association Awards.

Low Port has delivered similar long term programmes to MCMC (More Choices, More Chances) Youth Inclusion Project working with Social Policy with more planned to be programmed in the near future.

Employee Training

The Outdoor Education team supports C.P.D and Continued Learning and Professional Development of staff and national governing body skills and leadership training for adults in a range of outdoor activities. This service produces comprehensive calendar of courses for schools and communities, including First Aid plus support and training to school staff enable Outdoor Learning delivery

- During the last six months 290 adult participants consisting of West Lothian Teaching and School Support Staff took part in a range of CPD outdoor education training and qualifications courses. That included

Forest Skills Outdoor Learning to nursery and primary school staff
 Risk assessment training and activity planning for school
 Adaptive Biking for Health Improvement team
 West Lothian college students, outdoor skills qualifications

First Aid Training

Low Port Centre has become an Accredited First Training Centre Provider affiliated to Quasafe an industry leader in First Aid Training. With new and robust quality assurance procedures customers and council employees will receive the highest standard of First aid training and assessment. With an increasing level of workforce and residents trained in first aid this is

achieving the SOA priority to make communities safer and more resilient if a serious incident occurs.

During the last six month first aid training provided is shown

- 193 candidates attended Emergency 1st Aid at Work courses at Low Port including a number of first aid courses specifically for sports coaches in support of West Lothian Council's summer holiday provision.
- 22 candidates completing 1st Aid at Work Initial Training Course.
- 23 candidates completing 1st aid at Work Refresher and Requalification courses
- 12 C.L.D. young people taking part in a 'Street 1st Aid' course
- 24 high school D.O.E. pupils completing Emergency 1st Aid training

Low Port continues to be West Lothian Council's main first aid training provider. To promote the S.O.A. to improve health and employment skills, Low Port Centre deliver subsidised First aid courses to volunteer Sport Coaches linked to accredited clubs and sport initiatives which Sport Development oversee.

Summer Programme

The success of the seven week summer programme has been due Low Port staff evaluating the performance and making improvements of the previous year's activities so that it becomes more accessible to customers. Improvements include wraparound care and minibus collection and drop off service for children from a number of town locations. The provision of holiday programmes enables working parents an alternative and more affordable source of child care which is difficult to access throughout these periods. The summer programme generated an income of £57,045 with 453 participants. The number of courses provided was 52 and consisted 706 activity sessions. Low Port Centre staff endeavour to make these courses fun but with an emphasis for depth of learning. Children progress from novice level courses in their first year to becoming very proficient in their chosen activity as a consequence xxx children achieved various levels of skill award in their chosen activity

Holiday programmes caters for all abilities of children above age 8. It provides a support service for children and teenagers involved with Community Learning Development and Social Policy groups. Children of Chernobyl and the Yellow Tea-Pot Club used Low Port Centre due to the staff support and knowledge and available resources

Club and Sport Development

Low Port Centre supports clubs and governing sport bodies that have a link to the activities delivered within this service. Having access to Linlithgow loch provides a hub point for clubs to access support from Low Port Centre

Linlithgow Kayak Racing and Canoe Scotland Organisation

The Centre continues to provide support, equipment use and storage, plus room lets to Linlithgow Kayak Racing and Canoe Scotland Organisation. This has been a long historical working relationship which has supported the development of sprint and marathon kayaking and many participants progressing from novice to the national training squad

West Lothian Sailing Club

This successful club operates on Wednesday evenings and Sunday afternoons during summer months. Due to the expense of sailing and windsurfing equipment the club significantly relies upon the provision of Low Port Centre equipment. Many of the teenage club members progress to become volunteer helpers during the Low Port Centre summer programme. This provides experience for young people to become coaches and help them secure employment.

Clarion Bike Club

Low Port Centre provides Mountain Bike skills training to this competitive club which is rapidly growing in membership.

As part of the biking development within West Lothian staff within Low Port were key partners in securing £80,000 funding and involved with the design and building consultation which resulted in the recently opened Beecraigs bike skills area

Orienteering Development

In partnership with Green Space Officer and East Scotland Orienteering club Low Port Centre staff were involved in the planning, implementation and promotion of two new permanent orienteering sites within Almondell and Eliburn Parks

Outdoor Education- EE1s

The Outdoor Education Team Leader now Centre Manager supports the Education Service with the administration and scrutiny of EE1 Excursion approval forms that involve Outdoor Activities, Residential Experience and Foreign Travel. Guidance and advice is continually provided to other services and staff who seek clarification and reassurance when planning excursions. The Centre Manager provides the latest guidelines and best practice through communication with Governing bodies and H.S.E plus providing local authority representation at the Scottish Advisory Panel for Outdoor Education.

118 excursions were approved over this period ranging from primary school outdoor learning experiences, science and social subjects field study trips, Duke of Edinburgh Award expeditions, adventurous activities in Scotland and abroad, overseas exchanges, cultural and sports trips as far afield as the USA and China as well as European destinations.

Quality Assurance

Low Port Centre enjoys a national reputation for the delivery of high-quality outdoor education experiences. The centre is regularly inspected by national governing bodies of sport and other organisations to ensure that all activities delivered by Outdoor Education instructors meet strict criteria. Inspections this period have included the Adventure Activities Licensing Authority, Royal Yachting Association for our Sailing/Windsurfing school, British Mountaineering Council for this Climbing Centre, Scottish Canoe Association approved Paddle Sports Centre. Low Port has successfully retained all licences which have highlighted areas of good practice and activity development.

Domestic & Catering

The Domestic & Catering team provides three services within the Low Port Centre - Residential, Catering and Cleaning.

Low Port Centre offers unique accommodation within central Scotland by providing rooms and board for groups up to 36 guests. Schools, community groups and international guests of West Lothian Council are offered bespoke full catering service / residential packages. Prices are competitive to other facilities as they have benchmarked with other suppliers

54 groups have stayed in the residential wing at Low Port from April 2016 to September 2016. 48 of these groups were from Scotland. 34 of these groups were from West Lothian including the following West Lothian Schools:

- Torphichen Primary School
- St Joseph's Primary School (Whitburn)
- East Calder Primary School (2 visits)
- Holy Family Primary School (2 visits)
- Carmondean Primary School
- Polkemmet Primary School
- Windyknowe Primary School (2 visits)
- Uphall primary School (2 visits)
- Williamston Primary School (2 visits)
- Dedridge Primary School
- Kirkhill Primary School
- Deans Primary School
- Meldrum Primary School
- Falla Hill Primary School
- Toronto Primary School
- Harrysmuir Primary School (2 groups)
- Livingston Village Primary School
- Bankton Primary School
- Bellsquarry Primary School
- Balbardie Primary School (2 groups)
- Croftmalloch Primary School
- Torphichen Primary School

We welcomed back some old and new friends around the globe:

- The Glen High School from South Africa
- The West Lothian / German Sailing Exchange
- Blackburn Rovers (U21) Football Team
- South Korean Schoolchildren age range 8 – 10 years old
- Open Aye – a combined group from LGBT Youth & Shelter Scotland
- Dundee Mental Health Cairn Fowk – an adult group from Tayside.

- Russian State Ballet

Overall Low Port Centre provided accommodation for 808 children and 432 adults during the period including the provision of a full catering service.

Low Port Centre provided café facilities for many groups and individual customers until 31 July 2016. This service ceased due to restructure of the Sport and Outdoor Education service reducing the capacity to generate income within this area. To supplement a shortfall in café customers new target events for catering are being developed such Coach parties, birthday parties and funerals..

The Domestic and Catering team maintain a high standard of cleanliness throughout Low Port Centre. This ensures a high level of customer satisfaction and experience for all residential visits, outdoor education activity, room and facility use. This cleaning function is essential for aesthetic appearance as the facility is very busy and requires constant upkeep and maintenance. To maintain the high standard of service delivery which Low Port Centre is recognised for the fabric of centre requires contemporary upgrading to reflect modern style and current expectations

Administration

In addition to its commitment in providing a range of curricular and community-based learning and development opportunities Low Port Centre is also designated as an income generating service for West Lothian Council.

Over the six month period the Admin Team processed and managed 2730 customer course bookings and enquires. During 2015-16, Low Port Centre exceeded the income target set against the service and generated £461,115.00 to offset service costs. However due to the recent D.B.O restructure process projected income target will be less this financial year.

Facility Lets (Including Block and Occasional Lets)

Low Port Centre is an important community resource as it provides and hires facilities and rooms to community groups and external organisations. It is recognised as a hub for a variety of community based groups and activity plus accommodate conferences and large events.

The number of block bookings and occasional lets for the period totalled 334. Excluding outdoor education customers the total number of customers using centre facilities over a six month period was 8430.

Facility bookings have been challenging during this period due to the degradation of the current booking system and continued staff reductions to support customer needs and organise for facility set-ups.

Mini Bus bookings

To promote a diverse range of outdoor activity delivery and enable many schools and groups to access the service Low Port Centre provides, minibuses are used to transport specific groups. Hiring a coach is a prohibitive barrier for some schools and groups and the additional provision of a collection and drop off service is the difference between a participating or not participating outdoor activities.

Low Port Centre hires out its mini buses to local groups and organisations for evenings and weekend periods. This service supports council policy to provide minibuses to community based groups, reducing activity cost and requirement private vehicle hire. Although this provides cost benefits to groups the provision of minibuses incurs a cost and inconvenience to Low Port Centre Service. Centre minibuses do get damaged withdrawing the vehicle from service until repairs have been conducted plus the pence per km does not cover the cost of fuel used.

3.8 Marketing

Low Port Centre has continually achieved its set annual income targets due to its positive reputation for providing a good service. This service endeavours to market and promote itself but “Word of Mouth” has been the main channel for marketing and income generation as it does not have a marketing, budget designated marketing officer plus a restricted capacity to advertise beyond West Lothian Council.

Outlets for marketing are Council Facebook site, Intranet and Council publications all suitable for West Lothian residents but not easily accessible for potential customers out with West Lothian. Low Port Centre has a website which is a sub layer within Active West Lothian (www.activewestlothian.com). The site provides information relating to Active Schools, Sport Development and Outdoor Education services.

Low Port Centre has established some corporate branding by producing its own logo, leaflets and minibus advertising. For Low Port Centre to increase and sustain its service delivery and income levels it requires robust marketing tools that goes beyond the boundaries of West Lothian Council. This centre has to seek out new sources of income from adult and corporate market. Increased income will subsidise its service delivery to West Lothian schools and community based groups who are financially not able to access Low Port Centre activities at full cost.

Marketing Strengths

LOCATION

Low Port Centre has the advantage of its unique geographical location. It benefits from good transport links between Edinburgh and Glasgow. Being local it significantly reduces travel time and cost for all West Lothian Council Schools, groups and residents, in comparison to other remote. The centre is surrounded by historical sites and a range of rural /natural locations that enhance Outdoor Learning and visitor experiences. Sites include Bathgate Hills, Beecraigs

Country Park, Linlithgow Loch, Union Canal, Pentland Hills, Mid Lothian Ski Centre, EICA Ratho climbing centre. By using these local sites Low Port Centre keeps its fuel cost and carbon emissions low. Close proximity promotes “sustainable and accessible activities” which enables customers to access these activity sites from their own communities.

Staff Professionalism

Most of Low Port Centre business has been predominantly from “word of mouth” as it had limited access to business marketing. However despite this limitation Low Port has continued to attract groups repeatedly due to the service it delivers from highly trained staff, experienced and professional staff who are motivated to deliver the best experience to customers. Low Port staff have a flexible approach in all aspects of its business providing a bespoke service to all groups and individuals to ensure customer experience is of a high standard but continually evaluating how this service can be improved.

Equipment

Low Port Centre has a large resource of outdoor equipment which enables a wide variety of activity but also equips participants with high quality items which increases their enjoyment, comfort and safety. Income is also generated as some of this equipment is available for hire to individuals and groups

Room Facilities

In addition to its residential and catering facilities Low Port Centre has room and hall facilities which are available for hire. Occasional lets and block bookings have access to 3 meeting rooms, climbing wall, drying room and catering when required. With intensive use of all its facilities Low Port Centre rooms, furnishings and fittings do require upgrading and replacement to maintain the standard it has always delivered and expected by today’s standards.

ENERGY CONSUMPTION

Low Port Centre was a community facility was opened in 1989. A facility constructed in a period when building standards differed from current requirements.

The graph for carbon emission per square metre highlights a gradual reduction in gas and electricity consumption and respective costs.

The reduction in gas has been due to the diligence of Low Port Centre staff regulating heating controls. It will be difficult to reduce further gas consumption due to building insulation shortfalls such as all windows being single glazed and no roof insulation being evident throughout building.

Electricity consumption levels will remain constant despite the fitting of light sensors as the building requires internal lighting due to the lack of windows in many parts of the building.

Future Capacity

As a consequence of D.B.O. staff restructure and a £200,000 reduction in funding Low Port Centre is presented with new challenges as it goes forward into a trust model in April 2017. It has to realign its purpose to sustain a service and maximize capacity to deliver a service which residents, schools and this Local Authority have become accustomed to.

Reference Documents

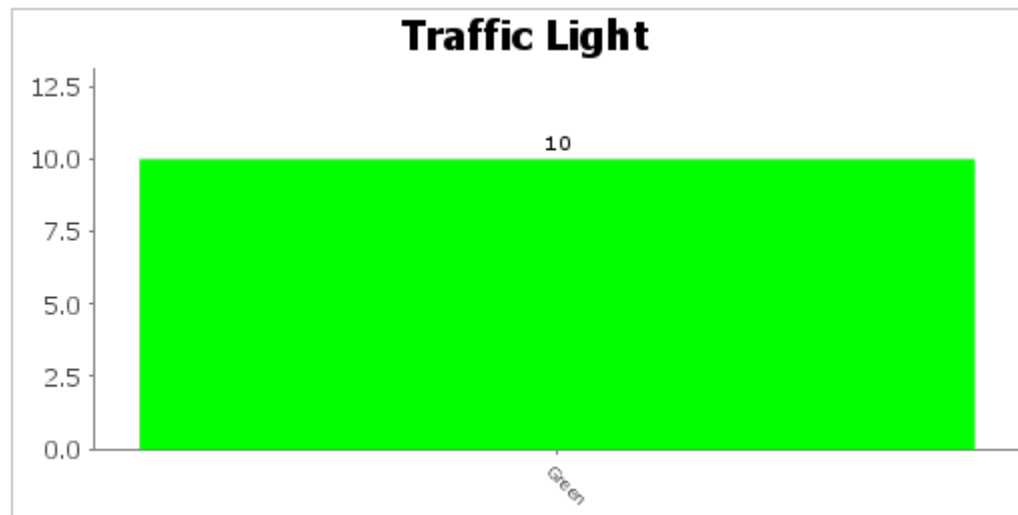
Curriculum for Excellence
Getting it Right for Every Child
The Early Years Framework
Curriculum for Excellence through Outdoor Learning
Building Your Curriculum Outside and In
Going Out There
Developing the Young Workforce –Scotland’s Youth Employment Strategy
My World Outdoors –Care Inspectorate
Learning for Sustainability
Education Service Management Plan 2016-17
Sport and Outdoor Education Management Plan 2016-17
Low Port Centre Management Plan 2016
Active West Lothian (Draft)
Open Space Strategy
Indoor and Outdoor Sports Facility Strategies

Low Port Centre **Update Graphs as new information entered.**

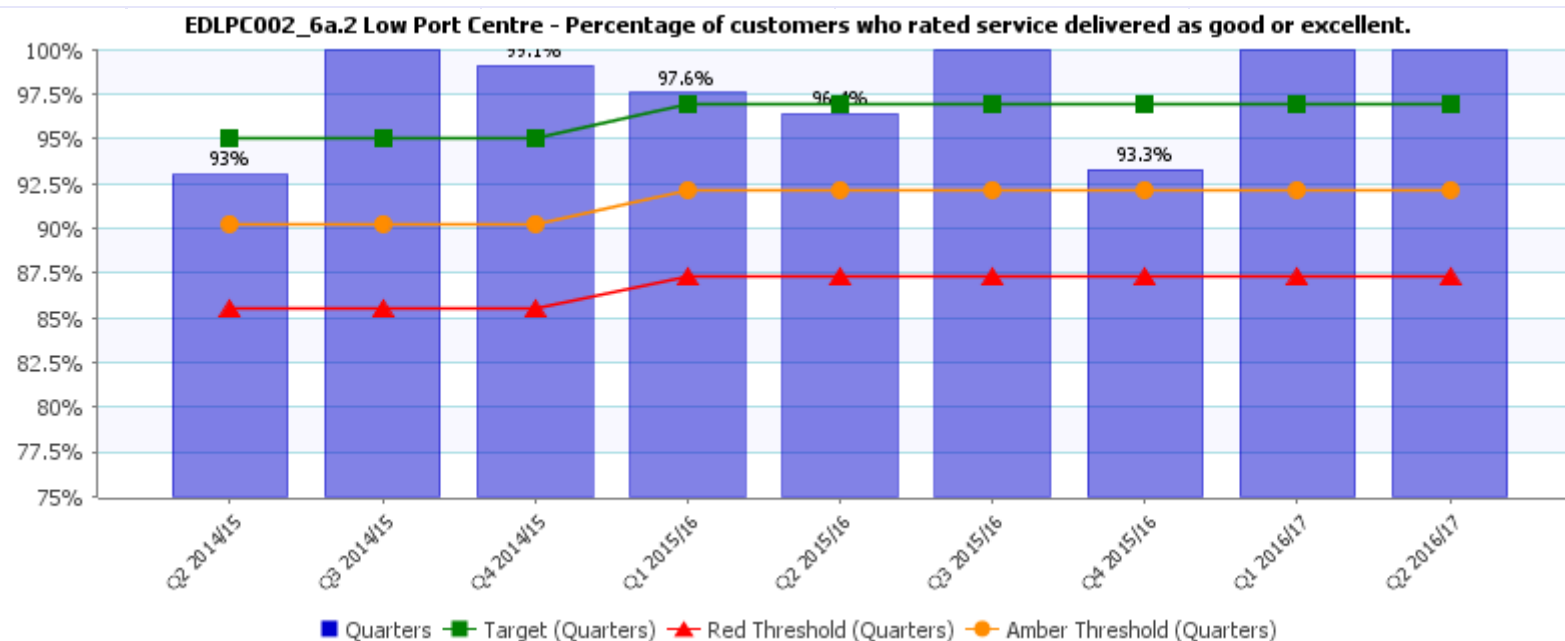
Report Author: Steven Arthur

Generated on: 19 December 2016 13:11

Report Layout: Area Services .PDSP_PIs_All(Detail)_DL



| | |
|----------------------|---|
| PI Code & Short Name | EDLPC002_6a.2 Low Port Centre - Percentage of customers who rated service delivered as good or excellent. |
| Description | This Performance Indicator measures the percentage of customers, who responded to the Customer Satisfaction questionnaire, who rated timeliness of the service as good or excellent. All customer feedback responses are collated on a central monitoring spreadsheet with the percentage rating the particular aspect of the service as good or excellent calculated and reported. This provides valuable customer insight on key aspects of service delivery enabling any dips in performance to be detected and addressed accordingly. |



Trend Chart Commentary:

2016/17

UPDATE

Quarter 2- performance of 100% based on 14 completed surveys. 90% of respondents indicated service delivered was 'excellent'.

Quarter 1- performance of 100% based on 20 completed surveys. 90% of respondents indicated service delivered was 'excellent'.

2015/16

Quarter 4- performance of 93.3% based on 32 submitted responses.

Quarter 3- performance of 100% achieved during this quarter based on 39 completed surveys. Overall 76.9% of customers rated service delivery as 'excellent'.

Quarter 2- performance of 96.4% has been achieved based on 30 completed surveys. 1 respondent noted that service delivered was 'adequate' but no further information was provided.

Quarter 1 - performance of 97.6%, this is a result of 44 completed surveys in quarter 1. This shows a slight downturn in performance and relates to one respondent, who attended a football coaching course who felt the service delivered was only adequate. No additional comments were provided on the feedback form.

2014/15

Quarter 4 - performance of 99.1%, this is a result of 123 completed surveys in quarter 4 This shows a slight downturn in performance from quarter 3 and relates to one respondents, who attended a first aid courses, who felt that the service delivered was only adequate. No additional comments were provided on the feedback form.

Quarter 3 - performance of 100%, this is a result of 96 completed surveys in quarter 3. This is an improvement in the performance recorded in quarter 2.

Quarter 2 - performance of 93%, this is a result of 47 completed surveys in quarter 2. This is a downturn in performance from that recorded in quarter 1 and follows from three respondents who reported that service delivered was only adequate. No additional comments were provided on the feedback form.

Quarter 1 - performance of 100%, this is a result of 27 completed surveys in quarter 1. This is the same performance recorded in quarter four 2013/14.

2013/14

Quarter 4 - performance of 100%, this is a result of 114 completed surveys in quarter 4. This is an improvement in the performance recorded in quarter 3.

Quarter 3 - performance of 94.9%, this is a result of 71 completed surveys in quarter 3. This is lower than the performance recorded in quarter 2 and follows from two customers reporting that service delivered was adequate and one customer who felt that service delivered was very poor. Analysis of customer comments identified issues with the booking process and delivery of one particular first aid course.

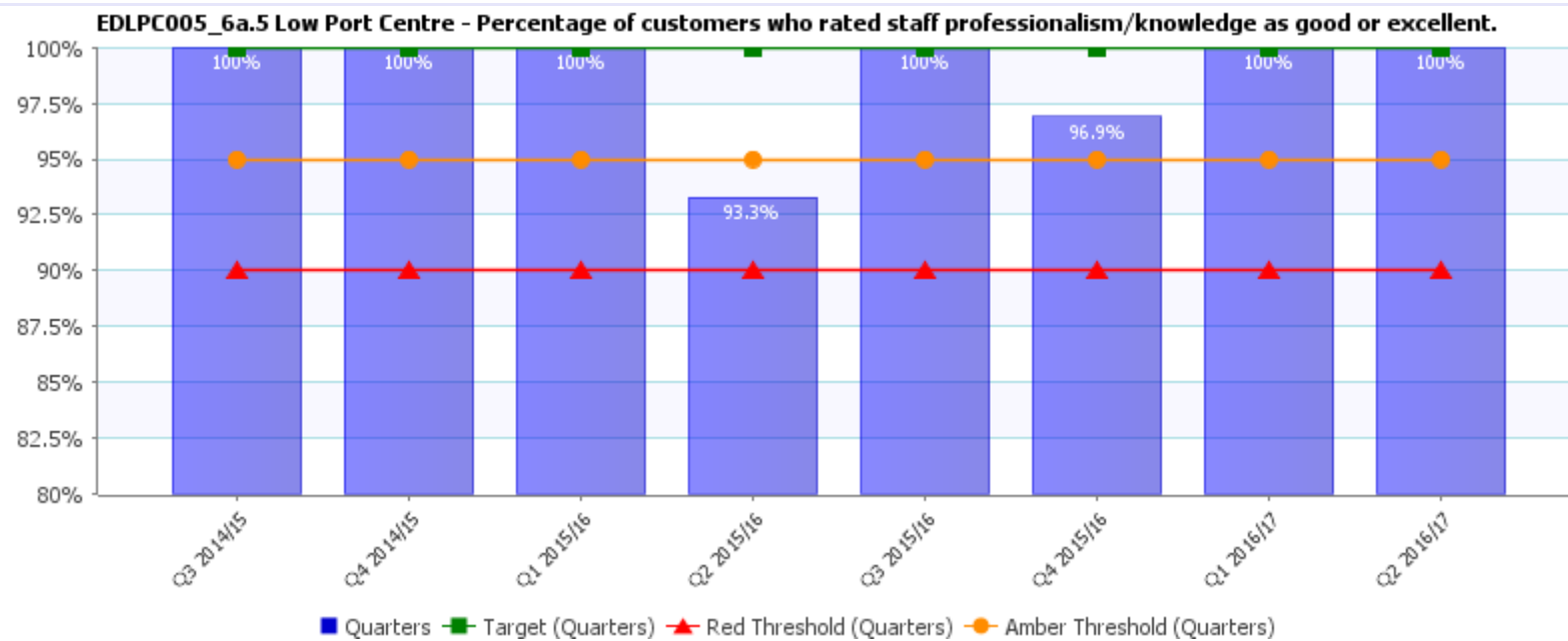
Quarter 2 - performance of 100%, this is a result of 14 completed surveys in quarter 2. This is the same performance recorded in quarter 1.

Quarter 1 - performance of 100%, this is a result of 126 completed surveys in quarter 1.

The target for 2016/17 remains at 97% as the average performance across 2015/16 was below target at 96.825%

PI Code & Short Name**EDLPC005_6a.5 Low Port Centre - Percentage of customers who rated staff professionalism/knowledge as good or excellent.****Description**

This Performance Indicator measures the percentage of customers, who responded to the Customer Satisfaction questionnaire, who rated staff professionalism as good or excellent. All customer feedback responses are collated on a central monitoring spreadsheet with the percentage rating the particular aspect of the service as good or excellent calculated and reported. This provides valuable customer insight on key aspects of service delivery enabling any dips in performance to be detected and addressed accordingly.

**Trend Chart Commentary:****2016/17**

Quarter 2- performance of 100% based on 14 completed responses. 100% of all respondents rated staff professionalism as 'excellent'.

Quarter 1- performance of 100% based on 20 completed responses. 95% of all respondents rated staff professionalism as 'excellent'.

2015/16

Quarter 4- performance of 96.9% based on 32 completed surveys.

Quarter 3- performance of 100% based on 39 completed surveys. Overall 100% of customers rated staff professionalism as 'excellent'.

Quarter 2- performance of 93.3% based on 30 completed surveys. Two customers rated staff professionalism as 'adequate' but did not provide any additional information.

Quarter 1 - performance of 100%, this is a result of 44 completed surveys in quarter 1. This is the same result as recorded in quarter 4 2014/15.

2014/15

Quarter 4 - performance of 100%, this is a result of 123 completed surveys in quarter 4. This is the same performance recorded in quarter 3.

Quarter 3 - performance of 100%, this is a result of 96 completed surveys in quarter 3. This is an improvement on the performance recorded in quarter 2.

Quarter 2 - performance of 97.7%, this is a result of 47 completed surveys in quarter 2. This reflects a downturn in performance as recorded in quarter 1. This performance follows from one respondent who rated staff professionalism/knowledge as adequate. No further comment was provided on the feedback form.

Quarter 1 - performance of 100%, this is a result of 27 completed surveys in quarter 1. This is the same performance recorded in quarter 4 2013/14.

2013/14

Quarter 4 - performance of 100%, this is a result of 114 completed surveys in quarter 4. This is an improvement in the performance recorded in quarter 3.

Quarter 3 - performance of 98.3%, this is a result of 71 completed surveys in quarter 3. This is lower performance than that recorded in quarter 2. This performance follows from one respondent who felt that staff professionalism/knowledge, on a first aid course, was adequate. Feedback has been used to develop course content and delivery.

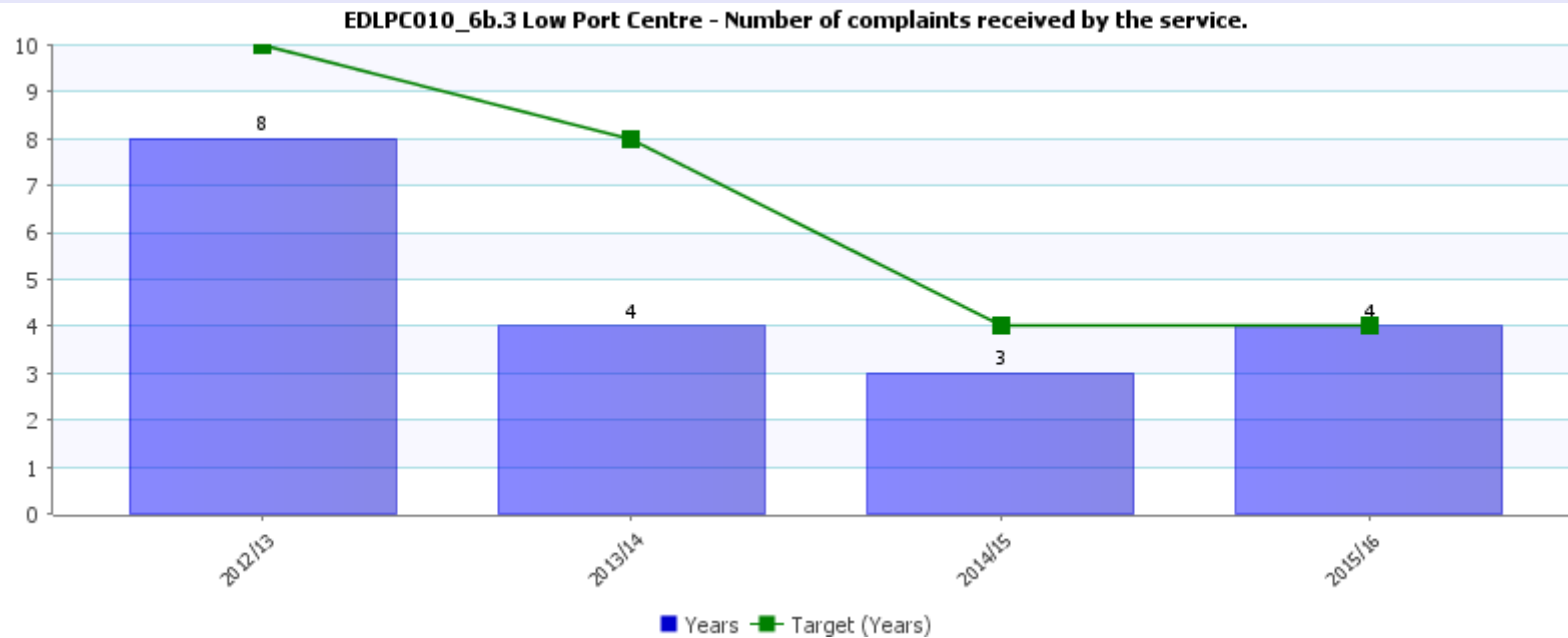
Quarter 2 - performance of 100%, this is a result of 14 completed surveys in quarter 2. This is the same performance as recorded in quarter 1.

Quarter 1 - performance of 100%, this is a result of 126 completed surveys in quarter 1.

The target for 2016/17 will be retained at 100% to reflect the performance recorded in previous years and to encourage continued high customer service standards.

PI Code & Short Name**EDLPC010_6b.3 Low Port Centre - Number of complaints received by the service.****Description**

This Performance Indicator measures the number of complaints, relating to the Low Port Centre. Complaints are monitored and processed on the CRM system enabling number of complaints to be reported on a quarterly basis and monitored by the Low Port Centre Management Team.

**Trend Chart Commentary:****2016/17**

Quarter 2- 1 complaint was received in quarter 2. The complaint related to service procedures. The complaint was upheld.

Quarter 1- No complaints were received in quarter 1.

2015/16

Quarter 4- No complaints were received in quarter 4.

Quarter 3- 1 complaint was received in quarter 3. the complaint related to employee attitude and was upheld.

Quarter 2- 2 complaints were received in quarter 2. Both complaints related to general standard of service. Both were upheld.

Quarter 1- 1 complaint was received in quarter 1. The complaint received was not relevant to the service as was not upheld.

2014/15

Two complaints were received by the service in quarter four, no complaints were received in quarter two and three and one complaint was received in quarter one. Therefore, in all four quarters, performance was below the performance target threshold of three complaints.

2013/14

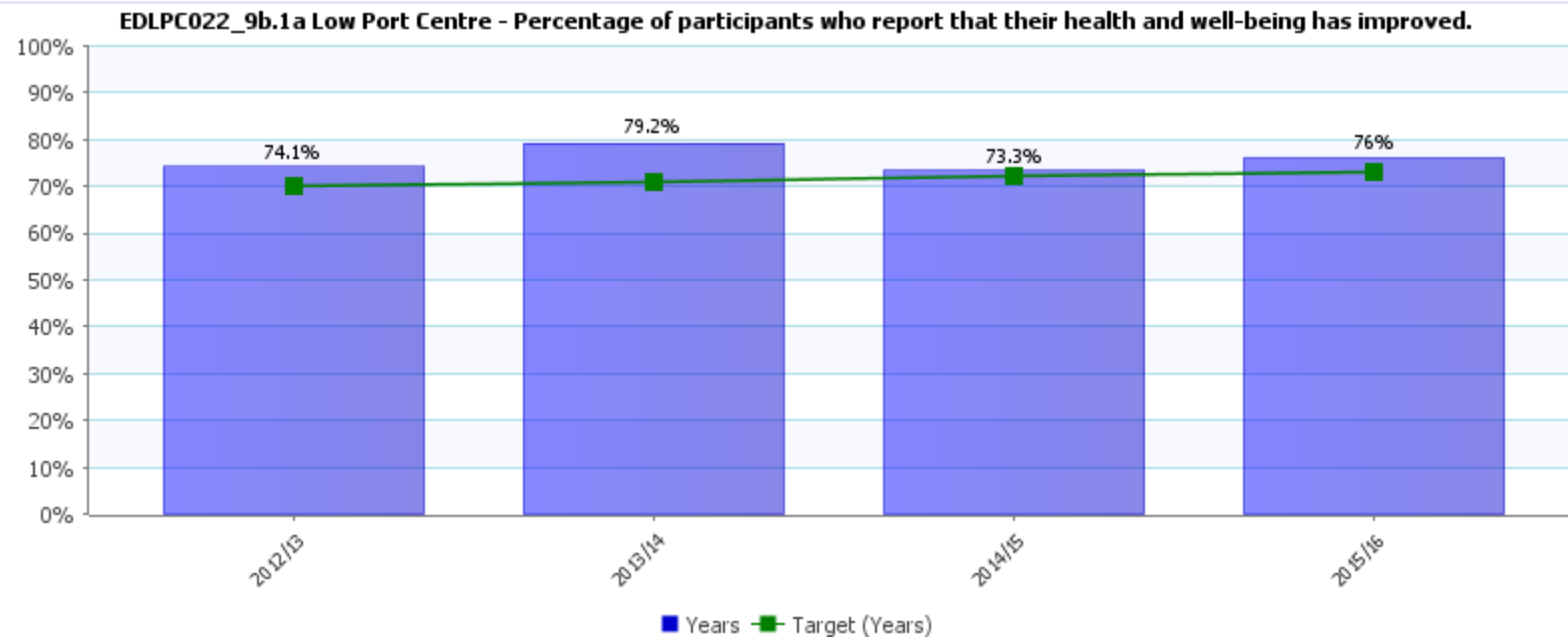
2013/14 performance illustrates the generally low level of complaints received by the service with all quarters displaying performance within the prescribed target of a maximum of three complaints.

Complaints are monitored by the Sport and Outdoor Education management team to identify issues, trends and agree actions that will improve the service to customers where appropriate.

The target of 4 complaints per annum has been retained for 2016/17.

PI Code & Short Name**EDLPC022_9b.1a Low Port Centre - Percentage of participants who report that their health and well-being has improved.****Description**

This Performance Indicator measures the percentage of customers who reported that their health and well-being improved as a result of participating in the Sport and Outdoor Education activity. All customer feedback responses are collated on a central monitoring spreadsheet enabling the percentage of respondents identifying that their health and well-being has improved to be calculated and reported.

**Trend Chart Commentary:**

This indicator identifies that the Low Port Centre has consistently recorded an above target performance for participants reporting improvements to health and wellbeing since the indicator was introduced in 2012/13.

2016/17

XXX completed surveys were returned in 2016/17 recording an average rating of XX% (Q1- 20/70%, Q2- 14/87.5%, Q3- XX/XX% and Q4- XX/XX%).

2015/16

145 completed surveys were returned in 2015/16 recording an average rating of 76%% (Q1- 44/77.8%, Q2- 30/70%, Q3- 39/84% and Q4- 32 72%). This is an increase of 2.7% on 2014/15 performance.

2014/15

293 completed surveys were returned in 2014/15 recording an average rating of 73.3% (Q1- 27/80.8%, Q2- 47/63.3%, Q3- 96/80.2% and Q4 123/69%). This is a decrease of 5.9% on 2023/14 performance.

2013/14

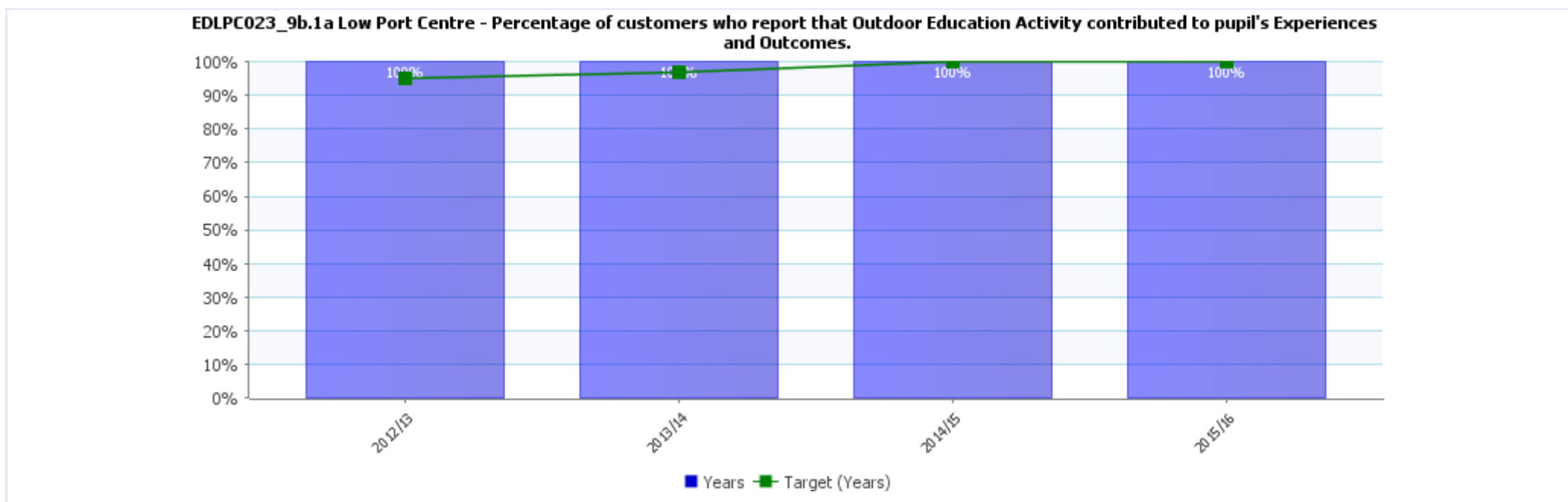
325 completed surveys were returned in 2013/14 recording an average rating of 79.2% (Q1- 114/74.2%, Q2- 71/91.7%, Q3- 14/69.2% and Q4- 126/81.5%). This is the highest percentage of participants reporting an improvement in the health and wellbeing recorded by the Sport and Outdoor Education service.

2012/13

No additional data is available to provide the breakdown of completed surveys for this year. Performance in this year for customer satisfaction was recorded at 74.1%.

The performance target will be increased to 76% in 2016/17 based on 2015/16 performance.

| | |
|---------------------------------|---|
| PI Code & Short Name | EDLPC023_9b.1a Low Port Centre - Percentage of customers who report that Outdoor Education Activity contributed to pupil's Experiences and Outcomes. |
| Description | This Performance Indicator measures the percentage of group leaders who report that outdoor education activity contributed to pupil's Experiences and Outcomes as detailed by Curriculum For Excellence. Utilisation of outdoor education activity to achieve learning Experiences and Outcomes is a key aim of the Outdoor Education team and this KPI monitors the impact of the service in this area of work. Group Leaders on residential outdoor education visits are surveyed with results collated on a central recording spreadsheet. This PI measures performance in the school/academic year. |



Trend Chart Commentary:

The trend chart demonstrates 100% of all respondents have reported that outdoor education activity contributed to pupil's Experiences and Outcomes as detailed by the

Curriculum for Excellence.

2015/16

14 school residential groups responded to this survey, 100% of respondents agreed that outdoor education activity contributed to pupil's Experiences and Outcomes as detailed by the Curriculum for Excellence. This is the same performance as recorded in 2014/15.

2014/15

14 school residential groups responded to this survey, 100% of respondents agreed that outdoor education activity contributed to pupil's Experiences and Outcomes as detailed by the Curriculum for Excellence. This is the same performance as recorded in 2013/14.

2013/14

18 school residential groups responded to this survey, 100% of respondents agreed that outdoor education activity contributed to pupil's Experiences and Outcomes as detailed by the Curriculum for Excellence. This is the same performance as recorded in 2012/13.

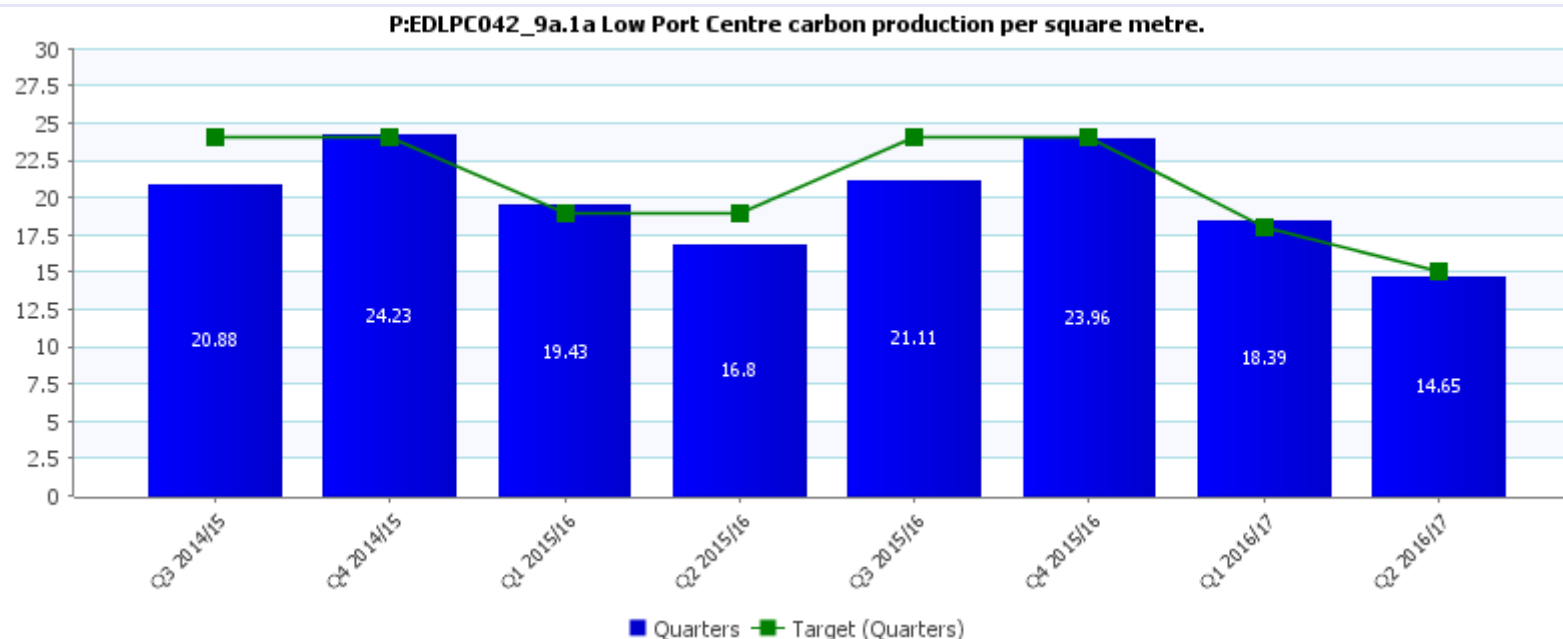
2012/13

This indicator was established in March 2013 and 4 school residential groups responded to this survey, 100% respondents agreed that outdoor education activity contributed to pupil's Experiences and Outcomes as detailed by the Curriculum for Excellence.

The 2016/17 target will be retained at 100% to reflect performance since 2012/13 and to continue to encourage high standards of outcome focussed Outdoor Education delivery.

PI Code & Short Name**P:EDLPC042_9a.1a Low Port Centre carbon production per square metre.****Description**

This measures the carbon production, in kilogrammes per square metre, of the Low Port Centre facility. The aim is to minimise carbon production and so achieve performance below the stated target. This figure is derived from the amount of carbon produced by Gas and Electricity consumption (kg) divided by Low Port's relative size (2003m2).

**Trend Chart Commentary:**

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

2016/17

Quarter 1 and 2 show a positive reduction in carbon production from the previous year. Two factors have produced a reduction. Warmer spring and summer have produced a fall in gas heating requirements. Energy efficiency measures by staff regulating heating within building.

2015/16

Quarter 1 is showing a small increase compared to the same period in the previous year. This may be explained by lower temperatures compared to the previous year which were sustained throughout quarter 1 and 2. Quarters 3 and 4 reflect the seasonal trend for energy use however carbon production continues to be within target.

2014/15

The chart illustrates that carbon production was within target for quarters one to three in 2014/15 and that carbon production reduced in every quarter when compared with the performance outturn of the corresponding quarters in 2013/14. Quarter 4 is in line with the same quarter in the previous year.

2013/14

The chart illustrates that carbon production was within target for all quarters in 2013/14.

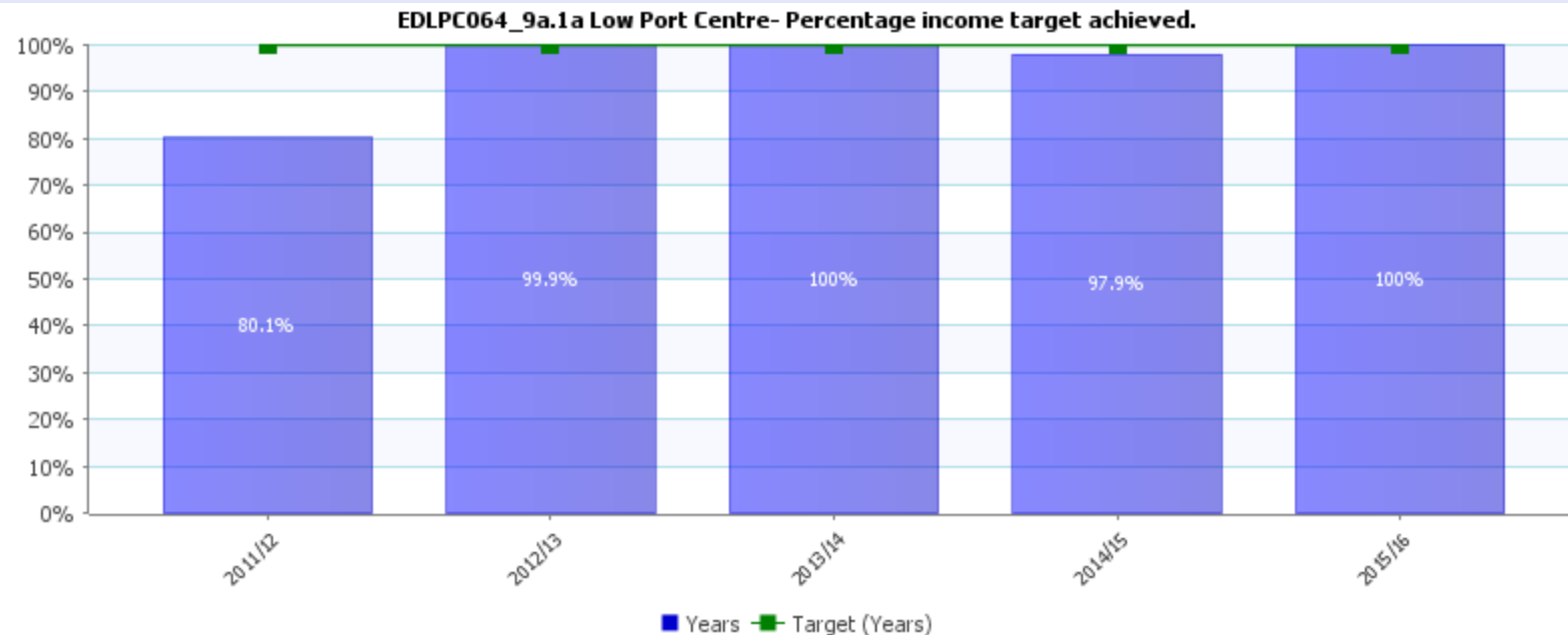
These positive improvements are a reflection of continued energy awareness amongst facility operators and also energy saving initiatives such as the replacement luminaire project which installed energy efficient lighting at Low Port Centre in early 2013.

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

2015/16 targets will be adjusted in line with the council's Carbon Management Plan once approved.

PI Code & Short Name**EDLPC064_9a.1a Low Port Centre- Percentage income target achieved.****Description**

This indicator tracks income generated by the Low Port Outdoor Education Centre against the overall income target for the centre, as agreed by the council as part of the annual budget setting process.

**Trend Chart Commentary:**

The performance target is always set at 100% to reaffirm officer commitment to achieving agreed income targets as part of the overall council budget.

2015/16

Performance of 100%. During 2015/16 Low Port centre met and exceeded the income target of £454,069. Income generated over 2015/16 totalled £461,115.23.

2014/15

Performance of 97.9% is marginally below income target. The total income generated was supported by an increase in the amount of work with social inclusion groups, income to cover staff time for work with children with autism and continued demand for first aid training. Also Ski and snowboarding sessions proved very popular with extra courses being put on to meet demand. This performance is below target and a slight down turn on 2013/14 performance.

2013/14

Performance of 100% which meets target and is a slight improvement on the 2012/13 performance. This performance follows from an over recovery against budget. This performance is below target and a slight downturn on 2012/13 performance. The performance follows from continued increased activity at Low Port Centre including the development of partnership projects with other council services which have attracted external funding support.

2012/13

Performance of 99.9%, which is marginally below target but is a significant increase on 2011/12 performance. The performance follows from increased activity at Low Port Centre and successful external grant funding applications to run initiatives such as the Bikeability programme in conjunction with Cycling Scotland.

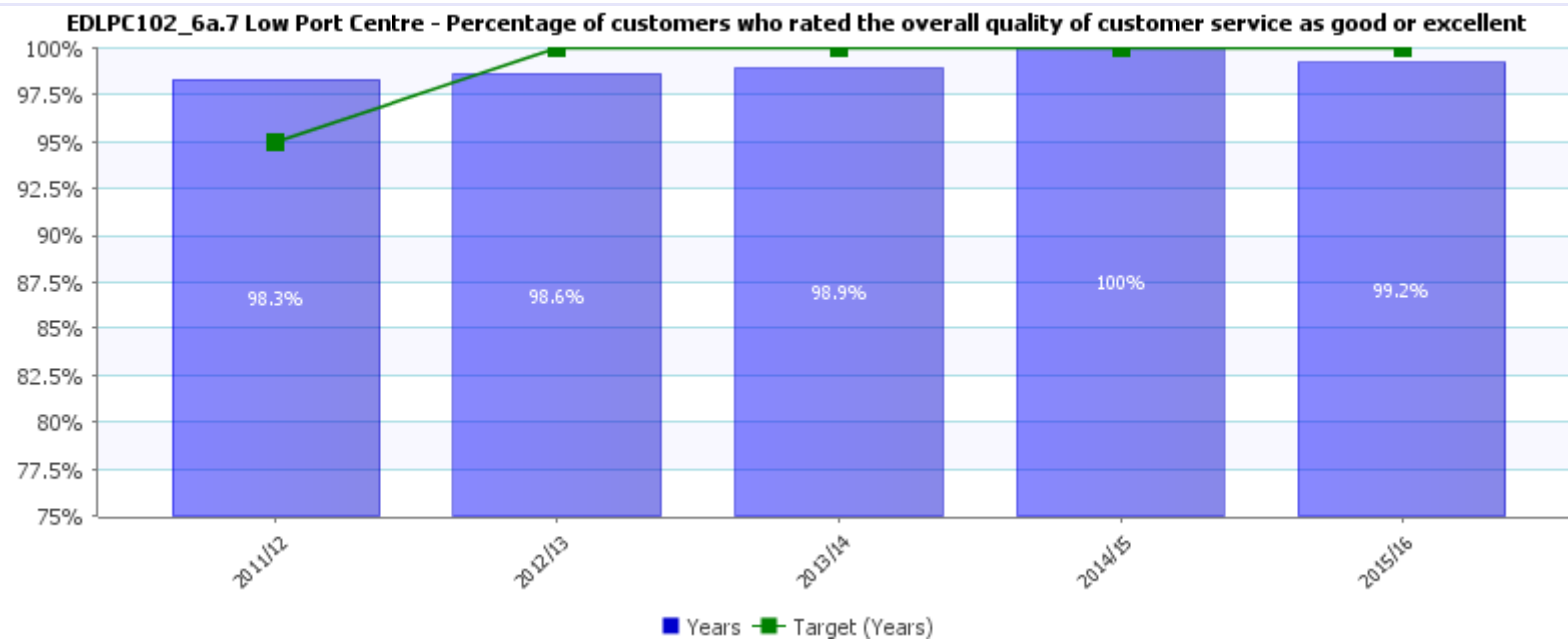
2011/12

Performance of 80.1%, which is below target and reflects an under recovery of income against budget. The performance follows from increased income targets at Low Port Centre in 2011/12. The new Low Port Centre Management Team will ensure a coordinated plan is in place to achieve additional income targets in financial year 2012/13 and beyond.

The performance target for 2016/17 will be retained at 100% to align with officer commitment to achieve agreed income targets.

PI Code & Short Name**EDLPC102_6a.7 Low Port Centre - Percentage of customers who rated the overall quality of customer service as good or excellent****Description**

This Performance Indicator measures the percentage of customers, who responded to the Customer Satisfaction questionnaire, who rated overall quality of customer service as good or excellent. All customer feedback responses are collated on a central monitoring spreadsheet with the percentage rating the particular aspect of the service as good or excellent calculated and reported. This provides valuable customer insight on key aspects of service delivery enabling any dips in performance to be detected and addressed accordingly.

**2015/16**

Performance over 2015/16 was recorded as 99.2% from 151 completed surveys. The dip in performance from 2014/15 figures is due to a single response of 'adequate' at a training session. As such, the performance figure of 100% will be retained for 2016/17

2014/15

Performance over 2015/16 was recorded as 100% from 293 completed surveys. This performance evidences continuous improvement over 2011-2015 and is the highest performance figure recorded by the centre.

2013/14

Performance over 2015/16 was recorded as 98.9% from 325 completed surveys. This evidences improved performance from 2012/13.

2012/13

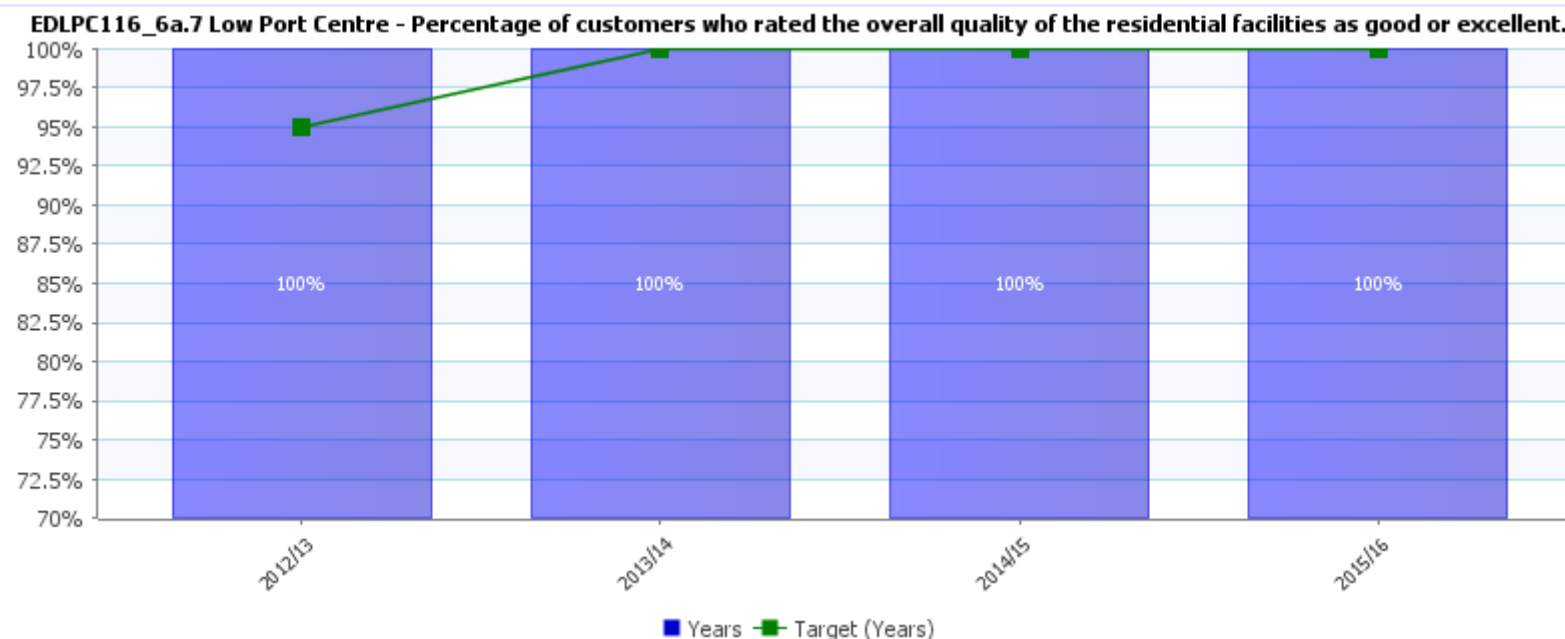
Performance over 2015/16 was recorded as 98.6%. This evidences improved performance from 2011/12.

2011/12

Performance over 2015/16 was recorded as 98.3%. This is the first year that this performance measure has been recorded and will serve as the baseline figure for service delivery.

The target for 2016/17 remains at 100% as the average performance across 2015/16 was below target at 99.2%.

| | |
|----------------------|--|
| PI Code & Short Name | EDLPC116_6a.7 Low Port Centre - Percentage of customers who rated the overall quality of the residential facilities as good or excellent. |
| Description | This performance indicator measures the percentage of customers 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 the Residential and Catering Team. |



2012/13

Results from 30 completed surveys

2013/14

Results from 38 completed surveys

2014/15

Results from 27 completed surveys

2015/16

Results from 30 completed surveys



CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

DEANS COMMUNITY HIGH SCHOOL UNDER-5s INSPECTION

REPORT BY HEAD OF EDUCATION (LEARNING, POLICY & RESOURCES)

A. PURPOSE OF REPORT

To advise the panel of the findings of a Care Inspectorate inspection of the under-5s services provided by Community and Leisure at Deans Community High School.

B. RECOMMENDATION

To note the content of the inspection report, the positive assessment of the aspects of the service which were inspected and the improvements which are being progressed.

C. SUMMARY OF IMPLICATIONS

| | |
|---|---|
| I Council Values | Focusing on our customers' needs |
| | Being honest, open and accountable |
| | Providing equality of opportunities |
| | Making best use of our resources |
| | Working in partnership |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | None |
| III Implications for Scheme of Delegations to Officers | None |
| IV Impact on performance and performance Indicators | None |
| V Relevance to Single Outcome Agreement | Our children have the best start in life and are ready to succeed |
| VI Resources - (Financial, Staffing and Property) | None |

VII Consideration at PDSP None

VIII Other consultations None

D. TERMS OF REPORT

Background

The Care Inspectorate regulates care services in Scotland. As a registered provider of day care services for children the Under-5s Centre at Deans Community High school is subject to regular inspection by the Care Inspectorate. An unannounced inspection of the service was completed on 8 December 2016. The inspection was 'themed' focussing on children's experiences under the two quality themes of care and support and staffing.

Summary of Findings

The Inspectors graded the service as follows:

Quality of Care and Support 5 Very Good

Quality of Staffing 5 Very Good

The Inspectorate's report comments that the self-assessment was of a good standard. It states that staff had formed positive relationships with families and that flexible pre-admission visits had helped children settle-in. The report also comments that staff worked well as a team and were aware when children needed more support, reassurance and challenge. The report also notes the increased focus on outdoor play and learning.

The report comments positively on the staff who deliver the service:

'In keeping with the Getting It Right For Every Child (GIRFEC) initiative they cared for children in an unhurried and nurturing manner creating an environment where children quickly settled, felt secure and were willing to learn. Parents told us that they were extremely happy with the quality of care and support their children received in this service.'

The full report is published by the Care Inspectorate and is available to view on their website at www.careinspectorate.com

Improvements and Actions

The inspectors' report identifies no requirements or recommendations arising from the inspection.

Regarding what the service could do better a few issues were noted and will be progressed as follows:

- The service will progress its plans to implement a new format for personal plans with a greater focus on children's learning.
- Developing opportunities for children to have ready access to the outdoors and the use of "loose parts" will contribute to positive outcomes for the children. Staff will support children's development through high quality outdoor play and learning experiences including local walks and more use of loose parts.
- Children will have daily access to a wider range of indoor play resources made from natural materials including treasure baskets and heuristic play.

- Minor improvements to record keeping will be made.

E. CONCLUSION

The grades awarded by the Inspectors and the comments in the report indicate progress in the quality of the Under-5s service at Deans Community High School. The manager and staff team will continue to make improvements to benefit the children who attend the centre.

F. BACKGROUND REFERENCES

None

Contact Person:

Neil Sharp, Interim Community Learning and Leisure Manager

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Email: neil.sharp@westlothian.gov.uk

James Cameron, Head of Education (Learning, Policy and Resources)

Date: 2 February 2017



West Lothian
Council

CULTURE AND LEISURE POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMUNITY AND LEISURE PERFORMANCE REPORT

REPORT BY HEAD OF EDUCATION (LEARNING, POLICY & RESOURCES)

A. PURPOSE OF REPORT

The purpose of this report is to facilitate scrutiny of Community and Leisure activities and performance in the first half of 2016/17 and to highlight the impact of the service.

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

| | |
|---|---|
| I Council Values | Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources Working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | None. |
| III Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | None. |
| V Relevance to Single Outcome Agreement | Community and Leisure services contribute mainly to: <ul style="list-style-type: none"> • Outcome 3 – we are better educated, more successful, renowned for our research and innovation. • Outcome 4 – we live longer, healthier lives. |
| VI Resources - (Financial, Staffing and Property) | None. |

VII Consideration at PDSP

Performance reports are submitted to the Culture and Leisure PDSP twice a year.

VIII Other consultations

None.

D. TERMS OF REPORT

The report, attached as Appendix 1, includes a summary of the latest service performance information across the main activities of Sport and Leisure, Adult Learning and Under-5s services. The report highlights an increase in customers from the most deprived areas in West Lothian, high levels of customer satisfaction and all five efficiency measures within target.

E. CONCLUSION

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

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: One

Appendix 1: Community and Leisure Performance Report

Contact Person: Neil Sharp, Interim Manager Community Learning and Leisure, (T- 01506 438093) (T-01506 282155) Email: neil.sharp@westlothian.gov.uk

James Cameron

Head of Education (Learning, Policy & Resources)

Date: 2 February 2017

2017

Culture and Leisure PDSP 2 February 2017

Appendix 1: Community and Leisure Performance Report



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1 Overview of Community and Leisure

Mission

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

Purpose and Outcomes

Community and Leisure provides sport, leisure, adult learning and under-5s services in Deans and Inveralmond Community High Schools. These activities make a significant contribution to the quality of life for numerous individuals, families and communities. Community and Leisure is committed to delivering the council's outcomes – particularly outcome 4 – we live longer, healthier lives and outcome 3 – we are better educated, more successful, renowned for our research and innovation.

Service Description and Significance

The main services provided by Community and Leisure are:

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

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

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

- 7,000 – customer visits per week
- 19% - proportion of membership customers from the 20% most deprived areas of West Lothian
- 318,845 – hours of physical activity (year to 31 March 2016)
- 780 – children enrolled for swimming lessons (in 2015/16)

- 10,765 – hours of care and support provided by Under 5s staff (year to 31 March 2016)
- £284,912 – annual income (2015/16)
- 124 – clubs and groups (with regular lets)
- 18 – adult and community classes (in each programme, two programmes per year)

Priorities

Our priorities in 2016/17 are to:

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

Customers

Our main customer groups are:

- Adults of working age (fitness gyms, adult learning, under-5s provision)
- Children and Young People (community clubs, youth work, leisure facilities)
- Older People (adult learning, leisure facilities)
- Residents in the most disadvantaged 20% of data zones in West Lothian
- Community clubs and organisations

Service Modernisation

Community and Leisure was restructured in July 2011 with the community staff at Deans and Inveralmond Community High Schools moving to Area Services. An integrated staffing structure was realised in January 2012. The service remains fundamentally connected to the community high schools but as part of Education Services opportunities for collaboration with other teams have been enhanced. Alongside this reorganisation the service has become more focussed and efficient enabling savings of over £540,000 since 2010/11. The final elements of the service and staffing changes required to deliver these savings were completed in November 2014. Accordingly, 2016/17 is the second full year of operation for the revised service.

Partnership

Community and Leisure work closely with the other teams across the Council and with external partners including West Lothian College, community and voluntary organisations and the Care Inspectorate. In 2015/16 we piloted a successful collaboration running West Lothian College courses in partnership based in the community high schools and have extended this into 2016/17.

2 Performance

A comprehensive set of new Key Performance Indicators were developed for the service from the start of 2012. A few of these have been revised or removed over the past two years. This is the eleventh Community and Leisure performance report to the panel. The report covers six-monthly performance information for the first half of 2016/17. Also included are comments from individual service users evidencing the impact of the service.

2.1 Performance update

Customer satisfaction

Customer satisfaction was measured via customer feedback forms completed by sport and leisure customers, adult class participants and parents/carers using the under-5s service. Satisfaction levels

were rated using the standard five point scale. Overall satisfaction with the quality of service delivered in the six month period to the end of September 2016 was recorded at 98.7%.

For the half year ending on 30 September 2016 the percentage of respondents rating aspects of the service as good or excellent was as follows:

| | |
|---|-------|
| • Overall quality of the service | 98.7% |
| • Timeliness of service | 97.2% |
| • Communication | 98.7% |
| • Staff attitude | 100% |
| • Staff professionalism/knowledge | 100% |
| • Service delivered | 99.0% |
| • Fairness ('Yes' response to 'Were you treated fairly?') | 99.3% |

Complaints

A total of 3 complaints were received in the first half of 2016/17. They concerned the cancellation of a public swimming session and staff being unduly assertive in asking customers to leave the pool area, poor manners and rudeness by school pupils attending a public swimming session and the failure of staff to adequately police and enforce use and abuse of disabled parking bays. None of the complaints were upheld but improvements actions were identified.

Participation and Business Volume

The number of people engaging with Community and Leisure and the volume of business over the six months to 30 September 2016 is measured via two Key Performance Indicators (KPIs). Figures for this latest half-year period are:

- Income: £136,860(exceeding the target of £135,966)
- Physical Activity Hours: 164,040 (exceeding the target of 148,000)

Efficiency and Impact

The efficiency and impact of Community and Leisure in the period ending on 30 September 2016 is measured via five Key Performance Indicators (KPIs). Figures for this period are:

- Customers living in the 20% most disadvantaged areas: 18.6% (at 30.09.16, target was 18.6%)
- Net unit cost per participant session: £1:25 (target was £1:30)
- Average number of customer engagements per front line member of staff: 6,817 (target was 6,400)
- Percentage of courses cancelled due to insufficient demand: 1.05% (target was 2.0%)
- Percentage of staff dealing directly with customers: 95.0% (15/16 figure, target was 95.0%)

2.2 Outcomes

The key outcomes are improvements to health and wellbeing as reported by service users. This result represents customer feedback in the half-year period to 30 September 2016.

- Percentage of customers reporting improvements to their health and wellbeing as a result of participating in sport and leisure activity 81.8% (below target of 88.5%)

Analysis indicates that an increasing number of fitness gym users and swimmers who take regular exercise report this as maintaining their level of health and wellbeing rather than increasing it.

2.3 Customer Comments

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

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

- I don't know where I'd be without the centre. The staff are brilliant. My little one has learned so much and is a happy and confident child now. When I needed help the staff were so kind and knew what to do. Thank you.
- My kids love the crèche. The staff are amazing. I love the time to myself. Brilliant for the kids to interact too.
- All the staff are amazing.



Sport and Leisure Customers – All Comments from feedback forms

- Very happy.
- The level of customer service by reception and lifeguards at Deans CHS is outstanding. You are made to feel welcome and staff are more than willing to help with any queries I have had. I

highly recommend my family and friends to come and use the facilities as they are well maintained and staff are friendly and polite.

- Great service. Great reception staff. Always clean and all staff so happy to help.
- The school was painted but the swimming area and changing rooms were not and the changing rooms could do with a good clean. Apart from that I enjoy swimming here.
- Very friendly and helpful staff but gym membership is expensive as compared to other gyms in Livingston.
- Always very helpful!
- We always enjoy great customer service from staff at DCHS. Any problems are always addressed swiftly.
- Love the pool.
- The service I received was extremely useful and I would strongly recommend it to others.
- A punching bag somewhere would prove really useful for fitness.
- Overall satisfactory.
- Swim sessions becoming less available as the years go by with no apparent visible reason. I get a 30 min slot now compared to 40 mins last year. Not a lot of public swimming available in Livingston.
- Only bugbear was Councils decision to stick to 'school' timetable when pool was not in use by them on the Monday holiday in September. Most disappointing to have pool staff stick rigidly to the 30 minute session we attended at 1:10pm. Pool was empty save for approximately 10 people and the next session wasn't until 3:40pm so what was due to happen in the pool between these times?
- Christine is wonderful. A great ambassador for the Council and the school.
- Staff and teacher are fab – nothing is a problem.
- Always a good service at reception and pool area.
- I enjoy going to pool on a Saturday morning. I feel good after my swim.
- Too many times lately the swimming pool is not available for public service due to problems with chlorine content, lack of attendants, unavailability of toilets and showers.
- The staff at reception and janitors are always fantastic at meeting our needs.
- The reception staff at ICHS were very friendly and helpful.
- Staff are always helpful and friendly. The clock needs fixed in the main hall.

- Our badminton net has no cord in it so the net doesn't sit properly on poles. This needs to be fixed.
- Sarah in the café is always so helpful and kind with all the kids. Great selection in the café and reasonably priced. Facilities are really good.
- Happy with everything so far.
- Brilliant, clean and service great.
- Was fab!
- Very friendly and helpful.
- Always friendly.
- Perfect!
- Need air-con in the games hall!
- The service and staff are excellent.



Adult Learners – All Comments from feedback forms

- Quality of yoga teaching is very high. Really enjoyable class.
- The yoga class has been running at Deans for about twelve years or longer with the same excellent tutor. However each time we come to enrol for a new term the desk staff seem unsure of procedures for enrolment and payment. The class has a regular and faithful clientele but numbers would be boosted by more effective advertising and community staff being trained in promoting such a valuable class.



- A longer time to swim in pool when pool is not in use for schools.

3 Management Actions (from Covalent)

- A strategy to further increase participation by residents in the 20% most disadvantaged areas in West Lothian was completed on time. In the 18 months to 30 September 2016 the number of members from the 20% most deprived areas increased from 897 to 1,030.
- The development of a comprehensive guide to the performance venues at Inveralmond and Deans Community High schools is behind schedule. The guide will bring together technical, compliance and other user information relating to the theatre at Deans CHS and the Assembly Hall at Inveralmond CHS.
- Both actions linked to specific risks identified in a routine cash security audit were completed on schedule. These were to assess the feasibility of installing panic buttons and silent alarms in reception areas and acquiring a safe for Deans CHS which is fully compliant with current standards.
- The development of a customer communication strategy was completed as planned. This involved the systematic collection of customer email addresses as appropriate, a shift to email communication, minimal use of postage, increased use of websites and use of social media to support and promote adult class and under-5s programmes.

4 Key Activity (from Education Services Management Plan 2016/17)

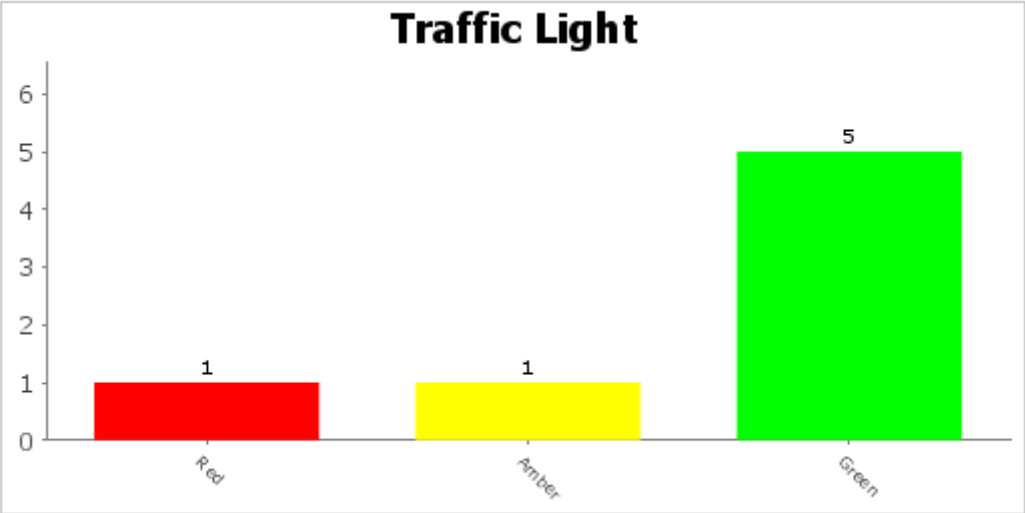
| Activity Name and Description | | Link to Corporate Plan | Performance Indicator and Target 2016/17 | PI Category | Staff Resource (FTE) | Revenue Expenditure Budget 2016/17 £ | Revenue Income Budget 2016/17 £ | Net Revenue Budget 2016/17 £ |
|-------------------------------|--|---|--|-------------|----------------------|--------------------------------------|---------------------------------|------------------------------|
| 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 - £1.25 | PUBLIC | 26.5 | 780,424 | (346,000) | 434,424 |
| | | | CRCL041_9b.1b Percentage of Community & Leisure customers living in the 20% most disadvantaged areas in West Lothian – 18.8% | PUBLIC | | | | |

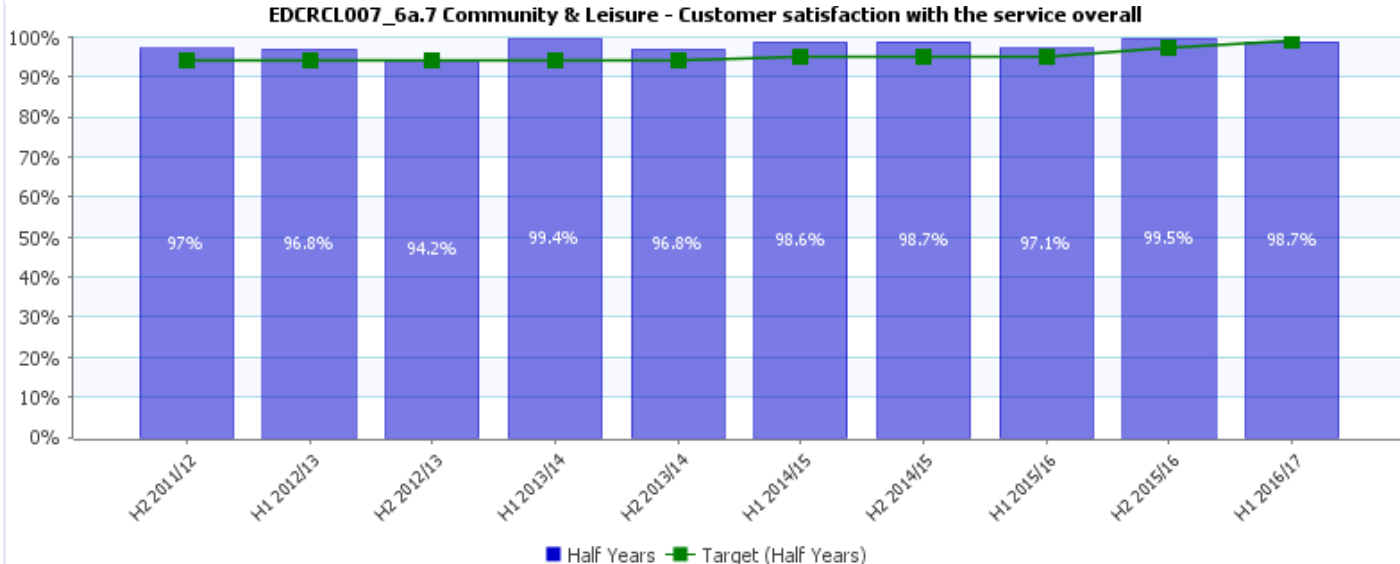


5 Customer Consultation Schedule

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

Performance Indicators for PDSP Performance Reports Community & Leisure

Report Author: Gosia Lawes
Generated on: 23 December 2016 12:24
Report Layout: .PDSP_PIs_All(Detail)_Grid

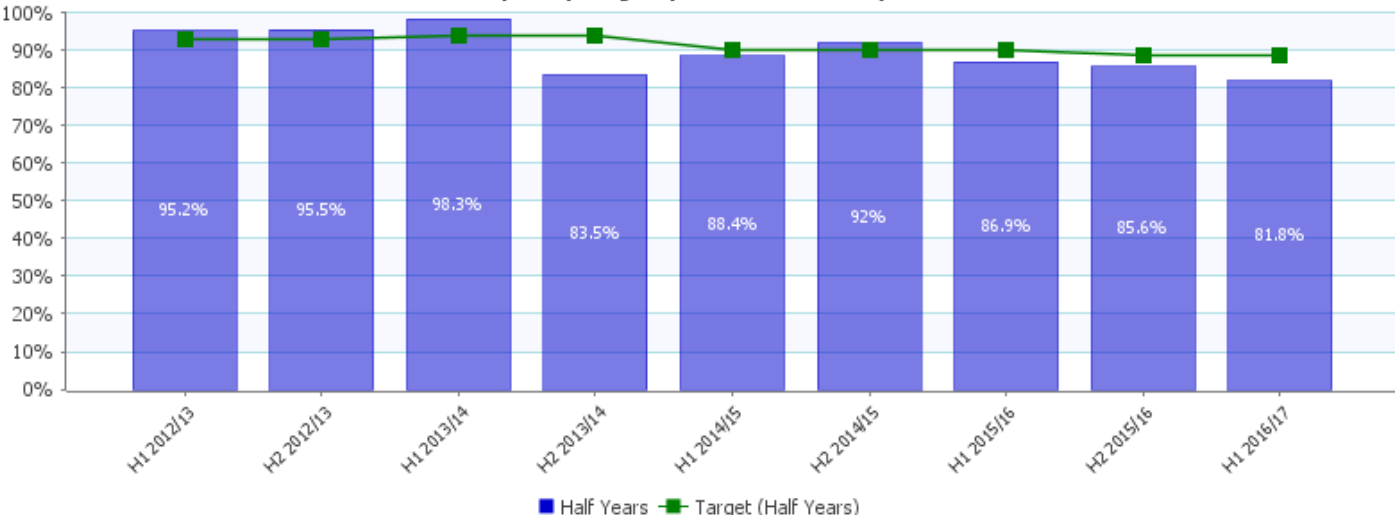




| PI Code & Short Name | EDCRCL007_6a.7 Community & Leisure - Customer satisfaction with the service overall | PI Owner | zEDCRCL_PIAAdmin; Neil Sharp | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|------------------------------|------------|-----|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|-------------|------------|
| Description | This performance indicator measures the number of customers that rated the overall quality of the service as good or excellent. Collected as part of a six monthly survey, customers are asked to rate the overall quality of the service provided as excellent, good, adequate, poor or very poor. The survey is of a random sample of customers. Results are analysed to identify service improvements. Relevance - a corporate measure of customer satisfaction. | Data Collection Officer | | | | | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | | | | | | | | | | | | | | | |
| <div>EDCRCL007_6a.7 Community & Leisure - Customer satisfaction with the service overall</div>  <table><thead><tr><th>Period</th><th>Value (%)</th></tr></thead><tbody><tr><td>H2 2011/12</td><td>97%</td></tr><tr><td>H1 2012/13</td><td>96.8%</td></tr><tr><td>H2 2012/13</td><td>94.2%</td></tr><tr><td>H1 2013/14</td><td>99.4%</td></tr><tr><td>H2 2013/14</td><td>96.8%</td></tr><tr><td>H1 2014/15</td><td>98.6%</td></tr><tr><td>H2 2014/15</td><td>98.7%</td></tr><tr><td>H1 2015/16</td><td>97.1%</td></tr><tr><td>H2 2015/16</td><td>99.5%</td></tr><tr><td>H1 2016/17</td><td>98.7%</td></tr></tbody></table> | | Period | Value (%) | H2 2011/12 | 97% | H1 2012/13 | 96.8% | H2 2012/13 | 94.2% | H1 2013/14 | 99.4% | H2 2013/14 | 96.8% | H1 2014/15 | 98.6% | H2 2014/15 | 98.7% | H1 2015/16 | 97.1% | H2 2015/16 | 99.5% | H1 2016/17 | 98.7% | Last Update | H1 2016/17 |
| | | Period | Value (%) | | | | | | | | | | | | | | | | | | | | | | |
| | | H2 2011/12 | 97% | | | | | | | | | | | | | | | | | | | | | | |
| | | H1 2012/13 | 96.8% | | | | | | | | | | | | | | | | | | | | | | |
| | | H2 2012/13 | 94.2% | | | | | | | | | | | | | | | | | | | | | | |
| H1 2013/14 | 99.4% | | | | | | | | | | | | | | | | | | | | | | | | |
| H2 2013/14 | 96.8% | | | | | | | | | | | | | | | | | | | | | | | | |
| H1 2014/15 | 98.6% | | | | | | | | | | | | | | | | | | | | | | | | |
| H2 2014/15 | 98.7% | | | | | | | | | | | | | | | | | | | | | | | | |
| H1 2015/16 | 97.1% | | | | | | | | | | | | | | | | | | | | | | | | |
| H2 2015/16 | 99.5% | | | | | | | | | | | | | | | | | | | | | | | | |
| H1 2016/17 | 98.7% | | | | | | | | | | | | | | | | | | | | | | | | |
| Traffic Light Icon |  | | | | | | | | | | | | | | | | | | | | | | | | |
| Current Value | 98.7% | | | | | | | | | | | | | | | | | | | | | | | | |
| Current Target | 99% | | | | | | | | | | | | | | | | | | | | | | | | |
| Red Threshold | 91.08% | | | | | | | | | | | | | | | | | | | | | | | | |
| Amber Threshold | 95.04% | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <div>H1 2016/17 result</div>  | | | | | | | | | | | | | | | | | | | | | | | |
| <div>Trend Chart Commentary:</div> <p>Performance for H1 2016/17 is 98.7%. This is a decline in performance in H2 2015/16. This result is based on 152 completed surveys with 150 scoring the overall quality of the service as excellent or good.</p> <p>The trend is of broadly consistent performance since the dip in performance in H2 2013/14 due to negative comments regarding the accommodation provided for an adult class.</p> <p>The performance data shows the number of customers rating the overall quality of the service as excellent or good and the number of completed surveys as follows:</p> <p>H1 2016/17 150 out of 152 H2 2015/16 197 out of 198</p> | | <div>Notes on Latest Data Entry</div> | | | | | | | | | | | | | | | | | | | | | | | |

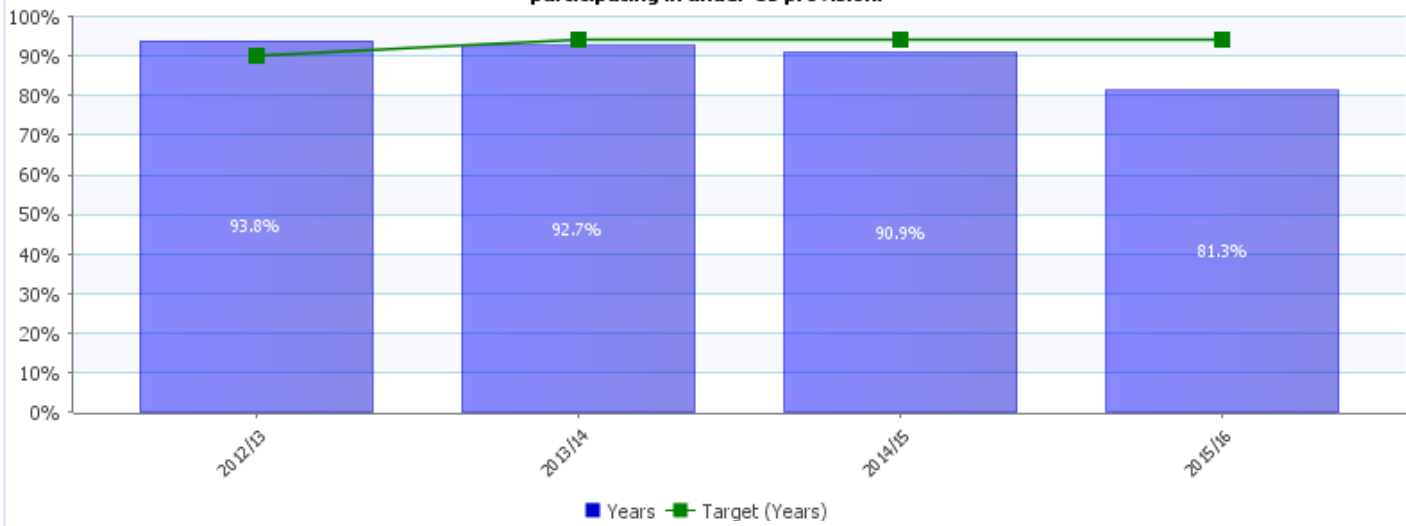

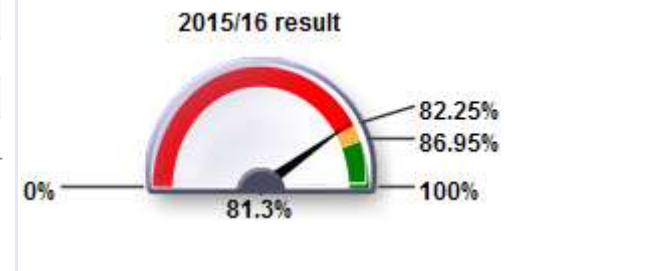
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H1 2015/16 168 out of 173
H2 2014/15 155 out of 157
H1 2014/15 289 out of 293
H2 2013/14 212 out of 219
H1 2013/14 179 out of 180
H2 2012/13 129 out of 137
H1 2012/13 182 out of 188
H2 2011/12 70 out of 72

In view of recent performance and a desire to emphasise the use of Covalent for improvement a more challenging target of 99% was set for H1 2016/17 and both threshold triggers were narrowed. The target for 2016/17 will remain at 99%.

| PI Code & Short Name | EDCRCL008_6a.2 Community & Leisure - Percentage of customers who report improvements to their Health & Wellbeing as a result of participating in sport & leisure activity. | PI Owner | zEDCRCL_PAdmin; Neil Sharp | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|---|------------|------------|-------|-------|------------|-------|-------|------------|-------|-------|------------|-------|-------|------------|-------|-------|------------|-----|-------|------------|-------|-------|------------|-------|-------|------------|-------|-------|-------------|------------|
| Description | This performance indicator measures the percentage of Community & Leisure customers who agree or strongly agree that their Health & Wellbeing has improved as a result of participating in sport & leisure activity which includes swimming, sport clubs, fitness gyms, fitness classes and dance. Collected as part of a six monthly survey the survey is of a random sample of customers. Results are analysed to identify improvements. Relevance- the positive impact of physical activity on health is recognised nationally and globally. The PI relates to the council key outcomes on health, quality of life for older people and in the Community and Leisure service context where there is an unusually high level of participants from more deprived areas it is relevant to tackling inequalities. | Data Collection Officer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div>EDCRCL008_6a.2 Community & Leisure - Percentage of customers who report improvements to their Health & Wellbeing as a result of participating in sport & leisure activity.</div>  <table><thead><tr><th>Period</th><th>Half Years (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>H1 2012/13</td><td>95.2%</td><td>95.2%</td></tr><tr><td>H2 2012/13</td><td>95.5%</td><td>95.5%</td></tr><tr><td>H1 2013/14</td><td>98.3%</td><td>98.3%</td></tr><tr><td>H2 2013/14</td><td>83.5%</td><td>95.5%</td></tr><tr><td>H1 2014/15</td><td>88.4%</td><td>95.5%</td></tr><tr><td>H2 2014/15</td><td>92%</td><td>95.5%</td></tr><tr><td>H1 2015/16</td><td>86.9%</td><td>95.5%</td></tr><tr><td>H2 2015/16</td><td>85.6%</td><td>95.5%</td></tr><tr><td>H1 2016/17</td><td>81.8%</td><td>95.5%</td></tr></tbody></table> | | Period | Half Years (%) | Target (%) | H1 2012/13 | 95.2% | 95.2% | H2 2012/13 | 95.5% | 95.5% | H1 2013/14 | 98.3% | 98.3% | H2 2013/14 | 83.5% | 95.5% | H1 2014/15 | 88.4% | 95.5% | H2 2014/15 | 92% | 95.5% | H1 2015/16 | 86.9% | 95.5% | H2 2015/16 | 85.6% | 95.5% | H1 2016/17 | 81.8% | 95.5% | Last Update | H1 2016/17 |
| | | Period | Half Years (%) | Target (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | H1 2012/13 | 95.2% | 95.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | H2 2012/13 | 95.5% | 95.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | H1 2013/14 | 98.3% | 98.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| H2 2013/14 | 83.5% | 95.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| H1 2014/15 | 88.4% | 95.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| H2 2014/15 | 92% | 95.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| H1 2015/16 | 86.9% | 95.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| H2 2015/16 | 85.6% | 95.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| H1 2016/17 | 81.8% | 95.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Traffic Light Icon |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Current Value | 81.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Current Target | 88.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Red Threshold | 81.42% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Amber Threshold | 84.96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <div>H1 2016/17 result</div>  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div>Trend Chart Commentary:</div> <p>Performance in H1 2016/17 of 81.8% based on 99 completed surveys with 81 agreeing or strongly agreeing that their health and wellbeing has improved as a result of participating in sport and leisure activity. This is a decline in performance in the previous period.</p> <p>The trend shows performance consistently below a peak in the first half of 2013/14. This appears to reflect some changes in the client group using fitness gyms and other facilities on a regular basis including several customers who view themselves as maintaining rather than improving their good health and wellbeing. The most recent survey also included returns from a few cafe</p> | | Notes on Latest Data Entry | 31-Oct-2016 Neil Sharp 31/10/16: Performance below target and declining appears to reflect some changes in the client group using fitness gyms and other facilities on a regular basis including several customers who view themselves as maintaining rather than improving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

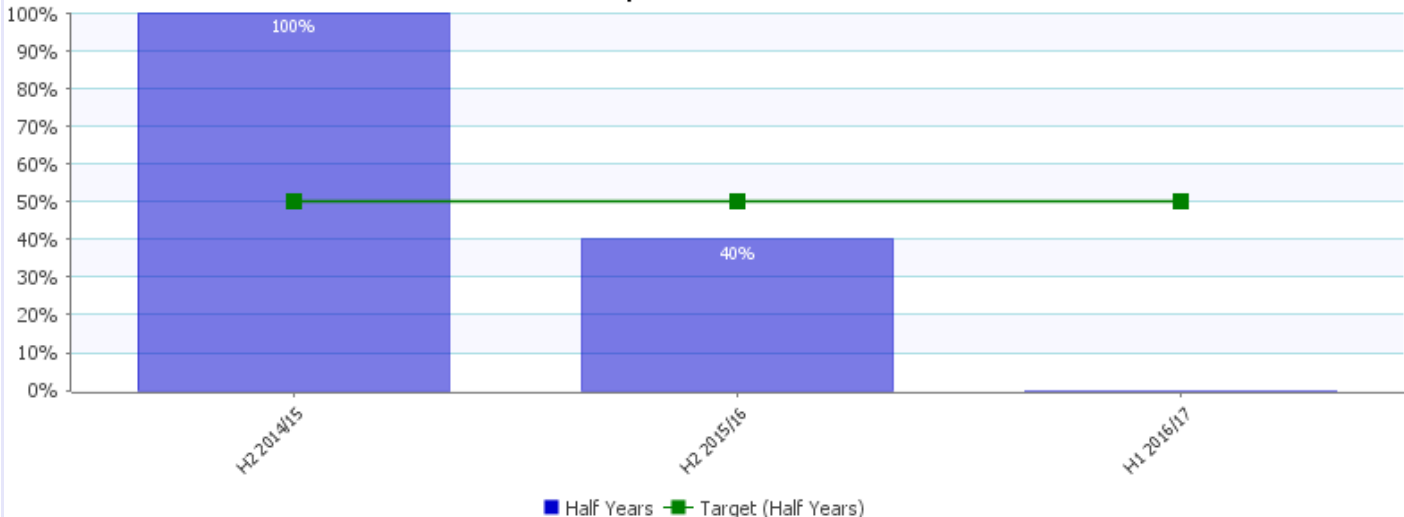

| | |
|--|---|
| <p>users who did not rate their use of this service as contributing to improved health or wellbeing.</p> <p>The performance data shows the number of customers agreeing or strongly agreeing that their health and wellbeing has improved and the total number of surveys completed as follows:</p> <p>H1 2016/17 81 out of 99 H2 2015/16 119 out of 139 H1 2015/16 86 out of 99 H2 2014/15 69 out of 75 H1 2014/15 84 out of 95 H2 2013/14 71 out of 85 H1 2013/13 59 out of 60 H2 2012/13 42 out of 44 H1 2012/13 119 out of 125</p> <p>In view of recent performance and a desire to emphasise the use of Covalent for managing improvement both threshold triggers have been narrowed and a target of 88.5% was set for H1 2016/17. The target will remain at this level for 2016/17. This target is above the performance achieved in five of the last six half year performance periods.</p> | <p>their good health and wellbeing. The most recent survey also included returns from a few cafe users who did not rate their use of this service as contributing to improved health or wellbeing. No specific corrective action is planned but the recent result will be discussed with staff and customers to help extend an understanding of the reasons for recent performance.</p> |
|--|---|

| PI Code & Short Name | EDCRCL009_6a.2 Community & Leisure - Percentage of customers who report improvements to Health & Wellbeing as a result of participating in under-5s provision. | PI Owner | zEDCRCL_PAdmin; Neil Sharp | | | | | | | | | | |
|--|---|--|---|---------|-------|---------|-------|---------|-------|---------|-------|-------------|---------|
| Description | This performance indicator measures the percentage of Community & Leisure customers who agree or strongly agree that their Health and Wellbeing has improved as a result of participating in under-5s provision. The data is collected as part of a 6-monthly survey of all regular service users. Results are analysed to identify improvements. Relevance- the positive impact of early years learning is recognised nationally and globally. The PI relates to the council's key outcomes regarding early intervention, early years, health, attainment and minimising the cycle of deprivation. | Data Collection Officer | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | | | |
| <div>EDCRCL009_6a.2 Community & Leisure - Percentage of customers who report improvements to Health & Wellbeing as a result of participating in under-5s provision.</div>  <table><caption>Performance Data (2012/13 to 2015/16)</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2012/13</td><td>93.8%</td></tr><tr><td>2013/14</td><td>92.7%</td></tr><tr><td>2014/15</td><td>90.9%</td></tr><tr><td>2015/16</td><td>81.3%</td></tr></tbody></table> <p>Legend: ■ Years ■ Target (Years)</p> | | Year | Percentage | 2012/13 | 93.8% | 2013/14 | 92.7% | 2014/15 | 90.9% | 2015/16 | 81.3% | Last Update | 2015/16 |
| | | Year | Percentage | | | | | | | | | | |
| | | 2012/13 | 93.8% | | | | | | | | | | |
| | | 2013/14 | 92.7% | | | | | | | | | | |
| | | 2014/15 | 90.9% | | | | | | | | | | |
| 2015/16 | 81.3% | | | | | | | | | | | | |
| Traffic Light Icon |  | | | | | | | | | | | | |
| Current Value | 81.3% | | | | | | | | | | | | |
| Current Target | 94% | | | | | | | | | | | | |
| Red Threshold | 82.25% | | | | | | | | | | | | |
| Amber Threshold | 86.95% | | | | | | | | | | | | |
| | | <div>2015/16 result</div>  | | | | | | | | | | | |
| <div>Trend Chart Commentary:</div> <p>Performance in 2015/16 of 81.3% is the lowest over the period shown on the chart.</p> <p>The trend is of declining performance. Analysis indicates that the longer customers use the service the more positively they rate its impact on health and wellbeing and that parents eligible for free childcare are less likely to identify positive impacts. The increase in new starts and the increase in children accessing funded places may account for the decline in performance. Measures to address this include the introduction of an interactive health and wellbeing display.</p> <p>The performance data shows the number of parents/carers agreeing or strongly agreeing that health and wellbeing has improved and the number of completed surveys as follows:</p> | | Notes on Latest Data Entry | 06-Apr-2016 Neil Sharp 06/04/2016: PI changed to annual to match requirements for inclusion in Education Management Plan following disaggregation of Area Services. Measures described in previous note were effective in improving performance in H2 2015/16 but aggregation of data from H1 and H2 to provide performance | | | | | | | | | | |

2015/16 61 out of 75
2014/15 80 out of 88
2013/14 89 out of 96
2012/13 60 out of 64

To emphasise the use of Covalent for improvement a challenging target of 94% was set for 2015/16. In view of recent performance the target for 2016/17 will be set at 90%.

data for whole year have resulted in PI going red. Measures identified previously along with new interactive health and wellbeing display wall will be built on to improve performance in 2016/17.

| | | | |
|--|---|--|----------------------------|
| PI Code & Short Name | EDCRCL013_6b.4 The percentage of complaints received by Community & Leisure that were upheld / partially upheld against the total complaints closed in full | PI Owner | zEDCRCL_PAdmin; Neil Sharp |
| Description | This performance indicator measures the percentage of complaints received by the Community and Leisure service which are upheld or partially upheld against the total number of complaints closed in full. Complaints may be upheld, partially upheld or not upheld. Reporting on this indicator is at 6 month intervals. Results are analysed to identify service improvements. Relevance - this indicator helps to identify service issues and trends which require management attention. | Data Collection Officer | |
| Linked PIs | | Gauge Format Type | Aim to Minimise |
| EDCRCL013_6b.4 The percentage of complaints received by Community & Leisure that were upheld / partially upheld against the total complaints closed in full  <p>The chart displays the percentage of complaints upheld or partially upheld against the total complaints closed in full for three periods: H2 2014/15 (100%), H2 2015/16 (40%), and H1 2016/17 (0%). A green line indicates the target at 50%.</p> | | Last Update | H1 2016/17 |
| | | Traffic Light Icon | 🟢 |
| | | Current Value | 0% |
| | | Current Target | 50% |
| | | Red Threshold | 60% |
| | | Amber Threshold | 55% |
| | | H1 2016/17 result  <p>The gauge chart shows the H1 2016/17 result at 0%, with thresholds at 55% (Amber) and 60% (Red).</p> | |
| Trend Chart Commentary: Performance in H1 2016/17 is the result of neither of 2 complaints being upheld or partially upheld. The short term trend is of a reducing proportion of complaints a being upheld or partially upheld. The sharp decline in complaints from H2 2012/13 to H1 2013/14 is substantially due to changes in the guidance and training given to reception staff that are empowered to resolve potential complaints as well as drawing customers' attention to the complaints and comments forms which are displayed. In view of feedback from a recent WLAM Review customers have from the start of 2016 been encouraged to make formal complaints and where complaints are not formal these have been logged as anonymous. The complaints in H1 2016/17 relate to the cancellation of a public swimming session and staff being unduly assertive in asking customers to leave the pool area, poor manners and rudeness by school pupils attending a public swimming session and the failure | | Notes on Latest Data Entry | |

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of staff to adequately police and enforce use and abuse of disabled parking bays. None of the complaints were upheld but improvements actions were identified.

The following performance data shows the number of complaints received and upheld or partially upheld in each period:

H1 2016/17 0 out of 3 complaints

H2 2015/16 2 out of 5 complaints

H1 2015/16 0 complaints

H2 2014/15 1 out of 1 complaint

H1 2014/15 0 complaints




H2 2013/14 2 out of 2 complaints

H1 2013/14 1 out of 2 complaints

H2 2012/13 4 out of 5 complaints

H1 2012/13 4 out of 6 complaints

The new arrangements may increase the number of complaints and will continue. The target for upheld and partially upheld complaints will remain at 50% for the remainder of 2016/17.

| PI Code & Short Name | P:EDCRCL031_9a.1 Community & Leisure net unit cost per participant session. | PI Owner | zEDCRCL_PIAAdmin; Neil Sharp | | | | | | | | | | | | | | | |
|---|--|--|------------------------------|------------|---------|------|------|---------|------|------|---------|------|------|---------|------|------|-------------|---------|
| Description | <p>This performance indicator measures the net unit cost per participant session in sport & leisure activity, adult learning or in an under 5's centre at Inveralmond and Deans Community High schools. The number of participant sessions are collated on a monthly basis and reported annually. Results are analysed to identify improvements.</p> <p>Relevance - this indicator helps to identify trends regarding the efficiency of the service and helps inform management decisions on resource allocation.</p> <p>The PI relates to council's key outcomes concerning health, early years and quality of life for older people.</p> | Data Collection Officer | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Minimise | | | | | | | | | | | | | | | |
| <p>P:EDCRCL031_9a.1 Community & Leisure net unit cost per participant session.</p>  <table><caption>Net Unit Cost per Participant Session Data</caption><thead><tr><th>Year</th><th>Actual Cost (£)</th><th>Target (£)</th></tr></thead><tbody><tr><td>2012/13</td><td>1.36</td><td>1.56</td></tr><tr><td>2013/14</td><td>1.38</td><td>1.45</td></tr><tr><td>2014/15</td><td>1.07</td><td>1.30</td></tr><tr><td>2015/16</td><td>1.25</td><td>1.30</td></tr></tbody></table> | | Year | Actual Cost (£) | Target (£) | 2012/13 | 1.36 | 1.56 | 2013/14 | 1.38 | 1.45 | 2014/15 | 1.07 | 1.30 | 2015/16 | 1.25 | 1.30 | Last Update | 2015/16 |
| | | Year | Actual Cost (£) | Target (£) | | | | | | | | | | | | | | |
| | | 2012/13 | 1.36 | 1.56 | | | | | | | | | | | | | | |
| | | 2013/14 | 1.38 | 1.45 | | | | | | | | | | | | | | |
| | | 2014/15 | 1.07 | 1.30 | | | | | | | | | | | | | | |
| | | 2015/16 | 1.25 | 1.30 | | | | | | | | | | | | | | |
| Traffic Light Icon |  | | | | | | | | | | | | | | | | | |
| Current Value | £1.25 | | | | | | | | | | | | | | | | | |
| Current Target | £1.30 | | | | | | | | | | | | | | | | | |
| Red Threshold | £1.39 | | | | | | | | | | | | | | | | | |
| Amber Threshold | £1.36 | | | | | | | | | | | | | | | | | |
| | | <p>2015/16 result</p>  | | | | | | | | | | | | | | | | |
| <p>Trend Chart Commentary:</p> <p>Performance in 2015/16 is down on the performance in the previous year. This is largely due to an extensive closure of the swimming pool at Inveralmond CHS for refurbishment works and reduced use of synthetic turf pitches as a result of increasing competition allied to a deterioration in the condition of these facilities. Income is a significant part of the budget so any reductions in participation tend to increase net expenditure.</p> <p>Despite performance in 2015/16 being poorer than the previous year the overall trend in recent years is of reducing costs per participant session and this reflects efficiencies which have been achieved through service modernisation. The most recent benchmarking figures available for cost per attendance at sports facilities including swimming pools indicate that the service</p> | | <p>Notes on Latest Data Entry</p> | | | | | | | | | | | | | | | | |

performs better than the average performance of all but one of the Scottish local authorities.

The performance data shows the number of participant sessions and the net budget expenditure in each period as follows:

2015/16 338,663 participant sessions and net expenditure of £424,331

2014/15 382,097 participant sessions and net expenditure of £409,228

2013/14 357,537 participant sessions and net expenditure of £495,073

2012/13 357,909 participant sessions and net expenditure of £485,930

The target for 2016/17 is set at £1:25.

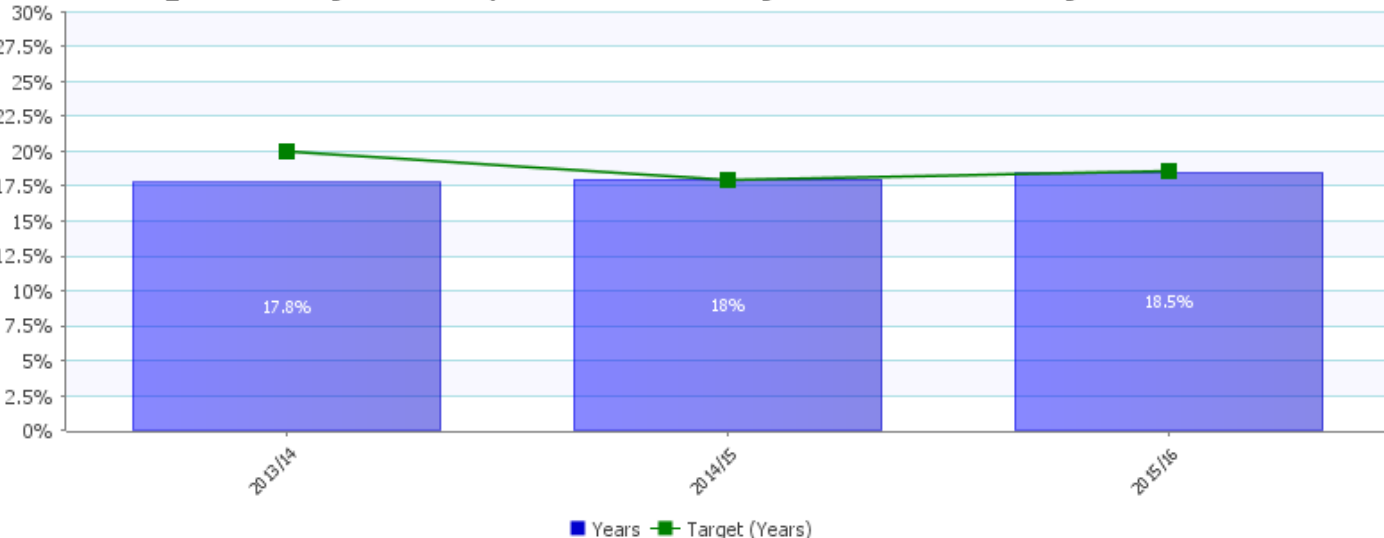


| PI Code & Short Name | EDCRCL035_9a.2b Percentage of Community & Leisure courses cancelled due to insufficient demand. | PI Owner | zEDCRCL_PAdmin; Neil Sharp | | | | | | | | | | | | | | | | | | |
|---|--|---------------------------------------|----------------------------|------------|------|------------|-------|------------|-------|------------|-------|------------|------|------------|------|------------|------|------------|-------|-------------|------------|
| Description | <p>This performance indicator measures the percentage of all Community & Leisure courses cancelled including Adult Learning courses, community classes and learn to swim classes which are cancelled due to insufficient uptake of places. Results are analysed to identify improvements. Relevance - this indicator helps with analysis of and improvements to the quality of decision-making regarding the programming, presentation and marketing of courses and classes.</p> <p>The PI relates indirectly to the council's key outcomes for health and quality of life for older people.</p> | Data Collection Officer | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Minimise | | | | | | | | | | | | | | | | | | |
| <div>EDCRCL035_9a.2b Percentage of Community & Leisure courses cancelled due to insufficient demand.</div> <table><thead><tr><th>Half Years</th><th>Percentage</th></tr></thead><tbody><tr><td>H1 2012/13</td><td>5.3%</td></tr><tr><td>H2 2012/13</td><td>5.77%</td></tr><tr><td>H1 2013/14</td><td>6.54%</td></tr><tr><td>H2 2013/14</td><td>4.81%</td></tr><tr><td>H1 2014/15</td><td>1.7%</td></tr><tr><td>H2 2014/15</td><td>2.1%</td></tr><tr><td>H1 2015/16</td><td>1.8%</td></tr><tr><td>H2 2015/16</td><td>1.05%</td></tr></tbody></table> | | Half Years | Percentage | H1 2012/13 | 5.3% | H2 2012/13 | 5.77% | H1 2013/14 | 6.54% | H2 2013/14 | 4.81% | H1 2014/15 | 1.7% | H2 2014/15 | 2.1% | H1 2015/16 | 1.8% | H2 2015/16 | 1.05% | Last Update | H1 2016/17 |
| | | Half Years | Percentage | | | | | | | | | | | | | | | | | | |
| | | H1 2012/13 | 5.3% | | | | | | | | | | | | | | | | | | |
| | | H2 2012/13 | 5.77% | | | | | | | | | | | | | | | | | | |
| | | H1 2013/14 | 6.54% | | | | | | | | | | | | | | | | | | |
| | | H2 2013/14 | 4.81% | | | | | | | | | | | | | | | | | | |
| | | H1 2014/15 | 1.7% | | | | | | | | | | | | | | | | | | |
| H2 2014/15 | 2.1% | | | | | | | | | | | | | | | | | | | | |
| H1 2015/16 | 1.8% | | | | | | | | | | | | | | | | | | | | |
| H2 2015/16 | 1.05% | | | | | | | | | | | | | | | | | | | | |
| Traffic Light Icon | | | | | | | | | | | | | | | | | | | | | |
| Current Value | 1.05% | | | | | | | | | | | | | | | | | | | | |
| Current Target | 2% | | | | | | | | | | | | | | | | | | | | |
| Red Threshold | 2.5% | | | | | | | | | | | | | | | | | | | | |
| Amber Threshold | 2.25% | | | | | | | | | | | | | | | | | | | | |
| | | <div>H1 2016/17 result</div> | | | | | | | | | | | | | | | | | | | |
| <div>Trend Chart Commentary:</div> <p>Performance in H1 2016/17 is the result of 1 of 95 courses being cancelled. This is an improvement in performance in comparison with the previous period.</p> <p>The overall trend is of a reducing proportion of courses being cancelled each year due to insufficient demand.</p> <p>The sharp dip in courses cancelled from H2 2013/14 to H1 2014/15 is due to a review in the course programme and a reduction in the number of courses offered.</p> | | <div>Notes on Latest Data Entry</div> | | | | | | | | | | | | | | | | | | | |

Community and Leisure
Performance Report

The performance data shows the number of courses cancelled due to insufficient demand out of the total number of courses as follows:

H1 2016/17 1 out of 95
H2 2015/16 1 out of 56
H1 2015/16 0 out of 39
H2 2014/15 2 out of 96
H1 2014/15 1 out of 60
H2 2013/14 5 out of 104
H1 2013/14 7 out of 107
H2 2012/13 6 out of 104
H1 2012/13 6 out of 114

In view of recent performance and a desire to emphasise the use of Covalent for improvement a more challenging target of 2% was set for H1 2016/17 and both threshold triggers were revised. The target for H2 2016/17 will be maintained at 2%.

| PI Code & Short Name | EDCRCL041_9b.1b Percentage of Community & Leisure customers living in the 20% most disadvantaged areas in West Lothian. | PI Owner | zEDCRCL_PAdmin; Neil Sharp | | | | | | | | |
|--|--|---|---|---------|-------|---------|-----|---------|-------|-------------|---------|
| Description | <p>This performance indicator measures the percentage of customers living in the 20% most disadvantaged areas in West Lothian. Customers are defined as current members who are resident within West Lothian whose postcodes are recorded on the service's membership databases. The 20% most disadvantaged areas in West Lothian are identified from the Scottish Index of Multiple Deprivation. The analysis is conducted in March each year and the results are reviewed to identify trends and improvements. Relevance - there is a substantial body of evidence which indicates that residents from deprived areas are much less likely to access sport and leisure activities than residents from more affluent areas. Community and Leisure have an unusually high level of participants from more deprived areas. Maintaining and increasing access by residents of more deprived areas to sport, leisure, adult learning and under 5s services is a key objective of the service and is relevant to multiple agendas concerning social inclusion, social justice, tackling inequality and 'closing the gap' regarding health and life expectancy.</p> <p>The PI relates to the council's key outcomes for health, early years, quality of life for older people and promoting equality.</p> | Data Collection Officer | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | |
| <p>EDCRCL041_9b.1b Percentage of Community & Leisure customers living in the 20% most disadvantaged areas in West Lothian.</p>  <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2013/14</td><td>17.8%</td></tr><tr><td>2014/15</td><td>18%</td></tr><tr><td>2015/16</td><td>18.5%</td></tr></tbody></table> <p>■ Years ■ Target (Years)</p> | | Year | Percentage | 2013/14 | 17.8% | 2014/15 | 18% | 2015/16 | 18.5% | Last Update | 2015/16 |
| | | Year | Percentage | | | | | | | | |
| | | 2013/14 | 17.8% | | | | | | | | |
| | | 2014/15 | 18% | | | | | | | | |
| | | 2015/16 | 18.5% | | | | | | | | |
| | | Traffic Light Icon |  | | | | | | | | |
| | | Current Value | 18.5% | | | | | | | | |
| Current Target | 18.6% | | | | | | | | | | |
| Red Threshold | 17.48% | | | | | | | | | | |
| Amber Threshold | 18.04% | | | | | | | | | | |
| | | <p>2015/16 result</p>  | | | | | | | | | |
| Trend Chart Commentary: Performance in 2015/16 is the highest over the period shown on the chart. | | Notes on Latest Data Entry | 06-Apr-2016 06/04/2016 Neil Sharp: PI has been changed to annual to | | | | | | | | |

| | |
|---|--|
| <p>The trend is of improving performance. Various measures including targeted marketing are supporting this trend.</p> <p>The performance data shows the number of members with postcodes in the most disadvantaged areas out of the total number of member postcodes recorded as follows:</p> <p>2015/16 1,001 out of 5,398 2014/15 897 out of 4,893 2013/14 799 out of 4,381</p> <p>There are no comparable figures for the years prior to 2013/14 when an integrated membership database became operational. Membership data does not necessarily represent customers as a whole and other data indicates that the proportion of customers from the most disadvantaged areas in West Lothian may be higher than 18.5%.</p> <p>The target for 2016/17 will be increased to 18.8%.</p> | <p>match requirements for inclusion in the Education Management Plan and in the context of the disaggregation of Area Services. Annual results are based on the analysis of membership data in March of each year.</p> |
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CULTURE AND LEISURE PDSP WORKPLAN

| | TITLE | PURPOSE | LEAD OFFICER | FREQUENCY | PDSP | COUNCIL EXECUTIVE |
|----|---|---|-----------------|-------------------|----------|-------------------|
| 1 | Developing A Museum Strategy For West Lothian | To advise of proposals to commission a study to develop plans for a museum based heritage service | Karen Cawte | One-Off | 02/02/17 | |
| 2 | Performance Report – Community and Leisure | To facilitate scrutiny of Community and Leisure performance and provide an update on service activity and impact. | Neil Sharp | Every fourth PDSP | 02/02/17 | No |
| 3 | Performance Report – Low Port Centre | To facilitate scrutiny of Low Port Centre activities and performance in the last six month period and to highlight the impact of the service. | John Lewis | Every fourth PDSP | 02/02/17 | No |
| 4 | Scottish Book Week | To highlight the range of activities. | Ann Marie Vance | Yearly | 02/02/17 | No |
| 5 | Deans Community High School Under-5s Inspection | To advise the panel of the findings of a Care Inspectorate inspection of the under-5s services provided by Community and Leisure at Deans Community High School | Neil Sharp | On-Off | 02/02/17 | No |
| 6 | Community Facilities Report | To provide an update on progress with the capital investment programme in relation to community facilities. | Paul Kettrick | Bi-annual | 13/04/17 | No |
| 7 | Performance Report – Community Arts | To provide an update on Community Arts activities and performance and highlight notable achievements and developments | Laura Tyrrell | Every fourth PDSP | 13/04/17 | No |
| 8 | Performance Report – Libraries | To provide an update on the performance and achievements of the Library and Heritage Services over the previous six months. | Ann Marie Vance | Every fourth PDSP | 13/04/17 | No |
| 9 | Annual Twinning Report | To provide an update on Twinning programme and exchange with our partners. | Gordon Connolly | Yearly | 13/04/17 | Yes |
| 10 | Management Plan – Housing Building and Community Services | To report on main activities and actions to be delivered by the service in 2017/18. | Alistair Shaw | Yearly | 13/04/17 | No |

DATA LABEL : OFFICIAL

CULTURE AND LEISURE PDSP WORKPLAN

| | TITLE | PURPOSE | LEAD OFFICER | FREQUENCY | PDSP | COUNCIL EXECUTIVE |
|----|---|--|-------------------|-------------------|----------|-------------------|
| | | | | | | |
| 11 | Performance Report – Community Youth Services | To provide an update on progress with the delivery of the management plan in relation to community youth services. | Beverley Akinlami | Every fourth PDSP | 01/06/17 | No |
| 12 | Community Facilities Report | To provide an update on progress with the capital investment programme in relation to community facilities. | Paul Kettrick | Bi-annual | 01/06/17 | No |
| 13 | Arts Grant | To update panel on the Arts Grant Scheme and the grants awarded in the previous year. | Laura Tyrrell | Yearly | 01/06/17 | No |
| 14 | Sports Grant | To update panel on the Sports Grant Scheme and the grants awarded in the previous year. | Paul Stark | Yearly | 01/06/17 | No |
| 15 | Performance Report – Adult Learning | To facilitate scrutiny of Adult Learning performance and provide an update on service activity and impact. | Jenny Reekie | Every fourth PDSP | 01/06/17 | No |