



Livingston North Local Area Committee

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

10 May 2019

A meeting of the **Livingston North Local Area Committee** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Friday 17 May 2019 at 11:30am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm Draft Minutes of Meeting of Livingston North Local Area Committee held on Friday 15 March 2019 (herewith).
5. Community Regeneration Update - Report by Head of Planning, Economic Development & Regeneration (herewith).
6. Housing, Customer and Building Services - Report by Head of Housing, Customer and Building Services (herewith).
7. Service Update - Operational Services - Report by Head of Operational Services (herewith).
8. Workplan (herewith)

DATA LABEL: Public

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

MINUTE of MEETING of the LIVINGSTON NORTH LOCAL AREA COMMITTEE held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 15 MARCH 2019.

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

In Attendance

Jim Jack, Lead Officer, West Lothian Council
Christopher Nelson, Senior Advisor, Advice Shop, West Lothian Council
Scott McKillop, Regeneration Officer, West Lothian Council
Ralph Bell, Customer and Community Service Manager, West Lothian Council
Pamela Main, Senior Manager, Assessment and Prevention, West Lothian Council
Paul Kettrick, Estates Manager, West Lothian Council
Lee Clark, Scottish Fire and Rescue Service
PC John McLean, Police Scotland
Brain Johnston, Livingston Village Community Council
Jill Parton, Carmondean Community Council

Apologies – Steven Egan, Elburn Community Council

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The Committee confirmed the Minute of its meeting held on 21 January 2019 as a correct record. The Minute was thereafter signed by the Chair.

3. LIVINGSTON NORTH LOCAL AREA COMMITTEE POLICE SCOTLAND REPORT

The committee considered a report (copies of which had been circulated) by PCs John McLean and Alan McMahon providing an update on performance activities and issues across the ward for the period up to 18 February 2019.

The report listed the national priorities that had been identified for action for the communities of West Lothian as well as community priorities identified through West Lothian Community Planning Partnership and local priorities.

With regard to local priorities, PC McLean explained that there had been a slight increase in reports of anti-social behaviour and that Community Police officers continued to work with Safer Neighbourhood officers to address the issue.

The number of complaints regarding inappropriate parking in and around

schools had increased and schools were continuing to be directed toward the Parksmart Scheme. There was also an increase in the number of complaints in relation to disabled parking, in particular using disabled parking bays without displaying a disabled badge.

With regard to tackling substance misuse officers continued to carry out intelligence led drug searches and relied on members of the public to report suspicious activity.

There had been a number of thefts by house breaking which were investigated by a CID led enquiry team. Residents were encouraged through social media to take appropriate steps with regard to home security and to report any suspicious behaviour.

The community policing team continued to monitor the Carmondean, Deans, Knightsridge, Eliburn and Livingston Village areas, providing visibility and reassurance.

Decision

To note the contents of the report.

4. LIVINGSTON NORTH MULTI-MEMBER WARD PERFORMANCE - REPORT BY SCOTTISH FIRE AND RESCUE SERVICE

The Committee considered a report (copies of which had been circulated) by the Scottish Fire and Rescue Service providing an update on the activity within Livingston North Multi-Member Ward for the period up to 31 December 2018.

The performance report, which was attached as an appendix to the report, showed a series of graphs with details of accidental dwelling fires, fire casualties and fatalities, deliberate fires, fires in non-domestic properties, special services casualties, unwanted fire alarm signals and road traffic collision (RTC) casualties and fatalities.

With regards to Deliberate Fires, the committee were advised that there had been a recent spate of wheelie bin fires in the ward and fire officers when attending these incidents were coming under attack by local youths. Therefore the fire service was actively working with colleagues at Police Scotland to identify the perpetrators of these attacks. Mr Clark also advised that the service was actively involved with youth groups.

Mr Clark concluded his presentation by advising that the fire service was involved in West Drive 2019 which was an initiative that would see partners working with sixth year pupils on safe driving techniques. The event was taking place in August and Mr Clark encouraged the local ward members to attend as it was a very interesting and informative event.

Decision

To note the contents of the report.

5. CARMONDEAN ABILITY CENTRE/CARMONDEAN CONNECTED CO-LOCATION

The Committee considered a report (copies of which had been circulated) by the Head of Social Policy and the Head of Housing, Customer and Building Services providing an update on progress towards developing a new partnership centre at North Livingston/Carmondean.

The report advised that the council was committed to supporting the delivery of modern accessible services within its communities and to achieve this, a number of partnership centres were developed across the local authority area.

In February 2018 the Council Executive approved the redevelopment of the Ability Centre to enable the relocation of the existing Carmondean Connected and Library facility and agreed a budget allocation of £1m.

An initial review was carried out and the findings were as follows:

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

The report went on to advise that an outline design had been developed and would be used as a focus to enable engagement with stakeholders of both the Ability Centre and Carmondean Connected and that a report would be presented to the relevant PDSP and to Council Executive on 26 March 2019.

It was proposed that a wider stakeholder and community engagement process was undertaken to ensure the design was as comprehensive as possible.

The wider engagement would consist of a range of methods of communication including the following:-

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

- Meetings with identified stakeholder groups.

The report concluded that the project sought to continue successful delivery of co-located services and partnership working that was realised elsewhere in West Lothian.

The report recommended that the Committee:-

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

There then followed discussions with regard to the consultation and engagement process and it was suggested that National Library Services be included as a consultee.

The representative from Carmondean Community Council commented that while it was a good idea to combine the services provided by the Ability Centre, Carmondean Connected and the Library, into one location, she was not in favour of these combined services being located in the Ability Centre due to its location.

Decision

To note the terms of the report.

6. ADVICE SHOP SERVICE UPDATE

The committee considered a report (copies of which had been circulated) by the Head of Finance and Property Services informing the committee of the work undertaken by the Advice Shop Service from April 2017 to March 2018.

The report explained that the Advice Shop was a free, impartial and confidential service aiming to alleviate poverty and promote inclusion and equality through advice, assistance and advocacy. Activity across the service was informed and prioritised by the recently refreshed Community Planning Partnership Anti-Poverty Strategy.

The report went on to update the committee on local provision; the Advice Shop had dealt with 3,862 enquiries from 1,246 customers, an increase of 14% compared to the same period in the previous year. Appendix 1 showed local provision in more detail.

Priorities for development over 2018/19 were to: continue to improve customer journey through modernisation, work with partners to mitigate the effects of the full roll out of Universal Credit and to increase awareness of the One-2-One project which focused on those with long term poor mental health.

The report recommended that the committee note:

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

DECISION

To note the contents of the report.

7. COMMUNITY REGENERATION UPDATE

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

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

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

An update on the Vennie and a number of other initiatives were presented in the report, including the Knightsridge Food Outlet, Knightsridge Activities Survey, Crosspoints Church, Logan Way Common Areas and Cashback for communities.

It was recommended that the Local Area Committee note:-

1. The update on the local regeneration group from Knightsridge

area;

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

Decision

To note the terms of the report.

8. TIMETABLE OF MEETINGS

The committee considered a timetable of proposed meetings (copies of which had been circulated) for the period 2019/20.

The committee was asked to approve the timetable of meetings for 2019/20.

Decision

To approve the timetable of meetings for 2019/20

9. WORKPLAN (HEREWITH).

A copy of the workplan had been circulated for information.

The Lead Officer advised that the issue with regard to Grit Bins would be addressed in the Winter Maintenance report. It was noted that the workplan would be updated in respect of Open Space and Land Ownership at Eliburn Road to include the relevant officer and the date that this would be considered.

It was also noted that members had requested that the Ability Centre remain on the workplan.

Decision

To note the workplan and agree that the Open Space and Land Ownership at Eliburn Road, be updated with the lead officer and when it would be considered by the Committee and to agree that the Ability Centre would remain on the workplan for future consideration.



LIVINGSTON NORTH LOCAL AREA COMMITTEE

COMMUNITY REGENERATION UPDATE

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION

A. PURPOSE OF REPORT

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

B. RECOMMENDATION

It is recommended that the Local Area Committee notes:

1. an update on the local regeneration group for Knightsridge area; and
2. updates on the other local projects and activities in the Knightsridge area which contribute towards regeneration efforts.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources. Working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Community regeneration reinforces the council's commitment to community planning at a local level.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Performance indicators relating to the activity within the plans are captured within the set of regeneration key performance indicators.
V	Relevance to Single Outcome Agreement	<ul style="list-style-type: none">- We are better educated and have access to increased and better quality learning and employment opportunities.- We live in resilient, cohesive and safe communities.- We live longer, healthier lives and have reduced health inequalities.- We make the most efficient and effective use

of resources by minimising our impact on the built and natural environment.

VI	Resources - (Financial, Staffing and Property)	Activities will be funded from existing budgets or external sources.
VII	Consideration at PDSP	Annual updates on regeneration plans will be presented to PDSP.
VIII	Other consultations	None.

D. TERMS OF REPORT

Background

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

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

Regeneration Plan

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

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

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

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

Knightsridge Regeneration Group

The next meeting of the Knightsridge Regeneration Group will be held on Wednesday 22 May in the Vennie. As with the regeneration steering groups across West Lothian, local members are now on the distribution list for these meetings and are able to attend.

It had been agreed previously to delay the Regeneration Group would not meet until the Activities Sub-Group (detailed below) had met.

Given the amount of work and activity that is happening in the community, at the meeting on 22 May the regeneration group will consider what it should focus on going forward and whether things like themed meetings (discussing training for

community groups, early years, employability etc.) would help the group make sure we can do everything we can to support residents in the area.

Livingston Regeneration Areas – Early Intervention workshop

A workshop is planned on 10 May with early years practitioners and managers working in the four regeneration areas within Livingston (Knightsridge, Craigshill, Dedridge and Ladywell) to look at identifying what additional groups/interventions could be provided to ensure there is adequate provision in place to help ensure early years children and families in these areas can be given the best start in life.

By pulling these services together to examine all four areas, it is hoped that services would be in a stronger position to respond to any common issues across these areas. The outcome of this for will be fed back to the regeneration group and the Local Area Committee for any consideration that needs to be given to recommendations for including Knightsridge.

Knightsridge Activities Sub-Group

A sub-group of the regeneration group, led by a Senior Community Education Worker in Community Learning & Development - Youth Services, was created to develop a survey around the types of activities that people would like to see developed in Knightsridge. The main findings from this were:

- Residents would like to see the café at the community centre open on both afternoons generally and all times of the day on a Friday.
- There was overwhelming support for play facilities for children with disabilities in the area (over 90%) : the Community Council are aware of this and will use as supporting evidence in applications going forward
- Arts and crafts , baking, dancing and soft play activity were the most popular suggestions

The sub-group agreed that in terms of progressing activities, the preferred route would be to recruit a coordinator (which would require funding) to at least initiate activities rather than existing volunteers attempt to start-up each activity individually.

To progress this, a meeting is planned with representatives from the local community groups in Knightsridge to feedback the results to them and discuss how to progress a way forward, which may require partnership solutions.

In related matters, the Knightsridge Social Activities Group which was initiated through the regeneration group and ran by local volunteers, is continuing to meet and attracting a number of local people, some isolated and supported by carers. At present the group is for over 55's but they are looking to broaden this and services working with people who could potentially benefit will be asked to help raise awareness of this.

Additionally, a weekly 'knit and natter' group will begin on Monday 20th May in Mosswood Community Centre – this has been initiated by the Aspiring Communities Development Worker and will be led by volunteers.

Knightsridge young people – focus group

One gap in the activities survey was the amount of young people who participated. Therefore, staff from Regeneration and the Vennie held two sessions with a focus group involving 15 young people from Knightsridge who were between S1-S3 in

Deans Community High School in April.

The priorities identified for the young people included the following

Issue identified	No. of votes (each young person had 3 votes)
Pursue a cash machine with no charge	10
Put timetables in bus stops	9
More or improved parks/ facilities	6
Improvement to Loan Path	5
More LGBTIQ support for young people	4
More sports activities/ groups	4
More facilities/ resources for disabled people	1

Young people who attended were encouraged to get involved in helping take these issues forward, and a few have said they are interested in getting involved in the youth forum that is being created through the Cashback for Communities project.

Knightsridge Food Outlet

The food outlet continues to be a success and grow in terms of the number of weekly service users and the range of items that the outlet can provide for people. Over the previous month (April) there was an average of 37 individual weekly visits compared to 26 in January.

Whilst the food from the Cyrenians FareShare scheme is the bulk of the offer, the service now provides free items to people including sanitary products, adult incontinence products, nappies in all sizes, occasionally baby wipes, toilet rolls and pet food.

It also obtains items from:

- Farmfoods in Ladywell, and this regularly includes washing powder, multi-pack crisps, juice, pet food, food tins etc.
- a group in Lanarkshire who wish to remain anonymous. They get the nappies, pet food, continence products and toilet rolls.

The outlet is now in the process of signing up to the ASDA FareShare food scheme and if we pass, they will also be collecting food from ASDA Livingston themselves for free. This would be due to start in June.

A pool of volunteers has been established so that there is normally at least six present for each week

Litter Picks

Following the big success of the litter picking campaign in 2018, more litter picks are being planned for this spring/summer. The first of these was held on Thursday 9 May – this was a litter pick with Knightsridge Primary School to help them keep their green eco-flag, and organised by the Aspiring Communities Development Worker.

Vennie - West Lothian Voluntary Sector Fund

The Community Regeneration Officer has been working with the management committee at the Vennie and the Project Manager to modify the original application made to the West Lothian Voluntary Sector Fund following the part-funding award which was subsequently made.

The Vennie management committee are reviewing their budgeting for the current financial year and are reviewing the outcomes proposed with the CRO which will be finalised shortly.

Street Environment Improvement Project

Housing Services had recently organised remedial works to the area which included re-bricking and fixing fencing. A site visit is being planned with Housing colleagues to the Logan Way area to look at potentially developing a project there to improve the streetscape utilising Street Environmental Improvement Project funding from the council's Housing Revenue Account.

Summer Lunch Club

Services including Education Services, Community Learning and Development – Youth Services, Regeneration and the Vennie are currently discussing the extent of the summer lunch club provision for this summer.

National Lottery Community Fund

The Community Regeneration Officer attended Knightsbridge Community Council's meeting on 9 April where an officer from the National Lottery Community Fund was in attendance to explain the funding programmes the Lottery run and discuss any proposals group members had.

The main proposal raised was regarding the desire to install disabled-friendly play equipment into the grounds of the community garden, which Community Council members have discussed with officers from the relevant officers Operational Services.

The CRO has offered to support developing any application around this and to help ensure the necessary agreements are in place with council services first.

Cameron Way Shops

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

E. CONCLUSION

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

F. BACKGROUND REFERENCES

West Lothian Regeneration Framework 2014 - 2034.

Appendices/Attachments: None.

Contact Person: Scott McKillop, Community Regeneration Officer, 01506 281082
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Craig McCorriston, Head of Planning, Economic Development and Regeneration
17 May 2019.



LIVINGSTON NORTH LOCAL AREA COMMITTEE

HOUSING CUSTOMER AND BUILDING SERVICES

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide the Local Area Committee with an overview of the service activities within Livingston North Ward.

B. RECOMMENDATION

The Local Area Committee is asked to note Housing, Customer and Building Service activity as detailed in the ward report for the period 1st January 2019 – 31st March 2019.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources. Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Housing (Scotland) Act 2001 Housing (Scotland) Act 2010
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	There is no impact
V Relevance to Single Outcome Agreement	There are positive impact on the following SOA indicators: SOA4 – we live in resilient, cohesive and safe communities SOA8 – we make the most effective use of resources by minimising our impact on the built and natural environment
VI Resources - (Financial, Staffing and Property)	None
VII Consideration at PDSP	Yes
VIII Other consultations	N/A

D. TERMS OF REPORT

Housing Performance Information

The purpose of this report is to provide the Local Area Committee with an overview of the activities of Housing, Customer and Building Services, specific to the Livingston North ward.

Property Void & Let Performance: Mainstream Tenancies

Void Period	Jan	%	Feb	%	Mar	%	WL Target %
0-2 weeks	1	20%	15	71.2%	18	75%	55%
2-4 weeks	0	0%	3	14.4%	0	0%	30%
4+ weeks	4	80%	3	14.4%	6	25%	15%
Total Lets	5	100%	21	100%	24	100%	100%

Property Void & Let Performance: Temporary Tenancies

Void Period	Jan	%	Feb	%	Mar	%	WL Target %
0-2 weeks	2	50%	2	100%	0	0%	55%
2-4 weeks	2	50%	0	0%	2	66.7%	30%
4+ weeks	0	0%	0	0%	1	33.3%	15%
Total Lets	4	100%	2	100%	3	100%	100%

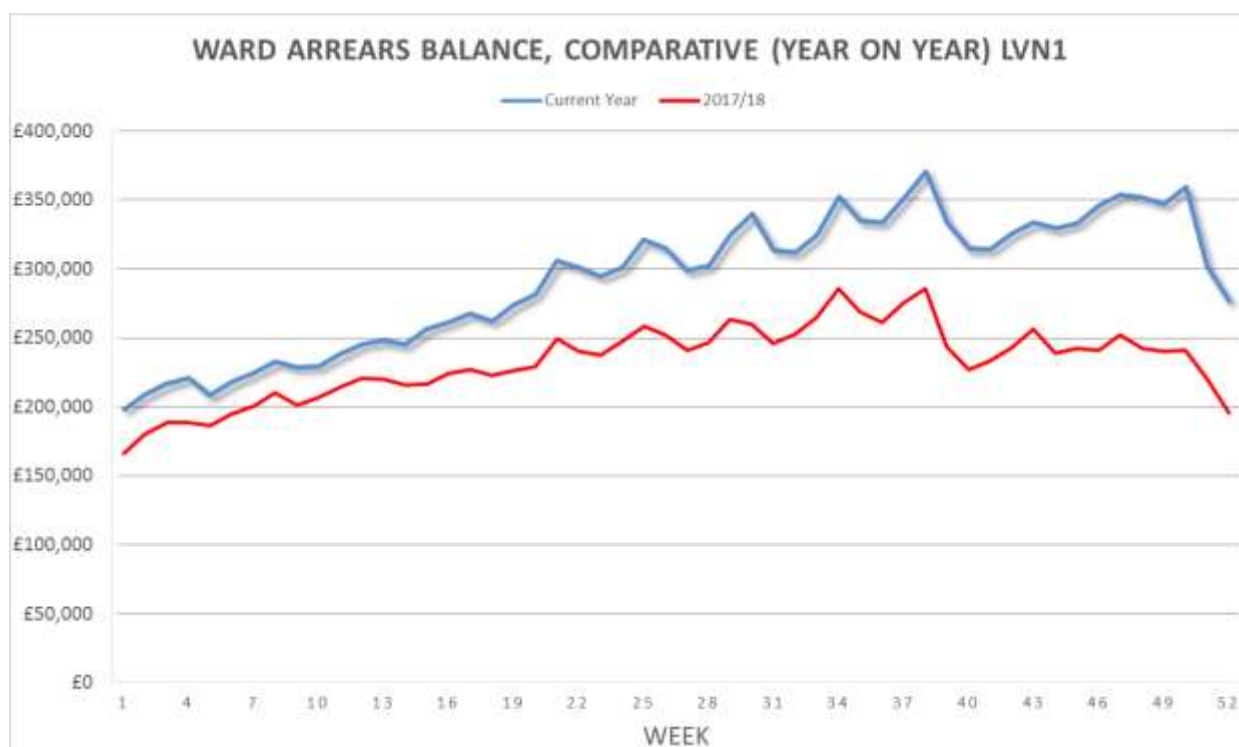
There were 50 mainstream properties let. 28 were new build properties in Deans South and there was 9 Temporary tenancies re let during Q4.

Delays in re-letting can occur for a variety of reasons. The type or location of the property, the Completion of void work or the identification of additional works not visible during the initial Inspection and time taken ensuring that vulnerable persons are supported through the viewing and Sign up process. Some of our applicants have specific support requirements which require detailed planning and co-ordination by both social work and housing services prior to tenancy commencement.

There are currently 6 policy voids in the ward that is 5 due to major works and 1 decant use.

Rent Arrears

For this ward the cumulative rental charge this year (debit) for the housing stock is £5,533,397 and £5,419,352 has been collected giving a strong collection rate of 97.9%



	2017/18 (WK52)		2018/19 (WK52)	
Arrears Banding	Balance	Tenants In Arrears	Balance	Tenants In Arrears
£0.01 to £99.99	£7,461	160	£6,273	136
£100.00 to £299.99	£24,078	127	£22,072	121
£300.00 to £499.99	£23,396	59	£27,695	69
£500.00 to £749.99	£26,706	43	£24,882	40
£750.00 to £999.99	£20,970	24	£25,709	30
£1000.00 to £1999.99	£53,757	40	£77,967	56
£2000+	£38,911	14	£91,966	29
Total	£195,279	467	£276,563	481

The Ward arrears position for Q4 is £276,563. This is an increase of £81,284 on last year's position.

The West Lothian overall position has increased by £720,520 from last year and on 31 March was £2,119,134

While there are 85 serious arrears cases (£1,000+) it should be noted 53% of cases are in the lower bands (£300 or less)

The overall increased arrears in comparison to last year are as a result of Full Service Universal Credit being introduced in West Lothian from May 2018, along with other Welfare Benefit reforms and the current economic climate

During the course of this year we plan to focus on the following:

- Making best use of resources by considering communicating more with customers through email and telephone.
- Increase Direct Debit Take Up by targeted work for example tenants who currently pay by Standing Order.
- Benchmarking with other local authorities to ensure we identify and consider implementing any best practice

- Performance Monitoring and Reporting will be reviewed and where appropriate streamlined to ensure information is meaningful and robust to assist with improving rent arrears due.
- Promote Alternative payment methods, particularly the Tenant's Self Service Portal.
- Undertake a root and branch review of our arrears process to ensure we maximise rental income.

Team Activity.

Rent arrears activity continues to be a weekly priority task for the team and will continue to work with all our tenants in offering support, advice and assistance. Such assistance includes referrals for money, energy and debt advice, benefit health checks, completion of income and expenditure to help set up a sustainable payment plan and where appropriate, assist with applications for Discretionary Housing Payments.

Officers in the team have a number of tenancies under supervision for issues such as child protection, anti-social behaviour and poor tenancy conditions. Our officers' work with a range of services and agencies to ensure tenants and residents are fully supported, tenancies maintained and sustained as far as possible and appropriate action taken where necessary, as well as ensuring, that where the situation arises, other members of the community affected are also supported.

Capital Programme and New Build Council Housing.

Ward 3 Livingston North	Site	No of units	Site Start	No. of Houses Handed Over	Site Completion
	Appleton Parkway	10	Nov-2016	10	Sept -2017
	Deans South Phase 1	54	March 2017	44	April -2019
	Deans South Phase 2	37	To be confirmed	0	To be confirmed

Deans South update.

McTaggart Construction is progressing with the development of 54 new build council houses at the east end of the estate.

A development of 37 houses at Deans South is currently included in the council new build programme. In December 2018, Lovell Partnerships intimated to the council that they were withdrawing from developing the site. In light of this decision, various options are being explored to replace the units.

Officers continue to explore how redevelopment proposals for the balance of the estate can be taken forward. It was reported to Council Executive on 17 April 2018 that Wheatley Group are working with Springfield Properties and some of the remaining owners to re develop the site for housing.

Springfield / Wheatley have now submitted a planning application for the balance of the estate

Tenant Participation Update.

The TP Team started off the year with a variety of events as well as the regular monthly meetings.

TLI Feedback - Housing Need Service

In January, the Tenant Inspectors reported their findings of their review of Housing Need Service to the Head of Housing and Senior Managers. The report highlights the positive work the service carries out and makes

recommendations for areas that inspectors feel could be improved on going forward. The report was received favourably and the Inspectors were thanked for the thorough job they carried out. An Action Plan has been drawn up to meet the recommendations made and a timescale set to deliver on it.

Enhanced Estates Management QIT

Staff from the local offices met with the TP Team and members of the Enhanced Estate Management Team to address issues raised by tenants living in flatted properties. Again, an action plan was drawn up and reported to senior managers for approval, the information was fed back to tenants and work is underway to ensure the issues are resolved.

Tenants Training

Members of the Housing Network had asked for further information on the Rapid Rehousing Transition Plan and a training session was carried out in February where tenants were invited to come along and hear about the changes to delivering this plan.

Customer Service Strategy

This new strategy was launched with three events in January and the TP Team were on hand to talk to those who came along about the variety of ways they can get involved in shaping the services we deliver.

Evening Housing Network

The second evening network meeting, held in March, was well attended by tenants from throughout the county. Those who attended heard from colleagues in Strategy and Development about the New Build House Programme and a Housing Manager gave an update on the role of local housing staff as well as answering questions on local issues. The tenants found the meeting very informative and expressed a desire to continue them in future. The next network meeting will be held in June and every third month from then.

Queens Cross Housing Association (QCHA) Visit

The TP Team hosted an event for QCHA tenants to carry out a study visit to meet with Tenant Panel members to discuss the varied methods of engagement we offer to our tenants and service users. Nine members of their 'Tenants Task Force' attended with their TP Officer and were enthused to learn about so many scrutiny measures we offer.

An invitation from QCHA was extended to our Tenant Panel members to attend a reciprocal visit to Glasgow later in the year.

Safer Neighbourhood Team.

The Safer Neighbourhood Teams (SNT's) continue to work in two teams across the nine multi member ward areas as an integral part of the Community Safety Unit. In all the wards, partnership working involves the local housing team, youth worker, council officer with the SNT and officers from Police Scotland and the Scottish Fire and Rescue Service all working together to tackle antisocial behaviour. When necessary, the partners will liaise with partners from the voluntary organisations including Mental Health advisory workers and private landlords in order to reduce antisocial behaviour. The Safer Neighbourhood team of 9 officers now work in two zones, the East and the West zones. All the officers now deal with noise nuisance calls as part of their working remit.

The outcome returns for Quarter 4 – January, February and March 2019 are from both teams in the West and East zones. Officers continue to add their details of enquiries/incidents and ASB cases onto the Open Housing system.

Joint visits with police were carried out to addresses in Deans regarding ongoing serious ASB issues. Housing and social work were also contacted and they have extensive involvement in the case. A verbal warning has been issued and over the course of 3 weeks no further complaints have been received.

A 2nd stage ASB warning was served against two addresses in Deans as part of an ongoing neighbour dispute.

Complaints of general ASB have been received, and the SNT have liaised with a local housing manager to try and help to arrange an assisted move for a tenant in Deans, along with joint visits with both police and Castle Rock Housing staff to addresses in Deans, where ASB warnings were issued.

A community council/residents meeting at Carmondean was attended by the SNT site visits and NTQs were served on traveller's situated at Nairn Road and a councillor enquiry was received regarding ongoing ASB at an address in Knightsridge.

E CONCLUSION

To note the contents of the report.

BACKGROUND REFERENCES

None

Appendices/Attachments: None

Contact Person: Sandy Ross, Area Housing Manager, Livingston Housing Office, 01506 283973
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Annmarie Carr, Head of Housing Customer and Building Services

Date: 17th May 2019



LIVINGSTON NORTH LOCAL AREA COMMITTEE

SERVICE UPDATE – OPERATIONAL SERVICES

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

To appraise members of the Operational Services activities for Livingston North from 1 January 2019 – 31 March 2019.

B. RECOMMENDATION

The Local Area Committee is asked to:

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

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; making best use of our resources; working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	None
V Relevance to Single Outcome Agreement	Relates to items 9 - We live our lives free from crime, disorder and danger & 12 – We value and enjoy our built environment and protect it and enhance it for future generations
VI Resources - (Financial, Staffing and Property)	In line with available revenue and capital budgets
VII Consideration at PDSP	None
VIII Other consultations	None

D1 Terms of Report

Report on activity for period 1 January 2019 – 31 March 2019.

D2 NETs, Land and Countryside Services

Grounds Maintenance Routine Works

Routine hedge cutting has been completed in the ward. Only 80% of shrub bed renovations have been completed, with the remaining 20% within the outlying areas of Eliburn now scheduled as the starting point for this coming winter's programme. Grass cutting and weed control works started on the 8th April.

The new Ground Maintenance service standards were implemented from the 1st April, with summary information attached in Appendix (1). This will mainly result in changes to some grass areas, in particular in Livingston Greenways and some road verges.

The latest Land Audit Management score for the East area was 67, which is the target score

D2.1 Grounds Maintenance Enquiries

In total 24 ground maintenance related enquiries were received and dealt with during this reporting period for 2019.

	2019	2018
Ball Game Enquiries	1	0
Burns or Watercourses	1	0
Bonfire Enquiries	0	1
Complaint Grounds Maintenance	0	5
Drainage Flooding Grass Areas	0	1
Enforcement Officer Enquiries	2	4
Fencing Enquiries	0	4
Gala Day Public Event Enquiries	1	0
Grass Area Damaged	2	2
Grounds Ownership Enquiries	1	1
Grounds Property Vandalised	0	1
Hedge Cutting Enquiries	3	0
Illegal Adverts Estate Signs	0	1
Public Park Enquiries	6	1
School Grounds Enquiries	0	1
Shrub Bed Enquiries	0	3
Shrub Bed Overhanging Path	3	7
Shrub Beds Not Maintained	4	1
Sports Facility Enquiries	0	1
Total	24	34

D2.2 Garden Maintenance Routine Works

The Garden Maintenance Scheme finished at the end of October last year. Following a review of the Transforming Your Council proposal to market test service delivery costs, the scheme will now continue to be delivered in-house. Staff recruitment and other preparatory works are ongoing, with a start date of the 8th April 2019.

D2.3 Garden Maintenance Enquiries

There were seven garden maintenance enquiries received during this period for 2019.

	2019	2018
Garden Maintenance General Enquiries	5	0
Garden Maintenance Grass Not Cut	1	0
Garden Maintenance Hedge Cutting	1	0
Total	7	0

D2.4 Cleaner Communities Routine Works

The ward is covered by a mobile cleansing team consisting of five operatives and one compact sweeper. There is a backshift team of three operatives covering school routes, hot spot areas and enquiries throughout West Lothian. There is also a reduced level of staff on at the weekend covering West Lothian. We have two HGV sweepers that cover the whole of West Lothian.

Staff are dealing with enquiries and carrying out routine works to remove litter, fly tipping and debris on roads, footpaths and open spaces throughout the ward. From 1 April 2019 there will be two NETs teams set up under Grounds Maintenance that will deal with enquiries (non-routine works) for Grounds Maintenance and Street Cleansing. This will allow Street Cleansing Staff to concentrate on their routine works of litter picking, emptying bins and street sweeping.

Cleaner Communities Enquiries

In total 184 cleaner communities enquiries were received and dealt with during this period in 2019.

	2019	2018
Complaint Street Cleansing	2	3
Dead Animal	5	2
Dog Fouled Grass Open Space	4	6
Dog Fouled Kids Play Area	1	1
Dog Fouling on Paths/Roads	11	17
Dog No Fouling Sign Request	1	2
Dog Waste Bin New Request	2	3
Dog Waste Bin Overflowing	8	3
Glass on Paths or Open Spaces	9	7
Graffiti Racist or Offensive	1	0
Illegal Fly Posting	1	0
Illegal Fly Tipping/Dumping	58	33
Litter Bin Full Overflowing	7	1
Litter Bin New Request For Bin	1	0
Litter General Enquiries	12	12
Litter in Grass Open Space	4	1
Litter on Paths/Roads/Verges	22	14
Roadside Memorials or Tributes	1	0
Street Sweeping Enquiries	12	17
Trolleys Dumped in Livingston	1	1
Vehicles Abandoned	21	20
Total	184	143

D2.5 Enforcement Action

Due to savings through Transforming Your Council as of 1st April 2019 changes to the Environmental Enforcement team will mean that the team will reduce from 14 staff to four. From the 1st April 2019 the priorities will be Education, Abandoned vehicles, Fly tipping. Officers will continue to issue Fixed Penalty Notices where appropriate.

The Cleaner Communities Environmental team have dealt with various environmental enquiries relating to enforcement, education and engagement during the period.

Officers have dealt with 24 individual reports of abandoned vehicles with compliance being gained in all instances.

Following complaints from residents in Carmondean, officers continued to carry out lunch time litter patrols around Deans and Inveralmond Community High Schools.

Officers are completing their current list of audits on School Transport Buses and Taxis on behalf of Transport Department at primary and secondary schools, as well as assisting colleagues from Licencing Department on several occasions by carrying out audits at business premises to ensure the appropriate legal notices are being displayed. Due to the reduction in staff from 1 April 2019 we will no longer be assisting with the above.

Schools and local groups in the area have been contacted regarding local litter picks and a number have already taken place as well as others being booked in for the coming months.

We are currently auditing existing Dog Fouling stencilling areas and are looking to implement a targeted programme as the weather improves.

Officers have also engaged in partnership working with various agencies such as Police Scotland, Housing Associations, Woodlands Trust Scotland, Forestry Commission, WLC Countryside Rangers, WLC Housing and WLC Waste Services on a range of issues.

D2.6 Parks and Woodland Enquiries

In total 28 Parks and Woodland related enquiries were received during this reporting period.

	2019	2018
Tree Branches Overhanging	9	6
Tree Broken Damaged or Dead	3	1
Tree Dangerous or Unsafe	5	4
Tree Enquiries General	8	14
Tree Felling Work Unauthorised	1	0
Tree Leaves Causing Problems	2	1
Total	28	26

Ranger Service Update

No. Rights Of Way / Core Path / Patrols carried out (hours)	7.5
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The Ranger Service carried out patrols along Dechmont surveying and reporting findings.

D2.7 Open Space Capital Programme

Livingston North Blue/Green Network – the masterplan and report are complete. To be posted on the dedicated LNBGN webpage. WIAT (Woodlands In and Around Towns) grant applications are being completed.

The final Livingston North Blue Green Network masterplan report is now on our webpage for viewing: <https://www.westlothian.gov.uk/article/24820/Livingston-North-Blue-Green-Network>

Conclusion

The Capital Programme is progressing as planned.

Open Space Enquiries

There were four open space enquiry received during this period in 2019.

	2019	2018
Childrens Play Enquiries	3	0
Glass or Litter in Play Areas	1	0
Total	4	0

D3 Roads and Transportation Service

Street Lighting Routine Works

Routine maintenance and repair work is currently progressing as scheduled in Livingston North.

During the period we received and dealt with 114 customer enquiries from residents. Throughout the same period last year we received 121 enquiries from residents.

Roads Maintenance and Operations - Capital Road Maintenance Programme

Resurfacing works on Deans Road between Deans Roundabout and Barracks Roundabout and at Caputhall Road in Deans are now complete. The bridge joint replacement works on Deans Loop Road Bridge and Deans Railway Bridge are also complete but some remedial works are required here.

The carriageway resurfacing works on Knightsridge Road between Erskine Way and the turn off for Ladywell East have been put back until 23rd April 2019. However, works to remove the deceleration lane at Ladywell East junction are now complete.

Works to carry out carriageway patching at Livingston East Roundabout at Deer Park and Dechmont Roundabout have now been issued to the contractor and will begin on 29th April 2019 for a period of around 6 weeks. The playground at Carmondean Primary School has now been resurfaced and arrangements are in place to install football pitch markings as agreed with the Parent Council.

D4 Waste Services

Customer Enquiries

During the period we received and dealt with 1405 customer enquiries from residents in Livingston North. During the same period last year we received and dealt with 1499 customer enquiries.

526 customer enquiries were received and dealt with relating to missed bin collections in the local area. During the same period last year we received and dealt with 403 customer enquiries.

463 customer enquiries were received and dealt with relating to requests for new grey, blue or brown bins and food caddies from local residents. During the same period last year we received and dealt with 331 customer enquiries relating new bin and caddy requests.

E. CONCLUSION

Routine hedge cutting has been completed in the ward

The Cleaner Communities Environmental team have dealt with various environmental enquiries relating to enforcement, education and engagement during the period.

Resurfacing works on Deans Road between Deans Roundabout and Barracks Roundabout and at Caputhall Road in Deans are now complete.

There has been a decrease in Waste customer enquiries and an increase in the number of missed bins for local residents, compared to the same period last year.

F. BACKGROUND REFERENCES

Open Space Strategy

Capital Programme

Appendices/Attachments: One

- (1) Grounds Maintenance – Service Delivery 2018/19

Contact Persons:

David Cullen, Open Space & Cemeteries Manager
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Graeme Malcolm, Roads & Transportation Service Manager
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David Goodenough, Waste Services Manager Whitehill Service Centre, 01506 284645, David.Goodenough@westlothian.gov.uk

Jim Jack
Head of Operational Services
17 May 2019

Grounds Maintenance – Service Delivery 2018/19

Background

The Environmental Protection Act 1990

The Environmental Protection Act 1990 (The Act) imposes a duty on local authorities and certain other landowners and occupiers (the duty bodies) to keep specified land clear of litter and refuse so far as is practicable. The Act also places a duty on local authorities or Scottish Ministers to keep public roads clean so far as is practicable, including keeping roads and footpaths clean of detritus and from weed growth.

The Act does not place any duties on local authorities or land owners on the standards of grounds maintenance that should be achieved. Therefore it is at the discretion of local authorities to establish service standards for the maintenance of its open spaces, parks and woodlands.

The Code of Practice on Litter and Refuse issued under section 89 of The Environmental Protection Act 1990 defines standards of cleanliness which are achievable in different locations and under differing circumstances. It is concerned with how clean land is, and not grounds maintenance activities other than the removal of weed growth..

The Code of Practice is based on the following two principles:

- Areas which are habitually more heavily trafficked should have accumulations of litter, detritus and weed growth cleared away more quickly than less heavily trafficked areas; and
- local authorities and other land owners should develop zones to create an environmental hierarchy to enable services to be delivered on a priority basis.

Therefore, the service has developed grounds maintenance zones for service delivery which is consistent with the approach taken for cleansing activities.

Grounds Maintenance Zones

Zoning is based on location and land use with land types being divided into broad categories or zones according to land use and volume of traffic. Within the broad range of zones it will be the local authority or other duty body to allocate geographical areas to a particular zone. Zones within West Lothian are as follows:

Zone 1: town centre

Zone 2: high density residential

Zone 3: low density residential

Zone 4: sports fields and facilities

Zone 5: open spaces and parks

Zone 6: industrial areas

Zone 7: classified road and verges not included in zones 1 - 3

Zone 8: rural roads and verges

SERVICE STANDARDS

As previously indicated, the Environmental Protection Act 1990 does not stipulate the standard of grounds maintenance that Local Authorities are required to provide, and is more concerned with the cleanliness standard of the environment. However in order to provide a degree of operational planning, service standards for grounds maintenance activities have been designed around resource availability, zoning methodology and the Code of Practice on Litter and Refuge that defines standards for cleanliness and weed growth. The grounds maintenance standards that are maintained and are as follows:.

Zone / Category		Zone Summary / Remarks	Grass Cutting	Weed Spraying	Hedge Cutting
1	Town Centre	This would include areas of high footfall associated with educational establishment, particularly secondary and primary schools	12 x annually	2 x annually	1 x annually
2	Residential (high density)	Terraced, tenemental, flatted housing and educational establishments	12 x annually	2 x annually	1 x annually
3	Residential (low density)	Detached and semi-detached Housing and educational establishments	12 x annually	2 x annually	1 x annually
4	Sports fields and facilities	Football pitches, athletic fields etc. and all sports facilities managed by West Lothian Council	12 x annually	2 x annually	Ad Hoc
5	Open spaces and parks	Open spaces and parks not classified as common ground	12 x annually	2 x annually	Ad Hoc
6	Industrial areas	Areas of common ground within industrial estates	12 x annually	2 x annually	Ad Hoc
7	Classified roads and verges not included in zones 1 - 3	Classified Roads (A, B and C) linking towns and residential areas	1 x annually	Ad Hoc	Ad Hoc
8	Rural roads and verges	These areas have specific health and safety requirements to ensure safe operation	Sightlines as required	Ad Hoc	Ad Hoc



LIVINGSTON NORTH LOCAL AREA COMMITTEE – AS OF MAY 2019

	Report	Purpose	Lead Officer	Date
1	Police Report	Quarterly update on police/NRT activity	Insp. Adam Smith	June 2019
2	Fire and Rescue	To provide an update on Operational Services activity	Lee Clark	June 2019
3	Economic Development and Regeneration Report	To update on regeneration activity within the ward	Craig McCorriston	June 2019
4	Winter Maintenance	To inform members on the plans for Winter Maintenance	Jim Jack	June 2019
5	Bus routes within ward	To inform members of the bus routes (commercial and publicly funded) operating within the ward area	Nicola Gill	June 2019
6	Housing Report	Quarterly update on Housing Services activity	Sandy Ross	September 2019
7	Operational Services Report	To provide a quarterly update report on activity	Jim Jack	September 2019
8	Economic Development and Regeneration Report	To update on regeneration activity within the ward	Craig McCorriston	September 2019
9	Police Report	Quarterly update on police/NRT activity	Insp. Adam Smith	September 2019
10	Fire and Rescue	To provide an update on Operational Services activity	Lee Clark	September 2019
11	Housing Report	Quarterly update on Housing Services activity	Sandy Ross	September 2019
12	Operational Services Report	To provide a quarterly update report on activity	Jim Jack	September 2019

DATA LABEL: PUBLIC

13	Economic Development and Regeneration Report	To update on regeneration activity within the ward	Craig McCorriston	September 2019
14	Police Report	Quarterly update on police/NRT activity	Insp. Adam Smith	September 2019
15	Fire and Rescue	To provide an update on Operational Services activity	Lee Clark	September 2019
16	Open Space and Land Ownership at Eliburn Road		To be determined	Site visit to be arranged
17	Ability Centre Update	To update on developments towards developing a new partnership centre at North Livingston/Carmondean	Jo McPherson and Ann Marie Carr	To be determined