



Livingston North Local Area Committee

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

29 April 2021

A meeting of the **Livingston North Local Area Committee** of West Lothian Council will be held within the **Webex Virtual Meeting Room** on **Friday 7 May 2021** at **9:30am**.

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, declarations of interest in any urgent business and consideration of reports for information.

The Chair will invite members to identify any such reports they wish to have fully considered, which failing they will be taken as read and their recommendations approved.
4. Confirm Draft Minute of Meeting of the Committee held on 19 March 2021 (herewith).
5. Community Learning and Development Youth Services Report - report by Head of Education (Learning, Policy and Resources) (herewith).
6. Community Regeneration and Town Centre Fund Update - report by Head of Planning, Economic Development and Regeneration (herewith).
7. Housing, Customer and Building Services - report by Head of Housing,

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Customer and Building Services (herewith).

8. Service Update - Operational Services - report by Head of Operational Services (herewith).
9. Workplan (herewith).

NOTE **For further information please contact Lorraine McGrorty on 01506 281609 or email lorraine.mcgrorty@westlothian.gov.uk**

MINUTE of MEETING of the LIVINGSTON NORTH LOCAL AREA COMMITTEE held within WEBEX VIRTUAL MEETING ROOM, on 19 MARCH 2021.

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

Apologies – Stevie Egan, Carmondean Community Council

In Attendance

Jim Jack, Lead Officer / Head of Operational Services

Scott McKillop, Community Regeneration Officer, West Lothian Council

Steve Lovell, Planning Officer, West Lothian Council

Marjory Mackie, Housing Strategy & Development Manager, West Lothian Council

Sergeant Iain Wells, Police Scotland

Robert Meechan, Scottish Fire and Rescue Service

Andy Kane, Scottish Fire and Rescue Service

Jill Parton, Carmondean Community Council

Brian Johnston, Livingston Village Community Council

1. DECLARATIONS OF INTEREST

Agenda item 8 – Community Regeneration and Town Centre Fund Update

Brian Johnston, Livingston Village CC, declared an interest in item 8 as there was an update within the report on the community council's town centre funding project.

Jill Parton, Carmondean CC, declared an interest in Item 8 as there was an update within the report on the community council's town centre funding project.

2. ORDER OF BUSINESS

The Chair agreed that the committee would discuss each of the information only reports on the agenda.

3. MINUTE

The committee approved the minute of its meeting held on 22 January 2021 as a correct record. The minute was thereafter signed by the Chair.

4. POLICE WARD REPORT

The Committee considered a report (copies of which had been circulated) by Police Scotland which provided an update on performance, activities and issues across the ward for the period to 31st December 2020.

The Committee was invited to note the report.

Decision

To note the terms of the report.

5. FIRE & RESCUE SERVICE WARD REPORT

The committee considered a report (copies of which had been circulated) by Scottish Fire & Rescue Service providing an update on activity across the ward to 31st December 2020.

The committee was asked to note the content of the report.

Decision

To note the content of the report

6. WEST Lothian LOCAL DEVELOPMENT PLAN ACTION PROGRAMME - FIRST REVIEW (2020) - UPDATE FOR WARD 1: LINLITHGOW

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration informing ward members of the Local Development Plan (LDP) Action Programme First Review - 2020 as it related to the Livingston North ward.

It was recommended that the committee notes the contents of the report.

Decision

To note the content of the report

7. COMMUNITY REGENERATION AND TOWN CENTRE FUND UPDATE

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration updating members on activities to support communities in Knightsridge and across the ward and progress in delivering the Town Centre Capital Projects for the ward agreed by the Council Executive on 22 October 2019 and 15 December 2020.

It was recommended that the committee note:

1. Recent work to support the efforts of Livingston United Football Club to develop to achieve senior club status;
2. An update on funding provided by council to the Vennie and an update on the project; and

3. The updates for Town Centre Fund 2019/20 and 2020/21 projects for the ward.

Decision

To note the contents of the report.

8. PROPOSED TIMETABLE OF MEETINGS 2021-2022

A proposed timetable of meetings had been circulated for approval.

Decision

To approve the timetable of meetings.

9. WORKPLAN

A workplan had been circulated for information.

Decision

To note the workplan subject to including regular updates on Livingston North Partnership Centre; the inclusion of school presentations when considered appropriate by the Head Teachers and a report on the impact of the new CLD Youth Services model for the ward

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LIVINGSTON NORTH LOCAL AREA COMMITTEE
COMMUNITY LEARNING AND DEVELOPMENT YOUTH SERVICES REPORT
REPORT BY HEAD OF EDUCATION (LEARNING, POLICY AND RESOURCES)

A. PURPOSE OF REPORT

The purpose of the report is to update the Local Area Committee on youth work activities undertaken in the ward from the 1 April 2020 to 31 March 2021, service review and COVID-19 recovery and renewal planning.

B. RECOMMENDATION

It is recommended that the committee notes the progress made by CLD Youth Services and partners; in particular:

1. The development of creative and innovative co-designed delivery models.
2. The establishment of a dedicated CLD Youth Services social media presence to promote the learning offer and maintain engagement with children, young people and communities.
3. A new model for the delivery of community-based youth provision.

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)	Local Outcome Improvement Plan 2013-23 CLD Partnership Plan 2018-21 Corporate Plan 2018/19-2022/23 Community Empowerment (Scotland) Act 2015
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	There is a suite of indicators linked to the CLD Partnership Plan 2018-2021.
V	Relevance to Single Outcome Agreement	Outcome 1 - Our children have the best start in life and are ready to succeed. Outcome 2 - We are better educated and have access to increased and better quality learning and employment opportunities.

Outcome 4 - We live in resilient, cohesive and safe communities.

Outcome 7 - We live longer, healthier lives and have reduced health inequalities.

VI	Resources - (Financial, Staffing and Property)	Activities delivered from approved budgets and external funding sources.
VII	Consideration at PDSP	None.
VIII	Other consultations	None.

D. TERMS OF REPORT

D.1 Overview

CLD Youth Services has responded well to the challenges of the global COVID-19 pandemic. Since the country was put into lockdown in March 2020, the service has rapidly changed the way that it operates to continue to offer support, social interaction and appropriate learning activities for children and young people.

In the reporting period 1 April 2020 to 31 March 2021, community-based youth clubs did not run due to COVID-19 and restrictions in relation to the opening of community facilities.

The service has continued engagement delivering targeted as well as universal provision adopting a variety of approaches, including personalised employability focused home learning packs; themed holiday home learning packs; one to one walk and talks, phone calls, texting, digital youth work and social media. Children and young people have benefitted from individual support, accredited learning, group activities and have completed projects produced by the service and delivered to them physically or by digital means.

The service contributed to the planning and delivery of learning and support in community hubs to children and young people of key workers and those who were identified as vulnerable. Staff have delivered learning programmes and accreditation opportunities including the Youth Scotland Hi 5 and Dynamic Youth awards. These activities increased engagement and helped to address learning loss, whilst also supporting health and wellbeing and raising attainment. Staff produced and delivered themed home learning packs for the holidays. These packs included arts and crafts, cooking and physical challenges, STEM activities, as well as activity resources and competitions.

D.2 Community Based Youth Work

Distribution of the home learning packs created opportunities for youth work staff to keep in touch and chat with the children and young people, who either met outside of community centres to collect the packs or had them delivered to their homes. At all times staff ensured that appropriate COVID-19 measures and risk assessments were in place and complied with.

Staff distributed holiday learning packs themed Summerfest, Winterfest and Springfest. Staff have undergone detached youth work training to support non-building-based engagement activity with young people.

Through the partnership agreement with The Vennie, young people have continued

to engage and access support, information and advice from outreach youth work staff specifically engaged to cover areas in Livingston North where young people are known to congregate; Carmondean, Deans, Eliburn and Knightsridge. The range of themes discussed with young people included: employability support; COVID-19 health and safety measures; mental health and wellbeing; alcohol and drugs; antisocial behaviour; food and education.

D.3 Digital Youth Work

Young people have engaged in the range of activities delivered online including, how to make an origami mobile phone holder, singing, quizzes, crafts and cooking. Promotional events and positive messages on the newly created CLD Youth Services Facebook has supported young people's mental health and wellbeing.

Digital youth groups were set up for our most vulnerable young people and have been well attended, in the absence of face to face youth work. For some young people, those who have struggled to participate in groups due to mental health issues, meeting virtually has been particularly beneficial.

D.4 Key Workers Support Services

Key Workers support the hardest to reach young people (those requiring more choices more chances interventions) to access further education, training or employment; and in many cases this can take up to a year or more. Key Workers provide intensive support to identified young people and cover all eleven secondary schools.

Key Workers also support those young people who are participating in post school employability programmes; Skills Training Programme and Helping Young People Engage project.

In this reporting period 35 young people from the Livingston North ward benefitted from intensive 1:1 Key Worker support. 32 young people (91%) moved onto a positive destination.

D.5 Going Forward

Feedback from the service review conducted over the period January – March 2020 and the impact of COVID-19, nationally and locally has highlighted concerns with regard to young people's mental health and wellbeing, employment, learning, as well as access to leisure and recreational opportunities. There is also concern that the impact of poverty will be greater, and that vulnerable young people could be further disadvantaged.

To address these identified needs and concerns, the service is currently developing a new operational model for the delivery of community-based youth provision that is more flexible and responsive; building on the learning gained over the past 12 months.

In addition to centre-based children's clubs and youth clubs, young people will have access to project-based learning opportunities through a blended learning offer. These will include different youth work approaches.

- Detached/outreach work in areas as and when required focused on engagement with harder-to-reach young people; signposting to positive activities; providing information, advice and guidance and distributing home learning packs.

- Digital youth work through facilitation of online youth groups, preparation of online content and support to vulnerable young people not yet ready to engage in person.
- Outdoor learning activity programmes delivered in a range of settings; e.g. parks, community gardens and open spaces.
- Mental Health & Wellbeing group work – Me Time which is focused on earlier intervention to support young people's mental health and wellbeing.

It is anticipated that resources will be targeted to individuals and communities that need the support the most, that full implementation of the new model will start from September 2021; and this may initiate changes to youth work provision and delivery in some areas.

Where the service is not able to establish or maintain direct delivery, the focus will be on partnership working, supporting community groups, in addition building local capacity to develop opportunities for children and young people.

Over the period May – August 2021, the service will manage a gradual phased return to face to face youth work in community settings, starting with those most vulnerable. There are also plans to deliver a summer programme of targeted and universal provision for children and young people.

E. CONCLUSION

The service continues to deliver a good learning offer and effective interventions which are co-designed, responsive to needs, and are supporting young people to acquire the skills for life learning and work. The gradual phased return to face to face youth work will see an increase in the learning offer and the numbers of young people participating.

F. BACKGROUND REFERENCES

CLD Youth Services Review Report February 2021

Appendices/Attachments: None.

Contact Person: Beverley Akinlami, CLD Youth Services Manager, Telephone: 01506 281093

Email: Beverley.akinlami@westlothian.gov.uk

James Cameron

Head of Education (Learning, Policy and Resources)

Date of meeting: Friday 7 May 2021

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LIVINGSTON NORTH LOCAL AREA COMMITTEE

COMMUNITY REGENERATION AND TOWN CENTRE FUND UPDATE

REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION

A. PURPOSE OF REPORT

The purpose of this report is to update the Local Area Committee on regeneration activity to support communities across the ward and update the committee on progress in delivering the Town Centre Capital Projects for the ward agreed by the Council Executive on 22 October 2019 and 15 December 2020.

B. RECOMMENDATION

It is recommended that the Local Area Committee notes:

1. the support provided to residents across Livingston via an energy grants scheme which was provided by two local community organisations and supported by council services;
2. upcoming IT support which will be provided to some Knightsridge residents through the Connecting Scotland initiative;
3. details of a new Food Pantry within Deans which is being provided by the Livingston Islamic Centre & Mosque;
4. an update on funding provided by council to the Vennie and an update on the project;
5. ongoing support to Livingston United Football Club in their efforts of to achieve 'senior' club status and come a community club;
6. the updates for Town Centre Fund 2019/20 and 2020/21 projects for this ward; and
7. an update on progress towards Livingston North Partnership Centre.

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)	To be assessed on an individual project basis but it is not anticipated that any proposals will require to be the subject of specific assessments.

III	Implications for Scheme of Delegations to Officers	The report sets out specific delegations to the Head of Planning, Economic Development & Regeneration.
IV	Impact on performance and performance Indicators	None.
V	Relevance to Single Outcome Agreement	Outcome 1 – We make West Lothian an attractive place to do business. Outcome 10 – We live in well-designed, sustainable places where we are able to access the services we need. Outcome 12 – We value and enjoy our built environment and protect it and enhance it for future generations.
VI	Resources - (Financial, Staffing and Property)	Across West Lothian, a total of £1.826 million was available through this Town Centre Fund for 2019/20 and a further £658,000 has been available for 2020/21.
VII	Consideration at PDSP	Not applicable.
VIII	Other consultations	Capital Asset Management Board

D. TERMS OF REPORT

D1 Background

The report updates the committee on the work of the Community Planning and Regeneration Team and its partners to support communities in Livingston North with a particular focus on Knightsridge, one of 13 areas covered by the local plans required by the Scottish Government as part of their Community Empowerment approach and reported through the Community Planning Partnership.

These areas were identified as priority areas due to being within the bottom 20% of data zones in the Scottish Index of Multiple Deprivation. The first version of the plan was presented to members in November 2018 following extensive community consultation and development and development by the Knightsridge Regeneration Group.

The report also updates on other activities that the Community Planning & Regeneration team is undertaking to support groups and communities within the ward. Much of the focus of the team over recent months has been regarding the implementation of the Town Centre Fund.

D2 Livingston United Parish Church (LUPC) and Carmondean Community Centre Support Fund

As members may recall, at the outset of the pandemic, Livingston United Parish Church (LUPC) and Carmondean Community Centre provided £15,000 towards a support fund for residents in Livingston.

Of this amount, £6,750 was used to provide assistance to community groups and organisations across Livingston including Safe Families, The Vennie, Ladywell Neighbourhood Network, Home Start, Women's Aid, Rock Trust, Youth Action Project @ Riverside, Craigshill Good Neighbour Network, Inveralmond High School and Harrysmuir Primary School - School Bank.

The remainder of the fund was used to provide support to residents in Livingston who had been impacted by Covid-19. The Community Regeneration Officer had put LUPC in contact with the Advice Shop. It was advised and agreed that, in the context of the other funds and support provided during this time, this fund should focus on assisting residents with energy support. This was because it was anticipated fuel poverty would be a particular issue in the autumn and winter. It was agreed that the Advice Shop would provide a role in this through assisting with referrals to the fund.

The Advice Shop have reported that the fund has all now been utilised and that they were able to help 126 of their Livingston customers with the one-off grant. Most of these were people who had either disconnected or were at immediate risk of disconnection from supply due to having prepayment meters and having no funds to top up. This fund enabled an immediate payment into their bank account.

D3 Connecting Scotland – Knightsridge

At least sixteen households in Knightsridge will benefit from free IT devices and free Wi-Fi for devices. These will be provided through Connecting Scotland. This is a Scottish Government initiative which is being managed by the Scottish Council for Voluntary Organisations (SCVO). The initiative provides either tablets or Chromebooks to people and/or 'Mi-Fi' devices which provided free Wi-Fi access for devices for 24 months. Given some people may not need both a device and Mi-Fi, this means potentially more households can benefit.

Almond Housing and Community Planning and Regeneration successfully applied to the 'families with children and/or care leavers' and 'older and/or disabled people' streams of this initiative, respectively. This was to provide devices and support to residents in need within the four regeneration areas of Livingston being Knightsridge, Ladywell, Dedridge and Craigshill. As a result, ten devices are being made available to families and six to older/disabled people in Knightsridge.

Given the links and relationships the Vennie has to residents within the area, including contacts via their long-standing youth provision as well as from providing the Food Outlet, they have agreed to distribute these. A young person from the Vennie has also volunteered to become a 'Digital Champion'. This will involve them undertaking training to enable to help recipients of the IT equipment to get these up and running and try to deal with any issues with them. Adult Learning will also look to provide any assistance to residents with any medium to longer term learning needs.

D4 Food Pantry in Deans

Livingston Islamic Centre & Mosque has initiated a food pantry from within their building on Glen's Road in Deans for the local community. This began providing a service in late March. The pantry is open on a drop-in basis between 2-3pm on Sundays or via appointment if outside this time period.

Their stated objective to support the relief of poverty and economic disadvantage among persons who are in a condition of need, hardship or distress in particular

within Livingston, by providing such persons with non-perishable food goods which they could not otherwise afford through lack of means.

They are receiving support from West Lothian Foodbank and West Lothian Food Network who have assisted them in the logistics of the pantry as well as the supply of provisions. The Mosque has also been in contact with the Advice Shop, Community Planning and Regeneration and Social Policy and those services are looking to help promote awareness and encourage use of the pantry.

The pantry has advised that they are developing a website which will allow service users to book slots and also communicate in advance of any special requests.

D5 Vennie Update

Further to the award of £31,850 from the council's Third Sector Community Support Fund 2021/22, the Vennie has received a further £10,000 from the council as part of the £285,000 of 'one-off' funding that the Council Executive approved on 9 February 2021. The purpose of this additional funding is to support the organisation's core costs and help them utilise a greater proportion of their initial grant to service/project delivery.

Outreach Work

Youth workers have continued to undertake the outreach work during the recent Covid-19 restrictions in the Knightsridge, Carmondean, Deans and Eliburn areas.

There were 103 engagements (interactions with young people, mostly within group settings) with young people across the four sessions in March. This included 58 engagements in Knightsridge, 35 in Eliburn, 6 in Deans and 4 in Carmondean. This brings the total number of engagements with young people from its inception in July to the end of March to 836.

The main thematic issues which have arisen from these engagements with young people across these areas throughout this period are:

- alcohol/ drugs;
- mental health;
- education/ career support/ employment;
- impact of Covid-19 and encouragement of safety; and
- sexual health.

Community Garden

Staff and volunteers from the project have recently been focussing on improving/ clearing the community garden. This has also involved attaching a roof to the wooden pergola which has been used as a meeting space for residents, particularly in the hours prior to the food outlet sessions opening.

There will also be an additional piece of inclusive play equipment added to the garden in the coming months, related to the Town Centre Fund project application which has been granted with the 2020/21 allocation of that fund for Knightsridge.

Food Outlet

The food outlet is continuing to operate from the room that was traditionally the nursery room in Mosswood Community Centre twice a week.

During March 2021, including repeat visits, there were 390 customer visits by residents. In terms of the benefits to the wider households of the customers who attend in person, there was an (aggregated) total of 689 adults and 378 children who benefited during the month. Additionally, there 156 pensioners beneficiaries. A total of 274 volunteer hours were provided across the month to enable this.

Of these visits, just over a quarter have been from the two datazones in Knightsridge which are ranked in the bottom 20% across Scotland (*Graham Way - Nicolson Way* and *Davidson Way – Gordon Way* datazones).

Between July and the end of March there was an (aggregated) total of 6,295 adults and 5,192 children who benefited (including repeats). Additionally, there 1,325 pensioners beneficiaries. A total of 2,383 volunteer hours were provided across this time period.

D6 Livingston United Football Club

The Community Regeneration Officer (CRO) covering Livingston North is continuing to liaise with the manager of the club over the current efforts to develop the club and its facilities.

Active Schools & Community Sport has provided some advice to the club given there have been several requests from other junior level football clubs who are similarly looking to aspire to becoming senior team.

Whilst the service does not have any funds available to support clubs to upgrade or maintain facilities, they have advised that there may be funds available through sportscotland that would be worth the club exploring. Community Sport have said they may be able to provide assistance with any applications that the club submit.

The club has also been advised to register for the Scottish Football Association's (SFA) Quality Mark accreditation scheme in order to benefit from their support and advice, particularly given it is the SFA who set the regulatory standards for senior status.

Given the number of housing and other developments happening within the Deans vicinity, the CRO enquired with the council's Procurement service to see if there could were any community benefit clauses that could potentially be used to assist practical support to the club. The service has advised that due to the scale of the Deans South council housing development of 29 houses, the Construction Industry Training Board (CITB) National Skills approach was used which concentrates on work placements and staff training.

However, similar to other project and organisations across West Lothian, if the club provide the Procurement service with some examples of where small-scale improvements could be made, they could potentially be added to future contracts where CITB is not appropriate.

D7 Town Centre Fund 2019/20 & 2020/21 Project Updates

The deadline for projects funded from both years allocations to have been commissioned has now passed. The remaining deadline is for all projects to be complete by 30 September 2021

Updates on some of the outstanding projects within the ward are as follows.

D7.1 Carmondean

CAR01/CAR20-01: Carmondean Community Council - Underpass and Bus Shelter Art project

A contractor has been appointed by Carmondean Community Council (CCC) and has started work on this project. The contractor is a community artist who is currently engaging with groups who have been identified by CCC and partners. This engagement work will take place over the next couple of months before themes and concepts are discussed with CCC before being taken forward to installation phase. The installations will be placed within the six bus stops in the Carmondean area and four underpasses.

Community Planning and Regeneration and Community Arts are both represented on a small project team that CCC are facilitating to help manage the project.

D7.2 Eliburn

ELI20-01: Carmondean Community Council – Improving Safety

Further engagement around the options for the course of the new path was undertaken. This followed further investigations carried out by officers in Roads & Transportation. However, there was still a consensus amongst stakeholders that the initially preferred option was still the preferred one despite the expected loss of two parking spaces from within the school grounds boundary.

The applicant, Eliburn Community Council, in association with Peel Primary Parent Teacher Association, have indicated that whilst they are happy for the project to proceed, they wish to pursue further safety measures for this crossing.

A contractor for these works was appointed at the end of March. A start date for these works has not yet been identified.

D7.3 Livingston Village

LIV20-02: Livingston Village Community Council - Livingston Village Hub Memorial

Though the village square is highly likely to be part of the Earl of Roseberry estate, they were unable to conclusively confirm this though stated they were happy for these works to take place.

The Community Council accepted a further condition of funding that they would be required to cover any costs to reinstate the area to its previous condition in the hypothetical scenario where a third party were to demonstrate ownership and insist on this.

However, the Community Council has reported that they have purchased the equipment specified in their application and begun making the improvements to the area. The sign has been repainted and much of the undergrowth on the main path has been removed and trimmed back which has exposed the original wall. The artist to lay the stones begins work in May. The Community Council have also purchased the plaque to commemorate it.

D7.4 Deans

MA001/ DEA20-01: Planning Services, WLC - Livingston Station Local Centre, Deans Livingston – public realm enhancement

Construction Services appointed a contractor at the end of March 2021 to undertake the local centre public realm improvement works in the Deans neighbourhood centre area.

Whilst a specification of works has been identified as part of this contract, due to the funding available this is subject to change which will allow for any elements of the work to be deleted and/or added following engagement with local members and the relevant neighbouring property owners such as the bowling club, mosque and church. Planning Services has advised that this will occur over the spring with the aim of getting works on site in summer / autumn 2021 to tie into the grant conditions. Three other neighbourhood centres in Livingston have similar public realm works to be undertaken as part of the wider contract.

D7.5 Next steps

Officers will continue to keep in contact with all organisations and service leads for the projects that are yet to be completed, to ensure that the projects are going to be delivered within the timescales outlined above.

D.8 Livingston North Partnership Centre Update

Primary Construction at Livingston North Partnership Centre has, as previously reported, been completed with only some minor works associated with the car park, landscaping, external cleaning and access installations to be completed. COVID related signage and installations have been completed and the majority of furniture has been delivered and installed.

As with other new partnership centres a soft opening period as part of the mobilisation process has been initiated. This commenced on Monday 26 April and has involved the relocation of the library from Carmondean Connected to provide a click and collect service, public access PC's being installed and general browsing by appointment being available.

This approach allows any initial operational issues to be identified and remediated together with the testing of services and installations. In the current circumstances it also enables COVID transmission mitigation arrangements to be implemented, all staff inductions to take place and users risk assessments to be fully developed and tested prior to the full operational availability of the building.

It is proposed that as restrictions ease the full mobilisation of the facility will occur which will include the reoccupation by the Ability Centre and other associated services such as the café and MacMillan support. A formal opening will occur once restrictions ease and the building is fully occupied.

E. CONCLUSION

Members are asked to note the above activities taking place across the ward and in particular the support to groups to help deliver the Town Centre Fund projects that have been granted funding within the ward.

F. BACKGROUND REFERENCES

Council Executive, 11 June 2019

<https://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=42684>

Council Executive, 22 October 2019: Town Centre Fund 2019/20: Town Centre

Fund Capital Grant 2019/20 - Livingston North Ward - Report by Lead Officer for Livingston North Local Area Committee
<https://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=43976>

Council Executive report, 22 October 2020, Town Centre Fund - Capital Grant 2020/21
<https://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=46496>

Council Executive, 15 December 2020: Town Centre Fund 2020/21: Proposed Funding Awards - report by Head of Planning, Economic Development & Regeneration
<https://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=47175>

Appendices/Attachments: None.

Contact Person: Alice Mitchell, Economic Development Manager, Email: alice.mitchell@westlothian.gov.uk, Tel no: 01506 283079

Craig McCorriston - Head of Planning, Economic Development and Regeneration,

07 May 2021

DATA LABEL: PUBLIC



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 the 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 Quarter 4 1st January 2021 – 31st March 2021.

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

D1. 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.

Housing staff have been working from home as a result of the Covid19 measures, however we have deployed a small number of officers who have been working alongside our central void team in order to ensure that our properties were being re let and ensuring that we were meeting our duty under homeless legislation in providing temporary accommodation.

Property Void & Let Performance: Mainstream Tenancies

Void Period	Jan 2021	%	Feb 2021	%	March 2021	%	WL Target %
0-2 weeks	0	0%	1	33.3%	0	0%	55%
2-4 weeks	1	50%	0	0%	0	0%	30%
4+ weeks	1	50%	2	66.7%	2	100%	15%
Total Lets	2	100%	3	100%	2	100%	100%

Property Void & Let Performance: Temporary Tenancies

Void Period	Jan 2021	%	Feb 2021	%	March 2021	%	WL Target %
0-2 weeks	2	40%	0	0%	4	80%	55%
2-4 weeks	2	40%	0	0%	0	0%	30%
4+ weeks	1	20%	0	0%	1	20%	15%
Total Lets	5	100%	0	0%	5	100%	100%

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. Ensuring that vulnerable persons are appropriately supported through the viewing and sign up process can also add to timeframes. 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.

D2. Livingston North - Financial Summary

For the Livingston North ward the collection rate for the YTD in Q4 remains excellent at 98.9%. Livingston North has collected £6,311,148 vs a charge of £6,384,478.

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.

In the same week last year Livingston North ward had 140 Universal Credit (UC) households. Since then the number of UC households has increased by 155.7%.

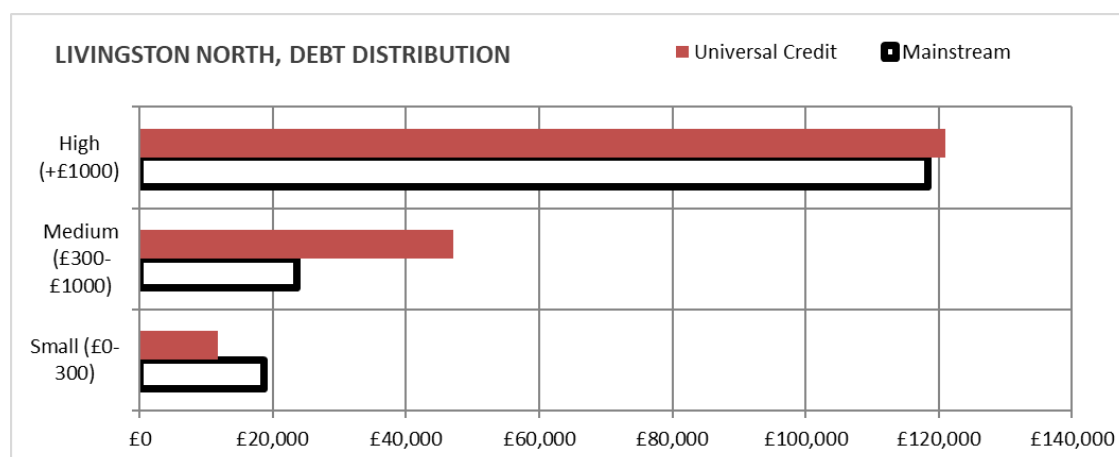
The number of tenancies in arrears in this ward has decreased by 7 since last year. Small debt cases (£300 or less), account for 51.8% of households.

There are 107 serious arrears cases (+£1000 in arrears). These cases are 22.7% of all households in arrears in this area, containing 70.3% of the debt.

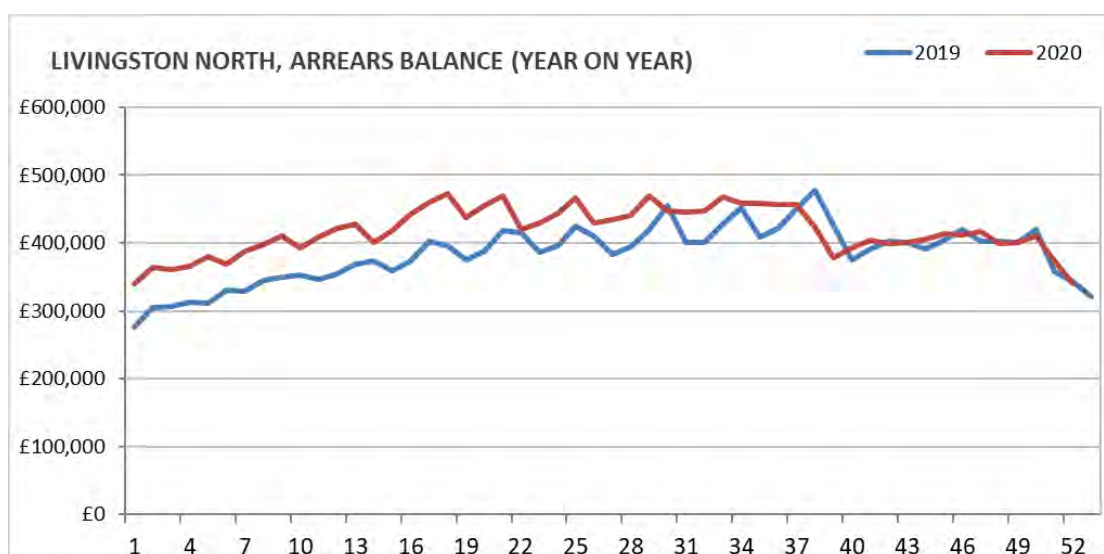
The arrears position for Livingston North Q4 is £340,589. This is an increase of -£2,439 on last year's position. The West Lothian overall position is currently £2,978,530.

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 SMS, email and telephone.
- 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



	2019/20 (WK52)				2020/21 (WK52)			
	Mainstream		UC		Mainstream		UC	
Arrears Banding	Balance	Cases	Balance	Cases	Balance	Cases	Balance	Cases
£0.01 to £99.99	£5,129	114	£1,072	19	£3,162	83	£1,631	29
£100.00 to £299.99	£17,168	95	£4,904	26	£15,589	80	£10,202	52
£300.00 to £499.99	£17,242	43	£10,453	26	£6,093	16	£9,993	26
£500.00 to £749.99	£13,330	22	£11,552	18	£10,974	18	£20,149	33
£750.00 to £999.99	£15,508	18	£10,202	12	£6,497	7	£16,965	20
£1000.00 to £1999.99	£35,999	26	£41,967	30	£32,816	25	£53,140	39
£2000+	£60,459	20	£31,507	9	£85,474	24	£67,905	19
Group Total	£164,835	338	£111,657	140	£160,604	253	£179,985	218
Movement					(-) £4,231	(-) 85	(+) £68,329	(+) 78
Overall Total			£276,491	478			£340,589	471
Overall Movement							(+) £64,098	(-) 7



D3 Livingston North Area Team Activity

Officers in the team have over the period in Q4 been working from home as a result of lockdown measures. Officers initially were contacting as many tenants as possible to offer advice and assistance to ensure that any support and guidance was given and signposting to other services such as Advice Shop and Foodbank.

The focus on rent arrears activity has continued 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 and debt advice, benefit health checks, completion of income and expenditure to help set up a sustainable payment plans and, where appropriate, assist with applications for Discretionary Housing Payments. Officers have also been doing targeted work to encourage tenants to update their universal credit journals as many have not updated their housing costs in April following the rent increase meaning they are losing out on money they are entitled to.

During Quarter 4 whilst we have continued in the main with home working for staff, we have required to mobilise more officers in order to progress requests for mutual exchanges and

other essential housing management tasks. This has required a presence within the office/community, whilst adhering to health and safety measures. This has been a challenging time for the service and we have worked with our Health & Safety adviser and Trade Unions to ensure we have safe operating systems, risk assessments and personal protection equipment so that we are safe guarding our staff whilst undertaking key essential tasks at this time

D4. Capital Programme and New Build Council Housing

WLC New Build Activity	Site	No of units	Site Start	No. of Houses Handed Over	Site Completion
WLC	Appleton Parkway	10	Nov-16	10	Sep-17
WLC	Deans South Phase 1	54	Mar-17	54	Apr-19
WLC	Deans South Phase 2	29	Mar -21	0	Apr-22

Deans South Update

Planning permission has been granted for 29 units for phase two of the new council housing at Deans South. Tenders have been returned for the building project and a contractor has been appointed, with a site start agreed for May 2021. Some enabling site investigations and utilities investigation work commenced on site in April 2021.

The planning application for the supported housing for young people was refused in February 2021. Alternative options for the development are being considered.

The conclusion of missives for the sale of land at Deans South is progressing and is anticipated to be concluded soon. The titles across the site are complex and as a result there was a delay in obtaining an accurate disposition plan however this has now been agreed and conclusion of missives is being progressed.

D5. Tenant Participation

During the winter months, the TP Team continued to carry out the schedule of meetings with tenants using online resources to ensure TP continues in all aspects of service delivery.

Tenants Panel

Tenant members continued to take part in monthly meetings with senior managers and the Head of Service, discussing service improvements and developments as well as receiving updates from each service area on implementing the changes imposed by the pandemic to deliver services and changes to working protocols. Members have also been involved in performance scrutiny, questioning information and results over this period.

Capital & Repairs Working Group (CaRs)

Managers from Building Services and the Strategy & Development Team met with tenant members to discuss major improvement works, update them on the various projects being carried out and share benchmark information. Building Services provided an overview of Complaints, Processes & Analysis at the January meeting and the Central Void Team (CVT)

pilot in March; tenant representatives were very impressed with the way the CVT are processing void properties.

These meetings ensure that tenants views are taken onboard and offers another method of scrutinising service delivery.

Tenant Participation Development Working Group (TPDWG)

Members meet to ensure TP stays high on the services agenda, looking at ways of engaging with more tenants. They have also been reviewing the current TP Strategy with an emphasise on digital engagement and inclusion. The TP Team have carried out a review of the roles and remit of each group and discussed this with members for their understanding and approval.

Editorial Panel

With the use of Adobe Reader, members are now able to review publications and propose changes online prior to meeting. This was carried out with them in February/March for the spring edition of Tenants News, which will be solely published online on the council website in April 2021. The Editorial Panel have also been involved in reviewing letters and online information intended for tenants, with regard to the new Housing Allocations Policy

Consultations

Tenants were supported by staff from Housing, Strategy & Development and the TP Team to complete two consultation in January and February. The first from the Scottish Housing Regulator on the EESSH" Indicators for the Annual Return on the Charter and the second on New Build Heat Standard Consultation. These were completed, agreed and submitted online during the course of the meetings.

TP Facebook Group

The TP team continue to see a steady rise in the number of tenants following posts on the TP Facebook Group Page. The team post useful information from various sources such as Scottish Government, NHS and the Council's Corporate websites as well as queries from tenants and light-hearted quotes and phrases. The team are working with the Tenant Participation Development Working Group to ensure they have a method of communicating with fellow tenants.

Tenants Panel New Build Planning & Progress Meeting

Housing, Strategy and Development met with the members of the Tenants Panel to provide an update on the progress and planning of current and future new build sites. The Panel will meet six monthly for updates on these projects.

Tenants Learning & Development Sessions

A session was held in March on the Rapid Rehousing Transition Plan to update tenants on progress made against the plan and to discuss future planning. Further virtual sessions have been planned on various topics up to July this year.

Team Meetings

Weekly Performance and Change (P&C) meetings have allowed team members an opportunity to meet via WebEx and catch up with colleagues and discuss workloads and priorities. As a close-knit team where work can cross over to various members, this catch up

time gives everyone an opportunity to find out what work is being carried out and where they may be able to assist.

D6. Safer Neighbourhood Council Officer Ward Information

The Safer Neighbourhood Team (SNT) officers continue to work 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, 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 West Lothian Youth Action Project, Mental Health advisory workers and private landlords in order to reduce antisocial behaviour. The Safer Neighbourhood Team of 9 officers work in two zones, the East and the West zones whilst at the same time, cover all areas whilst on shift. All the officers now deal with noise nuisance calls as part of their working remit to reduce antisocial behaviour (ASB).

The outcome returns for Quarter 4 – January, February, March 2021 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.

During Quarter 4, the Covid19 pandemic continued to have an impact on the service that officers were able to provide although constraints were lifted slightly during the restrictions. Since October 2020, when Service Recovery Plans enabled the Safer Neighbourhood Team Officers to be able to be mobilised again, SNT officers have had the ability to take formal legal action where necessary for some enquiries. Officers have continued to work a blended model of working, carrying out some home working as well as office and community-based work for enquiries.

Within communities and within agreed safety guidelines, SNT officers could speak to complainers and alleged perpetrators, gather witness statements and evidence for enquiries and be able to witness some antisocial behaviour. They were also able to (distantly) meet with Police and other partners for joint visits.

From home, officers continued to provide a telephone service were able to telephone complainers and alleged perpetrators as well as corresponding with written letters and e-mails. They have provided advice and assistance, telephone mediation, issued warning letters where there was evidence to do so and increase partnership working.

The outcomes that officers still managed to achieve throughout the lockdown measures are set out below: -

Warnings

A counter complaint was received regarding noise from a tenant who was previously served a 2nd Stage warning. Further advice was provided on reporting any further issues.

A joint visit was carried out with a Community PC for an intervention with a family who are a WLC tenant. The visit went well with the family taking on board the warnings and advice.

Mediation

Mediation has been offered in relation to a neighbourhood dispute at Knightsridge regarding a parking dispute.

Advice

Advice was given on reporting ongoing issues to the Police re a neighbour parking their car on a pavement and advice was given to another complainer relating to congregating youths causing damage.

E. CONCLUSION

This has been a challenging period where officers have been adapting to working from home, embracing new ways of working and change.

Officers have been providing advice and assistance to tenants and customers and working with colleagues in other services areas to ensure that service delivery continued as far as possible.

F. BACKGROUND REFERENCES

None

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Tel: 01506 283973

Date: 7th May 2021

DATA LABEL: PUBLIC



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 2021 – 31 March 2021.

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

The report covers the activity for the period 1 January 2021 – 31 March 2021.

D2 NETs, Land and Countryside Services

Grounds Maintenance Routine Works

All hedge work within the ward has now finished for this season.

Annual Shrub Bed pruning and cleaning up maintenance will be complete for week ending 18 April 2021.

Grass cutting of open spaces, sport fields and schools commenced on Monday 12 April 2021.

Enquiries are ongoing and prioritised on a daily basis.

The latest Lands Audit Management (LAMs) score was 58, the target score being 67.

D2.1 Grounds Maintenance Enquiries

In total 20 ground maintenance related enquiries were received and dealt with during this reporting period for 2021.

	2021	2020
Ball Game Enquiries	1	0
Bench or Seat Enquiries	0	1
Burns or Watercourses	1	0
Drainage Flooding Grass Areas	0	2
Enforcement Officer Enquiries	1	1
Fencing Enquiries	0	1
GalaDay Public Event Enquiries	0	1
Grass Area Damaged	2	0
Grass Cutting Enquiries	0	1
Ground Ownership Enquiries	1	0
Grounds Property Vandalised	3	1
Hedge Cutting Enquiries	3	2
Neighbourhood Env. Teams	1	1
Public Park Enquiries	1	1
Shrub Bed Enquiries	1	0
Shrub Bed Overhanging Path	1	7
Shrub Beds Not Maintained	2	1
Sports Facility Enquiries	1	0
Weeds General Enquiries	1	0
Weeds on Paths or Roads	0	1
Total	20	21

D2.2 Garden Maintenance Routine Works

The Garden Maintenance Scheme started on 6 April 2021.

D2.3 Garden Maintenance Enquiries

There were five garden maintenance enquiries received during this period for 2021.

	2021	2020
Garden Maintenance General Enquiries	4	1
Garden Maintenance Hedge Cutting	1	0
Total	5	1

D2.4 Cleaner Communities Routine Works

The Street Cleansing service continues to carry out routine works over the period following COVID-19 guidance. This has consisted of emptying litter and dog fouling bins, clearing litter from foot paths, roads and open spaces, mechanically sweeping footpaths and road channels.

During the period, resources were directed towards dealing with leaf fall and staff have provided support to essential services within the Council as required. Have also assisted in litter collection from Volunteering groups, which has taken a steep rise since the easing of the restrictions as members of the public are now able to go out and enjoy the scenery.

Cleaner Communities Enquiries

In total 191 cleaner communities enquiries were received and dealt with during this period in 2021.

	2021	2020
Complaint Street Cleansing	1	1
Dead Animals	16	5
Dog Fouled Grass Open Space	2	1
Dog Fouled Kids Play Area	1	0
Dog Fouling on Paths/Roads	13	4
Dog No Fouling Sign Request	1	0
Dog Waste Bin New Request	5	2
Dog Waste Bin Overflowing	0	1
Glass on Paths or Open Spaces	0	6
Graffiti Racist or Offensive	0	1
Illegal Fly Posting	0	1
Illegal Fly Tipping/Dumping	77	55
Litter Bin Burnt Damaged	0	2
Litter Bin Full Overflowing	1	1
Litter Bin New Request For Bin	2	2
Litter General Enquiries	8	7
Litter in Grass Open Space	1	1
Litter In Shrub Beds	0	1
Litter on Paths/Roads/Verges	29	22
Needles Syringes Abandoned	2	1
Street Sweeping Enquiries	10	14
Trolleys Abandoned/ Dumped	6	4
Trolleys Dumped in Livingston	1	1
Vehicles Abandoned	15	27
Total	191	160

Fly Tipping Enquiries (Full Year)

	2020	2019	2018	2017	2016
Illegal Fly Tipping/Dumping	253	205	223	169	139

D2.5 Enforcement Action

The Education, Engagement and Enforcement team have continued to deal with enquiries as they are logged following COVID-19 guidance.

Officers continue to deal with enquiries relating to fly tipping, littering, dog fouling, abandoned vehicles and general enquiries. For the period of the report, there has been 77 enquiries in relation to fly tipping compared to 55 for the same period in 2020.

In dealing with abandoned vehicles, Officers have gained compliance from vehicle owners with said vehicles getting removed from public highways or getting taxed and where appropriate, requests have been sent to WLC contractors for removal.

Throughout West Lothian, officers continue to engage with volunteering groups, attend regeneration group meetings and render the necessary assistance needed to encourage the exercise they currently perform.

There has been a significant increase in the purchase of litter picking equipment by West Lothian Council as volunteer groups are expanding.

There has been one Fixed Penalty Notice issued in Ward 3 for the period of 1 January 2021 – 31 March 2021. For the same period in 2020, there was no Fixed Penalty Notice issued within the Ward.

Costs for fly tipping for the period 1 January 2021 – 31 March 2021

Fly tipping is covered by the NETs teams who also carry out other non-routine works for Grounds. We are unable to split costs over specific ward areas or from the other works they carry out, but can give the yearly cost for the NETs teams with an estimate of their time spent on fly tipping which we currently estimate as 85% of their time and for 2020 the estimate was 70% of their time.

Weights for fly tipping brought into the transfer station are provided as a weekly total Monday – Sunday.

Fly tipping costs:

1 January 2021 – 31 March 2021	91.2 tonnes
Cost of disposal including costs for NETs team/vehicles	£60,098.04
Contractor removal of fly tipping	£0.00
Removal of asbestos	£0.00
TOTAL	£60,098.04

The number of enquiries received between 1 January 2021 – 31 March 2021 for the Ward was 77 out of 730 enquiries for the whole of West Lothian equating to 10.5% of fly tipping enquiries relating to Ward 3.

Percentage wise this would equate to an approximate cost for the Ward of £6,310.30 for disposal of fly tipping between 1 January 2021 and 31 March 2021 including cost for Staff/vehicles. (This does not include the removal of asbestos by the Councils asbestos team).

Costs for fly tipping for the period 1 January 2020 – 31 March 2020

1 January 2020 – 31 March 2020	52.42 tonne
Cost of disposal including estimated costs for NETs team/vehicles	£34,543.20
Contractor removal of fly tipping	£0.00
Removal of asbestos	£0.00
TOTAL	£34,543.20

The number of enquiries received between 1 January 2020 – 31 March 2020 for the Ward was 55 out of 504 enquiries for the whole of West Lothian equating to 10.9% of fly tipping enquiries relating to Ward 3.

Percentage wise this would equate to an approximate cost for the ward of £3,769.60 for disposal of fly tipping between 1 January 2020 and 31 March 2020 including cost for Staff/vehicles. (This does not include the removal of asbestos by the Councils asbestos team).

D2.6 Parks and Woodland Enquiries

In total 58 Parks and Woodland related enquiries were received during this reporting period.

	2021	2020
Tree Advice or Consultations	3	0
Tree Blocking Light	1	1
Tree Branches Overhanging	12	6
Tree Broken Damaged or Dead	4	3
Tree Dangerous or Unsafe	4	4
Tree Enquiries General	31	9
Tree Leaves Causing Problems	1	0
Tree Roots Causing Problems	1	1
Tree Woodland Enquiries	1	0
Total	58	24

	2021	2020
Access Rights Way Core Paths	2	0
Complaint Country Parks/ Trees	1	0
Ranger Service General Enquiry	1	0
Total	4	0

No. Rights Of Way / Core Path / Patrols carried out (hours)	13
No. Access Enquiries	3

Ranger Service

The Rangers responded to reports of fresh food (vegetables, bread, raw meat) being left out in piles at Dechmont Law Woodlands, possibly to attract wildlife.

The Rangers are working with Roads department to create a new signage strategy for the route between Livingston North and South station on the Alderston Road path. A virtual meeting was held with the Roads Engineer and then the route was surveyed by the Rangers. Their findings will go back to Roads, who will have the signs produced and installed. The plan is to remove all the old signage and create new signage that incorporates active travel, core paths and local open spaces as well as hospital and town centre.

Dechmont Law was patrolled by the Ranger Service. There has been extensive use during lockdown. Flooding on path leading from western entrance and along golf course noted. Eliburn was also patrolled with a condition survey carried out on all paths within the site and added to the Access Maintenance Priority List for action in the future.

D2.7 Open Space Capital Programme

Eliburn Park Play Area, Eliburn. Play area will be refurbished and upgraded in Summer/Autumn 2021. Works will include installing additional toddler play equipment including swings and multi-unit, replacing damaged play equipment, and removing rotten timber play equipment and features. In addition, new swings will also be installed with Town Centre Funding.

Sutherland Way Play Area, Knightsridge. Play area will be refurbished and upgraded in Summer/Autumn 2021. Works will include replacing play equipment and adding additional swings.

Mosswood Community Centre, Knightsridge. An inclusive trampoline will be installed in Summer/Autumn 2021 (Town Centre Fund).

Livingston Village Park - capital works are now complete, with a few snagging issues to be addressed in the coming weeks. The muddy entrance path from the main street into the park has been added to a list of extra works for next financial year.

Conclusion

The Capital Programme is progressing as planned.

Open Space Enquiries

There was one open space enquiry received during this period in 2021.

	2021	2020
Childrens Play Enquiries	1	2
Total	1	2

D3 Roads and Transportation Service

Street Lighting Routine Works

There are no Capital Street Lighting works scheduled for the Livingston North Area for the remainder of this financial year or in 2021/22.

During the period we received and dealt with 105 customer enquiries from residents. Throughout the same period last year, we received 107 enquiries from residents.

Roads Maintenance and Operations - Capital Road Maintenance Programme

During the period, works are either proposed or underway as per the information in the following paragraphs below.

A contractor has now been appointed for the works to construct a footpath that will provide access from Livingston Crematorium to the bus-stop on the west verge at the Crematorium on Starlaw Road. This work is being carried out under the Cycling Walking Safer Streets (CWSS) budget and is programmed to take place between 12 – 24 April 2021.

In relation to the architectural works and re-development of the Ability Centre at Carmondean, design works have been approved and are now under way to provide a drop off area with better access and egress from the Ability Centre, along with a new vehicular exit at the east end of the car park. These works are due to be complete by 9 April 2021.

In addition to the above, a scheme has been designed and awarded to construct a footpath providing pedestrian access on the north side of Peel Primary School from Aller Place and Garden Place. This project is being funded from the Town Centre Fund 2020 / 21.

D4 Waste Services

Customer Enquiries

During the period we received and dealt with 964 customer enquiries from residents in Livingston North. During the same period last year, we received and dealt with 644 customer enquiries.

281 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 135 customer enquiries.

270 customer enquiries were received and dealt with relating to requests for new grey, blue or brown bins from local residents. During the same period last year, we received and dealt with 170 customer enquiries relating to new bin requests.

E. CONCLUSION

The Open Space Capital Programme is progressing as scheduled.

There has been an increase in Waste customer enquiries and the number of missed bins and bin requests from local residents compared to the same period last year. This increase is mainly due to snow disrupting collections.

F. BACKGROUND REFERENCES

Open Space Strategy

Capital Programme

Appendices/Attachments: none

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Jim Jack
Head of Operational Services
7 May 2021

DATA LABEL: PUBLIC



LIVINGSTON NORTH LOCAL AREA COMMITTEE – 07 MAY 2021

	Report	Purpose	Lead Officer	Meeting
1	Housing Report	Quarterly update on Housing Services activity (inclusive of Deans South and Springfield updates)	Ann Marie Carr	18 Jun 2021
2	Operational Services Report	To provide a quarterly update report on activity	Jim Jack	
3	Economic Development and Regeneration Report	To update on regeneration activity within the ward	Craig McCorriston	
4	Economic Development and Regeneration	To update on regeneration activity within the ward	Craig McCorriston	17 Sept 2021
5	Police Report	Quarterly update on police/NRT activity	PC Alan McMahon	
6	Fire and Rescue	To provide an update on Operational Services activity	Stuart McNiven	
7	Housing Report	Quarterly update on Housing Services activity (inclusive of Deans South and Springfield updates)	Ann Marie Carr	
8	Operational Services Report	To provide a quarterly update report on activity	Jim Jack	
9	Economic Development and Regeneration	To update on regeneration activity within the ward	Craig McCorriston	19 Nov 2021
10	Police Report	Quarterly update on police/NRT activity	PC Alan McMahon	
11	Fire and Rescue	To provide an update on Operational Services activity	Stuart McNiven	
12	Housing Report	Quarterly update on Housing Services activity (inclusive of Deans South and Springfield updates)	Ann Marie Carr	
13	Operational Services Report	To provide a quarterly update report on activity	Jim Jack	
14	School presentations	To inform members of the attainment and activity of schools. Schools will be approached to present to the LAC after this academic year's results are published in the summer.	Various	TBC