DATA LABEL: Public

# *Environment and Sustainability Policy Development and Scrutiny Panel*

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

1 June 2023

A hybrid meeting of the **Environment and Sustainability Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre, Livingston** on **Tuesday 6 June 2023** at **11:00am**.

For Chief Executive

**BUSINESS**

**Public Session**

1. Apologies for Absence

2. Declarations of Interest - Members must declare any interests they have in the items of business for consideration at the meeting, identifying the relevant agenda items and the nature of their interests.

3. Order of Business, including notice of urgent business and declarations of interest in any urgent business

4. Confirm Draft Minutes of Meeting of Environment and Sustainability Policy Development and Scrutiny Panel held on Tuesday 28 March 2023 (herewith)

5. Active Travel Related Funding 2023/24 - Report by Head of Operational Services (herewith)

6. Spaces for People - Additional Consultation Feedback - Report by Head of Operational Services (herewith)

7. Accident Investigation and Prevention (AIP) - Casualty Reduction Programme 2023/24 - Report by Head of Operational Services (herewith)

8. Performance Report - Full Year 2022/23 - Report by Head of Operational Services (herewith)

9. Quarterly Climate Change Update - Report by Head of Planning, Economic Development and Regeneration (herewith)

10. Adaptation Action Plan Annual Progress Update - Report by Head of Planning, Economic Development and Regeneration (herewith)

11. Workplan (herewith)

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NOTE **For further information please contact Anastasia Dragona on tel. no. 01506 281601 or email anastasia.dragona@westlothian.gov.uk**

# CODE OF CONDUCT AND DECLARATIONS OF INTEREST (2021)

**This form is a reminder and an aid. It is not a substitute for understanding the Code of Conduct and guidance.**

**Interests must be declared at the meeting, in public.**

**Look at every item of business and consider if there is a connection.**

**If you see a connection, decide if it amounts to an interest by applying the objective test.**

**The objective test is whether or not a member of the public with knowledge of the relevant facts would reasonably regard your connection to a particular matter as being so significant that it would be considered as being likely to influence your discussion or decision-making.**

**If the connection does not amount to an interest then you have nothing to declare and no reason to withdraw.**

**If the connection amounts to an interest, declare it as soon as possible and leave the meeting when the agenda item comes up.**

**When you declare an interest, identify the agenda item and give enough information so that the public understands what it is and why you are declaring it.**

**Even if the connection does not amount to an interest you can make a statement about it for the purposes of transparency.**

**More detailed information is on the next page.**

January 2022

Look at each item on the agenda, consider if there is a "connection", take advice if necessary from appropriate officers in plenty of time. A connection is any link between the item of business and:-

- you
- a person you are associated with (e.g., employer, business partner, domestic partner, family member)
- a body or organisation you are associated with (e.g., outside body, community group, charity)

Anything in your Register of Interests is a connection unless one of the following exceptions applies.

A connection does not exist where:-

- you are a council tax payer, a rate payer, or a council house tenant, including at budget-setting meetings
- services delivered to the public are being considered, including at budget-setting meetings
- councillors' remuneration, expenses, support services or pensions are being considered
- you are on an outside body through a council appointment or nomination unless it is for regulatory business or you have a personal conflict due to your connections, actions or legal obligations
- you hold a view in advance on a policy issue, have discussed that view, have expressed that view in public, or have asked for support for it

If you see a connection then you have to decide if it is an "interest" by applying the objective test. The objective test is whether or not a member of the public with knowledge of the relevant facts would reasonably regard your connection to a particular matter as being so significant that it would be considered as being likely to influence your discussion or decision-making.

If the connection amounts to an interest then:-

- declare the interest in enough detail that members of the public will understand what it is
- leave the meeting room (physical or online) when that item is being considered
- do not contact colleagues participating in the item of business

Even if decide your connection is not an interest you can voluntarily make a statement about it for the record and for the purposes of transparency.

The relevant documents are:-

- Councillors' Code of Conduct, part 5
- Standards Commission Guidance, paragraphs 129-166
- Advice note for councillors on how to declare interests

**If you require assistance, contact:-**

- **James Millar, Interim Monitoring Officer and Governance Manager, 01506 281613, james.millar@westlothian.gov.uk**
- **Carol Johnston, Chief Solicitor and Depute Monitoring Officer, 01506 281626, carol.johnston@westlothian.gov.uk**
- **Committee Services Team, 01506 281604, 01506 281621 committee.services@westlothian.gov.uk**

January 2022

MINUTE of MEETING of the ENVIRONMENT AND SUSTAINABILITY POLICY DEVELOPMENT AND SCRUTINY PANEL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, LIVINGSTON , on 28 MARCH 2023.

Present – Councillors Tom Conn (Chair), Cathy Muldoon, Alison Adamson, Diane Calder, Craig Meek (substituting for Councillor Tony Pearson), Veronica Smith and Kirsteen Sullivan

Apologies – Councillor Tony Pearson

In attendance – Pippa Plevin (Joint Forum of Community Councils); Carole Racionzer (Voluntary Sector)

1 DECLARATIONS OF INTEREST

There were no declarations of interest made.

2 MINUTES

The panel approved the minute of its meeting held on 16 March 2023. The Chair thereafter signed the minute.

3 WEST LOTHIAN PARKING STRATEGY

The panel considered a report (copies of which had been circulated) by the Head of Operational Services providing the completed West Lothian Parking Strategy and supporting documents. These documents highlighted the work carried out and provided the information gathered by the appointed consultants for the West Lothian wide parking strategy as requested by Council Executive on 5 February 2019.

It was recommended that the panel:

1. Note and consider the attached West Lothian Parking Strategy and documentation;

2. Note the proposed interventions to be progressed at this time and indicative timescales;

3. Note the further works to be undertaken in relation to decriminalised parking enforcement; and

4. Note that the West Lothian Parking Strategy and documentation would be submitted to the Council Executive and that a future report would be reported to the Environment and Sustainability PDSP with the outcome of the detailed investigations recommended in the West Lothian Parking Strategy.

Decision

1. To note the terms of the report.

2. To agree that the report be forwarded to a future meeting of Council Executive for approval.

4 LOCAL BUS REVIEW AND TENDER - PROJECT UPDATE

The panel considered a report (copies of which had been circulated) by the Head of Operational Services provide an update on the Local Bus Subsidised Services Review and outlining the next steps and timescales for the project.

It was recommended that the panel note the project objectives within workstream 1 and 2 and the timelines expected for completion.

Decision

To note the terms of the report.

5 BUS PARTNERSHIP FUND UPDATE

The panel considered a report (copies of which had been circulated) by the Head of Operational Services providing an update on the progress of the Bus Partnership Project and outlining the next steps and timescales for the project.

It was recommended that the panel note the progress of the Bus Partnership Project and the timelines expected for completion.

Decision

To note the terms of the report.

6 REVISION OF OPERATIONAL PRACTICES AT COMMUNITY RECYCLING CENTRES

The panel considered a report (copies of which had been circulated) by the Head of Operational Services seeking comments on the proposals to revise opening hours for the council's Community Recycling Centres based upon approved savings with regard to the council's Community Recycling Centres.

It was recommended that the panel:

1. Note the contents of the report;

2. Provide comment on the options presented within the report; and

3. Recommend progression to Council Executive.

Decision

1. To note the terms of the report.

2. To agree that the report be forwarded to a future meeting of Council Executive for approval.

7 WORKPLAN

A workplan had been circulated for information.

Decision

To note the workplan.

West Lothian Council

**ENVIRONMENT AND SUSTAINABILITY POLICY DEVELOPMENT AND SCRUTINY PANEL**

**ACTIVE TRAVEL RELATED FUNDING 2023/24**

**REPORT BY HEAD OF OPERATIONAL SERVICES**

## A. PURPOSE OF REPORT

The purpose of this report is to inform the Panel of the funding provision being made available for active travel related schemes for financial year 2023/24. This funding has come from the Scottish Government for Cycling Walking and Safer Routes (CWSR) and through Sustrans (Scotland) for Places for Everyone (PfE) and Paths for All for Smarter Choices Smarter Places (SCSP); and the progress on the development of a new Active Travel Plan for 2023-28.

## B. RECOMMENDATION

It is recommended that the Panel notes the contents of the report and makes recommendation to the Council Executive to:

1. Approve the allocation £1,185,000 funding for CWSR for 2023/24, as set out in Appendix 1;

2. To note the reservice list of projects, as set out in Appendix 2; and

3. To approve £166,300 for SCSP 2023/24 as set out in the report including the proposed direct award of £60,000 to Sustrans (Scotland) for the support of an I-Bike officer and £38,656 to Love to Ride for the management of the online platform to encourage behavioural change.

## C. SUMMARY OF IMPLICATIONS

| | | |
|---|---|---|
| **I** | **Council Values** | Focusing on our customers' needs: being honest, open and accountable; making best use of our resources; working in partnership. |
| **II** | **Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)** | The delivery of these projects will contribute to improved road safety and encourage active travel. |
| **III** | **Implications for Scheme of Delegations to Officers** | None. |
| **IV** | **Impact on performance and performance Indicators** | None. |

| | | |
|---|---|---|
| **V** | **Relevance to Single Outcome Agreement** | The projects will support Outcome no. 4 – We live in resilient, cohesive and safe communities. |
| **VI** | **Resources - (Financial, Staffing and Property)** | The projects will be funded through the various grant funding streams including match funding from Sustrans through Places for Everyone funding for the CWSR projects. |
| **VII** | **Consideration at PDSP** | None. |
| **VIII** | **Other consultations** | Financial Management Unit and Corporate Procurement Unit. Consultation on individual projects will be carried out during their development. |

## D. TERMS OF REPORT

### D.1 Background

Various funding streams are available to local authorities to encourage active travel through engagement with communities and improvements to path networks.

The Scottish Government has been providing funding for CWSR since 2002/03. Some of this funding has been used to match funding from Sustrans for active travel projects. Officers have also been proactive in obtaining grant funding through other grant streams such as Smarter Choices and Smarter Places through Paths for All.

### D.2 CWSR Funding

On 31 March 2023, the Council received notification from Transport Scotland of the grant allocation of £1,185,000 towards CWSR projects for 2023/24.

The conditions of the grant funding stipulate that it must be spent by 31 March 2024. Officers have identified a list of projects where it is anticipated design will be progressed, some to construction, over the coming year. The list of projects is set out in Appendix 1.

The list of proposed projects for 2023/24 are identified in Appendix 1 with varying stages in the delivery process from design to construction. Appendix 2 identifies projects that could be constructed, if there are any delays associated with consultation, land purchase etc. to projects in Appendix 1. Having the construction of these projects in reserve will help officers manage the programme and ensure that the full grant award is achieved.

### D.3 Places for Everyone Funding

Sustrans has approved funding to progress the design of:

- the cyclepath link from Stoneyburn to Fauldhouse, including the bridge crossing over the A706 (£14,533); and

- key links to Bathgate Town Centre as part of the Bathgate Meadows Nature Park project (£112,000).

Funding has also been made available for the development of a new Active Travel Plan for 2023-28 (£65,039).

## D.4 SCSP Funding

The Smarter Choices, Smarter Places programme, administered by Paths for All, has been running since 2015/16 and supports local authorities in Scotland to encourage more active and sustainable travel choices. The funding is awarded to local authorities to encourage less car use and more journeys by foot, bicycle, public transport and car share. It is supported by Transport Scotland and allocated on a population basis to local authorities.

Submission to Paths for All for the 2023/24 allocation of £166,300 has been made. identifying the following initiatives and schemes: I-Bike project, Love to Ride, Livingston Signing Strategy, Parksmart and other education initiatives. However, Paths for All are awaiting confirmation from Transport Scotland on funding approval.

I-Bike Project

West Lothian has benefited from having an I-Bike officer over recent years and the appointment of I-Bike officers is linked directly to Sustrans (Scotland) staffing. The continuation of this appointment will provide a further 12 months of direct engagement to encourage, promote and develop active travel initiatives within a number of our primary and secondary schools.

The I-Bike officer works with Education and Community Health Development Put Your West Foot Forward to support and seek to increase walking, cycling and scooting activity, and promoting active travel journeys to schools.

The I-Bike project benefits from the experience and knowledge of the Sustrans organisation, which has a proven record of engagement and experience in delivering support in all areas of cycling. The effectiveness of the resource is assessed annually through the grant process.

Love to Ride

Love to Ride is an online platform aimed at encouraging more people to cycle by:

- Making it easy and fun for existing riders to encourage their friends, co-workers and community to ride.

- Supporting and encouraging new riders to overcome their barriers and start enjoying the benefits of riding.

The grant funding will be used to continue to provide a local project management resource to deliver a programme of cycling behaviour changes through business and community engagement.

Signing Strategy for Walking and Cycling Network

Over recent years funding has been used to upgrade signage on the path network in Livingston on the Alderstone Path between Livingston North and Livingston South railway stations. Last year the Railway Path and Nell Burn Path had the majority if signs upgraded, the remaining sign upgrades are to be completed this year. Further routes are to be assessed to identify what will be included in this year's funding.

Education Driven Projects

The following initiatives are led by the Education Development team.

Parksmart Initiative

Parksmart aims to educate & encourage parents/carers and young people about the benefits of walking/cycling to school. It also raises awareness when children are driven to school of how to park safely in and around school areas. This programme will target early learning and childcare centres, primary schools and special educational needs schools.

Other Initiatives

Other initiatives being explored under SCSP funding, covering all education centres, are:

- Walk to School Week/Year in conjunction with Living Streets Scotland.
- Walking bus where senior year pupils become walking bus leaders and set up a walk to and from school group.
- Discover and make interesting walking and cycling paths in the local community. This may include information boards about local history, nature and artwork displays, orienteering trails or sculptures.
- Bike maintenance sheds which encourage new skills, waste reduction and promotion of active travel.

Funding Breakdown

The SCSP award of £166,300 proposed spend for each project is:

- I - Bike Project - £60,000
- Love to Ride - £38,656
- Sign Scheme for Livingston - £9,894
- Education Driven Initiatives - £57,750

**D.5 WLC Active Travel Plan 2023-28 Update**

Consultants were appointed in September 2022 to develop a new Active Travel Plan for the period covering 2023 to 2028.

Stakeholders will shortly be consulted to gather evidence of issues and identify opportunities for improvements that active travel could help address. The information gathered will then be assessed to inform the new ATP for 2023 to 2028.

The public consultation exercise will last 4 weeks and will use various forms of outlets including the Council's website, news outlets and social media accounts. As well as reaching out to individual members of the public, contact will be made with community councils, community groups, Disability West Lothian, Cycling Scotland and other key stakeholders.

A report will be brought to a future Panel on the response to the consultation and progress on the development of the Active Travel Plan for 2023-2028.

## E. CONCLUSION

The report sets out proposals for the various active travel related funding in relation to the projects to be undertaken in 2023/24.

The funding awarded by Paths for All is welcomed and allows the continuation of a number of important projects and initiatives linked to encouraging active travel within West Lothian improving the environment and reducing our carbon footprint.

The provision of an I-Bike officer to promote cycling among school pupils is a service unique to Sustrans. As in previous years, it is necessary to direct award this work to Sustrans at a value of £60,000 for 2023/24.

Likewise, the Love to Ride online platform will continue to support deliver behavioural change by encouraging people to be more active through cycling. It is also necessary to direct award this work to Love to Ride at a value of £38,656 for 2023/24.

## F. BACKGROUND REFERENCES

Council Executive on 19 April 2022 - Pedestrian Crossing Programme, Various Locations, West Lothian

Appendices/Attachments: Appendix 1: List of Proposed CWSR Projects 2023/24

Appendix 2: Reserve List of Proposed CWSR Projects 2023/24

Contact Person: Ronald Fisher, Design Engineering Manager, Roads and Transportation, Tel: 07388 371855, Email: ronnie.fisher@westlothian.gov.uk

**Jim Jack**
**Head of Operational Services**

**6 June 2023**

## Appendix 1: List of Proposed CWSR Projects 2023/24

| Project | Anticipated Project Stage (2023/24) | Estimated Project Costs for 2023/24 | CWSR Funding Contribution |
|---|---|---|---|
| A89 Junction of Newhouses Road, Broxburn - Pedestrian refuge island and footway provision | Construction | £30,000 | £30,000 |
| A705, Redmill Nursing Home, East Whitburn - Pedestrian refuge island | Construction | £10,000 | £10,000 |
| B8084 North Street, Armadale - Puffin Crossing | Construction | £40,000 | £40,000 |
| Calder Park Road, Mid Calder - Dropped kerb crossing | Construction | £3,000 | £3,000 |
| Church Street, Addiewell - Upgrade Puffin Crossing | Construction | £40,000 | £40,000 |
| Hardhill Road, Bathgate - Puffin Crossing | Construction | £40,000 | £40,000 |
| Kirkton South Road, Livingston - Toucan Crossing | Construction | £40,000 | £40,000 |
| Lower Bathville at Heathervale Walk, Armadale - Upgrade belisha beacon with new LED lighting | Construction | £7,000 | £7,000 |
| Main Street, Mid Calder - Puffin Crossing | Construction | £40,000 | £40,000 |
| Muirieston West Road, Livingston - Toucan Crossing | Construction | £40,000 | £40,000 |
| Preston Road, Linlithgow - Puffin Crossing | Construction | £40,000 | £40,000 |
| Removing Barriers to Accessibility | Construction | £50,000 | £50,000 |
| Springfield Road, Linlithgow - Puffin Crossing | Construction | £40,000 | £40,000 |
| Wester Inch to Whitehill Industrial Estate Cyclepath | Construction | £399,000 | £399,000 |
| Whitburn Town Walk Improvements Phase 2 | Construction | £341,000 | £341,000 |
| B7066 Heartlands to Whitdale Roundabout | Design | £4,000 | £4,000 |
| Edinburgh Road, Guildiehaugh to Bathgate Railway Station Segregated Cyclepath | Design | £8,000 | £8,000 |
| Wester Inch to Whitehill Industrial Estate Cyclepath | Design | £3,000 | £3,000 |
| Whitdale Roundabout Connections, Whitburn | Design | £10,000 | £10,000 |
| | **Total** | **£1,185,000** | **£1,185,000** |

## Appendix 2: Reserve List of Proposed CWSR Projects 2023/24

| Project | Anticipated Project Stage (2023/24) | Estimated Project Costs for 2023/24 | CWSR Funding Contribution |
|---|---|---|---|
| B7066 Heartlands to Whitdale Roundabout | Construction | £529,000 | £529,000 |
| Edinburgh Road, Guildiehaugh to Bathgate Railway Station Segregated Cyclepath | Construction | £445,000 | £445,000 |
| | **Total** | **£974,000** | **£974,000** |

DATA LABEL: PUBLIC

West Lothian Council

**ENVIRONMENT AND SUSTAINABILITY POLICY DEVELOPMENT AND SCRUTINY PANEL**

**SPACES FOR PEOPLE ; ADDITIONAL CONSULTATION FEEDBACK**

**REPORT BY HEAD OF OPERATIONAL SERVICES**

## A. PURPOSE OF REPORT

The purpose of this report is to provide the Panel with the outcome of the recent consultation exercise regarding whether the remaining temporary Spaces for People measures should be retained or removed requested by Council on 22 November 2022.

## B. RECOMMENDATION

It is recommended that the Panel notes:

1. The additional consultation results;
2. The reviews that will be carried out; and
3. The recommendations set out in Section D.5 are to be submitted to Council Executive for approval.

## 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)** | **Policy**: Permanency of any measures of the Spaces for People programme will contribute to improved safety and encourage active travel policies.<br><br>**Legal:** Any Traffic Regulation Order amendments required will be carried out under the Road Traffic Regulation Act 1984.<br><br>**Equality:** None. |
| III | **Implications for Scheme of Delegations to Officers** | None. |
| IV | **Impact on performance and performance Indicators** | None. |

| | | |
|---|---|---|
| **V** | **Relevance to Single Outcome Agreement** | None. |
| **VI** | **Resources - (Financial, Staffing and Property)** | **Financial:** Any temporary Spaces for People measures to be removed or made permanent will require additional funding to be allocated.<br><br>**Staffing:** Any work will be carried out with existing Roads and Transportation resources.<br><br>**Property:** None. |
| **VII** | **Consideration at PDSP** | None. |
| **VIII** | **Other consultations** | All ward Members, all Community Councils and all Local Area Committees. |

## D. TERMS OF REPORT

### D.1 Background

On the 22 November 2022, the Council considered a report which provided an update on the consultation exercise undertaken in accordance with the motion approved by Council on 15 March 2022. A number of reviews were also requested in this report.

The report advised of the statutory and public consultations that were carried out which allowed people an opportunity to comment on whether the remaining temporary Spaces for People (SfP) measures should be retained or removed.

The feedback contained within the report provided an opportunity for Council to decide on whether the remaining SfP measures should be retained or removed. The report was debated and a motion and an amendment were presented which resulted in the amendment, set out below, being carried.

*"Whilst we agree with some of the measures indicated, we further agree it should be presented to a relevant PDSP for proper discussion and proper scrutiny. This Council agrees that in consulting with the people of West Lothian with regard to the S4P programme we have not gone far enough, as evidenced by the poor returns shown in Appendix 1. We therefore move that this report is not agreed today but goes back to all of the LACS, to all community councils in West Lothian, and to all elected members, with a view to a further report being brought back to the next Environment PDSP that is scheduled."*

### D.2 Additional Consultation

The requested Ward Member and Community Council consultation commenced on the 23 and 24 January 2023 respectively for a six week period until the 5 March 2023. A reminder communication was issued on the 27 February.

From the 33 Ward Members consulted, ten responded.

From 35 Community Councils (including the Joint Forum of Community Councils) two responded.

All Local Areas Committees (LAC) were attended between 2 February and 17 March 2023.

The feedback received from this exercise is shown in Appendix 1

**D.3 Consultation Feedback on the remaining Temporary Measures**

From the consultation feedback detailed in Appendix 1, there is support for the retention of the advisory cycle lane markings and to make a number of the temporary footway build outs permanent.

Advisory Cycle lanes

Broxburn, Uphall and Winchburgh LAC supported the removal of the bollards from the cycle lane on the A89 East Main Street in Broxburn but to retain the advisory road markings.

Linlithgow LAC was inquorate however the members present (Cllrs Pattle and Conn) preferred to make the cycle lane permanent on the B9080 Edinburgh Road and to remove the cycle way on the west side of St Ninian's Road, keeping the east side.

Armadale and Blackridge LAC support retaining the advisory cycle lane markings on the A89 through Blackridge.

Footway build outs

Linlithgow LAC (Cllrs Pattle and Conn) were in favour of reviewing the design and drainage of the footway build outs in the High Street with a view to making them permanent. Councillor Orr did independently respond preferring to remove the advisory cycle lanes on St Ninians Road, retaining the cycle lane on Edinburgh Road and retaining the footway build outs.

During the East Livingston and East Calder LAC, Mid-Calder, East Calder and Kirknewton Community Councils' would like the footway build outs in their areas to be retained and made permanent. East Calder and District Community Council also independently responded supporting retaining the footway build out in East Calder.

Of the Fauldhouse and Breich Valley LAC members, two wished the footway build outs in West Calder to be removed, one wished them to be retained.

Footway parking in Linlithgow

Linlithgow LAC (Cllrs Pattle and Conn) preferred to remove the east loaning footway parking which would involve revoking the existing traffic regulation order to remove the permitted footway parking.

**D.4 Assessment of Reviews**

Section D.4 and D.5 of the report presented to Council on the 22 November 2022 detailed the reviews that were to be carried out and an update is as follows.

West Lothian Active Travel Plan and Accident Investigation and Prevention (AIP) Review

A report will be brought to the Environment and Sustainability Policy Development and Scrutiny Panel regarding the response to the consultation and detailing progress on the development of the Active Travel Plan for 2023-2028. It is anticipated at this time that this will be the meeting arranged for the 14 November 2023.

An internal review will be carried out by officers for the AIP programme to ensure that this process remains current.

Review of traffic speed limits currently in place on roads within the council area

There is currently no funding available to carry out an extensive review of speed limits in West Lothian at this time. A review of this nature would require to be carried out with external consultancy support at an estimated cost of £30-£40,000.

Review of Safer Routes to School, roads and parking and deployment of school attendants and determine of additional measures are require

There is currently no funding available to carry out an extensive review of suitable routes to school, roads and parking in West Lothian at this time. A review of this nature would require to be carried out with external consultancy support at an estimated cost of £40-£50,000.

An internal review will be carried out by officers to ensure that the school attendant locations and numbers remain current.

Review the impact and consequences of the introduction of decriminalised parking and the prohibition of pavement parking

A report approved by Council Executive on the 24 April 2023 on the West Lothian Council Parking Strategy approved to commence further works to be undertaken in relation to decriminalised parking enforcement.

Review the impact of the Scottish Government's proposal on the introduction of 20mph in built up areas

A report approved by Council Executive on the 24 April 2023 on the 'National Strategy for 20mph : Assessments' was carried out using funding provided by Transport Scotland. The results of the assessment process for West Lothian were forwarded to Transport Scotland to allow them to progress this national strategy accordingly.

**D.5 Next Steps**

Following the consultation process, and subject to any comments raised by the Panel, a report will be submitted to a future meeting of the Council Executive seeking approval of the following recommendations:

1. The advisory cycle lane road markings will remain through Blackridge, the west cycle lane in St Ninians Road Linlithgow will be removed and the east will remain, the Edinburgh Road cycle lane will be made permanent;
2. Any remaining bollards will be removed from East Main Street Broxburn cycle lane and the advisory road markings will remain;
3. The temporary footway build outs will be made permanent in Linlithgow, Mid Calder, East Calder and Kirknewton and design cost estimates will be brought back to a future Council Executive meeting for funding approval;
4. The temporary footway build outs in West Calder will be removed; and
5. The east loaning footway parking in Linlithgow will be removed as part of the West Lothian parking strategy interventions.

## E. CONCLUSION

This additional consultation with Ward Members, Local Area Committees and Community Councils that has been carried out allowed a further opportunity to comment on whether the SfP measures should be retained or removed.

The feedback contained within this report will allow the Panel to comment on whether the remaining SfP measures should be retained or removed to submit to a future Council Executive for approval.

It should also be noted that additional funding will require to be made available to make the temporary Spaces for People measures permanent.

## F. BACKGROUND REFERENCES

Spaces for People – Consultation feedback report 22 November 2022 :
https://coins.westlothian.gov.uk/viewDoc.asp?c=e%97%9Di%97i%7D%8B

West Lothian Council Parking Strategy report 25 April 2023 :
https://coins.westlothian.gov.uk/viewDoc.asp?c=e%97%9Dj%8Fj%7B%90

National Strategy for 20mph : Assessment Return report 25 April 2023 :
https://coins.westlothian.gov.uk/viewDoc.asp?c=e%97%9Dj%8Fj%7B%89

**Appendices/Attachments:**

Appendix 1 – Consultation responses.

Contact Person: Gordon Brown, Roads and Transportation Manager, tel: 01506 282340, e-mail: gordon.brown@westlothian.gov.uk

**Jim Jack**
**Head of Operational Services**
**6 June 2023**

**APPENDIX 1 – CONSULTATION RESPONSES**

ELECTED MEMBERS

Summary
Consulted: 33
Responses: 10

| Elected Member | Comments |
|---|---|
| Councillor Calder | In reference to the remaining SfP areas in Broxburn Ward I note that the temporary cycle lane in East Main Street Broxburn is highlighted and I think you are already aware of my view on behalf of constituents that have contacted me.<br><br>To confirm the majority if not all contacts have noted that the temporary cycle lane including the bollards is not viewed as positive, they objected when it was installed and would like to see its removal. |
| Councillor Orr | Cycle Lanes – St Ninians Road: These should be removed in my opinion. I genuinely believe that in time there will be an accident as a result of them particularly as you approach Linlithgow from Bo'ness as they often catch you unawares. Generally I am in agreement therefore with the views of homeowners living there.<br><br>Build out – RS McColls to Oliphants: Much as I respect the views of businesses and home owners here, I am also aware of a number of concerns from disabled people, parents and grandparents trying to negotiate the original narrow pathway with a wheelchair, pram or buggy or even just groups of 4 or 5 family members when they are together.<br><br>Many are put in an awkward position by the able-bodied so for that reason I would strongly recommend that that the build out is retained but on the condition that the temporary build out is removed and then replaced by a fit for purpose permanent path, that does not flood. Flooding is often the first thing mentioned, as opposed to the width of the path.<br><br>Cycle Lanes – Edinburgh Road – I am in favour of retaining these. Cars are often at speed when they exit the bridge and retaining them would make the roads safer for cyclists heading out toward open country, the villages, South Queensferry etc. A suggestion would be to highlight they are being approached from the town side of the bridge.<br><br>I am very much in favour of reducing traffic in Linlithgow Town Centre and that includes increasing restrictions for parking. The build out of pathways in some areas will do that naturally, and make things safer for locals and tourists alike.<br><br>Parking should only be permissible for deliveries and limited to 5 to 10 mins to allow the goods to be dropped off. In addition (not your responsibility I appreciate) but there should be tougher parking penalties for those people abusing any parking restrictions. |

| Elected Member | Comments |
|---|---|
| Councillor Clark | Regarding the footway build out in West Calder, the majority of people I have spoken with are in favour of retaining this space – as am I.<br><br>Although I think it is outwith the scope of this consultation, I and the majority of Breich residents I have spoken with would be happy to see a return of the 40 mph limit on approach to the village. As you are undoubtedly aware there is still considerable concern about excessive speeding through the village most especially at both ends. On the east side, Rashiehill Crescent opens onto the A71 at the edge of the village. I have witnessed numerous near misses as cars overtake travelling east just as a vehicle attempts to turn left and west. On the west side, housing is situated at the start of the 30mph and cars are still in the process of slowing down from 60mph or accelerating toward s 60mph, meaning lorries and vehicles pose a significant danger to those entering or leaving their driveways. |
| Councillor Meek | Just to advise that I agree and support the removal of the spaces for people items in the Fauldhouse and the Breich Valley ward. |
| Councillor Fitzpatrick | Hasn't impacted on my ward but having driven through Calders Bathgate and Whitburn I see no benefit. |
| Councillor McMillan | Having looked at the Spaces for People report, I have no comments to make as all the areas in the report are outwith my ward area. |
| Councillor W Boyle | I have no strong opinion to share at the moment on the drawings provided except to say that in general I have no great objection to them, but this is easy from the point of view that none are in my constituency of Bathgate. I do feel strongly that Bathgate needs to be looked at in the round as far as traffic flows and cycling / wheeling and walking routes are concerned. There is also the issue of introducing 20mph zones in residential housing estates that would be welcomed by the majority of people who live or visit Bathgate regularly. |
| Councillor Conn | I would support the temporary measures currently in place being retained;<br><br>• Cycle lane on the north side of Edinburgh Road, for the safety of cyclists in this location,<br><br>• Pavement parking prohibited on the East Loanings, to improve the safety of pedestrians and general movement<br><br>• Extended footpath in the north side of High Street with appropriate modifications, to improvement general movement of pedestrians.<br><br>• Cycle lane on the east side of St. Ninian's Road |

| Elected Member | Comments |
|---|---|
| | I have no objection to the removal of the temporary measures at the West Loanings and removing the temporary cycle lane on the west side of St. Ninian's Road. (As an side, I have had comment made regarding the condition of the existing cycle lanes on both sides of Falkirk Road, repairs just filled with black tar, unsightly and gives the impression not a priority.)<br><br>West Lothian villages want controversial Spaces for People measures to stay<br><br>Many locals want the lockdown traffic-calming measures to be a permanent feature<br><br>Read in Daily Record: https://apple.news/A5s0JfocKT-iZIlXEjAviZw |
| Councillor T Boyle | My position is that what was expressed at the Local Area Committee last week.<br><br>The removal of the posts on the segregated cycling area at the east end of Broxburn and the creation of a hatched area along the side of the road indicating a cycling space once the posts have been removed. |
| Councillor Muldoon | Just to advise that I agree and support the removal of the spaces for people items in the Fauldhouse and the Breich Valley ward. |

LOCAL AREA COMMITTEES

Summary
Consulted: 9
Committee attendance : 9

| No. | Date | Local Area Committee | Comments |
|---|---|---|---|
| 1 | 2/2/23 | Livingston South | To note the contents of the report. |
| 2 | 24/2/23 | Broxburn, Uphall and Winchburgh | 1) To note the content of the report; and<br>2) To note that the preference of the Local Area Committee was to remove the bollards from the cycle lane on the A89 East Main Street, Broxburn but to retain the advisory road markings. |
| 3 | 27/2/23 | Whitburn and Blackburn | (a) To note the terms of the report.<br>(b) To note the importance for officers to take<br>feedback from affected ward members and the public into account when the final report was being prepared for the Environment & Sustainability PDSP. |
| 4 | 2/3/23 | East Livingston and East Calder | 1. To note the terms of the report.<br>2. To note that Mid-Calder, East Calder and Kirknewton community councils would like their footway build outs to be retained. |
| 5 | 2/3/23 | Linlithgow | To note the preference of those elected members present was as follows :-<br>• At the east loaning parking the existing permanent TRO should be revoked to remove the permitted footway parking;<br>• To make permanent on the B9080 the temporary cycleway;<br>• To remove the cycle way on the west side of St Ninian's Road; and<br>• Review the design and drainage of the extended footway in the High Street with a view to making it permanent. |
| 6 | 6/3/23 | Bathgate | (a) To note the terms of the report.<br>(b) To note that the Design Engineering Manager would provide ward members with a copy of an option appraisal report recently carried out by AECOM.<br>(c) To note that the Roads and Transportation Manager would provide ward members with the costs of installing and removing spaces for people measures. |

| No. | Date | Local Area Committee | Comments |
|---|---|---|---|
| 7 | 7/3/23 | Fauldhouse and the Breich Valley | To note the terms of the report. |
| 8 | 13/3/23 | Armadale and Blackridge | To note the terms of the report and support the continuation of the advisory cycle lane markings in Blackridge as long as there was no public objections and it did not cause a parking problem for people locally. |
| 9 | 17/3/23 | Livingston North | To note the terms of the report. |

COMMUNITY COUNCILS

Summary:
Consulted: 34
Consulted: Joint Forum of Community Councils
Responses: 2

| No. | Community Council | Comments |
|---|---|---|
| 1 | East Calder and District Community Council | Further to your email of 23rd January 2023, I am writing on behalf of East Calder and District Community Council, after a discussion at our recent meeting on 7th February 2023 it was the opinion of the Members that the impact of the temporary measures created through the Spaces for People programme have been successful in East Calder in particular outside our local Tesco branch in the Main Street which has discouraged parking on both sides of the road and has created a clearer view for vehicles entering and exiting the Tesco Car Park, this has helped the flow of traffic through the Main Street.<br>The Community Council Members were concerned the 20mph speed limit was not enforced therefore most drivers ignored the limit. |
| 2 | Uphall Community Council | Uphall Community Council have no comments to add to the Spaces for People consultation as detailed in your recent e mail to Community Councils. |

DATA LABEL: PUBLIC

West Lothian Council

**ENVIRONMENT AND SUSTAINABILITY POLICY DEVELOPMENT AND SCRUTINY PANEL**

**ACCIDENT INVESTIGATION AND PREVENTION (AIP) CASUALTY REDUCTION PROGRAMME 2023/24**

**REPORT BY HEAD OF OPERATIONAL SERVICES**

## A. PURPOSE OF REPORT

The purpose of this report is to seek approval for the list of proposed prioritised casualty reduction schemes for the 2023/24 programme.

## B. RECOMMENDATION

The Panel should note and consider the following recommendation which is intended to be submitted to the Council Executive for approval.

It is recommended that the Council Executive approves the list of prioritised casualty reduction schemes for implementation in 2023/24. It is also recommended that the appropriate schemes unable to be implemented in this programme are considered to be submitted for additional Transport Scotland Road Safety Improvement Funding if they meet the required criteria.

## C. SUMMARY OF IMPLICATIONS

| | | | |
|---|---|---|---|
| I | **Council Values** | Making best use of our resources and working in partnership | |
| II | **Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)** | **Policy:** | The Accident Investigation and Prevention (AIP) casualty reduction programme is identified in the Community Safety Strategy and in the Road Safety Plan. The council has a statutory responsibility for road safety under the Road Traffic Act 1988. |
| | | **Legal:** | None. |
| III | **Implications for Scheme of Delegations to Officers** | None. | |
| IV | **Impact on performance and performance Indicators** | The AIP casualty reduction programme contributes to the casualty reduction performance indicators. | |
| V | **Relevance to Single Outcome Agreement** | The AIP casualty reduction programme contributes to the outcome: “We live in resilient, cohesive and safe communities.” | |

| | | |
|---|---|---|
| **VI** | **Resources - (Financial, Staffing and Property)** | **Financial:** The proposed schemes will be funded from the council's road casualty reduction budget with £230,000 allocated in 2023/24.<br><br>Maintenance costs relating to the schemes will be accommodated in future Roads and Transportation revenue budgets.<br><br>Schemes will be designed to minimise these future revenue costs as far as is practicable. |
| **VII** | **Consideration at PDSP** | Not applicable. |
| **VIII** | **Other consultations** | Consultation will be carried out with Police Scotland on the programme as a whole and with any frontagers directly affected by any of the proposed schemes.<br><br>Schemes which require a traffic regulation order will have additional statutory consultation and a period for objections. Further reports will be prepared for the Council Executive in these cases. |

## D. TERMS OF REPORT

### D1 Background

The council's Community Safety Strategy identifies the need for a road casualty reduction programme utilising accident investigation and prevention (AIP) techniques. Research for the Department for Transport has found that local safety schemes which tackle proven casualty problems represent very good value for money and make a significant contribution to casualty reduction.

### D2 Progress to date

Monitoring of the casualty reduction schemes that have been installed through the AIP programme to date is presently ongoing. Due to resource pressures in the service a number of the previous AIP programme schemes have not been fully delivered therefore full monitoring reporting will be carried out at the next AIP programme for 2024/25 when schemes have been fully delivered.

## D3 Prioritised schemes for 2023/24

For the 2023/24 programme, officers identified 'sites for concern' in three ways.

Firstly, 11 single sites, where there were four or more accidents in a five year period were identified.

Secondly, the accident rates on all rural class A and B class routes and on urban routes were analysed with the 10 urban and rural routes with the highest accident rates investigated in detail.

Finally, all residential areas in West Lothian were mapped, the accident rates and total number of accidents calculated and detailed investigations carried out on the top five areas for both categories.

The investigation / analysis work undertaken involved using the recorded injury accident data collected by the Police to identify sites for concern and analyse crash patterns to develop remedial measures. The process is used nationally and is endorsed by The Royal Society for the Prevention of Accidents (RoSPA) through its Road Safety Engineering Manual. A copy of the process map is provided in Appendix 1.

The accident patterns at each of these sites for concern were investigated and a total of 9 sites taken forward for development of remedial measures. These remedial measures have been prioritised based upon value for money criteria. Appendix 2 shows the list of schemes which have been prioritised and will be taken forward.

In addition to the terrible human cost of road accidents, they also impose a massive financial burden on the country, including lost production, health-care, and social benefits and in personal pain, grief and suffering. National costs per accident and per casualty for fatal, serious and slight accidents are used to determine the annual cost savings to society.

The available funding will allow the introduction of up to 5 schemes in 2023/24, subject to final scheme costs. As the accident data is analysed on an annual basis, the programme will be repeated next year to take account of current up-to-date accident problems.

## D4 Transport Scotland - Road Safety Improvement Fund

Not all sites on the list can be implemented through the current available AIP budget. Transport Scotland have recently advised that there will be funding available to Councils' through their annual Road Safety Improvement Fund which has been approved for 2023/24.

Sites which the 2023/24 AIP budget does not cover will be considered in line with Transport Scotland's road safety criteria to determine the suitability of the remaining schemes in Appendix 2 that could be submitted to Transport Scotland for consideration.

## E. CONCLUSION

The AIP casualty reduction programme is the council's main opportunity to make a significant impact in meeting casualty reduction targets and this is backed up by national research and local results.

The schemes prioritised for this financial year maximise the council's investment through first year rate of return prioritisation and will deliver improvements across West Lothian.

## F. BACKGROUND REFERENCES

Department for Transport (2009). Road Safety Research Report No. 108 – Contribution of Local Safety Schemes to Casualty Reduction. DfT, London. Available from: http://www.dft.gov.uk/pgr/roadsafety/research/rsrr/theme5/rsrr108.pdf

Approved Council Executive Report 16 August 2022 – Transport Scotland Road Safety Improvement Funding 2022, link: https://coins.westlothian.gov.uk/coins/viewDoc.asp?c=e%97%9Di%95n%7F%90

Appendices/Attachments:

Appendix 1 – AIP Process Map

Appendix 2 – Casualty Reduction Schemes 2022/23 – Prioritised list

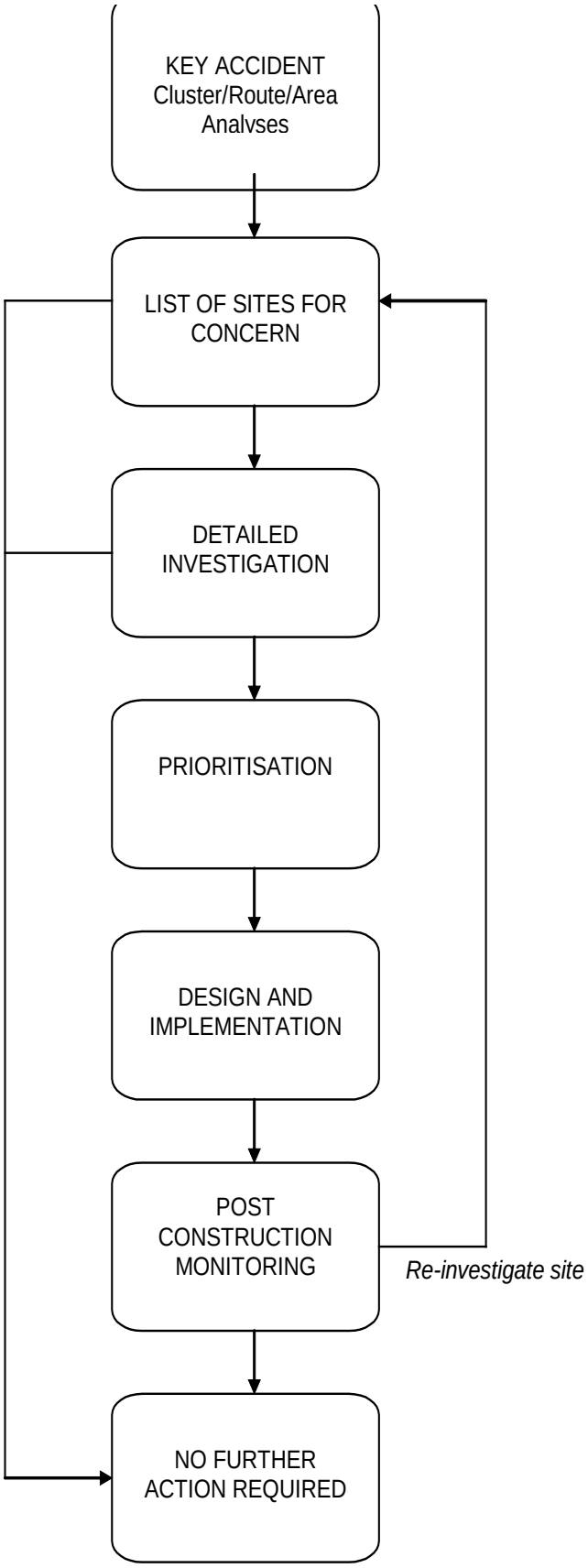
Contact Person: Gordon Brown, Roads and Transportation Manager, Operational Services, Whitehill Service Centre, Bathgate.

Tel: 01506 282340, e-mail: gordon.brown@westlothian.gov.uk

Jim Jack, Head of Operational Services

Date of meeting: 6 June 2023

## APPENDIX 1 - Process Map



## APPENDIX 2 – CASUALTY REDUCTION SCHEMES 2022/23 – PRIORITISED LIST

Schemes have been prioritised using an economic assessment method known as First Year Rate of Return (FYRR). It is a simple way of calculating whether a scheme can be justified in economic terms.

The FYRR is calculated using the formula:

$$\%\text{FYRR} = \frac{\text{Annual_Accident_Savings} \times 100}{\text{Scheme_cost}}$$

The annual accident savings are calculated using accident costs from Road Accidents Scotland 2021 and are weighted based upon whether the site is in an urban or rural location. This mechanism reflects that the cost to society of road accidents is higher in rural areas. As a decreasing number of identified sites include fatal or serious accidents, the severity weighting applied in previous years has not been used.

An estimated FYRR of more than 100% indicates that the scheme benefits will outweigh the costs within the first year. An estimated FYRR of less than 100% indicates that the scheme is still beneficial but the benefits take more than a year to outweigh the costs.

Schemes will be implemented in priority order until the available funding is exhausted. It will not be possible to implement every scheme in 2023/24 due to budget constraints. It is anticipated that up to 5 schemes will be implemented this year.

| Rank | Ref | Location | Ward | Proposals | Estimated Scheme Cost | Estimated Annual Cost Saving to Society[1] | Estimated FYRR (%) |
|---|---|---|---|---|---|---|---|
| 1 | AIP/2022/007 | A704 from A71 to A706 | 6 | Improve surface friction at specific location, and seek special authorisation for motorcycle prime markings for bends. | £50,000 | £892,920 | 1785.8 |
| 2 | AIP/2022/012 | A706 from boundary to Linlithgow | 1 | Improve surface friction at specific locations. Signing and lining Improvements. | £20,000 | £318,184 | 1591.9 |
| 3 | AIP/2022/005 | A803 JCT M9 LINLITHGOW | 1 | Sign alterations, road markings and coloured surfacing. Collaboration with BEAR for junction layout improvements. | £25,000 | £318,384 | 1273.5 |

| Rank | Ref | Location | Ward | Proposals | Estimated Scheme Cost | Estimated Annual Cost Saving to Society[1] | Estimated FYRR (%) |
|---|---|---|---|---|---|---|---|
| 4 | AIP/2022/025 | B8084 South Street, Armadale | 9 | Pedestrian refuge near Bowling Green Road. Improved road marking layout. | £56,000 | £602,093 | 1075.2 |
| 5 | AIP/2022/013 | A71 from West Calder to South Lanarkshire Council boundary | 6 | Central hatching to reduce carriageway width throughout rural sections and 50mph speed limit throughout rural sections. | £60,000 | £605,652 | 1009.4 |
| 6 | AIP/2022/006 | Cousland Interchange (A705) near junction with Livingston Road (A899) | 5 | Visibility amendments at junction. | £25,000 | £93,348 | 373.4 |
| 7 | AIP/2022/016 | A70 from Edinburgh City Council boundary to South Lanarkshire Council boundary | 5 | Signing and lining improvements and increase surface friction at specific locations. | £60,000 | £155,580 | 259.3 |
| 8 | AIP/2022/008 | A706 from Linlithgow to A801 | 1 | Increase surface friction at specific locations. | £45,000 | £93,348 | 207.4 |
| 9 | AIP/2022/001 | A801 at junction with A706 - Avon gorge | 9 | Traffic Signals. Previously approved for external funding application to Transport Scotland's Road Safety Improvement Fund. | £350,000 | £667,884 | 190.8 |

[1] The cost savings identified are not directly recouped by the council but are savings to society as a whole. The costs include both human costs and direct economic costs

DATA LABEL: PUBLIC

West Lothian Council

**ENVIRONMENT & SUSTAINABILITY POLICY DEVELOPMENT AND SCRUTINY PANEL**

**PERFORMANCE REPORT – FULL YEAR 2022-2023**

**REPORT BY HEAD OF OPERATIONAL SERVICES**

## A. PURPOSE OF REPORT

To report the current levels of performance for all indicators which are the responsibility of the Environment & Sustainability Policy Development and Scrutiny Panel.

## B. RECOMMENDATION

That the Panel note the performance information and determine if further action or enquiry is necessary for any of the indicators mentioned within the report.

## C. SUMMARY OF IMPLICATIONS

| | | |
|---|---|---|
| **I** | **Council Values** | Being honest, open and accountable. |
| **II** | **Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)** | In compliance with the Corporate Code of Governance. |
| **III** | **Implications for Scheme of Delegations to Officers** | None |
| **IV** | **Impact on performance and performance Indicators** | Challenges current service performance through the evaluation of performance indicators |
| **V** | **Relevance to Single Outcome Agreement** | Indicators support various outcomes in the SOA |
| **VI** | **Resources - (Financial, Staffing and Property)** | Met from existing budgets |
| **VII** | **Consideration at PDSP** | Performance reports will be submitted to the PDSP every other meeting. |
| **VIII** | **Other consultations** | None |

## D. TERMS OF REPORT

Background

The council's performance management system, Pentana measures the performance of service activities through the use of key performance indicators (KPIs). These indicators have been deemed high level and are publicly reported.

Pentana uses a simple traffic light system to show if progress is on target (green), in danger of falling behind target (amber), or below target (red). The trend chart commentary field provides an explanation of the ongoing trend in the performance as well as describing any shortfall in performance and what action is being taken to rectify this shortfall.

Members will note that the performance indicators linked to the Environment & Sustainability PDSP range across three service areas – NETs, Land and Countryside Services, Roads and Transportation and Fleet, Recycling and Waste Services.

Performance Update

There are currently 31 High Level Key Performance Indicators under the remit of the Panel. 13 of these are quarterly indicators and included in the quarterly reports, a full annual report which also includes all annual indicators is included here.

The 31 performance indicators are categorised as follows:

- 18 Green
- 3 Amber
- 10 Red

Each indicator is shown in full detail in appendix 1 of this report, including trend chart commentary to explain the current performance. Details of the red PIs are shown below.

**Red Indicators**

**P:NLCS007_6a.7 Percentage of customers who rated the overall quality of the Service provided by NETs, Land & Countryside Services as adequate, good or excellent**

**Current Performance: 42.6%**
**Target: 92%**

Results for 2022/23 will be available by Summer 2023, once all the survey responses have been collated.

The figures for the periods up to 2018/19 are based on the responses received from the people on the Citizens Panel who were contacted. However, as the response rate from the Citizens Panel was extremely low with response rates of less than 100 people for each of the years between 2015/16 and 2018/19, it was felt that the responses were not a true representative sample of customer satisfaction from the residents of West Lothian. To improve the response rates for customer satisfaction, the service introduced six customer surveys across key service areas. The service areas covered by surveys include: Grounds Maintenance, Garden Maintenance, Street Cleansing, Cemeteries, NETs and the Education and Engagement Service.

From 2020/21 responses of 'adequate' have been included as this indicates that customers are satisfied that the service has achieved its service standard.

Based on the 676 responses to the 2021/22 surveys and the change to the calculation, the overall result for NETs, land and Countryside is 42.6%. The breakdown of performance for the individual service areas is:

| 2021/22 | % satisfaction | No of responses |
|---|---|---|
| Grounds Maintenance | 57% | 21 responses |
| Garden Maintenance | 50% | 6 responses |
| Street Cleansing | 39% | 581 responses |
| Cemeteries | 89% | 36 responses |
| NETs | 47% | 17 responses |
| Education and Engagement | 47% | 15 responses |

The total response rate for all surveys is 21%.

Although the overall performance of the service did not achieve the target there was slight improvement in the performance for Cemeteries from 87.5% to 89%.

This can be attributed to the excellent condition and ongoing maintenance of our cemeteries and churchyards. The performance of the other service areas decreased from the previous year and Street Cleansings poor performance has had significant impact on the overall average performance of the service.

For Grounds Maintenance and Garden Maintenance, based on customer feedback, this can be attributed to the reductions in service standards that were introduced in April 2019. For Grounds Maintenance a Community Choices consultation was undertaken in 2021 and whilst the results showed that communities were satisfied with service standards for grass cutting in residential areas and open spaces they were not satisfied with grass cutting along roadside verges, on roundabouts and sought the introduction of relaxed grass cutting in open spaces. A strategy and improvement plan is currently being developed to improve service delivery in these areas. A report will be presented to committee in August 2022 and changes to service standards will be implemented from April 2023. For Garden Maintenance, the feedback and reasons for poor performance relates to the reduction in maintenance of garden hedges from 2 visits per year to 1 visit per year.

For Street Cleaning, NETs, and the Education and the Engagement Team, based on customer feedback the poor performance can be attributed to increases in littering, fly- tipping and dog fouling across West Lothian and not the service's ability to remove litter, fly-tipping or to issue fixed penalty notices to offenders. The service has now appointed a Strategy Officer to develop and implement prevention strategies to promote behavioural change aimed at reducing littering and fly-tipping across West Lothian. The Strategy Officer is also working extensively with voluntary groups to support them in littering activities. Street Cleansing are also in the process of procuring new equipment that will be deployed to cleanse streets and street furniture to improve the appearance town centre and residential streets.

*The target for 2022/23 has been set at 50% reflect our desire to improve.*

**P:NLCS039_6b.4 Percentage of NETs, Land and Countryside Complaints, Stage 1 and 2, which are upheld or part upheld**

**Current Performance: 50%**
**Target: 36%**

We aim to provide the best service possible and, where this falls below customers' expectations, we have a corporate policy for dealing with any complaints in as efficient and effective a manner as possible. A complaint report is provided to each Action Officer monthly, and a quarterly report is compiled for the Service Manager and Head of Service, providing the information required to manage, monitor and report complaints.

Over the period covered by the chart, the result ranges between 0% and 57%.

No set pattern or trend is identifiable given the range of services which feed into this target, however, partially upheld complaints tend to be where the complaint may relate to multiple service areas or aspects of service.

One of the main reasons the complaints can fluctuate is generally related to the weather. We still have to cut grass and when we do so in wet weather we generally get an increase in the number of complaints received relating to grass being trafficked onto hard surfaces such as roads and footpaths. The increase in complaints during October 2022 relates to overhanging bushes and shrubs that encroach onto footpaths – this generally coincides with the end of our summer programme and start of the winter programme as staff have not had an opportunity to start cutting back overgrown shrubs/bushes etc.

The numbers involved on a monthly basis in the NETs, Land and Countryside Service continue to be low, meaning that a small number of upheld complaints can have a large impact on the percentage which are upheld or part upheld.

*Target maintained at 36% for 2023/24 due to the monthly variation of complaints received above and below that figure.*

**CP:NLCS106_9b.1c Estimated Visitor numbers to West Lothian's three Country Parks**

**Current Performance: 1,345,715**
**Target: 1,810,682**

2022/23 - The total estimated visitor numbers for West Lothian's 3 Country Parks (1,345,715) show a decrease of 27% compared to 2021/22. When comparing these visitor numbers over the financial year period (April 2022-March 2023) with the calendar year period (January 2022-December 2022) we can see that the calendar year visitor numbers showed a decrease of 17%.

The actual figures are shown below: -

Almondell & Calderwood 210,327 (an increase of 4%)
Beecraigs 932,718 (a decrease of 34%)
Polkemmet 202,670 (a decrease of 11%)

Visitor figures have been calculated since 2016 using only data from fixed point counters. Investment in 2018 allowed the purchase of additional visitor monitoring counters for all 3 Parks. 2019/20 saw all new counters installed to provide improved data capture.

*The target set for 2023/24 is 1,595,602 - an average of 2 years (2021/22 and 2022/23).*

**P:RTS007_6a.7 Percentage of customers who rated the overall quality of service provided by Roads and Transportation Services as positive.**

**Current Performance: 41.04%**
**Target: 50%**

From 2020/21 the results from the National Highways & Transport (NHT) results have been used to populate this indicator due to the improved response rate.

2022/23 result shows a slight decrease to 41.04%, with an increase in the number of returns to 675.

2021/22 results show a decrease to 45% to the question : **How satisfied or dissatisfied are you overall with transport and highways services?** Along with an increase in the number of returns to 592.

The decrease in 2021/22 is due to the swift introduction and impact of the Scottish Government funded temporary Spaces for People programme to assist with essential travel during the Covid pandemic. Normal public consultation practises were relaxed and the measures introduced across West Lothian very quickly. This resulted in an increase in complaints and there was a mixed response to these additional measures.

2020/21 results show a marked increase to 55%, along with an increase in the number of returns to 552. The increase this year is thought to be down to the change in survey approach to use the NHT survey.

Benchmarking across all councils that took part in the NHT survey shows that with **all** questions included and also using 'average' responses, the overall satisfaction score for West Lothian in 2020/21 was 58% which ranked third in the whole of the UK and for 2021/22 this was 53% and ranked 11th, with the highest score being 56%.

The 2019/20 Citizen's Panel survey was unfortunately not able to be carried out due to the impact of Covid 19 on the service.

To gain a better understanding of customer satisfaction in Roads and Transportation, the service has participated in the National Highways & Transport (NHT) Public Satisfaction Survey since Autumn 2016. This also allows direct benchmarking with 113 other local authorities throughout the UK. The NHT survey involves engaging with 3,300 residents, selected randomly, and achieves a return rate of over 23%. The survey is undertaken by market research company Ipsos MORI.

*2023/24 target is set 46% based on a 5% improvement from 2022/23.*

**P:RTS107_9b.1a Number of people killed or seriously injured in road accidents**

**Current Performance: 67**
**Target: 42**

**(2022 data will be available around the end of October 2023)**

This performance indicator shows the number of people killed or seriously injured in road accidents within West Lothian as published annually by the Scottish Government. This indicator is a combination of the separate casualty reduction targets for the number of people killed and the number of people seriously injured in line with Scottish Government national casualty reduction targets.

There was an increase in the number of people killed and seriously injured in West Lothian in 2020 compared to 2019. The figures for 2020 show there were 69 people killed or seriously injured, an increase of 3 from 2019. Of these, sadly 6 people were killed with 63 people being seriously injured.

There was also an increase in the number of people killed and seriously injured in West Lothian in 2019 compared to 2018. The figures for 2019 show there were 66 people

killed or seriously injured, an increase of 9 from 2018. Of these, sadly 7 people were killed with 59 people being seriously injured.

The recently published Scottish Government Road Safety Framework to 2030 sets out a compelling long-term vision for road safety in Scotland. We will be using this framework and working with the Scottish government to improve casualty reduction rates in West Lothian.

2022 data will be available around the end of October 2023.

Finally, it should be noted that good performance is illustrated by the number of road accidents being below the target line.

*The target from 2021 is based upon achieving a 50% reduction in people killed and a 50% reduction in seriously injured casualties by 2030, compared to 2020. The target for 2021, therefore, is 66.*

**CP:RTS108_9b.1a Number of children killed or seriously injured in road accidents**

**Current Performance: 6**
**Target: 3**

Note that figures are for calendar years ie. 2020/21 refers to the number of children killed or seriously injured between 1 January and 31 December 2020.

Road casualty numbers are subject to a degree of random year-to-year variation and this indicator is particularly sensitive to random year-to-year change as the numbers are so low. There has been an increase in 2020/21 to 6, however, there had been a reduction in the number of children killed or seriously injured in 2019/20 and 2018/19 after three years of prior increases.

The recently published Scottish Government Road Safety Framework to 2030 sets out a compelling long-term vision for road safety in Scotland. We will be using this framework and working with the Scottish government to improve casualty reduction rates in West Lothian.

2021 data will be available around the end of October 2022.

Finally, it should be noted that good performance is illustrated by the number of road accidents being at or below the target line and this has been achieved in two of the last five years.

*The target is based upon achieving a 60% reduction in children killed and a 60% reduction in seriously injured children by 2030 compared to the 2020 average. The target for 2021, therefore, is 5.*

**P:WM022_6b.3 Number of Waste Services Complaints (Stage 1) received**

**Current Performance: 79**
**Target: 60**

We aim to reduce the number of Stage one complaints we receive. The number of complaints upheld following investigation is low.

Complaint numbers tend to be higher in periods of bad weather and public holidays when it is more difficult to catch up on any missed bins.

It should be noted that a significant service roll out of Twin Stream recycling commenced May 2022. This involved the roll out of circa 80,000 additional bins to properties across West Lothian. In addition, a major communications exercise was undertaken to advise residents of the new service. Whilst the rollout was largely successful, there were issues that required to be rectified. This has resulted in a significant increase in enquiries and complaints, which are expected to dissipate once the service beds in.

The main cause of complaints is missed bins. Each complaint is analysed as part of the investigation and also included in a quarterly report which details the improvement actions identified.

We aim to provide the best service possible and where this falls below customers' expectations we have a corporate policy for dealing with any complaints in as efficient and effective manner as possible.

*2023/24 monthly target set at 60 complaints to represent a reasonable target to return to following the issues regarding public holidays and the coronation this year, with alterations included to take account of weather-related issues and increases in levels of interaction during public holiday periods. The service will also be introducing a full service 7 day working week from July 2023 which will impact on some customers throughout West Lothian as there may be a change to their collection day, this change will also include weekend working and a longer working day.*

**CP:WM087_9b.1a Percentage of Household waste recycled or composted per annum**

**Current Performance: 41.3%**
**Target: 60%**

**(Data for 2022 is expected to be released by SEPA around September 2023)**

**All data is for calendar year 2021.**
The household recycling rate was 45% in 2020, but has decreased to 41.3% in 2021.

The key drivers of the change are:
• issues with contamination
• continued increase in overall household waste, compared to pre Covid levels
• Continued effects of Covid such as recycling centres operating restrictions
• And changed recycling behaviours at home

The average recycling rate across Scotland in 2021 was 42.7%, which is a 0.7% increase compared to 2020.

In 2021 West Lothian ranked 20th in Scotland. In 2020 we were ranked 16th.
In comparing 2021 to 2020, the main differences in materials recycled are as follows:

**Contamination in Blue Bins**

In 2021 82% of material collected from households as comingled recyclate was rejected as contamination or recyclate rejected after sorting and processing as it has been contaminated by other materials such as food and drink.

Households are not presenting the appropriate clean and dry materials within the container. The main carrier of food and liquids into the mixed containers is via plastic food containers and plastic bottles containing liquid.

Poor quality material cannot be recycled due to contamination, or a lack of viable market due to adequate supply of higher quality material. Paper and card, is the biggest material

stream by weight at around 45%. The blue bin contamination will also adversely affect the 2022 recycling rate, but initial signs are that contamination is reducing due to the separation of the paper and card stream from a plastic and cans stream via Twin Stream Recycling supported by council-wide engagement and awareness raising campaign.

**Future Plans**

West Lothian was successful in its application for Funding to the Zero Waste Scotland Recycling Improvement Fund, for over £4 million of capital funding will be provided between now and 2025/26.

This covered the cost and delivery of green bins to households for twin stream collections. It will also cover improvements to recycling provision at flats and rural properties.
The Twin Stream Recycling service was introduced to households from June 22 to reduce the amount of comingled recyclate rejected as contamination or recyclate rejected after sorting and processing as it has been contaminated by other materials such as food and drink.

The council has started to implement its Recycling Quality Strategy which sets out a clear procedure as to how West Lothian Council will respond to contamination and is based on similar strategies in other Local Authorities and guidance from Zero Waste Scotland. The process also relies heavily on recording contamination on the newly introduced mobile technology in collections vehicles (in-cab system), which allows crews to record issues at individual properties, such as a locked gate on take out properties, or contamination in bins. The system then allows for reports to be drawn which will indicate areas of concern or which require more educational interventions.

The strategy is based on three levels of contamination low, moderate and high. Collection crews have been provided with examples of what is considered to be low, moderate and high contamination and have been briefed on these categories of contamination in order to ensure a consistent approach to recording and the most common materials will be added as options to select on the in-cab system.

Crews started checking, tagging and recording bins on the in-cab system from June 22. From August crews started not emptying those with high levels of contamination. From September 22 onwards, crews will also reject moderately contaminated bins and the Education and Engagement Team will use the in-cab recording to monitor contamination and letter households and offers support from a waste advisor to help them recycle.

West Lothian ranked 7th out of the 8 Local Authorities in its LGBF Family Group, where the average recycling rate was 49.0%.

**P:WM088_9b.1a Average Percentage of material recycled at Community Recycling Centres (per calendar year).**

**Current Performance: 28.3%**
**Target: 60%**

**(2022 official recycling figures are expected by released by SEPA in September 2023)**

Until 2020, there had been less than 3% variation in the average percentage of material recycled at Community recycling centres indicator in the three years from 2018.

Further Covid restrictions were lifted at the recycling centre during 2021. With the exception of Waste Electrical Equipment (WEEE) accepted from September 2020, only residual waste was accepted, to ensure safe and socially distanced operations until green garden

waste in March 2021 and all other recycling was reintroduced from June 2021.

This increased the total material brought to the recycling centres by 3400 tonnes, with an increase in recyclates of 3300 tonnes and 100 tonnes more sent to non-recycling routes, i.e. landfill and energy from waste.

Residual waste deposited at sites is sent for sorting to remove some recyclates through the residual waste contract. There was a slight increase in the amount of material recycled from our residual waste contract, there was a reduction in waste to landfill as more was used to make Refuse Derived Fuel (RDF).

Comparing 2021 to 2020, across all recycling centres there was a 11.4% increase in the average percentage of material recycled from 16.8% in 2020 to 28.3% in 2021.

**Long Term Trend:**

Despite a decrease in 2019, the average recycling rate trend remained steady over the last 5 years, until Covid Recycling centre closures and restrictions brought about a marked decrease. Green garden waste was reintroduced in March 2021 and all other recycling was reintroduced from June 2021, which has increased recycling again.

**P:WM089_9b.1c Number of bins missed during collection per 100,000 collections (not including contamination etc).**

**Current Performance: 130.6**
**Target: 100**

The number of missed bins per 100,000 collections increased this quarter. Although there was decreased impact on the service resulting from delays in the delivery of green bins by our contractor, for the new Twin Stream service previously, which generated more missed bin reported, there were disruptions to the service due to the festive period in this quarter.

The number of missed bins continues to be higher than prior to Covid-19 and is 0.13% of all scheduled collections.
The number of scheduled bin collections per quarter is around 1.5 million across all its customers.

*The target for 2023/24 remains at 100 per quarter as this previously represented a reasonable average. However, this may need to be reviewed when the effect of the above changes has been determined.*

## E CONCLUSION

The attached performance report is intended to keep members of the Environment & Sustainability PDSP informed about the performance of the wide range of activities taking place to support the remit of the panel.

The summary chart at the front of Appendix 1 shows that the majority of performance indicators which are the responsibility of the Environment & Sustainability PDSP are categorised as green.

The information contained in Appendix 1 will allow the Panel to focus on the issues that services currently face and includes the indicators where service's performance is currently below target.

This information allows the Panel to function in accordance with the Council's Code of Corporate Governance and the principles of Best Value.

## F. BACKGROUND REFERENCES

**Best Value and Community Planning Audit, 2006**

Appendices/Attachments: One.

Environment & Sustainability PDSP Performance Report - Annual

Contact Person:

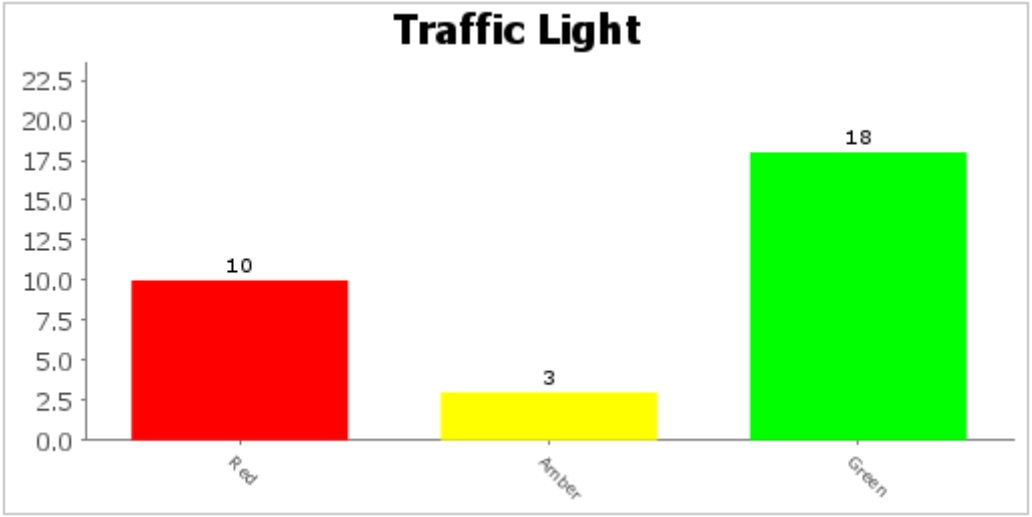
Lesley Bennett, Project Officer, Operational Services, Whitehill Service Centre, Bathgate. Lesley.Bennett@westlothian.gov.uk

**Jim Jack**
**Head of Operational Services**
06 June 2023

Appendix 1

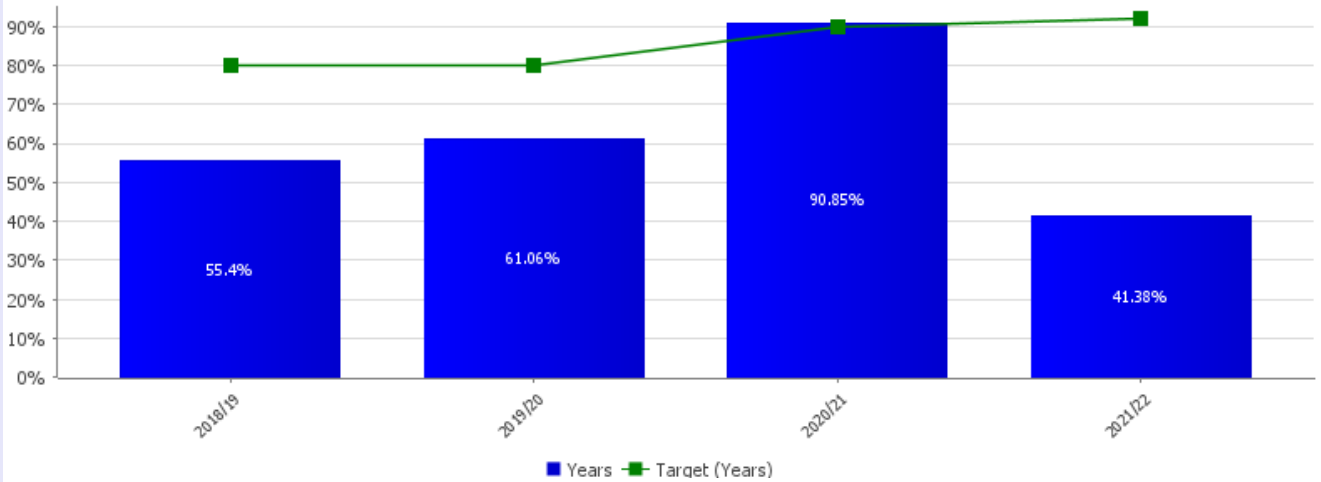
# Environment and Sustainability Performance Report - Annual

Data Label : OFFICIAL

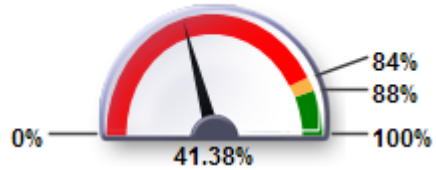


| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:NLCS007_6a.7 Percentage of customers who rated the overall quality of the Service provided by NETs, Land & Countryside Services as adequate, good or excellent** | | |
| **Description** | This Performance Indicator measures the number of respondents rating the overall quality of service as adequate, good or excellent. The figures are taken from annual surveys taken across key services areas from NETs, Land and Countryside. Customers are asked to rate the overall quality of Grounds Maintenance, Garden Maintenance, Street Cleansing, Cemeteries, Neighbourhood Environment Teams (NETs) and the Education and Engagement Service. The performance of the six service areas are averaged to give the overall average performance for the service.<br><br>The figure is based on respondents who rated the service as adequate, good or excellent. | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |

**Percentage of customers who rated the overall quality of the Service provided by NETs, Land & Countryside Services as adequate, good or excellent**




**2021/22 result**




| | |
|---|---|
| **Last Updated:** | 2021/22 |
| **Status:** | |
| **Current Value:** | 42.6% |
| **Current Target:** | 92% |
| **Red Threshold:** | 84% |
| **Amber Threshold:** | 88% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

Results for 2022/23 will be available by Summer 2023, once all the survey responses have been collated.

The figures for the periods up to 2018/19 are based on the responses received from the people on the Citizens Panel who were contacted. However, as the response rate from the Citizens Panel was extremely low with response rates of less than 100 people for each of the years between 2015/16 and 2018/19, it was felt that the responses were not a true representative sample of customer satisfaction from the residents of West Lothian. To improve the response rates for customer satisfaction, the service took a segmented approach to customer satisfaction and introduced six customer surveys across key service areas. The service areas covered by surveys include: Grounds Maintenance, Garden Maintenance, Street Cleansing, Cemeteries, NETs and the Education and Engagement Service.

The response rate from the surveys increased the number of responses received from 88 in 2018/19 to 444 in 2019/20, an increase of 504%, however this reduced to 128 responses in 2020/21 as the Street Cleansing survey was not carried out due to Covid restrictions. The overall response rate increased to 667 responses in 2021/22, with 581 (87%) of the responses received being for the Street Cleansing survey.

To improve response rates within Garden Maintenance, Grounds Maintenance, Cemeteries, NETS, and Education and Engagement activities the services will look to reintroduce face to face surveys and telephone surveys where customers have provided contact numbers.

The service completed a council wide consultation on all ground maintenance activities to gather general feedback from all council stakeholders giving customers and communities the opportunity to make suggestions to improve service delivery to meet community needs. The survey identified three key themes/areas for improvement. The themes are – the maintenance of roadside verges; the maintenance of roundabouts; and the introduction of relaxed grass in areas of open space to improve biodiversity. The service has developed options and proposals framed around the three themes to change the future approach to grounds maintenance aimed at enhancing the service. The proposals will be presented to committee in 2023 for approval. Thereafter it is intended that a pilot will be implemented in appropriate locations with further community engagement to determine whether changes are expanded.

From 2020/21 responses of 'adequate' have been included as this indicates that customers are satisfied that the service has achieved its service standard.

2021/22

Based on the 667 responses to the 2021/22 surveys and the change to the calculation, the overall result for NETs, Land and Countryside is 42.6%. The breakdown of performance for the individual service areas is:

Grounds Maintenance 38% (21 responses)
Garden Maintenance 50% (6 responses)
Street Cleansing 39% (581 responses)
Cemeteries 89% (36 responses)
NETs 47% (17 responses)
Education and Engagement 47% (15 responses)

Analysis of the results and comments from customers indicated that the poor results were primarily due to increases in littering and fly-tipping during the Covid period and the visible impact the service standards changes were having on roadside verges and roundabouts. Taking cognisance of customer feedback across all the areas surveyed the service developed an improvement plan prioritising two key areas, Grounds Maintenance and Street Cleansing as improvements in these service areas would have the biggest impact for communities and customers across West Lothian.

For Grounds Maintenance the service completed a council wide consultation on grounds maintenance priorities to give customers the opportunity to make suggestions to improve service delivery to meet customer needs. The consultation results identified three key theme/areas for improvement. The service has now developed options and proposals framed around the three themes (roundabout maintenance, roadside verge maintenance and improved biodiversity) to change the approach to improve service delivery and meet customer needs. A you said, we did approach to reviewing service delivery. The proposals will be presented to committee in 2023 for approval. Thereafter it is intended that a pilot will be implemented in appropriate locations with further community engagement to determine whether the changes are expanded.

For Street Cleansing, the service has introduced 73 SMART Bins across the county to help reduce litter and have successfully completed a number of targeted fly-tipping campaigns that have seen a reduction in fly-tipping across the majority of ward areas.
The service has now appointed a Strategy Officer to develop and implement prevention strategies to promote behavioural change aimed at reducing littering and fly-tipping across West Lothian. The Strategy Officer is also working extensively with voluntary groups to support them in littering activities. Street Cleansing has also procured new equipment that will be deployed to cleanse streets and street furniture to improve the appearance of town centre and residential streets.

Surveys for Grounds maintenance and Street Cleansing will be undertaken in Spring 2023 and it is antecipated that the above steps will have a positive impact on results.

2020/21

Based on the 128 responses to the 2020/21 surveys and the change to the calculation, the result is 90.85%. The breakdown of performance for the individual service areas is:

Grounds Maintenance 82% (50 responses)
Garden Maintenance 92.31% (39 responses)
Street Cleansing - *Survey was not carried out due to Covid restrictions*
Cemeteries 87.5% (8 responses)
NETs 98% (25 responses)
Education and Engagement 100% (6 responses)

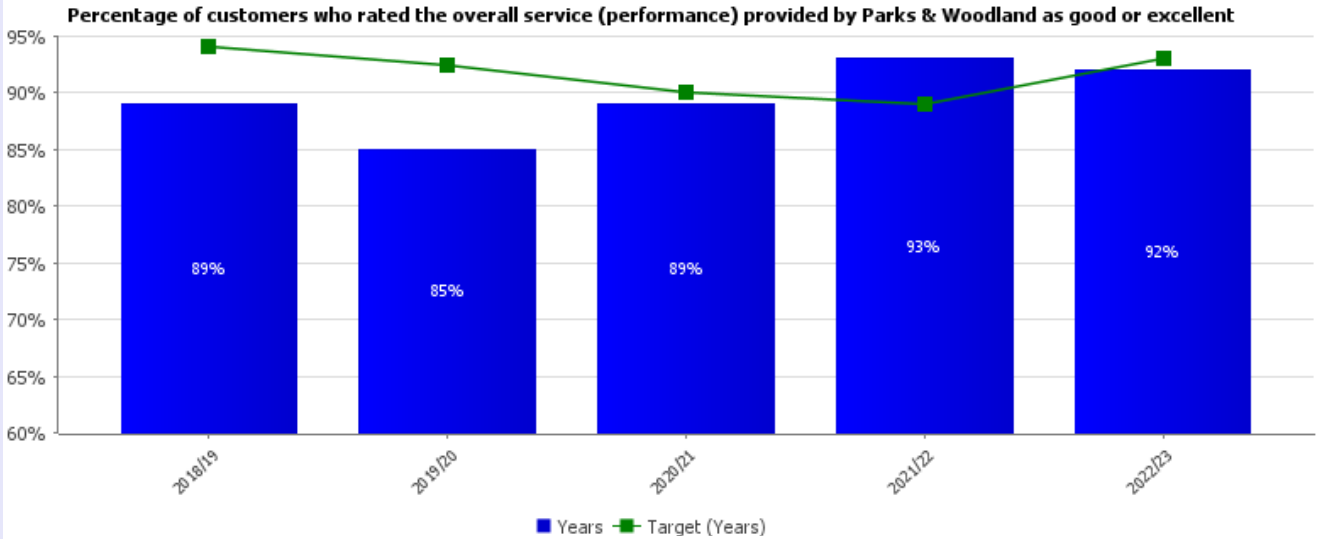
2019/20

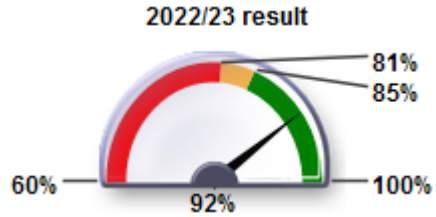
Based on the 444 responses to the 2019/20 survey, the average performance across the six key service areas increased by approximately 10% from 55.4% the previous year to 61.06% in 2019/20. The breakdown of performance for the individual service areas is:

Grounds Maintenance 27.89% (148 responses)
Garden Maintenance 52.24% (71 responses)
Street Cleansing 29.51% (184 responses)
Cemeteries 88% (20 responses)
NETs 77.78% (9 responses)
Education and Engagement 90.91% (12 responses)
The total response rate for all surveys is 21%.

*The target for 2022/23 has been set at 50% reflect our desire to improve.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:NLCS014_6a.7 Percentage of customers who rated the overall service (performance) provided by Parks & Woodland as good or excellent** | | |
| **Description** | This measure is based on annual surveys carried out with our customers in all service areas delivered by Parks & Woodland. Customers are asked to rate the overall service received as excellent, good, adequate, poor or very poor. Good or excellent responses are combined for this indicator.<br>The result gives the service an indication of how customers view our complete service and allows us to monitor responses against our service standards.<br><br>All Parks & Woodland frontline services consult customers annually on its key customer service drivers, of which "overall quality of service" is one. | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 92% |
| **Current Target:** | 93% |
| **Red Threshold:** | 81% |
| **Amber Threshold:** | 85% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**
The chart details the results for the overall satisfaction from Parks & Woodland customers. This remains high, with the range between 93% and 85%, as Parks and Woodland remain popular.

The results for 2022/23 shows a slight decrease to 92%. However, there is an increase in the number of returned surveys gathered via website links and social media. The service will continue to explore differing ways to further gather customer satisfaction information.

During 2022/23 Parks & Woodland consulted with customers who used the Tree & Woodland Service, Ranger Service, Caravan & Camping site and were visitors to the general Country Parks (Parks and Woodland). The customer result information was received via website and social media circulation.

All customers scored the "overall quality of service":-
Caravan & Camping site customers rated 97%
Ranger Service 100% (small return of surveys)
Tree & Woodland 65%

Park and Woodland 87%

The result for 2021/22 shows an increase to 93%, with a marked decrease the number of surveys returned. This will be reviewed for 2022/23 with more targeted social media surveys considered.

During 2021/22 Parks & Woodland consulted with customers who used the Ranger Service, Tree & Woodland service, Caravan & Camping site and visitors to the general Country Parks via a web survey.

All customers scored the "overall quality of service":-
Caravan & Camping site customers rated 98%
Ranger Service 91%
Tree & Woodland 64%
Web survey 80%

During 2020/21 Parks & Woodland consulted with customers who used the Ranger Service, Tree & Woodland service, Caravan & Camping site and visitors to the general Country Parks.

All customers scored the "overall quality of service":-
Caravan & Camping site customers rated 100%
Ranger Service 93%
Tree & Woodland 92%
General Park Visitors 88%

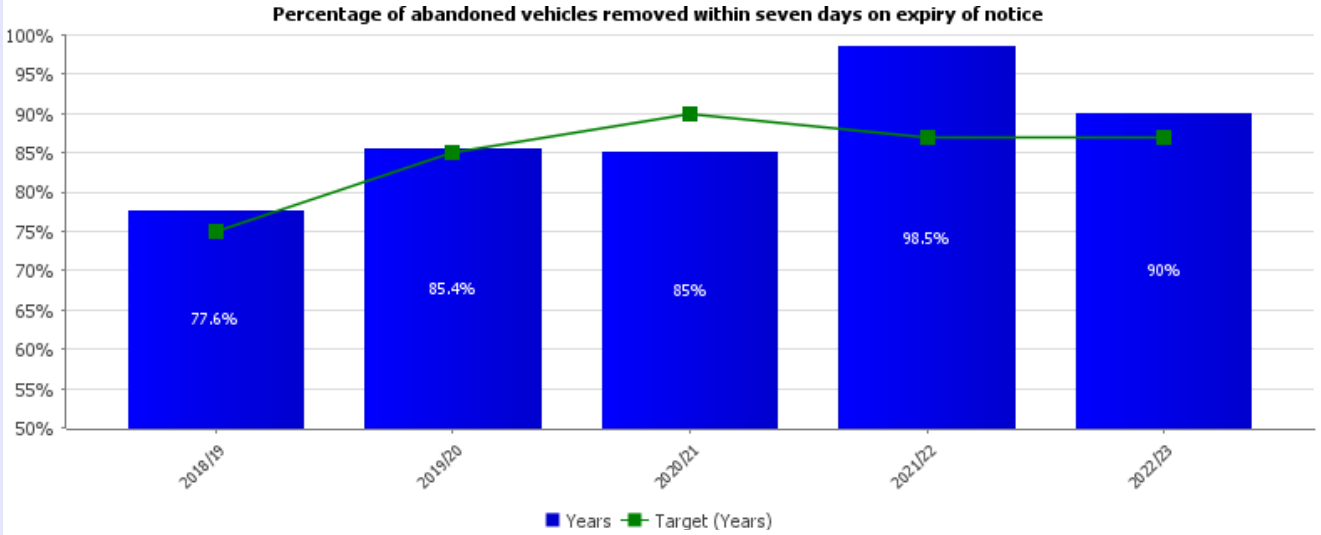
During 2019/20 Parks & Woodland consulted with customers who used the Animal Attraction, Ranger Service, Tree & Woodland service, Caravan & Camping site and visitors to the general Country Parks.

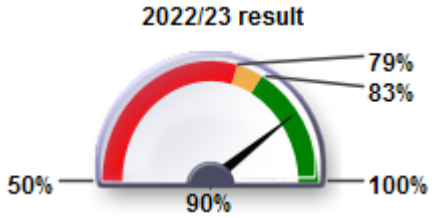
All customers scored the "overall quality of service":-
Caravan & Camping site customers rated 95%
Ranger Service 94%
Tree & Woodland 29%
General Park Visitors 86%
Animal Attraction 100%

During 2018/19 Parks & Woodland consulted with customers who used the Animal Attraction, Ranger Service, Tree & Woodland service, Caravan & Camping site and visitors to the general Country Parks.
All customers scored the "overall quality of service":-
Caravan & Camping site customers rated 85%
Ranger Service 100%
Tree & Woodland 100%
General Park Visitors 86%
Animal Attraction 97%
Although we did not achieve the target of 94% for 2018/19, the percentages reached by the 5 service areas remain high at 89%.

*The target set for 2023/24 is 93% to return to the previous high from 2021/22.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:NLCS033_6b.5 Percentage of abandoned vehicles removed within seven days on expiry of notice** | | |
| **Description** | This performance indicator measures the percentage of reported abandoned vehicles which have been issued with removal notices - 7 day and 15 day - and are removed within 7 days of the expiry of these notices. Each reported incident of an abandoned vehicle is checked, in partnership with the Driver Vehicle Licensing Agency (DVLA) and the Police and, where appropriate, removal notices are issued. On expiry of these notices the service is then required to arrange for the vehicle to be removed. This indicator shows how effective our approach is. | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 90% |
| **Current Target:** | 87% |
| **Red Threshold:** | 79% |
| **Amber Threshold:** | 83% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**
There is a contract in place with an external provider for the removal of abandoned vehicles. Officers meet quarterly with the contractor to discuss performance.

In 2022/23 there were 30 uplift requests of which 27 (90%) were completed within seven days and 3 (10%) uplifted out with the seven day target due to specialist equipment needed as a result of vehicle locus.

In 2021/22 there were 65 vehicle uplift requests, which was sent out to our contractors. Of the 65 requests, 64 (98.5%) were completed within a seven day period with only one uplift completed after seven days. The reason one vehicle was not uplifted within the seven days was due to recovery driver shortage due to the effect of the pandemic.

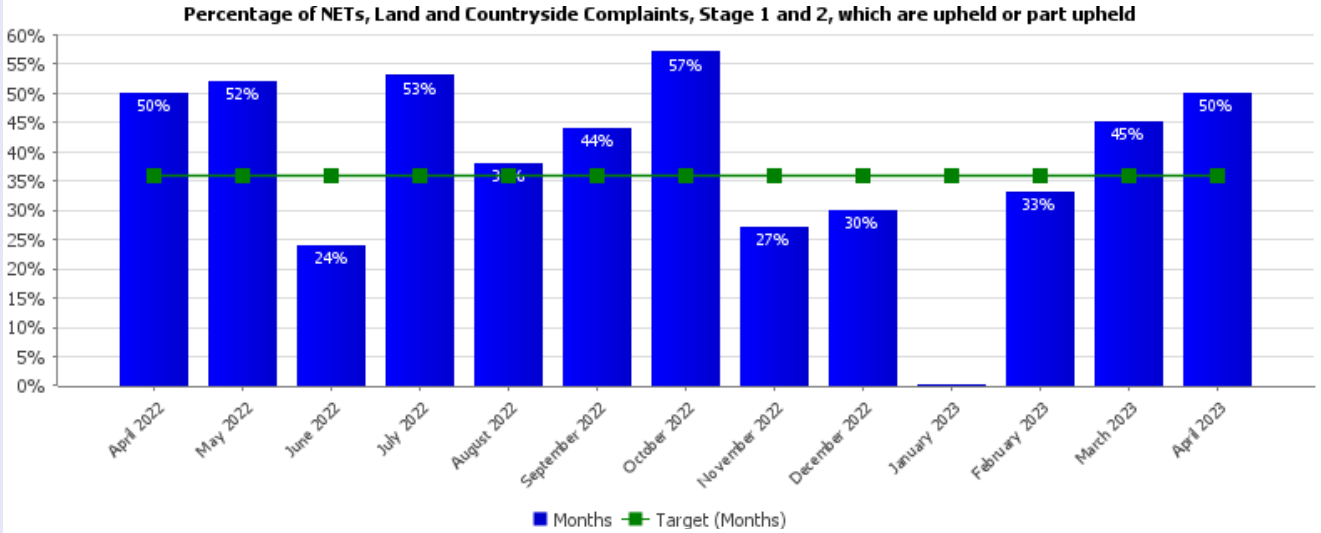
In 2020/21, there were 40 uplift requests of which 34 (85%) were completed with in seven days and six (15%) uplifted out with the seven day target. The reason the six vehicles were not uplifted within the seven days was due to issues with access, wintry conditions and the effect of the pandemic on recovery drivers.

In 2019/20, there were 41 uplift requests of which 35 (85.4%) were completed within seven days and six (14.6%) uplifted out with the seven day target. The reason six vehicles were not uplifted within the seven days was due to issues with access. The contractor could not gain safe access to remove the vehicles due to obstructions caused by other vehicles.

In 2018/19 there were 58 uplift requests upon expiry of notices, 77.6% of which were removed within seven days.

*The target for 2023/24 is set at 100% to get back to the recent strong performance of previous years.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:NLCS039_6b.4 Percentage of NETs, Land and Countryside Complaints, Stage 1 and 2, which are upheld or part upheld** | | |
| **Description** | This performance indicator measures the overall percentage of closed complaints received by NETs, Land and Countryside Services that have been upheld or part upheld during each month. In each period, the total number of upheld and partially upheld complaints is divided by the total number of complaints closed to determine the overall percentage. The data for this performance indicator is extracted from the Confirm system, which is used to manage and monitor complaint handling procedures in Operational Services. All complaints received are analysed to identify improvements to the quality of the service and the way it is delivered to customers. | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |



| | |
|---|---|
| **Last Updated:** | April 2023 |
| **Status:** | |
| **Current Value:** | 50% |
| **Current Target:** | 36% |
| **Red Threshold:** | 42% |
| **Amber Threshold:** | 39% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

We aim to provide the best service possible and, where this falls below customers' expectations, we have a corporate policy for dealing with any complaints in as efficient and effective a manner as possible. A complaint report is provided to each Action Officer monthly, and a quarterly report is compiled for the Service Manager and Head of Service, providing the information required to manage, monitor and report complaints.

Over the period covered by the chart, the result ranges between 0% and 57%.

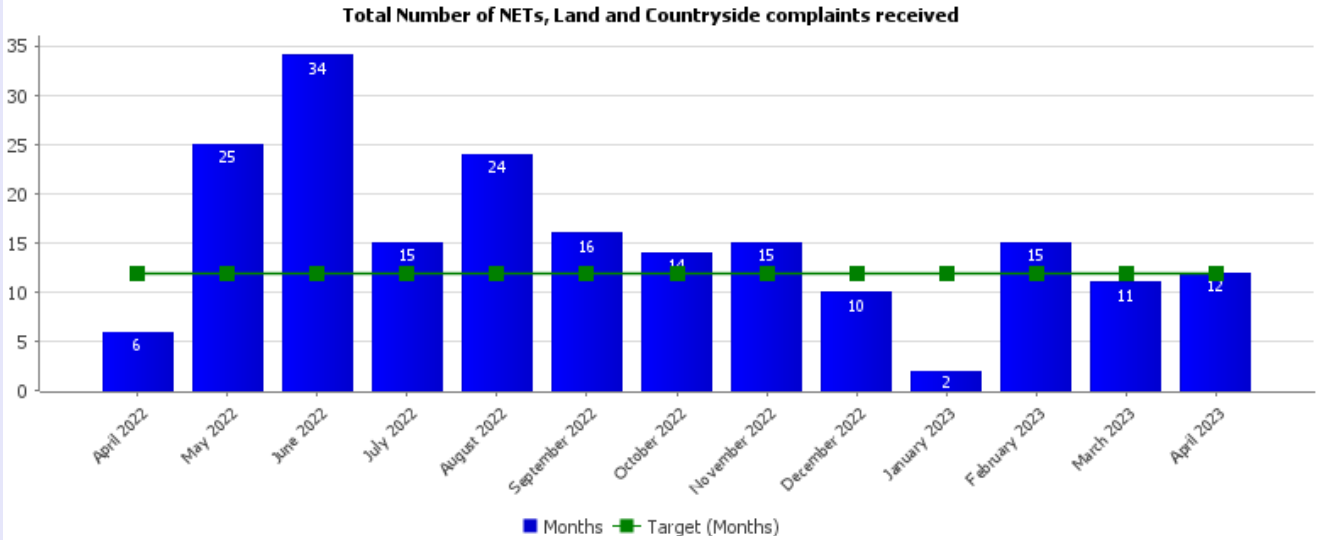
No set pattern or trend is identifiable given the range of services which feed into this target, however, partially upheld complaints tend to be where the complaint may relate to multiple service areas or aspects of service.

One of the main reasons the complaints can fluctuate is generally related to the weather. We still have to cut grass and when we do so in wet weather we generally get an increase in the number of complaints received relating to grass being trafficked onto hard surfaces such as roads and footpaths. The increase in complaints during October 2022 relates to overhanging bushes and shrubs that encroach onto footpaths – this generally coincides with the end of our summer programme and start of the winter programme as staff have not had an opportunity to start cutting back overgrown shrubs/bushes etc.

The numbers involved on a monthly basis in the NETs, Land and Countryside Service continue to be low, meaning that a small number of upheld complaints can have a large impact on the percentage which are upheld or part upheld.

*Target maintained at 36% for 2023/24 due to the monthly variation of complaints received above and below that figure.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:NLCS040_6b.3 Total Number of NETs, Land and Countryside complaints received** | | |
| **Description** | This performance indicator measures the total number of complaints received by NETs, Land and Countryside Services each month. Performance is reviewed on a regular basis and reported quarterly to ensure there is sufficient focus on the quality and standard of customer service. The data for this performance indicator is extracted from the Confirm system, which is used to manage and monitor complaint handling procedures in Operational Services. All complaints received are analysed to identify improvements to the quality of the service and the way it is delivered to customers. | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |



| | |
|---|---|
| **Last Updated:** | April 2023 |
| **Status:** | ✔ |
| **Current Value:** | 12 |
| **Current Target:** | 12 |
| **Red Threshold:** | 16 |
| **Amber Threshold:** | 14 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

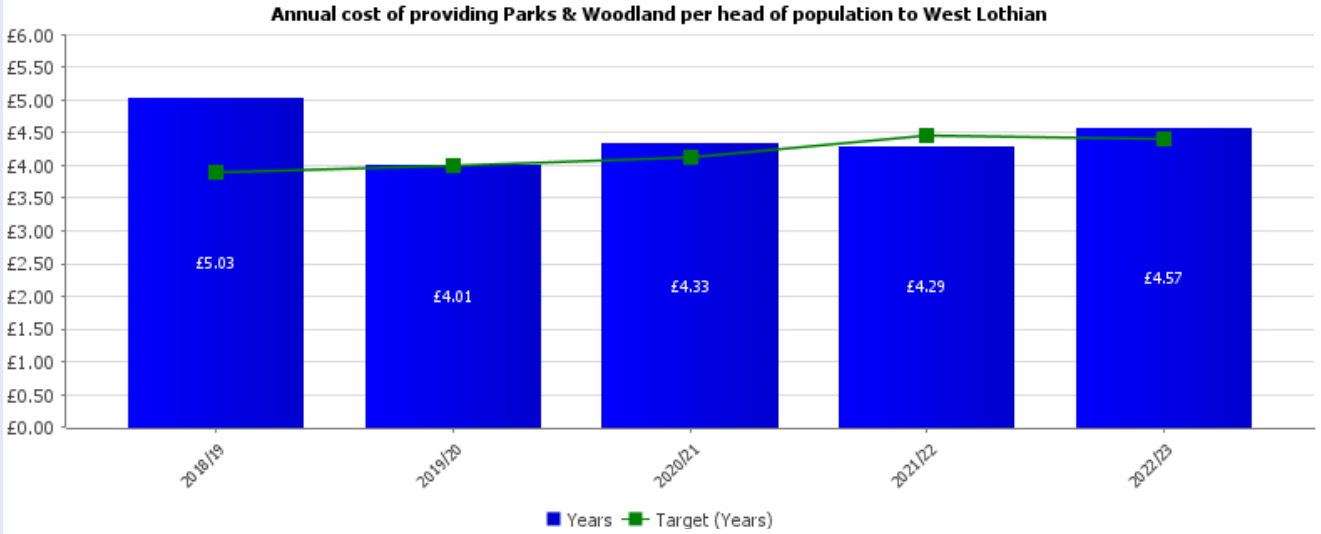
**Trend Chart Commentary:**

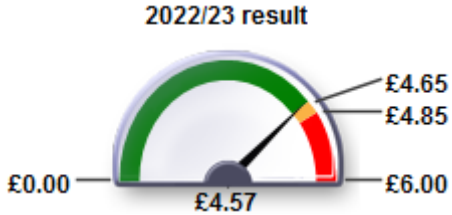
The number of complaints has exceeded the target eight times over the period shown in the chart. All complaints are investigated and are analysed on a quarterly basis to look for common themes and trends and identify areas for improvement.

Complaints received cover the range of services provided by NETs, Land and Countryside. While there are no specific patterns to the receipt of complaints, there is a seasonal aspect to the fluctuations such as complaints in Grounds Maintenance around grass cutting in the summer months and leaf fall in the autumn months. However, complaint levels across the services provided remain relatively low in comparison to the number of interactions with residents.

*The target for 2023/24 has been maintained at 12 due to the monthly variation of complaints received above and below that figure. This will be reviewed if complaints numbers remain consistently low.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:NLCS088_9a.1a Annual cost of providing Parks & Woodland per head of population to West Lothian** | | |
| **Description** | This performance indicator measures the cost of providing the Parks & Woodland Service to the people of West Lothian.<br>The head of population figure is based on the West Lothian estimated population figure published by the General Register Office. The cost figure is calculated by dividing the value of the NET Activity Budget by the head of population figure. This figure assists with financial monitoring and planning. | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | £4.57 |
| **Current Target:** | £4.42 |
| **Red Threshold:** | £4.85 |
| **Amber Threshold:** | £4.65 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

The chart shows that over the past three years the cost of delivering the service has not significantly changed.

In 2022/23 the cost of providing the service increased to £4.57.

In 2021/22 the cost of providing the service has decreased slightly to £4.29. The slight decrease in costs was due to staff vacancies within the receptionist staff. The reduction is staffing costs helped mitigate increases in material costs which were above the average 3% inflation.

In 2020/21 the cost of the service provision increased in line with the inflation figures, increasing to £4.33.

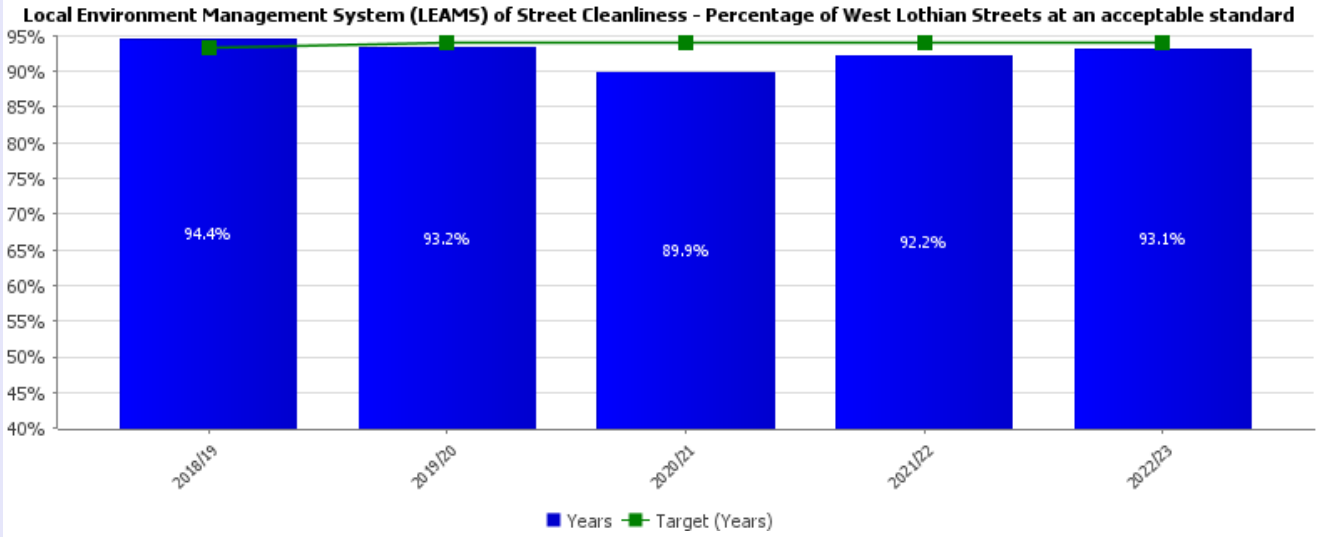
In 2019/20 the cost of the service provision decreased due to a reduction in staffing, therefore comparisons should not be made with the data.

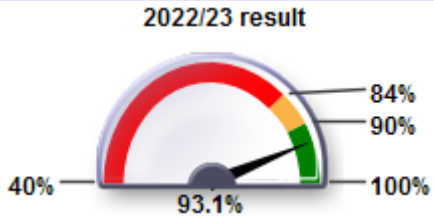
In 2018/19 the methodology for calculating the cost of the service provision changed to use the NETS Activity Budget which is the actual budget allocated to provide the service.

The chart shows a relatively consistent value for the cost of providing the cost of the Parks & Woodland Service since 2018/19. The main fluctuations in costs are due to the changes to the make up of the Service over the years e.g. restructuring.

*2023/24 target is set at £4.71 which is the last year's result plus 3% for inflation.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **CP:NLCS102_9b.2a Local Environment Management System (LEAMS) of Street Cleanliness - Percentage of West Lothian Streets at an acceptable standard** | | |
| **Description** | This performance indicator measures the cleanliness of West Lothian town centres, streets, footpaths and road verges. There are three reporting periods during the year with a 5% random survey undertaken at each audit. Reporting periods 1 (April to July) and 3 (December to March) are self monitored assessments. There is a partnership approach to the second validation audit (August to November) where a KSB (Keep Scotland Beautiful) officer will audit alongside a representative(s) from West Lothian Council. Following submission of all three reporting period audits an overall performance indicator figure for the year is produced. This allows us to measure how effective our approach to street cleaning is. This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 8 which is protecting the built and natural environment.<br><br>In 2014/15 the methodology and assessment criteria for measuring street cleanliness was changed by Keep Scotland Beautiful (KSB) in agreement with CoSLA (Convention of Scottish Local Authorities). The indicator is now a measure of the number of streets which are assessed and deemed to be at an acceptable level of cleanliness (standards A, B+ and B according to the KSB guidelines). | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 93.1% |
| **Current Target:** | 94% |
| **Red Threshold:** | 84% |
| **Amber Threshold:** | 90% |
| **Categories:** | CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**
Figures from KSB (Keep Scotland Beautiful) for 2022/2023 - Average KPI - 93.1%

Reporting Period 1: 97.6% (self)
Reporting Period 2: 91.8% (self)
Reporting Period 3: 89.9% (validation)

The Local Government Benchmarking results for 2022/23 will be published in both the National Litter Report by Keep Scotland Beautiful and the Local Government Benchmarking Overview Report by the Improvement Service towards the end of 2023.

2021/22 survey results received from KSB (Keep Scotland Beautiful) in May 2022.

LEAMS period 1 - self audit - 93.6%
LEAMS period 2 - validation audit carried out by KSB - 84.6%
LEAMS period 3 - self audit - 92.2%

Benchmarking data received from KSB shows our Family Group average is 91.1% and the National average 89.7%. West Lothian's score has increased from the previous year and is above both the group and National averages.

In 2020/21 due to the disruption caused by Covid 19, the overall result of 89.9% is based on two submissions;

Audit 1: 91.4% - external validation audit
Audit 2: 88.4% - self audit

In 2019/20 382 streets were assessed with 356 deemed to be at an acceptable level of cleanliness, giving an overall performance figure of 93.2% which is a slight reduction from last year but still above the National average and inline with the Benchmarking Group average.
Results for 2019/20 are as follows:

LEAMS period 1 - validation audit carried out by KSB 97.6%,
LEAMS period 2 - self audit 89.4%.
LEAMS period 3 - self audit - was started but was not completed due to Covid 19.

In 2018/19 373 streets in West Lothian were assessed with 352 deemed to be at an acceptable level of cleanliness, giving an overall performance figure of 94.4% which is an increase from last year and above our group of similar councils as well as the national average.

LEAMS Period 1. 94.1%
LEAMS Period 2. 96.5%
LEAMS Period 3. 92.7%

Overall 94.4%

SPI for 2018/19 which was published by the Improvement Service in their Benchmarking Overview Report is 94.4%.
The National average for 2018/19 is 92.8%
Our benchmarking club (3) average, 93.3%.

The group West Lothian is benchmarked against includes:
Angus
Clackmannanshire
East Renfrewshire
Inverclyde
Midlothian
Renfrewshire
South Lanarkshire

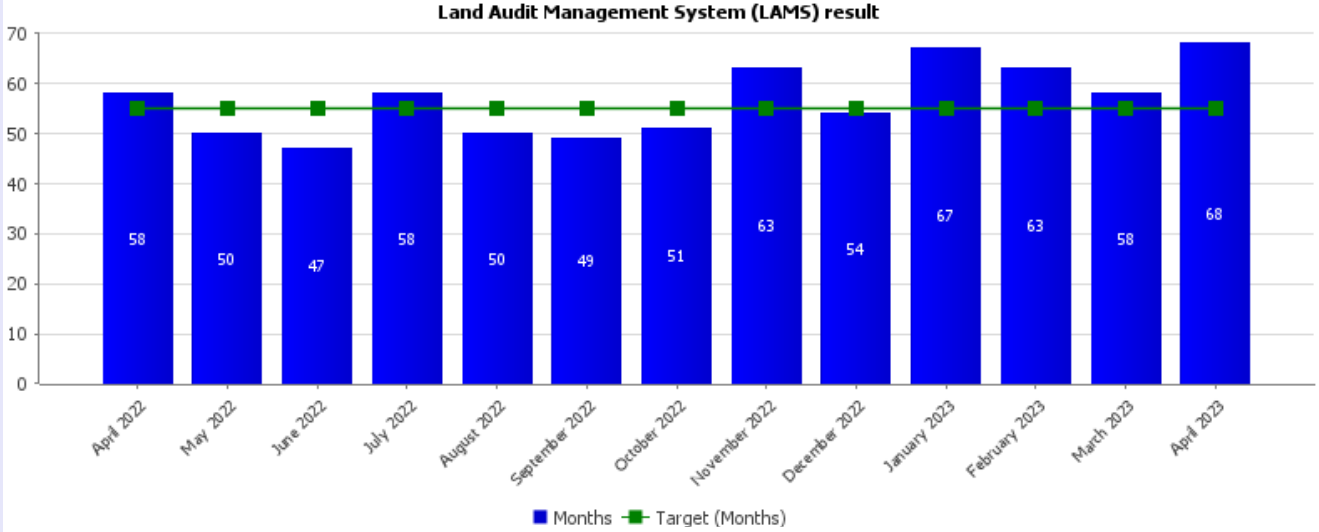
The decrease in performance for the period 3 results was due to issues with significant weed growth (14.1%) and detritus (11.1%), that are consistent for the time of year and with the consistent adverse weather. The prolonged periods of wet weather played a part in the build up of weeds and detritus.

The target for this performance indicator is to achieve 94% by 2022/23 and this was set in the development of the council's Corporate Plan.

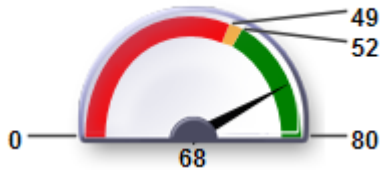
2022/23 data is expected in July 2023 when the KSB validation report is released.

*The target for 2023/24 will remain at 94% recognising the likely impact of the new duty of care.*

| | |
|---|---|
| **PI Code & Short Name** | **P:NLCS103_9b.2a Land Audit Management System (LAMS) result** |
| **Description** | This performance indicator is a measure of the standard of grounds maintenance delivered by the service across West Lothian. The Land Audit Management System has been designed to allow an internal monitoring and measuring for councils of the standard of grounds maintenance. The score for each month is made up of individual scores for the East, West and Central areas of West Lothian as well as the overall grounds maintenance service.<br><br>The data is provided through randomly generated site inspections by Ground Maintenance staff, and based on their first visual impression of the standard of maintenance. Sites are zoned, either 1 – 3 dependent on the level of maintenance required, with the largest majority either a 2 or 3, (standard or low maintenance). War Memorials, golf courses or bowling greens are the only areas considered in Zone 1, (High Amenity standard).<br><br>Sites are assessed against set criteria, between an excellent - poor standard and scored accordingly. The scores for each area are combined and the average used for this indicator.<br><br>The national average target score set by APSE (Association for Public Service Excellence) is 67. The score is calculated using the average score across 2 localities and the overall service. |
| **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |




**Latest result for 2023/24 as of April 2023**

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|---|---|
| **Last Updated:** | 2023/24 |
| **Status:** | ✔ |
| **Current Value:** | 68 |
| **Current Target:** | 55 |
| **Red Threshold:** | 49 |
| **Amber Threshold:** | 52 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

Over the period shown in the chart, scores have varied between 47 and 67 and are currently above our target of 55.

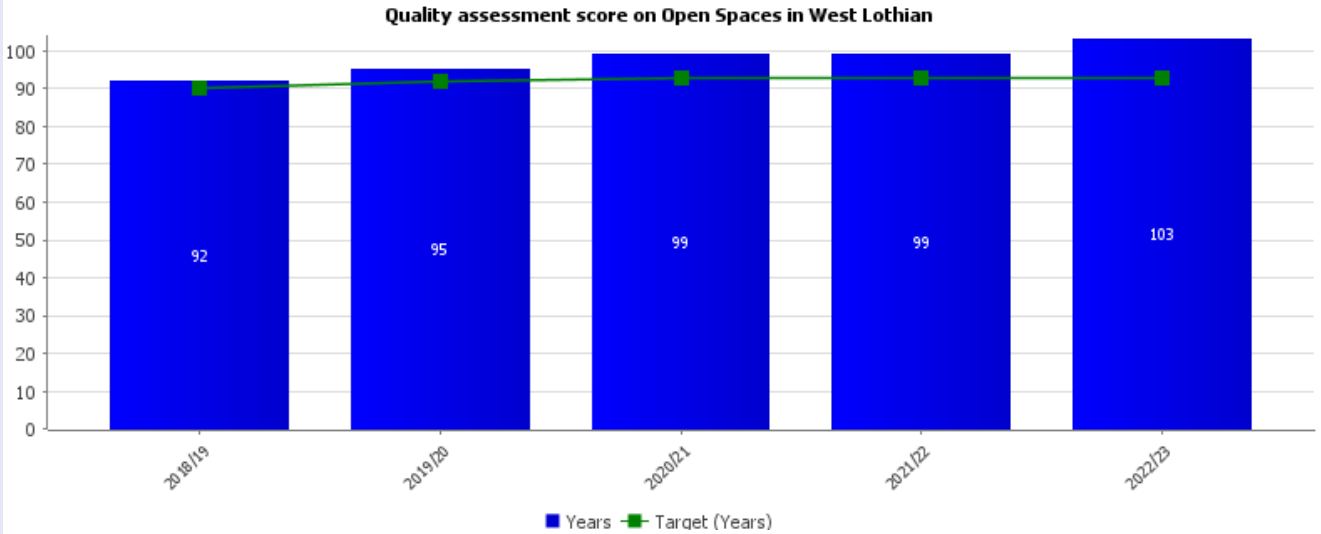
Whilst grass areas were reinstated to normal condition post Covid restrictions, shrub bed maintenance and weed management activities were severely restricted and this affected the scoring when assessing the condition of areas resulting in the lower scores. Officers are currently developing a weed management plan and a grassland management plan aimed improving service delivery. Once implemented this will improve the overall scores.

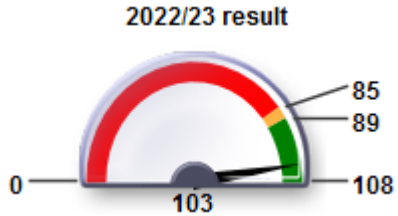
The introduction of new Service Standards for Grounds Maintenance activities in 2019 has also had an impact on the scores and we may see a below target trend in the future.

APSE have still to realign the scoring model to take cognisance of reduced service standards across all local authorities in Scotland. West Lothian Council are currently working in conjunction with APSE regarding these issues.

*The target is based on the national average target set by APSE of 67 and is reduced to 55 to reflect West Lothian Council's current service standards. This is based on achieving an acceptable grade B standard for all grounds maintenance areas which equates to a maximum index score of 67. West Lothian Council no longer has any high amenity areas that are classified as Grade A areas, therefore the maximum possible score is 67 and an acceptable standard grade B is 55.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:NLCS104_9b.2a Quality assessment score on Open Spaces in West Lothian** | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |
| **Description** | The performance indicator measures the total number of parks that are in a condition deemed "Fit for Purpose" based on the assessment criteria used by Open Space Staff to assess the condition of a park. This assessment criteria is incorporated into the 2020-24 revision of the Open Space strategy.<br><br>This is a West Lothian Council indicator which shows how effectively we are managing our open spaces and supports the council priority of delivering positive outcomes on health. | | |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 103 |
| **Current Target:** | 93 |
| **Red Threshold:** | 85 |
| **Amber Threshold:** | 89 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

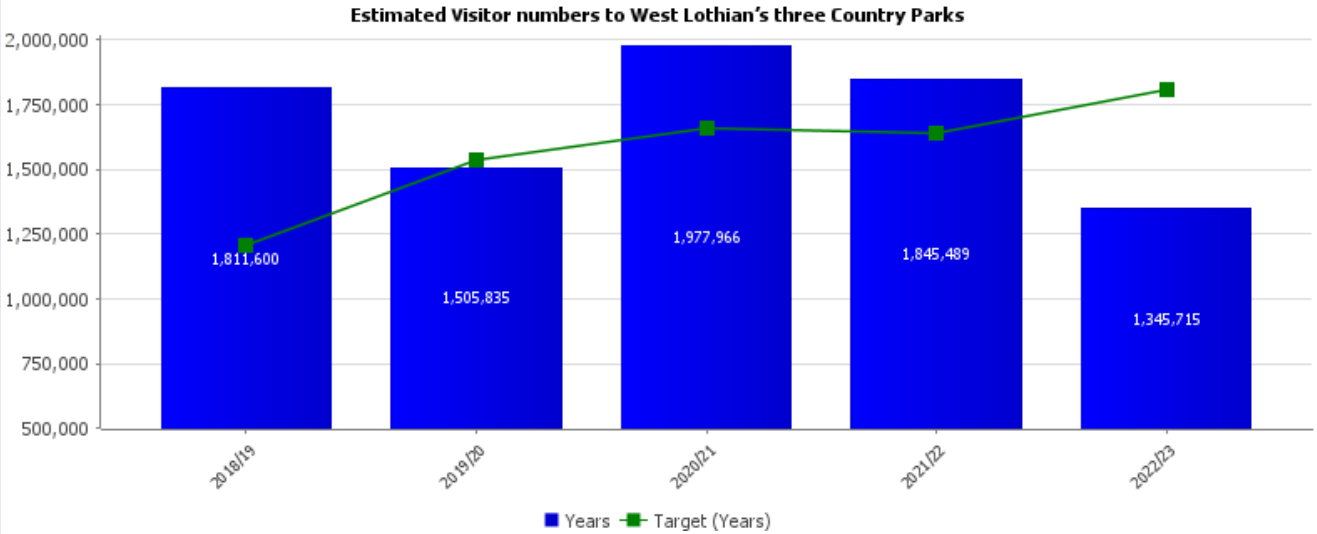
**Trend Chart Commentary:**

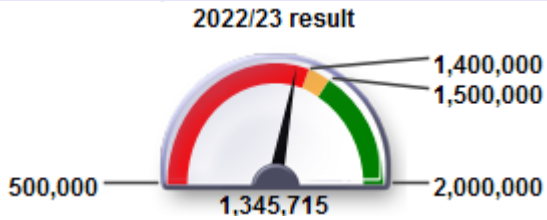
Reporting on this performance indicator under the current and previous Capital Programme from 2018/19 to 2032/33 requires the indicator to be based upon a count of parks that are in a fit for purpose condition. To be considered fit for purpose, an assessment score of 40 or over for the individual park is required. As of 2022/23 there are 108 Local, Neighbourhood, District, and Country Parks that are subject to assessment i.e. formal parks.

As of end 2022/23, 103 parks are fit for purpose, 4 more than at the end of 2021/22, and above the target of 93 fit for 2022/23.

*2023/24 target set at 106 i.e. a minimum of three additional parks (currently unfit for purpose) will receive capital investment in 2023/24 that should facilitate their condition becoming fit for purpose.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **CP:NLCS106_9b.1c Estimated Visitor numbers to West Lothian's three Country Parks** | | |
| **Description** | This performance indicator measures the estimated number of visitors to Almondell & Calderwood, Beecraigs and Polkemmet Country Parks. The data is collected at the three parks and allows us to monitor usage at the country parks.<br>This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 6 which is delivering positive outcomes on health. | **PI Owner(s):** | NETs, Land & Countryside Manager(Andy Johnston); zNLCS_PIAdmin |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | |
| **Current Value:** | 1,345,715 |
| **Current Target:** | 1,810,682 |
| **Red Threshold:** | 1,400,000 |
| **Amber Threshold:** | 1,500,000 |
| **Categories:** | CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

2022/23 - The total estimated visitor numbers for West Lothian's 3 Country Parks (1,345,715) show a decrease of 27% compared to 2021/22. When comparing these visitor numbers over the financial year period (April 2022-March 2023) with the calendar year period (January 2022-December 2022) we can see that the calendar year visitor numbers showed a decrease of 17%.

The actual figures are shown below:-

Almondell & Calderwood 210,327 (an increase of 4%)
Beecraigs 932,718 (a decrease of 34%)
Polkemmet 202,670 (a decrease of 11%)

2021/22 - The total estimated visitor numbers for West Lothian's 3 Country Parks (1,845,489) show a decrease of 6.7% compared to 2020/21. This figure remains higher than pre pandemic and is likely to reflect the continued popularity of the 3 Country Parks which have continued to be very positive during and post COVID pandemic.

The actual figures are shown below:-

Almondell & Calderwood 201,860 (a decrease of 26.7%)
Beecraigs 1,416,935 (an increase of 0.4%)

Polkemmet 226,694 (a decrease of 22.2%)

2020/21 - The total estimated visitor numbers for West Lothian's 3 Country Parks (1,977,966) show a increase of 30% compared to 2019/20. This figure is likely to reflect the increased popularity of the 3 Country Parks which were clearly a lifeline during the COVID pandemic between March 2020 and March 2021.

The actual figures and increases are shown below:-

Almondell & Calderwood - 275,432 (increase of 108,454 - 65% increase)
Beecraigs 1,411,198 (increase of 96,250- 9% increase)
Polkemmet 291,336 (increase of 65,335 - 30% increase)

2019/20 - The total estimated visitor numbers for West Lothian's 3 Country Parks (1,505,835) show a decrease of 17% compared to 2018/19. This could be an underestimate due to the failure of some counters (replaced during the year) and a review / addition of new counters in Polkemmet and Almondell & Calderwood.

The breakdown for the 3 Country Parks are:-
Almondell & Calderwood 166,978 (a decrease of 48%)
Beecraigs 1,112,856 (an increase of 9%)
Polkemmet 226,001 (a decrease of 52%)

During 2019/20 5 new visitor counters were installed at Almondell & Calderwood - North Drive Car counter, North Drive Pedestrian/Horse/Bike counter, Top Path pedestrian counter, Disabled to Nasymth Pedestrian/Horse/Bike counter and Pipe Bridge Pedestrian/Horse/Bike counter. It is anticipated that these counters have enabled a more accurate reading of use of the Country Park, we are unsure whether or not it is this alone that has resulted in the 48% decrease in visitor numbers. There is the potential that these figures are underestimates due to counter issues.

The figures for Beecraigs during 2019/20 were further boosted by Beecraigs Festive Forest to the tune of 24,000 visitors and also included a busy Scottish Cross Country bike event in March (793 cars).

Polkemmet had 3 new visitor counters installed - New path from Whitburn Pedestrian/Bike counter, New Main Drive path Pedestrian/Bike counter, a new Car counter on the Main Drive (due to failure of the counter). There is the potential that these figures are underestimates due to counter issues.

2018/19 - The chart trend shows a total of 1,811,600 visitors for all 3 Country Parks in West Lothian. This was a 43% increase on the previous year's figures, and a 65% increase from the 2014/15 figure. It shows the public's ongoing use and interest in utilising West Lothian's diverse Country Parks and their facilities.

The breakdown for the 3 Country Parks are:-
Almondell & Calderwood 319,534 (a significant increase of 64%)
Beecraigs 1,016,747 (a significant increase of 33%)
Polkemmet 475,319 (a significant increase of 56%).

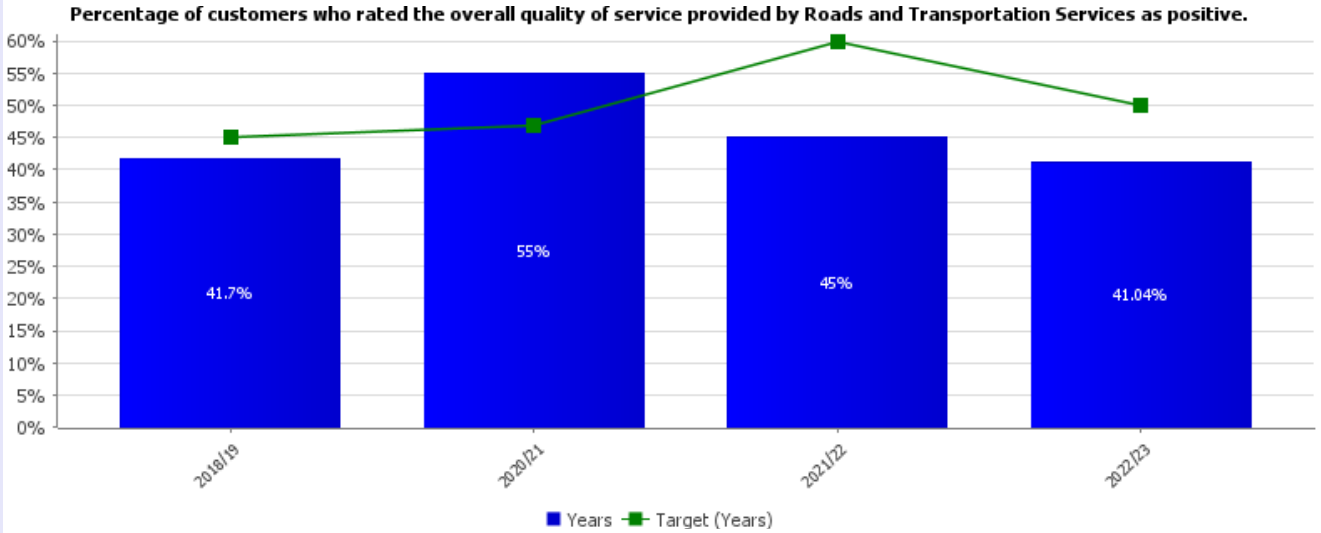
All Parks benefited from the good weather in 2018 high season and a good start to 2019. Car parks were full to overflowing and Beecraigs benefited from late night opening of the Visitor Centre (7pm).

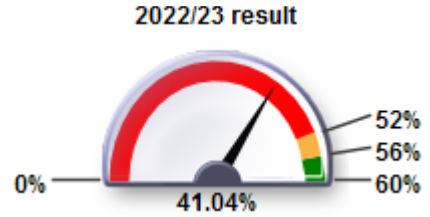
At both Almondell & Calderwood and Polkemmet Country Parks, the ongoing construction of new housing developments close to the Parks (generating consistent year-round patronage) has increased the Parks' footfall.

Visitor figures have been calculated since 2016 using only data from fixed point counters. Investment in 2018 allowed the purchase of additional visitor monitoring counters for all 3 Parks. 2019/20 saw all new counters installed to provide improved data capture.

*The target set for 2023/24 is 1,595,602 - an average of 2 years (2021/22 and 2022/23).*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS007_6a.7 Percentage of customers who rated the overall quality of service provided by Roads and Transportation Services as positive.** | | |
| **Description** | This Performance Indicator (PI) measures the number of respondents rating the overall service positively. Prior to 2020/21 the figure is taken from the Annual Customer Survey carried out by Roads and Transportation Services to the West Lothian Citizens Panel. The Citizens Panel is made up of residents of West Lothian who will have varying involvement and experience of the service. From 2020/21 the results are taken from the National Highways & Transport (NHT) survey. The PI gives the service an indication of how customers view our complete service and allows us to monitor responses against our service standards. | **PI Owner(s):** | zOPSHQ_PIAdmin; Gordon Brown |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | |
| **Current Value:** | 41.04% |
| **Current Target:** | 50% |
| **Red Threshold:** | 52% |
| **Amber Threshold:** | 56% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

From 2020/21 the results from the National Highways & Transport (NHT) results have been used to populate this indicator due to the improved response rate.

2022/23 result shows a slight decrease to 41.04%, with an increase in the number of returns to 675.

2021/22 results show a decrease to 45% to the question : **How satisfied or dissatisfied are you overall with transport and highways services?** Along with an increase in the number of returns to 592.

The decrease in 2021/22 is due to the swift introduction and impact of the Scottish Government funded temporary Spaces for People programme to assist with essential travel during the Covid pandemic. Normal public consultation practises were relaxed and the measures introduced across West Lothian very quickly. This resulted in an increase in complaints and there was a mixed response to these additional measures.

2020/21 results show a marked increase to 55%, along with an increase in the number of returns to 552. The increase this year is thought to be down to the change in survey approach to use the NHT survey.

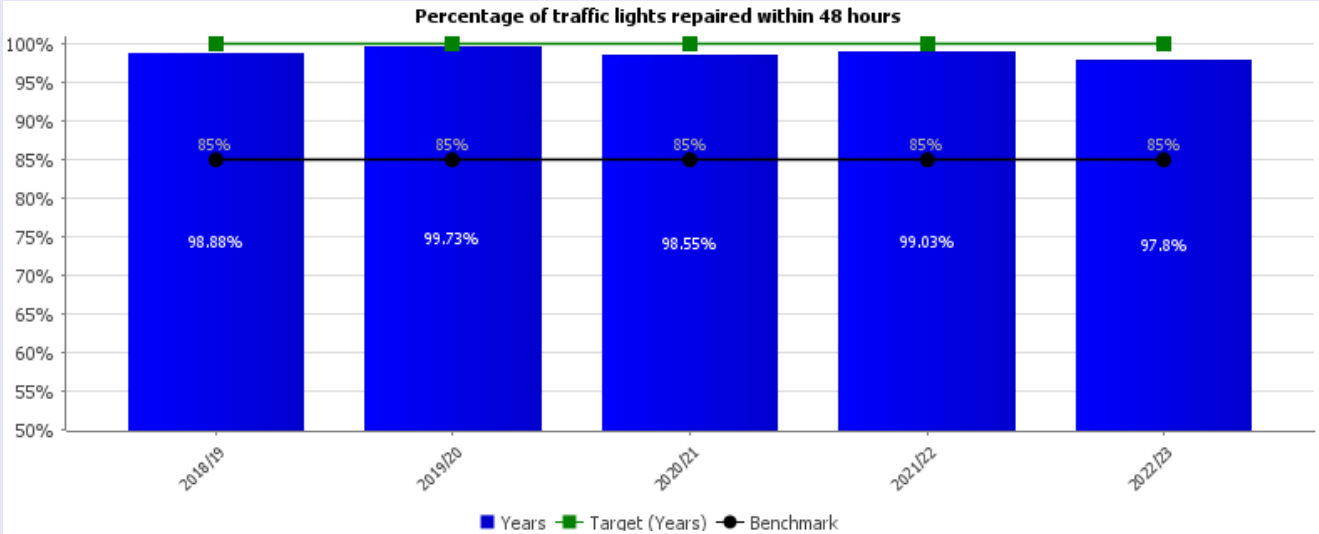
Benchmarking across all councils that took part in the NHT survey shows that with **all** questions included and also using 'average' responses, the overall satisfaction score for West Lothian in 2020/21 was 58% which ranked third in the whole of the UK and for 2021/22 this was 53% and ranked 11th, with the highest score being 56%.

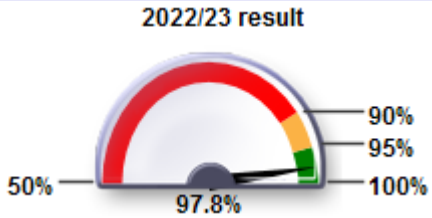
The 2019/20 Citizen's Panel survey was unfortunately not able to be carried out due to the impact of Covid 19 on the service.

To gain a better understanding of customer satisfaction in Roads and Transportation, the service has participated in the National Highways & Transport (NHT) Public Satisfaction Survey since Autumn 2016. This also allows direct benchmarking with 113 other local authorities throughout the UK. The NHT survey involves engaging with 3,300 residents, selected randomly, and achieves a return rate of over 23%. The survey is undertaken by market research company Ipsos MORI.

*2023/24 target is set 46% based on a 5% improvement from 2022/23.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS025_6b.5 Percentage of traffic lights repaired within 48 hours** | | |
| **Description** | This performance indicator measures the percentage of repairs to traffic lights which are completed within 48 hours of notification of fault. Work is contracted out and the national target is set within the contract to ensure that repairs are completed timeously and our travelling public are protected. | **PI Owner(s):** | zSLS_PIAdmin; Gordon Brown |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 97.8% |
| **Current Target:** | 100% |
| **Red Threshold:** | 90% |
| **Amber Threshold:** | 95% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

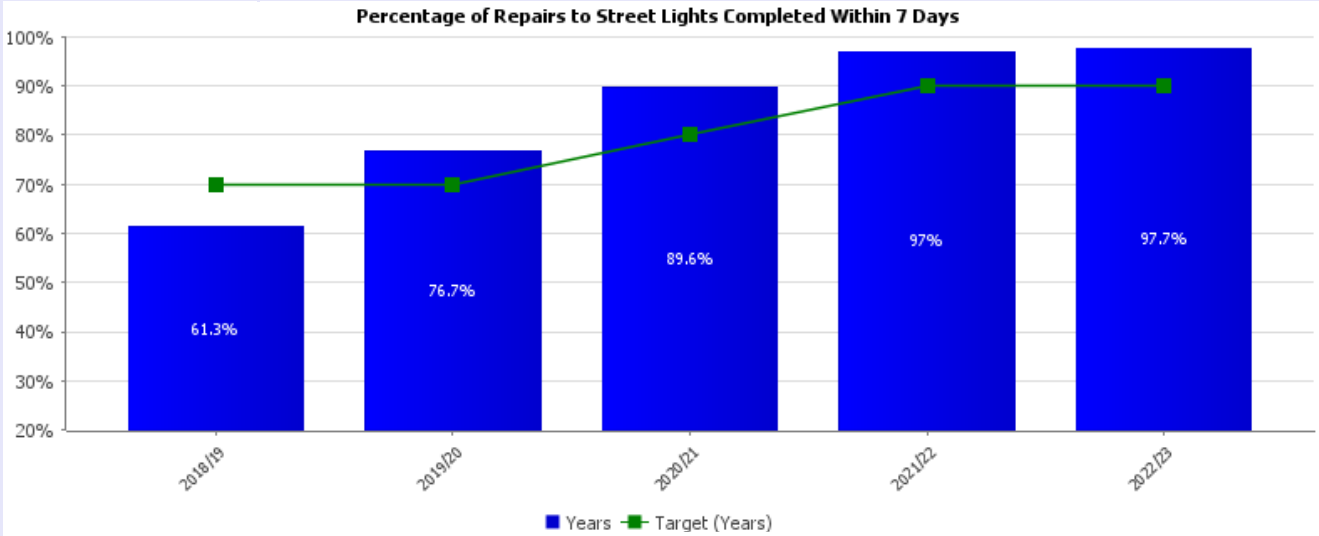
**Trend Chart Commentary:**

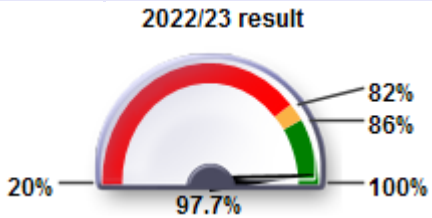
Performance has been above the service level agreement target detailed in our contract (shown as the black line on the chart) in each of the last five years (2018/19 - 2022/23) and has been relatively stable which is primarily down to the performance of our contractor. Performance will continue to be monitored to ensure the service is maintained at a high standard during future years.

The contracted service level agreement with our maintenance contractor is 85% (shown as the black line on the chart). From the monitoring of the contractor's performance, it is evident that they perform at a level higher than the service level agreement - above 95% for the last five years, so the target has been adjusted accordingly.

*2023/24 target remains at 100% based on previous strong performance.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS026_6b.5 Percentage of Repairs to Street Lights Completed Within 7 Days** | | |
| **Description** | This performance indicator measures the number of repairs to street lights which are completed within the 7 day target from notification of a fault. All faults are logged in our electronic system (Confirm) which measures the time taken for us to repair the fault. The figure is calculated by using the total number of faults reported and the number completed with the 7 day period. Fixing our street lights ensures motorists and pedestrians are kept safe. | **PI Owner(s):** | zSLS_PIAdmin; Gordon Brown |

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|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 97.7% |
| **Current Target:** | 90% |
| **Red Threshold:** | 82% |
| **Amber Threshold:** | 86% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

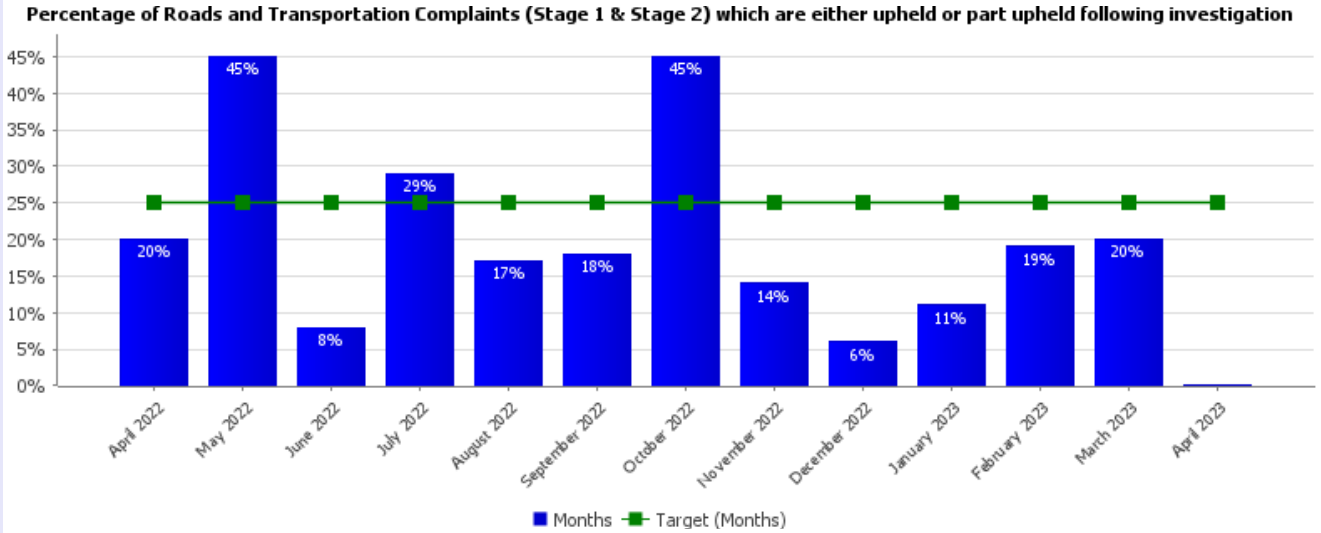
Over the past 4 years performance has been above the service level target as a result of the introduction of LED light sources.

The introduction of LED light sources has reduced the number of defects as they are more reliable and have a longer life expectancy than previous light sources used. 98% of the stock has now been converted to LED which allows us to maintain the service level.

Our 2023/24 target continues to be set at 90% to reflect the resources available and will continue to be monitored

. In 2022/23 520 faults were completed of which 97.7% were completed within 7 days.
. In 2021/22 742 faults were completed of which 97% were completed within 7 days.
. In 2020/21 1824 faults were completed of which 89.6% were completed within 7 days.
. In 2019/20 3581 faults were completed of which 76.7% were completed within 7 days.
. In 2018 19 4147 faults were completed of which 61.3% were completed within 7 days.

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS033_6b.4 Percentage of Roads and Transportation Complaints (Stage 1 & Stage 2) which are either upheld or part upheld following investigation** | | |
| **Description** | This performance indicator measures the total number of complaints received by Road and Transportation Services each month. Performance is reviewed on a regular basis and reported quarterly to ensure that there is sufficient focus on the quality and standard of customer service. The data for this performance indicator is extracted from the Confirm system, which is used to manage and monitor complaint handling procedures in Operational Services. All complaints received are analysed to identify improvements to the quality of the service and the way it is delivered to customers. | **PI Owner(s):** | zOPSHQ_PIAdmin; Gordon Brown |



| | |
|---|---|
| **Last Updated:** | April 2023 |
| **Status:** | ✔ |
| **Current Value:** | 0% |
| **Current Target:** | 25% |
| **Red Threshold:** | 30% |
| **Amber Threshold:** | 27.5% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

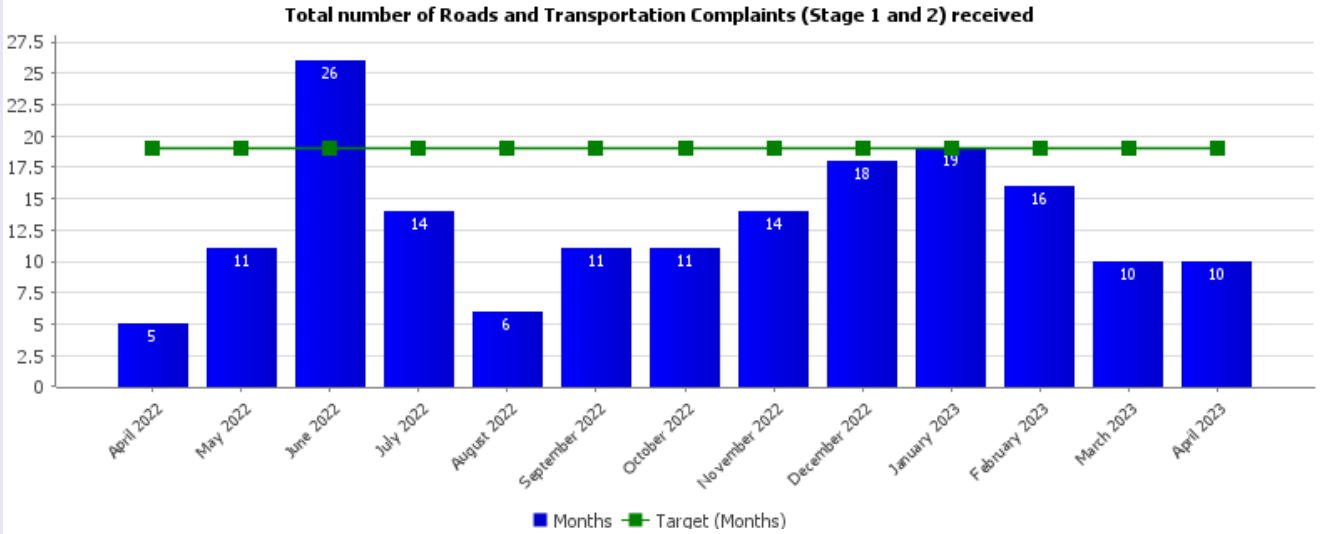
We aim to provide the best service possible and where this falls below customers' expectations we use the corporate policy for dealing with any complaints in as efficient and effective manner as possible. Over the period covered in the chart, percentages have varied between 6 and 45%.

Due to the typically low number of complaints and the wide range of issues raised, there tends to be a variation in the percentage of complaints upheld or part upheld.

All complaints are analysed on a quarterly basis to look for common themes and trends and identify areas for improvement and can include Roads Maintenance, Lighting and Winter Maintenance. To improve the winter maintenance service, we have two additional dedicated teams to work on grit bin maintenance and have also created 25 strategic salt pick up points throughout West Lothian to assist with salt provision.

*Target is set to provide a challenge to the service, and has been retained in 2022/23 at 25% to reflect current good performance.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS034_6b.3 Total number of Roads and Transportation Complaints (Stage 1 and 2) received** | | |
| **Description** | This performance indicator measures the total number of complaints received by Roads and Transportation Services each month. Performance is reviewed on a regular basis to ensure that there is sufficient focus on the quality and standard of customer service. The data for this performance indicator is extracted from the Confirm system, which is used to manage and monitor complaint handling procedures in Operational Services. All complaints received are analysed to identify improvements to the quality of the service and the way it is delivered to customers. | **PI Owner(s):** | zOPSHQ_PIAdmin; Gordon Brown |



| | |
|---|---|
| **Last Updated:** | April 2023 |
| **Status:** | ✔ |
| **Current Value:** | 10 |
| **Current Target:** | 19 |
| **Red Threshold:** | 25 |
| **Amber Threshold:** | 22 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

Where performance dips, this means that we have received more complaints than our target. The number of complaints which are actually upheld following investigation is very low.

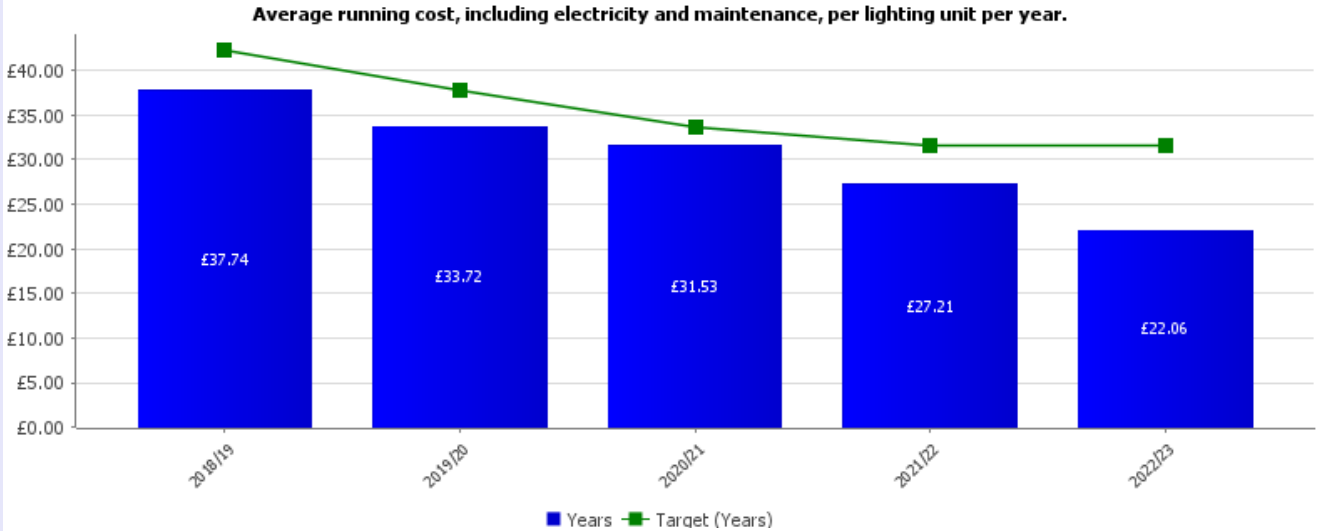
All complaints are analysed on a quarterly basis to look for common themes and trends and to identify areas for improvement.

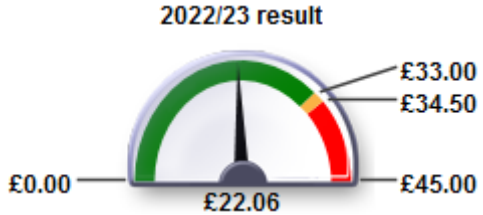
We aim to provide the best service possible and where this falls below customers' expectations we use the corporate policy for dealing with any complaints in as efficient and effective manner as possible.

Over the period covered in the chart, we have been above our target figure for one month.

*Target is set to provide a challenge to the service, and has been retained at 19 as a realistic target across the year for 2022/23. This will be reviewed in six months and if complaints numbers remain low the target will be reduced.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS080_9a.1c Average running cost, including electricity and maintenance, per lighting unit per year.** | | |
| **Description** | This performance indicator measures the average costs to maintain each lighting section unit including electricity, inspections, testing, reactive maintenance and section and central overheads. Units include all lighting, signs and traffic signals - all costs divided by all units. The result allows us to carry out financial monitoring and planning. | **PI Owner(s):** | zSLS_PIAdmin; Gordon Brown |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | £22.06 |
| **Current Target:** | £31.53 |
| **Red Threshold:** | £34.50 |
| **Amber Threshold:** | £33.00 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

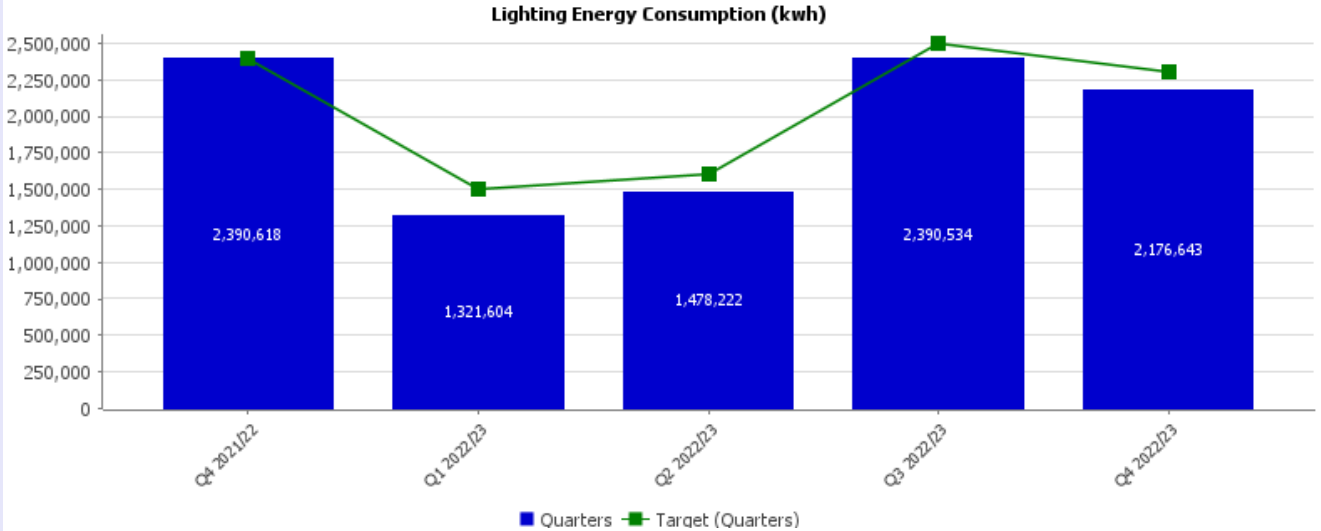
For the last six years, we have managed to reduce the average cost despite asset growth. This is primarily due to the introduction of LED lighting which is more reliable and has a longer life expectancy.

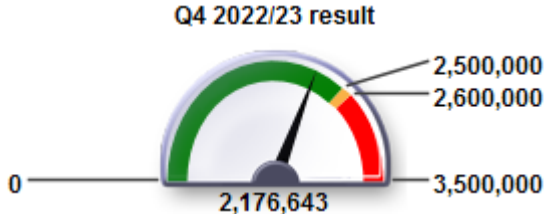
The energy consumed by LED light sources is considerably lower. However, despite reducing our energy consumption, increasing electricity costs will still be a key factor, particularly in the current climate. Fluctuating material costs will also have a significant impact on this indicator moving forwards.

Our 2023/24 target has been set at £25.00 to reflect the available budget and increasing electricity and material costs. Performance will continue to be monitored so that the best possible service is provided during 2023/24.

. In 2022/23 actual spend was £22.06, against a target of £31.53.
. In 2021/22 actual spend was £27.21, against a target of £31.53.
. In 2020/21 actual spend was £31.53, against a target of £33.72.
. In 2019/20 actual spend was £33.72, against a target of £37.74.
. In 2018/19 actual spend was £37.74, against a target of £42.26.

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS093_9b.2b Lighting Energy Consumption (kwh)** | | |
| **Description** | This performance indicator measures the energy consumed in kilowatt hours (kWh) by all equipment maintained by the Lighting Section (unmetered supplies) which includes street lighting, signs, traffic signals, festive lighting and stair lighting.<br><br>This indicator is part of the performance scorecard for the council's asset management strategy and will contribute to outcome 7 sustainability. | **PI Owner(s):** | zSLS_PIAdmin; Gordon Brown |




| | |
|---|---|
| **Last Updated:** | Q4 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 2,176,643 |
| **Current Target:** | 2,300,000 |
| **Red Threshold:** | 2,600,000 |
| **Amber Threshold:** | 2,500,000 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

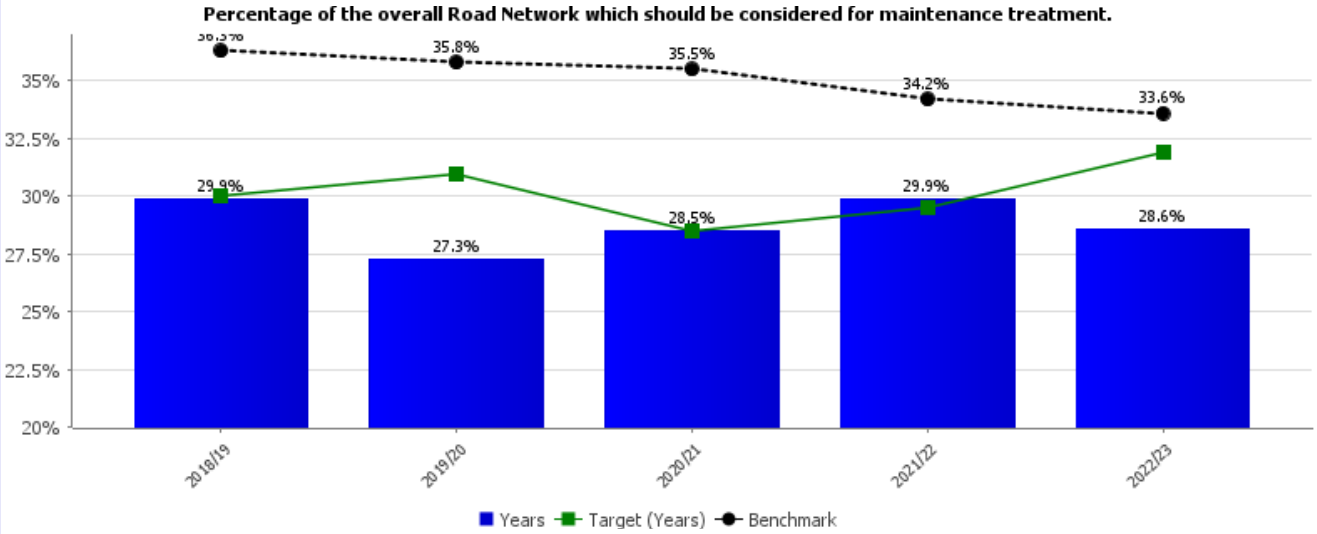
**Trend Chart Commentary:**
The introduction of more energy efficient equipment is continuing to gradually reduce our energy consumption, despite asset growth, to a level which is meeting our target. This is being achieved through the LED replacement programme where existing light sources are being replaced with more energy efficient equipment.

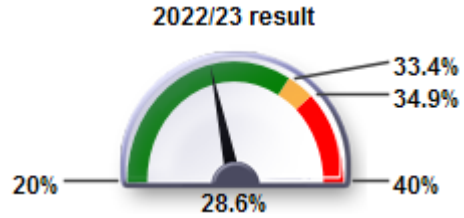
. In Q4 of 2022/23 we consumed a total of 2,176,643 kwh against a target of 2,300,000 kwh.
. In Q3 of 2022/23 we consumed a total of 2,390,534 kwh against a target of 2,500,000 kwh.
. In Q2 of 2022/23 we consumed a total of 1,478,222 kwh against a target of 1,600,000 kwh.
. In Q1 of 2022/23 we consumed a total of 1,321,604 kwh against a target of 1,500,000 kwh.
. In Q4 of 2021/22 we consumed a total of 2,390,618 kwh against a target of 2,400,000 kwh.

Our 2023/24 target is as follows:
. Quarter 1 - 1,500,000 kwh
. Quarter 2 - 1,600,000 kwh
. Quarter 3 – 2,500,000 kwh
. Quarter 4 - 2,300,000 kwh

The 2023/24 target values reflect the conclusion of our LED program and anticipated increase in assets from new housing developments such as Winchburgh, Calderwood and Heartlands.

| | |
|---|---|
| **PI Code & Short Name** | **P:RTS100_9b.2a Percentage of the overall Road Network which should be considered for maintenance treatment.** |
| **Description** | In West Lothian Council we aim to keep our roads in as safe and serviceable condition as possible and this performance indicator measures our success in achieving this. The whole of the network is checked through a national road condition machine-based survey. The output from this survey indicates the percentage of the network which should be considered for detailed investigation and then future maintenance.<br><br>West Lothian Council currently maintains over 1000 km of Road Network:<br>A Class: 152 km<br>B Class: 118 km<br>C Class: 116 km<br>U Class: 92.5 km<br>Urban (Housing Estates etc): 526 km<br><br>This performance indicator is part of the performance scorecard for the council's asset management strategy and will contribute to outcome 2 condition. |
| **PI Owner(s):** | zRTS_PIAdmin; Gordon Brown |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 28.6% |
| **Current Target:** | 31.9% |
| **Red Threshold:** | 34.9% |
| **Amber Threshold:** | 33.4% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

The Scottish Road Maintenance Condition Survey (SRMCS) is an annual survey which assesses the condition of the entire Scottish Local Authority road network. It is used to calculate a Road Condition Indicator (RCI) that is used by Audit Scotland as a Statutory Performance Indicator (SPI) for reporting carriageway condition. The value shown is the percentage of the road network that should be considered for maintenance treatment, so a low value is good for this indicator.

Our road condition indicator remains better than the Scottish average and our overall road condition is fairly stable. A data driven approach to asset management ensures our funding is used on the most effective way, which is reflected in the improved condition score for 2022/23. The condition of our overall road network is 28.6%, which is an improvement on the previous year.

In 2022/23 we ranked 9th, out of 32, for overall network in Scotland, 11th for A class roads, 18th for B class roads, 29th for C class roads and 3nd for U class roads.

In 2021/22 we ranked 11th, out of 32, for overall network in Scotland, 14th for A class roads, 18th for B class roads, 27th for C class roads and 5th for U class roads

In 2020/21 we ranked 4th, out of 32, for overall network in Scotland, 13th for A class roads, 16th for B class roads, 22nd for C class roads and 3rd for U class roads

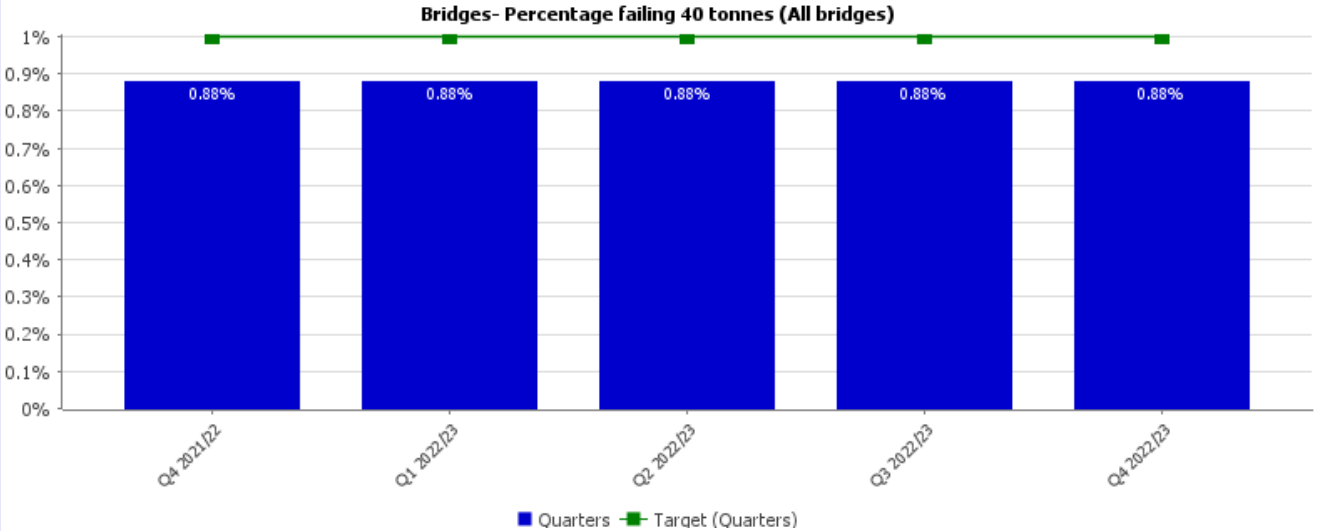
In 2019/20 we ranked 4th, out of 32, for overall network in Scotland, 5th for A class roads, 15th for B class roads, 24th for C class roads and 2nd for U class roads.

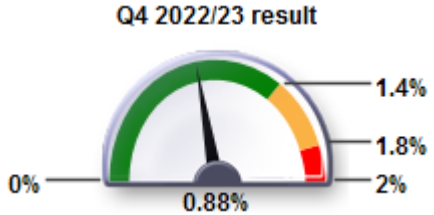
In 2018/19 we ranked 6th, out of 32, for overall network in Scotland, 6th for A class roads, 16th for B class roads, 28th for C class roads and 2nd for U class roads.

The black line on the chart shows the Scottish average.

The expectation is that road condition will deteriorate over the next five years as investment levels reduce. The aim will be to manage this deterioration to a level of approximately 1% per annum overall. 2023/24 target, therefore set at 30.9%.

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS103_9b.1a Bridges- Percentage failing 40 tonnes (All bridges)** | | |
| **Description** | This performance indicator records the percentage of council and private bridges failing to meet European standard of 40 tonnes (not including those where the authority has secured a permanent satisfactory solution). This ensures that we are monitoring any deterioration of bridges carrying the public road network (whether council owned or privately owned including Scottish Government, Scottish Canals and Network Rail).<br>This performance indicator is part of the performance scorecard for the council's asset management strategy and will contribute to outcome 3 suitability. | **PI Owner(s):** | zTRA_PIAdmin; Gordon Brown |




| | |
|---|---|
| **Last Updated:** | Q4 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 0.88% |
| **Current Target:** | 1% |
| **Red Threshold:** | 1.8% |
| **Amber Threshold:** | 1.4% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

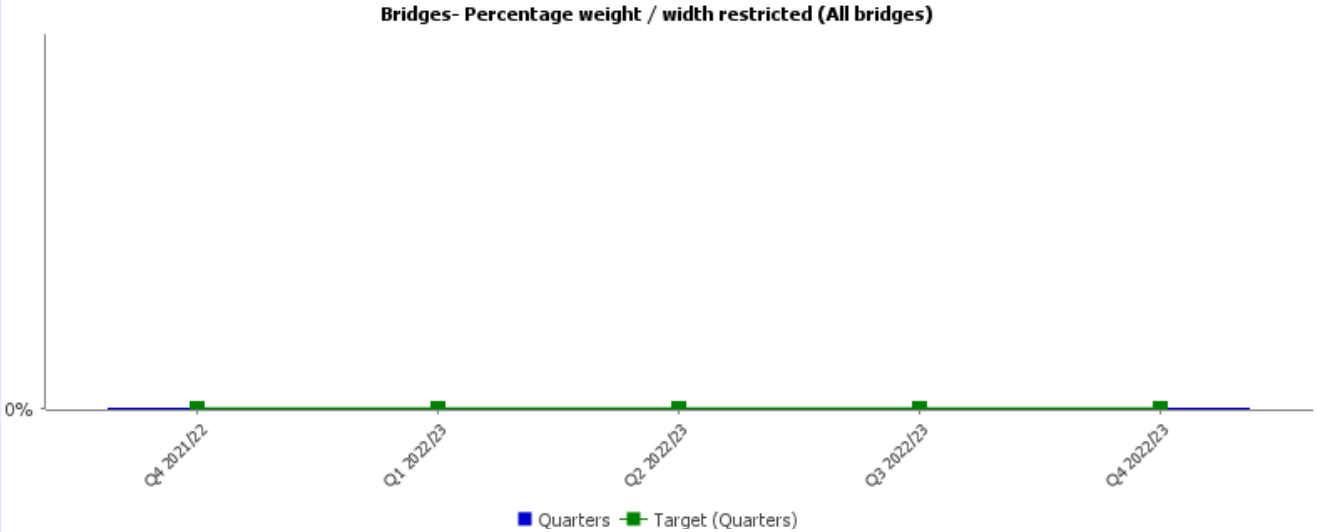
**Trend Chart Commentary:**

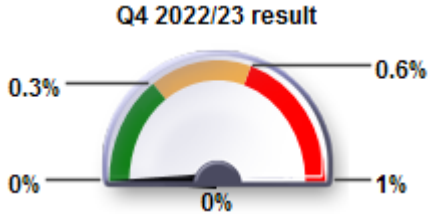
It is noted that this performance indicator relates to both private and council owned bridges. The reason that privately owned bridges are recorded is that, although not owned by the council, these still carry the council road network and are therefore important to road network availability. Privately owned bridges on the network include those owned by the Scottish Government (over M8 and M9 motorways), Network Rail (over railway lines) and Scottish Canals (over the Union Canal).

Over the last three years there are 3 of the 340 bridges (private and council owned) failing the European Standard of 40 tonnes (which are not considered to be permanent satisfactory solutions). These bridges are: Kinnenhill Bridge (7.5 tonnes), Starlaw Bridge (7.5 tonnes on west edge) and Cobbinshaw Railway Bridge (25 tonnes). The Starlaw Bridge assessment failure is on the west edge beam only and this area is protected by a vehicle restraint system and there is therefore no requirement or intention to progress strengthening works. Cobbinshaw Railway Bridge is a Network Rail owned structure. It is planned to partially replace and strengthen Kinnenhill Bridge but works have been delayed due to land ownership and access issues.

*2023/24 remains set at 1%*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS106_9b.1a Bridges- Percentage weight / width restricted (All bridges)** | | |
| **Description** | Percentage of bridges (council and private combined) with a weight or width restriction placed on them (not including those bridges where the authority has secured a permanent satisfactory solution). This performance indicator ensures that we are monitoring any reduction in accessibility to bridges. | **PI Owner(s):** | zTRA_PIAdmin; Gordon Brown |



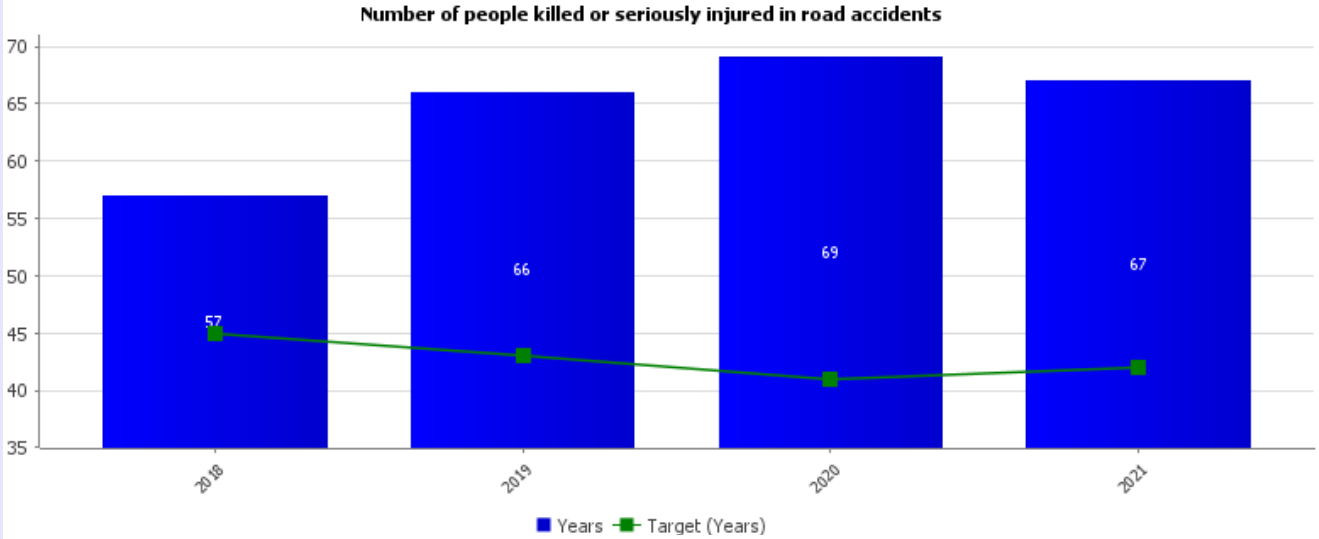




| | |
|---|---|
| **Last Updated:** | Q4 2022/23 |
| **Status:** | |
| **Current Value:** | 0% |
| **Current Target:** | 0% |
| **Red Threshold:** | 0.6% |
| **Amber Threshold:** | 0.3% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**
The number of bridges with weight / width restrictions had remained constant over the last 3 years, with 0 of the 340 bridges (private and council owned) having an unsatisfactory weight restriction. Note that there are three other bridges with weight restrictions but these are considered to be permanent satisfactory solutions and there are no plans to carry out strengthening or replacement works.

*2023/24 target set at 0% to maintain current position.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:RTS107_9b.1a Number of people killed or seriously injured in road accidents** | | |
| **Description** | This performance indicator measures the number of people killed or seriously injured in road accidents within West Lothian on an annual basis. This performance indicator combines the separate targets for reducing the number of people killed and seriously injured in line with the Scottish Governments Road Safety Framework.<br><br>This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 7 which is reducing crime and improving community safety. | **PI Owner(s):** | zTRA_PIAdmin; Gordon Brown |




**2021 result**

| | |
|---|---|
| **Last Updated:** | 2021 |
| **Status:** | |
| **Current Value:** | 67 |
| **Current Target:** | 42 |
| **Red Threshold:** | 42 |
| **Amber Threshold:** | 42 |
| **Categories:** | 3. Information; PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

This performance indicator shows the number of people killed or seriously injured in road accidents within West Lothian as published annually by the Scottish Government. This indicator is a combination of the separate casualty reduction targets for the number of people killed and the number of people seriously injured in line with Scottish Government national casualty reduction targets.

There was an increase in the number of people killed and seriously injured in West Lothian in 2020 compared to 2019. The figures for 2020 show there were 69 people killed or seriously injured, an increase of 3 from 2019. Of these, sadly 6 people were killed with 63 people being seriously injured.
There was also an increase in the number of people killed and seriously injured in West Lothian in 2019 compared to 2018. The figures for 2019 show there were 66 people killed or seriously injured, an increase of 9 from 2018. Of these, sadly 7 people were killed with 59 people being seriously injured.

The recently published Scottish Government Road Safety Framework to 2030 sets out a compelling long term vision for road safety in Scotland. We will be using this framework and working with the Scottish government to improve casualty reduction rates in West Lothian.

2022 data will be available around the end of October 2023.

Finally, it should be noted that good performance is illustrated by the number of road accidents being below the target line.

*The target from 2021 is based upon achieving a 50% reduction in people killed and a 50% reduction in seriously injured casualties by 2030, compared to 2020. The target for 2021, therefore, is 66.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **CP:RTS108_9b.1a Number of children killed or seriously injured in road accidents** | | |
| **Description** | This performance indicator measures the number of children killed or seriously injured in road accidents within West Lothian on an annual basis. This performance indicator combines the separate targets for reducing the number of children killed and seriously injured in line with the Scottish Governments Road Safety Framework. This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 7 which is reducing crime and improving community safety.<br>Data is for Calendar year e.g. 2020/21 contains data for 2020. | **PI Owner(s):** | zTRA_PIAdmin; Gordon Brown |

| | |
|---|---|
| **Last Updated:** | 2020/21 |
| **Status:** | |
| **Current Value:** | 6 |
| **Current Target:** | 3 |
| **Red Threshold:** | 3 |
| **Amber Threshold:** | 3 |
| **Categories:** | CPPR Corporate Plan Public Performance Reporting; 3. Information; PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

Note that figures are for calendar years ie. 2020/21 refers to the number of children killed or seriously injured between 1 January and 31 December 2020.

Road casualty numbers are subject to a degree of random year-to-year variation and this indicator is particularly sensitive to random year-to-year change as the numbers are so low. There has been an increase in 2020/21 to 6, however, there had been a reduction in the number of children killed or seriously injured in 2019/20 and 2018/19 after three years of prior increases.

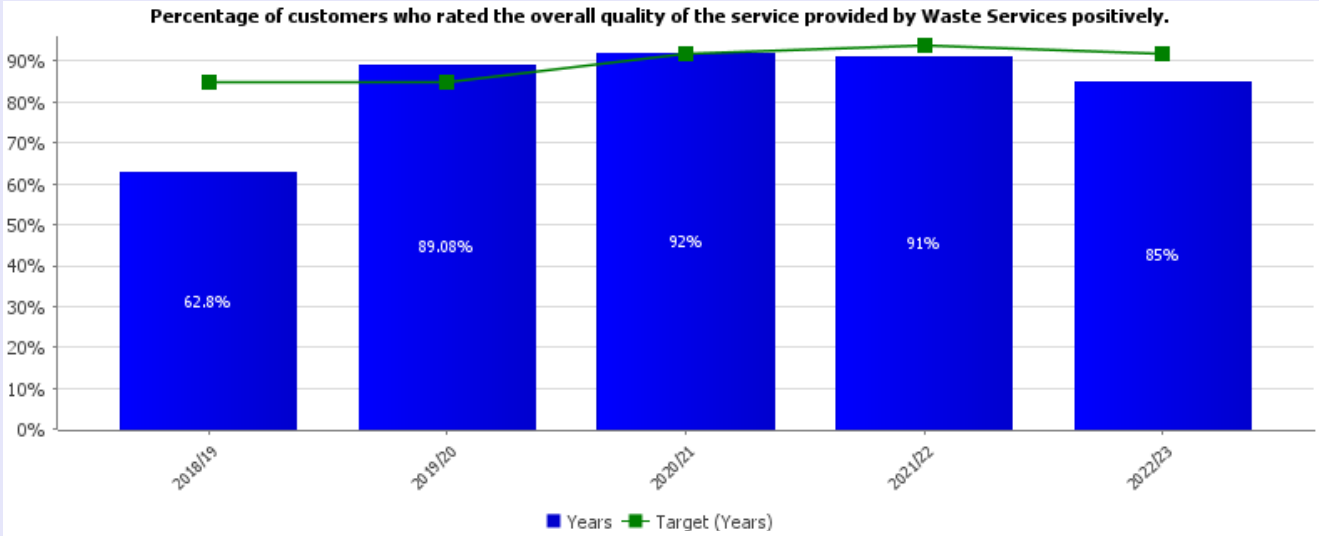
The recently published Scottish Government Road Safety Framework to 2030 sets out a compelling long term vision for road safety in Scotland. We will be using this framework and working with the Scottish government to improve casualty reduction rates in West Lothian.

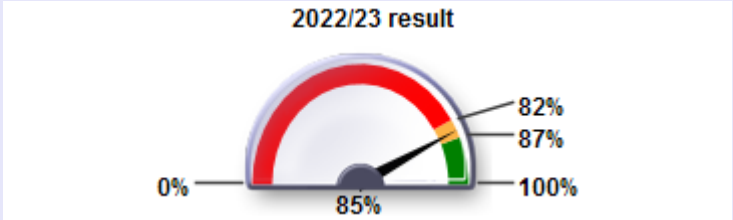
2021 data will be available around the end of October 2022.

Finally, it should be noted that good performance is illustrated by the number of road accidents being at or below the target line and this has been achieved in two of the last five years.

*The target is based upon achieving a 60% reduction in children killed and a 60% reduction in seriously injured children by 2030 compared to the 2020 average. The target for 2021, therefore, is 5.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM007_6a.7 Percentage of customers who rated the overall quality of the service provided by Waste Services positively.** | | |
| **Description** | This performance indicator gives the service an indication of how customers view our complete service and allows us to monitor responses against our service standards.<br><br>The figure was taken from the Annual Customer Survey carried out by Waste Services to the West Lothian Citizens Panel up to 2018/2019. In 2019/2020 and 2020/21 the survey was undertaken face to face at Recycling Centres; online via issuing a link post transaction, via QR codes embedded in posters and documents issues as well as via a mass SMS government survey. In 2021/22 the survey was undertaken online via issuing a link post transaction for the full year and a social media post in April. In 2022/23 the online survey was carried out via a link provided to all customers who engaged with the service through our electronic enquiry system or the contact centre, receiving 608 responses.<br><br>From 2020/21 the figure is based on respondents who rated the service as adequate, good or excellent. | **PI Owner(s):** | zWM_PIAdmin; David Cullen |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | |
| **Current Value:** | 85% |
| **Current Target:** | 92% |
| **Red Threshold:** | 82% |
| **Amber Threshold:** | 87% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

The percentage of customers who rated the overall quality of our service decreased in 2022/23 to 85%. 2022 saw a change of service delivery with the new 'Twin Stream Recycling' system introduced, while the roll out was successful, there were some delays in bin deliveries by the contractor. Also during 2022 with a period of bad weather in the lead up to Christmas week, followed by reduced kerb side collections scheduled over the Christmas and New Year bank holidays both contributing to a further delay in bin collection. Both of which can account for the dip in overall customer satisfaction.

The percentage of customers who rated the overall quality of our service positively remained relatively stable in 2021/22 at 91%. The sustained increase from 2018/19 may be partly due to the changes in survey methodology, and are also due to a period of stability in the Waste service offered to householders

The percentage of customers who rated the overall quality of our service positively increased in 2020/21 to 92%.

The percentage of customers who rated the overall quality of our service as 'good' or 'excellent' increased in 2019/20 to 89.08%.

The percentage of customers who rated the overall quality of our service as 'good' or 'excellent' decreased in 2018/19 to 62.8%, after having remained stable at between 82% and 86% for the previous four years.

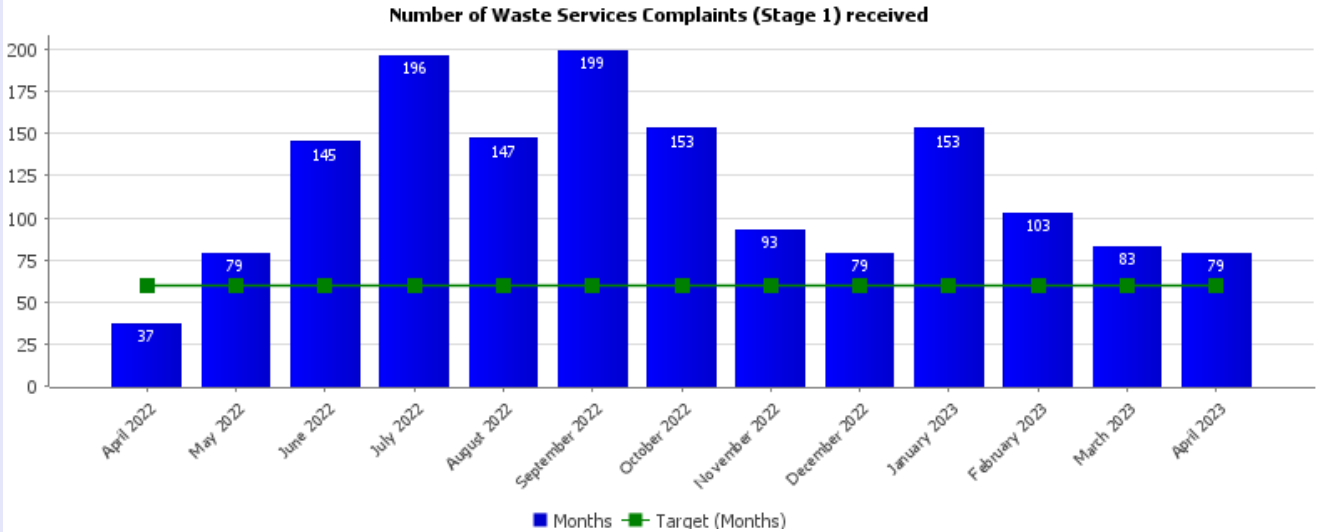
The dip seen in 2018/19 is a combination of the issues faced by the collection service during the severe weather events at the start of the period and the perceptions of the proposed changes which were approved towards the end of the period. Following this period the recruitment into a more stable employee base, the completion of the line management restructure and process reviews have led to increases in performance.

We are keen to maintain our customer satisfaction levels at a high level and feedback from our customers is used to try and improve our services as much as possible and we will continue to work hard to provide a good service to the Households of West Lothian.

The 2018/19 Survey was distributed to 1,297 members of the West Lothian Citizens Panel in March 2019 with only 88 responses being received. The service explored alternative approaches to increase survey returns for 2019/20. There were direct surveys undertaken at Recycling Centres in November/December 2019 (356 responses) and the use of e-surveys which are sent to those who have ordered bins via the online system, QR code linked posters in CIS offices and libraries as well as the mass issue of the link to the survey to all customers who have engaged with the service via complaints in mid December 2019, enquiries or other interactions recorded within Confirm. This brought the total number of survey responses to 1,758 for the period, an increase of 1,670 versus the previous year. In 2021/22 the survey was carried out via an online link provided to all customers after contacting us and also via a social media post in April and received 620 responses. In 2022/23 the online survey was carried out via a link provided to all customers who engaged with the service through our electronic enquiry system or the contact centre, receiving 608 responses.

*2023/24 target set at 89% to represent a reasonable increase in performance from a new baseline.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM022_6b.3 Number of Waste Services Complaints (Stage 1) received** | | |
| **Description** | This performance indicator measures the total number of Stage 1 complaints received by Waste Services each month. Performance is reviewed on a regular basis to ensure that there is sufficient focus on the quality and standard of customer service. The data for this performance indicator is extracted from the Confirm system, which is used to manage and monitor complaint handling procedures in Operational Services. All complaints received are analysed to identify improvements to the quality of the service and the way it is delivered to customers. | **PI Owner(s):** | zWM_PIAdmin; David Cullen |



| | |
|---|---|
| **Last Updated:** | April 2023 |
| **Status:** | |
| **Current Value:** | 79 |
| **Current Target:** | 60 |
| **Red Threshold:** | 70 |
| **Amber Threshold:** | 65 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

We aim to reduce the number of Stage one complaints we receive. The number of complaints upheld following investigation is low.

Complaint numbers tend to be higher in periods of bad weather and public holidays when it is more difficult to catch up on any missed bins.

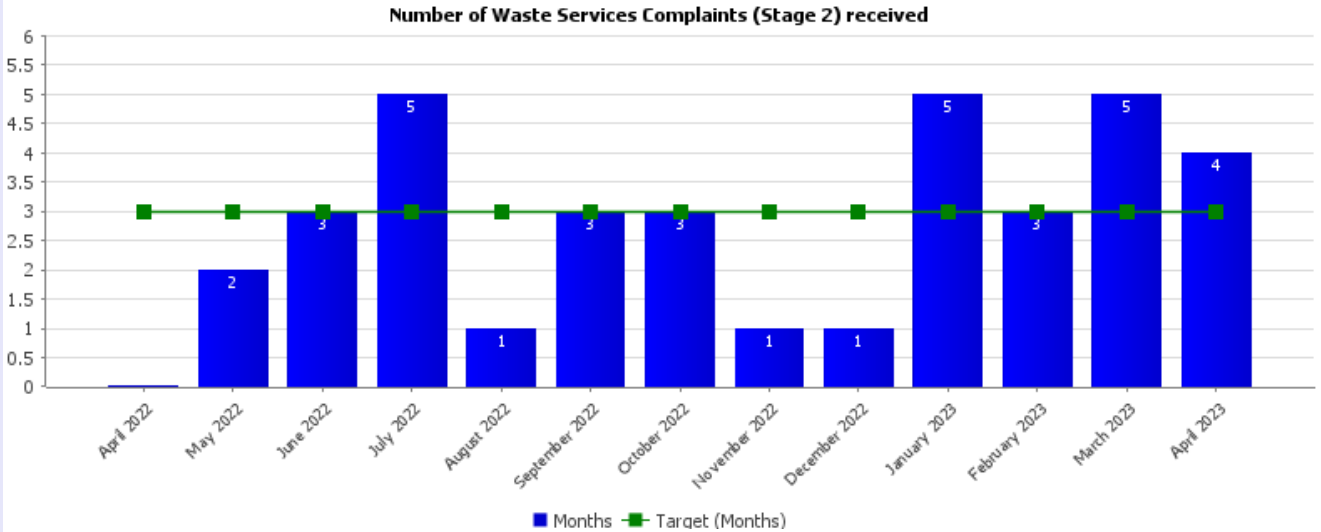
It should be noted that a significant service roll out of Twin Stream recycling commenced May 2022. This involved the roll out of circa 80,000 additional bins to properties across West Lothian. In addition, a major communications exercise was undertaken to advise residents of the new service. Whilst the rollout was largely successful, there were issues that required to be rectified. This has resulted in a significant increase in enquiries and complaints, which are expected to dissipate once the service beds in

The main cause of complaints is missed bins. Each complaint is analysed as part of the investigation and also included in a quarterly report which details the improvement actions identified.

We aim to provide the best service possible and where this falls below customers' expectations we have a corporate policy for dealing with any complaints in as efficient and effective manner as possible.

*2023/24 monthly target set at 60 complaints to represent a reasonable target to return to following the issues regarding public holidays and the coronation this year, with alterations included to take account of weather related issues and increases in levels of interaction during public holiday periods. The service will also be introducing a full service 7 day working week from July 2023 which will impact on some customers through out West Lothian as there may be a change to their collection day, this change will also include weekend working and a longer working day.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM023_6b.3 Number of Waste Services Complaints (Stage 2) received** | | |
| **Description** | This performance indicator measures the total number of Stage 2 complaints received by Waste Services each month. Performance is reviewed on a regular basis to ensure that there is sufficient focus on the quality and standard of customer service. The data for this performance indicator is extracted from the Confirm system, which is used to manage and monitor complaint handling procedures in Operational Services. All complaints received are analysed to identify improvements to the quality of the service and the way it is delivered to customers. | **PI Owner(s):** | zWM_PIAdmin; David Cullen |



| | |
|---|---|
| **Last Updated:** | April 2023 |
| **Status:** | |
| **Current Value:** | 4 |
| **Current Target:** | 3 |
| **Red Threshold:** | 5 |
| **Amber Threshold:** | 4 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

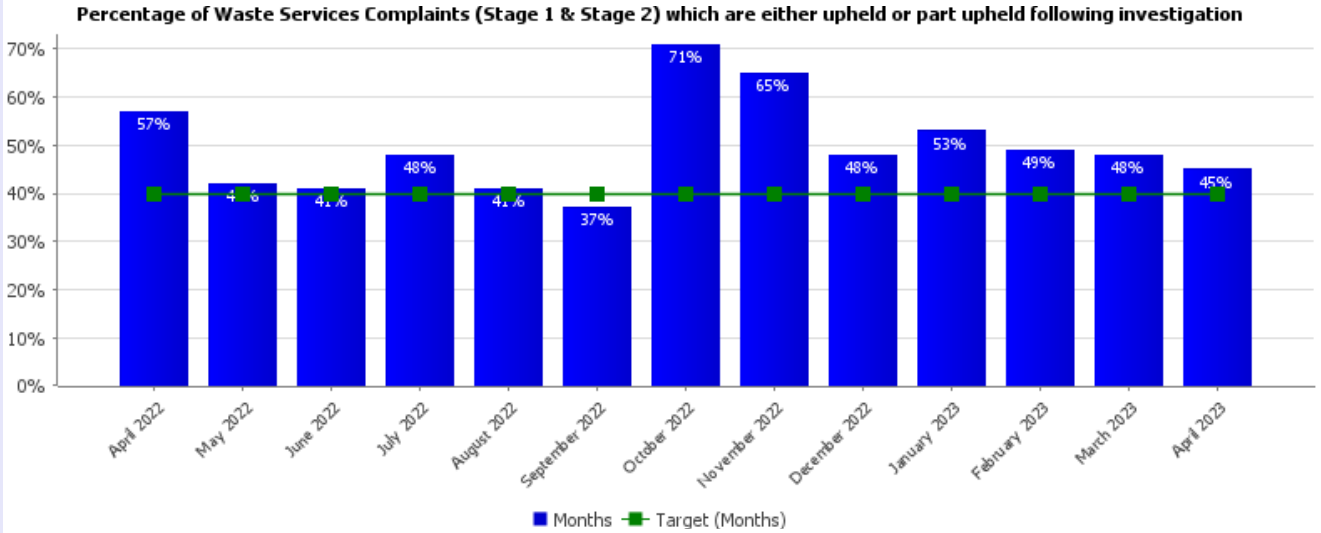
We aim to reduce the number of Stage two complaints we receive. The number of complaints upheld following investigation is low.

We aim to provide the best service possible and where this falls below customers' expectations we have a corporate policy for dealing with any complaints in as efficient and effective manner as possible. The main cause of complaints is missed bins. Each complaint is analysed as part of the investigation and also included in a quarterly report which details the improvement actions identified. Numbers over the period shown in the chart have remained low and varied between 0 and 5.

It should be noted that a significant service roll out of Twin Stream recycling commenced May 2022. This involved the roll out of circa 80,000 additional bins to properties across West Lothian. In addition, a major communications exercise was undertaken to advise residents of the new service. Whilst the rollout was largely successful, there were issues that required to be rectified. This has resulted in a significant increase in enquiries and complaints, which are expected to dissipate once the service beds in.

*2023/24 monthly target set at 3 complaints to represent a reasonable target to return to following the issues caused by severe weather and public holidays this year.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM024_6b.4 Percentage of Waste Services Complaints (Stage 1 & Stage 2) which are either upheld or part upheld following investigation** | **PI Owner(s):** | zWM_PIAdmin; David Cullen |
| **Description** | This performance indicator measures the overall percentage of closed complaints received by Waste Services that have been upheld or part upheld during each month. In each period, the total number of upheld and partially upheld complaints is divided by the total number of complaints closed to determine the overall percentage. The data for this performance indicator is extracted from the Confirm system, which is used to manage and monitor complaint handling procedures in Operational Services. All complaints received are analysed to identify improvements to the quality of the service and the way it is delivered to customers. | | |



| | |
|---|---|
| **Last Updated:** | April 2023 |
| **Status:** | |
| **Current Value:** | 45% |
| **Current Target:** | 40% |
| **Red Threshold:** | 46% |
| **Amber Threshold:** | 43% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

We aim to provide the best service possible and where this falls below customers' expectations we have a corporate policy for dealing with any complaints in as efficient and effective manner as possible.

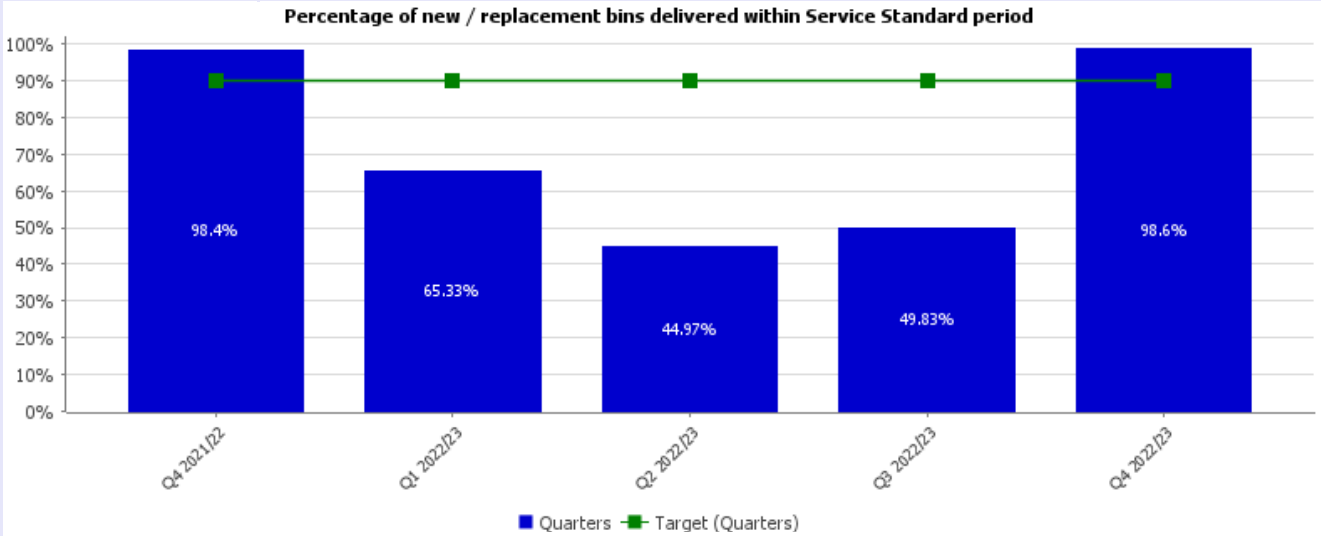
Upheld and partially upheld complaint percentages have been at or below the target for the period shown on the chart on one occasion.

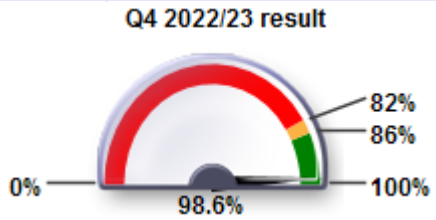
It should be noted that a significant service roll out of Twin Stream recycling commenced May 2022. This involved the roll out of circa 80,000 additional bins to properties across West Lothian. In addition, a major communications exercise was undertaken to advise residents of the new service. Whilst the rollout was largely successful, there were issues that required to be rectified. This has resulted in a significant increase in enquiries and complaints, which are expected to dissipate once the service beds in

The main cause of complaints for the service is missed bins. Investment in the In-Cab system will support drivers in delivering a reliable service, reducing mistakes on unfamiliar beats.

*2023/24 target reviewed and retained at 40% to reflect recent performance.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM026_6b.5 Percentage of new / replacement bins delivered within Service Standard period** | | |
| **Description** | This performance indicator measures the amount of new or replacement bins (grey, blue and brown) which are delivered to the customer within the service standard period. We have a Bin Management Unit in place to manage the delivery of all new bins and this indicator measures the effectiveness of our approach.<br><br>The data is obtained from CONFIRM which logs the order date and completion date. | **PI Owner(s):** | zWM_PIAdmin; David Cullen; David Robertson |




| | |
|---|---|
| **Last Updated:** | Q4 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 98.6% |
| **Current Target:** | 90% |
| **Red Threshold:** | 82% |
| **Amber Threshold:** | 86% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

The percentage of bins delivered within 10 working days is 98.60%. Performance increased this quarter from 49.83%.

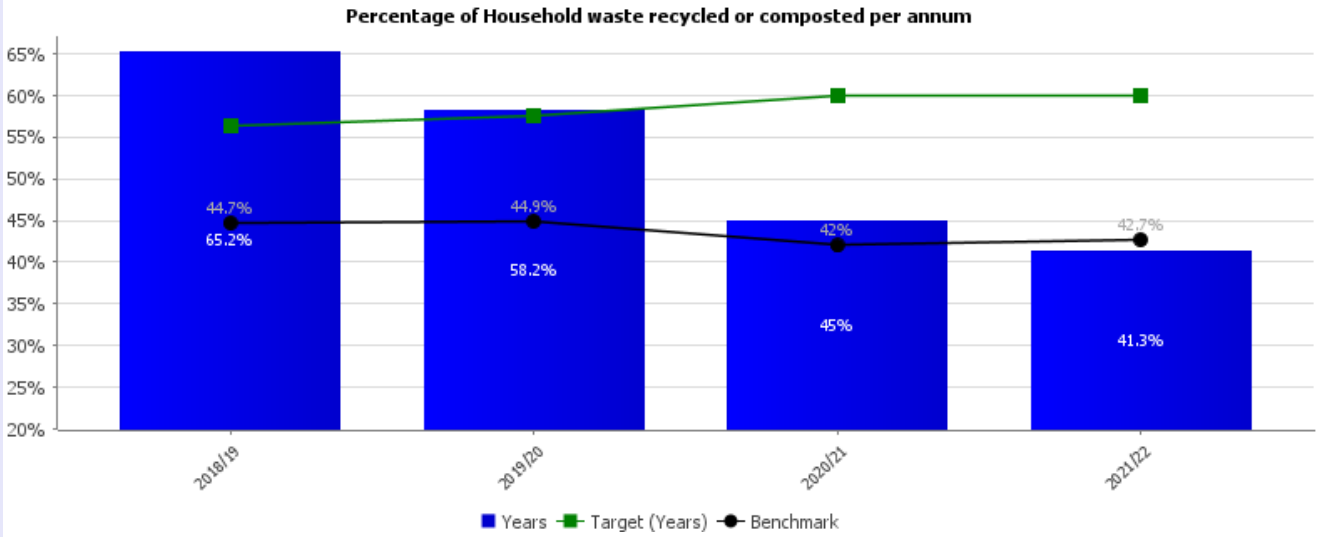
Compared to Q3 2022/23, there was a decrease in the number of bins requested (2070 from 3859) and increase in the number of bins delivered within 10 working days (2041 from 1923) compared to the previous quarter. Average time taken to complete a delivery request was 3 working days. This was 20 days in the previous quarter.

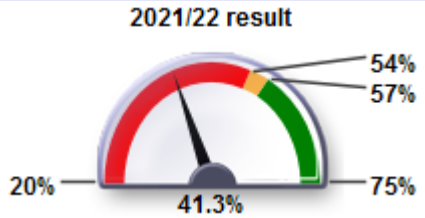
The improvement in bins delivered within Service Standard period in Q4 2022/23 was due to sufficient bin delivery staff, following redeployment to support bin collection staff in the previous quarter, resulting in no bin deliveries being made during this time.

Following delays in receiving bin stock for deliveries due to Covid 19 and larger orders by other councils, bin stock has now reverted back to a more manageable level and delivery times reduced to a standard 8 week lead-in time which allows for a more controlled stock control.
Performance has varied over the last five quarters from a previous position of being below target. The service have introduced new internal processes and procedures around bin deliveries including the use of Confirm Connect for managing the ordering and delivery process, which keeps the customer informed of progress and provides the opportunity for feedback which can be used to improve the service going forwards. Performance for the previous two quarters had been below target.

*The performance target has been reviewed for 2023/24 and has been retained at 90% as this represents a reasonable target given the variable supply and demand issues.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **CP:WM087_9b.1a Percentage of Household waste recycled or composted per annum** | | |
| **Description** | This performance indicator measures the amount of household waste which is collected by Waste Services on an annual basis and the percentage which is then recycled or composted by or on behalf of the council, it allows us to measure how we are performing against national targets. This performance indicator is part of the performance scorecard for the council's Corporate Plan and will contribute to priority 8 which is protecting the built and natural environment.<br><br>The data is published here: https://www.sepa.org.uk/environment/waste/waste-data/waste-data-reporting/waste-data-for-scotland/<br>This performance indicator is part of the Local Government Benchmarking Framework (PI Ref: SENV06) suite of performance indicators | **PI Owner(s):** | zWM_PIAdmin; David Cullen; David Robertson |




| | |
|---|---|
| **Last Updated:** | 2021/22 |
| **Status:** | |
| **Current Value:** | 41.3% |
| **Current Target:** | 60% |
| **Red Threshold:** | 54% |
| **Amber Threshold:** | 57% |
| **Categories:** | CPPR Corporate Plan Public Performance Reporting; PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**
**All data is for calendar year 2021.**
This performance indicator measures the percentage of total household waste that is recycled, which is reported in calendar years instead of financial years in line with SEPA reporting.

The household recycling rate was 45% in 2020, but has decreased to 41.3% in 2021.

The key drivers of the change are:
• issues with contamination
• continued increase in overall household waste, compared to pre Covid levels
• Continued effects of Covid such as recycling centres operating restrictions
• And changed recycling behaviours at home

The average recycling rate across Scotland in 2021 was 42.7%, which is a 0.7% increase compared to 2020.

In 2021 West Lothian ranked 20th in Scotland. In 2020 we were ranked 16th.
In comparing 2021 to 2020, the main differences in materials recycled are as follows:

**Household Bins and Glass Collections**

Compared to 2020, in 2021 there was approximately 3,000 tonnes less material collected in household bins.

• Residual Waste (Grey Bin): 570 tonnes decrease (-2%)

• Comingled Recyclate (Blue Bin): tonnes decrease (-3.6%) and continued increase in contamination (see 'Contamination in Blue Bins' below)

• Comingled Food and Garden waste (Brown Bin): 590 tonnes decrease (-10.6%)

• Glass collected at local recycling points and centres: 335 tonnes decrease (-11%)

**Contamination in Blue Bins**

In 2021 82% of material collected from households as comingled recyclate was rejected as contamination or recyclate rejected after sorting and processing as it has been contaminated by other materials such as food and drink.

Households are not presenting the appropriate clean and dry materials within the container. The main carrier of food and liquids into the mixed containers is via plastic food containers and plastic bottles containing liquid.

Poor quality material cannot be recycled due to contamination, or a lack of viable market due to adequate supply of higher quality material. Paper and card, is the biggest material stream by weight at around 45%. The blue bin contamination will also adversely affect the 2022 recycling rate, but initial signs are that contamination is reducing due to the separation of the paper and card stream from a plastic and cans stream via Twin Stream Recycling supported by council-wide engagement and awareness raising campaign

**Comingled Food and Garden waste decrease (Brown Bin)**

Recycling Centres started to accept green waste again from March 2021, so this along with the dry weather in 2021 is likely to contributed to the decreased tonnage compared to 2020. However, it is still a large increase compared to pre-Covid Garden Waste in Brown Bin and Food Waste caddy collections.
In addition, the contractor changed the way that this waste is processed, which resulted in 490 tonnes more contamination being removed and sent to Energy from waste.

The impact of COVID on disposal behaviour, through home working and less trips to locations where waste is deposited elsewhere, could mean that tonnages collected by the council from householders could continue to be higher than before.

**Recycling Centres**

Further Covid restrictions were lifted at the recycling centre during 2021. With the exception of Waste Electrical Equipment (WEEE) accepted from September 2020, only residual waste was accepted, to ensure safe and socially distanced operations until green garden waste in March 2021 and all other recycling was reintroduced from June 2021.
This increased the total material brought to the recycling centres by 3400 tonnes, with an increase in recyclates of 3300 tonnes and 100 tonnes more sent to non-recycling routes, i.e. landfill and energy from waste.

Residual waste deposited at sites is sent for sorting to remove some recyclates through the residual waste contract. There was a slight increase in the amount of material recycled from our residual waste contract, there was a reduction in waste to landfill as more was used to make Refuse Derived Fuel (RDF).

Overall comparing 2021 to 2020 the total tonnage of Household waste generated:

. 2800 tonnes less waste was recycled, primarily from the COVID restrictions at recycling centres and increased contamination from comingled recyclate sorting mainly due to food and liquids via plastic food and liquid containers and comingled food and garden waste processing changes.
. 3750 tonnes more waste was disposed - mainly due to the above.
. However, 890 tonnes less waste was landfilled.

**Background Information and Future Plans**

West Lothian signed the national "Household Recycling Charter" at the beginning of 2019 and progressing the aims of the associated Code of Practice (COP) standards to suit the current service provision and take recognition of the national aims of the charter. The COP is currently being reviewed. In addition, the Deposit Return Scheme and Extended Producer Responsibility Regulations for packaging will have an impact on collection infrastructure in the future.

West Lothian was successful in its application for Funding to the Zero Waste Scotland Recycling Improvement Fund, for over £4 million of capital funding will be provided between now and 2025/26.

This covered the cost and delivery of green bins to households for twin stream collections. It will also cover improvements to recycling provision at flats and rural properties.
The Twin Stream Recycling service was introduced to households from June 22 to reduce the amount of comingled recyclate rejected as contamination or recyclate rejected after sorting and processing as it has been contaminated by other materials such as food and drink.

The change was supported by council-wide engagement and awareness raising with householders to demonstrate the impact of the current poor presentation as well as targeted intervention where required.

The council has also started to implement its Recycling Quality Strategy which sets out a clear procedure as to how West Lothian Council will respond to contamination and is based on similar strategies in other Local Authorities and guidance from Zero Waste Scotland. The process also relies heavily on recording contamination on the newly introduced mobile technology in collections vehicles (in-cab system), which allows crews to record issues at individual properties, such as a locked gate on take out properties, or contamination in bins. The system then allows for reports to be drawn which will indicate areas of concern or which require more educational interventions.
The strategy is based on three levels of contamination low, moderate and high. Collection crews have been provided with examples of what is considered to be low, moderate and high contamination and have been briefed on these categories of contamination in order to ensure a consistent approach to recording and the most common materials will be added as options to select on the in-cab system.
Crews started checking, tagging and recording bins on the in-cab system from June 22
From August crews started not emptying those with high levels of contamination. From September 22 onwards, crews will also reject moderately contaminated bins and the Education and Engagement Team will use the in-cab recording to monitor contamination and letter households and offers support from a waste advisor to help them recycle.
**Zero Waste Towns Project update:**

This project has been partially delayed to allow focus on the twin stream recycling project; this results from the funding award from Zero Waste Scotland excluding project management support. The project will be delivered by the Education and Engagement team, supported by recruitment of an additional staff member. Work has commenced on the element to target research and support on areas facing high contamination and low recycling rates. This links the project with the wider service goals, reducing carbon impacts through improvements in recycling quality. The current phase focuses on direct contact with householders (i.e. door knocking) to encourage waste reduction and recycling; supported by high quality monitoring to measure effectiveness.
This includes a Contamination Audit of green and blue bins and development, production of a contamination leaflet, intervention to increase Quantity and Quality of recyclates, Door knocking, post intervention Contamination Audit and Analysis & Final report between August and Dec 22

**Long Term Trend:**

The household recycling rate has increased to 2018 primarily due to the introduction of
. food waste recycling service since 2013/14,
. roll out of 140 litre bins during 2016
. and reduction in waste to disposed, as some waste is sorted to remove further recyclates.

However, despite the introduction of fortnightly food and garden waste in brown bins in 2019 increasing the total amount of this collected, the recycling rate has decreased again due to:

• issues with contamination

• Continued effects of Covid such as an increase in overall household waste
• recycling centres operating restrictions
• changed recycling behaviours at home

Benchmarking:

West Lothian and the other Scottish Local Authorities meet quarterly through the Waste Managers Network (WMN) as well as meeting directly with the Scottish Government to share best practice and develop the national approach to achieving Scotland's Circular Economy goals. These activities enable councils to work together to develop different model of working, to provide greater efficiency, consistency and effectiveness to suit each authorities' unique circumstances.
The black line on the chart shows the national average across Scotland.

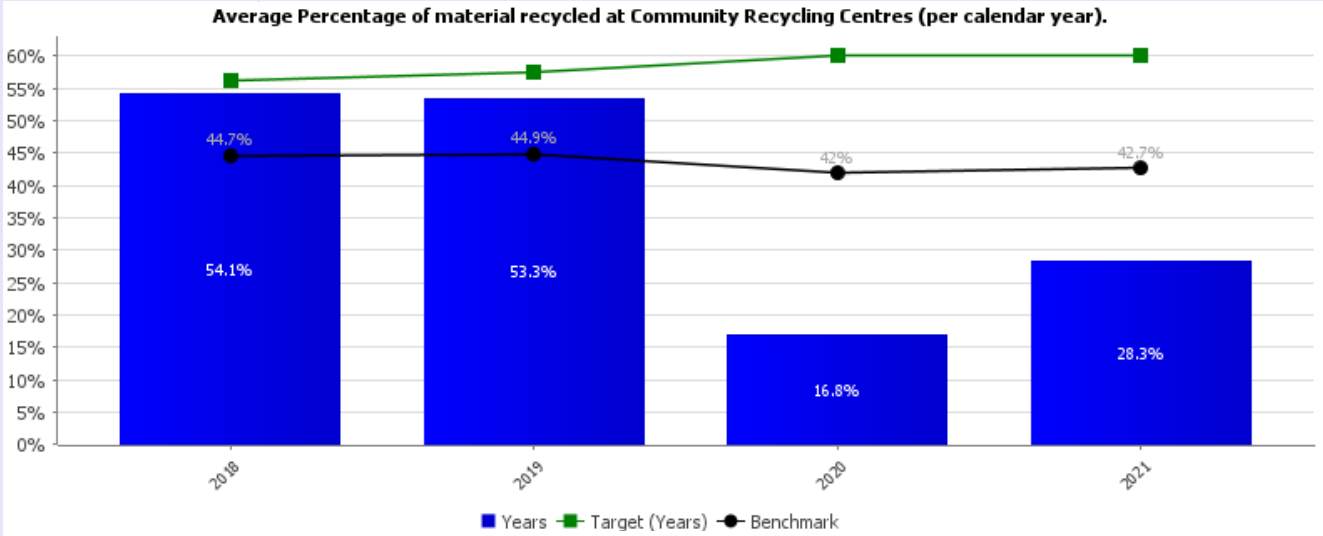
**Data for 2022 is expected to be released by SEPA around September 2023.**

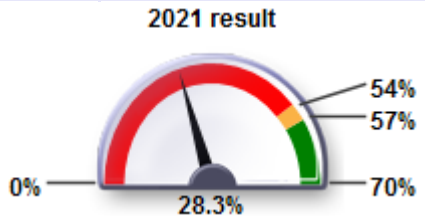
West Lothian ranked 7th out of the 8 Local Authorities in its LGBF Family Group, where the average recycling rate was 49.0%.

Target:

The target for this performance indicator is to achieve and maintain 60% by 2020 as per the Scottish Government Targets noted below.
The Scottish Government Targets for Recycling/ composting preparing for reuse of household waste, are 2010 = 40%, 2013 = 50%, 2020 = 60% and 2025 = 70%* (*All waste including household, municipal and construction and demolition waste).
The green line indicates how the council should be progressing towards meeting these national targets, so the 2021 target remains at 60%, although this will be challenging.

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM088_9b.1a Average Percentage of material recycled at Community Recycling Centres (per calendar year).** | **PI Owner(s):** | zWM_PIAdmin; David Cullen; David Robertson |
| **Description** | This Performance Indicator measures the percentage of waste which is taken for recycling from all sites when divided by the total amount of waste brought to all the Community Recycling Centres (CRCs) and allows us to measure how we are performing against targets and supports the council priority of protecting the built and natural environment. | | |




| | |
|---|---|
| **Last Updated:** | 2021 |
| **Status:** | |
| **Current Value:** | 28.3% |
| **Current Target:** | 60% |
| **Red Threshold:** | 54% |
| **Amber Threshold:** | 57% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**
This is reported in calendar years instead of financial years in line with SEPA reporting.

Until 2020, there had been less than 3% variation in the average percentage of material recycled at Community recycling centres indicator in the three years from 2018.

Further Covid restrictions were lifted at the recycling centre during 2021. With the exception of Waste Electrical Equipment (WEEE) accepted from September 2020, only residual waste was accepted, to ensure safe and socially distanced operations until green garden waste in March 2021 and all other recycling was reintroduced from June 2021.

This increased the total material brought to the recycling centres by 3400 tonnes, with an increase in recyclates of 3300 tonnes and 100 tonnes more sent to non-recycling routes, i.e. landfill and energy from waste.

Residual waste deposited at sites is sent for sorting to remove some recyclates through the residual waste contract. There was a slight increase in the amount of material recycled from our residual waste contract, there was a reduction in waste to landfill as more was used to make Refuse Derived Fuel (RDF).

Comparing 2021 to 2020, across all recycling centres there was a 11.4% increase in the average percentage of material recycled from 16.8% in 2020 to 28.3% in 2021.

**Long Term Trend:**

Despite a decrease in 2019, the average recycling rate trend remained steady over the last 5 years, until Covid Recycling centre closures and restrictions brought about a marked decrease. Green garden waste was reintroduced in March 2021 and all other recycling was reintroduced from June 2021, which has increased recycling again.

Benchmark:

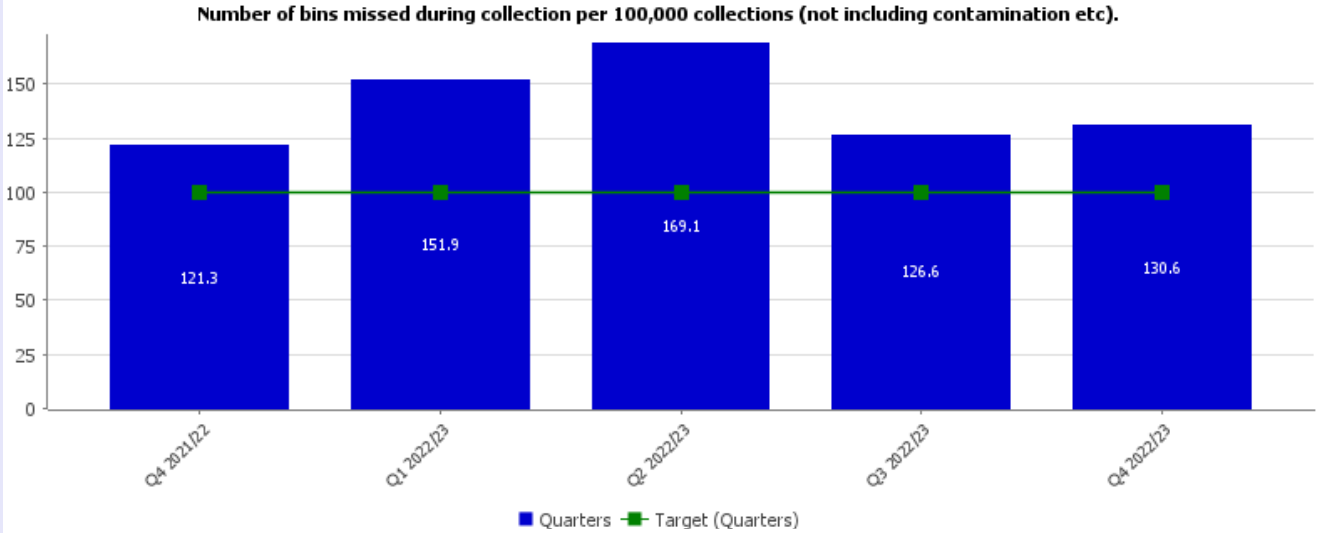
The Black line shows average Scottish household recycling rate in the calendar year

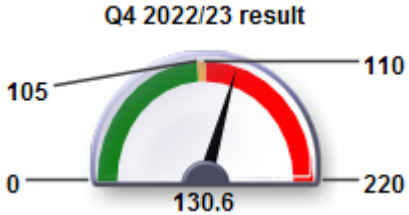
Target:

The Scottish Government Targets for Recycling/ composting preparing for reuse of household waste, are 2010 = 40%, 2013 = 50%, 2020 = 60% and 2025 = 70%* (*All waste including household, municipal and construction and demolition waste). The green line indicates how the council should be progressing towards meeting these national targets, so the 2021 target remains at 60%, although this will be challenging.

**2022 official recycling figures are expected by released by SEPA in September 2023**

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM089_9b.1c Number of bins missed during collection per 100,000 collections (not including contamination etc).** | **PI Owner(s):** | zWM_PIAdmin; David Cullen; David Robertson |
| **Description** | This Performance Indicator measures number of bins which have been presented on the correct day and missed during collection (per 100,000 collections). The figure does not include bins which have not been presented, were not lifted due to contamination or their lids not being closed | | |




| | |
|---|---|
| **Last Updated:** | Q4 2022/23 |
| **Status:** | |
| **Current Value:** | 130.6 |
| **Current Target:** | 100 |
| **Red Threshold:** | 110 |
| **Amber Threshold:** | 105 |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

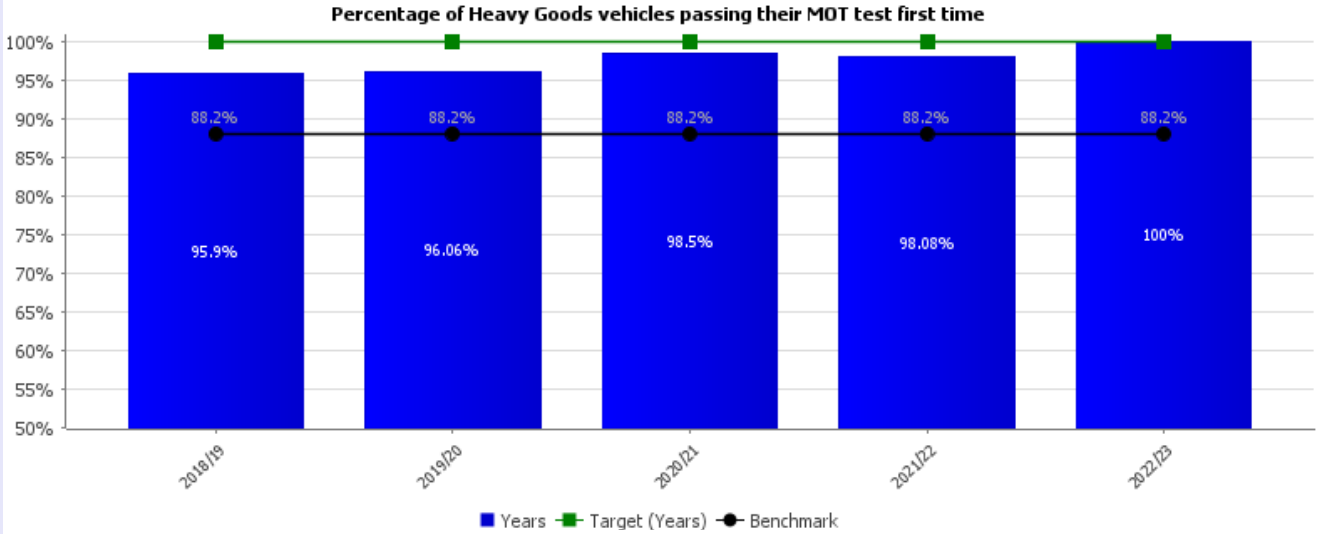
The number of missed bins per 100,000 collections increased this quarter. Although there was decreased impact on the service resulting from delays in the delivery of green bins by our contractor, for the new Twin Stream service previously, which generated more missed bin reported, there were disruptions to the service due to the festive period in this quarter.

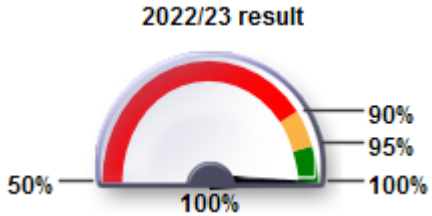
The number of missed bins continues to be higher than prior to Covid-19 and is 0.13% of all scheduled collections.

The number of scheduled bin collections per quarter is around 1.5 million across all its customers.

*The target for 2023/24 remains at 100 per quarter as this previously represented a reasonable average. However, this may need to be reviewed when the effect of the above changes has been determined.*

| | | | |
|---|---|---|---|
| **PI Code & Short Name** | **P:WM162_9b.1c Percentage of Heavy Goods vehicles passing their MOT test first time** | | |
| **Description** | This performance indicator is part of the performance scorecard for the council's asset management strategy and will contribute to outcome 2 condition.<br>The indicator measures the number of heavy goods vehicles which successfully pass their MOT the first time. Each vehicle has a scheduled annual MOT which it must pass in order to stay roadworthy. Where a vehicle fails its MOT the relevant work will be carried out to rectify any problems. | **PI Owner(s):** | zFTS_PIAdmin; Scott Blyth; David Cullen |




| | |
|---|---|
| **Last Updated:** | 2022/23 |
| **Status:** | ✔ |
| **Current Value:** | 100% |
| **Current Target:** | 100% |
| **Red Threshold:** | 90% |
| **Amber Threshold:** | 95% |
| **Categories:** | PDSP_Environment; PPR Public Performance Reporting |

**Trend Chart Commentary:**

Performance has increased from 98.08% to 100% in 2022/23 due to vehicles passing their MOT test first time.

Performance decreased slightly from 2020/21 to 2021/22, dropping from a pass rate of 98.5% to 98.08% with two failures experienced in 2021/22 in comparison to one in 2020/21. There were however only 65 tests carried out in 2020/21 due to Covid related suspension of testing, in comparison to 2021/22 where the team prepared and presented 104 vehicles over the same period.

A concise system of quality control has been introduced that sees a vehicle prepared for test then quality checked by a separate engineer prior to test presentation, test failures are reported to the Fleet Operations Manager, investigated with vehicles repaired and retested prior to being put back into service.

DVSA (Driver and Vehicle Standards Agency) figures for national first time pass rate for vehicles is 88.2% - Shown by the black line on the chart. DVSA Earned recognition pass rate requirement is 95%.

Heavy Goods Vehicle test pass rate reported quarterly at OSMT and six monthly to Chief Executive.

*Target set at 100% to reflect our aim that all heavy goods vehicles pass their MOT test first time, this is now being achieved.*

DATA LABEL: PUBLIC

West Lothian Council

**ENVIRONMENT & SUSTAINABILITY POLICY DEVELOPMENT & SCRUTINY PANEL**

**QUARTERLY CLIMATE CHANGE UPDATE**

**REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION**

## A. PURPOSE OF REPORT

The purpose of this report is to present to the Panel the latest quarterly climate change update advising of work undertaken to meet the actions in the Climate Change Strategy.

## B. RECOMMENDATION

It is recommended that the Panel:

1. Note the content of the report,
2. Note the attached quarterly performance update on progress against Climate Change Strategy actions, and;
3. Considers whether a further report on the delivery of Carbon Literacy Training should be presented to a future meeting of the panel.

## C. SUMMARY OF IMPLICATIONS

| | | |
|---|---|---|
| I | **Council Values** | Being honest, open and accountable; making best use of our resources; working in partnership. |
| II | **Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)** | The council is legally bound to comply with duties for public sector bodies within the Climate Change (Scotland) Act 2009. The duties require that the council must, in exercising its functions, act:<br>(a) in the way best calculated to contribute to the delivery of the targets set in or under Part 1 of the Act;<br>(b) in the way best calculated to help deliver any programme laid before the Scottish Parliament under section 53;<br>(c) in a way that it considers is most sustainable.<br><br>The report does not raise any equality issues. |
| III | **Implications for Scheme of Delegations to Officers** | None |

| | | |
|---|---|---|
| **IV** | **Impact on performance and performance Indicators** | Progress on Climate Change Strategy actions will positively contribute to meeting target for P:CMP001_9b.1 Carbon Footprint - Total annual carbon emissions (tonnes CO2e). |
| **V** | **Relevance to Single Outcome Agreement** | Outcome 4 – We live in resilient, cohesive and safe communities.<br><br>Outcome 8 - 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)** | The climate emergency response and achieving net-zero will require significant financial support, particularly capital investment, as well as staff resource from services across the council. Potential for emissions reduction projects to also contribute to revenue savings. |
| **VII** | **Consideration at PDSP** | Quarterly updates are provided to the PDSP. |
| **VIII** | **Other consultations** | None. |

## D. TERMS OF REPORT

### D.1 Background

The Climate Change Strategy 2021-2028 sets out a total of 28 actions under the six outcome areas of Energy, Transport, Waste, Adaptation Resilience & Biodiversity, Land Use & Management and Embedding Climate Change. Progress reports from the council's performance management system are included in each quarterly update. The third of these reports is attached as Appendix 1. Additionally, this report provides updates on the Climate Action Towns project in Blackburn and the Climate Action Hub.

### D.2 Climate Change Strategy

A full Pentana progress report on the Climate Change Strategy (CCS) actions is included in Appendix 1. The CCS is at 50% completion overall. Seven action have been completed to date. These are:

- Publication of the Adaptation Action Plan (completed on 19 April 2022);
- Updating the West Lothian Council Design Standards to reflect net-zero requirements, the new standard will be in place from 1 April 2024;
- Developing the council's carbon literacy training and gaining Carbon Trust accreditation;
- Incorporating climate literacy into the council's corporate induction - the climate change module is now a mandatory induction module;
- Maintaining Level 2 within the Scottish Government's Sustainability Framework Assessment;

- Expanding the West Lothian Climate Forest, which was completed with planting four new “wee forests” in Whitburn, Addiewell, West Calder and Bathgate; and
- Establishing a Fleet Modernisation Working Group.

There are three actions which, while overdue, are close to completion:

- Publication of an updated Local Biodiversity Action Plan. Originally planned for autumn 2022 this has now been revised to winter 2023 due to the original scope being broadened.
- Undertaking a Natural Capital Audit (NCA) of all council landholdings. Due to be completed by winter 2022, the NCA is complete and the final draft is currently being assessed by Ecology & Biodiversity Officers.
- Publication of the EV Infrastructure Plan (EVIP). An update on progress of the EVIP is provided in D.8.

**D.3 Adaptation Action Plan (AAP)**

The first annual report on the AAP is being presented separately to the June meeting of the Panel.

**D.4 Climate Action Town - Blackburn**

The Year 2 Climate Action Towns report has been produced and is included in Appendix 2. The project so far has included a community mapping event assessing local climate literacy, delivering three sessions of Building Stronger Communities Training to the Community Action Blackburn board, carrying out an active travel audit, delivering ideas generation workshops and meeting with council officers to agree next steps. The agreed immediate next steps are:

1. Support the inclusion of climate change focussed actions in the Blackburn Future Plan, working with West Lothian Council community regeneration officer;
2. Expand and involve community groups beyond Community Action Blackburn (CAB), potentially through CAB Steering group refresh or other methods;
3. Work with partners to explore the best scope of work for the next year., and;
4. Continue to convene quarterly meeting sharing project progress with West Lothian Council Officers to share learning and explore scope for development or collaboration.

**D.5 Climate Action Hub**

Meeting was held on 25 April for members of West Lothian community groups who are interested in creating a true bottom-up led approach for a just, fair, thriving and sustainable region. A key outcome from the meeting was the consensus that the Hub should have a physical space as well as a virtual one, and a potential option may be several temporary spaces to hold clinics and events but a permanent virtual space. The meeting decided an agreed vision for the Hub to be a place for:

- Information – sharing between community groups and access to expert help when its needed;
- Co-ordination – a place where efforts can be co-ordinated, whether that’s events, lobbying, finding the strength in lots of voices;

- Education – for ourselves and for our communities – on everything from recycling to inclusion;
- Connection – a chance for us to connect with each other to support each other, and;
- Inspiration – an opportunity to tell our stories and inspire each other to action.

Funding applications for the Hub as a physical, staffed space are open and the deadline for application is September/October with hopes that by December an operational Climate Action Hub will be in place. This project must be a truly bottom-up community led project which is tailored to the community group's needs. As such the council has an advisory and supportive role but is not the lead in this project. The Climate Action Network Coordinator will be carrying out the funding application and the council will assist, where appropriate, through letters of support, sense checking etc., as necessary.

**D.6 Carbon Literacy Training**

The council's Climate Change Officer has undertaken "Train the Trainer" training provided by The Carbon Literacy Project. Carbon Literacy is a term used to describe an awareness of climate change, and the climate impacts of mankind's everyday actions. Carbon Literacy is the knowledge and capacity required to create a positive shift in how mankind lives, works and behaves in response to climate change. Learners who have completed a day's worth of Carbon Literacy learning can be certified as 'Carbon Literate'. Organisations that have a Carbon Literate workforce can be accredited by the Carbon Literacy Project as a 'Carbon Literate Organisation'. This would be beneficial in increase the knowledge and understanding of staff and elected members, resulting in both personal behaviour change and greater mainstreaming of climate action into the council's work. The time commitment required from elected members and senior managers is a total of around 8 hours spread over four sessions, and members are asked to consider whether details of the training programme including outline delivery timescales should be presented to a future meeting of the Panel for discussion.

**D.7 Climate Emergency UK**

Climate Emergency UK is an organisation comprising of volunteers who are undertaking a "scoring" of all UK councils in an attempt to produce a ranking of local authorities. Officers have engaged with the group to provide as much information as possible, however the group's methodology means that only information published on websites, newspapers, FOI requests or public databases like CoInS will be included in their rankings. Information that is not in their preferred format will not be included. Additionally, councils in Scotland, England, Wales and Northern Ireland operate in different administrations where the powers and statutory duties of local authorities regarding climate change differ making comparison difficult. Therefore, there is a possibility that the score given to West Lothian Council will not be reflective of the true progress the council has made. The council continues to report annually to the Sustainable Scotland Network (SSN), the body which manages Public Bodies Climate Change Reporting on behalf of the Scottish Government. SSN is the recognised network through which the council is able to benchmark our performance with other Scottish local authorities.

**D.8 Draft Electric Vehicle Infrastructure Plan**

Significant progress has been made in the development of the Electric Vehicle Infrastructure Plan for West Lothian and an initial draft has been presented to officers for review. While it was anticipated in the last Quarterly Update Report that the draft Plan would be submitted to the June meeting of this Panel, it is now proposed that it will be

presented to the next meeting in September in order to allow officers and Panel members sufficient time to scrutinise the Plan's contents.

## E. CONCLUSION

Progress is being made with the council's internal net-zero commitments in our Climate Change Strategy, as well as progress developing community capacity to reach West Lothian wide net-zero targets. Officers continue to monitor and identify relevant guidance, policy and legislative changes and consider how they will impact on the delivery of the objectives set out in the strategy and officers will include updates in future quarterly reports to the Panel.

## F. BACKGROUND REFERENCES

Climate Change Strategy - West Lothian Council 26 October 2021
https://coins.westlothian.gov.uk/coins/viewDoc.asp?c=e%97%9Di%91oy%8C

The Carbon Literacy Project
https://carbonliteracy.com/

Climate Emergency UK - Council Score Cards
https://councilclimatescorecards.uk/

**Appendices/Attachments:**

Appendix 1 - Climate Change Strategy Pentana Progress Report
Appendix 2 - Climate Action Towns Blackburn Year 2 Report

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**Craig McCorriston**
**Head of Planning, Economic Development & Regeneration**

6 June 2023

# Climate Change Strategy Actions 2022

**Generated on:** 10 May 2023

West Lothian Council

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
|---|---|---|---|---|---|---|---|
| CCS2022A1_A | **Action A1:** The draft West Lothian Climate Change Adaptation Action Plan will be updated and refreshed by March 2022 to take account of recent Scottish Government policy, and the council's 10 Services Units will be re-engaged with to correlate the original actions proposed with current budgets and operations. | Roisin McLaren | | 100% | 31-Mar-2022 | 19-Apr-2022 | The Adaptation Action Plan was approved by council on 19 April 2022. The Adaptation Sub-group has been reconvened and is due to meet quarterly to begin prioritising the 70+ AAP actions and appoint action leads. |
| CCS2022A2_A | **Action A2:** The council will engage with relevant stakeholders and prepare a new ten-year West Lothian Local Biodiversity Action Plan in 2022, focusing on protecting and enhancing habitats and | Eirwen Hopwood | | 90% | 30-Nov-2022 | | Habitats have been mapped, their condition assessed and the benefits they provide have been analysed. Final reports from the consultants have been produced and are being checked. The Ecology and Biodiversity team are now in the process of identifying key partners and collating further information for the written LBAP, for publication in winter 2023. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | joining up green networks | | | | | | |
| CCS2022A3_A | **Action A3:** The council will seek specialist consultants help to determine the location and condition of the peatland resource in West Lothian with a view to encouraging private landowners to apply for peatland restoration grants that will aid carbon sequestration efforts. | Eirwen Hopwood | | 20% | 28-Jul-2028 | | Progress has been made on Black Moss with appointment of a consultant to prepare a woodland management plan, removing trees seeding the bog and restructure the woodland to more suitable species. The intention being that forestry works will begin late winter 2023. |
| CCS2022A4_A | **Action A4:** With approved funding mechanisms the council will implement the actions set out for the West Lothian area in the forthcoming Forth Estuary Local Plan District Flood Risk Management Plan 2022-28. These actions will consider the current understood impacts of climate | Roisin McLaren | | 10% | 28-Jul-2028 | | The Cycle 2 Forth Estuary LFRMP (Local Flood Risk Management Plan) was published in March 2023, see https://www.falkirk.gov.uk/services/council-democracy/policies-strategies/resilience-planning/docs/flooding/03 Forth Estuary Local Flood Risk Management Plan Cycle 2 - 2022-2028.pdf?v=202303080815<br><br>Currently no Scottish Government funding has been allocated to local authorities for Cycle 2 actions. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | change on flood risk, and the development of adaptation planning to manage the long-term impacts of climate change. | | | | | | |
| CCS2022E1_A | **Action E1**: The Council will develop a Local Heat & Energy Efficiency Strategy by 2023, building on the experiences from the work undertaken in the phase 2 pilot and in line with Scottish government guidance. - | Peter Rogers | | 20% | 31-Dec-2023 | | Stage 1 & 2 of LHEES have been completed. LHEES Officer Working Group has been established and meets regularly. Officers have attended Scottish Government LHEES Capacity Building Workshops and officers met with Scottish Government representative on 22nd of May to discuss what support the Scottish Government could provide for LHEES development. |
| CCS2022E2_A | **Action E2:** The council will continue to invest in energy efficiency, renewable energy and other low carbon solutions to reduce our energy consumption and related emissions. We will reduce our emissions in buildings in line with the net-zero targets set out in | Peter Rogers | | 40% | 31-Jul-2028 | | Paper was presented in Feb, update in May. Works schedule to commence summer 2023. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | section 3.2 of the Strategy. | | | | | | |
| CCS2022E3_A | **Action E3:** The council will, as a minimum, achieve the standards set out in the LEIP and BB101 and will implement new standards for net-zero public buildings when introduced. | David Baird; Laura Cameron | | 30% | 31-Jul-2028 | | All new build education buildings being designed to achieve LEIP standards. Awaiting details of net-zero public building standards. |
| CCS2022E4_A | **Action E4:** The council will investigate the implementation of strict energy efficiency standards recommended in The Committee on Climate Change (CCC) report "Reducing emissions in Scotland - 2019 Progress Report to Parliament" and report our findings in 2022. The standards state that new homes must achieve 'ultra-high' levels of energy efficiency consistent | Marjory Mackie; George Smith | | 100% | 31-Dec-2022 | 06-Mar-2023 | New West Lothian Design Standards for new builds incorporate all requirements. Building Standard legislation has also been updated to reflect zero emissions requirements and will be in force from 1st April 2024. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | with a space heat demand of 15-20 kWh/m²/year, a figure similar to the space heating demand of a Passivhaus building. | | | | | | |
| CCS2022E5_A | **Action E5:** The Council will produce a revised and updated Employers Requirements Design Guide for council Housing in 2022/23 as part of the council's pathway to net-zero. | Marjory Mackie; George Smith | | 80% | 31-Dec-2023 | | A full review has been completed of the current West Lothian Design Guide and this now recommended that the initial specification for the heating system should be for a system which produces zero direct emissions at the point of use or low carbon alternative. A further update to the Design Guide will be produced following the report in to the feasibility of homes achieving 'ultra-high' levels of energy efficiency. |
| CCS2022E6_A | **Action E6:** The council will continue to implement renewable and low carbon solutions where technically and financially feasible, will investigate the potential for large scale renewable installations on council owned land and will identify opportunities for the use of new technologies | Peter Rogers | | 30% | 31-Jul-2028 | | Paper was presented in February, update in May. Works schedule to commence summer 2023. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | such as battery technology where appropriate. | | | | | | |
| CCS2022EMB1_A | **Action EMB1**: The council's committee report template will be revised to include explicit consideration of climate change /sustainability consultations and impacts. | Peter Rogers | | 0% | 28-Jul-2028 | | Discussion to be held with Governance Officer to discuss possible solutions. |
| CCS2022EMB2_A | **Action EMB2**: Council officers will facilitate elected member climate change training and awareness raising sessions. Specific web-based resources and materials will be made available | Peter Rogers | | 100% | 28-Jul-2028 | 16-Dec-2022 | Climate Change Officer has attended the Carbon Trust's Train the Trainer Training and the council is now able to deliver Carbon Trust accredited training. Training options will now be reviewed and appropriate training organised. |
| CCS2022EMB3_A | **Action EMB3**: Corporate induction information and online learning module will be updated to reflect most recent information and specific training will be | Roisin McLaren; Peter Rogers | | 100% | 31-Oct-2022 | 13-Dec-2022 | Climate Change corporate induction module has been approved as a mandatory induction module by HR Programme Board. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | developed and delivered where required. | | | | | | |
| CCS2022EMB4_A | **Action EMB4**: The council will maintain Level 2 within the Scottish Government's Sustainability Framework Assessment and will update the Procurement Board on the requirements of Level 3 early in 2022 in order to agree a future position. | Angela Gray | | 100% | 30-Jun-2022 | 15-Aug-2022 | The Procurement Service have maintained Level 2 within the Scottish Government's Sustainability Framework Assessment and provided an update to the Procurement Board regarding the requirements for Level 3. It was agreed that the council will maintain Level 2 for this quarter and provide a further update at next Procurement Board. |
| CCS2022EMB5_A | **Action EMB5**: Further summits involving secondary school pupils, similar to the 2019 session at Howden Park Centre, will be organised by the Community Planning Partnership to gauge the success of various forthcoming climate change related campaigns and seek further views on action. | Susan Gordon | | 10% | 31-Jul-2028 | | As part of work to develop West Lothian's Local Outcomes Improvement Plan (LOIP), partners have come together to identify what the Community Planning Partnership (CPP) can do to progress actions and activity around Climate Change. 'Creating net-zero carbon communities' is one of four pillars for the LOIP, demonstrating the CPP's commitment to prioritising this agenda from a partnership perspective. Partners have been considering what the CPP can bring to this agenda, and what actions should be to take this forward. Through discussions, a significant part of the CPP response is around increasing community resilience around climate change; focusing on how we educate and enable communities to respond to climate change more appropriately and how we educate communities on the consequences of actions on the |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | | | | | | | environment. Raising awareness through developing events involving young people, community members and others to help consider different perspective will be vital to achieving this; we would envisage holding events, like the one held in 2019, as part of this activity. |
| CCS2022LU1_A | **Action LU1:** A Natural Capital Audit of all West Lothian Council landholdings will be undertaken and available by 2022. In association with the new LBAP, this will allow carbon sequestration and habitat improvement projects to be prioritised and progressed with a combination of council capital investment and external grant funding. | Eirwen Hopwood | | 90% | 31-Dec-2022 | | Final NCA report has been produced and is being assessed by WLC officers. |
| CCS2022LU2_A | **Action LU2:** The council will review its current Local Development Plan (2018) on the adoption of the National Planning Framework 4 (which will now incorporate | Craig McCorriston | | 15% | 30-Jun-2026 | | The Development Plan Scheme was approved by Council Executive on 21 March. This sets out the revised timetable for LDP 2. The time table will be:<br><br>Early Engagement Q1 2023 - Q4 2023<br><br>Council approval of the Evidence Report and submissions to |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | Scottish Planning Policy) by the Scottish Government and produce a second Local Development Plan (LDP2) that will focus on sustainable development targeted on brownfield sites close to public transport routes and hubs over new green field land releases. | | | | | | Scottish Ministers Q1 2024<br><br>Gatecheck Q2 2024<br><br>Call for ideas Q3 2024<br><br>Council approval and publication of the Proposed Plan Q2 2025<br><br>Proposed Plan Consultation period Q2 2025<br><br>Submission of Proposed Plan (and a Modification Report if necessary to Scottish Ministers for examination) Q4 2025<br><br>Examination Q4 2025 to Q1 2026<br><br>Adoption Q2 2026<br><br>https://coins.westlothian.gov.uk/viewDoc.asp?c=e%97%9Dj%8Ep%7F%8F |
| CCS2022LU3_A | **Action LU3:** The council will update its Supplementary and Planning Guidance that covers climate change issues, with a spatial | Craig McCorriston | | 0% | 28-Jul-2028 | | This action has not started due to the delay of publication of NPF4. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | element, as new guidance emerges from Scottish Government and to combine it with LDP2. | | | | | | |
| CCS2022LU4_A | **Action LU4:** The council will continue to work with GAT & E&LGT on progressing woodland creation and management, alongside habitat restoration, on public landholdings across West Lothian and seek to secure external grant funding to allow the continuation of a programme of new sites as part of expanding the West Lothian Climate Forest. | Eirwen Hopwood | | 100% | 28-Jul-2028 | 04-May-2023 | The fourth and final planned wee forest was planted in March 2023. |
| CCS2022LU5_A | **Action LU5:** The council will explore voluntary developers' contributions to offset carbon emissions from developments site and support tree planting on council owned sites | Craig McCorriston | | 10% | 28-Jul-2028 | | Will be progressed as part of new LDP, which will progress when Scottish Government publishes NPF4. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | and landholdings that contribute towards the West Lothian Climate Forest and carbon sequestration. | | | | | | |
| CCS2022T1_A | **Action T1**: The Council will continue its work with partners to develop road and passenger transport infrastructure to reduce car use through mechanisms such as the Edinburgh City Region Deal and Bus Partnership Funds. | Gordon Brown | | 10% | 31-Jul-2028 | | Officers continue to represent West Lothian Council on working groups progressing projects through the Edinburgh City Region Deal and Bus Partnership Funds seeking further improvements to road and public transport infrastructure. |
| CCS2022T2_A | **Action T2**: The council will develop a new ATP for the period 2022 – 2027 to replace the existing ATP, involving relevant stakeholders in drawing up its objectives. It will seek to continue to design and implement priority active travel schemes arising from the new strategy using the | Gordon Brown | | 15% | 31-Jul-2028 | | The consultants begin engagement with stakeholders at the end of March, to gather evidence of issues and identify opportunities for improvements that active travel could help address. The information gathered will then be assessed to inform the new ATP for 2022 – 2027. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | council's capital programme as well as externals funding. Non-physical measures will also be pursued. | | | | | | |
| CCS2022T3_A | **Action T3**: The council will develop a new Passenger Transport Strategy to replace the existing strategy involving relevant stakeholders in drawing up its objectives ensuring that it continues to provide sustainable and affordable public transport options. | Nicola Gill | | 0% | 31-Jul-2028 | | The new Passenger Transport Strategy is planned for 2022/23. |
| CCS2022T4_A | **Action T4**: The council will continue to develop the West Lothian Bus Alliance in partnership with its members outlining climate action as a core priority while also prioritising reducing inequalities, helping to deliver inclusive economic | Nicola Gill | | 10% | 31-Jul-2028 | | The West Lothian Bus Alliance has been established and meets on a 2-weekly basis. Transport Consultants Systra Ltd are supporting the Alliance in developing a Strategic Business Case for bus priority improvements on key corridors in West Lothian. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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| | growth, and improving the health and wellbeing of local communities. | | | | | | |
| CCS2022T5_A | **Action T5:** A short term working group has been established from services across the council. The working group will develop a clear and joined up asset management plan which will consider, amongst other issues, the timing and financial impact of fleet replacement, infrastructure requirements and the impacts on service delivery. The group will report early in 2022 | Gordon Brown | | 100% | 31-Mar-2022 | 06-Apr-2022 | Group has met on several occasions and report has been presented to EMT on future fleet requirements. |
| CCS2022T6_A | **Action T6:** The council will continue to signpost individuals and organisations to relevant funding to support the move to electric vehicles and will | Peter Rogers | | 90% | 31-Mar-2023 | | EV Infrastructure Plan presented to PDSP in May, awaiting Council Executive approval. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
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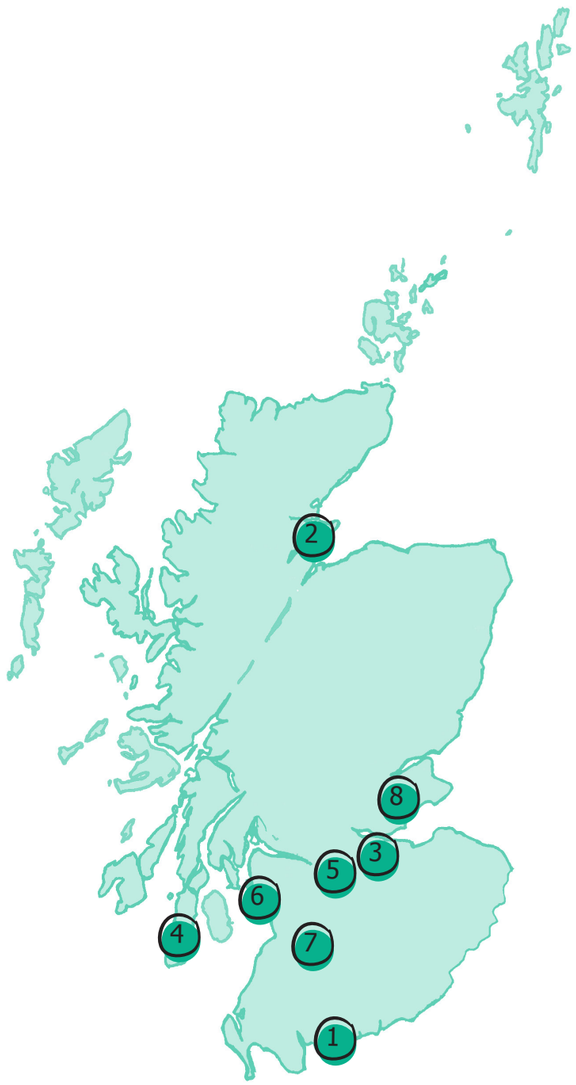
| | work with Transport Scotland and others to develop an EV Infrastructure plan for West Lothian which will be published in summer 2022. As part of this plan, the council will consider the introduction of tariffs for EV charging. | | | | | | |
| CCS2022W1_A | **Action W1**: The council will implement the Twin Stream Recycling Project by mid-2022 and monitor progress following this to determine impact | David Cullen | | 80% | 31-Jul-2028 | | Monitoring of the impact the introduction of a twin stream recycling system is based on the Recycling Quality Strategy which has been ongoing with crews checking and refusing contaminated bins since September 2022, in line with specific guidance. Since implementation of the strategy began the crews have recorded contaminated bins on their in-cab system and in December 2022 the first contamination letter has been sent to properties who have been recorded to have contaminated their blue bin twice in this period of time; letters were sent to 223 properties across West Lothian. The strategy allows for one contamination incident within a 6 cycle (6 month) period without receiving any letter, however on the second contamination incident a letter is sent informing the household that their bin was contaminated and this should be removed before their next collection - no additional collections will take place to empty the contaminated bin. On the third incident within 6 cycles another letter will be sent followed by a visit from an Engagement Officer to provide |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Completed Date | Notes & History Latest Note |
|---|---|---|---|---|---|---|---|
| | | | | | | | further information and on the fourth incident a letter will be sent informing the resident that their bin will not be emptied until the contamination is removed and they can opt to pay (£35) for their bin to be emptied in order that they can start fresh. The first letters sent have allowed for a live test of the process and subsequent review, it is therefore anticipated that in January 2023 the second contamination letter will be sent to those households who have continued to contaminate their blue bins for a third time during the 6-cycle period and letters will be sent to address green bin contamination.<br><br>Contamination has reduced to from previous 71 - 83% contamination in the fully comingled blue bin to 35% in the Containers mix (Green Bin) and has reduced to 40% in the Fibre Mix (Blue Bin). A new contract started during November 2022, so we have not yet received finalised contamination data. |
| CCS2022W2_A | **Action W2:** The council will implement the Zero Waste Towns Project from 2022 to 2023 and monitor progress during and after to determine impact. | David Cullen | | 80% | 31-Dec-2023 | | Three more full audits are planned for Spring 2023. |

A&
DS

# Blackburn

## Climate Action Towns Report
## Year 2
## May 2023




## Locations

1. Annan
2. Alness & Invergordon
3. Blackburn
4. Campbeltown
5. Holytown
6. Stevenston
7. Drongan, Rankinston and Stair
8. Benarty

## Climate Action Towns (CAT)

The Climate Emergency demands urgent action from us all. To protect Scotland from the impacts of climate change, we all need to work together to adapt the ways we live, work, play and move in our cities, towns and villages.

There is much work to be done, but if we do it together, well, and at pace, there are many co-benefits to be had. Action on climate change presents us all with the opportunity to create a Scotland that is a healthier, fairer and more thriving place to live for everyone.

To help realise these ambitions, Architecture and Design Scotland, supported by the Scottish Government, have launched the Climate Action Towns project. Through this we are working collaboratively with local people and organisations in small towns across Scotland to:

- Bring small towns into the climate adaptation conversation, which is especially important considering that half of Scotland's population live in towns;
- Challenge and explore what types of place based action can be taken in small towns, guided by the Eight Principles of a Carbon Conscious Place;
- Explore opportunities to support communities to deliver real change on the ground in areas with historically limited action on climate change;
- Use this work to outline learning for inclusive climate action at a town scale that can be applied in places across Scotland and beyond

In each town A&DS are linking work with existing initiatives to better ensure delivery of identified opportunities, working initially with local authorities and local community groups to identify what these should be.

## Aims in Blackburn

In Blackburn we are working with Community Action Blackburn, The Blackburn Future Group and West Lothian Council to support the inclusion of Climate Change focussed actions in the next iteration of the Blackburn Future Plan.

# Blackburn

Blackburn is a small town in West Lothian, in Scotland's central belt. The town is located near Bathgate and Livingston, and is almost equidistant between Edinburgh and Glasgow.

Blackburn's industrial origins began in the 18th Century with cotton manufacturing. In the 19th century the town developed into a centre for coal mining.

In the early 1960's the British Motor Corporation opened a new vehicle works, which, paired with the relocation of people through the Glasgow Overspill Plan, resulted in the population jumping from 4,300 to 9,000 in 1965. The impact of the closure of the British Leyland plant in 1986 caused numerous issues as the town's population fell to half of the 10,000 it was planned for.

Blackburn is currently classed by Scotland's Towns Partnership as an interdependent to dependent town. This means that Blackburn has a low number of assets in relation to its population. There is some diversity of jobs, but residents generally travel longer distances to get to work, with Blackburn reliant on neighbouring towns including Bathgate, Livingston, Edinburgh and Glasgow for some assets and jobs.

Households

**2395**[1]

Population

**5029**[2]

**4 out of 7 neighbourhoods are ranked in the 20% most deprived in Scotland** [3]

**Percentage of population without a car** [4]

**35%**

1. Scottish Census, 2011
2. Scottish Census, 2011
3. SIMD
4. Scotland's Towns Partnership



# Climate Risk

## Predicted Climate Change Impacts in Blackburn Include[5]...

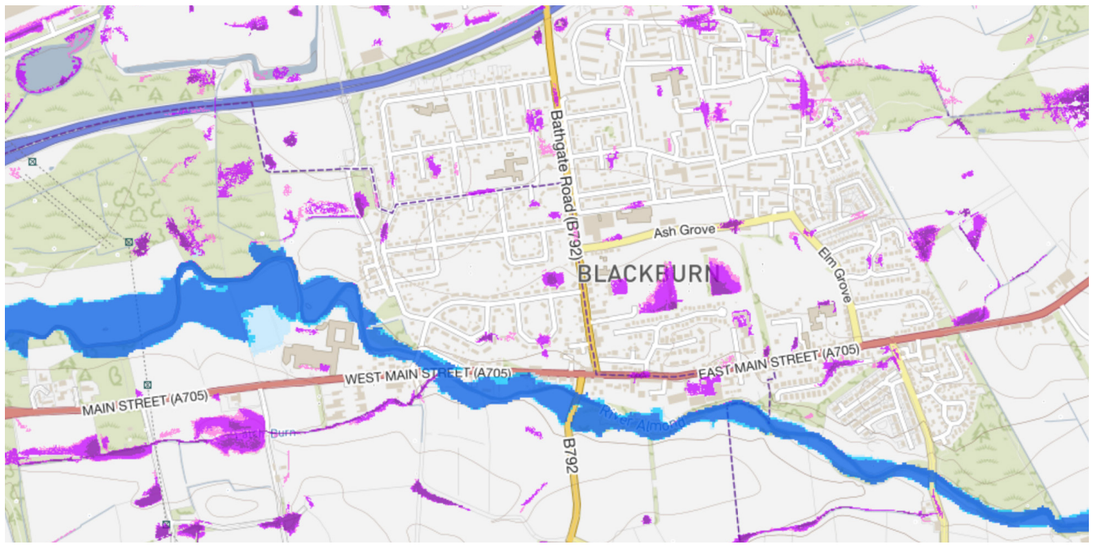
**Increased rainfall will lead to increased surface water flooding from the River Almond**

**Increased frequency of extreme weather events will impact local infrastructure, such as transport, communication, and energy networks**

**Rates of fuel (including extreme) poverty will increase without local energy and heat resilience**

**Increased reliance on local food supply chains**

Current SEPA Flood risk maps note the following flood risks related to River and surface water flooding in Blackburn




**https://map.sepa.org.uk/**

# Overview of Climate Action Towns Activities in Blackburn

**The below summarises activites from September 2022 to April 2023.**

## 1. Community Event

Climate Action Towns contributed to the Community Action Blackburn Community event at Blackburn Partnership Centre on 29th October 2022. Activities included:

- Sharing Climate Action Towns overview animation
- Mapping Blackburn as a Carbon Conscious Place
- Climate literacy quiz

## 2. Building Stronger Communities Training

Community led Climate Action requires strong community capacity in the first instance. To support the activities of Climate Action Towns the Scottish Community Development Centre (SCDC) delivered three sessions of Building Stronger Communities Training to the Community Action Blackburn board between November 2022 and January 2023.

## 3. Connected and Healthy Blackburn with CIB

Between October 2022 and March 2023 we worked with the young people of the Change in Blackburn Committee to explore their interests in a future Blackburn. The Activities summarised on page 8 and 9 included:

- CIB selecting area of focus from three proposals
- Mapping the preferred/ideal route to explore/audit for a healthy and connected Blackburn
- Walkaround active travel, safety and bin audit of Blackburn



## 4. Networks and Connections in West Lothian

We worked to build up networks and connections with other initiatives in West Lothian and Blackburn beyond Community Action Blackburn and the Community Regeneration Officer including: West Lothian Council Climate Change officer, The Larder, Blackburn Sports Club, and SCCAN Network Co-ordinator for West Lothian.

## 5. Idea Generation Workshops - Climate Action

On 23rd November 2022 we delivered ideas generation workshops with the Women's Social Services Group and Change in Blackburn Committee. The purpose of this was to build on ideas for Blackburn that had been generated on the map with more creative ideas. This activity is summarised on pages 10-13

## 6. Next Steps Meeting with West Lothian Council

On 16th March 2023 we met with representatives from West Lothian Council to reflect on work so far and add to opportunities that the Climate Action Towns project can consider moving forward. Meeting Aims

- Summarise and share Climate Action Towns activities in Blackburn to date
- Learn of any updates to West Lothian Council policies or planned delivery of work
- Explore synergies, shared opportunities, and ways of working together going forward
- Agree next steps

# Community Event - Mapping Blackburn as a Carbon Conscious Place

## Community Action Blackburn Event - 29th October

Led by Community Action Blackburn to coincide with Bonfire Night this event brought together community orgainsations, public organisations and fun events. Climate Action Towns set up near the entrance to:

- share the "why we should take collective Climate Action in Scotland's Towns" short animated film.
- Challenge attendees to compete against each other in an online climate literacy quiz
- Map Blackburn with regards to the 8 Principles of a Carbon Conscious Place.

## Mapping Blackburn as a Carbon Conscious Place

We transferred the ideas from the Place Standard exercise to a map of Blackburn identifying:

- **Already doing that here** - existing Climate Action activities being delivered in Blackburn
- **Ideas and Opportunities** for a Blackburn adapted to Climate Change.
- **Barriers** to delivering Climate Action in Blackburn

## The 8 Principles of a Carbon Conscious Place

Attendees were asked to add to the blank cards of the three categories considering the 8 principles of a Carbon Conscious Place. A detailed summary of the prompt questions are included in Appendix 1

1. A place led approach
2. A place of small distances
3. A network of small distance places
4. A place designed for and with local people.
5. A place that re-uses, re-purposes and considers whole life costs.
6. A place with whole and circular systems
7. A place that supports sharing
8. A place designed in time.

## Outcome

Attendees were happy to identify examples of Climate Action already taking place in Blackburn, and were keen to note where they agreed with ideas that other people had already had through placing a sticky dot. Very few identified new ideas or opportunities for Climate Action in Blackburn.

# Climate Action Idea Generation Workshops

Building on from the Place Standard and mapping Blackburn as a Carbon Conscious Place activites this workshop was designed to develop creative ideas for Climate Action. We worked with the Women's Social Services Group and Change in Blackburn Committee.

## Approach

On 23rd November 2022 we worked with Women's Social Services Group, the "recycled teenagers" and the Young People of the Change in Blackburn Committee to play an idea generation game called Crazy 8.

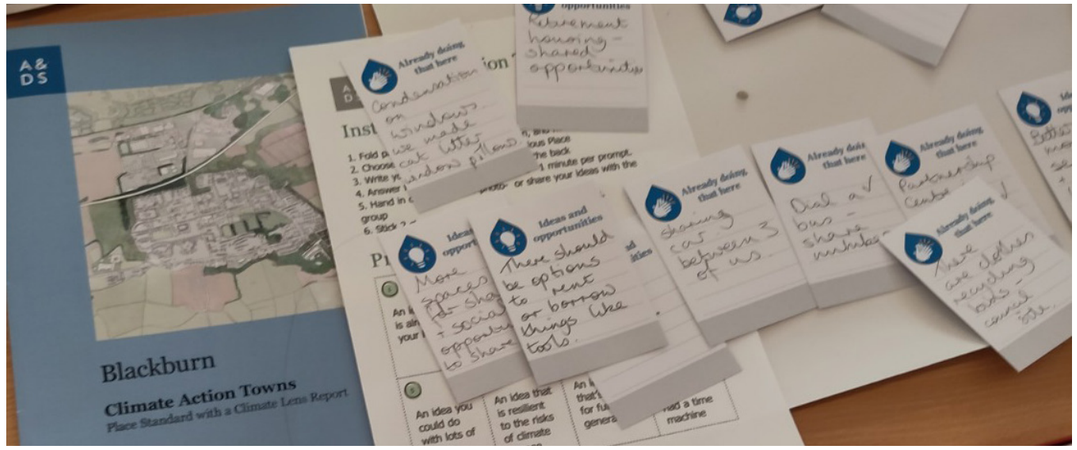
Using the 8 Principles of a Carbon Conscious Place (Appendix 1) as the basis for ideas the participants were then led through the eight prompt questions noted below.

The approach differed for the two groups. For the WSSG we conducted the workshop as a blether, keeping notes of the discussion They also reviewed the map of Blackburn as a Carbon Conscious Place adding their own ideas and observations. The Change in Blackburn Committee noted their ideas down on paper and then shared them with the group afterwards.

## Prompt Questions

1. an idea that is already in your head
2. an idea you could do by yourself
3. An idea you could do with friends
4. An idea you could do with no money
5. An idea you could do with lots of money
6. An idea that is resilient to the risks of climate change
7. An idea that's good for future generations
8. An idea you would do if you had a time machine






## Results

There was great benefit in reframing the ideas in this way and led to much more creative ideas for Climate Action in Blackburn. Encouraging participants to reframe their thinking around the topic and think laterally helped to bring the topics alive, and provided more depth. The blether with the WSSG was also beneficial in identifying elements of Climate Action that already take place in Blackburn.

## Women's Social Services Group Blether

Given the freeform nature of this discussion points raised didn't fit neatly under the question categories but are summaised as follows:

## Climate Actions Already Happening in Blackburn

- The partnership centre is a great shared space
- There are clothes recycling bins at the council site
- We share the car between three of us, we all live on the same street
- Dial a ride is there for people who cannot access the bus service
- The fish man comes on a Thursday morning and evening and also sells bread and pies
- Excess school lunches now go to the retirement community
- West Lothian Foodbank Garden supplies food parcels with fresh fruit and veg
- Community wealth-building principles are used in sourcing supplies for the foodbank
- Tylers family run farm shop delivers on a Friday
- The butchers here is expanding their stock
- I grow strawberries
- the X22 has been rerouted to go to the hospital thanks to campaigning

## Ideas and Opportunities

- More shared spaces for social opportunities and sharing ideas.
- A community bus would be good.
- There should be a charity shop here so we can re-use things locally
- There should be a swap shop here
- A local handyman able to fix things would be good
- A bakery would be great
- A cafe would be good, shared spaces to socialise are needed
- We should be able to buy individual fruit and veg to avoid waste and excess packaging
- We could have a community garden space at the Bield retirement community. There should be better and more services locally then we wouldn't use the bus as much
- Buses should be more frequent, the 21 is now one an hour.

# Change In Blackburn Committee Climate Action Ideas

## 1 An idea that is already in your head...

- Make sketchy streets safer with more lights, have shops in walking distance of your house
- More shops close to home, have schools and pharmacies closer to home
- Better lighting
- Reuse the old doctors, and the area where the old community centre was.
- Reuse the old health centre building, retain the structure but populate with new business and community groups and old library in the mill centre.

## 2 An idea you could do by yourself...

- Take public transport - less fuel will be used but more people get around
- Help clean up the area, recycle at home
- Put litter in a designated area, recycling in your home and encourage friends
- Go outside, make things from recycled stuff and print less
- Help with litter picking, share issues on the internet and social media
- Photograph issues on paths and send to councillors, campaign for better things

## 3 An idea you could do with friends

- Work with friends to campaign the bus companies, for things like bigger and sturdier bus shelters, and safer paths
- Recycle things into different categories
- Volunteer with friends to clean up the area. Teach others about ways to help.
- Organise occasional litter pick
- Make leaflets to encourage recycling, volunteer at a community garden or charity event, put rubbish in the bin
- Volunteer

## 4 An idea you could do with no money...

- Re-use plastic tubs from the chinese
- Wrap up rather than heating
- Recycle, volunteer, litter clearup
- Make things with recycling, plan things, litter picking
- Share these ideas with people, spread awareness of the issues
- Talk about Blackburn, join community events
- Use benches to place leaflets and stickers

## 5 An idea you could do with lots of money

- Spend money on schools, spend money on pharmacies, better lighting, fix bins
- West Lothian train network
- Make more cycle paths,
- Open shortcut to Daisyhill Road
- Add more recycle bins, redo the mill centre and add more affordable shops, redo the old doctors.
- Use empty buildings for youth and community projects
- Reuse unwanted stuff to make Blackburn better. Energy efficient houses, make better quality non-plastic items, refurbish Blackburn
- Add more stuff to the park. More shops
- Redo the whole of Blackburn, add better shops, create support groups re-use buildings for shops, do more for charity

## 6 An idea that's resilient to the risks of Climate Change

- Fix the roofs at the partnership centre and St Kents, issues with leaks/flooding
- Solar panel the main public buildings
- Fix the St Kents roof and fix the bus stops
- Solar panels. Fix public places so they are used better
- Big grassy hills at the parks, dipped paths and roads
- Better drains and drainage
- Clean up the woods, fix shortcuts
- Build a mill for power from the river
- Better drainage

## 7 An idea that's good for future generations...

- Trees planted to represent every generation, with names
- Keep places like the partnership centre, more places for free activities, and more things in the park
- Improve cycle paths/have more lights. Make more nice places to walk and do things
- Better care for plants, better care for paths
- Community orchard

## 8 An idea you would do if you had a time machine

- Go back in time to warn everyone of climate change
- Stop people from leaving the woods to rot, tell people not to make plastic bins they explode with fire
- Insulate all buildings properly at the point of build
- Make bigger bus stops at both sides of the road
- Stop the park close to Murrayfield Primary from not being a park
- Go back and educate people about climate change
- Prevent the building of nuclear power station
- Go back in time and tell people to take care of the planet. Tell climate horror stories to pursuade people to save earth.

# Community Ideas for Climate Action in Blackburn

Information sourced from the Place Standard and Ideas generation workshops

We could have a community garden at the Bield Retirement Community

There should be a community orchard

The large public buildings like the Partnership Centre and St Kent's should be fitted with solar panels

There should be a charity shop or swap shop here so we can re-use things locally

Better woods, better green spaces, better care for plants

We should be able to buy individual fruit and veg to save waste and avoid plastic packaging

A local handyman service would be good

More bird boxes

Trees, flowers and more grassy areas would imrpove the area

Re-use the old buildings like the doctors surgery

Create more cycle paths

Re-open the shortcut to Daisyhill Road making it easier to walk around

Generate power from the river

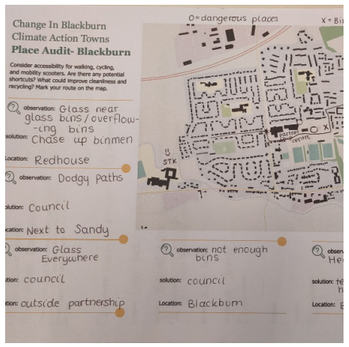
Make recycling easier, if facilities were closer people wouldn't need to drive - bins to recycle and donate clothes

More bikes, and opportunities to park a bike in Blackburn

Make the bus shelters bigger and resilient to more rainfall as a result of climate change

A community bus or dial-a-bus would be good

# Healthy and Connected Blackburn



Architecture and Design Scotland were invited to work with the Change in Blackburn Committee to Explore a Future Blackburn adapted to Climate Change. Change In Blackburn Committee is made up of 11-17 year olds who were previously class reps in the upper years at primary school.

## Identifying scope

The first session identified the scope of the work. We proposed three different areas of work to focus on and the young people voted on which on they would like to explore.

**1. Mapping a Carbon Conscious Blackburn -** learn about the 8 principles of a Carbon Conscious Place and map how these are being or could be delivered in Blackburn.

**2. Future Blackburn** - use the three horizons tool to think about Blackburn now, the Blackburn we want and then plan the route/actions to get from one to the other.

**3. A Healthy and Connected Blackburn -** Building on Place Standard findings, how easy is Blackburn to get around? Let's go out and survey, bringing our findings into a map.

The young people selected the **option 3** to explore and map Blackburn as a healthy and connected place.

## Activity 1 - Mapping a Route

On October 5th 2022 using a map of Blackburn CIB identified key areas they liked to visit, and in doing that identified a key route through Blackburn that would be ideal to be accessible for active travel. The main points on the route for them were King George V Park, The Mill Centre, the Partnership Centre and Peat Moss. This route connects two key areas of greenspace with key services.

## Activity 2 - Place Audit

Following the long winter on 8th March 2023 we were able to start auditing the route from the Partnership Centre to Peat Moss. participants gathered evidence of issues and noted these on the map.

## Next Steps

Accessibility, active travel and getting around have been seen as priotities across Blackburn possible next steps for this work are:

- Connect this work with other groups and areas of work under the Blackburn Future Plan.
- Explore the route on the other side of Blackburn
- Support CIB to develop a map of potential changes to Blackburn that would support health and activity.

## Building a Stronger Blackburn Training

Community-Led Climate Action, like any community action needs strong community capacity. Architecture and Design Scotland partnered with Scottish Communities Development Centre (SCDC) to tailor their Building Stronger Communities training to support community organisations across the Climate Action Towns.

In Blackburn it was recognised that Community Action Blackburn as the community anchor organisation would benefit from the training to focus on the delivery of their work which in turn would support their capacity in the future to deliver on climate change projects. It was recognised that the Building Stronger Communities training would be an opportunity for CAB to review their areas of focus and plan for the future.

The sessions delivered between October 2022 and January 2023 were as follows:

- Taking stock
- Community organisational strengths
- Skills and equalities
- Involvement and future visioning

## Opportunities identified to support Climate Action in Blackburn

The third session focussed on delivery mechanisms for community action in Blackburn namely, CAB, the Blackburn Future Plans and how those link with Climate Action Towns. The following opportunities to support delivery of climate action in conjunction with wider areas of work were discussed with the potential opportunities identified below:

Community aspirations for climate actions in Blackburn gathered in Climate Action Towns report.

Climate actions incorporated throughout the Blackburn Future Plan headings where relevant.

It was suggested that reforming the Community Action Blackburn steering group would be a strong mechanism to support the delivery of actions in the Blackburn Future Plan.

Which would include the delivery of climate actions shared by a number of groups or initiatives.

## Blackburn Climate Action Towns Next Steps Meeting

The Climate Action Towns Next Steps Meeting was held on 16th March 2023 and brought together Architecture and Design Scotland and officers from West Lothian Council to share activities and learning from Climate Action Towns in Blackburn to date.

The main aims of the meeting were to:

- Summarise and share Climate Action Towns activities in Blackburn to date
- Learn of any updates to West Lothian Council policies or planned delivery of work
- Explore synergies, shared opportunities, and ways of working together going forward
- Agree next steps

The meeting was attended by representatives from West lothian Council representing the following areas of work:

- Community Regeneration
- Climate Change
- Planning
- Road and Transport/ Active Travel
- Biodiversity

Quarterly follow up meetings have been scheduled for 2023.

## Opportunities to work Together Identified

West Lothian Council representatives shared new work, policies in development and potential opportunities.

Key Shared Opportunities between Climate Action Towns and West Lothian Council work are:

CAT to work with Community Regeneration team to support inclusion of Climate Actions in the Blackburn Future Plan

Potential to work with Climate Change, Community Regeneration at WLC and the Climate Hubs network co-ordinator to share learning with community groups of types and parameters of Climate Action projects.

Opportunity for CAT to support the Active Travel consultation in Blackburn in summer 2023

Biodiversity opportunities in Blackburn were identified based on community suggestions including: the development of Raingardens, Community Orchard, the Boulder Garden edible Walkways.

# Potential Areas for Focus 2023/24

**The following activities represent a number of areas of focus that could be taken in the third year of Climate Action Towns in Blackburn requiring discussions with partners to agree key areas of focus.**

## A Healthy and Connected Blackburn

Build on this work with the Change in Blackburn Committee to develop a map of the town and identify areas for improvement with regards to active travel, getting around, walking, recreation and play. This could key in with the delivery of the Blackburn Future Plan and funding applications from organisations such as Sustrans or Paths for All could be explored. If a map is developed there is potential to explore the development of a Local Place Plan for Blackburn.

## Refreshed Blackburn Steering Group

Climate Action needs collective action, the Community Action Blackburn steering groups which brought together representatives from schools, community group and other organisation represents a strong mechanism to support the delivery of the actions on the Blackburn Future Plan. There is an opportunity now, post-covid to refresh the steering group. It is also a mechanism that other Climate Action Towns could learn from.

## Support Delivery of Climate Focussed Actions in the Blackburn Future Plan

Due to be published in May 2023 there is scope to explore the delivery of small scale actions within the plan - creating a delivery plan for some of the climate actions for Blackburn and scoping capacity and funding to deliver. One example which has been discussed is the review and refresh of the Boulder Garden.

## Community Climate Literacy Activities or Events

In Blackburn Climate Action Towns activities to date have focussed on working with specific groups towards identifying potential Climate Actions to incoporate in the Blackburn Future Plan. There is now opportunity to focus more widely on the topic of climate change, adptation and climate literacy with events locally, potentially to tie in the community literpicking day and CAB events or summer programme.

## Support Community  Groups in Blackburn to Embed Climate Action into Their Work

Starting with working with Community Action Blackburn Board this is an opportunity to re-run Climate Action Towns activities with certain community groups in order to embed climate literacy and ideas for Climate Action into their work in the support of future work delivery and funding applications.

## Community Climate Action Toolkit West Lothian

It has been recognised in discussions with West Lothian Council Community Regeneration and Climate Change officers that community groups are often putting forward projects for funding applications that meet the parameters of Climate Action but don't recognise that. There is potential to work collaboratively to develop guidance or a toolkit which could support community groups across West Lothian moving forward.

# Conclusion

Blackburn is a compact town which should support walking and cycling easily. With strong community organisations there is the framework to incorporate acting on Climate Change along with existing community projects and initiatives.

This work has developed an understanding of the aspirations of the people of Blackburn mainly around getting around easily, promoting active travel, improved public transport and strengthening the availability of shops and services that support fresh food, re-using existing assets and recycling materials and improving existing greenspace and access to it.

The next year of Climate Action Towns will work with groups to explore mechanisms for delivery of the Climate Actions identified in the Blackburn Future Plan.

## Next Steps in Blackburn

### The immediate next steps are to...

1. Support the inclusion of climate change focussed actions in the Blackburn Future Plan, working with West Lothian Council community regeneration officer.
2. Expand involved community groups beyond Community Action Blackburn, potentially through CAB Steering group refresh or other methods.
3. Work with partners to explore the best scope of work for the next year based on suggestions on page 20 and 21.
4. Continue to convene quarterly meeting sharing project progress with West Lothian Council Officers to share learning and explore scope for development or collaboration.

# Appendix I
# 8 principles of a Carbon Conscious Place Prompts

## 1. A Place Led Approach

Understanding, appreciating and working with existing assets, the surrounding landscape and the place identity. Using the right type of intervention, at the right stage, scale and location.

- What's your favourite place in the town? Mark it on the map.
- What are the qualities unique to your place that you can build on?
- Are there any existing local initiatives that can support making change?

## 2. A Place of Small Distances

Is about creating complete and self-sufficient neighbourhoods with everyday/night services and facilities within a short walking or cycling distance.

- Do you have key services within a 10 minute walk of your house? school, greenspace? small shop? pharmacy?
- Is your town centre varied, offing a number of services? Is it accessible?
- What are the opportunities for walking and cycling? What would make it easier?

## 3. A network of Small Distance Places

Is about connecting complete neighbourhoods to provide a network of places that support greater self-sufficiency and low carbon living.

- What services do you need outwith the town? college? hospital? can you get there without a car? What would make this easier?
- How convenient are bus and train connections? what are the barriers and what could improve?
- Are there journeys you would like to make but are unable to?

## 4. A Place Designed for and with Local People

Is about placing people's needs at the centre of decision-making, service provision and investment and ensuring they are actively involved in key stages of the design process.

- Do you feel you have a say in decisions regarding your town?
- How would you like to influence decisions or make a difference in your town?
- Are there barriers for local people to make changes they want to see? What do you think is needed?

## 5. A Place that Reuses, Repurposes and Considers Whole Life Costs

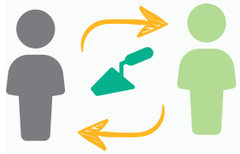
Retrofitting existing structures and brownfield sites first, considering embodied carbon. Adding planting to existing hard infrastructure to support climate adaptation. Considering the cost of the entire lifecycle of a structure.

- Can you identify good examples of re-use and refurbishment in your town?
- Are there any buildings or derelict land in need of a new use? any ideas what it could be?
- Are there any barriers to refurbishment?

## 6. A Place with Whole and Circular Systems

Enhancing, repairing and joining up the different systems which support a healthy, carbon conscious place.
Consider:

- local food networks, and food growing
- heat and energy networks
- green and blue infrastructure - rivers, water, parks and greenspace
- Biodiversity and habitat
- Waste
- Transport
- Housing and social systems



## 7. A Place that Supports Sharing

Supporting the sharing of assets and services in places to enable lower carbon living and connect people to their neighbourhoods.
Consider:

- tools
- vehicles - bikes, cars and buses
- community buildings and facilities
- items - swap shops, school books, school uniform
- clothes and textiles

## 8. A Place Designed in Time

Ensuring the place planning and delivery process considers the dimension of time. This includes creating long term visions as well as using short-term approaches to test out interventions.

- Are there long term visions for your town? Is there a plan you can input to?
- Are there long term partnerships?
- Are there short term projects that could be easily actioned?
- what should a long-term future for your town include? think about 30, 40, 50 years time.

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DATA LABEL: PUBLIC

West Lothian Council

**ENVIRONMENT & SUSTAINABILITY POLICY DEVELOPMENT & SCRUTINY PANEL**

**ADAPTATION ACTION PLAN ANNUAL PROGRESS UPDATE**

**REPORT BY HEAD OF PLANNING, ECONOMIC DEVELOPMENT & REGENERATION**

## A. PURPOSE OF REPORT

The purpose of this report is to present to the Panel the first annual report on progress against the council's approved Adaptation Action Plan.

## B. RECOMMENDATION

It is recommended that the Panel:

1. Note the content of the report, and;
2. Note the attached performance report on progress against Adaptation Action Plan actions.

## C. SUMMARY OF IMPLICATIONS

| | | |
|---|---|---|
| **I** | **Council Values** | Being honest, open and accountable; making best use of our resources; working in partnership. |
| **II** | **Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)** | The council is legally bound to comply with duties for public sector bodies within the Climate Change (Scotland) Act 2009. The duties require that the council must, in exercising its functions, act:<br>(a) in the way best calculated to contribute to the delivery of the targets set in or under Part 1 of the Act;<br>(b) in the way best calculated to help deliver any programme laid before the Scottish Parliament under section 53;<br>(c) in a way that it considers is most sustainable.<br><br>The report does not raise any equality issues. |
| **III** | **Implications for Scheme of Delegations to Officers** | None |
| **IV** | **Impact on performance and performance Indicators** | None |

| | | |
|---|---|---|
| **V** | **Relevance to Single Outcome Agreement** | Outcome 4 – We live in resilient, cohesive and safe communities.<br><br>Outcome 8 - 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)** | The climate emergency response and achieving net-zero will require significant financial support, particularly capital investment, as well as staff resource from services across the council. Potential for emissions reduction projects to also contribute to revenue savings. |
| **VII** | **Consideration at PDSP** | Updates are provided to the Environment & Sustainability PDSP as part of quarterly climate change updates. |
| **VIII** | **Other consultations** | None. |

## D. TERMS OF REPORT

### D.1 Background

Climate change adaptation means altering our behaviours and systems, to protect lives, services and the environment from the current and future impacts of climate change. This differs from climate change mitigation which focuses on preventing or reducing impacts from occurring at all by reducing greenhouse gas emissions. Adaptation is necessary because even if society stopped emissions today, global warming would continue to happen for at least several more decades, if not centuries, due to the long residual effect of many greenhouse gases. Therefore, in addition to a set of targets which outline the council's route to net-zero emissions, the council has an Adaptation Action Plan which outlines how the council will continue to provide services in a post warming world.

### D.2 Adaptation Action Plan

The Adaptation Action Plan 2022-28 (AAP) was approved by Council Executive on 19 April 2022. An Adaptation Sub-group of officers from a range of service has been reconvened and meets each quarter. The AAP's actions have been input into the council's performance management system and responsible officers are being assigned where possible. Progress reports are included in each quarterly climate change update and an annual report is submitted every year. This is the first annual report. A full Pentana progress report on the AAP actions is included as Appendix 1. There is a total of 64 actions in the AAP split across seven themes:

**Theme 1) Communities:** Action to increase resilience promotes equality and supports increased community resilience.

**Theme 2) Business & logistics:** Businesses are informed and enabled to increase resilience, benefit from opportunities and develop strong business continuity plans.

**Theme 3) Built environment:** Our council homes and buildings are efficient, sustainable and resilient to the impacts of climate change.

**Theme 4) Natural environment:** Our natural environment is protected from climate impacts and plays a vital role in helping increase resilience.

**Theme 5) Transport and travel:** Our transport networks are increasingly resilient; excellent communication with road users limits disruption and prevents unnecessary travel during severe weather.

**Theme 6) Partnerships, knowledge and skills:** We work in partnership to build an adapting, climate resilient West Lothian.

**Theme 7) Strategic planning and investment:** Our land use, capital investment and financial planning decisions support resilience to climate impacts both now and in the future

Currently the AAP is at 21% completion overall on Pentana. Nine actions have been 100% completed These are:

1. **Ensure Employer's Design Requirements are included in council building design and are further strengthened to include climate change.** Employer's Design Requirements have been updated and require all new build council houses to achieve Sliver Active building standard.
2. **Flood risk assessments (FRA) completed for non-domestic premises owned or leased by the Council.** Property Management (Education, Community Services, Facilities) funded a strategic flood risk assessment for council owned non-residential properties in 2015 based on Cycle 1 (2016 – 2022) data.
3. **Use Adaptation Scotland "Climate Just" resources, including flood risk disadvantage mapping, to identify locations and groups who may be disproportionately impacted by climate change within West Lothian.** Flood risk disadvantage mapping is used by SEPA for the National Flood Risk Assessments (NFRA) which inform the Council's flood risk target areas. SEPA update the NFRA for every 6-year flood risk management cycle. The current NFRA was produced in 2018, the next NFRA is due in 2024.
4. **Ensure climate disadvantage is addressed through: Flood Risk Management actions plans; Community Resilience Planning; WL Open Space Plan (Reviewed 2021); and Regeneration and link to new Local Outcome Improvement Plan reviewing SOA.** Completed Cycle 2 (2022 – 2028) Action. Each of the Council's actions within its Local Flood Risk Management Plan includes a Social Score which is based on the percentage of the community at risk of flooding and the social flood disadvantage index. This is revised every 6-year flood risk management cycle.
5. **As part of Ecosystems Approach, involve all stakeholders in decision-making, auditing and design / management of open spaces.** Open Space Officers have incorporated the Ecosystems Approach into their park auditing tools. Members of the public are being asked to also use these auditing tools during public consultations.
6. **Identify and communicate costs and impacts associated with flooding, water ingress and damage caused by severe weather events as well as high winds and storms.** SEPA assesses the Annual Average Damages (AAD) resulting from river and surface water flooding within the Council's priority areas. Post flood reviews are produced by the Council's Flood Risk Management team following significant flood events.
7. **Assessment of the performance of existing flood protection schemes in Broxburn (Brox Burn) and Linlithgow (Mains Burn).** Assessment of the current performance of the council's 2 existing flood protection schemes has been included as actions in the Cycle 2 (2022 – 2028) local flood risk management plan.
8. **Understanding and assessing risk of disruption from fallen trees on strategic highway corridors. Gathering evidence of past impacts to assess current and future risk of tree fall.** Roads have reviewed road closures due to tree and found six

instances on the Scottish Road Works register. Due to the small number of instances and the short period of the closures; disruption from fallen trees was not considered to be a significant risk. The ongoing programme to identify and remove diseased ash trees will mitigate a lot of the possible risk of trees falling on the road network.

9. **Develop internal strategic outline business case (SOBC) for addressing flood risk as part of roads investment projects. Update Roads SOBC Template for next round of capital investment.** SOBC's were revised 2021 - 2022.

There are no overdue actions. There are a number of actions that have not yet been started, several of these are due to delay in the publication of the Scottish Government's National Planning Framework 4 (NPF4).

## E. CONCLUSION

Progress is being made with increase the council's and communities' resilience to the effects of climate change. Officers will continue to meet and to progress these actions and include updates in future quarterly reports to the Panel.

## F. BACKGROUND REFERENCES

Climate Change Adaptation Action Plan - West Lothian Council 19 April 2022
https://coins.westlothian.gov.uk/coins/viewDoc.asp?c=e%97%9Di%94my%8F

**Appendices/Attachments:**

Appendix 1 - Adaptation Action Plan Pentana Progress Report

**Contact Person:**
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**Head of Planning, Economic Development & Regeneration**

6 June 2023

# Adaptation Action Plan Report

**Generated on:** 10 May 2023

West Lothian Council

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
|---|---|---|---|---|---|---|---|
| AAP2022BE1_A | Monitor the effectiveness of planned maintenance and repairs to council housing using Open Housing Integrated Management (OHIM) System. | George Smith | | 10% | 31-Dec-2028 | | This action is currently under discussion regarding the Capital Programme considering the issues in the decision making, especially with works to bring the stock up to EESSH2 standards. |
| AAP2022BE10_A | Gather examples on costs of climate impacts, learning and incorporate into future plans. | SOA13_Climate Change Policy Officer (Peter Rogers) | | 5% | 31-Dec-2028 | | The process of gathering examples of climate impacts is always on going. Officers may look at formally updating the Local Climate Impacts Profile at a later date. |
| AAP2022BE2_A | Analyse energy consumption information to increase understanding of relationship between temperature and energy consumption and use this information to inform maintenance, repairs and | George Smith | | 10% | 31-Dec-2028 | | This action is currently under discussion regarding the Capital Programme considering the issues in the decision making, especially with works to bring the stock up to EESSH2 standards. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | communication with customers. | | | | | | |
| AAP2022BE3_A | Ensure Employer's Design Requirements are included in council building design and are further strengthened to include climate change. | George Smith | | 100% | 31-Dec-2028 | 05-May-2023 | Employer's Design Requirements have been updated and require all new build council houses to achieve Sliver Active building standard. |
| AAP2022BE4_A | Promote "*Residential Design Guide - Sustainability Matrix for Sustainable Design Guidance*". | SOA13_Head of Planning, Economic Development and Regeneration (Craig McCorriston) | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022BE5_A | Develop and implement sustainable construction guidance and policy. | Laura Cameron | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022BE6_A | Analyse causes and costs of weather-related maintenance, repairs and retrofitting to increase understanding of impacts. Use findings to | Ross Macdonald | | 0% | 31-Dec-2028 | | No progress to date. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | inform changes to maintenance and repairs, improvements to design and investment in major retrofit and new build programmes. | | | | | | |
| AAP2022BE7_A | Policy & guidance developed including sustainability matrix & sustainable design guidance to ensure climate changes impacts, (e.g.; flood risk), are factored into feasibility studies, design processes & business cases for all construction services (including those delivered externally e.g. Hub Co). Ensure policy, guidance & design requirements developed setting out how climate change should be factored into design processes are used & | Laura Cameron | | 0% | 31-Dec-2028 | | No progress to date. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | implemented. | | | | | | |
| AAP2022BE8_A | Increase understanding of the risk of overheating and effects of dampness and cold on health impacts through risk assessment on climate change impacts on health and well-being issues related to council's non-domestic and domestic properties. | SOA13_Climate Change Policy Officer (Peter Rogers) | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022BE9a_A | Gather data to increase understanding and communicate the impact of current measures on council domestic and non-domestic properties and identify future measures. | Ross Macdonald | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022BE9b_A | Develop case studies that demonstrate benefits of design and value-added | Laura Cameron | | 0% | 31-Dec-2028 | | No progress to date. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | engineering that helps reduce climate impacts and delivers social and economic benefits as a result, (e.g., retrofit to Civic Centre and new West Calder High School design). Collate learning from past experiences of missed opportunities and consequences. | | | | | | |
| AAP2022BL1_A | Understand needs of logistics and storage & distribution business functions to identify information needed to increase understanding of severe weather-related risks and identify actions to increase resilience. | Kenneth Brown | | 10% | 31-Dec-2028 | | Roads have met with Tesco to understand the scale and complexity of their operations. Roads have also mapped the locations of logistics hubs in West Lothian. |
| AAP2022BL2_A | Flood risk assessments (FRA) completed for non- domestic premises owned or leased by the Council. | Roisin McLaren | | 100% | 31-Dec-2028 | 09-May-2023 | Property Management (Education, Community Services, Facilities) funded a strategic flood risk assessment for council owned non-residential properties in 2015 based on Cycle 1 (2016 - 2022) data. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| AAP2022BL3_A | Existing Local Development Plan (2018) policies promotes sustainable urban drainage systems (SUDS) and green space is implemented into the development of new commercial and industrial units, as well as redevelopment of traditional older industrial estates. The April 2019 'Flooding & Drainage' Supplementary Guidance is to be updated and LDP 2 advanced. | SOA13_Head of Planning, Economic Development and Regeneration (Craig McCorriston) | | 0% | 31-Dec-2028 | | Will progress with new Local Development Plan. |
| AAP2022BL4_A | Communicate opportunities for business innovation support to develop products and services that support resilience and opportunities for businesses to apply for recognition, for | Roisin McLaren | | 10% | 31-Dec-2028 | | Business Gateway continue to promote the Vibe awards on council social media platforms (Invest Linkedin) and will continue to promote products, services, and awards to businesses as part of the marketing strategy. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | example "*Climate KIC*", or the Scottish Business Environment awards (VIBES). | | | | | | |
| AAP2022BL5_A | Advice on minimising flood risks, such as Adaptation Scotland's "*Climate Ready Business Guidance*", or severe weather alerts, is actively provided to businesses. | Roisin McLaren | | 10% | 31-Dec-2028 | | Officers have recently updated the business continuity advice for third sector and businesses - linking to all Ready Scotland and WL Business Gateway. Additionally, Climate Ready Business Guidance has been linked and Business Gateway contacted to add this guidance as well. |
| AAP2022C1_A | Use Adaptation Scotland "Climate Just" resources, including flood risk disadvantage mapping, to identify locations and groups who may be disproportionately impacted by climate change within West Lothian. | Roisin McLaren | | 100% | 31-Dec-2028 | 24-Jan-2023 | This action is complete. Flood risk disadvantage mapping is used by SEPA for the National Flood Risk Assessments which inform the Council's flood risk target areas. SEPA update the NFRA for every 6-year flood risk management cycle. The current NFRA was produced in 2018, the next NFRA is due in 2024. |
| AAP2022C10_A | Work with community groups to promote a sense of ownership and support them to make | Wiktoria Cook | | 10% | 31-Dec-2028 | | Open Space Officers trialling a range of different forms on community engagement to assess most positive and engaging methods and build better relationships between WLC - Community - Open Spaces. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | physical improvements to their local greenspaces. | | | | | | |
| AAP2022C11_A | Blackburn 'Climate Action Town' – pilot project via Architecture & Design Scotland (A&DS) funded by Scottish Government. | Roisin McLaren | | 30% | 31-Dec-2028 | | The Year 2 Climate Action Towns report has been produced. The project so far has included a community mapping event, assessing local climate literacy, delivering three sessions of Building Stronger Communities Training to the Community Action Blackburn board, carrying out an active travel audit, delivering ideas generation workshops and meeting with council officers to agree next steps. |
| AAP2022C2_A | Develop briefing materials exploring factors affecting climate disadvantage and identifying vulnerable areas or groups within the county. Use to brief relevant Council Services and partner organisations and for engagement with wider West Lothian community to show savings or benefits to communities about taking adaptation action. | Roisin McLaren | | 50% | 31-Dec-2028 | | Climate trends, impact of increased landslides, flooding, damage to infrastructure (Storm Arwen)<br><br>Ready Scotland materials for simple steps households can take to stay informed, help themselves and get support during any emergency. SG considering emphasis to be more on resilient homes rather than communities after the Storm Arwen experience.<br><br>Scottish Government Persons at Risk Database – tool for health boards to share information with local authorities about vulnerable people which would build on our existing mechanisms for identifying vulnerable people – progressing again after resources diverted elsewhere during pandemic. National data sharing agreement being developed with NHSS to allow local authorities to access this information, and use mapping functions. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| AAP2022C3_A | For Council Housing and other commercial property further develop tenant's insurance scheme - assess the issues and consider uptake and information required. | George Smith | | 0% | 31-Dec-2028 | | This action has not started yet. |
| AAP2022C4_A | Develop briefings for West Lothian communities as to what community resilience on climate change issues means and what resources communities can access. Promote through sustained engagement with communities. | SOA13_ Community Planning Development Officer 1(Susan Gordon) | | 10% | 31-Dec-2028 | | This will be part of actions of the LOIP which is currently being developed by the Community Planning team. |
| AAP2022C5_A | Ensure climate disadvantage is addressed through:<br><br>Flood Risk Management actions plans;<br>Community Resilience Planning;<br>WL Open Space Plan | | | 100% | 31-Dec-2028 | 24-Jan-2023 | Completed Cycle 2 (2022 - 2028) Action. Each of the Council's actions within its Local Flood Risk Management Plan includes a Social Score which is based on the percentage of the community at risk of flooding and the social flood disadvantage index. This is revised every 6-year flood risk management cycle. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | (Reviewed 2021);<br><br>and<br>Regeneration and link to new Local Outcome Improvement Plan reviewing SOA. | | | | | | |
| AAP2022C6_A | Green infrastructure (e.g.; active open space and structural landscaping to absorb C02) and sustainable urban drainage systems (SUDS) included in new housing developments ensure equitable access for all (open space should meet the needs of all users and be accessible for wheelchair users and those with physical disabilities). | Stephen Lovell | | 80% | 31-Dec-2028 | | All new housing developments are required to have SUDS. Green space is site by site however a minimum of a pocket park per 10+ houses is usually expected. Where developments do not have active open space, i.e. green space with a play area, then developer contributions are asked for upgrades to nearby facilities. |
| AAP2022C7_A | Green infrastructure and sustainable urban drainage included in new schools provide a | Laura Cameron | | 0% | 31-Dec-2028 | | No progress to date. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | living lab for students by showcasing innovative science and engineering. | | | | | | |
| AAP2022C8_A | Flood protection schemes in Broxburn & Linlithgow will provide enhanced protection to homes and may deliver additional benefits such as green network creation. | Roisin McLaren | | 10% | 31-Dec-2028 | | Flood protection schemes in Broxburn & Linlithgow will provide enhanced protection to homes and may deliver additional benefits such as green network creation. |
| AAP2022C9_A | Ensure sufficient transport for care providers in adverse weather conditions to maintain continuity of care. | Robin Allen | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022N1_A | Blue and green networks are required as part of new core development areas, asset transfers and major regeneration initiatives and are woven into the West Lothian Open Space | Roisin McLaren | | 10% | 31-Dec-2028 | | Blue Green Networks are included in the Open Space plan and will be incorporated into the LDP due to be published in 2026. In addition, NPF4 now requires councils to implement Nature Networks which differ somewhat to blue-green networks in that they are more habitat creation focussed rather than access however there is overlap and development of Nature Networks is being progressed as part of the Local Biodiversity Action Plan. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | Plan Review 2020-24 and its subsequent review. | | | | | | |
| AAP2022N10_A | Work with Community groups to promote a sense of ownership and make physical improvements to their local greenspaces. (Also, in Communities Outcome - C10 / page 11) | Roisin McLaren | | 10% | 31-Dec-2028 | | Skolie burn community group. Working with them on the management of the grassland. Increased their area for wildflower management through agreement with Open space, Grounds maintenance<br><br>Planting of 4 wee forests - in Whitburn, Addiewell, West Calder and Bathgate with local schools<br><br>Tree time scheme launched - offers community/ people a way to change their local area through donation scheme/ inspire protection through adoption of trees inn memory etc.<br><br>Free- trees scheme - lack of uptake by communities but overall planted 160 trees in 3 areas Broxburn, Linlithgow, Whitburn included some orchard trees for a community orchard in Whitburn |
| AAP2022N11_A | Seek certification for other large woodland areas and, where economically and ecologically justifiable, produce renewable products as part of tree and woodland | Roisin McLaren | | 10% | 31-Dec-2028 | | Some of the Larch trees felled at Almondell were processed using a mobile saw to produce timber for fencing, steps, waymarkers and the stands for the heritage trail boards at Almondell as in N10 this was used as an educational opportunity. UK Woodland Assurance Scheme certification maintained for Beecraigs Forest |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | management operations. | | | | | | |
| AAP2022N2_A | Improve GIS mapping of all greenspaces, including information on management and incorporate into revised WL OSP. | Roisin McLaren | | 10% | 31-Dec-2028 | | Ecology & Biodiversity team are progressing grounds maintenance mapping. The purchase of TreePlotter software and ongoing capture of information on individual trees and woodland areas has continued - 16,000 individual trees Livingston open spaces and a further 2,000 recorded in other settlements. |
| AAP2022N3_A | Review of West Lothian Core Path Plan (CPP), access network and signage to improve green infrastructure and ability of community to use local paths. | Roisin McLaren | | 10% | 31-Dec-2028 | | The Ranger Service have no current plans to formally review the West Lothian Core Path Plan, but the team have been carrying out work to make the Core Path network more robust across West Lothian. With use of the Rural Path Capital budget and funding available for the Shale Trail, path improvement works have been carried out on several Core Paths (CP):<br><br>• CP 13 - Part of the Linhouse Loop<br>• CP 17 - Part of the Uphall to East Calder path<br>• CP 19 - Part of the Stoneyburn to East Whitburn path<br>• CP 42 - Part of Broxburn Community Woodland path network<br><br>The Access Ranger is reforming the Local Access Forum, which is expected to be up and running in Spring 2023. In relation to Core Paths, the forum will be asked to support potential amendments to the Core Path network, which will |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | | | | | | | include public and landowner consultations.<br><br>Signage, waymarker posts and finger posts are being reviewed as part of patrols carried out within the Country Parks and wider green spaces. Damage, and any need for replacement, will be noted. An audit has also been carried out of the Shale Trail, and missing signage has been recorded. The Rangers will be working with Edinburgh & Lothian Green Belt Trust (ELGBT) to order replacement signage, which will be installed by ELGBT.<br><br>New waymarked trails are due to be implemented in Almondell Country Park along existing paths, and corresponding discs will be attached to waymarker posts. New waymarker signage is due to be implemented in Beecraigs Country Park to improve accessibility along the coloured waymarked routes. These discs will include 'Routes avoiding steps' & 'Routes avoiding boardwalk' to give visitors more information and the ability to choose routes based on accessibility requirements. |
| AAP2022N4_A | Investigate Natural Capital Audit Accounting as a way to record and monitor natural assets. | Roisin McLaren | | 10% | 31-Dec-2028 | | With WLC Climate Change Emergency Funding, we employed consultants to carry out a habitat mapping exercise for the whole of West Lothian, using aerial photography, GIS mapping and some on-the-ground surveys. Habitat condition was then assessed using a suite of criteria, which has enabled the consultants to run models to assess a broad level of benefits derived from habitats within West Lothian Council ownership. The |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | | | | | | | benefits assessed include Carbon Storage, Carbon Sequestration, Water Flow (flood regulation), Air Quality Regulation, Water Quality, Agricultural Production (food growing), Noise Regulation, Timber/Woodfuel Production, Local Climate (urban heat) regulation, Accessible nature and Pollinator support. This information is a baseline assessment, which will be used to help us plan and manage WLC natural assets, particularly through the Local Biodiversity Action Plan. Updating the habitat map and running models in future, and comparing them with this baseline assessment, will also allow us to monitor progress against various targets including Climate Change and Biodiversity targets. |
| AAP2022N5_A | Implement sustainable woodland management through Long-term Forest Plan prepared for Beecraigs (270ha) and Urban Woodland Management Plans for a further 131ha. Include management where possible under "Continuous Cover" regime and with a greater range of species to enable better adaption to climate | Roisin McLaren | | 10% | 31-Dec-2028 | | Beecraigs Long-term Forest Plan continues to be implemented. Areas of recent restocking which had failed due to drought or browsing damage were replanted and other areas underplanted to ensure the next generation of woodland of a wider variety of species which in turn should increase the resilience of the woodland to the effects of climate change including pests and diseases and climate.<br><br>An initial Woods In and Around Towns (WIAT) Urban Woodland Management Plan (UWMP) for Almondell has been completed, with approx. 4ha of Larch Wood restructured to mixed woodland and paths improved. UWMPs for Calderwood, Polkemmet, Eliburn, Peel and Howden Parks, and the River Almond have been drafted. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | change and improved mitigation against severe weather events. | | | | | | The preparation of a Long-term Forest Plan for all the WLC owned woods in Livingston is underway. |
| AAP2022N6_A | Easter Inch Moss, Blackburn & Blackmoss Armadale Peatland Restoration projects aim to restore both to a healthy peatbog, through dams and scrub control. Other WLC owned peatland sites are also being considered for potential restoration. | Roisin McLaren | | 5% | 31-Dec-2028 | | Bog restoration is a long-term process. Some work has been done on Easter Inch Moss, which is currently being assessed to see if it's effective. Other work may be required. Assessments are progressing for Black Moss, with a view to changing land management practises. |
| AAP2022N7_A | Produce guidance for developers on species selection, planting and green infrastructure that aids biodiversity and climate resilience "Opportunities for biodiversity enhancement in development" (or Planning Guidance needed in conjunction with NPF4 / Nature scot | Roisin McLaren | | 10% | 31-Dec-2028 | | NatureScot is producing guidance called 'Developing with Nature' - the draft version can be found here: https://www.nature.scot/doc/consultation-developing-nature-guidance<br><br>However, industry standard has moved on from focussing on species selection to more emphasis on the Mitigation Hierarchy now (i.e. don't remove existing vegetation if you don't have to) which will be the focus of guidance developed. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | 'Planning with Nature' Guidance (in consultation in early 2022). | | | | | | |
| AAP2022N8_A | Protecting and enhancing of the natural environment through reviewing planning applications / and Local Biodiversity Sites (LBS) assisted by The Wildlife Information Centre (TWIC). | Roisin McLaren | | 50% | 31-Dec-2028 | | The new Ecology & Biodiversity Team are involved in reviewing planning applications and also in Local Biodiversity Site assessment and monitoring. This is ongoing work. |
| AAP2022N9_A | As part of Ecosystems Approach, involve all stakeholders in decision-making, auditing and design / management of open spaces. | Wiktoria Cook | | 100% | 31-Dec-2028 | 20-Dec-2022 | Open Space Officers have incorporated the Ecosystems Approach into their park auditing tools. Members of the public are being asked to also use these auditing tools during public consultations. |
| AAP2022P1_A | Work with community planning partners (CPP) to identify shared climate risks and opportunities. | SOA13_ Community Planning Development Officer 1(Susan Gordon) | | 5% | 31-Dec-2028 | | As part of work to develop West Lothian's Local Outcomes Improvement Plan (LOIP), partners have come together to identify what the Community Planning Partnership (CPP) can do to progress actions and activity around climate change and adaptation. 'Creating net-zero carbon communities' is one of four pillars for the LOIP and many of the actions being considered for inclusion include |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | | | | | | | identifying shared climate risks and opportunities. |
| AAP2022P2_A | Share the West Lothian Council Adaptation Action Plan with community planning partners and request information relating to their adaptation arrangements as required under the Climate Change Scotland (2009) Act, Public Bodies Climate Change Duties. | SOA13_Community Planning Development Officer 1(Susan Gordon) | | 60% | 31-Dec-2028 | | The Local Outcomes Improvement Plan (LOIP) is being developed with the Community Planning Partners (CPP). The council's Adaptation Action Plan has been shared with the CPP and partners will share their adaptation plans / actions as part of the LOIP development. |
| AAP2022P3_A | Develop adaptation education and awareness raising resources specifically for West Lothian council area to be used internally within the council and shared with partners. | Roisin McLaren | | 5% | 31-Dec-2028 | | Climate Change Officer has attended The Carbon Trust's Train the Trainer Training and the council is now able to deliver accredited climate awareness training. A review of training will be carried out and developing adaptation training and materials will be included in this review. |
| AAP2022P4_A | Consider how Council can work with West Lothian communities to better understand | SOA13_ Community Planning Development | | 5% | 31-Dec-2028 | | This action is being progressed with the development of the Local Outcomes Improvement Plan. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | climate risks for their specific community. | Officer 1(Susan Gordon) | | | | | |
| AAP2022P5_A | Work with community planning partners (CPP) to identify actions needed to reduce climate change risks and benefit from opportunities. | SOA13_ Community Planning Development Officer 1(Susan Gordon) | | 5% | 31-Dec-2028 | | This action is being progressed with the development of the Local Outcomes Improvement Plan. |
| AAP2022P6_A | Updated community planning partnership climate change strategy to include details of shared climate risks, opportunities and actions. | SOA13_ Community Planning Development Officer 1(Susan Gordon) | | 5% | 31-Dec-2028 | | This action is being progressed with the development of the Local Outcomes Improvement Plan. |
| AAP2022P7_A | Climate Change Adaptation should be embedded within council and CPP organisational structures and objectives. Raise awareness at senior management and elected member level. | Roisin McLaren | | 5% | 31-Dec-2028 | | The Local Outcomes Improvement Plan (LOIP) is being developed with the Community Planning Partners (CPP). Net Zero Communities will be one of the LOIP's four pillars and this pillar will include both mitigation and adaptation actions. |
| AAP2022SP1_A | Flood risk assessments | Roisin McLaren | | 10% | 31-Dec- | | Property Management funded a strategic flood risk |

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| | (FRA) for non-domestic council properties completed. | | | | 2028 | | assessment for council owned non-residential properties in 2015 based on Cycle 1 (2016 - 2022) data. |
| AAP2022SP10_A | Council Property flood resilience scheme. | Roisin McLaren | | 10% | 31-Dec-2028 | | The Council's PFR scheme in Broxburn is under development with delivery due March 2024. |
| AAP2022SP2_A | Surface Water Management Plans (SWMP) are used to inform strategic planning and investment. | Roisin McLaren | | 10% | 31-Dec-2028 | | A strategic SWMP for WLC was completed in 2015, then 2 Integrated Catchment Studies were completed in 2019 (for Bathgate and Linlithgow). Future actions for Cycle 2 (2022 - 2028) include: SWMP modelling for Linlithgow; 5 SWMP scoping studies for new target areas (Armadale, Blackburn, Fauldhouse, West Calder, Whitburn); ongoing Legacy SUDS discussions with Scottish Water re Broxburn & Livingston. |
| AAP2022SP3_A | Identify and communicate examples of costs and impacts associated with overheating. | Roisin McLaren | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022SP4_A | Identify and communicate costs and impacts associated with flooding, water ingress and damage caused by severe weather events as well as high winds and storms. | | | 100% | 31-Dec-2028 | 24-Jan-2023 | SEPA assesses the Annual Average Damages (AAD) resulting from river and surface water flooding within the Council's priority areas. Post flood reviews are produced by the Council's FRM team following significant flood events. |
| AAP2022SP5_A | Undertake a review and update of the Local | SOA13_ Community | | 10% | 31-Dec-2028 | | LBAP is due to be published end of 2023. |

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| | Biodiversity Action Plan (2009) along-side a Natural Capital Audit (NCA) of the council's landholdings. | Planning Development Officer 1(Susan Gordon) | | | | | |
| AAP2022SP6_A | Briefing and training materials developed to support services to increase resilience to current and future climate impacts through business case development and strategic planning with a specific focus on decision making based on lifecycle cost analysis. | SOA13_ Community Planning Development Officer 1(Susan Gordon) | | 5% | 31-Dec-2028 | | As part of work to develop West Lothian's Local Outcomes Improvement Plan (LOIP), partners have come together to identify what the Community Planning Partnership (CPP) can do to progress actions and activity around climate change and adaptation. 'Creating net-zero carbon communities' is one of four pillars for the LOIP and many of the actions being considered for inclusion involve training, awareness raising and building partner's capacity for adaptation actions. |
| AAP2022SP7_A | Check list of adaptation requirements developed for construction projects procured through Hub-Co to be rolled out and used across council. | SOA13_ Community Planning Development Officer 1(Susan Gordon) | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022SP8_A | Business case for capital asset funding to | Roisin McLaren | | 0% | 31-Dec-2028 | | No progress to date. |

| Action Code | Action Description | Ownership Assigned To | Status Icon | Status Progress Bar | Due Date | Dates Completed Date | Notes & History Latest Note |
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| | demonstrate consideration of current and future climate impacts and preparation of short guidance document on how Services "consider current and future climate impacts". | | | | | | |
| AAP2022SP9_A | Assessment of the performance of existing flood protection schemes in Broxburn (Brox Burn) and Linlithgow (Mains Burn). | | | 100% | 31-Dec-2028 | 24-Jan-2023 | Assessment of the current performance of the council's 2 existing flood protection schemes has been included as actions in the Cycle 2 (2022 - 2028) local flood risk management plan. |
| AAP2022T1_A | Work in partnership with First Group, Lothian Country Buses and other local public transport providers to identify severe weather event impacts and opportunities for increasing resilience. | SOA13_Public Transport Manager (Nicola Gill) | | 10% | 31-Dec-2028 | | The council has established the West Lothian Bus Alliance with local bus operators, SEStran and Bus Users Scotland to seek to improve bus services across West Lothian. This partnership working group will be used to facilitate discussions on severe weather event impacts and opportunities for increasing resilience. |
| AAP2022T2_A | Include resilience to severe weather events and consideration of | SOA13_Public Transport Manager | | 10% | 31-Dec-2028 | | The Passenger Transport Service is currently reviewing the quality scoring criteria for contracted services to include resilience to severe weather events and consideration of |

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| | adaptation in quality scoring criteria for new infrastructure contracts and bus contracts where the council support services. | (Nicola Gill) | | | | | adaptation. Amended scoring criteria will be used in the next round of local bus tendering due early in 2023/24. |
| AAP2022T3a_A | Understanding and assessing risk of disruption from fallen trees on strategic highway corridors. Gathering evidence of past impacts to assess current and future risk of tree fall. | Kenneth Brown | | 100% | 31-Dec-2028 | 21-Mar-2023 | Roads have reviewed road closures due to tree and found six instances on the Scottish Road Works register. Due to the small number of instances and the short period of the closures; disruption from fallen trees was not considered to be a significant risk. The ongoing programme to identify and remove diseased ash trees will mitigate a lot of the possible risk of trees falling on the road network. |
| AAP2022T3b_A | Develop business case to understand risk and opportunities. Gather evidence, quantify risk and assess risk and impact across the wider West Lothian strategic road network and use this to develop a business case, but also include right of way and path network that also makes up part of the | Roisin McLaren | | 10% | 31-Dec-2028 | | Ash Dieback Disease Action Plan updated and being implemented.<br><br>All WLC managed roads surveyed for the presence of ash trees and condition assessment. Initial contract for the removal of significantly diseased trees, on WLC land only, adjacent to a number of public roads has been undertaken and contract for next phase is underway. Plans for replacement planting where appropriate is underway. |

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| | active travel network. | | | | | | |
| AAP2022T4_A | Develop internal strategic outline business case (SOBC) for addressing flood risk as part of roads investment projects. Update Roads SOBC Template for next round of capital investment. | | | 100% | 31-Dec-2028 | 24-Jan-2023 | SOBC's were revised 2021 - 2022. |
| AAP2022T5a_A | Policy and guidance check-list developed to ensure that climate changes impacts are factored in to feasibility studies, site assessments and business cases for roads and active travel and off-road route network management.<br><br>'Greening' routes should be considered as part of design to help create resilient networks as 'greening' | SOA13_Head of Planning, Economic Development and Regeneration (Craig McCorriston) | | 0% | 31-Dec-2028 | | No progress to date. |

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| | features can help alleviate pressures from flooding, dissipate heat, reduce erosion, act as natural wind / rain buffers and improve water uptake. | | | | | | |
| AAP2022T5b_A | Policy, guidance and design requirements developed setting out how climate change should be factored into road design processes. | Kenneth Brown | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022T6a_A | Monitor and communicate changes in trends and costs for repair and maintenance linked to severe weather. Ensure roads and transport has most up to date climate projections. | Kenneth Brown | | 0% | 31-Dec-2028 | | No progress to date. |
| AAP2022T6b_A | Monitor and communicate changes in trends and costs for gritting road surfaces. Use the Council's | Kenneth Brown | | 0% | 31-Dec-2028 | | No progress to date. |

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| | quarterly 'Bulletin' news sheet delivered to every household in West Lothian to communicate these changes to the public. | | | | | | |

# Environment & Sustainability Policy, Development and Scrutiny Panel

## Workplan 2022/2023

| | Issue | Purpose | Lead Officer | Date | Referral to Council Executive |
|---|---|---|---|---|---|
| 1. | West Lothian Parking Strategy | The purpose of this report is to provide the Panel with the completed West Lothian Parking Strategy and supporting documents. These documents highlight the work carried out and provides the information gathered by the appointed consultants for the West Lothian wide parking strategy; as requested by Council Executive on 5 February 2019.<br><br>Report to be submitted to the PDSP on 28 March 2023 | Gordon Brown | 28 March 2023 | Yes |
| 2. | Local Bus Review and Tender – Project Update | The purpose of this report is to update the Panel on the Local Bus Subsidised Services Review and outline the next steps and timescales for the project.<br><br>Report to be submitted to the PDSP on 28 March 2023 | Nicola Gill | 28 March 2023 | No |
| 3. | Bus Partnership Fund Update | The purpose of this report is to update the Panel on the progress of the Bus Partnership Project and outline the next steps and timescales for the project.<br><br>Report to be submitted to the PDSP on 28 March 2023 | Nicola Gill | 28 March 2023 | No |
| 4. | Revision of Operational Practices at Community Recycling Centres | To seek comments on the proposals to revise opening hours for the council's Community Recycling Centres based upon approved savings with regards to the council's Community Recycling Centres.<br><br>Report to be submitted to the PDSP on 28 March 2023 | Jim Jack | 28 March 2023 | Yes |

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| 5. | Active Travel Related Funding 2023/24 | Funding provision being made available for active travel related schemes for financial year 2023/24. This funding has come from the Scottish Government for Cycling Walking and Safer Routes (CWSR) and through Sustrans (Scotland) for Places for Everyone (PfE) and Paths for All for Smarter Choices Smarter Places (SCSP); and<br><br>The progress on the development of a new Active Travel Plan for 2023-28.<br><br>Report to be submitted to the PDSP on 06 June 2023 | Ronald Fisher | 06 June 2023 | Yes |
| 6. | Spaces for People – Additional Consultation Feedback | The purpose of this report is to provide the Panel with the outcome of the recent consultation exercise regarding whether the remaining temporary Spaces for People measures should be retained or removed requested by Council on 22 November 2022.<br><br>Report to be submitted to the PDSP on 06 June 2023 | Gordon Brown | 06 June 2023 | Yes |
| 7. | Accident Investigation and Prevention (AIP)<br>Casualty Reduction Programme 2023/24 | The purpose of this report is to seek approval for the list of proposed prioritised casualty reduction schemes for the 2023/24 programme.<br><br>Report to be submitted to the PDSP on 06 June 2023 | Gordon Brown | 06 June 2023 | Yes |
| 8. | Environment & Sustainability PDSP Performance Scorecard Report – Full Year (Q1 – Q4) | To report the current levels of performance for all indicators which are the responsibility of the Environment & Sustainability Policy Development and Scrutiny Panel.<br><br>Report to be submitted to the PDSP on 06 June 2023 | Jim Jack | 06 June 2023 | No |
| 9. | Quarterly Climate Change Update | The purpose of this report is to present to the Panel the latest quarterly climate change update advising of work undertaken to meet the actions in the Climate Change Strategy.<br><br>Report to be submitted to the PDSP on 06 June 2023 | Peter Rogers | 06 June 2023 | No |

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| 10. | Adaptation Action Plan Annual Report | The purpose of this report is to present to the Panel the first annual report on progress against the council's approved Adaptation Action Plan.<br><br>Report to be submitted to the PDSP on 06 June 2023 | Peter Rogers | 06 June 2023 | No |
| 11. | Draft EV Infrastructure Plan | Report to be submitted to the PDSP on 12 September 2023 | Peter Rogers | 12 September 2023 | |
| 12. | Community Choices – Bridgend Allotment | | Eirwen Hopwood/Andy Johnston | To be confirmed | |
| 13. | Springfield Trees | | Eirwen Hopwood/Andy Johnston | To be confirmed | |
| 14. | Incorporating Community Choice to Grassland Management | To update the Panel on grounds maintenance changes in relation to the participatory budgeting- community choices and biodiversity. | Callum McLaren | To be confirmed | No |
| 15. | Pentland Hills Regional Park – funding 2021/22 & updated Minute of Agreement | Report to the panel to advise on the requested from City of Edinburgh Council as management organisation for PHRP and the revision and prosed update of the Minute of Agreement between CEC and Midlothian Council to operate the Regional Park. | To be confirmed | To be confirmed | Yes |
| 16. | Contaminated Land Supplementary Guidance, including the Contaminated Land Inspection Strategy | The purpose of this report is to advise the panel of preparation of Supplementary Guidance (SG) on contaminated land in support of the West Lothian Local Development Plan (LDP) and a contaminated land inspection strategy. | Fiona McBrierty | To be confirmed | Yes |

**Jim Jack**
**Head of Operational Services**
06 June 2023