



Summary Community Plan and Single Outcome Agreement

FOREWORD

This Annual Report combines information about the progress we have made with outcomes in our Single Outcome Agreement 2010/11, and details of achievements that contribute to the long term aspirations of our Community Plan 'Towards 2020'.

2010/11 has witnessed further consolidation of partnership working in West Lothian. Co-location of partners within the Civic Centre has proved successful, with increased joint working and collaboration taking place as a matter of business. Providing services on a partnership basis, with services coming together in a shared location is an emerging theme within West Lothian, with the opening of Fauldhouse Partnership Centre and development of Bathgate Partnership Centre now underway. These developments will allow much more seamless services to be delivered to the communities of West Lothian.



COMMUNITY SAFETY

The community safety theme encompasses three of the outcomes in the SOA. Overall performance under this theme has been positive.

Performance in relation to reoffending rates continues to be positive in comparison to national figures. An Integrated Reducing Reoffending Plan for 2011-14 is in the process of completion to help improve efforts to reduce crime in West Lothian.

CRIME

Overall, violence in West Lothian in 2010-11 has decreased by around 13% compared to the average for the previous three years¹. Within this however, there has been an increase in serious violent crime by 28% and serious assaults by 31% within the last year. Lothian and Borders Police and the Community Safety Partnership continue to support the twice-annual national Anti-violence campaign focusing on public-space violence and Domestic abuse. West Lothian's Community Safety Partnership is also in the process of developing a partnership violence strategy, which will be ready for Summer 2011.

This aims to adopt the national Violence Reduction Unit (VRU) public health model approach; treating violence in communities in the same way a health problem is approached.

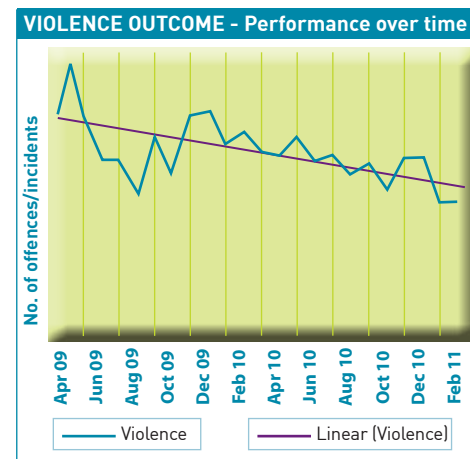
Recorded sexual crime has decreased by 25% from 2009/10. During a typical year, around 40% of sexual offences reported to Police are historical offences². Most victims/offenders were known to one another prior to the offence – around 74% (mostly family or partners/ex-partners), with only a small proportion involving strangers.

Crimes of dishonesty have decreased by 6% on the previous year. A 28% increase has been recorded in the number of attempted housebreakings to dwellings, however successful dwelling housebreakings have decreased slightly. Decreases are also noted in vehicle crime, however shoplifting has increased very slightly.

The work of the Community Safety unit has contributed greatly to a significant reduction in levels of Antisocial Behaviour (ASB) in West Lothian – a decrease in

recorded 'damage' crimes by 27% on the previous year. This has been particularly evident in Vandalisms, with a 28% decrease. Fire-raising has also decreased, by 20%. A decrease in these offences is often seen when prevention in other areas of ASB like youth calls and neighbour disputes is successful.

The graph below shows the pattern of offences that have occurred since April 2009 to February 2011 in relation to anti-social behaviour.



¹ 2010-11 average for violent crime: 168 offences

² Committed at least twelve months prior to being reported to Police

COMMUNITY SAFETY

Crimes relating to drugs, bail offences and crimes against justice have also reduced by 38%. A 78% decrease in Drug supply has been noted, and a 33% decrease in Drug possession – this is still due to the high number of offences recorded during Operation Focus in 2009.

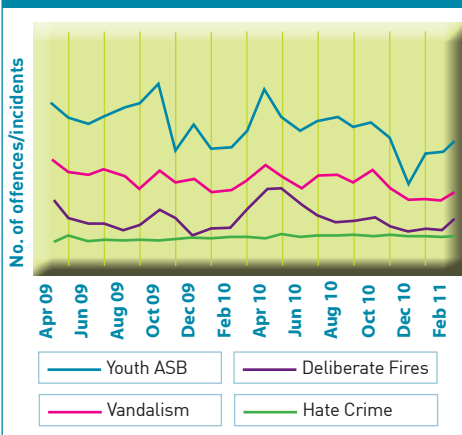
Crimes including racist conduct, breach of peace and minor assault have decreased by 13%. Most of this is attributable to decrease in Minor Assault (8% decrease) and Breach of the Peace offences (35% decrease).



Road traffic crimes have increased over 2010/11 in comparison with previous years with 118 more offences (8%). Solvency is typically high for this crime group. Much of this increase is attributable to an increase in insurance-related offences.

Drink Driving has remained stable and Dangerous Driving charges have decreased. On West Lothian's roads from April 2010 to March 2011, there were 74 casualties (2 fatal).

KEY OUTCOMES - Performance over time

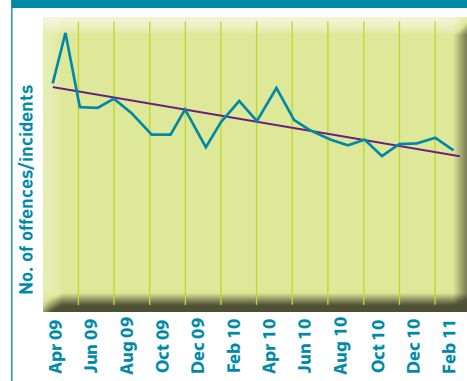


HATE CRIME

Hate Crime in West Lothian has seen a steady reduction in incidents recorded, overall a decrease of 26%, assisted by some key changes to policy in West Lothian, for example, the distribution of mini-cameras to those identified as being 'at risk' of becoming a victim of hate crime which has been proven to act as a preventative measure.

A new Hate Crime strategy is also under development, in addition to the Police doing increased community work with hard-to-reach communities.

KEY OUTCOMES - Hate Crime Performance over time



COMMUNITY SAFETY

FIRE SAFETY

Accidental fires continue to decrease in West Lothian, with an 18% decrease in the number in 2010 compared to the previous three-year average. During 2010-11 there was one fatality, and sixteen casualties resulting from accidental fires, mostly in homes. This is a decrease on the two fatalities and nineteen casualties resulting from accidental fires in 2009-10.

» Antisocial Behaviour Deliberate Fires

The involvement of LBFRS in the Daily Tasking process and associated activities overseen by the Community Safety Unit, has contributed to a 7% reduction in the number of antisocial behaviour related deliberate fires within communities across the West Lothian area.

» Accidental Fires in the Home

The Home Safety Visit Programme is the main focus of preventative activity by LBFRS in relation to reducing accidental fires in the home. Since the formation of the Community Safety Unit within the Civic Centre, LBFRS are able to identify those residents within West Lothian who are considered to be 'more at risk' of fire in the home. The programme is delivered by firefighters based within West Lothian. The figures indicate a continued commitment to the programme in West Lothian.

Home Safety Visit Programme					
	07/08	08/09	09/10	10/11	1/1/04 to date
Safety Packs Delivered	19,221	19,623	10,174	4,068	89,235
HSVs Completed	6,058	7,000	2,747	1,222	21,377
Smoke detectors fitted	5,859	8,044	3,124	1,390	24,020

FIRE SAFETY & YOUNG PEOPLE

FireSharp

During 2010-11 LBFRS have continued to roll out the FireSharp programme across West Lothian, educating Primary 6 students in Home Fire Safety. FireSharp is aligned to the Curriculum for Excellence. The programme is evaluated by both students and teachers and scores highly in all areas.

Cooldown Crew

Cooldown Crew is an early intervention programme aimed at 10-14 year old children with low self-esteem or recognised difficulties at school. The course consists of intensive training over a one-week period on fire safety, first aid and other community-based skills. Feedback from attendees and teachers continues to be very positive. Evaluation of courses in West Lothian showed an immediate improvement in behaviour and school attendance of those undertaking the course. The improvement was still measurable three

to six months following participation. During the academic year 2010-11, 35 students undertook a Cooldown Crew course within West Lothian.

The Phoenix Programme

In addition to the Cooldown Crew, we offer an evening programme for youth diversion work. This is aimed at building on the Cooldown Crew and also offering other young people the opportunity to work with the Fire and Rescue Service one night per week. The programme involves 16 participants who attend once per week at night and learn discipline, fire safety and life skills. Attendance rates are high and feedback from parents/ carers is extremely encouraging.



COMMUNITY SAFETY

PREVENTING OFFENDING THROUGH EARLY INTERVENTION (EEI)

Early and Effective Intervention (EEI) in West Lothian has been developed in response to **Preventing Offending by Young People: A Framework for Action**, the Scottish Government's strategy for preventing and reducing re-offending by young people. Early and Effective Intervention was introduced in West Lothian in January 2010. On a fortnightly basis the EEI Group meets to discuss referrals. The Group consists of representatives from across the Community Safety Partnership and aims to:

- ❖ Divert young people away from offending
- ❖ Reduce the volume of young people's offending
- ❖ Divert young people away from SCRA (Scottish Children's Reporter Administration), where appropriate
- ❖ Ensure that young people receive a timely and appropriate service.

Young people will receive the appropriate intervention in a timely manner, whilst at the same time being diverted away from formal and statutory systems where appropriate.

Young Persons offences are now discussed and measures introduced at a much earlier stage. This is already having a positive outcome with only one young person committing an offence after EEI (less than 2% of all cases). This obviously saves children entering into the Criminal Process needlessly.

DOMESTIC VIOLENCE

As part of the **Safer Streets** programme, funding was secured for a pilot initiative which would enable the Domestic Abuse Service to provide support to victims of domestic abuse within 24 hours of an incident being reported to the police. This initiative provided additional resource for sessional support workers to be available 24/7 to work in collaboration with police to support victims experiencing domestic abuse.

The pilot programme took place between November 2010 and March 2011 and in that time, 319 victims were referred to the service with 215 taking up active support as a result of this referral. This rapid response has had a positive impact on the number of victims taking up the service of the Domestic Abuse Team – resulting in them being given tailored

support – both short term interventions and rolling support. This support resulted in victims reporting that they felt safer as a result.

The offer of support to victims of Domestic Abuse within 24 hours of the incident occurring also has increased the likelihood of the support being taken up – this is reflected both in the stats collected during the pilot and through the from the evaluation of the domestic abuse court in Glasgow. The effective joined-up working resulting from this initiative provided an opportunity to enhance criminal justice outcomes for domestic abuse.

The Domestic Abuse Service and Police Services, in particular the Domestic Abuse Liaison Officer, are now co-located in the Civic Centre within Livingston town centre. This has added fluidity to the process by making it quicker and easier to liaise/discuss, action and investigate cases

ECONOMIC THEME

THE ECONOMIC THEME COVERS FIVE OUTCOMES WITHIN THE SOA

The global economic situation had an impact on West Lothian as in other parts of Scotland. Despite an extremely challenging economic climate, there are a number of positives to report:

- ❖ Between 2008 and 2009 (the latest available information) the number of jobs based in West Lothian increased by approximately 1,000 to 80,300 in total. This figure includes both employees and self-employed
- ❖ The total number of businesses based in West Lothian continued to grow in 2009-10 and has increased by 15% to 4,120 firms over the last five years (compared to an increase of 11% for Scotland over this period)
- ❖ West Lothian new businesses are more likely to be trading after three years than for businesses across Scotland as a whole – 67% of businesses starting-up in 2006 were still trading in 2009.

West Lothian remains a superb business location. The opening of the Bathgate to Airdrie rail link in December 2010 has further reinforced our position as Scotland's economic hub improving access to jobs and services particularly for the west of West Lothian. Major new business investment in West Lothian during 2010-11 included:

- ❖ Dobbies £8m garden centre at Houstoun Mains with 120 new jobs
- ❖ Paragan Inks £3.5m manufacturing centre
- ❖ Glenmorangie's new facility which opened on the Alba Campus
- ❖ Sky, West Lothian's biggest private sector employer, further expanded its Livingston operation with 150 new jobs
- ❖ Packaging specialists Kimberly Watson opened its new HQ production facility at Oakbank
- ❖ Nisa-today distribution centre at Deans created 100 additional jobs.

The number of businesses and jobs located in West Lothian increased in 2009 and a range of new developments and business expansions came on stream during 2010-11.

The adverse economic climate resulted in a dip in the proportion of working age adults in work in 2009 when 72.6% of working age adults were in work. However, a modest improvement to 73.3% was achieved by late 2010. The proportion of adults claiming key out of work benefits fell slightly and remains lower than the Scottish average (17.7%).

The number of job vacancies in the area for 2010-11 increased slightly on the previous year, but recruitment levels have yet to return to pre-credit crunch levels. Qualification and wage level indicators also improved significantly, even though West Lothian still lags behind the Scottish average for both.



ECONOMIC THEME

EAST OF SCOTLAND INVESTMENT FUND

In early 2011 the ESIF (East of Scotland Investment Fund) was formally launched. A joint venture between 10 local authorities, ERDF and private sector, ESIF provides gap loan finance for viable and growing small and medium size businesses, with the emphasis on manufacturing, engineering and technology. West Lothian firm, RTS (Radio Telecom Services) obtained significant additional working capital from the ESIF in 2011. RTS design and supply business critical communication systems and currently employ 25 staff. The investment underpins RTS's medium term growth aspiration.

TOWN CENTRE DEVELOPMENT

During 2010, Livingston town centre was confirmed as the 5th largest retail centre in Scotland. However, town centres across West Lothian benefited from significant levels of investment including £2.3m through the Government's Town Centre Regeneration Fund, with the Council and Enterprising Bathgate contributing further funding. During 2010-11 a programme of work was implemented consisting improvements to

civic spaces, deep cleaning, addressing signage issues, improving shop fronts, refurbishing landmark buildings.

WORKING TOGETHER PARTNERSHIP

During 2010-11 partners continued to focus considerable efforts on linking individuals into job opportunities and ensuring employers with recruitment aspirations obtain the necessary assistance. West Lothian Working Together Partnership is a new venture between West Lothian Council, Skills Development Scotland, Jobcentre Plus and West Lothian Chamber of Commerce to look at ways of joining up and improving services for both people who are seeking work and employers looking to access a range of support within West Lothian. To date the partnership has been responsible for two exciting new initiatives in West Lothian; enhancing the range of services available in Fauldhouse Partnership Centre and the development of a joint package of assistance for employers.

The Fauldhouse Partnership centre opened in March 2011. As well as recreational facilities, including a sports hall and swimming pool,

it hosts a number of public and private sector bodies operating from the centre including the police, a doctor's surgery, pharmacy and library, the 'Centre was also designed to incorporate access to training and employment advice. As a direct result of the Working Together partnership, both Skills Development Scotland and Jobcentre Plus are both offering a comprehensive range of employment services from the centre which would have previously involved Fauldhouse residents having to travel to Bathgate or Livingston.

In autumn 2010, the Working Together Partnership launched a revamped "single point of contact" service to employers. West Lothian Employer Offer is a joined up service that offers a combined range of services to help employers meet their recruitment needs including free advertising, assistance with training and advice on how to access the latest available help. The service is delivered through a single point of access which saves employers from having to contact a number of different organisations. This initiative has already had an impact with 51 additional employers being assisted to end of March 2011.

ECONOMIC THEME

SUPPORT FOR YOUNG PEOPLE INTO EDUCATION, EMPLOYMENT OR TRAINING

Good educational qualifications are essential for improving young people's employment prospects and life chances and for the economy in general.

Over the five-year period 2006 to 2010 the percentage of pupils achieving 5+ passes at Level 5 (Standard Grade Credit or equivalent) has fluctuated between 33% and 37%, with figures in 2010 falling back to 34%. However the long-term trend in this indicator still shows improvement.

The percentage of pupils attaining 5+ passes at Level 4 (Standard Grade General or equivalent) has risen to 81%, and is above both the national and comparator average for 2010.

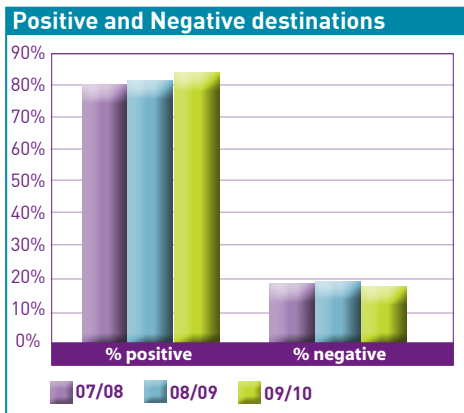
The percentage of pupils attaining 5+ passes at Level 3 (Standard Grade Foundation or equivalent) has also risen, and, at 95% is above both the national and comparator average for 2010.

% of Pupils achieving 5 Plus Passes at Standard Grade or equivalent (Levels 3, 4 and 5)						National	Comparator
	2006	2007	2008	2009	2010	2010	2010
5+ at Level 5 Credit level	36	33	34	37	34	36	33
5+ at Level 4 General level	80	75	78	79	81	78	77
5+ at Level 3 Foundation level	93	94	95	95	95	92	92

The School Leaver Destination Result (SLDR) figures provide a snapshot of whether school leavers have gone into employment, training or education in the October of the year that they left school. 'Positive destinations' are considered to be higher education, further education, training, volunteering or employment.

Over the last three years, West Lothian has seen continued improvements in the levels of school leavers achieving a positive destination. In 2009/10, 84.1% of school leavers entered a positive destination - an increase of 3.3% since 2007-8. However it should be noted that over the period 2008-2010 there has been an increased number of places available at West Lothian College due to support from European funding. These places have been specifically targeted at young people and this has contributed to the positive impact on the destination statistics.

The number of young people leaving school has fallen significantly over this period, with 2053 leavers in 2007/08, 1878 leavers in 2008/09 and 1978 leavers in 2009/10. This is likely to be due to the number of young people deciding to stay on in school given the current economic climate.



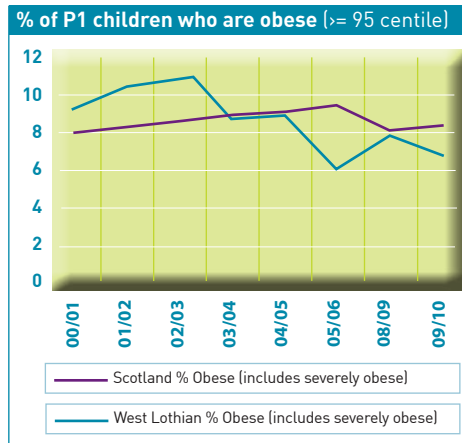
Source: SDS (2010)

HEALTH AND WELLBEING

This theme encompasses four outcomes within the SOA. Overall performance is mixed with particular challenges around tackling health inequalities in our communities.

The proportion of children in primary 1 with no obvious dental decay provides a good indicator of dental health and a useful proxy for general health and nurture. For West Lothian, this proportion is 69%, higher (better) than the Scottish average of 64% (NDIP 2010 CHP Results: NHS Lothian). At the end of June 2010, 86% of 3-5 year olds and 89% of 6-12 year olds in West Lothian were registered with a dentist. These figures are higher than the Lothian average of 83% and 86% respectively.

At 6.5% in 2009/10, the local level of child obesity is significantly lower than that of Scotland (8.2%) and demonstrates a reduction in obesity levels from 9.0% in 2004/5



ARMADALE TOGETHER FOR HEALTH

The Together for Health project based in the Armadale ward is funded by the Scottish Government as one of eight Healthy Weight Communities across Scotland and by NHS Lothian to prevent childhood obesity in a sustainable way. Inspired by the success of the EPODE project in France, Together for Health encourages children and families to engage in activities that embrace healthy eating and physical activity as part of a healthy lifestyle. This has been achieved through various community activities some of which are outlined below;

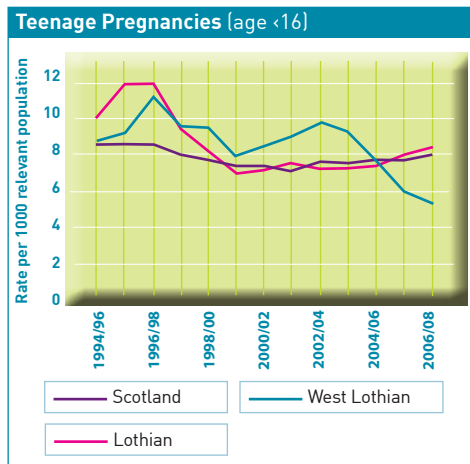
- ❖ A Community Growing Garden is being developed and will include a wildlife area, a young childrens area, a social area, a wormery, compostry, raised bed and poly tunnel. Easter activities attracted 50 participants to help with the garden. The aim of the garden is to encourage local community interest and involvement, and to promote health and learning.
- ❖ The Together for Health Youth Club has been piloted for P6-S1 young people. 70-80 young people attended each week and participated in a number of physical activity and health eating/nutrition sessions. The Youth Club has been deliberately aimed at this age group as this was identified through BMI data as one of concern. The premise is placed on having fun with friends but a strong health message is reinforced through discussion and activity. This approach is engaging young people around health messages and fuelling interest in this area.
- ❖ Armadale's first 5k run was organised in collaboration with the West Lothian Alcohol Reduction project, Active Schools and West Lothian Run. An enthusiastic 135 runners participated. To help support new

HEALTH AND WELLBEING

runners, training sessions were held and a weekly blog set up. A 2k mini run provided an opportunity for families and individuals to be involved. Local services and projects were invited to a marketplace to showcase their activities to the community.

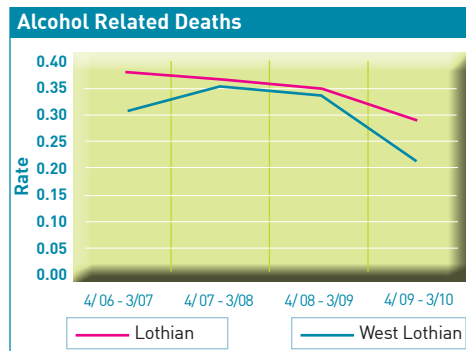
TEENAGE PREGNANCY

The national target to reduce by 20% the pregnancy rate (per 1000 population) in under 16 year olds from 8.5 in 1995 to 6.8 in 2010 has been exceeded in West Lothian with a rate of 5.4 per 1000 relevant population.



ALCOHOL RELATED DEATHS

Alcohol related deaths have reduced from a rate of 0.31 per 1000 population in 2006/07 to 0.22 in 2009/10 which is lower than the Lothian average of 0.29.



Source: SMR01 ISD Scotland

'Do More Drink Less'

The Do more, Drink Less campaign was developed by West Lothian Community Health and Care Partnership and delivered by West Lothian Council. The initiative aims to work with communities to help reduce average alcohol consumption. The campaign focused on three geographical areas in West Lothian; Armadale, Knightsridge and the three villages of Stoneyburn, Addiewell and Loganlea. The main goals of the campaign are to raise

awareness of the negative issues caused to families and communities by alcohol; provide opportunities to change behavior and try alternative activities; promote health and wellbeing and encourage people to take control of their lives.

By working in an integrated way at community level the project aimed to create communities that support the limiting of supply and availability of alcohol, while enabling individuals and families to change their drinking behaviours. We are taking a "whole population" with the aim of changing attitudes to alcohol, encouraging a shift from "abuse" to "enjoyment", leading to a specific focus on reducing alcohol use. The long term outcome is to reduce average alcohol consumption and increase the age of onset drinking.

Various activities were used to deliver these messages, including working in both primary and secondary schools using interactive workshops, drama and art; organising a 5k run in Armadale and a litter picking exercise in Blackmoss Nature Park. Both children and adults from the communities targeted have indicated that they have gained knowledge about the effects of alcohol and have been encouraged to take up alternative activities.

HEALTH AND WELLBEING

PREVENTATIVE WORK

We have invested in community based projects focussed on developing local support for effective approaches to long term alcohol prevention; those based on addressing the drinking of the population as a whole.

We have targeted four areas of multiple deprivations and the work is delivered in partnership with schools based alcohol prevention because the evidence tells us that this is more effective than work in schools alone. This is a much more preventative, upstream and effective approach than traditional approaches of managing the crises which arise when people have already developed serious alcohol problems.

Within schools, we have piloted a local approach to developing children's resilience and improve their ability to cope with distress and access earlier support. Again this is based on a deliberate move upstream rather than waiting for problems to arise.

MENTAL HEALTH

Launched in 2002, Choose Life is a ten year strategy and action plan to prevent suicide in Scotland. Choose Life sets out a framework to ensure that action is taken nationally and locally to build skills, develop training, encourage people to seek help early, improve knowledge and awareness of 'what works' to prevent suicide, and to encourage partnership working and improved co-ordination between services. Training forms a significant part of the Choose Life National Strategy and Action Plan to Prevent Suicide in Scotland. The following training courses are available for those living or working in West Lothian.

- ❖ **ASIST** (Applied Suicide Intervention Skills Training) is a 2-day workshop for anyone who wants to feel more confident in helping to prevent the immediate risk of suicide. Outcome studies show participants are more willing, ready and able to help a person at risk of suicide. Six courses were delivered in 2010/2011 to 123 people.
- ❖ **SafeTALK** is a ½ day session aimed at giving participants the skills to recognise that someone may be suicidal and to

connect the person to someone with suicide intervention skills training. 12 SafeTALK sessions were delivered to 173 people.



- ❖ **Scottish Mental Health First Aid Training** is part of the Scottish Government's National Programme for Improving mental health and well-being. It is a two day course that teaches the skills to help someone who is developing a mental health problem or is experiencing a mental health crisis. Three courses were delivered to 31 people in 2010/2011.

HEALTH AND WELLBEING

WEST LoTHIAN LEISURE WORKING IN PARTNERSHIP

Exercise Referrals from health professionals in West Lothian continue to grow beyond expectations with the total number of referrals since the programme started now exceeding 3,700. West Lothian Leisure (WLL) are now getting over 90 referrals per month. 27% of all referrals remain active at WLL sites beyond 12 weeks (the national average is 10%).

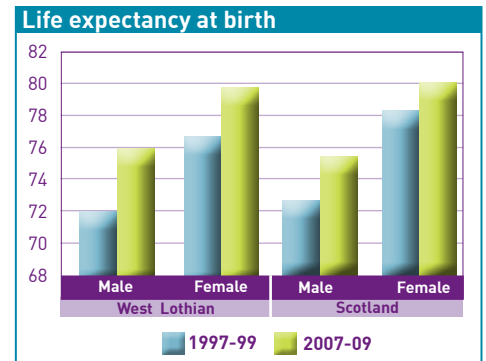
The McMillan Cancer Rehabilitation and Community based Pulmonary Rehabilitation programmes are also successful with many patients going onto the Exercise Referral programme from these projects.



The Ageing Well programme, run in partnership with West Lothian Leisure and NHS Lothian, helped many older people become and stay active throughout the year with 21,784 visits to activities such as tea dancing, social evenings, environmental activities, line dancing, seated exercise, tai chi and walking. There were 40,295 Over 60s free swimming attendance, that's nearly 800 every week. 11% of WLL's members are over 60 years of age. Over 166,000 visits to WLL managed facilities were by over 60s, that's up by 11% on last year.

KEEP WELL

Keep Well is a national demonstration project, designed to target those living in our most deprived communities with the overall aim of increasing the rate of health improvement with a focus on reducing cardiovascular disease and it's main risk factors to people aged 40-64 yrs. Five practices in West Lothian began delivering Keep Well in December 2009/January 2010 and by end of October 2010, 1775 people have been assessed.



Source: GRO [5]

In 2007-2009, average life expectancy at birth for West Lothian was 77.9 years, an increase of 4.4 per cent when compared to 1997-1999.

Female life expectancy at birth (79.7 years) is greater than male life expectancy (76 years). Male life expectancy at birth in West Lothian is improving more rapidly than female life expectancy.

HEALTH AND WELLBEING

TACKLING INEQUALITIES AND POVERTY

Homelessness

The proportion of homeless applicants assessed as not being in priority need decreased in 2010/11 to 10.2% compared to previous years. (15% in 9/10 and 21.1% in 8/9). The reduction in the proportion of homeless applicants assessed as not being in priority marks progress towards the 2012 homelessness commitment that all unintentionally homeless households will be entitled to settled accommodation by the end of 2012. Repeat homelessness continues to fall – only 4.5% of homeless households made a second presentation within 12 months of the first in 2010/11. (Compared to 5.1% in 9/10 and 5.7% in 8/9). The average case duration (i.e. time it takes from initial presentation as homelessness to us getting a final housing outcome) for unintentionally homeless households in priority need, fell to 25.53 weeks in 10/11 (compared to 30.14 weeks in 9/10 and 33.7 weeks in 8/9).

Family Energy & Savings Team (FEAST)

The FEAST project is a joint partnership with West Lothian Credit Union Forum and the West Lothian Council Advice Shop, and is funded through the Scottish Power Energy People Trust. This partnership project was launched at the Advice Shop in October 2010.

We target both families with children and young people aged 16-25, particularly those leaving local authority care. We provide a full range of energy services, advocacy and benefit health checks, alongside access to affordable financial products and services via the local credit unions.

As part of the development of the FEAST project, a new incentive to start saving with a Credit Union was introduced in February 2011. When clients open their account they are credited with £10. If they save an average of £1 per week for 6 months, a further £10 would be credited to their savings. The aim of this is to give customers an incentive to start saving and discouraging doorstep lending.

Pensioner Income Maximisation Service

This service aims to maximise the incomes of harder to reach and vulnerable older people over the age of 60 living in West Lothian. In the last year the service checked the incomes of 1223 people. From this 570 people have shared extra income of £3,185,142, an average of £107 per week per person.



CORE VALUES

There are four core values set out in the Community Plan;

- » Equalities
- » Sustainability
- » Community Engagement
- » Best Value

EQUALITIES

A number of equality groups are currently being supported by the Council and Community Planning Partners. Mainstreaming equalities work into Community Planning activity is a key aim for the Partnership, and through making links with equality groups, we can ensure all sections of the community have the opportunity to be involved in decision making processes. Attempts are being made to enable the groups below to feed into Community Planning structures.

The groups that are supported include;

- » Disability Equality Forum
- » Community Race Forum
- » Senior Peoples Forum
- » Gender Equality Forum
- » LGBT Youth Forum
- » West Lothian Youth Congress
- » Faith Forum.

Tough Choices Equality Impact Assessment

In February 2010 the council first published its Contingency Strategy for managing the impending reduction in public sector and local government funding from financial year 2011/12 forward. Following the publication of the Contingency Strategy, the Tough Choices Equal Chances Programme was launched in February 2010 with the aim of conducting robust equality impact assessment on the officer led proposals within the Contingency Strategy and subsequent Tough Choices consultation documentation.

The Programme encompassed more than a practical evaluation of Contingency Strategy implications from an equality perspective. It was designed as a strategic change management initiative with a number of integrated and complimentary elements in order to assist with the wider aim of mainstreaming equality and diversity throughout the organisation and via our change implementation. Overall, the majority of proposals within the Contingency Strategy and Tough Choices were deemed to have little or no negative impact on the promotion of equality.

Where specific impacts on equality have been identified, the assessment process has designed actions that will assist to mitigate against identified impacts on particular groups. Consultation and involvement on Tough Choices provided an opportunity for equality groups to be involved in this process.

Feedback from this process influenced the final recommendations. For example, the Disability Equality Community Forum were directly involved with the majority of impact assessments; the Councils Employee Disability Equality Network were involved in initial draft assessment discussions; The West Lothian Race Equality Forum were presented with an overview of the Tough Choices Equal Chances programme and given the opportunity to comment and feedback; the Councils Employee Race Equality Network were involved in initial draft assessment discussions; West Lothians LGBT Youth Group were presented with an overview of the programme and encouraged to comment; along with Council's Employee LGBT Equality Network.

CORE VALUES

SUSTAINABILITY

Climate Change

Work with community planning partners is essential to tackling the area wide carbon footprint and widening the council's sphere of influence. The council has undertaken a project in 2010 working in partnership with the Sustainable Scotland Network, the Lothians councils and their shared public sector community planning partners including the Police and NHS Lothian to examine the area wide footprint and discuss ways in which, through working together, plans can be made to reduce the carbon footprint. The group is currently looking at low carbon vehicle procurement.

Emissions

The actual emissions for 2009/10 were 185,525 tonnes CO₂. The increase is largely due to an increase in council housing stock. When considering solely emissions from the council's buildings (excluding council housing), fleet and street lighting there has been a decrease of 8.7% against growth since 2007/08. This reduction allowed the council to achieve the Carbon Trust Standard in 2010.

The council is working hard to develop projects

that will further decrease its corporate carbon emissions. This includes investment in a waste treatment project for 2013, continual development of low carbon options for fleet, and a number of energy efficiency measures for existing council buildings alongside the continual programme of office rationalisation. Trials of new street lighting technology are also being undertaken where feasible.

ECO2

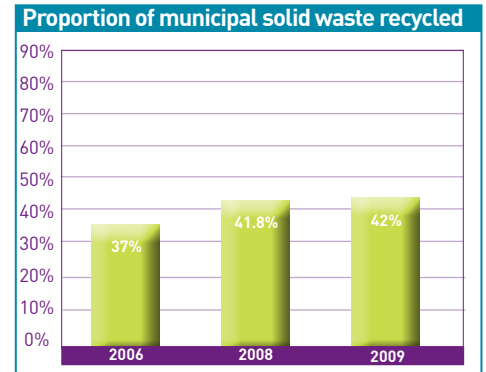
The council has also developed a character, ECO2, to be a fun, friendly and engaging ambassador for the council's carbon reduction messages. ECO2 was successfully launched in June 2010 with coverage in the local media, the council's website, the council's newspaper Bulletin and Inside News. ECO2 provides a consist look and feel to carbon reduction messages.

Having ECO2 in a three dimensional character as well as two dimensional is an added bonus. The character is able to engage people wherever he appears. Soon ECO2 will be featured on the side of bin lorries congratulating local people on their tremendous recycling efforts.

Minimising waste

The recycling rate has increased this year (2010/11). There were increases in the amount of green waste recycled from our kerbside brown bin collections, commercial cardboard, rubble from our recycling centres and other waste streams recycled from council services.

The overall effect is that our material recycled and composted has increased slightly by approximately 600 tonnes compared to last year. The waste landfilled has decreased slightly by approximately 400 tonne. Our overall Municipal Solid Waste (MSW) has therefore increased slightly by approximately 200T to 109,127 tonnes.



CORE VALUES

COMMUNITY ENGAGEMENT

Improving Community Engagement Event

This event was held in January 2011 and was organised by the Community Planning and Regeneration Team. The event was designed to bring partners and stakeholders together and provide an opportunity for them to discuss with the Community Planning Regeneration Team how we could improve our community engagement activity across the Council and the Community Planning Partnership. A wide range of partners and stakeholders were invited to the event, including staff from West Lothian Council, Lothian & Borders Police, NHS/Health, Voluntary Organisations and community representatives. Over 70 people attended.

The event resulted in an agreement that a council wide working group will be formed made up of representatives with a responsibility or experience in community engagement. This group will be tasked with mapping engagement activity, identifying duplication and gaps; creating a framework within which community engagement is undertaken; adopting a common approach to planning, monitoring and evaluation using the VOICE software; sharing good practice and reporting on community engagement activity.



8 Stage Engagement Model

The 8 stage engagement model has been developed by Lothian & Borders Police to provide a generic process for Safer Neighbourhood Teams to adopt within local context and enable them to meet their engagement and prevention remits. Officers and partners will be trained in the model. This process will involve innovative and probing engagement methods to reach out to the community and gather local concerns. Where issues are identified that require a speedy response (e.g. hate crime or vandalism), there is no requirement to progress through each stage.

The same process that currently exists will be progressed i.e. quick resolution through partners or otherwise. However, where longer-term issues are identified, it is important that each stage is addressed.

The 8 stages outline a comprehensive engagement process; Research, Engagement, Identify Issues, Investigation and analysis, Deciding local priorities, Dealing with priorities, Review and Feedback.

CORE VALUES

BEST VALUE

Customer Service Excellence

West Lothian Council ensures the provision of high quality, value for money services through a challenging culture of internal regulation and external assessment. We recognise that there is always ways to make better and more efficient services for the people we serve and our approach has supported a rapid improvement in services and made services more accountable and responsive to local needs. External assessment validates our approach and stimulates improvement in performance and practice.

In 2010, we achieved council-wide the Customer Service Excellence (CSE) standard and also received the Quality Scotland Award for Business Excellence, following our attainment of the highest EFQM score in Scotland. We are the first council to have achieved these recognitions corporately.

Christie Commission

West Lothian Community Planning Partnership were involved in the Christie Commission's recent Call for Evidence on the Future of Public Services. The Commission set out to produce a 'road map' for the future reform of public service delivery in Scotland. To ensure their recommendations were founded on evidence and experiences of users and providers of public services in Scotland, the Call for Evidence was issued on 14 December 2010.

West Lothian Community Planning Partnership issued a joint response based on key principles that the Partnership felt should be addressed by the Commission. The Commission also visited West Lothian as part of its work. This took the form of a local event in Livingston and involved;

- ❖ A round table discussion with senior Council Staff
- ❖ A tour of the Civic Centre, including meeting front line staff
- ❖ A round table meeting with the Community Planning Partnership Board
- ❖ A meeting with staff and clients at the Craigshill Youth Inclusion Project
- ❖ A meeting with stakeholders and members of the public.

The Commission published their report on 29 June 2011.