



May 2010

- ❖ 31 Centres
- ❖ 13 Village Halls
- ❖ 69 Staff

Partners with

- Community Education Associations
- Library Services
- Sport and Leisure Services
- Arts & Cultural Services
- Community Learning & Development
- Outdoor Education Services

- CSE
- WLAM
- Community Facilities Team

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Further information can be obtained from any member of the Community Facilities Team

## UPDATE

The Community Facilities Service continues to strive to provide accommodation and suitable resources to enable local communities to participate in programmes relative to their needs. The service, through its development role will continue to work with management committees and local communities to promote the development of the facilities.

## Refurbishments

Over the past three years the Council has invested £4.6 million to enhance community facilities across the country. Community groups are now enjoying the benefit of this investment.

## Budget

The delivery of the community facilities service in 2009/10 was met within the allocated budget of £2,756,000. The cost per person per day to run the service was 0.31p.

## Community Users Survey

Due to a review conducted in October 2009 through West Lothian Assessment Model it was established that 3 user survey audits are required annually. In the period 2009/10 our first survey recorded 20,858 weekly users and in the second survey 28,045 weekly users. The service set a 5% performance target of increase in usage of our facilities and we have surpassed this.

## Service Standards

Our recent 'mystery shopper' exercise has confirmed a major improvement in our 'Customer Care Standard' via the use of the telephone. Gap survey analysis also identified that the service has achieved a 'very good' in all areas of service delivery. We will continue to review and evaluate the Community Facilities Service with users and partners to ensure quality, equity and efficiency.

## Training

Staff at all levels continue to participate in training opportunities to enable them to execute their duties in a responsible and efficient manner. All staff with supervisory responsibilities are also undergoing training in the Council's Performance Review & Personal Development Planning Process.

## Haiti Appeal

In January a huge earthquake hit Haiti and more than 200,000 people lost their lives and around 1 million people were made homeless. In an effort to offer some help the West Lothian Volunteer Centre appealed for donations of critical life items such as clothing, shoes and blankets. The Community Facilities Services supported the appeal and identified 10 community centres to be used as 'collection points'. This initiative ran for 8 weeks and is now finished.

## NEW BUILDS/REFURBISHMENTS From Capital Spend

As part of our ongoing commitment to provide community facilities that are fit for purpose a number of new builds/major refurbishments are ongoing/underway.

### Fauldhouse Partnership Centre

This £7.2 million new facility should be ready for use by the public later this year.

### Armadale

This £1.2 million project to include library services is now complete and open to the public.

### Bathgate

A £7.5 million new build on the former Education Headquarters site started late last year. This new facility will provide community, health, leisure and library services under one roof and is scheduled for completion in early 2012.

### Livingston Station

A £1.2 million new build project which started in February and is scheduled to take 12 months to complete.

### Longridge

Work on this new £1.8 million community facility with additional classroom provision within Longridge Primary School site commenced in February and should be ready for use later in the year.

### Ladywell

A £1 million new community facility on the former Forestbank Centre site commenced in August last year and should be ready for use by the community later in the year.

### Winchburgh

A major £160k refurbishment programme started last year and is now complete.

### Broxburn Old Town Centre

This facility is being completely refurbished at a cost of £115k to bring it to a standard fit for purpose for senior citizens in the town. Work on the project has started and is should be completed by the end of the Summer.

### Community Centre Assistants

The Community Facilities Team has recruited 6 young people through the Government's Future Jobs Funding (FJF) initiative to work as trainee Community Centre Assistants. The aim of the scheme is to create employment opportunities for young people aged 18 – 24. Those involved will work a minimum of 25 hours per week for a period of six months and will be paid a wage accordingly.

### Dips in performance

Our user survey has identified that although achieving very good in all areas there are very slight dips in performance in our delivery of service this was mainly due to the change in our calculating formula. Our Service Health and Safety/Risk Assessments review was overdue. This has now been rectified. Our Internal Audit department identified through recent audits that our financial procedures memo required updating. A working group is working on this review process at present.

### Where we got it wrong

Our costing per person per day published in our last bulletin was 0.49p it should have read 0.46 p this error was linked to our then calculating formula.

## DEVELOPMENTS

### East Calder Community Centre

Management Committee agreed to contribute £15k towards an extension to the centre in partnership with the Council to provide much needed storage facilities.

### Uphall Community Centre

Management Committee in partnership with the Council has recently converted a redundant changing room in to a much needed meeting room. The management committee contributed £9k towards the £12k project and users of the centre are now enjoying the use of this new room.

### Bridgend Community Centre

The Management Committee is now registered with the Office of the Charity Regulator and are in the process of undertaking self financing improvements.

### Mid Calder Community Centre

Management Committee are involved in ongoing discussions with the Council regarding consolidating other facilities in the village i.e. the old school, and Cunigar House.

### Blackburn Community Centre

Management Committee is involved in ongoing discussions with the Council regarding a new 'Partnership Centre' for Blackburn. This initiative is a joint development between West Lothian Council and NHS Lothian and will seek to bring together a range of services provided by the Council, West Lothian Community Health Care Partnership and NHS Lothian. Consultation is at an early stage and a Partnership Steering Group will be set up for the project which will be representative of the Blackburn Community, the Council and the Community Health Care Partnership.

### Partnership Agreements

Following a series of meetings and discussions last year between Blackburn Management Committee and the Council's Communities Team a 'Partnership Agreement' was established. This document along with a report was submitted to the Council's Executive recommending that the process be endorsed for development with all Community Education Associations Management Committees in West Lothian. The recommendation was approved by the Council's Culture & Leisure Policy Development & Scrutiny Panel on 29 October 2009. A first phased schedule has been created which identifies 11 Community Education Association Management Committees for implementation. Staff are now working with these committee's to develop individual Partnership Agreements and Action Plan as appropriate.