

April 2010

# West Lothian Council Community Facilities Service

## Service Booklet

2010 - 2011

**community facilities**

West Lothian Council delivers

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# COMMUNITY FACILITIES SERVICE

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## COMMUNITY FACILITIES SERVICE

### Introduction and Historical Context

At reorganisation of local government in 1996, West Lothian Council agreed to include all the Livingston Development Corporation facilities and a number of ex District Council community buildings within the Community Education Service. This added to a relatively high number of community facilities being operated by the Community Education Service. These resources counted for approximately 63% of the total budget (£3.83million including capital loan charges) being tied up in property management and placed a significant ongoing financial burden on the Council. It also resulted in under investment in the fabric of buildings. The Community Education Service sought to address this issue over a programme of rationalisation which resulted in the closure of several buildings without significant loss of service.

A significant number of ancillary issues then needed to be addressed: -

- Operating arrangements created a significant drain on the services' professional staff resources at a time when increasing demands were being made for key local and national agendas. It was estimated that 4.5 professional staff were engaged in supporting facility management.
- There was identified a need to further develop the capacity of the local community to maximise participation and promote the principle of community self-management.
- There was also an increased demand from care agencies to access local community resources.
- The HMLe report undertaken in 2003 highlighted that the authority had developed complex management arrangements with the community education workers, facility management and cleaning being accountable to different council services.
- A Best Value Review in July 2003 identified that existing management arrangements for community facilities were fragmented and it was recommended that responsibility for the management for community facilities should rest with a single service.

### Current Position

Given the above issues and recommendations, a revised model for the management of community facilities was implemented in October 2006. Following consultations with community education associations, community education workers and trade unions, it was agreed that a single Community Facilities Service would now operate the following resources.

### 31 Community Centres

Addiewell Community Centre  
Bathgate Community Centre  
Carmondean Community Centre  
Crofthead Community Centre  
East Calder Community Centre  
Fauldhouse Community Centre  
Lanthorn Complex  
Mid Calder Community Centre  
Philpstoun Community Centre  
Newton Community Centre  
Polbeth Community Centre  
Stoneyburn Community Centre  
Uphall Community Centre  
Winchburgh Community Centre  
Strathbrock Partnership Centre

Armadale Community Centre  
Blackburn Community Centre  
Craiginn Community Centre  
Dechmont Community Centre  
East Whitburn Community Centre  
Forestbank Community Centre  
Livingston Station Community Centre  
Mosswood Community Centre  
Linlithgow Burgh Halls  
Bridgend Community Centre  
Seafield Community Centre  
Torphichen Community Centre  
West Calder Community Centre  
Whitburn Community Centre

The Current refurbishment programme of £4.2m agreed in 2006 is now nearing completion and the majority of properties are now comfortable, welcoming, fit for purpose and supporting efficient service delivery. Further developments encouraging building rationalisation, new build, and joint use of buildings with other services and partners will obviously contribute to a wider range of provision enhancing the quality of service delivery.

The additional Capital Spend Programme also provided for considerable improvement of identified Community Facilities. (See appendix 3)

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### Additional Facilities

The service has recently been asked to undertake the operation of 13 Village Halls and 3 further community centres

Bellsquarry Village Hall  
Chalmers Hall, Linlithgow  
Pumpherstons Institute Hall  
Ecclesmachan Village Hall  
Cunnigar House, Mid Calder  
Whitburn OAP Hall  
Eastfield Recreation Centre  
Newyearfield Farm

Breich Village Hall  
Kirknewton Village Hall  
Uphall Station Village Hall  
Broxburn Old Town Centre  
Old School, Mid Calder  
Bathgate OAP Hall  
Murieston Community Centre  
Craigsfarm Centre

Many of these buildings are very old and were previously Miners Institutes or redundant Schools and have serious maintenance issues. Discussions are now taking place to review lease arrangements, undertake condition surveys and determine best operational practices.

### Community Facilities Management Structure

The Facilities Team is managed by Gordon Connolly who reports to Alistair Shaw, Head of Area Services. Each Community Facility is operated by a Centre Coordinator who is in charge of the day to day running of the Facility and is assisted in their duties by Caretaking Staff. The Coordinators are managed by Jane Carr-Pollock, Area Manager, June Close, Area Manager/Development Officer and Dennis Cairney, Area Manager/ Development Officer. **(See appendix 1)**

The Service is supported by a range of partners such as local Management Committees, Community Learning and Development, Churches, Libraries and other West Lothian Services. This model continues to provide access for community groups, interagency working and a range of facilities/services relating to young people and adults through the Community Learning and Development Service. The Service also operates an accredited key holding system which allows volunteers and community groups to access the buildings increasing capacity and community use.

**Centre programmes** are promoted relating to local need in partnership with Community Learning and Development and include: -

- Detached and outreach youth work.
- Volunteer groups.
- Special interest clubs.
- Project work.
- Sports groups.
- Adult education groups.
- Adult literacy groups.
- Advocacy, information and counselling.

The Community Facilities Service works closely with statutory service groups and the voluntary sector to ensure that integrated provision is made wherever possible.

**Key Priorities:-** The Service has identified the following key priorities:

- Maximising participation and empowerment of local communities.
- Consistent and appropriate delivery of service.
- Increasing capacity of the Community Learning and Development Service to deliver its core functions.
- Securing Council access to facilities in pursuit of key policies, strategies and services.
- Maximising efficiency and effectiveness, ie better value for money in the operation of community centres.
- Partnership agreements
- Treating staff fairly.
- Increase community access.

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**Current partners :-** The Service works with the following : -

- Community Facility Management Committees.
- Library Services.
- Sport and Leisure Services.
- Arts and Cultural Services.
- Community Learning and Development Service.

### WHERE WE WILL CONTINUE TO REVIEW

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 local Management Committees, Local Communities and Stake Holders to promote the use and development of the facilities.

We will review and evaluate Management practices of all our facilities in consultation with users, partners and stake holders.

### Vision, Values, Principles

#### Mission Statement

**To make West Lothian a place where everyone matters and every person both contributes to and benefits from the community in which they live.**

Our vision involves customers as members of a whole society and seeks to develop individual, social and community responsibility and respect.

#### Our Commitments

We will provide community facilities to individuals, groups, organisations and communities in order that: -

- Customers can come together to share information, express ideas and opinions, make decisions, solve problems and continue to learn.
- Customers can foster change in their own communities and have a greater say in the decisions and services that affect their lives in a rapidly changing world.
- Customers can be involved in the management of their local resources to support the development of their community.

#### Our Values

As a Service we value those we work with. We believe that everyone has worth, value, dignity and freedom.

#### We will:-

#### As People

- Treat each other with respect.
- Listen to what we hear and action if appropriate.
- Share what we know.
- Learn from others.
- Ensure equality of opportunity.

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### As a Community Facilities Service

- Provide direction, information and means for accessing our Facilities.
- Create an environment that allows the local community to be involved in the management of their community facility.
- Involve customers in evaluation of our efforts to help us improve our practice to take account of the changing needs of those we work with.
- Implement West Lothian Council policies and priorities.
- Ensure quality, equity and efficiency.
- Work in collaboration with our partners and the community.
- Ensure that the Community Facilities Service in West Lothian supports local needs and activities.

### In delivering Customer Care Standards

- Treat all customers with respect, courtesy, fairness and with good manners
- Ensure that a helpful friendly staff member gives their name when they greet you.
- Deal efficiently with telephone calls. Due to staffing structures and staff activities within community centres we will answer 50% of all telephone calls within 3 rings. When staff are unable to answer the telephone, your call will be diverted to an answer phone. All phone messages will be returned within 1 working day and our standard for this is 80%.
- Deal with your enquiry within three working days although we will try to respond within 1 working day 80% of the time.
- Give clear and accurate information in an impartial way.
- Consult and listen to you about the quality of our service to ensure that we meet your needs as we strive for continuous improvement.  
We aim to achieve a level of Good or Very good in customer satisfaction in our regular customer surveys.
- Respond to any complaints, or suggestions within five working days and our standard for this is 95%

### In delivering our main services we have set Community Facilities Service Standards

- All community centre buildings will be available Monday to Friday from 0800 - 2200 for Community use depending on programme and customer demand and open outwith these core times by agreement with local management committees.
- All Community Centres will be inviting and welcoming
- Telephone calls or verbal requests on a service booking enquiry will be confirmed by fax, email or face-to face within 3 working days if a space is available.
- All confirmed bookings are honoured 90% of the time.
- Respond to complaints within 5 working days (to confirm- West Lothian Way)
- Treat all customers with respect, courtesy, fairness and with good manners
- Deal with your enquiry within 3 working days, although we have a target to deal with 80% within 1 working day
- Consult and listen to you about the quality of our service to ensure that we meet your needs as we strive for continuous improvement.

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### Our Practice

- We will encourage customers of all ages and abilities to become involved in our Community Facilities and provide guidance and advice to help customers make informed choices.
- We will assist Community Learning and Development in providing opportunities for essential life skills, including communication, literacy and numeracy, working with others, problem solving and using information technology.
- We will provide facilities to support community groups, organisations and services.
- We will encourage groups and organisations be involved in, contribute to and benefit from, their communities.
- We will assist in facilitating programmes for community groups to participate in educational, leisure, recreational, social and cultural activities.

### The key activities of our Service are;

- To provide Community Facilities to meet the needs of the local community.
- To work with Community Facility Management Committees.
- To identify and establish a partnership agreement with Community Facility Management Committees.
- To promote Community Facilities in response to the needs and aspirations of the individuals, families, communities and partners we work with.
- To provide a warm, friendly and safe environment.

### Frequently Asked Questions

- 1 What is the Community Facilities Service?

*We are part of West Lothian Council, Culture and Leisure Services.*

*We have: -*

- 1 Community Facilities Manager – Gordon Connolly
- 1 Community Facilities Area Manager – Jane Carr-Pollock.
- Community Facilities Service Development Officers/Area Managers - Dennis Cairney, June Close.
- 29 Community Facility Co-ordinator Posts.
- 37 Community Facility Caretaker Posts.
- 13 Ancillary Staff.

- 2 Where can you find the Community Facilities Team and the community Centres?

*For Contact names, email addresses and facilities see **Appendix 2**.*

- 3 When are your facilities available?

*Opening hours vary for each facility. All facilities are available for bookings between 8.00am until 10.00pm Monday to Friday; a number of facilities may also be available outwith these times.*

*If not booked some facilities may not always be open during these times. To speak to a local co-ordinator please telephone the appropriate community facility.*

- 4 How do I get information about Community Facilities?

*You can contact the local co-ordinators or staff listed in Appendix 2.*

- 5 How long will it take for the Community Facilities Service to respond?

- *We will respond to your telephone calls within 3 rings where possible, if your call is not answered you will be transferred to an answering machine, we aim to respond to telephone messages within 1 working day.*
- *We will answer your enquiry within 3 working days but aim to respond 80% of the time*

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*within 1 working day.*

### **Making suggestions, complaint or comments**

Your suggestions, complaints and comments are important to us. We appreciate your feedback whether negative, positive or neutral as it will help to improve our service.

If you wish to make a suggestion, complaint or comment about our service you can do so in a number of ways, including at your local community facility.

Your suggestion, complaint or comment may be dealt with differently depending on its nature. Many Facilities have a local procedure and if the suggestion, complaint or comment is about the community facility you may wish to pass it to the Co-ordinator who will try to deal with it immediately. (See Appendix 2 for contact list).

Alternatively any suggestion, complaint or comment about our, or any other service can be made through the West Lothian Council Services Enquiry Tracking System procedure on Freephone 0800 328 5143, by e-mail to an officer listed in Appendix 2 or by calling at any West Lothian Council reception point.

If the suggestion, complaint or comment cannot be dealt with by the Co-ordinator it will be channelled either to the Management Committee to be dealt with at their meetings, the Line Manager or another service for further action.

If a suggestion, complaint or comment is made about a member of staff this should be sent to the Line Manager for further action. (See Appendix 2 for contact list)

### **Our Principles**

#### **Community Facilities**

The Community Facilities Service will work in partnership with Local Management Committees and Community Learning and Development to build a dynamic, inclusive learning community, which allows customers in West Lothian to develop their potential to the full.

#### **Customer Care**

A procedure for the collation and analysis of letters of complaint and commendation in accordance with Council policy will be applied.

#### **Equal Opportunities**

The Community Facilities Service will operate the West Lothian Council Equalities Policy.

#### **Continuous Improvement**

Under the principles of Best Value we are committed to continuously improving our services. Our approaches will be research based and will hopefully prove effective. We focus on local need through democratic participation. We will vary our programmes to help create a positive relationship with our partners, individuals, families and communities. We strive to continually improve our service by building upon good practice from within West Lothian Council and also by learning from good practice in other organisations and listening to our service users and partners.

#### **Quality Assurance Policy**

##### **Purpose**

The purpose of quality assurance is to ensure both the effectiveness and the efficiency of delivery of the

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service. We will ensure that the management of priorities, development planning, personal and professional development, monitoring and evaluation are carried out both systematically and transparently to create a positive approach to improving our services.

### Policy Statement

The Community Facilities Service is a service committed to Quality Assurance and is based on continuous improvement. We work in partnership with organisations and with local customers to improve our practices and service.

### Policy Context

The Community Facilities Service will allow customers to have a greater say in issues affecting their lives in their local Community. West Lothian Council is committed to providing access of opportunities to Community Facilities for individuals, families and communities.

Our goal is to assist individuals, families and communities to access these facilities. We are dedicated to public service, education, collaboration and research. We are committed to realising West Lothian's Community Planning vision over ten years, which will make a positive contribution to being a: -

- Learning Community.
- Caring Community.
- Prosperous Community.
- Changing Community.
- Safer Community.
- Healthy Community.

This vision statement of the Community Facilities underpins its policy with regard to work with all ages in the community.

### What is Quality Assurance?

**Under Best Value**, we must show that:

"We have a formal framework for continuously improving our services. Within this framework, we must show that we are prepared to **challenge** why a service is needed. **Compare** the performance of our services with that of other organisations, **consult** with customers to ensure that our services meet their needs and **compete** with the performance of other service providers.

**These are sometimes called the Four "C"s.**

We also accept the four key principles of Best Value:

1. That we are **accountable** to our customers,
2. That we are **transparent** or open in the way we do business,
3. That we are committed to **continuously improving** our services,
4. That we take **ownership** for Best Value.

### Our Performance Management

Performance Management and planning is integral to the work of the Community Facilities Service as the key mechanism for putting into operation strategies and policies to achieve service objectives.

Where there are plans for different activities, or planning with other units, agencies or partners, these strategies are internally consistent and cross-refer throughout West Lothian Council.

Currently, the key elements impinging on our Service planning are: -

- Community Plan.
- Corporate Plan.

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- Local Area Plans.
- Community Facilities Management Plan.

The above plans are consistent with the Councils' requirement for the management and implementation of performance review and professional development (PRPDP)

### Performance Review

Community Facilities Service will be subject to performance review procedures namely:

1. Self evaluation:  
Carried out for all our Community Facilities Co-ordinators and Caretakers and recorded via gap survey information.
2. Customer evaluation  
Carried out via user surveys to monitor standards and efficiency
3. Team Evaluation  
Carried out annually by the Management Team assisted by CLD Quality Assurance Officer- looking at team practice using Quality Management Processes and provides direction for the Management Plan.
4. Service Evaluation, Quality Assurance is monitored by the Management Team and facilitates continuous improvement using :-
  - West Lothian Assessment Model (WLAM)
  - Customer Service Excellence (CSE)
  - Her Majesty's Inspectors of Education (HMIE) and feedback identifying areas for improvement.

The above are incorporated into the Service Improvement Plan and our targets are reported to the Cultural Services Policy Development Scrutiny Panel. (PDSP)

These review systems will inform how the service continues to improve.

### Standard of practice and evaluation:

#### Practice

- All members of staff will adhere to the current service standards which detail the core components and the activities embedded within it. (Ref. Service Standards Documents)
- All members of staff will deliver the service as per the Service Booklet, Office Procedures and their Job Outlines
- All members of staff will pay consistent attention to the design and development of programmes in relation to their agreed purpose
- All members of staff will deliver the service as per our Customer Care Standards ensuring that equal opportunities are given to all who use the service
- All members of staff will work with Community Facilities Management Committees to provide opportunities for access to facilities to all individuals, groups, partners or members of the community.
- All members of staff will ensure that the Community Facilities Service provides facilities that support local needs

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### Evaluation

- Evaluation methods will be appropriate to the overall provision.
- All evaluation data will be systematically used to inform future planning.
- All staff will keep evidence of all work undertaken and collect evidence in relation to the Service requirements.
- Evaluation methods will enable participants to be fully involved in evaluation activity at all levels and for obtaining feedback from a wide range of participants and the community.
- All records, materials and evidence will be kept during the year and for five years after the finish date.
- Resources and facilities suitable to the requirements of the work being carried out will be provided to ensure standards are met.
- Statistical information and progress reports will be submitted as required and staff will ensure that up to date information is available at all times.
- All Facility Management Committees will provide an annual report
- Customer evaluation will be carried out via user surveys and other methods to monitor standards and efficiency

### Staff Development

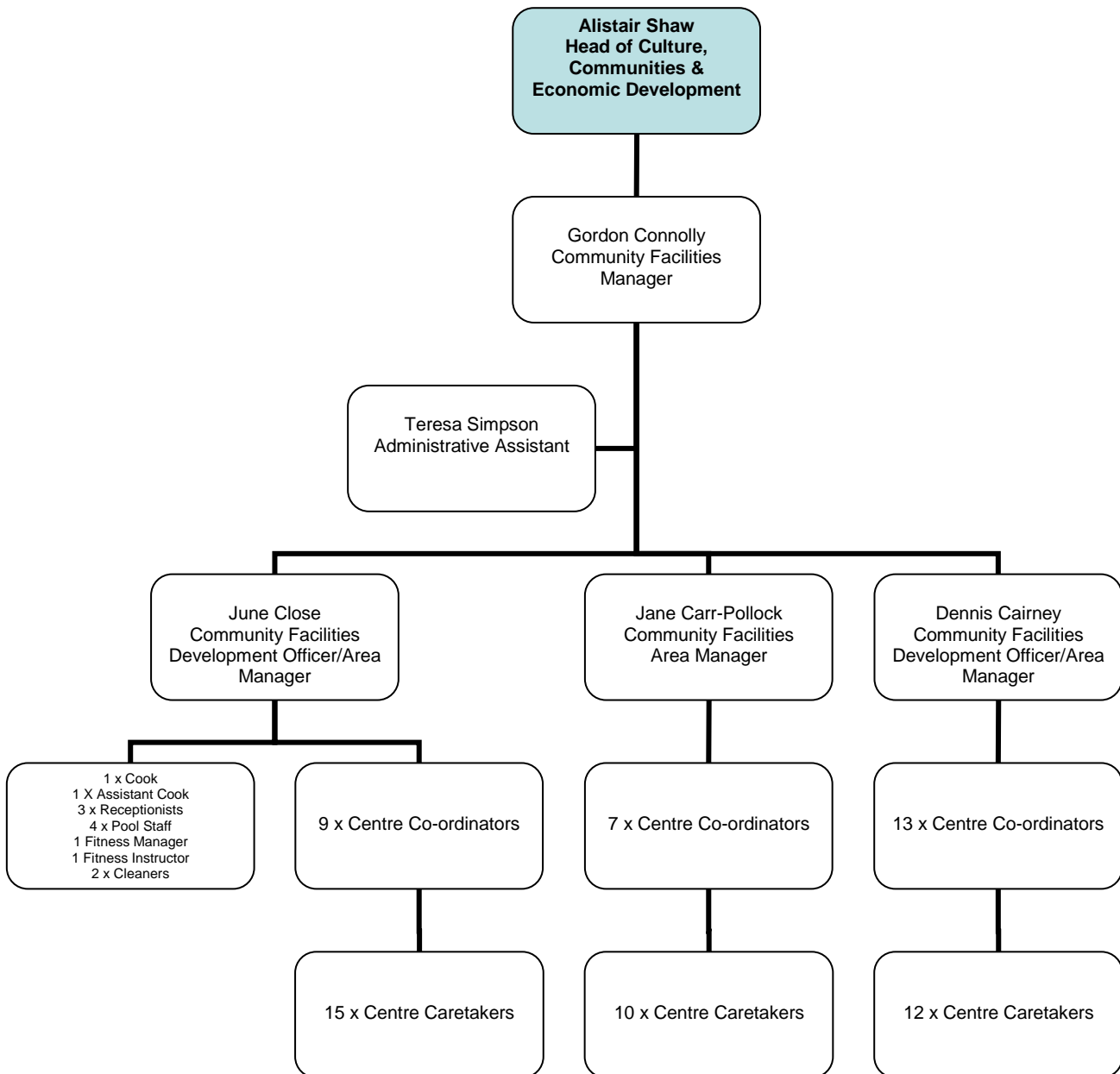
- All staff will undertake initial induction training.
- All staff will take part in a professional review and personal development process (**PRPDP**).
- Training and personal development opportunities will be offered and reviewed annually.
- The supervision structure will be formalised to encourage reporting upwards of any issues to be addressed.

The Community Facilities Management Team has an active interest in managing and assuring the quality of our service planning. The Community Facilities Management Team will encourage staff to make suggestions, comments and complaints to support the development of the service.

# COMMUNITY FACILITIES SERVICE

## Organisational Structure

## Appendix 1



## COMMUNITY FACILITIES SERVICE

Appendix 2

### CONTACT LIST COMMUNITY FACILITIES TEAM

#### STRATHBROCK PARTNERSHIP CENTRE 189A WEST MAIN ST, BROXBURN EH52 5LH

NAME	DESIGNATION	TELEPHONE	EMAIL ADDRESS
GORDON CONNOLLY	COMMUNITY FACILITIES MANAGER	01506 774737	gordon.connolly@westlothian.gov.uk
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JUNE CLOSE	COMM FACILITIES DEV OFFICER	01506 774736	june.close@westlothian.gov.uk
DENNIS CAIRNEY	COMM FACILITIES DEV OFFICER	01506 774707	dennis.cairney@westlothian.gov.uk
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#### STRATHBROCK COMMUNITY CENTRE 189A WEST MAIN ST, BROXBURN EH52 5LH

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### WINCHBURGH COM.ED.CENTRE, CRAIGTON PLACE, WINCHBURGH, EH52 6RW

NAME	DESIGNATION	TELEPHONE	EMAIL ADDRESS
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## COMMUNITY FACILITIES SERVICE

**Appendix 3**

**Post Title** Community Centre Co-ordinator **Post No**

**Service Group** Education & Cultural Services

**Service Area** Community Facilities Service

**Location** Various

### 1. PURPOSE OF THE JOB

To co-ordinate the day-to-day operation of Community Centres and Village Halls, ensuring that the needs of the centre users and the local community are being effectively met.

To work closely with key Council services and assist the Management Committee in the development of an imaginative programme which provides opportunities for a range of sports, arts, cultural and recreational activities.

### 2. JOB SCOPE

The post holder will be responsible for all aspects of building management including carrying out risk assessment and ensuring the health and safety of all users.

The post holder will liaise with Council services to ensure the effective maintenance and upkeep of the building.

The post holder will support the Management Committee in developing programmes to meet the needs of the local community. The Centre Co-ordinator will be the key contact for the local community and appropriate officers of the Council, who require access to the facilities for the development of community learning, sport, arts and cultural activities.

The post holder will provide administrative support and maintain financial records on behalf of the Management Committee.

The post holder's main responsibility will be to provide dedicated support to one Community Centre (normal operating base). The post holder however will also operate as part of a wider team, providing support to other Centres as and when required.

### 3. KEY RESPONSIBILITIES/FUNCTIONS

#### Administration

The post holder is responsible for providing reception and information services, administrative support to groups and projects and maintaining a filing system.

#### Finance

The post holder will maintain financial records relating to the operation of the centre in line with Council procedures and will oversee the operation of the coffee bar where appropriate.

#### Building

The post holder will be responsible for the day-to-day operation of the facility, ensuring that the building is fit for purpose and appropriate procedures adopted to ensure the health and safety of all users. The post holder will liaise with property services to ensure that facility is maintained as required.

#### Supervision

The post holder will be responsible for supervising caretaking staff (including those caretaking staff in neighbourhood village halls) and where appropriate reception and/or coffee bar staff.

## COMMUNITY FACILITIES SERVICE

### 4. CURRENT TASKS

#### Administration

- Provide a reception and information service, including dealing with general enquiries from users of the centre and members of the public.
- Provide administrative support for groups and projects associated with the centre.
- Process bookings and lets for accommodation and equipment, including receiving deposits and issuing receipts.
- Maintain a filing system and provide information as appropriate to the Council or Management Committee.

#### Finance

- Maintain appropriate systems for financial recording including daily takings, completion of daily and weekly income sheets, accounting for all monies received, issuing receipts, banking centre income and maintaining petty cash system.
- Maintain financial records and provide appropriate reports as and when required.
- Where appropriate oversee coffee bar operation.

#### Building

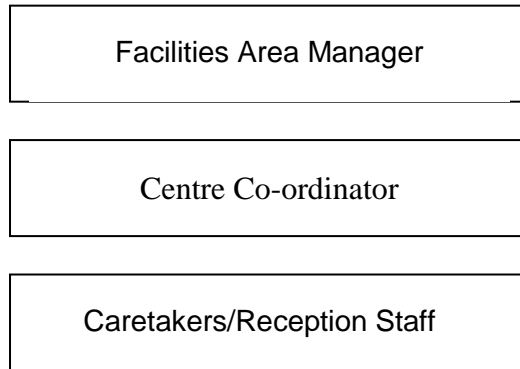
- Ensure the preparation of accommodation, including cleaning where appropriate between lets, for users as required
- Ensure the immediate surrounds are free from litter and liaise with property services to ensure the overall upkeep and maintenance of the facility and its surrounds
- Ensure the security of the premises including operation of fire and burglar alarms and key-holding responsibility
- Monitor cleaning standards and liaise with cleaning supervisor
- Carry out minor repairs and improvements where possible
- Assume responsibility for all aspects of building management including carrying out risk assessment and ensuring the health and safety of all users.
- Respond to emergency call-outs in accordance with standard procedures
- Ensure that prescribed procedures are followed in the event of fire, flooding, accident or damage
- Ensure that appropriate procedures are followed to maintain required temperatures throughout the building and liaise with Property Services as required
- Ensure reasonable pedestrian access to the community centre in the event of snow and frost

#### Supervision

- Supervision of caretaking staff
- Supervision of caretaking staff in neighbourhood village halls or small centres where appropriate
- Supervision of receptionists and coffee bar staff where appropriate

## COMMUNITY FACILITIES SERVICE

### 5. ORGANISATION CHART



### 6. RESOURCE RESPONSIBILITY

- STAFF NUMBERS / GRADES

The centre co-ordinator will be responsible for caretaking staff. Where appropriate any additional staff employed to assist in the operation of the centre eg. Receptionists and coffee bar staff. (This would only happen in a very limited number of centres.)

Normal practice would be for centre co-ordinators to line manage a maximum of 1 fte caretaker.

- FINANCE / BUDGETS

The centre co-ordinator will be responsible for monitoring the centre's budget on behalf of West Lothian Council. This would include such things as energy, supply of materials and maintenance programme.

The centre co-ordinator will be responsible for collecting cash from centre users, issuing receipts, banking monies and maintaining financial records, in line with Council procedures. The centre co-ordinator will provide regular reports to the Management Committee on income and expenditure.

- OTHER

Where appropriate (limited number of centres) the post holder will be responsible for the operation of the community centres minibus.

### 7. DECISIONS MADE

The centre co-ordinator will be required to work on his/her own initiative, ensure the health and safety of centre users and liaise with property services to maintain the building in a suitable condition.

The centre co-ordinator will be required to support the Management Committee in programming the facility and ensuring caretaking cover as necessary.

## COMMUNITY FACILITIES SERVICE

### 8. WORKING RELATIONSHIPS / CONTACTS

- IMMEDIATE SUPERVISOR

Facilities Area Manager

- IMMEDIATE SUBORDINATES

Caretaking staff (where appropriate reception and coffee bar staff)

- OTHERS WITHIN WEST LoTHIAN COUNCIL

Community education workers, key staff in sport/recreation and arts/cultural services  
Property services  
Cleaning services

- OTHERS OUTSIDE WEST LoTHIAN COUNCIL

Community Education Association  
Local community groups and organisations  
Local media  
Community wardens  
Police

### 9. CHALLENGE

- COMPLEXITY

The centre co-ordinator has a number of key tasks in a variety of areas. This is an amalgamation of two posts and it is likely in the initial stages that staff will have skills in particular areas of the job. A high degree of interpersonal skills are also required to support the Management Committee in the day-to-day operation of the centre and to meet the needs of centre users. A training programme will be offered to post holders.

- CREATIVITY

The centre co-ordinator will work closely with Council staff to develop the centre programme to meet the needs of the local community in community learning, sport, arts and cultural activities. Depending on the skills of the postholder, a proactive approach to building maintenance or administrative support would be welcomed.

## COMMUNITY FACILITIES SERVICE

### 10. COMPETENCIES / KNOWLEDGE / QUALIFICATIONS

- ESSENTIAL

Excellent inter-personal skills  
Basic knowledge of IT  
Ability to communicate effectively, verbally and in writing  
Ability to follow building related procedures

- DESIRABLE

Knowledge/experience of keeping financial records  
Knowledge of building and maintenance including ability to carry out minor improvements  
Qualifications in either administration or facility management/building trades

### 11. EXPERIENCE

- ESSENTIAL

Clerical/administration experience or experience of working within facility management  
Dealing with members of the public  
Proven track record of being able to work on own initiative with the minimum of supervision

- DESIRABLE

Previous experience of working within a community centre  
Experience of programme development

### POST TITLE:

### 12. OTHER ESSENTIAL INFORMATION

This is a key post that is essential to the successful operation of community education centres. Community self-management will be encouraged where practical and the centre co-ordinator will carry out a process of induction for designated and approved key holders.

The post holder will work a flexible working pattern of mornings, afternoons or evenings, depending on the programme and needs of the centre. Regular evening work will be a feature of this post and while the working pattern will normally be Monday to Friday, weekend work will be required.

## COMMUNITY FACILITIES SERVICE

**Appendix 4**

**Post Title**  **Post No**

**Service Group**

**Service Area**

**Location**

### 1. PURPOSE OF THE JOB

To be responsible for the safety and well being of centre users and the security of the premises and its contents.

Ensure that rooms are clean and tidy, prior to use and that groups are offered whatever assistance is required to set up appropriate equipment.

### 2. JOB SCOPE

The post holder will be required to work alone and accept keyholding responsibilities often in the evening

The postholder will be continuously working with the public.

The postholder will be required to work outwith the premises occasionally in adverse weather conditions

### 3. KEY RESPONSIBILITIES / FUNCTIONS

Post holder will carry out minor repairs to fabric and furnishings including replacing light bulbs/tubes, sub-main and first-line (up to 60 amp) fuses.

Examination of ball-cocks and water fittings

Inspection of cleaning equipment to ensure safe operation

Keyholder responsibilities include ensuring the security of the building and responding to fire and burglar alarms

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## COMMUNITY FACILITIES SERVICE

### POST TITLE:

#### 5. CURRENT TASKS

The post holder will be responsible for the security of the premises and its contents (including the operation of fire and burglar alarms and keyholder responsibilities).

Lighting, heating and cleaning of premises, including maintenance and operation of plant, portorage and handyman duties

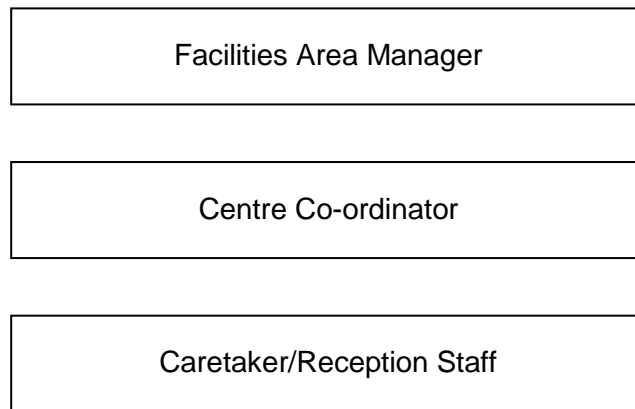
Ensuring that rooms are clean and tidy between lets

Setting out rooms for use by centre users

Cash handling

Reception duties and dealing with enquiries

#### 6. ORGANISATION CHART



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**COMMUNITY FACILITIES SERVICE**

**POST TITLE:**

**7. RESOURCE RESPONSIBILITY**

- STAFF NUMBERS / GRADES

NONE

- FINANCE / BUDGETS

NONE

- OTHER

NONE

**8. DECISIONS MADE**

Day to day decisions within clearly defined procedures to ensure the health safety of centre users and that the building is prepared for group use.

**9. WORKING RELATIONSHIPS / CONTACTS**

- IMMEDIATE SUPERVISOR

Centre Co-ordinator

- IMMEDIATE SUBORDINATES

None

- OTHERS WITHIN WEST LoTHIAN COUNCIL

Community Education Workers, key staff in sport/recreation and arts/cultural services  
Property Services  
Cleaning Services

- OTHERS OUTSIDE WEST LoTHIAN COUNCIL

Community Education Associations  
Local community groups and organisations  
Local media  
Community wardens  
Police

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## COMMUNITY FACILITIES SERVICE

### POST TITLE:

#### 10. CHALLENGE

- COMPLEXITY

The focus of this post is the safety and security of the facility and the well being of its users.

- CREATIVITY

The postholder will require to respond to unanticipated programme requirements

#### 11. COMPETENCIES / KNOWLEDGE / QUALIFICATIONS

- ESSENTIAL

Ability to communicate effectively  
Excellent interpersonal skills  
Ability to follow building related procedures

- DESIRABLE

Knowledge of building and maintenance including ability to carry out minor improvements

#### 12. EXPERIENCE

- ESSENTIAL

Deal with members of the public  
Proven track record of being able to work on own initiative with the minimum of supervision

- DESIRABLE

Previous experience of working within a community centre

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**COMMUNITY FACILITIES SERVICE**

**POST TITLE:**

**13. OTHER ESSENTIAL INFORMATION**

The postholder will be expected to work regular evenings and occasional weekends, working a 5 from 7 pattern Monday to Sunday.

**AUTHORISATION SIGNATURES**

POSTHOLDER  
HEAD OF SERVICE

DATE:  
DATE:

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