

# South West Locality Directory



# Welcome to your locality directory



Welcome to the South West Locality

As part of our transformation of services, the Council has begun working with its key partners in four new localities, of which the South West is one.

Together, our aim is, to deploy our resources more effectively to; tackle inequalities, improve health and well-being, support more resilient and safer communities, improve the places where people live, strengthen community engagement and simplify and strengthen locality planning.

You can read more about this in our [‘Guide to locality working’](#).

This directory provides you with your key contacts in the South West Locality along with other important local contacts in our Council services. It also provides you with the lead contacts for all our strategic partners, who are all members of the Locality Leadership Team.

This Directory will be regularly updated, and I hope you will find it useful.

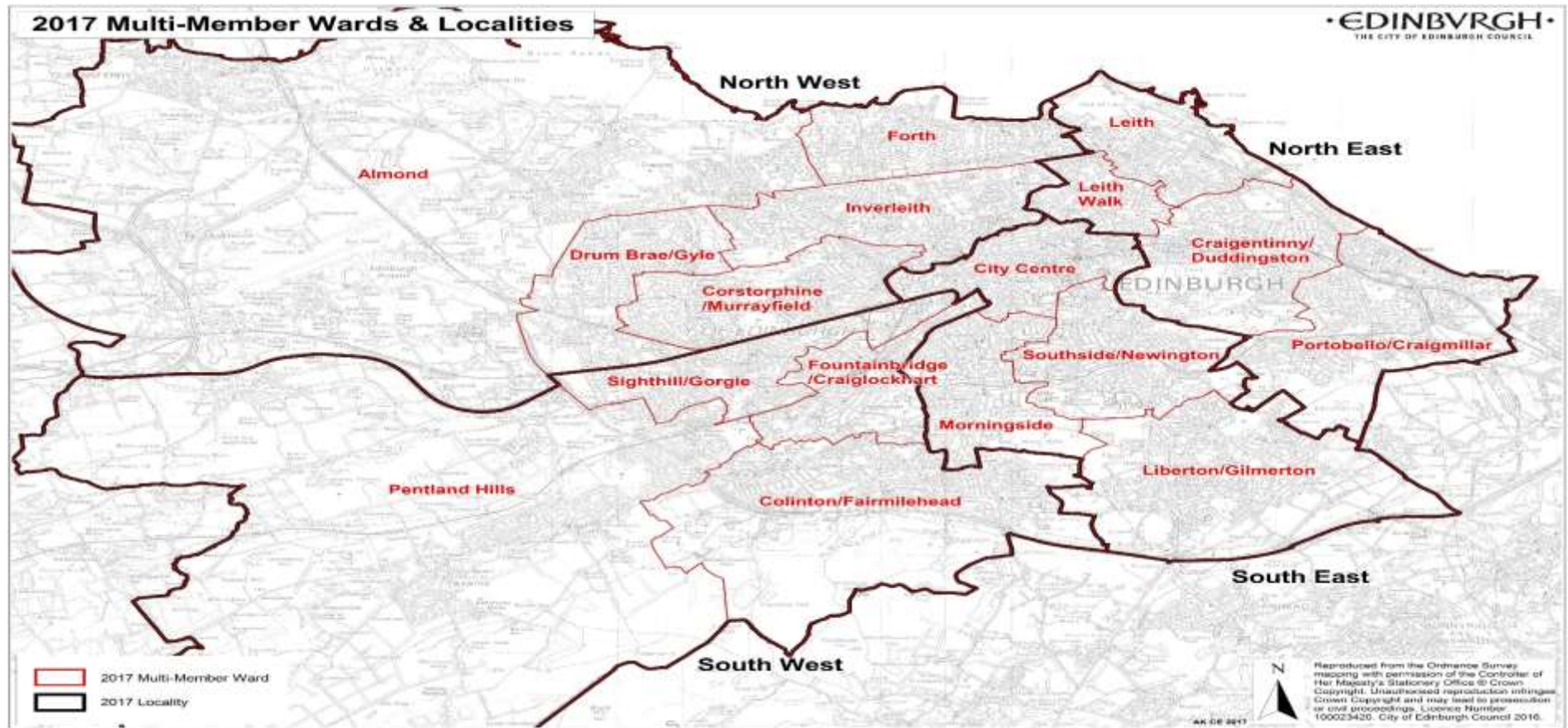
I look forward to working with you.

**Mike Avery**

**South West Locality Manager**



# Our Locality Map



Our city is organised in four localities - North East, North West, South East and South West. All partners in Edinburgh now work within these boundaries.

**Simplified locality geography enables all partners to better engage, align their services and share resources – including people and premises.**

# Locality Services – how they are managed and delivered

Many of our Council services are managed at a local level. The services listed below are managed directly by our Locality Managers, working closely with other local teams to ensure they are delivered in line with local needs and priorities. Each Locality also has a Health and Social Care Partnership Locality Manager.

Contacts for these teams are included in this directory, along with other key local contacts for Council services and partners.

## **Family & Household Support**

- Family and Household Support (including Community Safety & Locality Support services, Homelessness assessment and Debt advice)

## **Local Housing**

- Housing Operations and Concierge Services (including lettings & housing advice, rent collection and Estate & tenancy management)

## **Local Transport and Environment**

- Local Transport (including Roads, and Footways) and local Environment (including Environmental Wardens, Local Parks Development & Management, Park Rangers Service, Community Clean-ups etc)

## **Lifelong Learning**

- Lifelong Learning Services (including Libraries and Community Centres, community planning and engagement, Adult Education and Youth Work, Health and Well Being/ Arts and Creative learning, Sports & Outdoor activities and Parent & Carer Support)

# South West: lead contacts and organisational structure

The South West locality covers Colinton/Fairmilehead, Fountainbridge/Craiglockhart, Pentland Hills and Sighthill/Gorgie wards.

## Mike Avery, South West Locality Manager

0131 527 3801

[mike.avery@edinburgh.gov.uk](mailto:mike.avery@edinburgh.gov.uk)

## Executive Assistant

Jay Sturgeon

[Jay.sturgeon2@edinburgh.gov.uk](mailto:Jay.sturgeon2@edinburgh.gov.uk)

## Lifelong Learning Managers

Christine Doherty

[Christine.doherty@edinburgh.gov.uk](mailto:Christine.doherty@edinburgh.gov.uk)

Gordon McLean

[Gordon.mclean@edinburgh.gov.uk](mailto:Gordon.mclean@edinburgh.gov.uk)

## Family and Household Support Manager

Simon Porteous

[simon.porteous@edinburgh.gov.uk](mailto:simon.porteous@edinburgh.gov.uk)

## Transport and Environmental Manager

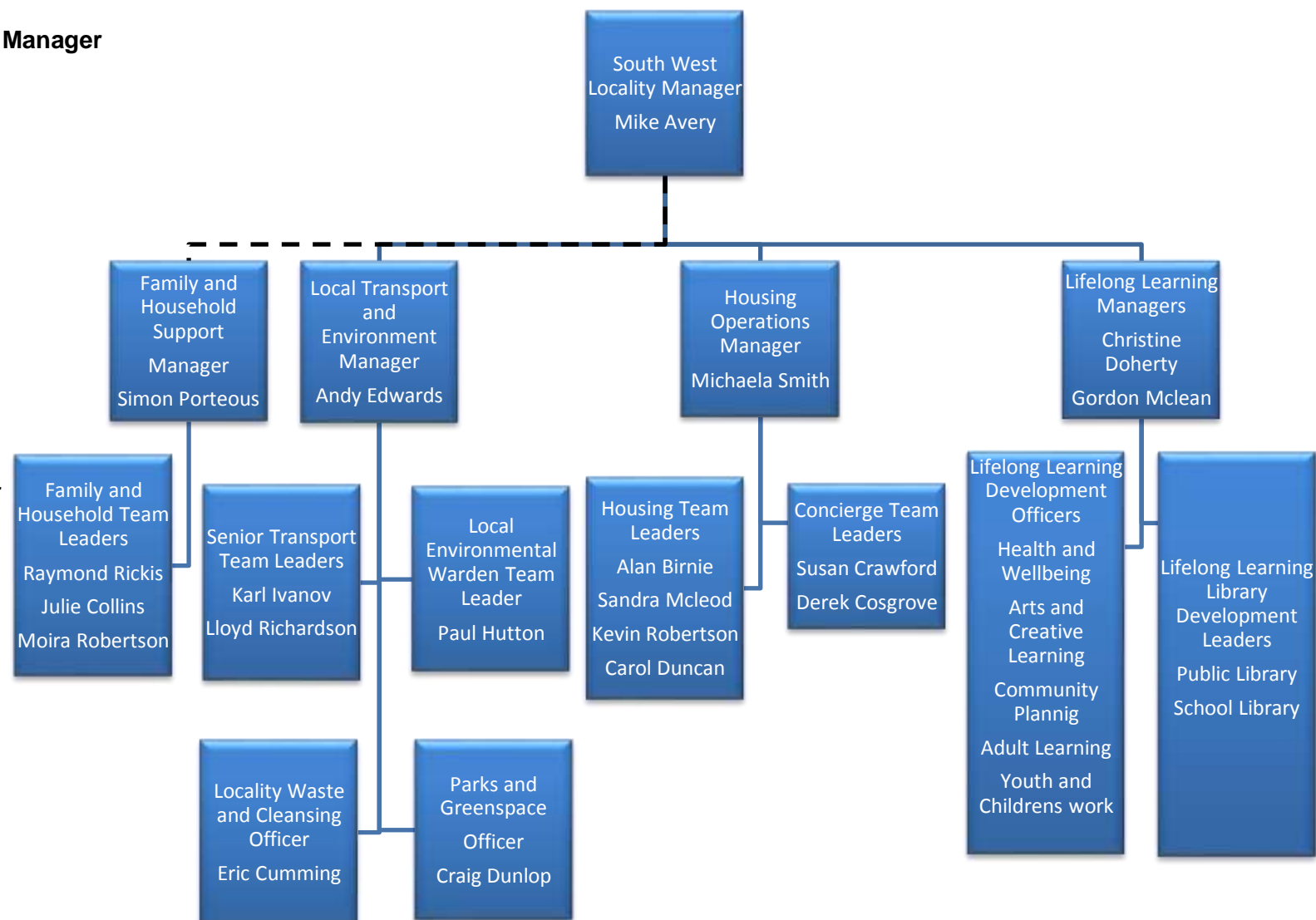
Andy Edwards

[andy.edwards@edinburgh.gov.uk](mailto:andy.edwards@edinburgh.gov.uk)

## Housing Operations Manager

Michaela Smith

[michaela.smith@edinburgh.gov.uk](mailto:michaela.smith@edinburgh.gov.uk)



June 2017

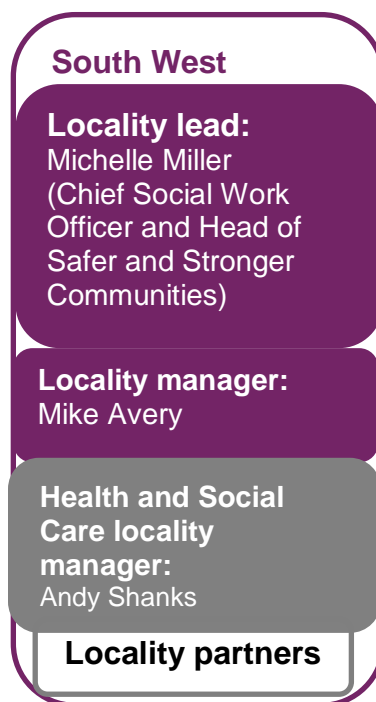
# The role of Locality Leadership Team

**Locality Leadership Teams have been established to support partnership working, coordinate, develop and deliver efficient and effective services throughout the four localities.**

These teams have a critical role in ensuring that the services in their area work together effectively to 'do whatever it takes' to improve outcomes and deliver responsive, customer focused services for local people in their area. They will not focus on 'business as usual', or managing operational service delivery or performance. Rather, they are focused on innovation, change and creative practice, and leading the reform of local public services. They will ensure that effective community engagement and consultation are put at the heart of service design and delivery.

Each Locality Leadership team is led by an Executive Director of the Council and includes the Locality Manager, the Health & Social Care Partnership Locality Manager, Police Scotland, NHS, Fire and Rescue, Edinburgh College and the Third sector

## **South West Locality Leadership Team -**



## Transport and Environment

### Transport

The Transport Team is responsible for ensuring that the roads, footways, signage and other on-street apparatus within the South West Locality are maintained in a safe condition, and that works undertaken by contractors and public utilities is carried out to an appropriate standard whilst minimising traffic disruption to the public.

#### The South West Locality Transport team is responsible for:

- Roadworks and Inspections.
- Permits and consents e.g. roadwork co-ordination, road excavations, skips and scaffolding.
- Feasibility, design and construction of works.
- Roads closures, temporary & permanent parking restrictions.
- Inspection and assessments across the network.
- Inspection of new developments



#### The South West Locality Transport Revenue Roads budget is utilised for small scale works to deal with the following:

- Carriageway, footway or cycleway defect repairs.
- 'Clarence' Response Unit defect repairs.
- Drainage investigation and repairs.
- Road marking renewal or installation.
- Sign repair or installation.
- Roadside fencing / railings and barrier repair or installation.





## Environment

### Environmental Wardens

The team in the South West provide five day coverage in the local neighbourhood. This is enhanced by a city-wide weekend and night-time warden service.

The Wardens also provide a valuable role to the wider community, including education on environmental issues and are key to ensuring the delivery of safer, cleaner communities.

The enforcement remit for the Wardens relates to:

- Litter control.
- Dog fouling.
- Domestic waste.
- Trade waste presentation.
- Abandoned vehicles.
- Vehicle emissions (idling).
- Fly posting.
- Fly tipping.
- Graffiti.
- Tables & chairs.
- Obstructions on the public highway e.g. A-boards, goods for sale.



The Environmental Wardens have a range of enforcement routes and methods including:

- Verbal warnings.
- Written warnings.
- Fixed penalties.
- Statutory notices.
- Reporting offences to the Procurator Fiscal.





## Parks

Local Community Parks Officer is responsible for developing local parks and green spaces, providing horticultural / arboriculture advice and improving biodiversity and sustainability in green spaces.

The Community Park Officer works closely with the Parkes, Greenspace and Cemeteries service to advise on grounds maintenance works.

Park Rangers assist the Community Parks Officer in delivering the parks and green space services. Their work includes regular inspection of parks and play areas, working with Friends of Parks groups and supporting local initiatives in green spaces, e.g. health walks and clean up / planting events.

### **Parks & Green space services include:**

- Parks Management and rangering.
- Events in parks.
- Seats.
- Developing plantings – roses, bulbs, trees, wildflower meadows etc Friends of Parks Groups.
- Preparing management plans for parks.
- Quality assessments.
- Interpretive signage.

Applications to external grant funding bodies are prepared to secure funding to develop a range of environmental improvements works. These works are designed and developed in conjunction with local communities



June 2



## Locality Waste & Cleansing Officer

The Locality Waste & Cleansing Officer position is the link between Locality and Central services.

The main areas that the Officer covers are waste, litter, dumping and bins left on streets, these issues are being reported through resident groups, councillors, housing association and our own internal processes. All enquiries need to be logged on Confirm(Capture) so that the enquiry can be traced and used to build a profile of that area. This information will be used to improve the service.

City wide waste issues are dealt with by the Waste & Cleansing Officer and Locality based issues are dealt with by the Locality Waste & Cleansing Officer. So, if there is an issue with repeated missed collections and over flowing bins then the central function will deal with this, if there is a street or area that are continually having issues with recycling or bin presentation then the locality officer would deal with this. They are the link between Housing, Roads, Central Functions, Parks, Ground Maintenance and Street Cleaning

They will be the link for the Locality for all Councillors, MEP's and MP's all written responses will come from the officer that receives the complaint about their section, they may facilitate these complaints or help in the response as the officer may need more local knowledge of the issue. They will also attend the residents group/community meetings and will have the Waste & Cleansing Officer attend if requested to discuss central waste issues.



## Housing

Over the past year the Council's housing service has undergone a considerable transformation with more emphasis now on community engagement and locally delivered services. Many of our customers are facing increasing challenges due to falling incomes, rising living costs, changes to welfare benefits and a shortage of affordable housing. The South West Locality Housing team works closely with colleagues in Housing and Development and Housing Property to deliver a customer focused service and also drive forward improvements including: large scale housing regeneration and development projects, small scale neighbourhood environment projects, maintenance and improvements to existing homes, community engagement and improving affordability for tenants.

As the service develops over the next few months, housing officers will be out and about more of their time to help tenants and communities resolve issues and make improvements to their homes and neighbourhoods. Each Officer has a 'patch' of around 200 council tenancies and the surrounding area to look after. There are 29 patches in the South West area with around 5750 tenancies in total. It will take some time for this change in service to get fully up and running but we are already seeing some of the real benefits from this approach.

Housing officers are dealing with a wide variety of work every day, for example:

- Housing advice
- Allocating council homes and signing up new tenants
- Managing rental income and advising tenants who have problems paying their rent
- Helping to resolve property issues and providing advice on communal repairs
- Engaging with tenants and listening to their concerns and ideas about improving their homes and communities
- Attending estate inspections and arranging work that needs to be done
- Referrals and joint work with other agencies and services who can provide required support and assistance.



We also have a multi storey concierge service managing the safety, security and condition of the blocks as well as providing a direct customer service to residents in the nine multi storey blocks in the South West locality.



### **Family and Household Support**

The Family and Household Support is an integrated early intervention and preventative service within the South West Locality.

We are accessible to all residents across the South West area of the City and;

- We contribute to the City's ambitions to "Improve quality of life , ensure economic vitality and build excellent places"
- We work effectively to prevent and reduce risk of;
  - Harm
  - Homelessness
  - Anti social Behaviour
  - Offending
  - Exclusion from School
- Work closely with our partners, individuals, families and groups to promote a restorative approach to problem solving.
- We work systemically with the whole family and wider networks to understand and support positive change within the household.
- Improve people's life chances by addressing their need for Education, health, Social and financial inclusion, housing and safety.
- Our service is planned and delivered in a strategic collaborative way with partner organisations, residents and communities to respond to local needs.



## **Lifelong Learning**

The Lifelong Learning Service has recently undergone transformation, which has combined the Schools and Community Library services with the key elements of what was delivered previously by the Community Learning and Development Service. The new Lifelong Learning Service incorporates the following areas of work, which have staff allocated as specialists to deliver:

- Youth and Children's Work
- Adult Learning
- Community Planning
- Library Development
- Sport and Outdoor Learning
- Health and Wellbeing
- Arts and Creative Learning
- Parent and carer Support

This allows a new multi-disciplinary way of working where local teams of staff will be more flexible and responsive to local need and provide quality services geared to meet the needs of communities through working with all relevant partners within the Council as well as the Police, NHS, Fire and Rescue, Voluntary Sector etc.

There are 2 Lifelong Learning Service Managers in South West - Christine Doherty (covering South West Neighbourhood Partnership Area) and Gordon McLean (covering Pentland Neighbourhood Partnership Area). Christine and Gordon each line manage a team of Lifelong Learning Development Officers and Lifelong Learning Library Development Leaders for their areas incorporating all aspects of the service.

The Lifelong Learning Service has an important role in the development of the Locality Improvement Plan in terms of maximising staff's experience and knowledge in community engagement and capacity building by working with communities to improve the life chances of local people. The focus of this service is early intervention and preventative work through the provision of universal activities/programmes as well as more targeted provision when required.

The Lifelong Learning establishments within South West locality are:

<b>South West Neighbourhood Partnership</b>	<b>Pentland Neighbourhood Partnership</b>
St Bride's Community Centre	Clovenstone Community Centre
Tynecastle Community Wing	Ratho Community Centre
Gorgie War Memorial Hall	Balerno Community Centre
Carrickvale Community Centre	Juniper Green Village Hall
Gate 55	Colinton Mains Community Centre
Balgreen Library	Pentland Community Centre
Fountainbridge Library	Ratho Library
Sighthill Library (Gate 55)	Balerno Library
	Currie Library
	Colinton Library
	Oxgangs Library
	Wester Hailes Library

## Staff Key Contact List

Name	Position	Contact number	Area
Mike Avery	Locality Manager	527 3801	South West
<b>Executive Business Support</b>			
Jay Sturgeon	Executive Assistant	529 5350	South West
<b>Transport &amp; Environment</b>			
Andy Edwards	Local Transport & Environment Manager	527 3852	South West
Lloyd Richardson	Senior Transport Team Leader	527 3808	Wards 7, 9
Karl Ivanov	Senior Transport Team Leader	469 3759	Wards 2, 8
Paul Hutton	Environmental Warden Team Leader	527 3861	South West
Eric Cumming	Locality Waste & Cleansing Officer	07876 546 479	South West
Craig Dunlop	Parks & Greenspace Officer	527 3807	South West
<b>Housing</b>			
Michaela Smith	Housing Operations Manager	527 3850	South West

Sandra McLeod	Housing Team Leader	527 3899	Ratho, Calders, Westburn, Sighthill
Kevin Robertson	Housing Team Leader	527 3833	Murrayburn, Broomhouse, Saughton Mains, Whitson, Stenhouse
Carol Duncan	Housing Team Leader	529 6175	Oxgangs, Colinton, Fairmilehead, Barn Park, Wester Hailes Park, Clovenstone, Juniper Green, Currie Balerno.
Alan Birnie	Housing Team Leader	527 3821	Longstone, Kingsknowe, Redhall, Drumbryden, Hailesland, Hutchison, Fountainbridge/Craiglockhart, Gorgie/Dalry, Chesser
<b>Lifelong Learning</b>			
Christine Doherty	Lifelong Learning Manager	527 3830	Wards 7,9
Gordon McLean	Lifelong Learning Manager	527 3816	Wards 2,8
<b>Integrated Household &amp; Family Support</b>			
Simon Porteous	Family and Household Support Manager	527 3803	South West
Moir Robertson	Family and Household Support Team Leader	469 5150	Wards 2, 9
Julie Collins	Family and Household Support Team Leader	469 5150	Ward 8
Raymond Rickis	Family and Household Support Team Leader	527 3873	Ward 7



<b>Centrally managed services</b>			
<b>Street Cleaning</b>			
Murray Black	Waste & Cleansing Operations Manager	469 5232	City wide
Andy Hunter	Waste & Cleansing Area Manager	529 3111	City Wide
<b>Grounds Maintenance</b>			
Alan Bell	Greenspace Manager	529 7715	City wide
Derek Dickson	Greenspace Team leader	469 5254	South West
<b>Homelessness</b>			
Debbie Herberston	Homelessness Services Manager	527 3802	City wide

# South West: Key Partner Contacts

## **Police Scotland**

Chief Inspector Helen Harrison  
[helen.harrison@scotland.pnn.police.uk](mailto:helen.harrison@scotland.pnn.police.uk)

## **NHS – Public Health**

Dona Milne  
[dona.milne@nhslothian.scot.nhs.uk](mailto:dona.milne@nhslothian.scot.nhs.uk)

## **Fire Scotland**

John Hanlin  
[john.hanlin@firescotland.gov.uk](mailto:john.hanlin@firescotland.gov.uk)

## **Edinburgh College**

Jon Buglass  
[jon.buglass@edinburghcollege.ac.uk](mailto:jon.buglass@edinburghcollege.ac.uk)

## **Health and Social Care Partnership Locality Manager**

Patrick Jackson  
[Patrick.jackson@edinburgh.gov.uk](mailto:Patrick.jackson@edinburgh.gov.uk)

## **Voluntary Sector**

Denise Horn  
[denise.horn@evoc.org.uk](mailto:denise.horn@evoc.org.uk)

## **Children's Services Practice Team Manager/Chair of Children's Services Management Group**

Donna Anderson  
[donna.anderson@edinburgh.gov.uk](mailto:donna.anderson@edinburgh.gov.uk)

## **Skills Development Scotland**

Amber Beatson  
[Amber.beatson@sds.co.uk](mailto:Amber.beatson@sds.co.uk)