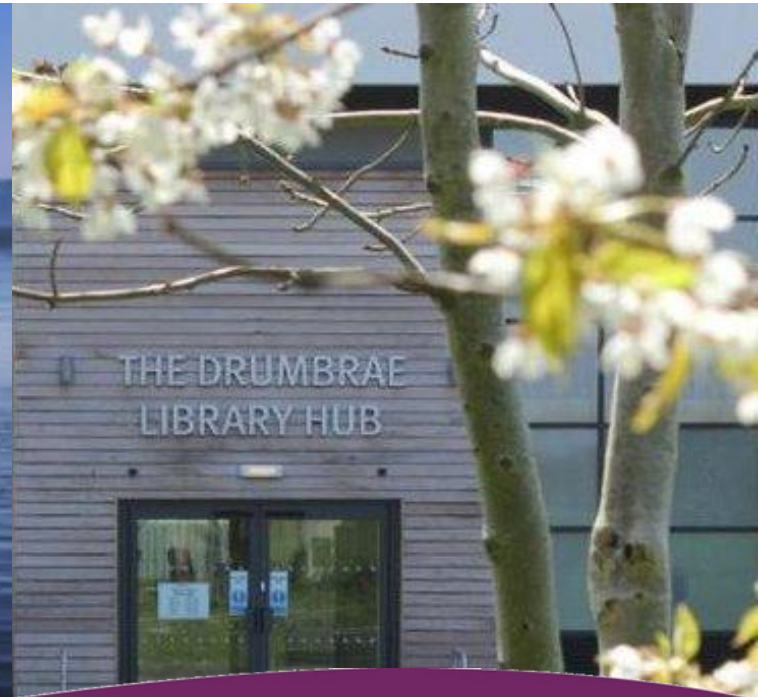


North West Locality Directory



◆ EDINBURGH ◆
YOUR COUNCIL - YOUR SERVICES

Contents

This directory provides you with the information for our key contacts in the North West Locality along with other important local contacts. The Directory will be updated quarterly.

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2. North West Organisational Structure
 - Locality Leadership Team
 - Housing Operations Team
 - Local Transport and Environment Team
 - Family and Household Support Team
 - Local Lifelong Learning Team
3. Locality Staffing Contact List
4. Key Partner Contact List

Locality Based Services

Housing Operations

Including Concierge Services, Property Lettings (allocating homes, signing up new tenants), Tenant Engagement , Housing Advice, Rent Advice & Collection, Estate & Tenancy Management , Estate Inspections, Referrals to Housing Property Service Department

Local Transport & Environment Services

Including Roads & Footways (inspections, permits, closures etc), Environmental Wardens (litter, dog fouling, fly tipping etc), Local Parks Development & Management, Locality Waste & Cleansing projects, Park Rangers Service (inspection of parks & play areas etc)

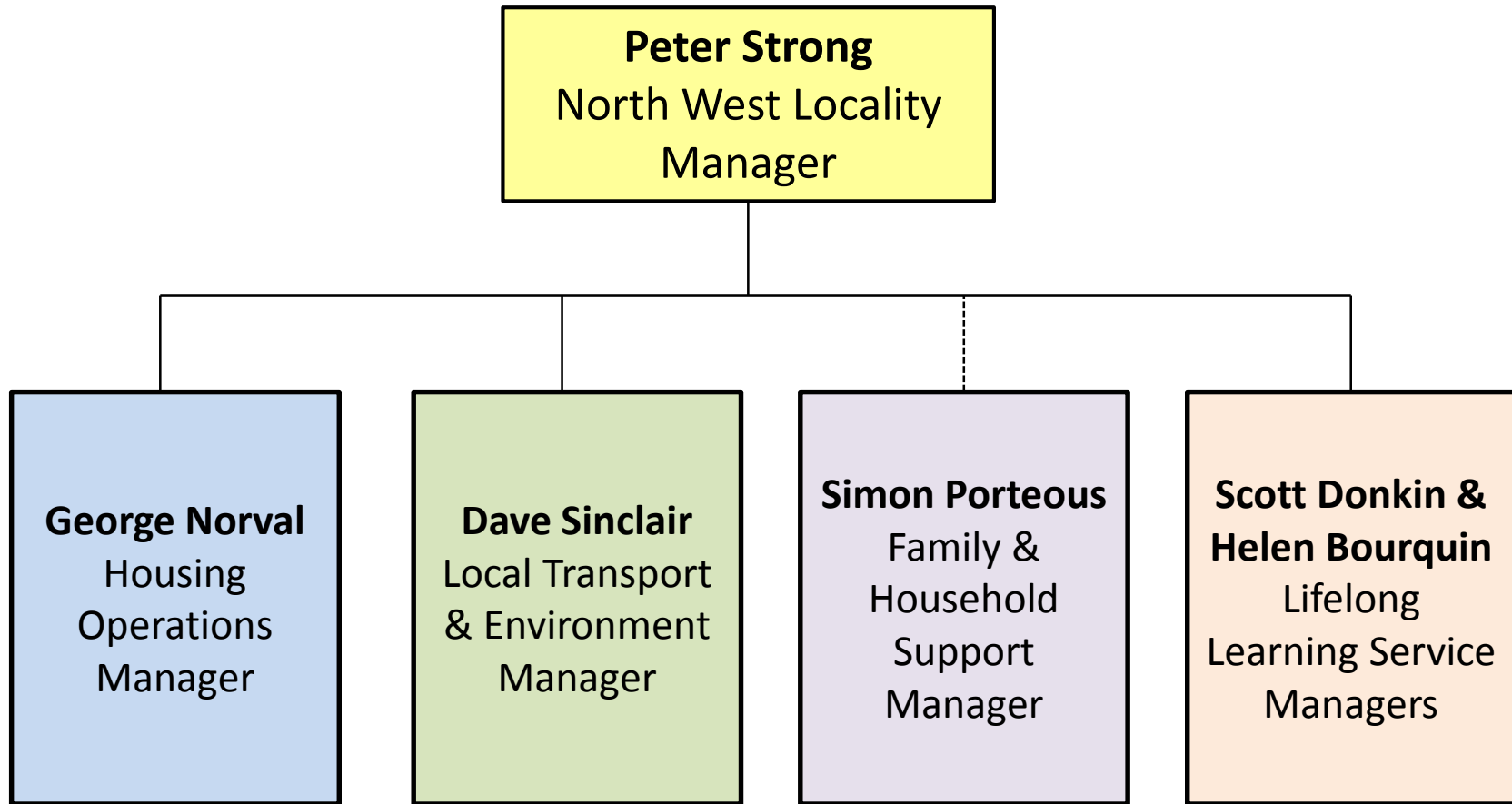
Family & Household Support

Including Family Support Services & Housing Support Services, Community Safety (including anti-social behaviour), Homelessness Advice, General Debt Advice

Lifelong Learning Services

Including Libraries, Community Centres, Community Planning & Engagement, Adult Education, Youth Work, Health & Well Being, Arts & Creative Learning, Sports & Outdoor activities and Parent & Carer Support

North West Organisational Structure



George Norval
Housing Operations
Manager

**Christine
Liddle**
Team Leader

- West Pilton
- West Granton
- Crewe Road
- Ferry Road
- Royston (part)
- Pennywell (part)
- Inchcolm Court
- Inchgarvie Court
- Northview Ct

**Suzanne
Sanderson**
Team Leader

- Boswall
- Granton
- Royston (part)
- Pilton Drive
- Wardieburn
- Newhaven
- Stockbridge

Kelly Bonner
Team Leader

- Balgreen
- Saughtonhall
- Ratho Station
- S Queensferry
- Kirkliston
- Clermiston
- Corstorphine
- Dalmeny
- Parkgrove
- Drum Brae
- Maidencraig Ct

**David
Stevenson**
Team Leader

- Drylaw
- Telford
- Muirhouse
- Pennywell (part)
- Salvesen
- Birnies Court
- Gunnert Court
- Fidra Court
- May Court
- Inchmikery Ct
- Oxcars Court

Keith Wilson
Block
Manager
Concierge &
Caretaking
Services for all
North West
Multi-Storey
Buildings

Dave Sinclair
Local Transport &
Environment Manager

Peter Keggie
Transport
Team Leader

- Almond
- Drumbrae/
Gyle
- Corstorphine/
Murrayfield

Gavin Rae
Transport
Team Leader

- Forth
- Inverleith

Margaret Laing
North West
Environmental
Warden Team
Leader

Ritchie Fraser
North West
Parks & Green
Space Officer

**Lucas
Jaworski**
North West
Locality
Waste &
Cleansing
Officer

Simon Porteous
Family & Household
Support Manager

Susan Carson
Team Leader

- Drumbrae/
Gyle
- Corstorphine/
Murrayfield

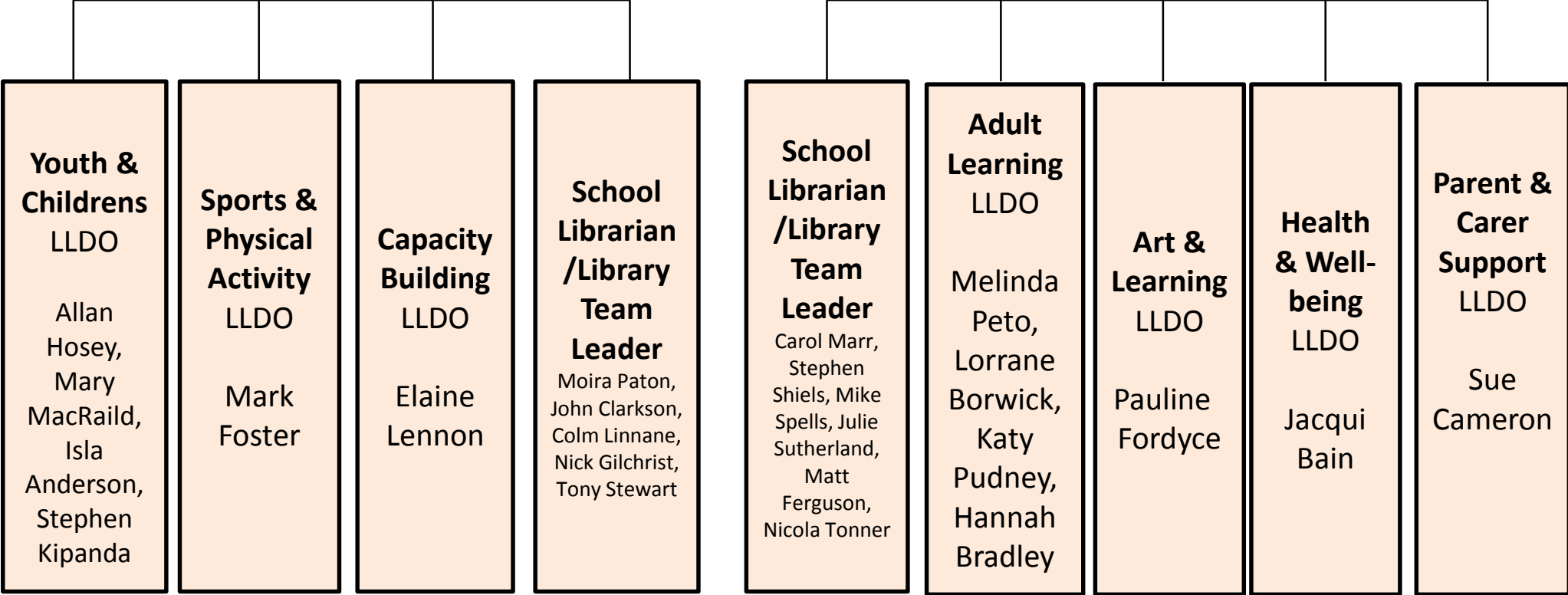
David Brown
Team Leader

- Almond
- Inverleith

**(Vacancy – area
currently split
between Susan &
David)**
Team Leader

- Forth

Scott Donkin & Helen Bourquin
Lifelong Learning Service Managers



*LLDO = Lifelong Learning Development Officer

North West Locality Staff Contact List

Name	Position	Contact number <i>All email addresses are e.g. peter.strong@edinburgh.gov.uk except where noted</i>	Area
Peter Strong	Locality Manager	529 5005	North West
Business Support			
Lynn Paterson	Executive Assistant	529 5011 lynn.paterson2@edinburgh.gov.uk	North West
Transport & Environment	E.g. road and pavement repairs, road safety, double yellow lines, road construction consent for new developments, environmental wardens, fixed penalty notices for littering and dog fouling, investigating fly-tipping, parks management, friends of parks groups, waste and cleansing liaison		
Dave Sinclair	Local Transport & Environment Manager	529 7075 david.sinclair@edinburgh.gov.uk	North West
Peter Keggie	Senior Transport Team Leader	529 3796	Wards 1, 3, 6
Gavin Rae	Senior Transport Team Leader	529 3604	Wards 4, 5
Margaret Laing	Environmental Warden Team Leader	469 5097	North West

Lucas Jaworski	Locality Waste & Cleansing Officer	529 3431	North West
Ritchie Fraser	Parks & Greenspace Team Leader	529 5489	North West
Centrally managed services	*Not managed within the locality		
Street Cleaning	E.g. rubbish on pavements & streets, litter bin clearance, bulky item uplifts, removal of fly-tipping		
Initial enquiries			
Andy Hunter	Waste & Cleansing Area Manager	07730 617780	North West
Escalated complaints			
Murray Black	Waste & Cleansing Operations Manager	469 5232	City wide
Grounds Maintenance	E.g. grass cutting, weed spraying, planting and features in parks		
Initial enquiries			
Gary Hook	Greenspace Team Leader	07788 150266	North West
Escalated complaints			
Alan Bell	Greenspace Manager	529 7715	City wide
Waste Management	E.g. bin emptying, missed bins, recycling		
Initial enquiries			
John Porterfield	Waste & Cleansing Officer	469 5665	North West
Escalated complaints			
Andy Williams	Waste & Cleansing Service Manager	469 5660	City wide

Housing	E.g. council housing management including lettings, transfers, rent arrears, estates management, tenancy conditions enforcement and multi-storey concierges (homelessness is a centrally managed service, per below)		
George Norval	Housing Operations Manager	529 5008	North West
David Stevenson	Housing Team Leader	529 5044	Drylaw, Muirhouse, Pennywell (part)
Kelly Bonner	Housing Team Leader	529 3448	Balgreen, Clermiston, Corstorphine, Dalmeny, Drum Brae, Kirkliston, Maidencraig Court, Parkgrove, Ratho Station, Saughtonhall, South Queensferry
Christine Liddle	Housing Team Leader	529 5081	Pennywell (part), Royston (part), West Granton, West Pilton
Suzanne Sanderson	Housing Team Leader	529 5040	Boswall, Granton, Royston (part), Stockbridge, Wardieburn, Warriston, Newhaven
Centrally managed services	*Not managed within the locality		
Housing Property	E.g. repairs to council housing, housing capital programmes		
General Enquiries & Complaints			
Repairs direct		200 2345	
Shared Repairs Service		529 6778	

Escalated complaints			
Carol Reid	Operations Manager	529 5890 Carol.1.reid@edinburgh.gov.uk	City wide, but lead Housing Property Officer for North West
Homelessness	Homelessness assessment, interviews etc.		
Escalated Enquiries & Complaints			
Debbie Herbertson	Homelessness Services Manager	527 3802	City wide
Family & Household Support	E.g. support to families, support to council tenants, social work liaison, community safety, Police liaison		
Simon Porteous (from 25/02/19)	Family & Household Support Manager	529 5002	North West
Susan Carson	FHHS Team Leader	469 5460	Wards 3, 6, 4
David Brown	FHHS Team Leader	529 5494	Wards 1, 4
(Vacancy)	FHHS Team Leader		Ward 4
Lifelong Learning	E.g. community centres, community education, libraries, community planning, neighbourhood partnerships		
Scott Donkin	Lifelong Learning Manager	529 5001	North West – youth provision, sports, community planning
Helen Bourquin	Lifelong Learning Manager	332 6316 Helen.1.bourquin@ea.edin.sch.uk	North West – adult education, health & wellbeing, parent support
Elaine Lennon	Lifelong Learning Development Officer	529 5270	All Neighbourhood Partnership and grant enquiries

Library	Manager Contact
Royal High School Queensferry High School Craigmount High School St Augustine's High School Forresters High School Drumbrae Corstorphine Kirkliston Queensferry	Helen Bourquin
Broughton High School Trinity Academy Craigroyston High School Muirhouse Granton Stockbridge Blackhall	Scott Donkin

Please check online for library opening hours as they may vary.

Getting in touch

Visit us at any of the offices listed below:

- North West office, 8 West Pilton Gardens, EH4 4DP
- Drumbrae Hub, 81 Drumbrae Drive, EH4 7FE
- Kirkliston local office, 16 Station Road, EH29 9BE
- South Queensferry local office, 53 High Street, South Queensferry, EH30 9HP.

The North West office and the Drumbrae Hubs office hours are:

- Monday, Wednesday and Thursday from 8.30am to 5pm
- Tuesday from 10am to 5pm
- Friday from 8.30am to 3.40pm.

The Kirkliston local office hours are:

- Monday from 1pm to 5pm
- Tuesday from 10am to 1.30pm and 2pm to 5pm
- Wednesday from 1pm to 5pm
- Thursday – closed
- Friday from 8.30am to 1pm and 2pm to 3.40pm.

The South Queensferry local office hours are

- Monday to Thursday from 9am to 12.30pm and 1pm to 4.30pm
- Friday from 9am to 12.30pm and 1pm to 3.30pm.

All offices are contactable as follows:

[Email: northwest.locality@edinburgh.gov.uk](mailto:northwest.locality@edinburgh.gov.uk)

[Tel: 0131 529 5050](tel:01315295050)

North West Key Partner Contact List

Police Scotland

Chief Inspector David Happs

David.Happs@scotland.pnn.police.uk

NHS

Dermot Gorman

dermot.gorman@nhslothian.scot.nhs.uk

Fire Scotland

Mark Inglis

Mark.Inglis@firescotland.gov.uk

Edinburgh College

Sarah-Jane Linton

sarahjane.linton@edinburghcollege.ac.uk

Health and Social Care Partnership Locality Manager

Mike Massaro-Mallinson

mike.massaro-mallinson@nhslothian.scot.nhs.uk

Voluntary Sector

Stef Milenkovic

Stef.milenkovic@evoc.org.uk

Children's Services Practice Manager/Chair of Children's Services Management Group

John Stevenson

john.stevenson@edinburgh.gov.uk