



West Lothian
Council

Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

16 August 2017

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within **Council Chambers, West Lothian Civic Centre** on **Tuesday 22 August 2017** at **2:00 p.m.**

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm Draft Minute of Meeting of the Services for the Community Policy Development and Scrutiny Panel held on Tuesday 06 June 2017 (herewith).
5. Scottish Fire and Rescue Local Plan Performance Report - Report by Head of Housing, Customer and Building Services (herewith)
6. Scrutiny of Police Scotland Performance in West Lothian - Report by Head of Housing, Customer and Building Services (herewith)
7. Review of West Lothian Local Policing Plan 2014-2017 - Report by Head of Housing, Customer and Building Services (herewith)

8. Safer Neighbourhood Performance and Update - Report by Head of Housing, Customer and Building Services (herewith)
9. Tenant Participation Strategy 2017-2021 - Report by Head of Housing, Customer and Building Services (herewith)
10. Decoration Scheme for Tenants - Report by Head of Housing, Customer and Building Services (herewith)
11. Property Turnover April to June 2017 - Report by Head of Housing, Customer and Building Services (herewith)
12. Performance Reporting - Report by Head of Housing, Customer and Building Services (herewith)
13. Work Plan 2017 (herewith)

NOTE **For further information contact Anne Higgins on 01506 281601 or email anne.higgins@westlothian.gov.uk**

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, CIVIC CENTRE, LIVINGSTON, on 6 JUNE 2017.

Present – Councillors George Paul (Chair), Andrew McGuire, Alison Adamson, Lawrence Fitzpatrick, John McGinty

Apologies – Councillors Frank Anderson and Peter Heggie; Alison Kerr and Jessie Duncan (Tenants Panel Representative).

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The Services for the Community Policy Development and Scrutiny Panel approved the minute of its meeting held on 11 April 2017. The minute was then signed by the Chair.

3. SCOTTISH FIRE AND RESCUE LOCAL PLAN REVIEW

A report had been circulated by the Head of Housing, Customer and Building Services providing an overview of the review that had been undertaken of the 2014-17 West Lothian Local Fire Plan.

The Local Senior Officer for Falkirk and West Lothian presented the report, explaining that the areas that had been considered during the review of the 2014-17 Local Fire Plan were:-

- Analysis of empirical incident data (linked to the key priorities in the Local Fire Plan)
- Analysis of responses from a community engagement exercise conducted by the West Lothian Community Planning Partnership, Community Safety Partnership
- Analysis of lessons learned from a West Lothian Local Area Inspection conducted by Her Majesty's Fire Service Inspectorate in Scotland
- Horizon scanning of West Lothian Community Planning Partnership planning arrangements.

The outcome of the review of the 2014-17 West Lothian Local Fire Plan was a Review Report, and this was attached as Appendix 1 to the report. It detailed the full review findings and included a number of conclusions

and recommendations.

The conclusions and recommendations contained within the Review Report would be used to inform the development of the next iteration of the West Lothian Local Fire Plan.

Panel members were asked to note the content of the report and consider any comment in relation to the contents of the 2014-17 West Lothian Local Fire Plan review.

Decision

To note the terms of the report.

4. SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

A report had been circulated by the Head of Housing, Customer and Building Services updating members on the Local Plan Performance for the Scottish Fire and Rescue Services in West Lothian for the period 1 April 2016 to 31 March 2017.

The Panel was informed that SFRS had attended 40 Accidental Dwelling Fires in West Lothian in the reporting period, compared to 27 in the same reporting period in the previous year. This was an increase of 32% when comparing quarters, however the year end figures demonstrated a 7% decrease compared to the previous year. The five year trendline for West Lothian continued on a downward trajectory.

The report contained details of 'Special Service Casualties' including the 'Out of Hospital Cardiac Arrest' initiative.

During discussion, it was noted that, for Livingston North ward, there had been an increase in deliberate fires in 2016/17 (132 in 2016/17, compared to 96 in 2015/16). Officers undertook to provide Panel members with a further explanation of these figures.

The Panel was asked to note the content of the report.

Decision

To note the terms of the report.

5. SCRUTINY OF POLICE SCOTLAND PERFORMANCE IN WEST LOTHIAN

A report had been circulated by the Head of Housing, Customer and Building services updating the Panel on the performance of Police Scotland in West Lothian for the period 1 January to 31 March 2017.

The report was present by Local Commander Ivor Marshall and Area Commander Barry Blair (Police Scotland).

The report provided statistics relating to West Lothian priorities areas, which were:-

- Priority 1 – Domestic Abuse
- Priority 2 – Anti-social Behaviour
- Priority 3 – Violent Crime
- Priority 4 – Tackling Substance Misuse
- Priority 5 – Making Our Roads Safer
- Priority 6 – Tackling Serious and Organised Crime
- Priority 7 – Drug Supply
- Priority 8 – Tackling Acquisitive Crime

It was noted that, overall, anti-social behaviour in West Lothian had seen a 3% increase compared to the previous year. The wards experiencing an increase were Bathgate, Linlithgow, Livingston North and South and Broxburn, Uphall and Winchburgh. There had been 325 more incidents than the previous year. The nature of these incidents varied from noise and other issues within domestic properties to vandalism, youth disorder and public space disturbances.

The Panel was informed Community Policing Officers and Community Action Teams continued to target identified hotspot areas and joint working with West Lothian Council Safer Neighbourhood Officers had increased in recent months. Operation Pinpoint was planned for a partnership operation in Whitburn towards the end of May and this event was in conjunction with community regeneration officers and Scottish Fire and Rescue Service. Joint cycle patrols had also continued with fire and police targeting areas at risk of deliberate secondary fire setting.

The report provided commentary relating to all priority areas. In addition, questions from Panel members were dealt with by the Local Commander and Area Commander.

The Panel was asked to note the contents of the report covering the period 1 January 2017 to 31 March 2017.

Decision

To note the terms of the report.

6. SAFER NEIGHBOURHOOD PERFORMANCE AND UPDATE

A report had been circulated by the Head of Housing, Customer and Building Services informing the Panel of the quarterly performance information from the Safer Neighbourhood Team (SNT) from January 2017 to March 2017.

Table 1.1 in Appendix 1 to the report showed the number of new open cases in the nine wards for the period January 2017 to March 2017. Tables were also provided showing:- Current Cases Open, Cases Closed Per Ward. Noise Nuisance Complaints and Number of ASBO's current in each ward at end March 2017.

The Panel was asked to note the performance information detailed for the Safer Neighbourhood Team.

It was noted that, in Table 1.4, the figure for 'Number of Fixed Penalty Notices Issued' was showing as '0'. In response to a question raised, officers undertook to provide Panel members with a further explanation of this figure.

Decision

To note the terms of the report.

7. PROPOSED RESPONSE TO THE SCOTTISH GOVERNMENT'S CONSULTATION ON THE ENERGY STRATEGY

A report had been circulated by the Head of Housing, Customer and Building Services advising the Panel on the proposed response to the Scottish Government's consultation on the Energy Strategy – Energy Efficiency and Condition Standard in Private Rented Housing (PRH).

The report advised that the Council had been asked to comment on the draft approach to developing minimum energy efficiency and condition standards for private rented housing.

The consultation document was separated into two parts. Part one detailed the approach to implementing a minimum standard of energy efficiency that private rent housing properties would be required to meet. Part two detailed current standards that existed for housing, such as the repairing and tolerable standards, and proposed update to these standards that could be applied to private rent housing in combination with a minimum energy efficiency standard. The response had been developed to mainly support the ambitions of the proposed approach whilst providing specific evidence from a West Lothian Council perspective where possible to do so.

The report provided details of the consultation response.

The Head of Housing, Customer and Building Services concluded that the design and development implementing minimum standards for private rented housing was well advanced with reasonable proposals and approaches detailed in the consultation document. Officers had aimed to provide responses that supported the overall ambitions of the programme, where possible, whilst recommending that the level of minimum energy efficiency standards be higher than those proposed in the consultation document. In relation to enhancing the repairing standard to include elements of the SHQS, officers had provided more specific details when possible based on the existing knowledge and experience of the council when meeting SHQS.

It was recommended that the Panel:

- Note that deadline for submission of the response was 30 June

2017; and

- Note the proposed response, attached as Appendix 1, which was intended to be referred to the Council Executive for approval.

Decision

To note the terms of the report and that the proposed response would be forwarded to the Council Executive for approval.

8. NEW BUILD UPDATE

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the 1,000 New Build Council Houses Programme.

The report provided a list of sites that were complete.

It was noted that development was underway at Kirkill, Redhouse, Winchburgh CDA, Raw Holdings, Lammermuir Eastfield, Mayfield, Drumshoreland, Deans South, Appleton Parkway, Almondell, Bathville Phase 2 and Wester Inch. The report provided commentary on each of the sites.

It was noted that development had yet to start at the following sites:-

- Nelson Park, Armadale (26 units)
- Almondvale Stadium, Livingston (37 units)
- Bathville phases 3, 4 and 15 (15 units)
- Deans South (63 units)

Finally, the report advised that West Main Street, Broxburn had won the Homes for Scotland Affordable Housing Development of the Year Award on 12 May 2017. In addition, the following projects had been shortlisted for the Scottish Home Awards:-

Avalon Place, Linlithgow Bridge – small affordable housing development of the year.

West Main Street, Broxburn – development of the year (age exclusive)

During discussion, the Head of Housing, Customer and Building Services amended an error contained in the report. It was noted that 727 houses were under construction, rather than 871 reported under Section B of the report.

It was recommended that the Panel:

1. Note the progress being made on individual sites as set out in sections D.2 – D.5; and

2. Note that 135 houses were complete; sites for 727 houses were under construction; and further completions and site starts were expected over the coming two months.

Decision

To note the terms of the report.

9. PERFORMANCE REPORTING

A report had been circulated by the Head of Housing, Customer and Building Services examining the current levels of performance for Housing, Customer and Building Services indicators that were the responsibility of the Services for the Community PDSP.

The Panel was informed that of the eight performance indicators, 7 were categorised as green and 1 was amber. The position for Q4 was an improvement on the position from the previous report in Q3 to PDSP in February where 7 indicators were showing as green and one was red. Each indicator in the appendix displayed the latest note which offered an explanation from the service on current performance levels.

The Panel was asked to note the current performance on Housing, Customer and Building Services key performance indicators and determine if further action or enquiry was necessary.

Decision

To note the terms of the report.

10. WORKPLAN

A copy of the Workplan had been circulated for information.

Decision

To note the Workplan.



West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to update Panel Members on the Local Plan Performance for the Scottish Fire and Rescue Service in West Lothian for the period 1st April 2017 to 30th June 2017.

B. RECOMMENDATION

Panel members are asked to note the contents of the report.

C. SUMMARY OF IMPLICATIONS

| | |
|---|--|
| I Council Values | Being honest, open and accountable Focusing on our customers' needs Making best use of our resources Working in partnership |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | The production and Council approval of the Local Police and Local Fire and Rescue Plan is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012. |
| III Implications for Scheme of Delegations to Officers | None at this stage. |
| IV Impact on performance and performance Indicators | There is no direct impact however this report is part of the agreed process for strategic performance reporting. |
| V Relevance to Single Outcome Agreement | <p>This report will have a positive impact on the following SOA indicators;</p> <p>We live in resilient, cohesive and safe communities.</p> <p>People most at risk are protected and supported to achieve improved life changes.</p> |
| VI Resources – (Financial, Staffing and Property) | The council contributes to directly and in partnership to the delivery of the plan |
| VII Consideration at PDSP | Yes |
| VIII Consultations | Council Executive, Community Planning Partners, Elected Members. |

D. TERMS OF REPORT

The West Lothian Scottish Fire and Rescue Local Plan set out the local fire and rescue priorities and objectives for West Lothian and is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.

Council Executive has agreed that the monitoring of performance against the plans will be reported and considered on a quarterly basis by the Services for Community Policy Development and Scrutiny Panel. This report covers the period from 1st April 2017 to 30th June 2017.

E. CONCLUSION

This report provides an update on the performance to enable panel members to scrutinise the work of the Scottish Fire & Rescue Service.

F. BACKGROUND REFERENCES

Appendix 1: Local Plan Performance Report for West Lothian 1st April 2017- 30th June 2017.

G. Contact Person:

Alistair Shaw, Head of Housing Customer and Building Services.

Date of meeting: 22nd August 2017



LOCAL PLAN PERFORMANCE REPORT FOR WEST LoTHIAN



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Year To Date Report, 1st April – 30th June, 2017

**Working together
for a safer Scotland**



**West Lothian
Council**

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

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Introduction

This performance report provides information on our prevention, protection and operational response activities within the West Lothian area 1st April 2017 and 30th June 2017.

The Scottish Government provides an overarching vision for public services. This vision is supported by 16 National Outcomes, which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The SFRS can make a significant contribution to improving these outcomes for West Lothian by contributing to the Community Planning arrangements across the area.

The national priorities for the Scottish Fire and Rescue Service (SFRS) are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2017-2020 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the Local Fire and Rescue Plan for West Lothian 2014-2017 contribute towards the priorities within the West Lothian Community Plan 'Towards 2020', Single Outcome Agreement 2013-2023 and the Community Safety Strategic Assessment 2012-15.

The aims of the local Fire & Rescue Service in West Lothian are to reduce fire deaths throughout the West Lothian area and to reduce injuries from fire and other emergencies in the community. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are required, based on evidence.

Within the Local Fire and Rescue Plan for West Lothian 2014-2017, seven objectives for the local Fire and Rescue Service to work towards have been identified for 2014-17 (listed below).

Priority 1. Local Risk Management and Preparedness

Priority 2. Reduction of Accidental Dwelling Fires

Priority 3. Reduction in Fire Casualties and Fatalities

Priority 4. Reduction of Deliberate Fire Setting

Priority 5. Reduction of Fires in Non-Domestic Property

Priority 6. Reduction in Casualties from Non-Fire Emergencies

Priority 7. Reduction of Unwanted Fire Alarm Signals.

Area Manager Gary Laing

Local Senior Officer for Falkirk & West Lothian

Gary.laing@firescotland.gov.uk

Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

| Key performance indicator | Apr to (& incl.) Jun | | | | | RAG rating |
|---|----------------------|---------|---------|---------|---------|------------|
| | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | YTD |
| All accidental dwelling fires | 40 | 41 | 27 | 31 | 47 | ◆ |
| All fire casualties (fatal & non-fatal (incl. p/c's)) | 13 | 4 | 10 | 10 | 9 | ● |
| All deliberate fires | 245 | 160 | 251 | 223 | 336 | ◆ |
| Non domestic fires | 24 | 27 | 20 | 18 | 20 | ◆ |
| Special Service Casualties - All | 13 | 25 | 20 | 40 | 36 | ● |
| False Alarms - All | 502 | 492 | 457 | 518 | 448 | ● |

RAG rating - KEY

| | | |
|---|-----------------|--|
| ◆ | RED DIAMOND | 10% higher than the previous YTD period, or local target not achieved. |
| ▲ | YELLOW TRIANGLE | Up to 9% higher than the previous YTD period, or local target not achieved. |
| ● | GREEN CIRCLE | Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved. |

Note

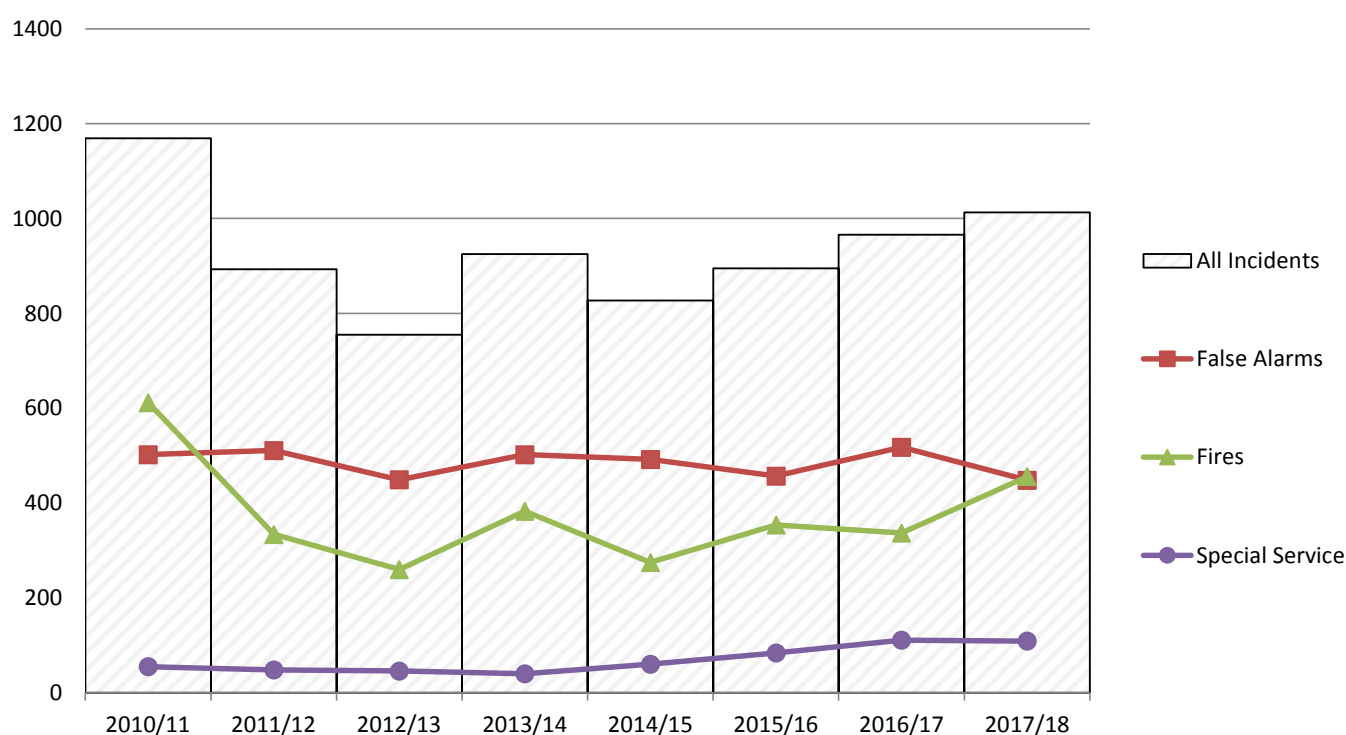
Quarterly comparison RAG Rating = the reporting period compared to the average of the three previous reporting periods.

Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

SFRS has responded to a total of 1202 incidents within the West Lothian area in Q1 of 2017/18
This is an increase 24 % compared to the corresponding period 2016/17.

The chart below illustrates incidents YTD attended within West Lothian council over the last 8 fiscal years



| |
|---|
| Progress on local fire & rescue plan priorities |
| Local Risk Management and Preparedness |
| <p>The Service must identify, prioritise and plan to meet the risks in each local community.</p> <p>We said we would:</p> <ul style="list-style-type: none"> • train our staff to deal with our local risks • gather and analyse risk information • work with partners to mitigate risks • deal with major events. |
| <u>Train our staff to deal with our local risks</u> |
| <p>Our operational staff continue to undertake routine and risk specific skill acquisition and maintenance training. All firefighters have participated in the modular 'Training For Operational Competence' programme. In Q1 to date, the modules covered are: Driving, Water Awareness, Incident Command, Silos, Aircraft and Trench, Pits and Wells. Firefighter safety remains a priority and this theme is underpinned within all activities. Theoretical inputs are confirmed with practical sessions and exercises. Our firefighters continue to exercise at local venues that present a risk in order to prepare for any operational emergency.</p> |
| <u>Gather and analyse risk information</u> |
| <p>Our operational staff continue to gather and analyse local risk information and operational intelligence which is used in our preparations to ensure the successful resolution of operational incidents.</p> <p>We conduct Post Incident Debriefs through the use of a Structured Debriefing process, to identify any lessons that can be learned from our preparedness and response to emergency events.</p> <p>We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information.</p> |
| <u>Work with partners to mitigate risks</u> |
| <p>We continue to be an active member of the Lothians and Borders Local Resilience Partnership and share appropriate information. We share information with local authority partners and other key stakeholders (e.g. Police Scotland) to ensure emergency event risks are mitigated and prepared for.</p> |
| <u>Deal with major events</u> |
| <p>During this reporting period, there has been no requirement for SFRS to respond to any major incidents.</p> |

Reduction of 'All accidental dwelling fires'

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We have developed information sharing protocols and referral processes with our partners to ensure that SFRS access the homes in our community, particularly those who are vulnerable due to age, isolation or addiction. Reduction of Accidental Dwelling Fires contributes to the West Lothian CPP Single Outcome Agreement, SOA1304_14 Number of accidental dwelling fires per 10,000 population.

Results

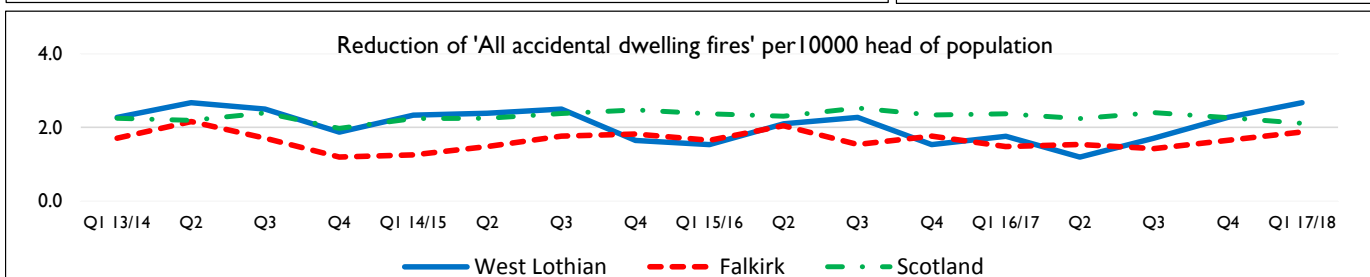
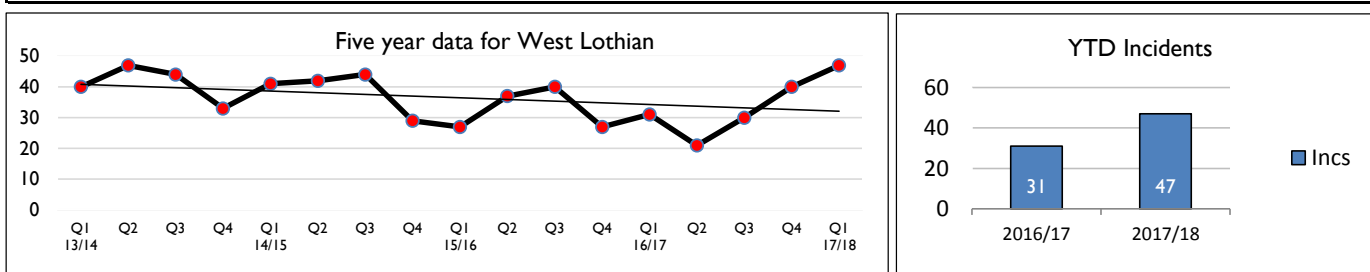
SFRS attended 47 Accidental Dwelling Fires in West Lothian in Q1 of this reporting period. This is an increase of 51% compared to Q1 in the previous year. 31 incidents involved single occupancy dwellings, 10 were in flats in blocks and 6 in sheltered housing accommodation. 24 of the 47 incidents involved the elderly (65+ years old). Whilst the trendline for West Lothian is on downward trajectory, recent upward trends are being monitored.

Reasons

Cooking (53%), coupled with becoming distracted, continues to be the most prevalent cause of the fire. Alcohol or Drugs have been a contributory factor on only six occasions (12%). Thirteen incidents (28%) involved the occupant(s) being evacuated from the premises.

Actions

Appendix I provides further details on our prevention activities in relation to this priority.



| YTD ward ave. for West Lothian - 5 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Sparklines |
|------------------------------------|---------|---------|---------|---------|---------|------------|
| West Lothian | 40 | 41 | 27 | 31 | 47 | |
| Linlithgow | 8 | 3 | 1 | 1 | 5 | |
| Broxburn, Uphall and Winchburgh | 5 | 3 | 3 | 4 | 3 | |
| Livingston North | 4 | 3 | 2 | 2 | 4 | |
| Livingston South | 1 | 4 | 4 | 1 | 5 | |
| East Livingston and East Calder | 4 | 6 | 3 | 1 | 8 | |
| Fauldhouse and the Breich Valley | 3 | 3 | 2 | 7 | 5 | |
| Whitburn and Blackburn | 10 | 11 | 3 | 6 | 5 | |
| Bathgate | 5 | 4 | 6 | 6 | 8 | |
| Armadale and Blackridge | 0 | 4 | 3 | 3 | 4 | |

Reduction of 'All fire casualties (fatal & non-fatal (incl. p/c's))'

Fire casualty and fatality rates provide an indication of the amount of serious, life-threatening injuries that occur due to fire. This can indicate not only the success of SFRS in reducing the number of life risk fires through community fire safety and similar activities, but also their success in response activity in saving lives. SFRS aim to reduce Fire Casualties in West Lothian by 5% per year, which contributes towards the SFRS target of reducing Fire Casualties by 5% per year, over a three-year rolling period.

Results

There have been 9 fire casualties in Q1 2017/18. This figure is slightly lower than the comparable period in 2016/17. The West Lothian 5 year trendline continues to fall overall.

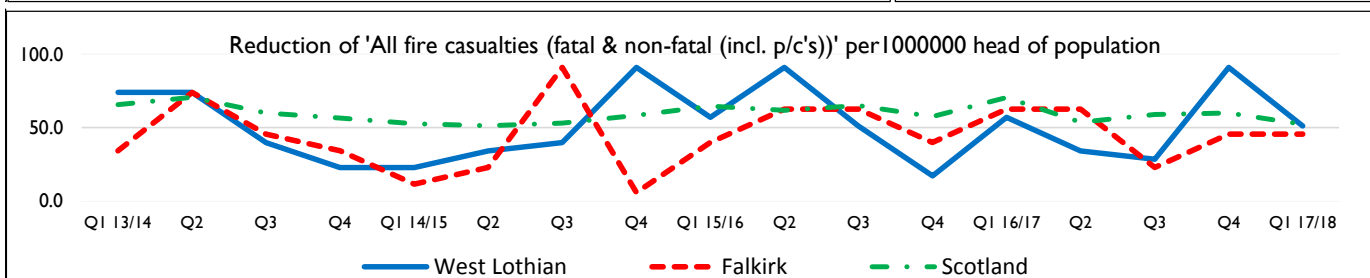
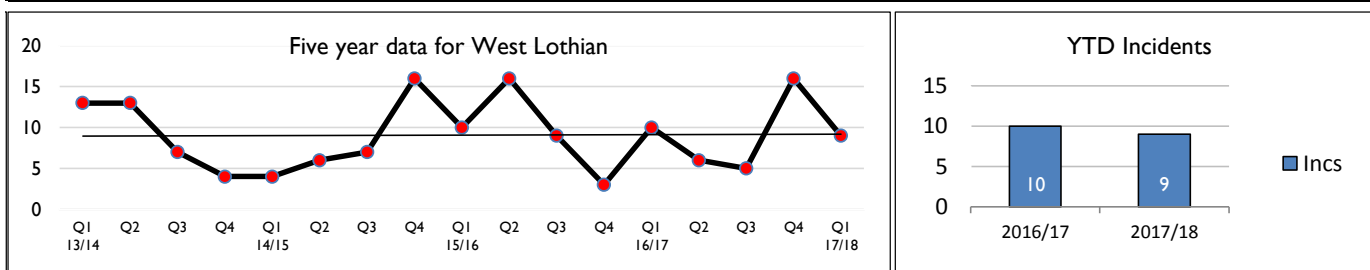
Reasons

Seven of the casualties reported suffered from smoke inhalation, one from cuts and one from chest/heart complaint. Only one casualty required rescue assistance. Two of the 9 casualties required hospital treatment with others receiving medical assistance from the SFRS and/or Scottish Ambulance Service at the scene.

Actions

Our Home Safety Visit (HSV) referrals and Post Domestic Incident Response (PDIR) programmes continue to provide the main platform for accessing homes to provide fire safety advice. Partner referrals facilitate SFRS access to the more vulnerable members of the community, where SFRS can provide life saving advice and install smoke detection within domestic premises.

Appendix I provides further details on our prevention activities in relation to this initiative and priority.



| YTD ward ave. for West Lothian - I | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Sparklines |
|------------------------------------|---------|---------|---------|---------|---------|------------|
| West Lothian | 13 | 4 | 10 | 10 | 9 | |
| Linlithgow | 0 | 0 | 2 | 0 | 1 | |
| Broxburn, Uphall and Winchburgh | 0 | 0 | 1 | 1 | 0 | |
| Livingston North | 0 | 0 | 0 | 0 | 2 | |
| Livingston South | 0 | 0 | 2 | 0 | 1 | |
| East Livingston and East Calder | 3 | 0 | 1 | 0 | 1 | |
| Fauldhouse and the Breich Valley | 0 | 1 | 0 | 1 | 2 | |
| Whitburn and Blackburn | 8 | 0 | 0 | 3 | 0 | |
| Bathgate | 2 | 3 | 3 | 3 | 1 | |
| Armada and Blackridge | 0 | 0 | 1 | 2 | 1 | |

Reduction of 'All deliberate fires'

Deliberate fire setting is a significant problem for the SFRS and partners in West Lothian. In the main, deliberate fires are secondary fires categorised into either refuse, grassland or derelict buildings incidents. There is a close link between deliberate secondary fires and other forms of anti-social behaviour. Reduction of Deliberate Fire Setting contributes to the West Lothian CPP Single Outcome Agreement, SOA1304_13 Number of deliberate fires per 10,000 population.

Results

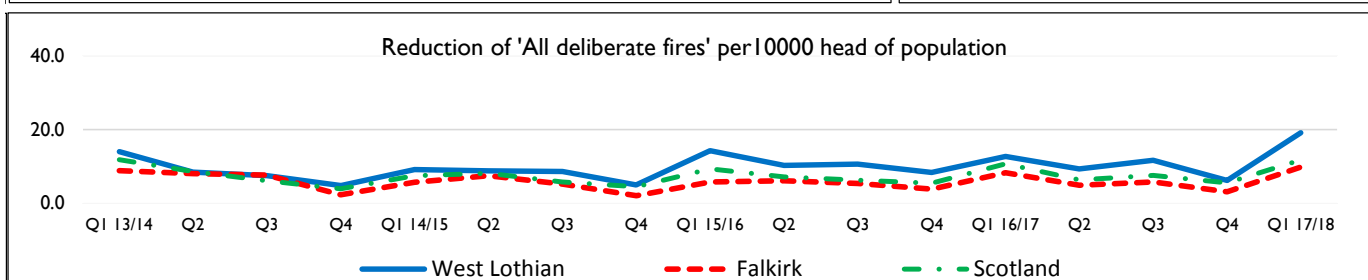
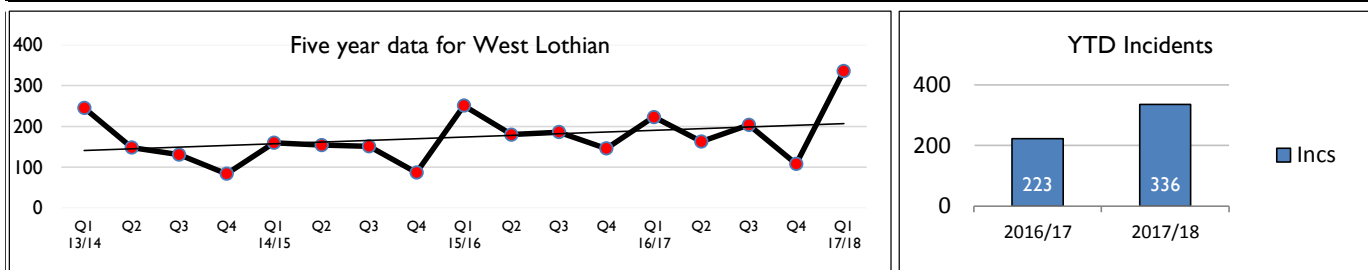
SFRS have attended 336 deliberate fires in Q1 2017/18. This was an increase of 113 incidents compared to the same reporting period in 2016/17 reflecting a 50% increase. The 5 year trendline for West Lothian depicts a sharp upward trajectory. This trend based upon Deliberate Fire Setting /10,000 population trendline is similar to the trend across Scotland. We will aim to improve this going forward.

Reasons

Data analysis shows deliberate fires account for 28% of the incidents attended by SFRS in this reporting period. 196 of these fires involve grass, scrubland, woodland and trees representing 58%. The month of April saw the most fires with the peak times between 5pm and 9pm, the majority occurred at the weekend. This is not unique to West Lothian and is replicated across Scotland, evidence suggests that much the Deliberate Fire activity can be associated with youths and anti social behavior.

Actions

We use a range of methodologies and local initiatives as part of our Thematic Action Plans throughout the year. Knowledge input to schools plays a key part in reducing Deliberate Fire Setting and anti-social behaviour. Trend analysis and a more targeted approach in areas of high activity should realise a reduction in this type of activity. Linking in with our partners on initiatives such as 'Pinpoint' will demonstrate a more targeted approach and we should start to see the benefits over the coming months. SFRS are endeavouring to use facebook to deliver community safety messages this will augment media messaging through GLOW.



| YTD ward ave. for West Lothian - 37 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Sparklines |
|-------------------------------------|---------|---------|---------|---------|---------|------------|
| West Lothian | 245 | 160 | 251 | 223 | 336 | |
| Linlithgow | 5 | 3 | 6 | 1 | 4 | |
| Broxburn, Uphall and Winchburgh | 12 | 17 | 41 | 13 | 24 | |
| Livingston North | 35 | 12 | 27 | 34 | 85 | |
| Livingston South | 30 | 16 | 28 | 28 | 42 | |
| East Livingston and East Calder | 33 | 34 | 41 | 32 | 42 | |
| Fauldhouse and the Breich Valley | 48 | 30 | 33 | 37 | 43 | |
| Whitburn and Blackburn | 20 | 20 | 25 | 23 | 45 | |
| Bathgate | 27 | 10 | 18 | 37 | 23 | |
| Armadale and Blackridge | 35 | 18 | 32 | 18 | 28 | |

Reduction of 'Non domestic fires'

Fires in Non-Domestic Property can have a detrimental effect on the built environment and the prosperity of the local area. Non-domestic fires are classed as fires which took place in buildings that are not domestic households. Reduction of Non Domestic Property contributes to the West Lothian CPP Single Outcome Agreement, SOA1304_13 Number of deliberate fires per 10,000 population.

Results

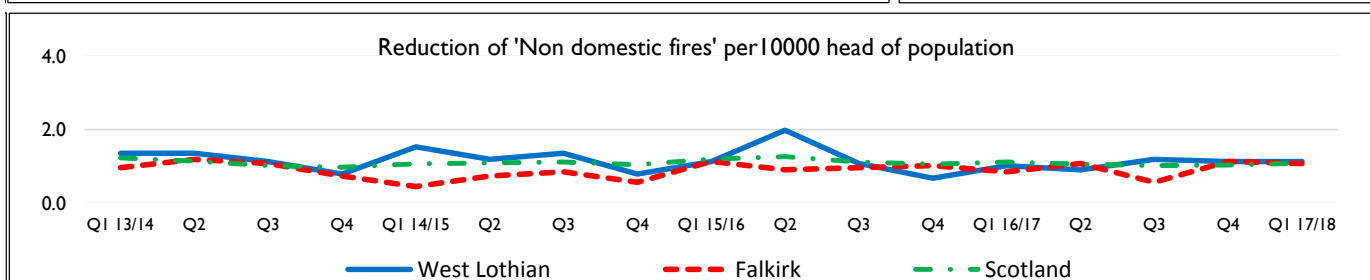
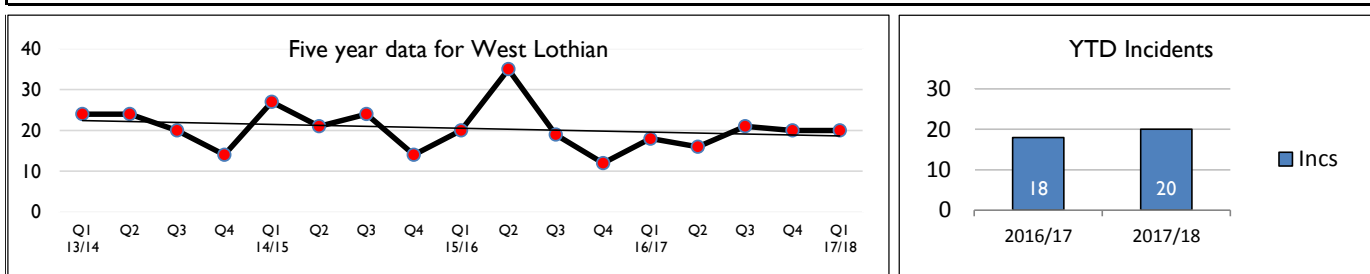
For Q1 2017/18, the SFRS attended 20 non domestic fire incidents. This is an 11% increase on the comparable period in 2016/17. There were no real trends showing here, the highest occurrences were garages, hospital, barns and sheds showing 2 apiece. The long term trend for fires in Non-Domestic Property /10,000 population in West Lothian is showing a slight decline.

Reasons

The long term decrease in non domestic fires can be attributed SFRS Fire Safety Enforcement Officers supported by local crews providing education and advice to non domestic premises duty holders. It should be recognised that incidents involving garden sheds etc also contribute to the figures produced.

Actions

SFRS engagement with duty holders is assisting in reducing incidents of this type. Appendix 3 provides further details on our prevention activities in relation to this priority.



| YTD ward ave. for West Lothian - 2 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Sparklines |
|------------------------------------|---------|---------|---------|---------|---------|------------|
| West Lothian | 24 | 27 | 20 | 18 | 20 | |
| Linlithgow | 3 | 2 | 1 | 1 | 2 | |
| Broxburn, Uphall and Winchburgh | 6 | 3 | 5 | 4 | 3 | |
| Livingston North | 2 | 1 | 0 | 1 | 0 | |
| Livingston South | 4 | 6 | 7 | 1 | 4 | |
| East Livingston and East Calder | 1 | 6 | 4 | 3 | 5 | |
| Fauldhouse and the Breich Valley | 3 | 2 | 1 | 1 | 1 | |
| Whitburn and Blackburn | 0 | 1 | 1 | 2 | 2 | |
| Bathgate | 4 | 4 | 0 | 3 | 2 | |
| Armadale and Blackridge | 1 | 2 | 1 | 2 | 1 | |

Reduction of 'Special Service Casualties - All'

Whilst much of this risk is outwith the control of SFRS, responding to Non-Fire Emergencies is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the West Lothian CPP Single Outcome Agreement, SOA1304_12 Number of People killed or seriously injured in road accidents.

Results

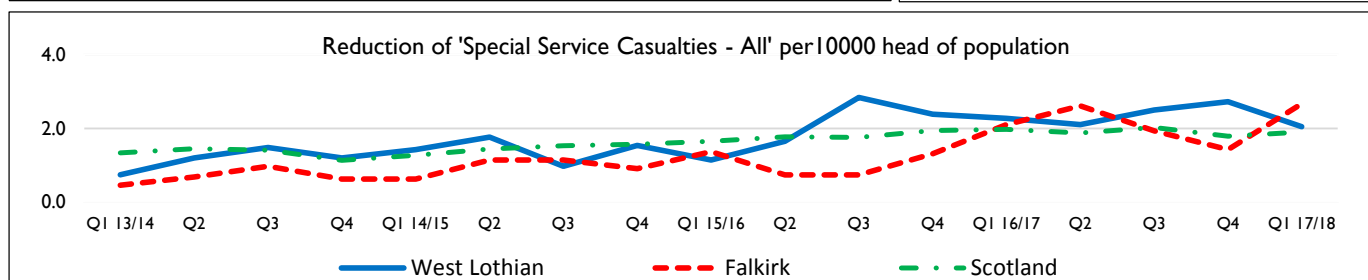
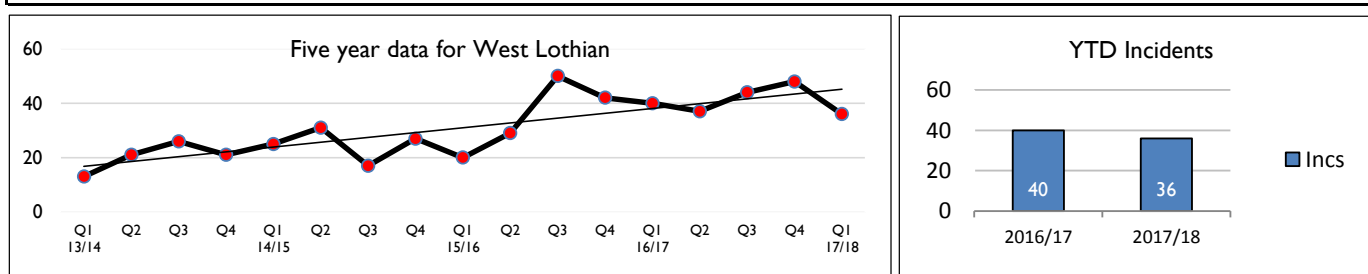
The original aim was to reduce Casualties from Non-Fire Emergencies in West Lothian by 4% per year, however since that target was set SFRS has commenced a pilot 'Out of Hospital Cardiac Arrest' (OHCA) initiative. This target now cannot be achieved and will be reviewed in the new local plan. SFRS continues to work towards driving down casualties from RTC's and other special services. Due to OHCA the 5 year trendline for Special Service Casualty incident rate per 10,000 population in West Lothian depicts a sharp rise and is higher than other areas of Scotland who are not involved in the trial.

Reasons

A high proportion of Special Service casualties were as a result of Road Traffic Collisions (RTC). We have had 17 RTC related casualties in Q1 2017/18, 1 of which was a fatality, compared to 18 in the same reporting period in 2016/17. This represents a slight decrease. Other casualties of which there were 19 are classed as medical emergencies, where the SFRS have supported SAS in responding to medical emergencies and Out of Hospital Cardiac Arrests.

Actions

Appendix 4 provides further details on our prevention activities in relation to this priority.



| YTD ward ave. for West Lothian - 4 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Sparklines |
|------------------------------------|---------|---------|---------|---------|---------|------------|
| West Lothian | 13 | 25 | 20 | 40 | 36 | |
| Linlithgow | 2 | 2 | 4 | 6 | 7 | |
| Broxburn, Uphall and Winchburgh | 1 | 3 | 4 | 2 | 0 | |
| Livingston North | 1 | 0 | 0 | 5 | 4 | |
| Livingston South | 2 | 2 | 1 | 1 | 3 | |
| East Livingston and East Calder | 2 | 1 | 5 | 3 | 2 | |
| Fauldhouse and the Breich Valley | 1 | 3 | 1 | 6 | 3 | |
| Whitburn and Blackburn | 1 | 4 | 3 | 9 | 7 | |
| Bathgate | 1 | 1 | 2 | 7 | 9 | |
| Armada and Blackridge | 2 | 9 | 0 | 1 | 1 | |

Reduction of 'False Alarms - All'

Unwanted Fire Alarm Signals (UFAS) are defined as incidents where an automated fire alarm system activates and results in the mobilisation of SFRS resources, when the reason for that alarm turns out to be something other than a fire emergency. The SFRS is committed to working with partners and other stakeholders to reduce Unwanted Fire Alarm Signals. We aim to reduce UFAS in West Lothian by 5% per year

Results

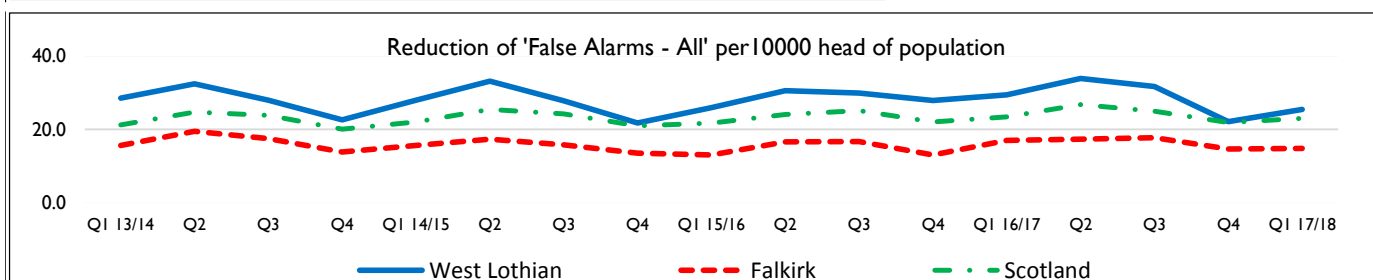
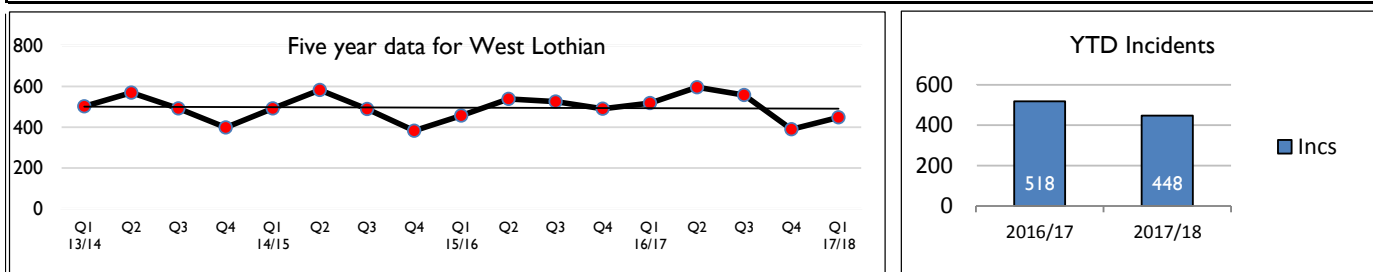
During Q1 2017/18, SFRS attended 448 false alarms compared to 518 in Q1 in 2016/17. This is a 14 % decrease in false alarms. Unwanted Fire Alarm Signals (UFAS) accounted for 217 of these calls which is 48% of False Alarms attended by SFRS. Appendix 5 will provide greater detail in explaining this trend.

Reasons

Common UFAS causes are: Faulty apparatus (14%), careless or accidental activation (11%), contaminants (10%) and aerosols (8%). The largest UFAS instances were in Educational Establishments (17%), Offices (9%), warehouses (7%) and Shops (5%). SFRS have analysed the trends for UFAS and are engaging with duty holders to seek reductions. SFRS UFAS policy has been implemented appropriately. It is envisaged that the work done will be reflected in a reduction in the coming quarters.

Actions

SFRS continue to proactively monitor UFAS incidents and our Officers work closely with duty holders to reduce further UFAS incidents. This includes discussing logistics and educating duty holders in achieving technical, procedural and management solutions in order to reduce future UFAS incidents. Our Auditing officers engage with duty holders and alarm providers to determine cost effective solutions and this work is ongoing.



| YTD ward ave. for West Lothian - 50 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Sparklines |
|-------------------------------------|---------|---------|---------|---------|---------|------------|
| West Lothian | 502 | 492 | 457 | 518 | 448 | |
| Linlithgow | 43 | 26 | 26 | 40 | 26 | |
| Broxburn, Uphall and Winchburgh | 51 | 66 | 65 | 54 | 33 | |
| Livingston North | 43 | 56 | 37 | 48 | 45 | |
| Livingston South | 116 | 102 | 111 | 105 | 124 | |
| East Livingston and East Calder | 53 | 54 | 40 | 80 | 49 | |
| Fauldhouse and the Breich Valley | 41 | 33 | 34 | 37 | 32 | |
| Whitburn and Blackburn | 69 | 70 | 82 | 68 | 46 | |
| Bathgate | 54 | 59 | 45 | 62 | 69 | |
| Armada and Blackridge | 32 | 26 | 17 | 24 | 24 | |

Appendix 1

Reduction of 'All accidental dwelling fires (ADFs)' & Reduction of 'All fire casualties (fatal & non-fatal incl. precautionary check-ups)'

A primary activity related to improving the safety of our communities is delivering Home Safety Visits. Evidence identifies that dwelling fires occur more frequently in those premises that are occupied by the more vulnerable members of our community such as the elderly and those with substance and alcohol dependencies.

SFRS continue to deliver HSV and continue to develop Information Sharing Protocols with partners and increase the safety of residents with all agencies making appropriate referrals.

Home Fire Safety Programme visits completed (Year to date).

| Year to Date Activity | Low | Medium | High | TOTAL |
|-----------------------|-----|--------|------|-------|
| Total HSVs | 94 | 154 | 197 | 445 |

During this reporting period, SFRS continue to work with multi-agency partners including Social Work, Housing providers, Health etc. in order to target those most vulnerable within our communities, by seeking referrals.

SFRS frontline staff submitted a number of 'Adult Protection' forms to our partners within the Social Work Department to ensure appropriate support is delivered.

SFRS are expanding the HSV within the guidance set out in the Safer Communities Programme. This will see a further transition towards Home Safety Checks with fire crews submitting referrals for 'slips, trips and falls' and 'sensory impairment'. It is envisaged that whilst keeping vulnerable residents safe in their homes, it will reduce the likelihood of hospitalisation and ease the burden in the Health Sector.

The coming months will see an increase in knowledge input to partners in Housing Associations to identify vulnerable tenants. SFRS officers will deliver Hazard identification training to housing managers which will upskill them to identify persons at risk.

Whilst we seek to reduce Dwelling Fires even further, it should be noted that the severity of fires is often restricted to item first ignited or room of origin.

Appendix 2

Reduction of 'All deliberate fires'

Tasking and Coordinating Group

During this reporting period SFRS along with multi-agency partners, continue to attend 'Tasking and Co-ordinating Group'. The primary focus is on addressing tactical level issues using information sharing, problem profiling and the implementation of measures to reduce both fire related and other anti-social behaviour issues. This process greatly assists with addressing areas of high operational demand and with the proactive targeting of those most vulnerable within our communities.

This group has already delivered improved outcomes. It is envisaged that the information received within the meetings will create profiles of individuals responsible for anti-social behaviour. This will allow diversionary activity and youth engagement through 'Cooldown' (Fireskills) and 'Phoenix' (Fireskills modules) programmes.

Collaborative work with partners also attracts referrals for Home Safety Visits for the more vulnerable within our communities. There are ongoing case studies with interventions being discussed at present. An example would be the hoarding issue with gas canisters in a WL domestic premises being addressed by partners. (Details on request)

Youth Engagement

SFRS have developed a closer relationship with School Based Police Officers and will have a more targeted approach in dealing with secondary fires and anti-social behaviour in the coming weeks. SFRS Community Safety Advocates/Community Firefighters and Operational Firefighters, deliver an educational programme within schools to address any developing trends. The purpose of this is to deliver seasonal fire education with the focus on reducing fire related ASB and hoax calls. This will also reduce the financial impact on Local Authority Budgets and protects our built environment.

SFRS Crews pro-actively promoted local diversionary activities. This provided opportunities for our frontline crews to engage with youths and reduce ASB.

Information sharing within the Task and Co-ordinating Group and effective multi-agency partnership working is focussed on reducing deliberate fire setting and fire related anti-social behaviour. This included initiatives aimed at preventing fires within derelict properties and fires involving refuse and wheelie-bins.

Wilful fire raising in wheelie disposal bins remains a problem and is being addressed at Task and Co-ordinating Groups with partners. Guidance has been given to partners and cascaded to residents to be more vigilant and to give consideration when they place bins out for uplift and to retrieve them asap thereafter.

The Cooldown and Phoenix programmes continue to assist our young people and will undergo a change of nomenclature. Moving forward, this youth engagement will be referred to as Fireskills. The Phoenix will attract an educational award for young people as it has been recognised by Scottish Credits and Qualifications Framework and will be referred to as 'Fireskills modules' will be delivered nationally and West Lothian are well advanced in the

delivery of this programme. This will enhance the employability of our young people as well as providing confidence and satisfaction.

Appendix 3

Reduction of 'All non-domestic fires'

Fire Safety Enforcement Activity

A Pre-Programmed Audit is an audit programmed at the commencement of the fiscal year, selected from premises held within the Service's database, based on a risk assessment as defined in the Service's Enforcement Framework.

A Non-Programmed Audit is an audit that can occur throughout the year. This type of audit would be undertaken as a result of the following: fire safety complaints, requests from partner agencies or joint initiatives with partners, following any fire within a relevant premise and the targeting of specific premises type in line with the Service's Enforcement Framework.

Our Programmed Audits remain on schedule for completion in 2016/17

| FSEC Code | Premises Type | Number of premises in Local Authority area as of 30 June 2017 | Number of premises subject to pre-planned audit 2017/18* | Number of premises audited Q1 2017/18 | % of Target Premises achieved YTD** |
|-----------|---|---|--|---------------------------------------|-------------------------------------|
| A | Hospital | 6 | 6 | 2 | 33% |
| B | Care Home | 45 | 45 | 15 | 33% |
| C | House of multiple occupation (HMO) Tenement | 35 | 10 | 2 | 20% |
| E | Hostels | 1 | 1 | 1 | 100% |
| F | Hotels | 56 | 18 | 4 | 22% |
| H | Other sleeping accommodation | 3 | 3 | 0 | 0% |
| J | Further Education | 2 | 1 | 0 | 0% |
| K | Public Building | 32 | 7 | 0 | 0% |
| L | Licenced Premises | 307 | 10 | 4 | 40% |
| M | Schools | 127 | 32 | 8 | 25% |
| N | Shops | 1064 | 12 | 8 | 33% |
| P | Other premises open to public | 167 | 6 | 4 | 33% |
| R | Factories & Warehouses | 330 | 9 | 5 | 55% |
| S | Offices | 635 | 30 | 3 | 10% |
| T | Other Workplace | 52 | 0 | 0 | 100% |
| | Total | 2862 | 190 | 56 | 29.4% |

*Pre-planned targets are only set for Hospitals, Care Homes, HMO's classed as 'high' risk or in line with licence renewals and other premises classed as 'high' or 'very high' risk.

**Where target is exceeded this is due to non-programmed auditing such as thematic auditing, fire safety complaints or post fire audits.

Enforcement/Prohibition Notices

No prohibition notices have been served within the WL area during this reporting period.

Thematic Auditing is being carried out in West Lothian based on trend analysis.

Appendix 4

Reduction of 'Special Service - casualties (fatal & non-fatal)'

SFRS will augment the delivery of Road safety input by West Drive. This will come in the form of offering tuition to young people on the hazards encountered on our roadways. We shall engage with High Schools and Colleges as well as ADI schools. This new initiative is in the early stages and under discussion. Rollout should begin in Q1/Q2 2017/18

Appendix 5

Reduction of 'False Alarm - Equipment failure'

A reduction in UFAS incidents has a number of benefits namely, reducing road risk, reducing SFRS carbon footprint and increasing business continuity. UFAS incidents fall into a range of categories that include. Malicious, Failure of Equipment and Good Intent. SFRS have developed a UFAS Policy to ensure that persistent UFAS incidents within premises are addressed appropriately. Engagement with key holders is key to reducing SFRS attendance. We have programmed engagement sessions with duty holders and alarm providers to discuss solutions to UFASs. SFRS have a robust UFAS Policy and analyse trends and engage appropriately with Duty Holders of relevant premises.

We also deliver 'Cooksafe' to sheltered accommodation and partner agencies as appropriate. This reduces the likelihood of false alarms involving cooking.

Glossary

Primary Fire

Primary fires include all fires in non-derelict buildings and outdoor structures or any fires involving casualties or rescues or any fires attended by five or more appliances.

Secondary Fires

Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.

Accidental Dwelling Fires

Building occupied by households, excluding hotels, hostels and residential institutions. In 2000, the definition of a dwelling was widened to include any non-permanent structure used solely as a dwelling, such as caravans, houseboats etc. Caravans, boats etc. not used as a permanent dwelling are shown according to the type of property. Accidental includes fires where the cause was not known or unspecified.

Fire Fatality

A person whose death is attributed to a fire is counted as a fatality even if the death occurred weeks or months later.

Fire Casualty

Non-fatal casualties, injured as a direct result of a fire attended by the service. Includes those who received first aid at the scene and those who were recommended to go for a precautionary check. Does not include injuries to fire service personnel.

Deliberate Fire

Fires where deliberate ignition is suspected

Special Services

Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding

CPP

Community Planning Partnership.

SOA

Single Outcome Agreement.

Year to Date (YTD)

Year to date is calculated from 1st April on the reporting year

RTC

Road Traffic Collision

UFAS

Unwanted Fire Alarm Signals

Seasonal Community Safety Calendar

The seasonal calendar depicts a range of initiatives and activities that the SFRS and CPP partners will undertake throughout the year as part of our preventative strategies.





West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCRUTINY OF POLICE SCOTLAND PERFORMANCE IN WEST LOTHIAN

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to update Panel Members on the Performance of Police Scotland in West Lothian for the period 1st April 2017 to 30th June 2017.

B. RECOMMENDATION

Panel members are asked to note the contents of the report.

C. SUMMARY OF IMPLICATIONS

| | |
|---|--|
| I Council Values | Being honest, open and accountable; Focusing on our customers' needs; Making best use of our resources; and Working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | The production and Council approval of the Local Police and Local Fire and Rescue Plan is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012. |
| III Implications for Scheme of Delegations to Officers | None at this stage. |
| IV Impact on performance and performance Indicators | There is no direct impact however this report is part of the agreed process for strategic performance reporting. |
| V Relevance to Single Outcome Agreement | This report will have a positive impact on the following SOA indicators: We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life changes. |
| VI Resources – (Financial, Staffing and Property) | The council contributes directly and in partnership to the delivery of the plan. |
| VII Consideration at PDSP | Yes. |
| VIII Consultations | Council Executive, Community Planning Partners, Elected Members. |

D. TERMS OF REPORT

Police Scotland Strategic Plan sets out the local Policing priorities and objectives for West Lothian and is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.

Council Executive has agreed that the monitoring of performance against the plans will be reported and considered on a quarterly basis by the Services for Community Policy Development and Scrutiny Panel. This report covers the period from 1st April 2017 to 30th June 2017.

E. CONCLUSION

This report provides an update on performance to enable the Panel members to scrutinise the work of Police Scotland in West Lothian.

F. BACKGROUND REFERENCES

None.

Appendix 1: West Lothian Policing Scrutiny Performance Report.

ALISTAIR SHAW
HEAD OF HOUSING, CUSTOMER & BUILDING SERVICES

Date of Meeting: 22nd August 2017

Scrutiny Report 1st April 2017 - 30th June 2017



**POLICE
SCOTLAND**
Keeping people safe

West Lothian

The data provided in this report is for information purposes to allow Partnership Members to conduct their scrutiny responsibilities.

There may be minor amendments between the information in this report and the final statistics – for example: due to delayed reporting or recording of crimes, road crashes or incidents. It would not therefore be accurate or appropriate to refer to, quote or use the data in this report as official statistics. The extraction date between local authority level and ward level can differ so data can be similar but in many occasions may not match.

All data in the report is to indicate trend only as the figures are dynamic in nature and will change over time

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WEST LoTHIAN PRIORITIES

Protecting People

Reducing Anti-social Behaviour

Reducing Violence

Tackling Substance Misuse

Making our Roads Safer

Priority 1 - Domestic Abuse:

Increase detection rates for crimes of Domestic Abuse

Note - End of year figure 2016/17 = 74.2%

Current situation

The detection rate for domestic abuse crimes is currently 64.1%. This figure is a decrease of 22% on the rate at this time last year which was 86.1%. Overall, incidents of domestic abuse are 2.9% higher than last year with 16 more incidents reported this year; 571 incidents compared to 555 incidents last year.

Reasons

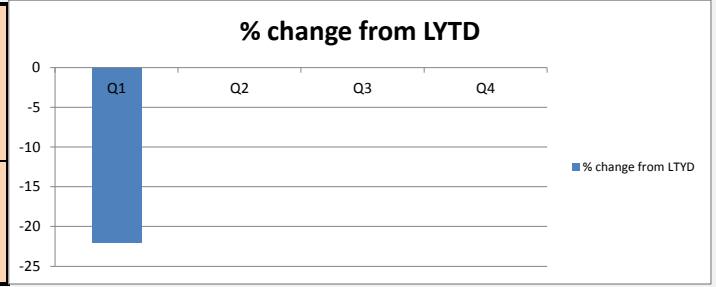
West Lothian are currently piloting a new MARAC process to assist in the safety planning of high-risk domestic abuse victims. The new process is built around a MAPPA style call for information sent out on the day of the incident via a dedicated mailbox managed by social policy in WLC. This allows for the immediate sharing of information and allocation of actions pertaining to cases and helps alleviate the lag that occurred between incident, meeting and result of actions.

What are we doing

A new pro-active arrangement is in place to allow Domestic abuse officers access to national domestic abuse task force analytical support to ensure that High Risk nominal are targeted through the MATAAC process. In conjunction partner attendance at MATAAC has been identified as an issue and will be addressed through the chair to help boost information sharing. Succession planning has taken place for a new DS to take over the DAIU with a handover period identified. DIAU staff have been placed on the new IDP programme to enhance their investigative skills.

Indicator - Domestic Detection rate within West Lothian - YTD to 31st March 2017

| Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave |
|------------------|------------|------------|-----------------------------|---------------------------------|
| | 64.1% | 86.1% | down 22% | N/A |



Priority 2 -Anti-social behaviour:

Reduce the number of Anti-social behaviour incidents

Note - End of year figure 2016/17 = 10756

Current situation

Overall, ASB in West Lothian has seen a 4% increase this year compared to last year. The Wards experiencing an increase are Bathgate, East Livingston & East Calder, Linlithgow, Livingston North, Fauldhouse & Breich Valley and Whitburn & Blackburn. There have been 128 more incidents than last year. The nature of these incidents is widely varied from Neighbour disputes to youth disorder and street disorder inc ASB related to vehicles. The increase in WL is below the national trend.

Reasons

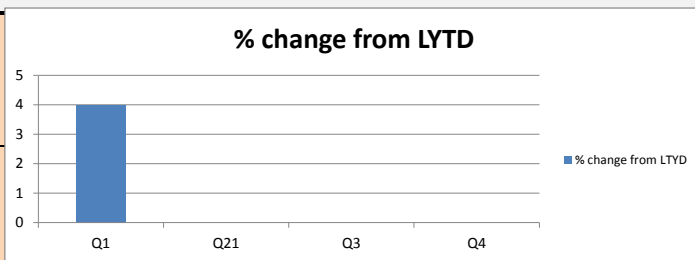
Problematic areas across West Lothian continued to be in Bathgate Town Centre and Livingston North during the Easter school holiday period. Robust policing of these areas has led to a decrease in call volume during June. There was intelligence to suggest youths from all over West Lothian were engaging in disorder in Carmondean but intensive resourcing of this area has mitigated the risk in this area. Police Community Officers and Community Action Teams have increased patrols in the priority areas with joint partnership operations at weekends with fire officers and West Lothian Council staff to reduce call demand. Test purchase operations were also conducted to tackle the issue of underage drinking. During June, there were several incidents at local gala days, specifically in East Calder, Bathgate and Armadale regarding large scale youth disorder and underage drinking. The focus on problematic houses continues with ASBO proceedings ongoing against a number of tenants in West Lothian. There has been an alarming increase in the level of deliberate fires during April and May but this issue has settled down in recent weeks.

What are we doing

Partnership initiatives to tackle antisocial behaviour continue across West Lothian with resources directly tackling identified problematic people and places. Operation Pinpoint was a week long initiative during June in Whitburn which increased community engagement in the lead up to the gala day. This partnership operation has now shown a decrease in disorder calls to Whitburn in the past few weeks since the event. Community officers also completed a Floorwalk Operation at the end of the school term to target underage drinking throughout West Lothian. Several social media posts highlighted the dangers of underage drinking and the location of youth disorder hotspot areas. These posts did show a very positive response from the public on social media. Police have now launched the summer ASB plan with several days of action in different areas of the county in recent weeks. Rural watch was also launched in Beecriags Country Park to highlight the issue of rural crime.

Indicator - Levels of ASB incidents within West Lothian YTD to 30th June 2017

| Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave |
|------------------|------------|------------|-----------------------------|---------------------------------|
| | 3120 | 2992 | up 4% | |



West Lothian Wards 1st Apr - 30th June 2017

| | Incidents this year | last year | % Change from last year |
|----------------------------------|---------------------|-----------|-------------------------|
| Linlithgow | 194 | 152 | 28% |
| Broxburn, Uphall and Winchburgh | 288 | 390 | -26% |
| Livingston North | 348 | 267 | 30% |
| Livingston South | 408 | 510 | -20% |
| East Livingston and East Calder | 367 | 318 | 15% |
| Fauldhouse and the Breich Valley | 263 | 188 | 40% |
| Whitburn and Blackburn | 461 | 394 | 17% |
| Bathgate | 531 | 487 | 9% |
| Armadaile and Blackridge | 260 | 286 | -9% |

Priority 3 - Violent Crime:

Reduce the level of Violent Crime

Note - End of year figure 2016/17 = 274 crimes

Current situation

The level of violent crime has decreased by 27.1% YTD (19 fewer crimes). Detections for serious assaults are high at 142.9%. This rate is due to crimes committed in the last financial year being detected in the past quarter. The robbery detection rate (92.3%) has increased during the last quarter although there has been a slight increase in the number of crimes recorded. There has been an encouraging decrease in the number of crimes recorded as a serious assault with 21 crimes recorded compared to 46 last year (-45%). There have also been no attempted murder or murder charges recorded in the first quarter this year.

Reasons

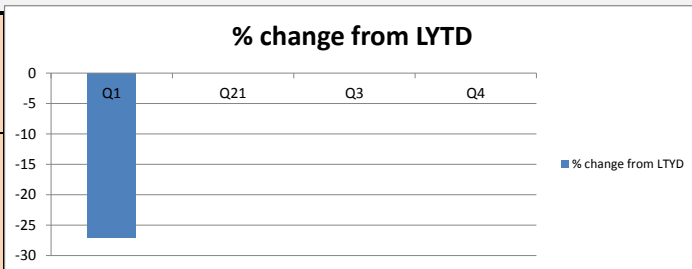
The decrease in violent crime is encouraging with the level of crime now at a similar level to two years ago and slightly below the 5 year average. The revised weekend policing plans that cover the night time economy areas of Bathgate and Livingston have shown a positive impact with a reduction in violent crimes in both these areas. The level of minor assaults in the year has increased slightly by 1.1% with 6 more crimes recorded with the detection rate for this type of crime currently 69.2%, an increase of 3.2% compared to last year. It is assessed that no clear pattern or trend exists and the location of the assaults is spread across public areas and residential properties. Public space assaults did increase during June with several incidents a result of alcohol related incidents on the occasion of local gala days.

What are we doing

The revised violence Reduction Plans are having a very positive impact on the level of violence at or near licensed premises in Livingston and Bathgate. The annual Best Bar None scheme has recently been launched and has been invigorated this year to involve as many licensed premises as possible in West Lothian. We are also encouraging "Bystander Training" for licensed premises staff to increase vigilance and reduce sexual violence associated with alcohol.

Indicator - Levels of Violent crimes within West Lothian YTD to 30th June 2017

| Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave |
|------------------|------------|------------|-----------------------------|---------------------------------|
| | 51 | 70 | down 27.1% | down 13% |



West Lothian Wards 1st Apr to 30th June 2017

| | Incidents this year | last year | % Change from last year |
|----------------------------------|---------------------|-----------|-------------------------|
| Linlithgow | 0 | 3 | Down 100% |
| Broxburn, Uphall and Winchburgh | 2 | 9 | down 78% |
| Livingston North | 6 | 5 | up 20% |
| Livingston South | 7 | 8 | down 12.5% |
| East Livingston and East Calder | 4 | 5 | down 20% |
| Fauldhouse and the Breich Valley | 8 | 4 | up 100% |
| Whitburn and Blackburn | 8 | 16 | down 50% |
| Bathgate | 14 | 14 | level |
| Armadale and Blackridge | 2 | 6 | down 67% |

Priority 4 - Tackling Substance Misuse :

Increase the proportion of positive stop and search for drugs

Current situation

Total Stop searches 159 - 46 positive. Scrutiny Report no. 20

Reasons

What are we doing

Stop and Search continues to be used as one tactic among many to detect drug offences and reduce the harm caused by drug supply and misuse. On the 11th May 2017 Police Scotland adopted a new code of practice on the use of stop and search. At this time the use of non-statutory (Consensual) search ceased.

Indicator - Levels of Stop search for drugs within West Lothian YTD to 31st March 2017

| Force TYTD | Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave | |
|---------------|------------------|------------|------------|-----------------------------|---------------------------------|--|
| | | 0 | | | | |

Priority 5 - Making our roads safer:

Reduce the number of people Killed on our roads

Note - End of year figure 2016/17 = 4

Current situation

There has been one fatality on West Lothian roads this year to date. This is the same level as quarter 1 last year.

Reasons

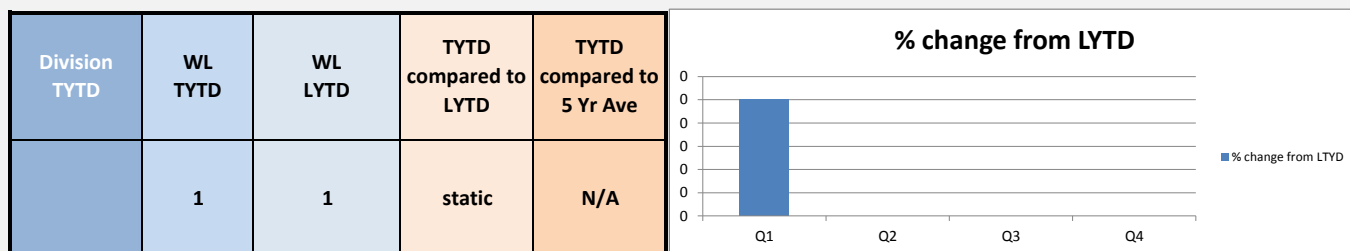
The only fatal accident recorded during the quarter was on the B9080 near to the Champffleurie Estate in Linlithgow when a male lost control of a motorbike resulting in fatal injuries.

What are we doing

ALTERNATE is a Partnership road safety initiative with Road Policing resources from Edinburgh and Dalkeith being deployed to West Lothian to support local officers. This initiative involved hundreds of vehicles being stopped in West Lothian and a range of road safety offences were detected. The purpose of these checks is to prevent serious accidents through proactive driver engagement and enhanced road policing visibility. The priority serious accident routes in West Lothian where driver engagement and enforcement takes place on a daily basis between core times continues to be A71, A89 and M8. These routes will be reviewed at the end of the financial year.

This information will be included in local Road Policing annual tactical plan.

Indicator - Levels of Fatal accidents within West Lothian YTD to 30th June 2017



West Lothian Wards 1st April to 31st Dec 2016

Linlithgow
 Broxburn, Uphall and Winchburgh
 Livingston North
 Livingston South
 East Livingston and East Calder
 Fauldhouse and the Breich Valley
 Whitburn and Blackburn
 Bathgate
 Armadale and Blackridge

Incidents this year

1
 0
 0
 0
 0
 0
 0
 0
 0

last year

0
 0
 0
 0
 1
 0
 0
 0
 0

% Change from last year

n/a
 Static
 Static
 Static
 down 100%
 Static
 static
 Static
 Static

Priority 5 - Making our roads safer:

Reduce the number of people Seriously Injured on our roads

Note - End of year figure 2016/17 = 57

Current situation

Serious injuries resulting from road collisions in West Lothian have fallen from 13 PYTD to 11 injuries YTD. This represents a 15% decrease in the number of casualties.

Reasons

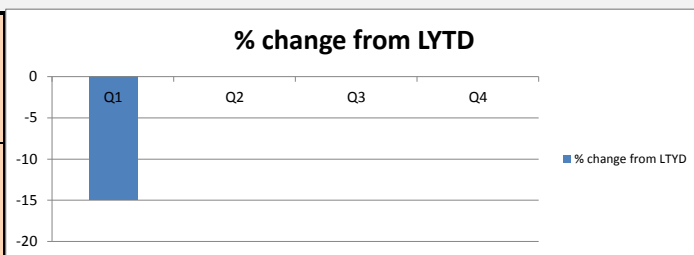
The majority of collisions recorded within West Lothian were as a result of driver error, as opposed to any other reason. Speed and lack of observation were common factors which have resulted in collisions. There has been no trend regarding the location of serious injury accidents with accidents in several different wards. No serious accidents occurred on the motorway network in West Lothian in Q1. The B7015 at Stoneyburn is the only road where there was more than one serious accident over the three month period but both accidents were on separate parts of the road.

What are we doing

An ANPR initiative took place in Bathgate in May and a Carriage of dangerous goods check event took place in June on the M8 with no offences detected. WEST DRIVE is being organised by community safety officers and once again run over 2-3 days at the end of August. This event is aimed at all 6th year pupils in West Lothian and includes the delivery of road safety messages via a live theatre performance, Emergency Services talks and practitioner stalls from Police, Fire and Ambulance services. There has also been an off road motorbike initiative in Linlithgow which has led to a reduction in calls to the nearby Bing.

Indicator - Levels of Serious Injury within West Lothian YTD to 30th June 2017

| Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave |
|------------------|------------|------------|-----------------------------|---------------------------------|
| | 11 | 13 | down 15% | N/A |



West Lothian Wards 1st April to 30th June 2017

| | Incidents this year | last year | % Change from last year |
|----------------------------------|---------------------|-----------|-------------------------|
| Linlithgow | 0 | 4 | down 100% |
| Broxburn, Uphall and Winchburgh | 2 | 2 | static |
| Livingston North | 1 | 1 | static |
| Livingston South | 1 | 2 | down 50% |
| East Livingston and East Calder | 1 | 2 | down 50% |
| Fauldhouse and the Breich Valley | 2 | 0 | n/a |
| Whitburn and Blackburn | 2 | 2 | static |
| Bathgate | 2 | 0 | n/a |
| Armadale and Blackridge | 0 | 0 | static |

Priority 5 - Making our roads safer:

Reduce the number of Children Killed or Seriously Injured on our roads

Note - End of year figure 2016/17 = 7

Current situation

There was one child seriously injured in the first quarter of this year. During the same period last year there were no child serious injuries. There were no child fatalities during the past quarter.

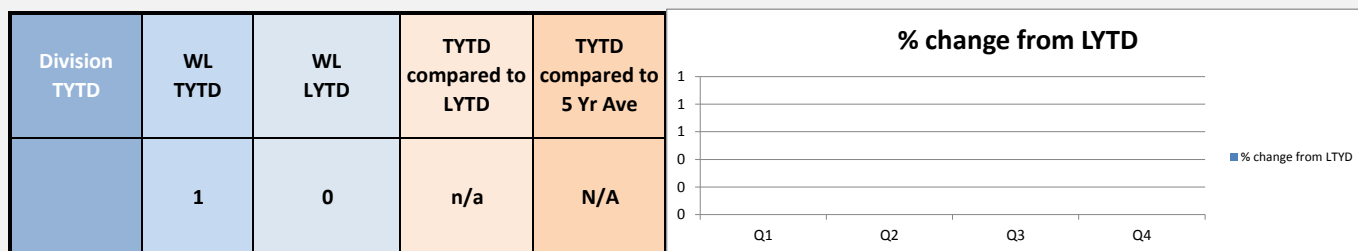
Reasons

The one accident involving a serious injury to a child occurred in Manse Road Whitburn when a boy was knocked down crossing the road on his way to school. He suffered multiple leg fractures in the accident.

What are we doing

The council -funded Community Action Teams and Ward Officers continue to prioritise road safety in West Lothian. There have been several road checks in response to community concerns regarding speeding motorists with successful results in Linlithgow and several social media releases have been published to promote the local police activity.

Indicator - Levels of child killed or seriously injured within West Lothian YTD to 30th June 2017



West Lothian Wards 1st April to 30th June 2017

| | Incidents this year | last year | % Change from last year |
|----------------------------------|---------------------|-----------|-------------------------|
| Linlithgow | 0 | 0 | static |
| Broxburn, Uphall and Winchburgh | 0 | 0 | static |
| Livingston North | 0 | 0 | static |
| Livingston South | 0 | 0 | static |
| East Livingston and East Calder | 0 | 0 | static |
| Fauldhouse and the Breich Valley | 0 | 0 | static |
| Whitburn and Blackburn | 1 | 0 | n/a |
| Bathgate | 0 | 0 | static |
| Armadale and Blackridge | 0 | 0 | static |

Priority 5 - Making our roads safer:

Increase the number of people detected for drink/drug driving offences

Note - End of year figure 2016/17 = 218

Current situation

There has been a decrease in the level of drink driving offences detected with 36 persons charged in quarter one compared to 49 people for the same period last year. This equates to a 26.5% decrease in detections.

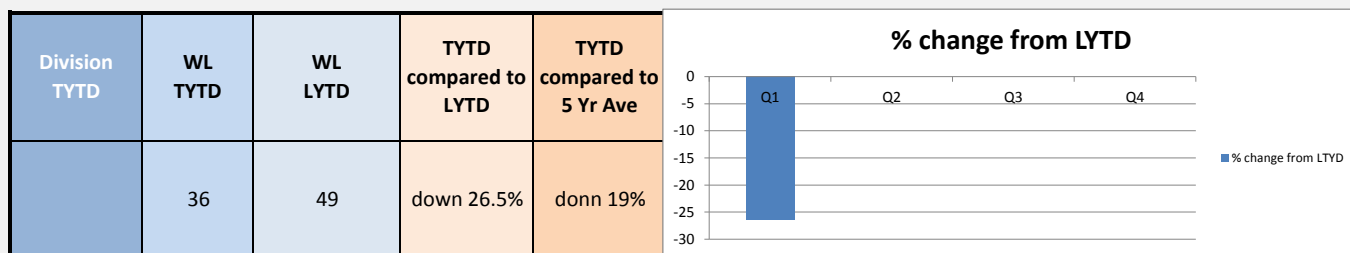
Reasons

Community officers along with Road Policing officers continue to target speed reduction on key routes identified as risk locations for collisions to reduce the level of road casualties. This has contributed to a preventative approach through visible deterrent. Community Action teams carried out several patrols during the national drink driving week in May and issued numerous warnings and apprehending people under the influence of alcohol.

What are we doing

Summer Drink Drive Campaign - This will include one road check per shift by all Road Policing crews on arterial routes across West Lothian. Community Action Teams continue to conduct regular patrols and checks of likely areas and are responding promptly to information and intelligence provided by the public. There are also forthcoming days of action tackling road safety with dedicated mobile patrols providing educational and enforcement checks regarding speeding and the use of seatbelts. The forthcoming Westdrive event also focusses on a prevention strategy regarding drink driving by showing youths the consequences of driving under the influence of alcohol. This event is also supported by West Lothian Drug and Alcohol Services who provide an input at the event.

Indicator - Levels of Drink or Drug Drive offences within West Lothian YTD to 30th June 2017



West Lothian Wards 1st Apr to 30th June 2017

| | Incidents this year | last year | % Change from last year |
|----------------------------------|---------------------|-----------|-------------------------|
| Linlithgow | 0 | 5 | down 100% |
| Broxburn, Uphall and Winchburgh | 6 | 5 | up 20% |
| Livingston North | 0 | 7 | down 100% |
| Livingston South | 9 | 6 | up 50% |
| East Livingston and East Calder | 10 | 6 | up 67% |
| Fauldhouse and the Breich Valley | 0 | 5 | down 100% |
| Whitburn and Blackburn | 9 | 8 | up 12.5% |
| Bathgate | 2 | 6 | down 67% |
| Armadaile and Blackridge | 0 | 1 | Down 100% |

Priority 6 - Tackling Serious and Organised crime

Increase the number of cash seizures & restraints through POCA legislation

End of year figure 2016/17 = £224,290

Current situation

West Lothian has seen the seizure and restraint of a calculated £84861 in the YTD. As previously reported, these figures should be treated with caution as they only represent figures for individuals who reside within West Lothian. Our policing approach to this area of business extends beyond West Lothian and indeed much more of the money seized across the country may well be attributed to West Lothian but is often difficult to prove.

Reasons

An Operation has actively targeted mapped nominals within an Organised Crime Group group over the past year. Numerous disruption tactics have been used including MDA house searches, warrant arrests, stop searches and pro-active identification of Road Traffic offences. All seizures have been as a result of drug recoveries with two incidents involving money being recovered at cannabis cultivations.

What are we doing

The disruption of organised crime groups remains a key tactic over the coming months. Intelligence continues to be developed regarding organised criminals and further enforcement activities are planned for the coming weeks to target named nominals. Disruption tactics will also be used with road traffic stops and stop searches continuing over the coming months.

Indicator - Levels of cash seizures and restraints within West Lothian YTD - 30th June 2017

| Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave | |
|------------------|------------|------------|-----------------------------|---------------------------------|--|
| £196,107 | £84,861 | £4,720 | Up £80141 | N/A | |

Priority 7 - Drug Supply:

Increase the number of people detected for supplying drugs

Note - End of year figure 2016/17 = 162

Current situation

West Lothian had seen an increase of 29.3% in drug supply detections, with 53 crimes detected compared to 41 last year.

Reasons

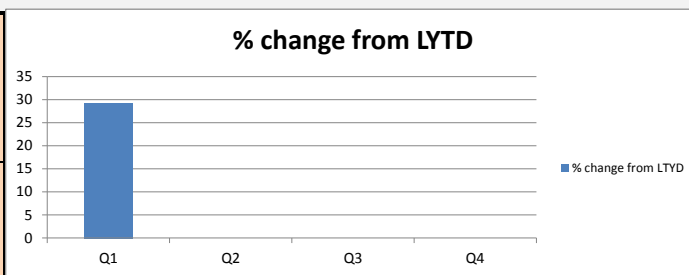
There have been numerous positive MDA house searches over recent months with Operation BORAH continuing to be a focus for resources. This is a dedicated operation targeting cannabis cultivations in the West Lothian area. As a result of this operation numerous supply charges have been detected as well as significantly reducing the threat risk and harm attached to this type of criminal activity.

What are we doing

Twenty-eight warrants have been executed across West Lothian as we tackled drug supply and organised crime with a dedicated operation. Through Operations Jigsaw and Pinpoint, 20 people have been reported to the Procurator Fiscal over the past few weeks, with £13,000 cash and a significant quantity of drugs seized. Officers also recovered items including two air weapons. Eight cannabis cultivations were discovered, some of which posed significant fire risk due to electricity meter by-passing. West Lothian Pro-Active Unit also actively target known drug suppliers in the local area on a daily basis and gather intelligence to proceed with warrant applications. The Council funded Community Action Teams also work jointly with these officers to gather intelligence and execute warrants.

Indicator - Drug Supply detections within West Lothian to 30th June 2017

| Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave |
|------------------|------------|------------|-----------------------------|---------------------------------|
| | 53 | 41 | up 29.3% | up 12.3% |



West Lothian Wards 1st Apr to 30th June 2017

| | Incidents this year | last year | % Change from last year |
|----------------------------------|---------------------|-----------|-------------------------|
| Linlithgow | 2 | 3 | down 33% |
| Broxburn, Uphall and Winchburgh | 5 | 1 | up 400% |
| Livingston North | 3 | 2 | up 50% |
| Livingston South | 2 | 5 | down 60% |
| East Livingston and East Calder | 11 | 3 | up 267% |
| Fauldhouse and the Breich Valley | 11 | 9 | up 22% |
| Whitburn and Blackburn | 14 | 8 | up 75% |
| Bathgate | 4 | 7 | down 43% |
| Armadale and Blackridge | 1 | 3 | down 67% |

Priority 8 - Tackling Acquisitive Crime :

Housebreaking dwelling house: Reduce the number of Housebreaking Dwelling House crimes

Note - End of year figure 2016/17 = 203

Current situation

There has been a slight increase in the volume of housebreakings in the past year with 5 more reports compared to last year which equates to a 15% increase in this crime type. This figure is still well down on the 5 year average for Q1 being 52 compared to 38 this year to date.

Reasons

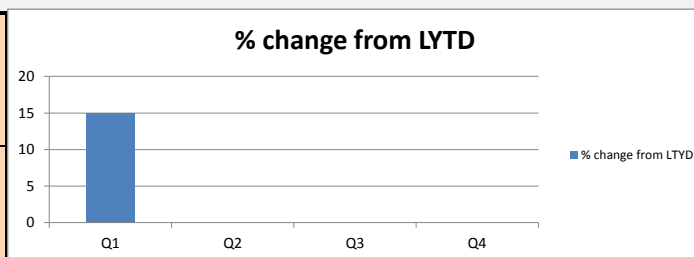
The arrest of several recidivist offenders in the past year has continued to impact upon the level of housebreakings. There has been a number of crimes where high performance vehicles have been stolen after car keys have been taken during housebreakings. The proactive approach in targeting specific individuals has clearly had an impact on the level of crime and this tactic has now proved successful for the past year. In addition, Operation RAC continues to deal with housebreakings and has seen a sustained level of resources being assigned to this problem within West Lothian.

What are we doing

The dedicated West Lothian team of officers in the Community Investigation Unit who investigate all domestic dwelling housebreakings are all experienced officers who have a detailed knowledge of offenders who target West Lothian. There is a dedicated operation (Operation Alterwood) in place with officers working full time targetting this issue. Community Surgeries have become commonplace throughout West Lothian with crime prevention and security advice being given to the public by local community officers. In addition, overnight road checks continue to be undertaken as routine business to ensure provide visible disruption to those looking to engage in criminality of this type.

Indicator - Housebreaking Dwelling House reports within West Lothian 30th June 2017

| Division TYTD | WL TYTD | WL LYTD | TYTD compared to LYTD | TYTD compared to 5 Yr Ave |
|------------------|------------|------------|-----------------------------|---------------------------------|
| | 38 | 33 | up 15% | down 28.3% |



West Lothian Ward 1st Apr to 30th June 2017

| | Crimes this year | last year | % Change from last year |
|----------------------------------|------------------|-----------|-------------------------|
| Linlithgow | 3 | 2 | up 50% |
| Broxburn, Uphall and Winchburgh | 5 | 4 | up 25% |
| Livingston North | 5 | 1 | up 400% |
| Livingston South | 2 | 5 | down 60% |
| East Livingston and East Calder | 7 | 2 | up 250% |
| Fauldhouse and the Breich Valley | 0 | 6 | down 100% |
| Whitburn and Blackburn | 6 | 6 | static |
| Bathgate | 5 | 4 | up 25% |
| Armadales and Blackridge | 5 | 3 | up 66.7% |

Priority 8 - Tackling Acquisitive Crime :

Increase the detection rate for break-ins to Dwelling Houses

Note - End of year figure 2016/17 = 30.5%

Current situation

The detection rate for residential housebreaking is 73% against a PYTD total of 41% after Q1 last year. The detection rate is unusually high due to a high volume of crimes detected against a few known recidivist offenders.

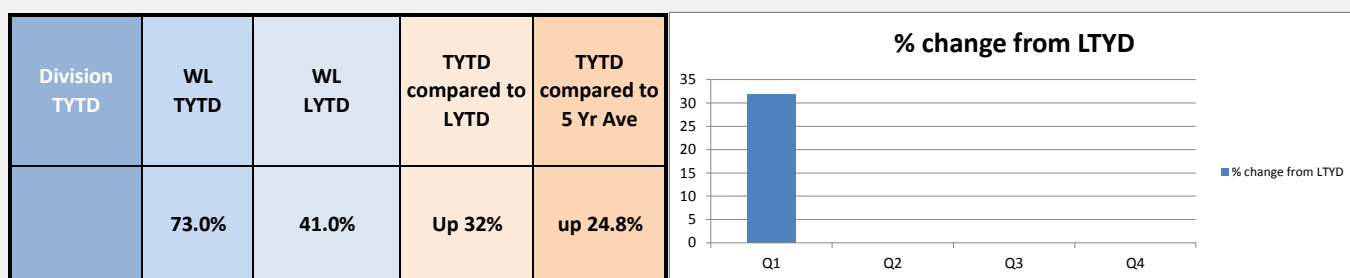
Reasons

Whilst the number of reported domestic housebreakings continues to be low in the past quarter, challenges remain in relation to detecting offenders in relation to those within recent months. There are positive lines of enquiry ongoing with forensic examinations continuing to be progressed. A male was recently charged with housebreakings in both Winchburgh and Bridgend as well as a number of other offences.

What are we doing

Work continues to pursue recidivist offenders and this approach has led to a high solvency rate in the past few months. Officers continue to liaise with neighbouring areas and national resources to target offenders who are travelling across authority areas to commit crime. In addition to this Operation Thermic has been implemented to deal with the most prominent recidivists for any potential offences as a disruption tactic. Although in the early stages it is anticipated that this will show a reduction in the commission of housebreaking offences.

Indicator - Housebreaking Dwelling House detection rate within West Lothian 30th June 2017



West Lothian Wards 1st Apr to 30th June 2017

| | Detection this year | last year | Change from last year |
|----------------------------------|---------------------|-----------|-----------------------|
| Linlithgow | 100% | 100% | static |
| Broxburn, Uphall and Winchburgh | 140% | 75% | up 65% |
| Livingston North | 83% | 20% | up 63% |
| Livingston South | 150% | 40% | up 110% |
| East Livingston and East Calder | 14% | 100% | down 86% |
| Fauldhouse and the Breich Valley | n/a | 0% | n/a |
| Whitburn and Blackburn | 0% | 33% | down 33% |
| Bathgate | 60% | 0% | up 60% |
| Armadaile and Blackridge | 40% | 0% | up 40% |

Public Confidence - Number of complaints against the Police : YTD 01/04/2017 - 30/06/2017

In September 2014, the Professional Standards Department introduced a change in process for streamlining the handling, investigation and response to all complaints about the Police. As a result, year on year comparisons are not possible.

| | | | |
|----------------------|----|--|------|
| Number of complaints | 63 | Number of Complaints per 10,000 Police Incidents | 43.4 |
|----------------------|----|--|------|

| | | | | |
|----------------------|---------|----------|--------------------------------|-----------------------------|
| | On duty | off duty | Quality of service allegations | Total Number of allegations |
| Allegations recorded | 51 | 0 | 29 | 80 |



West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

REVIEW OF WEST LOTHIAN LOCAL POLICING PLAN 2014 – 2017

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to provide Panel Members with an update on the review the West Lothian Policing Plan 2014 – 2017. It is intended that the review will help inform the forthcoming Policing Plan for 2017-2020.

B. RECOMMENDATION

Panel Members are asked to note the content of the report and if appropriate provide feedback which will help inform the forthcoming policing plan.

C. SUMMARY OF IMPLICATIONS

| | |
|---|---|
| I Council Values | Being honest, open and accountable Focusing on our customers' needs Making best use of our resources Working in partnership |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | The production and Council approval of the Local Police and Local Fire and Rescue Plan is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012. |
| III Implications for Scheme of Delegations to Officers | None at this stage. |
| IV Impact on performance and performance Indicators | There is no direct impact however this report is part of the agreed process for strategic performance reporting. |
| V Relevance to Single Outcome Agreement | This report will have a positive impact on the following SOA indicators; We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life changes. |
| VI Resources – (Financial, Staffing and Property) | The council contributes to directly and in partnership to the delivery of the plan |
| VII Consideration at PDSP | 22 August 2017 |

VIII Consultations

Council Executive, Community Planning Partners, Elected Members.

D. TERMS OF REPORT

The purpose of this report is to update the Services for Communities Policy Development and Scrutiny Panel (PDSP) on the outcomes of the 2014-2017 Local Policing Plan.

Police Scotland has a statutory responsibility through the Police and Fire Reform (Scotland) Act 2012 to develop a local Policing Plan and report on progress of same. Police Scotland report each quarter against the priorities set out in the Local Policing Plan and this review provides an overview of the full three year period.

It is intended that this review will inform the forthcoming local policing plan which is being developed and consulted on currently. It is intended that the forthcoming Policing Plan will mark a decisive shift toward prevention and tackling inequalities with contextual reporting against longer term outcomes.

The Draft Policing Plan for 2017-2020 will be presented to a future meeting of the PDSP.

E. CONCLUSION

The Services for Communities Policy Development and Scrutiny Panel is asked to note or otherwise the content of this report; if appropriate, make comment on the outcomes.

F. BACKGROUND REFERENCES

West Lothian Policing Plan review 2014-2017

Appendixes: 1

Contact Person: Alison Smith, alison.smith@westlothian.gov.uk

Alistair Shaw
Head of Housing, Customer and Building Services

Date of Meeting: 22nd August 2017



Memorandum

From: Chief Inspector Blair
Area Commander
West Lothian

To: West Lothian Council
Services for Communities
Policy Development and
Scrutiny Panel

Date: 8th August 2017

Ref:

SUBJECT: 2014-17 LOCAL POLICING PLAN REVIEW

1. INTRODUCTION

- 1.1 The purpose of this report is to provide members of the West Lothian Council Services for Communities Policy Development and Scrutiny Panel (PDSP) with an update on the 2014-17 West Lothian Local Policing Plan.
- 1.2 The review of the 2014-2017 plan will be used to inform the development of the next iteration of the West Lothian Police Plan.

2. BACKGROUND

- 2.1 Under the Police and Fire Reform Act 2012, the Police Commander must carry out a review of the Local Police Plan.
- 2.2 The Policing Plan set out a number of local Policing Priorities which were aligned to West Lothian's partnership priorities, the Strategic Policing Priorities and the Government National Outcomes.

2.3 The Policing Priorities were identified as follows –

- Protecting People
- Reducing Antisocial Behaviour
- Reducing Violence
- Tackling Substance Misuse
- Making our Roads Safer
- Tackling Serious & Organised Crime
- Tackling Acquisitive Crime

2.4 As part of the accountability and reporting for the Police Plan, it was agreed that performance for the West Lothian Policing are would be compared each year to previous year end performance with a 1% increase or decrease sought where appropriate.

2.5 Police Scotland has reported on these priorities to the PDSP each quarter through the lifetime of the Policing Plan.

2.6 The following information provides overview of performance and contextual information against these priorities over the three-year period 2014-2017. A baseline figure for data from the 2013/14 year is provided as with each year-end total for years 2014/15, 2015/16 and 2016/17 to show the overall impact of the activities undertaken as part of the overall plan.

3. OVERVIEW OF PERFORMANCE

3.1 Priority 1 – Protecting People

Performance Indicator – Increase detection rates for crimes of Domestic Abuse by 1%

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|--|---------------------|-------------------|-------------------|-------------------|-------------------|
| Domestic Abuse Detection Rate | 76.6% | 80.4% | 79.3% | 74.2% | 77.9% |

3.2 The three-year average detection rate for domestic abuse has achieved the target to increase the detection rate by 1%. Whilst the 2016/2017 figure fell below the 2013/2014 baseline, the average increase is 1.7%. The focus of domestic abuse remains a high priority for policing in West Lothian. We have an established partnership process which continues to identify and utilise specialist officers to investigate high risk domestic abuse cases and to provide safety plans in respect of high risk victims through the MARAC process. In addition, the MATAC process, which identifies and aims to tackle the conduct of serious or serial offenders,

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currently have no live cases. This indicates the prompt and decisive way in which partners are dealing with high-risk offenders

Performance Indicator – Increase the detection rate for sexual offences by 1%

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|--------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Sexual Offences | 72.6% | 68.9% | 64.4% | 68.5% | 67.3% |

- 3.3 The detection rate for sexual offences has failed to reach the target of increasing detections by 1%. The overall rate has fallen in the past three years. The reason for this decrease is due to a lower detection rate for sexual assault and lewd and libidinous practises incidents. It should be noted that during this period, there has been an increase in incidents reported particularly with regard of historic allegations, which are by their nature more challenging to detect. In the last three years, there have been a number of high profile national investigations into historical sexual offending which has led to increased public confidence in reporting such offences.

Dedicated teams have been established to investigate crimes of this nature and ensure the best possible support to victims.

The 3-year average detection rate for rape has increased from the baseline figure of 72.6% to 74.3%.

3.4 Priority 2 – Antisocial Behaviour

Performance Indicator – Reduce the number of Antisocial Behaviour Incidents by 1%.

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|----------------------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Antisocial Behaviour calls | 10862 | 10758 | 10431 | 10756 | 10648 |

- 3.5 The average level of antisocial behaviour calls has reduced by 1.9% compared to the baseline total over the three year period of the plan. Again, the level of calls has fluctuated over the past three years and robust processes are in place to address all instances of ASB across West Lothian. Partnership governance arrangements are in place to ensure our approach to ASB remains effective. The Community Safety Unit and local community sergeants continue to coordinate the response to ASB issues across the county and this approach has been successful in identifying hot spot locations for ASB and assisting in resource deployment. In addition to this, there have been multiple initiatives undertaken throughout the period to address emerging and

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established threats, some of which have been recognised locally and nationally as Best Practice.

Performance Indicator – Increase the detection rate for hate crime by 1%

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Hate Crime | 78.8% | 75.1% | 69.6% | 71.9% | 72.2% |

- 3.6 The detection rate for hate crime has reduced in the past three years and has not met the original baseline target. In the lifetime of the plan, we have witnessed significant national and international events which have had a bearing on the levels and type of Hate Crime being reported including Domestic and International Terror events as well as the Scottish Independence and Brexit referenda. The investigation of Hate Crime continues to be a key priority for Police in West Lothian and we have carried out significant work in conjunction with partners to ensure victims of Hate Crime have the confidence to report incidents and that they are suitably supported in doing so. We also have established numerous third party reporting centres across West Lothian to encourage reporting from victims who may otherwise not feel comfortable reporting matters directly to the Police.

3.7 Priority 3 –Violent Crime

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|-------------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Level of violent crimes | 205 | 185 | 209 | 274 | 223 |

Performance Indicator - Reduce the level of violent crime by 1%

- 3.8 This target has not been achieved in the past three years. One reason for the increase in violent crime may be changes to the classification of serious assaults which impacted on the volume of serious violent crimes being recorded. 2016/2017 saw a marked increase in violent crime which has increased the 3 year average and significant work was undertaken to address this with detection rates violent crime over the period very high. A lot work has been carried out in respect of violence prevention across West Lothian Schools including the roll out of education packages such as Fearless and No Knives, Better Lives. In addition to this, we continue to work with licensed premises across West Lothian supporting Best Bar None and Pubwatch schemes.

Performance Indicator – Increase the proportion of positive stop searches for offensive weapons by 1%

- 3.9 This information is no longer published following changes to the recording procedures and we are unable to provide a breakdown of data against previous year to date totals. Following significant scrutiny into the use of Stop

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and Search, a new code of practice was introduced in 2017 which provides that all searches are conducted on a statutory basis. It is important to note that stop and search is one tactic amongst many in the disruption and prevention of crime.

3.10 Priority 4 – Tackling substance misuse

Performance Indicator – Increase the proportion of positive stop and search for drugs

- 3.11 As above, the stop search figures are not available for comparison purposes across search type.

Performance Indicator – Increase the number of licensed premises visits (on/off sales premises) by 1%

- 3.12 Due to a change in recording processing following the introduction of new a new national licencing system in 2016, it is not possible to provide like for like comparisons for the reporting period. From April 2016 –March 2017, 1037 licensed premises visits were undertaken and over the course of that year, there was a significant and sustained increase in the number of visits being undertaken and recorded in line with the Violence Reduction work and Licensing work.

3.13 Priority 5 – Making our Roads Safer

Performance Indicator - Reduce the number of people killed or seriously injured on our roads

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|------------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Making our roads safer | 41 | 43 | 60 | 57 | 53 |

- 3.14 The level of people killed or seriously injured on our roads has increased in the past three years compared to the baseline figures. The average for fatalities on our roads has fallen slightly and the three year average total is lower than the nationally set target for injuries. Extensive work has been undertaken to ensure road safety including OPERATION ALTERNATE which is an ongoing initiative led by Road Policing and supported by both local policing and Partners. Each month 2 KSI routes are identified across the Division where Trunk and Divisional Road Policing resources are deployed together to a particular route. Enhanced visibility, driver engagement and enforcement are key priorities to positively influence road user behaviour. The A71, A89 and M8 are current KSI priority routes within West Lothian, and RP crews are deployed each day to these routes. Core times Monday-Friday early mornings and late afternoons. Police

NOT PROTECTIVELY MARKED

across West Lothian support all National Road Safety Campaigns which run throughout the year and provide an opportunity to engage with drivers on arterial routes across the area. In particular, Road Safety is a key Priority for the Community Funded Resources who carry out extensive work in this regard including pro-active speed enforcement checks around schools and at known complaint locations

Performance Indicator - Increase the number of people detected for drink/drug driving offences by 1%.

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|-------------------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| | | | | | |
| Marking our roads safer | 184 | 169 | 170 | 218 | 186 |

3.15 The level of drink driving has increased by 1% in the past three years. This is due to the increase in detections seen in the past year. Road safety initiatives have continued with local police community teams supporting road policing officers on both local and national campaigns. Making our roads safer remains a National Priority for Police Scotland with work undertaken in West Lothian across schools and colleges to educate young drivers regarding the dangers of Drink/Drug Driving. In addition, significant commitment is given by Police in West Lothian to West Drive which targets road safety education at secondary school pupils on the cusp of driving.

3.16 Priority 6 – Tackling Serious and Organised Crime

Performance Indicator - Increase the number of cash seizures and restraints through POCA legislation by 1%

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|--------------------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Tackling Organised Crime | £1,481,146 | £381,215 | £1,105,589 | £224,290 | £570,365 |

3.17 The three year average total for West Lothian has not increased by 1% increase. The total amount of seizures is not easy to quantify locally as a large number of seizures will be attributed to an overall divisional or national total as the overall organised crime networks extend beyond a local level. In addition, the totals vary year on year in line with the profile and nature of Organised Crimes group operating in the area at any given time. Throughout the period of this report, extensive work using local and national resources has been undertaken to tackle Serious and Organised Crime with excellent results achieved across various crime types including Acquisitive Crime, Drug Supply and Human Trafficking. The context of this work has been reported regularly through the quarterly updates provided to the PDSP.

Performance Indicator - Increase the number of people detected for supplying drugs by 1%

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|----------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Drug Supply | 170 | 188 | 186 | 162 | 179 |

- 3.18 This indicator has been achieved with an increase in the average number of detections over the past three years. Police in West Lothian continue to operate dedicated teams of officers who continue to gather intelligence and execute warrants to tackle drug supply. Over the life of the police plan, the profile of drug use and supply has continued to develop and evolve with significant work undertaken to address increases in cannabis cultivations and use of New Psychoactive Substances as well as an emerging picture relative to the Dark Net as a source of illegal drug supply.

3.19 Priority 8 – Tackling Acquisitive Crime

Performance Indicator - Reduce the number of Housebreaking Dwelling house crimes by 1%

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|----------------------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Tackling acquisitive crime | 247 | 269 | 174 | 203 | 215 |

3.20 This performance indicator has been achieved in the past three years with the three year average total a decrease of 13% in crime recorded compared to the baseline figure. The proactive approach in targeting specific individuals has clearly had an impact on the level of crime and pro-active work is undertaken routinely to disrupt those person engaging in this type of criminality.

Performance Indicator - Increase the detection rate for break-ins to dwelling houses by 1%

| Priority | Baseline 2013/14 | Year 1 2014/15 | Year 2 2015/16 | Year 3 2016/17 | 3 Year Average |
|----------------------------------|---------------------|-------------------|-------------------|-------------------|-------------------|
| Tackling acquisitive crime | 31.5% | 32.0% | 59.2% | 30.5% | 40.6% |

3.21 The three-year average total has increased by 9.1% compared to the baseline figure. The detection rate has increased with a number of recidivist offenders charged with a high volume of crimes in the past two years. A robust approach to tackling housebreakings has shown a drop in crimes whilst also an increase in the detection rate.



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT SCRUTINY PANEL

SAFER NEIGHBOURHOOD PERFORMANCE AND UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To inform Panel Members of the quarterly performance information from the Safer Neighbourhood Teams (SNT) for period April 2017 to June 2017.

B. RECOMMENDATION

Panel members are asked to note the performance information detailed for the Safer Neighbourhood Team.

C. SUMMARY OF IMPLICATIONS

| | |
|---|--|
| I Council Values | Focusing on our customers' needs Being honest, open and accountable Making best use of our resources Working in partnership Providing equality of opportunity |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | The Antisocial Behaviour etc (Scotland) Act 2004 applies. |
| III Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | SOA1304_34 (Number of active ASB cases) |
| V Relevance to Single Outcome Agreement | <p>This report will have a positive impact on the following SOA indicators:</p> <p>SOA10 – We live in well designed, sustainable places where we are able to access the services we need.</p> <p>SOA11 – We have strong resilient and supportive communities, where people take responsibility for their actions and how they affect</p> |

| | |
|--|---|
| VI Resources - (Financial, Staffing and Property) | Antisocial Behaviour funding, Scottish Government and Community Safety Funding. |
| VII Consideration at PDSP | None. |
| VIII Other consultations | None. |

D. TERMS OF REPORT

The report provides performance data from the Safer Neighbourhood Team for the period April 2017 to June 2017 (Quarter 1).

D1. Performance Information

The data in the tables in appendix 1 shows performance data from April 2017 to June 2017 from the council's Safer Neighbourhood Teams in relation to Antisocial Behaviour and noise nuisance. The officers and other Community Safety Partners continue to provide early intervention to prevent crimes and antisocial behaviour from occurring and the further escalation of incidents.

The number of new antisocial behaviour cases (Table 1.1) varies across West Lothian with some wards having more cases than others. This reflects antisocial behaviour reported to the Police and West Lothian Council in each community. There is no definitive reason for the level of numbers being reported from ward to ward and demographic variations and house type can all contribute to the way in which behaviour from others is tolerated or becomes intolerable to others.

The fluctuation in the number of cases open (Table 1.2) across each ward is continually monitored with a view to ascertaining a causal factor. The number of cases open is only an indicative number of the level of antisocial behaviour occurring as they can be opened for more than one month and this information is counted on a rolling month on month basis.

Officers close cases where possible within the 3 month target period where a resolution has been found (Table 1.3). Investigations often involve conducting mediations, referring individuals to victim support and patrolling ward areas.

Table 1.4 highlights some of the ways in which the noise nuisance calls are dealt with under the legislation (Part 5 of the Antisocial Behaviour (etc.) (Scotland) Act 2004) available to the officers. In addition to the legislative duties/powers available to the Safer Neighbourhood Team, Police Scotland and Environmental Health also have legislative duties /powers to tackle noise nuisance. It can very much depend on the nature, source, volume, pitch, time of day, duration and frequency of the noise that must be considered and what appropriate action follows. Partners work together to tackle reported noise nuisance incidents/complaints.

The number of Antisocial Behaviour Orders (ASBO) remains relatively low. (Table 1.5) ASBOs are deemed as a last resort to all other methods of curtailing antisocial behaviour within communities. It is only when particular individuals refuse to heed warnings issued, that the Antisocial Behaviour Order is requested through the legal process. Where there is a breach of ASBOs cases are referred back through the court process for Sheriff to decide outcomes. There were no evictions in this quarter relating to antisocial behaviour.

F. BACKGROUND REFERENCES

Appendices/Attachments: **Appendix 1** – Performance Data for period April 2017 to June 2017.

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ALISTAIR SHAW

HEAD OF HOUSING, CUSTOMER & BUILDING SERVICES

Date of meeting: 22nd August 2017

Appendix 1
Performance Data April 2017 to June 2017

| Table 1.1 New Open Cases Per Ward | Apr | May | Jun |
|--|------------|------------|------------|
| Armadale & Blackridge | 7 | 5 | 8 |
| Bathgate | 9 | 10 | 5 |
| Broxburn Uphall & Winchburgh | 2 | 6 | 7 |
| East Livingston | 0 | 2 | 1 |
| Fauldhouse & Breich Valley | 6 | 4 | 2 |
| Linlithgow | 1 | 0 | 2 |
| Livingston North | 2 | 7 | 3 |
| Livingston South | 3 | 0 | 2 |
| Whitburn & Blackburn | 7 | 10 | 0 |
| TOTAL | 37 | 44 | 30 |

| Table 1.2 | Apr | May | Jun |
|---------------------------|------------|------------|------------|
| Current Cases Open | 72 | 71 | 79 |

| Table. 1.3 | Apr | May | Jun |
|--|------------|------------|------------|
| Cases Closed | 35 | 44 | 22 |
| Table 1.4 Noise Nuisance Incidents | Apr | May | Jun |
| Number of Noise complaints received | 295 | 282 | 266 |
| Number of noise complaints requiring response under parts II and V of the ASB Act. | 45 | 66 | 42 |
| Number of noise nuisance complaints visited. | 26 | 39 | 30 |
| Number of Warnings issued including under Part V of the ASB Act. | 11 | 23 | 21 |
| Number of Fixed Penalty Notices issued. | 0 | 0 | 0 |
| The number of noise nuisance complaints resolved using only a verbal warning | 8 | 10 | 9 |
| Number of Environmental Health Complaints | 8 | 5 | 7 |

| Table 1.5 | |
|--|-----------|
| Number of ASBO's current in each Ward (end June 2017 figures). | |
| Linlithgow | 2 |
| Broxburn Uphall & Winchburgh | 2 |
| Livingston North | 0 |
| Livingston South | 0 |
| East Livingston & East Calder | 0 |
| Fauldhouse & Breich Valley | 4 |
| Whitburn & Blackburn | 4 |
| Bathgate | 5 |
| Armadale & Blackridge | 6 |
| Total | 23 |



West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

TENANT PARTICIPATION STRATEGY 2017 – 2021

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To report on the development of the Tenant Participation Strategy for 2017-2021.

B. RECOMMENDATION

To note and make comment on the draft Tenant Participation Strategy 2017-2021 which is intended to be referred to the Council Executive for approval.

C. SUMMARY OF IMPLICATIONS

| | |
|---|--|
| I Council Values | Focusing on our customers' needs; Being honest, open and accountable; Making best use of our resources; Providing equality of opportunities; and Working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | Local authority development of a Tenant Participation Strategy is a requirement of the Housing (Scotland) Act 2001 and 2010. |
| III Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | No direct impact, however tenant participation supports tenant scrutiny of service performance. |
| V Relevance to Single Outcome Agreement | None. |
| VI Resources - (Financial, Staffing and Property) | None. |
| VII Consideration at PDSP | Yes |
| VIII Other consultations | Strategy developed in partnership with tenants representatives. |

D. TERMS OF REPORT

Context

The Housing (Scotland) Act 2001 and 2010 gives tenants legal rights in relation to participation and places a duty on Local Authorities and Registered Social Landlords (RSLs) to consult with tenants on a range of housing issues. Housing, Customer and Building Services has responsibility to create a strategy to show how it will support tenant participation.

Tenant participation is about West Lothian Council communicating, consulting and most importantly, taking on board the views and opinions of tenants and using these to influence decisions that shape services. This strategy is reviewed by Staff and tenants every four years and sets out how we will consult on issues such as:

- housing policy (changes to policies and procedures), for example, rent and allocation of council housing;
- housing conditions, for example repairs, energy efficiency and capital programme works; and
- Other related services, for example anti-social behaviour and environmental issues.

This strategy sets out the different ways tenants can be involved and play an active role in improving services provided by Housing, Customer and Building Services and their partners. Tenant scrutiny is vital to the effective development of services and the council benefits hugely by using the ideas and opinions of tenants who use our services. The Strategy is supported by an annual development plan, agreed in conjunction with tenant representatives.

Key Changes

Following review of the 2012-2016 Strategy, a number of amendments and additions for 2017 to 2021 were considered. A key change in focus relates to the way in which tenant participation will aim to engage tenants via digital platforms going forward. The Strategy will also focus on continuing to support existing methods of engagement, while opening new opportunities to increase both the volume and diversity of tenant participation. One-off, specific engagements on particular subjects or issues will be a further priority in implementation of the Strategy.

E. CONCLUSION

The PDSP is asked to make comment on the draft Tenant Participation Strategy 2017-2021 which is intended to be referred to the Council Executive for approval.

F. BACKGROUND REFERENCES

Tenant Participation Strategy 2012-2016: [TP Strategy 2012-2016](#)

Tenant Participation Annual Report 2016/17: [TP Annual Report 16/17](#)

Appendices/Attachments: Tenant Participation Strategy 2017-2021.

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ALISTAIR SHAW

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 22nd August 2017

Tenant Participation Strategy

taking part



2017 - 2021

HOUSING, CUSTOMER AND BUILDING SERVICES (HCBS)

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foreword

Housing, Customer and Building Services (HCBS)

The Council's Tenant Participation Strategy sets out what we plan to do, in co-operation with council tenants and service users, working together towards a common aim of better housing and housing related services. As a council we are committed to encouraging and supporting tenant participation over the next four years.

By working together, we will achieve all of the aims set out in this strategy, and tenant participation will flourish as a result of all the hard work and dedication from those who take part - let's do it better together!

George Paul, Executive Councillor for Services for the Community

I fully support this strategy, which emphasises the strength of the council's commitment towards improving and encouraging effective tenant participation throughout West Lothian.

Much has been achieved to date and every year tenants make positive differences to our services. We hope to keep building on what has already been achieved and we will continue to provide opportunities for tenants to be involved

and influence decisions, at the highest possible level in relation to the development of housing services.

A lot of hard work has gone into the writing of this document and I would like to thank tenant representatives and council offices for their dedication in producing another excellent strategy document.

Tenant Participation Development Working Group

West Lothian is recognised as being one of the leading councils in Tenant Participation. We have worked together with staff to produce this new strategy, which we hope you will read and be encouraged to take part in a way that suits you. This will give you the opportunity to influence change by being involved in decision making.

You will also learn what makes the Council tick

and this will help you gain a good understanding of the services they deliver. Taking part will also give you many benefits as an individual, and satisfaction when you realise that you have made changes for the better for other tenants and residents in your area - we can all make a difference by having a voice.

introduction

*For the purposes of this document where the phrase **tenant participation** or **tenants** is used, this will include council tenants, residents and service users.*

The Housing (Scotland) Act 2001 and 2010 gives tenants legal rights in relation to participation and places a duty on Local Authorities and Registered Social Landlords (RSLs) to consult with tenants on a range of housing issues.

Housing, Customer and Building Services (HCBS) is the landlord for West Lothian Council's housing stock and has the responsibility to create a strategy to show how it will support tenant participation.

Tenant participation is about West Lothian Council communicating, consulting and most importantly, taking on board the views and opinions of tenants and using these to influence decisions that shape services. This strategy is reviewed by staff and tenants every four years and sets out how we will consult on issues such as:

- 🏠 housing policy (changes to policies and procedures), for example, rent and allocation of council housing

- 🏠 housing conditions, for example repairs, energy efficiency and capital programme works
- 🏠 other related services, for example anti-social behaviour and environmental issues

This strategy sets out the different ways tenants can be involved and play an active role in improving services provided by HCBS and their partners.

Tenant scrutiny is vital to the effective development of services and the council benefits hugely by using the ideas and opinions of tenants who use our services.

We continually strive for excellence with and for our communities by:

- 🏠 focusing on our customers' needs
- 🏠 being honest, open and accountable
- 🏠 providing equality of opportunities
- 🏠 making best use of our resources



Links to other Strategies, Plans and Services

West Lothian Council is made up of a diverse range of services who work together with each other and external partners. It is important that the Tenant Participation Strategy links into and informs these other services and their plans and strategies. This approach allows us to improve and deliver better value for money services by

making the most of existing resources.

Other strategies related to Tenant Participation:

- 🏠 Community Safety Strategy
- 🏠 Local Housing Strategy
- 🏠 Customer Services Strategy

Achievements

This latest Tenant Participation Strategy builds on the many achievements already made by tenants and staff, working together to develop and improve tenant participation throughout West Lothian:

- 🏠 we were the first landlord in Scotland to introduce Tenant Led Inspections
- 🏠 in 2015 one of our tenant panel representatives won the Frances Nelson Excellence Award presented by the Tenants Information Service
- 🏠 achieving the TPAS Accreditation Award in 2010, re-accredited in 2013
- 🏠 development of our Street Environmental Improvement Projects, working in partnership with the Capital Programme Working Group
- 🏠 involvement of tenants at local, regional and national levels, including working with the Scottish Government on the Scottish Social Housing Charter
- 🏠 tenants sit on the Services for the Community Policy Development and Scrutiny Panel and are involved in influencing the council's decision making process
- 🏠 2016 winner of the Tenant Information Service 'Most Inspiring Scrutiny Group' award by the members of the Tenants' Panel.
- 🏠 winner of the Tenant Information Service Tenant Participation Excellence Award 2017.
- 🏠 development of TP facebook group specifically for council tenants with over 200 member joining in the first year.



our aims

The following aims have been developed in partnership with staff and tenants to ensure there are opportunities to scrutinise and influence the delivery of housing services at all levels.

Being Fair

The council wants to ensure tenant participation is open and accessible to everyone who wishes to become involved. It is our aim to ensure every tenant has their individual needs recognised, is treated fairly and with respect

Consultation and Decision Making

The council will:

- 🏠 meet and exceed all legal responsibilities when carrying out consultation, using clear communication methods
- 🏠 use effective methods of consultation to gather views and use these to develop better services, whilst achieving value for money

Involvement

The council will:

- 🏠 provide a range of opportunities for tenant involvement
- 🏠 ensure tenants are actively involved in influencing, shaping and improving services

Information, Communication and Feedback

The council will provide good quality information and feedback on consultation through all means available

Resources and Support

The council will:

- 🏠 continue to develop modern and flexible communication methods, such as online services, to ensure information is accessible to all
- 🏠 provide appropriate resources to support the aims of the strategy
- 🏠 offer opportunities to all those involved to help develop knowledge, skills and encourage participation
- 🏠 support staff to develop active tenant participation in their local area, including tenant's and resident's groups and other local initiatives.

Performance Monitoring and Scrutiny

The council will:

- 🏠 meet the outcomes set out in the Scottish Social Housing Charter
- 🏠 involve tenants in the review of the Annual Return on the Charter (ARC)
- 🏠 scrutinise regular performance reporting on service delivery and the council's Housing Revenue Account
- 🏠 develop and encourage the use of effective scrutiny in activities tenants participate in
- 🏠 monitor performance against the Tenant Participation Action Plan
- 🏠 ensure tenant involvement and satisfaction is fully integrated into the highest level of scrutiny through regular reporting to the council's Services for the Community Policy Development and Scrutiny Panel.

Winners of the Tenant Information Service Tenant Participation Excellence Award 2017



Information, communication and feedback

We want to ensure the information we provide is meaningful and keeps tenants up-to-date on all aspects of the services we deliver.

We will make sure our Editorial Panel check and approve all publications intended for our tenants. They will look at the content, design, readability and language to ensure it is worthy of being 'Tenant Approved'.

We will inform, communicate and feedback using all appropriate means available to us. Here are the main ways we will do this.

Tenants News

This is the main publication used to inform on the results of any consultation, changes and improvements to services. It is produced three times a year in the spring, summer and winter. We may also use this to carry out tenant satisfaction surveys and consultation exercises, such as rent setting.

Tenant Handbook

This is available to all council tenants when signing-up for a tenancy through local area housing offices or online at www.westlothian.gov.uk on the Council Housing pages: it was developed in partnership with tenants and staff.

Annual Landlord Report

Each year we produce a report for tenants detailing how we have performed over a variety of areas from repairs to homelessness. The report is produced from information we submit to the Scottish Housing Regulator and also on areas that are of interest to tenants, such as rent levels, repairs performance and allocation of houses.

Annual Tenant Participation Report

This is a publication written to celebrate the work of tenants and staff to recognise their work and achievements over the course of the year. This is available on the council website www.westlothian.gov.uk/tenantparticipation or on demand through the TP Team.



Online – Using New Technology

We will work with tenants to look at how we can use information technology to make it easier to keep in touch. We will use the most appropriate methods to promote events, share information and feedback on consultation, for example:

Council website: **www.westlothian.gov.uk**

Tenants' website: **www.wltenantsnetwork.co.uk**

Facebook group: **West Lothian Council Tenant Participation**

Tenant Self Service Online: **www.westlothian.gov.uk/tenants-selfservice**

being fair

The council wants to ensure tenant participation is open and accessible to everyone who wishes to become involved. It is our aim to ensure every tenant has their individual needs recognised, is treated fairly and with respect.

We are always looking for new ways to make it easier for people to have their say, so by telling us what we need to do to improve our service, you also improve it for everyone else!

Equality is about being fair – sometimes this means providing extra help to those who need it the most, to give people who are vulnerable, or do not have a voice, the opportunity to have their views heard.

Diversity is about difference. People in West Lothian come from all walks of life and the differences between people are what offer such a wealth of experience that can be used to make our services better for everyone.

Communities are made up of people of all ages, gender, nationalities, marriage and civil partnership, race, religion or belief, gender reassignment, sex or sexual orientation and people with varying degrees of physical and mental disabilities.

Barriers to participation can prevent individuals from taking part. We show below some examples of how we can help overcome these.

Equality of Opportunity

If people are unable to attend meetings because of family commitments, where feasible, the council can provide crèche facilities, free of charge.

If you provide care for someone else, and you have issues in attending meetings there are other ways to get involved – just speak to us about how we can help you do this.

Transport

If transport is an issue and would prevent someone from attending a meeting or coming along to an event, the council can make transport available to and from meetings.



Location of meetings

The council will ensure that any meetings they hold are in venues that are accessible, convenient and secure, such as Community Centres.

Understanding what is going on

One of the biggest barriers for people can be that because they are new, they feel worried that they won't understand what is going on, that the meeting will be very formal or that they will be put on the spot. This is not the case; anyone can come along and listen; there will always be someone on hand to explain what is going on and ensure everyone is comfortable with whatever is being discussed.

Development Opportunities

The council will also provide opportunities to give new tenants the knowledge and skills they need to help them feel comfortable, take part and enjoy being involved. We recognise that many tenants want to take part but can't make it along to meetings. We aim to provide other methods of involvement through online services and social media options.

Help with Written Information

We can provide written information in a range of formats, such as Braille, electronic formats, different languages and large print where needed. We can supply reading aids such as dyslexia overlays. We can also provide access to a digital hearing system for meetings and conferences for those who have additional hearing needs. Just let us know what you require and we will make arrangements and let you know when to expect this from us.



consultation and decision making

The council aim to go beyond their legal responsibilities and recognise that tenants should be involved in the scrutiny, planning and provision of services. By carrying out consultation, the views collected will be used to genuinely influence the decision making process and help improve services.

To ensure that everyone has a chance to have their say, we will use a range of methods to carry out consultation, such as traditional style community meetings or online surveys and quick comment opportunities for responses and suggestions.

It should be noted that there are some issues such as, rents, housing repairs and internal home improvements on which only tenants can have a say.



What we will consult on:

- 🏠 changes to policies and procedures regarding housing management and related services, including rent and service charges, repairs service, allocation of houses, estate management, anti-social behaviour and tenancy management
- 🏠 service standards relating to housing management, repairs and maintenance
- 🏠 the Tenant Participation Strategy
- 🏠 the development of annual Capital Programmes (improvements to your home and environment)
- 🏠 the Housing Revenue Account Budget (funded by council rent)
- 🏠 Housing Strategy and Development (including new build council housing).

How we will consult:

- 🏠 provide all relevant information at the earliest stage to allow full understanding of any proposals and advise why the proposals are being made
- 🏠 provide information that is clear, helpful and in plain language
- 🏠 allow a minimum period of two months to give adequate time to carry out meaningful consultation and discussion
- 🏠 provide a variety of ways for tenants to feedback their views and comment on the proposals being made from local meetings to online surveys and social media.

The results of any consultation carried out will be:

- 🏠 submitted to the members of the Tenants Panel for their consideration
- 🏠 collected and shared with Senior Managers and Elected Members
- 🏠 taken into account and used to inform reports made to the council's decision making bodies including the Services for the Community Policy Development and Scrutiny Panel
- 🏠 publicised so that everyone knows what has happened as a result of the consultation carried out
- 🏠 sent out to each Registered Tenants Organisation and Housing Networks.

resources and support

To encourage the development of individuals and groups in all aspects of tenant participation, West Lothian Council recognises the importance of providing sufficient staffing, resources, support and learning opportunities

Staffing

A dedicated Tenant Participation Team will help support the work of tenants and staff to meet the strategy's aims. They will:

- 🏠 work in partnership with local area housing staff and other partners to support tenants and residents groups
- 🏠 offer skills development in the form of learning opportunities and information sessions
- 🏠 provide funding and advice on setting up and running a Registered Tenant Organisation (RTO)
- 🏠 co-ordinate any consultation carried out with tenants
- 🏠 promote and engage with tenants using the various methods of involvement detailed in this strategy
- 🏠 produce publications such as Tenants News.







Financial

The Tenant Participation Team will prepare an annual Tenant Participation budget and agree this with the members of the Tenants Panel. The budget will ensure there is sufficient funding to support tenant participation activities carried out centrally, through the Housing Network(s) and through Registered Tenant and Resident Groups. Here are examples of the types of activities funded:

-  consultation
-  Tenants News
-  tenant satisfaction questionnaires
-  tenant led inspections
-  working groups
-  focus groups
-  development opportunities
-  registered tenant and resident groups
-  housing network(s)
-  other events.

Incentive Fees





It is recognised that anyone participating should not be out of pocket and will be recompensed for any outlay incurred during certain tenant participation activities through payment of an incentive fee or travel expenses. These include:

-  tenant led inspections
-  tenants' panel
-  focus groups
-  working groups.

Any participation incentives paid will be treated as income. Taxpayers or anyone in receipt of an income-related benefit must declare any payment or expenses received. The Department for Work and Pensions may take this income into account when they work out what benefits are payable.

Development Opportunities

A range of opportunities to develop skills and knowledge relating to tenant participation are provided by Housing, Customer and Building Services and other partner services, such as:

-  Tenants Information Service (TIS)
-  Tenant Participation Advisory Service (TPAS)
-  Chartered Institute of Housing (CIH)
-  Scottish Government.

performance monitoring and scrutiny

All aspects of the services provided by Housing, Customer and Building Services will be monitored and scrutinised in a variety of ways to ensure the aims of the strategy are being met. This will be carried out by council officers, tenants, elected members and the Scottish Housing Regulator.

Internal Assessment

Will be achieved by monitoring:

- 🏠 what methods of participation and consultation have taken place
- 🏠 what arrangements have been put in place to encourage participation
- 🏠 how tenants' views were represented in the outcome of any consultation
- 🏠 that the correct timescales were followed to allow effective consultation
- 🏠 if tenants had the opportunity to become involved regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation, particular needs or location.

The Tenant Participation Development Working Group will monitor the implementation and effectiveness of the Tenants Participation Strategy on an ongoing basis.

Progress on the strategy will be reported regularly to the Tenants Panel and the Council's Services for the Community Policy Development and Scrutiny Panel, which includes Senior Managers, Elected Members and Tenants.

An annual action plan will be developed and through regular monitoring will ensure that the strategy is implemented effectively.

External Assessment

SCOTTISH HOUSING REGULATOR (SHR)

The SHR is the independent regulator for all social landlords in Scotland. They regulate to protect the interests of people who receive services from social landlords by assessing and reporting on how social landlords are performing. This is mainly through a self-assessment process known as the Annual Return on the Charter (ARC), which enables the SHR to monitor, assess and report on landlords' progress towards the standards and outcomes in the Scottish Social Housing Charter.

The SHR requires landlords to involve tenants to ensure they are meeting the needs and priorities of tenants in the services they deliver. In West Lothian we do this primarily through the Tenants' Panel Meetings, where tenant representatives scrutinise performance with senior managers. We also use other methods such as satisfaction surveys, events and other consultations.

INDEPENDENT TENANT ORGANISATIONS

The Tenant Information Service and the Tenant Participation Advisory Service are independent organisations who promote good practice in tenant participation throughout Scotland by working with both tenants and landlords.

The Council is a member of both organisations and has received the TPAS Accreditation, which is a robust and structured process for assessing how well organisations involve tenants and residents in their service. By working with these two bodies the Council can ensure that good practice is maintained and shared.

CUSTOMER SERVICE EXCELLENCE (CSE)

This is an accreditation by the independent organisation CSE that offer landlords a practical tool for driving customer-focused change within an organisation and is used as Best Practice within the organisation. We are assessed for this each year.

Tenant Participation Strategy

how to take part



how to take part

ANY TENANT CAN TAKE PART, EITHER AS AN INDIVIDUAL OR THROUGH ONE OF OUR TENANTS AND RESIDENTS GROUPS.

West Lothian Council recognises that people may want to take part in a way that suits them, so the following activities provide a range of opportunities for all. We will continue to look at new ways and methods of encouraging people to take part.

Events

Various events may be held throughout the year for tenants to come along and find out about changes or improvements to services, such as rent levels, repairs or any other housing or environmental issue. These events are normally publicised in Tenants News, Facebook, local council offices and on the council and tenants' websites.

Surveys and Questionnaires

At various times surveys and questionnaires will be sent out directly to tenants. This provides customers with an opportunity to give their views and opinions on the services they receive, from the comfort of their own home. Surveys include the Tenant Satisfaction Survey and the Repairs Survey. Surveys can normally be completed online, by telephone or by post.

Interested Tenants

An 'interested tenant' is someone who has told us they wish to be consulted on issues that are important to them, such as repairs, antisocial behaviour or allocation of council houses. The council will contact 'interested tenants' from time to time to give them the opportunity to attend and participate in different events related to their area of interest. As an 'interested tenant' you will be able to use your experiences and knowledge to improve the services you receive in a way that suits you.

Facebook Group

There is a dedicated TP facebook group especially for council tenants. If you want to find us on facebook search for West Lothian Tenant Participation. We'll send you a friend request, ask for your tenancy address and then add you to the group.

Working Groups

A working group would normally be made up of council tenants, service users and council officers, who meet over a period of time to review an existing service or develop a new service.

A working group is normally formed to look at a particular subject, for example, the work for this strategy document was carried out by a working group.

Focus Groups

A focus group is much the same as a working group, except it would normally only meet once.

Editorial Panel

The Editorial Panel is a working group, made up of tenants who meet regularly to review publications produced by HCBS. These include Tenants News, information leaflets, surveys, standard letters and any document intended for tenants.

Any document showing the 'Tenant Approved' stamp has been reviewed by the Editorial Panel to ensure the content and design meet their high standards, is clear, helpful and in plain language.

Customer Assessment Reviews

A Customer Assessment Review is a method tenants can use to test out a council service and record their experience and impressions. It gives those involved a chance to develop interview skills; with training and support being provided by the Tenant Participation Team.

Tenant Led Inspection (TLIs)

TLIs actively involve tenants in the review and redesign of services. It is a great way for local people to take part and have an impact on the way services are delivered in the future. An inspection team of around four to six individuals will choose a particular service area that they wish to closely examine and will identify strengths, weaknesses and then recommend areas for improvement. All inspections will be carried out using the guidelines set out in the TLI Toolkit, which contains all the information needed to carry out a successful Tenant Led Inspection.



groups

Groups can be set up for many different reasons and often set out to achieve different things. Many groups start because people in an area are concerned about the same problems or issues and they find that they have more success in tackling these by working together as a group.

Tenants and Residents Group

A tenants and residents group is a community group acting in the interest of tenants and residents in a particular area. They can also be called Tenants and Residents Associations, Registered Tenants Organisations or Non-registered Tenants Organisations.

Some of the benefits of a group are:

- 🏠 having a voice on proposed changes to services through regular consultation
- 🏠 helping create a friendly, caring community by working together
- 🏠 helping make improvements to local areas and the environment
- 🏠 getting to know neighbours and make new friends
- 🏠 being represented at the local Housing Network, discussing issues of interest with council staff and councillors and being directly involved in making decisions.

Registered and Non-Registered Groups

The council will support registered and non-registered groups. We have several registered groups in West Lothian, some new and some long standing. Registered groups will receive funding from the council's Housing Revenue Account (HRA), however for this to happen the group must include tenants of West Lothian Council in its membership.

REGISTERED

To become registered your group must meet certain criteria, for example, be democratically elected, have a defined area of operation and an appropriate constitution.

NON-REGISTERED

If you are interested in starting up a group, but feel that you do not wish to be registered or cannot meet the criteria to become registered, the council will still offer help and support. However, being registered can strengthen a group's right to information and also allows funding to be put in place to help run the group. In some cases a non-registered group may be set up for a short period of time because of a particular area of concern, such as Capital Programme works or a Regeneration Project.

Policy and Scrutiny Groups

HOUSING NETWORK

In West Lothian we have a Housing Network made up of interested tenants, individual service users, homeless service users and members of tenants and residents groups. Their main role is to consult with the council on any changes or development to services. Tenant members of the network are also nominated to attend the Tenants Panel and the Services for the Community Policy Development and Scrutiny Panel (PDSP).

There is also a Homeless Housing Network which provides the Housing Needs Service with an opportunity to consult with current and past service users on a range of services provided to help shape and improve these services.

Tenants' Panel

The Tenant's Panel is made up of six council tenants who meet with the Head of Service, Senior Managers and Elected Members.

The Panel meet monthly to:

- 🏠 scrutinise and review the delivery and performance of services
- 🏠 monitor service delivery, Tenant Participation budgets and the Housing Revenue Account
- 🏠 plan consultation and consider feedback
- 🏠 scrutinise the effectiveness and evaluate the outcomes of the consultation process
- 🏠 review the impact of participation on services
- 🏠 consult and report back to Tenants and Residents groups and Housing Network members.



Services for Communities Policy Development and Scrutiny Panel (PDSP)

Council Housing Community Safety and the Housing Need Service fall under the responsibility of the Services for the Community PDSP. Their role is to develop new policies and review existing policies and then make recommendations for their adoption by the council.

West Lothian Council tenants nominated from the Housing Network(s) are invited to attend these meetings. The tenant representatives can participate fully in the meetings and have the opportunity to take the views and opinions of their network to the meetings.

The representatives will then report back the outcomes of the meetings to their Housing Networks.

Tenant Participation Development Working Group

This group meets monthly and is responsible for scrutinising the development of Tenant Participation to ensure the council is meeting the aims of the strategy and monitoring performance against the action plan.

Capital Programme Working Group

This group meets with the Capital Programme team to monitor, review and provide feedback on a variety of programme elements. This could range from the planned investment for upgrades to existing properties to proposals for the development of new build properties.



involving communities

There are also options that can involve members of a community. These are a way for those with a shared concern or issue to work together to promote positive action.

Street Environmental Improvement Projects (SEIP)

This initiative gives tenants the opportunity to apply for a project to improve the environment in their local area. There are certain criteria that must be met for an application to be successful. Each application will be reviewed and selected using a point based system by the members of the Capital Programme Working Group. Applications can be submitted through editions of Tenants News, on the council's website and in Council Information Service (CIS) offices.

Estate Inspections

To help ensure estates are kept clean and in good condition, regular inspections are carried out by HCBS, with local tenants, residents and partner organisations; including Police Scotland, Environmental Health and NETS Land and Countryside Services.





After each inspection, the TP Team will collate the information and prepare a report grading the estate and highlighting areas for improvement. The results from the report will be fed back to those who attended the inspection, the Tenants Panel, Housing Networks as well as the Senior Management Team for Housing, Customer and Building Services and any other partner services involved. It will also be reported through the usual media channels, such as Tenants News, website and social media.

Good Neighbour Award

This initiative is to award those people living in West Lothian, who deserve to be recognised for their thoughtfulness and consideration to their neighbours. The award is held annually and applications will be sent out in Tenants News; they are also available online and through CIS offices.

Involving Elected Members

By becoming involved in tenant participation, Elected Members have an additional opportunity to work with tenants in their own local communities by:

-  attending local registered tenant organisations
-  attending the Council's Housing Network(s)
-  engaging with tenants on estate inspections
-  by attending tenant events.

Tenant Participation Strategy

action plan



Being Fair

In all action points listed below HCBS will maintain a strong commitment to equality and diversity by “Being Fair” as outlined in our strategy. We will ensure that individual needs will always be considered as part of any plan of involvement. Customers with different needs should all be involved equally and simply need to contact the Tenant Participation team to develop appropriate options.

| Area | Actions | Responsibility | Results (Measurement of Success) | Schedule |
|--|---|--|---|-----------|
| Consultation and Decision Making | Provide all Tenants with the opportunity to feedback on the council as a landlord, through delivery of a Tenant Satisfaction Survey. | HCBS | Tenant Satisfaction Survey Results | Bi-annual |
| | Develop a robust schedule of participation opportunities for tenants to be consulted on any changes to rent levels. | HCBS | Rent Strategy Consultation | Ongoing |
| | Continue to involve tenant representatives at the highest level of decision making. | Policy Development and Scrutiny Panel (PDSP) Tenants’ Panel | Tenant inclusion at the Tenants Panel and Services for the Community PDSP | Ongoing |
| | Involve tenants, Tenant Organisations and Housing Networks in the consultation process in relation to housing policy, housing conditions and other related services. Taking on board their views and opinions and using these to influence decisions that shape services. | HCBS | Consultation specific documents and reports | Ongoing |
| | Agree annual consultation plan with Housing Network members in relation to the HCBS Management Plan. | HCBS Network Members | Consultation Plan | Annual |
| Information, Communication and Feedback | Produce a regular Tenants News publication approved by the Editorial Panel. | HCBS Editorial Panel | Three editions of Tenants News published annually | Ongoing |
| | Produce an annual performance report based on the Council’s Annual Return on the Charter, in line with guidance produced by the Scottish Housing Regulator. | HCBS TPDWG Editorial Panel | Landlord Report | Annual |
| | Explore innovative methods of engaging with tenants via technology. | HCBS | Report to Tenants | Ongoing |
| | Provide regular informative posts on the Facebook Group. | HCBS | Increased membership of Facebook Group | Ongoing |

| Area | Actions | Responsibility | Results (Measurement of Success) | Schedule |
|---|--|------------------------------------|--|----------|
| Involvement | Maintain an Interested Tenants List for tenants who wish to participate and have contacted the Team during activities or other communication channels, such as Tenant Satisfaction Survey, New Tenant Visit. | HCBS | Interested Tenants List | Ongoing |
| | Complete Tenant Led Inspections allowing tenants to scrutinise services using the TLI framework and toolkit. | HCBS Inspectors | TLI Report | Annually |
| | Hold TP taster sessions for new interested tenants. | HCBS | Increased awareness and involvement in TP activities. | Ongoing |
| | Hold Customer Assessment Reviews | HCBS | Improving knowledge and developing skills | Ongoing |
| | Consult with tenant representatives on format of future events, using feedback to tailor the event to ensure high quality standards and that it meets the needs of tenants and HCBS | HCBS TPDWG Housing Network | Consultation specific documents and reports and the Tenant Satisfaction Survey | Ongoing |
| | Maintain a list of Registered Tenant organisations. | HCBS | RTO List | Ongoing |
| | Ensure that Tenant groups are encouraged and supported to enable tenants access to consultation and their landlord. | HCBS | Feedback from groups | Ongoing |
| Resourcing | Agree a Tenant Participation budget each year with the members of the Tenants Panel. | Tenants Panel | Tenant Participation Budget | Annually |
| | Develop and provide appropriate and useful training to tenant representatives and staff to develop skills in relation to tenant participation events, housing and related services. | HCBS External Providers | Training Feedback | Ongoing |
| Performance, Monitoring and Scrutiny | Provide tenants with the opportunity to scrutinise performance at Tenants Panel meetings on agreed Performance Indicatorss and on the Scottish Social Housing Charter Indicators | HCBS Tenants Panel Housing Network | Tenants Panel minutes Housing Network minutes | Ongoing |
| | Continue to work with Tenants Panel representatives to set targets on agreed Performance Indicators. | HCBS Tenants Panel | Performance Indicators | Annually |
| | Benchmark with other organisations to ensure best practice standards are maintained and ensure sharing is promoted to provide consistency for tenants. | HCBS | Report to Tenants | Ad-Hoc |
| | Ensure our performance meets best practice guidance as set by independent tenant organisations and awarding bodies | HCBS | Accreditation and awards | Ongoing |





West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

DECORATION SCHEME FOR TENANTS

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To inform Panel Members that current Decoration Scheme is no longer compliant with the Council's procurement framework and that an alternative solution is being proposed to resolve this position. The current scheme would be replaced through the provision of a paint accessory pack and painting material referred to as a "Paint Pack".

B. RECOMMENDATION

Panel members are asked to review the report and consider the following recommendations which are intended to be submitted to Council Executive for approval.

To replace the current tenant decoration scheme with a paint pack with effect from October 2017.

To report back to a future meeting of the Services for the Community PDSP on the first years operation of the paint pack.

C. SUMMARY OF IMPLICATIONS

| | |
|---|--|
| I Council Values | Being honest, open and accountable; Focusing on our customers' needs; Making best use of our resources; and Working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | The decoration scheme is a discretionary activity. |
| II Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | None. |
| V Relevance to Single Outcome Agreement | None. |

| | |
|--|---|
| VI Resources – (Financial, Staffing and Property) | The 2017/18 budget for the decoration scheme is £95,000. |
| VII Consideration at PDSP | Yes. |
| VIII Consultations | Tenants Panel, Tenants Working Group, Housing Networks, focus group of new tenants and staff from Housing Management and Building Services. |

D1 TERMS OF REPORT

The current Decoration Scheme in operation within Housing is to provide an incentive to tenants to accept void properties and to assist tenants to decorate their new tenancy. This scheme was set up in 1999. The scheme has grown to include several suppliers from national companies through to medium/small businesses and over time the scheme has expanded to include other items over and above basic decorating materials. The current Decoration Scheme provides tenants with a monetary voucher that the tenant presents to the supplier who then invoices the Council. The vouchers are produced by Inprint and the invoicing process is completed through Pecos.

In July 2015, a new scheme was developed following a service improvement plan and was tendered in accordance with the appropriate procurement framework. B&Q were identified as the winning supplier however this was not progressed due to the announcement that Livingston B&Q was due to close in July 2016. The Service had to review the position and an alternative option to be explored. The Service has been working closely with Corporate Procurement with a view to seeking compliance and carried out a Quick Quote Tender during April/May 2017. This involved inviting existing suppliers and new suppliers to tender and become a supplier on the framework however none of the existing, nor other invitees, chose to engage and the tender process and this option failed to deliver satisfactory and compliant outcome.

- D2** The proposal the Service is seeking to implement is the provision of a Painting Pack as detailed in Appendix 1. The Service provides new tenants with a paint accessory pack and painting material instead of a monetary voucher. The assessment process undertaken at the void property stage by the Community Housing Officer remains as current practice; the only difference they are arranging for the painting pack to be placed in the void property by operatives from Building Services at the completion of the void work and not issuing a monetary voucher. The principle to support a tenant with decorating their tenancy is unchanged. The paint pack provides the tenant with the essential material to assist them. The supplier of the contents of the Painting Pack is compliant with the procurement framework.

The research undertaken to establish an alternative approach checked with other local authorities. There is no single scheme with Local Authorities having varied approach to assisting tenants with decoration at outset of a tenancy. Renfrewshire and North Ayrshire operate paint pack schemes which operate successfully.

There will be a deployment action plan in place to ensure transition to the new approach.

D3 COST BENEFIT

The average annual budget to administer the current Decoration Scheme is £95,000 which includes the production of the monetary voucher by Inpint. There is also housing staff time to administer the scheme checking and processing invoices via Pecos.

The annual budget provision estimated for the Paint Pack based on the average number of voids where a paint pack will be provided is £50,000. This is based on average cost of paint pack and anticipated void turnover. Therefore the proposed Paint Pack will reduce costs to the HRA and free up housing staff time to be deployed on other key activity and less on administering the monetary voucher scheme.

The benefit to new tenants will mean the painting material will be available immediately for the new tenant at the commencement of the tenancy and tenants will not have to organise/travel to outlets to redeem vouchers. The Paint Pack solution also reduces risk of monetary vouchers being lost/replaced/abused and the Service will be fully compliant with Council standing orders.

D3 CONSULTATION

Consultation with members of the Tenants Panel, Tenants Working Group, Housing Networks, focus group of new tenants and staff from Housing Management and Building Service have been completed, with members of these groups positively responding to the proposed change from the monetary voucher scheme to the Paint Pack solution.

E. CONCLUSION

The replacement of the monetary voucher Decoration Scheme with the Paint Pack solution will ensure the Service is compliant with Council Standing Orders and procurement framework/legislation. The Paint Pack solution will provide tenants with the essential decorating pack/material to assist tenants decorate their tenancy and the Service will make efficiencies through the change in approach.

F. BACKGROUND REFERENCES

MINUTE of MEETING of the COMMUNITY SERVICES COMMITTEE of WEST LOTHIAN COUNCIL 1st December 1998.

Appendix - Accessory & Paint Pack Inventory and deployment process.

ALISTAIR SHAW

HEAD OF HOUSING, CUSTOMER & BUILDING SERVICES

Date of meeting: 22nd August 2017

Appendix 1

Process

When a property becomes vacant the Community Housing Officer (CHO) is required to inspect and record findings in a Vacant House Report (VHR). If the CHO considers that the issue of a paint-pack is required based on the condition of decoration of the property, this will be recorded on the VHR. The VHR will be passed to Building Services when the job-line is raised and along with other void related documentation such as the Asbestos report.

Upon receipt of the VHR the Void team will request a paint-pack from Building Services Stores and schedule delivery. The paint-pack must be in place in the property at the time of the final inspection just before the keys are handed back to the Area Housing Office.

Stock replenishment will be responsibility of Building Services stores based on the number of paint packs issued.

Paint Pack Contents

| DESCRIPTION of packs | Products offered in pack | Indicative COST (£) | |
|-----------------------|---|---------------------|--------|
| Accessory Pack | 330ml polyfiller, 9" roller & tray set, 3 brushes, 2" masking tape, 12' x 9' dust sheet, 750ml bio spirit, 5 pack assorted sand paper | £12.35 | |
| Pack 1 – Bedsit | 1 x 5L Trade Vinyl Matt emulsion- colour TBA | £9.09 | £47.66 |
| | 2 x 1L Trade quick drying eggshell- colours TBA | £10.84 | |
| | 1 x 5L Trade Vinyl Matt emulsion- white | £7.20 | |
| | 1 x 2.5L Trade Satin finish- brilliant white | £8.18 | |
| Pack 2 1 bedroom | 2 x 5L Trade Vinyl Matt emulsion- colours TBA | £18.18 | £61.77 |
| | 2 x 1L Trade quick drying eggshell- colours TBA | £10.84 | |
| | 1 x 2.5L Trade Vinyl Matt emulsion- white | £5.02 | |
| | 1 x 5L Trade Vinyl Matt emulsion- white | £7.20 | |
| | 1 x 2.5L Trade Satin Finish- brilliant white | £8.18 | |
| Pack 3 2 bedroom | 2 x 5L Trade Vinyl Matt emulsion- colours TBA | £18.18 | £61.77 |
| | 2 x 1L Trade quick drying eggshell- colours TBA | £10.84 | |
| | 1 x 2.5L Trade Vinyl Matt emulsion- white | £5.02 | |
| | 1 x 5L Trade Vinyl Matt emulsion- white | £7.20 | |
| | 1 x 2.5L Trade Satin finish- brilliant white | £8.18 | |
| Pack 4 3 bedroom | 3 x 5L Trade Vinyl Matt emulsion- colours TBA | £27.87 | £73.42 |
| | 2 x 1L Trade quick drying eggshell- colours TBA | £10.84 | |
| | 1 x 10L Trade vinyl matt emulsion- white | £14.18 | |
| | 1 x 2.5L Trade satin finish- brilliant white | £8.18 | |

| | | | |
|--|---|--------|--------|
| Pack 5 4 bedroom | 4 x 5L Trade Vinyl matt emulsion- | £36.36 | £97.05 |
| | 2 x 1L Trade quick drying eggshell- colours TBA | £10.84 | |
| | 1 x 10L Trade vinyl matt emulsion- white | £14.18 | |
| | 1 x 2.5L trade vinyl matt emulsion- white | £5.02 | |
| | 1 x 5L trade satin finish- brilliant white. | £18.30 | |
| Pack 6 Kitchen Only | 1 x 2.5L Trade quick drying eggshell- colour TBA | £11.30 | £31.44 |
| | 1 x 2.5L Trade quick drying eggshell- brilliant white | £10.02 | |
| | 1 x 1L Trade satin finish- brilliant white | £4.23 | |
| | 9" roller & tray set, 2" brush, 12'x9' dust sheet. | £5.89 | |
| Pack 7 Bathroom Only | 1 x 2.5L Trade quick drying eggshell- colour TBA | £11.30 | £31.44 |
| | 1 x 2.5L Trade quick drying eggshell- brilliant white | £10.02 | |
| | 1 x 1L Trade satin finish- brilliant white | £4.23 | |
| | 9" roller & tray set, 2" brush, 12'x9' dust sheet. | £5.89 | |
| Pack 8 Single room | 1 x 5L Trade vinyl matt emulsion- colour TBA | £9.09 | £30.69 |
| | 1 x 2.5L Trade vinyl emulsion- white | £5.02 | |
| | 1 x 1L Trade satin finish- brilliant white | £4.23 | |
| | | £12.35 | |
| Pack 9 2 Rooms | 2 x 2.5L Trade vinyl matt emulsion- colours TBA | £12.24 | £39.97 |
| | 1 x 5L Trade vinyl matt emulsion- white | £7.20 | |
| | 1 x 2.5L Trade satin finish- brilliant white | £8.18 | |
| Pack 10 – Single room (excluding kitchen or bathroom)- EXCLUDING ACCESSORIES | 1 x 5L Trade vinyl matt emulsion- colours TBA | £9.09 | £18.34 |
| | 1 x 2.5L trade vinyl matt emulsion- white | £5.02 | |
| | 1 x 1L trade satin finish- brilliant white | £4.23 | |
| Pack 11 – 2 Rooms (excluding kitchen and bathroom)- EXCLUDING ACCESSORIES | 2 x 2.5L Trade vinyl matt emulsion- colours TBA | £12.24 | £27.62 |
| | 1 x 5L Trade vinyl matt emulsion- white | £7.20 | |
| | 1 x 2.5L Trade satin finish- brilliant white | £8.18 | |



West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT & SCRUTINY PANEL

PROPERTY TURNOVER APRIL TO JUNE 2017

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to inform the Panel of the property turnover for the quarter April to June 2017.

B. RECOMMENDATION

To note the current levels of activity relating to property turnover for the first quarter of 2017/2018 and in particular to note:

- That there has been an increase in property lets compared to the same period last year.
- That of the 47 communities in West Lothian, 8 had only 1 mainstream property to let and 14 had none.
- That 65% of lets were allocated to people who were homeless or potentially homeless.

C. SUMMARY OF IMPLICATIONS

I Council Values

Focusing on our customers' needs;
Being honest, open and accountable;
Providing equality of opportunities;
Making best use of our resources; and
Working in partnership.

II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)

None.

III Implications for Scheme of Delegations to Officers

None.

IV Impact on performance and performance Indicators

None.

| | | |
|-------------|---|--|
| V | Relevance to Single Outcome Agreement | <p>Outcome 7 - We have tackled the significant inequalities in West Lothian society.</p> <p>Outcome - 10. We live in well-designed, sustainable places where we are able to access the services we need.</p> |
| VI | Resources - (Financial, Staffing and Property) | None. |
| VII | Consideration at PDSP | |
| VIII | Other consultations | Consultation takes place with the Housing Networks as well as individual tenant groups. |

D. TERMS OF REPORT

Quarterly Turnover

The number of permanent lets for the period 1st April to 30th June was 267 compared to the same quarter last year when 190 properties were let.

Details of all lets and property numbers for the quarter are provided in Appendix 1 and Council Stock figures by Ward in Appendix 3. The main points are:

- Bathgate with 33 lets (12%), Broxburn with 31 lets (12%) and Fauldhouse with 24 lets (9%) have the highest percentage of total lets.
- There were 17 sheltered housing properties let.
- Eight communities had only one mainstream property available to let (Breich, East Whitburn, Eliburn/Livingston Village, Greenrigg, Linlithgow Bridge, Longridge, Polbeth and Whiteside/Birniehill).
- Seven communities had between two and four properties available to let (Blackridge, East Calder, Kirknewton, Mid Calder, Seafield, Stoneyburn and Uphall).

- The following fourteen communities had no properties becoming available:

| Community | Number of properties remaining |
|------------------|---------------------------------------|
| Ballencrieff | 5 |
| Bellsquarry | 4 |
| Craigshill | 33 |
| Dechmont | 25 |
| Ecclesmachan | 4 |
| Eliburn Co-op | 42 |
| Newton | 12 |
| Philipstoun | 25 |
| Pumpherstoun | 185 |
| Threemiletown | 6 |
| Torphichen | 27 |
| The Riggs | 142 |
| Westfield | 70 |
| Wilkieston | 5 |

Applicants can choose from all 47 communities. However those who choose low turnover communities are advised that they may have a lengthy wait to be housed.

Type of property

The majority of properties that became available were 4 in Block at 98 (37%) followed by cottage at 96 (36%). 51% of these were two bedroom properties, 34% were one bedroom properties and 15% were three bedroom properties.

Applicants

The 267 properties let in this quarter were allocated in accordance with the Council's Allocations Policy and group plus points system.

Performance for the first quarter 2017/18 compared with first quarter 2016/17 is as follows:

| GROUP | Percentage Met April – June 2017 | Percentage Met April – June 2016 |
|-----------------------------|---|---|
| Homeless (HL) | 65% | 63% |
| Unsatisfactory Housing (UH) | 13% | 16% |
| General (GN) | 4% | 8% |
| Transfer (TL) | 18% | 12% |
| Outwith (OW) | 0% | 0% |

E. CONCLUSION

The report provides information on the lets that took place in the first quarter of this financial year. The report also highlights that there continues to be some communities where there is no movement in vacant properties at all.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Appendix 1 – Lets excluding Assisted Moves

Appendix 2 – Assisted Move lets

Appendix 3 – Total housing stock per area

Contact Person: Annmarie.carr@westlothian.gov.uk - Tel No: 01506 281355

Alistair Shaw

Head of Housing, Customer and Building Services

Date of Meeting: 22nd August 2017

Lets April to June 2017 (excluding Assisted Moves)

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|--------|-------------------------|------------|--------------------|-----------|----------|----------|----------|-----------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| Armada | Armada | Cottage | 2 | 3 | 1 | 0 | 0 | 6 | |
| | | 4 in Block | 0 | 12 | 0 | 0 | 0 | 12 | |
| | Armada Total | | 2 | 15 | 1 | 0 | 0 | 18 | |
| | | | | | | | | | |
| | Blackridge | Cottage | 0 | 0 | 1 | 0 | 0 | 1 | |
| | | Flat | 1 | 0 | 0 | 0 | 0 | 1 | |
| | Blackridge Total | | 1 | 0 | 1 | 0 | 0 | 2 | |
| | | | | | | | | | |
| | Ward Total | | 3 | 15 | 2 | 0 | 0 | 20 | |

Lets April to June 2017 (excluding Assisted Moves)

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|-----------------|-----------------------------|-----------------------------------|--------------------|-----------|----------|----------|----------|-----------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| Bathgate | <i>Bathgate</i> | Cottage | 0 | 4 | 0 | 0 | 0 | 4 | |
| | | 4 in Block | 2 | 6 | 1 | 0 | 0 | 9 | |
| | | Flat | 2 | 1 | 0 | 0 | 0 | 3 | |
| | | Sheltered | 16 | 0 | 0 | 0 | 0 | 16 | |
| | | Bathgate Total | 20 | 11 | 1 | 0 | 0 | 32 | |
| | | | | | | | | | |
| | <i>Boghall</i> | Cottage | 0 | 5 | 0 | 0 | 0 | 5 | |
| | | Flat | 0 | 4 | 0 | 0 | 0 | 4 | |
| | | Sheltered | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | Boghall Total | 1 | 9 | 0 | 0 | 0 | 10 | |
| | | | | | | | | | |
| | <i>Whiteside/Birniehill</i> | 4 in Block | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | Whiteside/Birniehill Total | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Ward Total | | 21 | 21 | 1 | 0 | 0 | 43 | |

Lets April to June 2017 (excluding Assisted Moves)

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|---------------|--------------------------|------------|--------------------|-----------|----------|----------|----------|-----------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| Breich Valley | Addiewell | Cottage | 2 | 1 | 0 | 0 | 0 | 3 | |
| | | 4 in Block | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Addiewell Total | | 2 | 2 | 0 | 0 | 0 | 4 | |
| | | | | | | | | | |
| | Breich | Cottage | 1 | 0 | 0 | 0 | 0 | 1 | |
| | Breich Total | | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Fauldhouse | Cottage | 7 | 2 | 1 | 0 | 0 | 10 | |
| | | 4 in Block | 2 | 6 | 1 | 0 | 0 | 9 | |
| | | Flat | 1 | 2 | 0 | 0 | 0 | 3 | |
| | | Maisonette | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Fauldhouse Total | | 10 | 11 | 2 | 0 | 0 | 23 | |
| | | | | | | | | | |
| | Longridge | Cottage | 1 | 0 | 0 | 0 | 0 | 1 | |
| | Longridge Total | | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Polbeth | Cottage | 1 | 0 | 0 | 0 | 0 | 1 | |
| | Polbeth Total | | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Stoneyburn | 4 in Block | 0 | 2 | 0 | 0 | 0 | 2 | |
| | Stoneyburn Total | | 0 | 2 | 0 | 0 | 0 | 2 | |
| | | | | | | | | | |
| | West Calder | 4 in Block | 2 | 3 | 0 | 0 | 0 | 5 | |
| | West Calder Total | | 2 | 3 | 0 | 0 | 0 | 5 | |
| | | | | | | | | | |
| | Ward Total | | 17 | 18 | 2 | 0 | 0 | 37 | |

Lets April to June 2017 (excluding Assisted Moves)

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|-----------------|-----------------------------|-----------------------|--------------------|-----------|----------|----------|----------|-----------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| Broxburn | Broxburn | Cottage | 1 | 0 | 6 | 0 | 0 | 7 | |
| | | 4 in Block | 3 | 2 | 0 | 1 | 0 | 6 | |
| | | Flat | 5 | 8 | 2 | 0 | 0 | 15 | |
| | | Maisonette | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | Broxburn Total | 9 | 11 | 8 | 1 | 0 | 29 | |
| | | | | | | | | | |
| | Uphall | 4 in Block | 0 | 2 | 0 | 0 | 0 | 2 | |
| | Uphall Total | | 0 | 2 | 0 | 0 | 0 | 2 | |
| | | | | | | | | | |
| | Winchburgh | Cottage | 1 | 3 | 0 | 0 | 0 | 4 | |
| | | Maisonette | 0 | 0 | 1 | 0 | 0 | 1 | |
| | Winchburgh Total | | 1 | 3 | 1 | 0 | 0 | 5 | |
| | | | | | | | | | |
| | Ward Total | | 10 | 16 | 9 | 1 | 0 | 36 | |
| East Livingston | East Calder | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | 4 in Block | 0 | 1 | 0 | 0 | 0 | 1 | |
| | East Calder Total | | 0 | 2 | 0 | 0 | 0 | 2 | |
| | | | | | | | | | |
| | Kirknewton | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | 4 in Block | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Kirknewton Total | | 0 | 2 | 0 | 0 | 0 | 2 | |
| | | | | | | | | | |
| | Mid Calder | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | 4 in Block | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Mid Calder Total | | 0 | 2 | 0 | 0 | 0 | 2 | |
| | | | | | | | | | |
| | Uphall Station | Cottage | 2 | 0 | 0 | 0 | 0 | 2 | |
| | | 4 in Block | 1 | 2 | 0 | 0 | 0 | 3 | |
| | Uphall Station Total | | 3 | 2 | 0 | 0 | 0 | 5 | |
| | | | | | | | | | |
| | Ward Total | | 3 | 8 | 0 | 0 | 0 | 11 | |

Lets April to June 2017 (excluding Assisted Moves)

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|------------------|--|------------|--------------------|----------|----------|----------|----------|-----------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| Linlithgow | Bridgend | Cottage | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | 4 in Block | 0 | 3 | 1 | 0 | 0 | 4 | |
| | Bridgend Total | | 1 | 3 | 1 | 0 | 0 | 5 | |
| | | | | | | | | | |
| | Linlithgow | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | 4 in Block | 0 | 2 | 0 | 0 | 0 | 2 | |
| | | Flat | 3 | 0 | 1 | 0 | 0 | 4 | |
| | Linlithgow Total | | 3 | 3 | 1 | 0 | 0 | 7 | |
| | | | | | | | | | |
| | Linlithgow Bridge | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Linlithgow Bridge Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Ward Total | | 4 | 7 | 2 | 0 | 0 | 13 | |
| North Livingston | Deans | Cottage | 2 | 0 | 2 | 0 | 0 | 4 | |
| | | Flat | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | Maisonette | 0 | 2 | 0 | 0 | 0 | 2 | |
| | Deans Total | | 2 | 3 | 2 | 0 | 0 | 7 | |
| | | | | | | | | | |
| | Elburn/Livingston Vill | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Elburn/Livingston Village Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Knightsridge | Cottage | 3 | 2 | 6 | 0 | 0 | 11 | |
| | | Flat | 1 | 0 | 0 | 0 | 0 | 1 | |
| | Knightsridge Total | | 4 | 2 | 6 | 0 | 0 | 12 | |
| | | | | | | | | | |
| | Ward Total | | 6 | 6 | 8 | 0 | 0 | 20 | |

Lets April to June 2017 (excluding Assisted Moves)

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|------------------|------------------------|----------------------------|--------------------|-----------|----------|----------|----------|-----------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| South Livingston | Dedridge | Cottage | 3 | 1 | 1 | 0 | 0 | 5 | |
| | | Flat | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | Maisonette | 0 | 0 | 1 | 0 | 0 | 1 | |
| | Dedridge Total | | 4 | 1 | 2 | 0 | 0 | 7 | |
| | | | | | | | | | |
| | Howden | 4 in Block | 8 | 10 | 0 | 0 | 0 | 18 | |
| | | Howden Total | 8 | 10 | 0 | 0 | 0 | 18 | |
| | | | | | | | | | |
| | Ladywell | Cottage | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | 4 in Block | 1 | 1 | 0 | 0 | 0 | 2 | |
| | | Flat | 1 | 3 | 0 | 0 | 0 | 4 | |
| | Ladywell Total | | 3 | 4 | 0 | 0 | 0 | 7 | |
| | | | | | | | | | |
| | Ward Total | | 15 | 15 | 2 | 0 | 0 | 32 | |
| Whitburn | Blackburn | Cottage | 1 | 2 | 2 | 0 | 0 | 5 | |
| | | 4 in Block | 1 | 5 | 1 | 0 | 0 | 7 | |
| | | Flat | 0 | 4 | 0 | 0 | 0 | 4 | |
| | | Maisonette | 0 | 2 | 0 | 0 | 0 | 2 | |
| | Blackburn Total | | 2 | 13 | 3 | 0 | 0 | 18 | |
| | | | | | | | | | |
| | East Whitburn | Cottage | 0 | 0 | 1 | 0 | 0 | 1 | |
| | | East Whitburn Total | 0 | 0 | 1 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Greenrigg | Cottage | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | Greenrigg Total | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Seafeld | Cottage | 3 | 0 | 0 | 0 | 0 | 3 | |
| | | 4 in Block | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Seafeld Total | | 3 | 1 | 0 | 0 | 0 | 4 | |
| | | | | | | | | | |
| | Whitburn | Cottage | 0 | 3 | 0 | 0 | 0 | 3 | |
| | | 4 in Block | 1 | 4 | 1 | 0 | 0 | 6 | |
| | | Flat | 3 | 1 | 0 | 0 | 0 | 4 | |
| | | Maisonette | 0 | 2 | 0 | 0 | 0 | 2 | |

Lets April to June 2017 (excluding Assisted Moves)

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|------|-----------------------|------------|--------------------|-----|----|---|---|-------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| | <i>Whitburn Total</i> | | 4 | 10 | 1 | 0 | 0 | 15 | |
| | | | | | | | | | |
| | <i>Ward Total</i> | | 10 | 24 | 5 | 0 | 0 | 39 | |
| | <i>Total</i> | | 89 | 130 | 31 | 1 | 0 | 251 | |

Lets April to June 2017 Assisted Moves

| Ward | Community | House Type | Number of Bedrooms | | | | | Total | |
|------------------|-------------------------|------------|--------------------|----------|----------|----------|----------|----------|--|
| | | | 1 | 2 | 3 | 4 | 5 | | |
| Armadale | Armadale | Cottage | 0 | 0 | 3 | 0 | 0 | 3 | |
| | | 4 in Block | 0 | 0 | 1 | 0 | 0 | 1 | |
| | Armadale Total | | 0 | 0 | 4 | 0 | 0 | 4 | |
| | | | | | | | | | |
| | Ward Total | | 0 | 0 | 4 | 0 | 0 | 4 | |
| Bathgate | Bathgate | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Bathgate Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Ward Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| Breich Valley | Addiewell | 4 in Block | 0 | 0 | 1 | 0 | 0 | 1 | |
| | Addiewell Total | | 0 | 0 | 1 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Fauldhouse | Cottage | 1 | 0 | 0 | 0 | 0 | 1 | |
| | Fauldhouse Total | | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Ward Total | | 1 | 0 | 1 | 0 | 0 | 2 | |
| Broxburn | Broxburn | Cottage | 0 | 0 | 1 | 1 | 0 | 2 | |
| | Broxburn Total | | 0 | 0 | 1 | 1 | 0 | 2 | |
| | | | | | | | | | |
| | Winchburgh | Cottage | 0 | 0 | 1 | 0 | 0 | 1 | |
| | Winchburgh Total | | 0 | 0 | 1 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Ward Total | | 0 | 0 | 2 | 1 | 0 | 3 | |
| Linlithgow | Linlithgow | 4 in Block | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Linlithgow Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Ward Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| North Livingston | Deans | Cottage | 0 | 0 | 1 | 0 | 0 | 1 | |
| | Deans Total | | 0 | 0 | 1 | 0 | 0 | 1 | |
| | | | | | | | | | |

| | | | | | | | | | |
|-------------------------|-----------------------|------------|----------|----------|----------|----------|----------|-----------|--|
| | Ward Total | | 0 | 0 | 1 | 0 | 0 | 1 | |
| South Livingston | <i>Dedridge</i> | Cottage | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Dedridge Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | <i>Howden</i> | 4 in Block | 0 | 2 | 0 | 0 | 0 | 2 | |
| | Howden Total | | 0 | 2 | 0 | 0 | 0 | 2 | |
| | | | | | | | | | |
| | | | | | | | | | |
| | Ward Total | | 0 | 3 | 0 | 0 | 0 | 3 | |
| Whitburn | <i>Whitburn</i> | Flat | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Whitburn Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | | | | | | | | |
| | Ward Total | | 0 | 1 | 0 | 0 | 0 | 1 | |
| | Total | | 1 | 6 | 8 | 1 | 0 | 16 | |

Reasons for Assisted Moves

| | |
|-----------------------|---|
| Harassment | 3 |
| Medical | 2 |
| Overcrowding | 4 |
| Property not suitable | 2 |
| Re-generation | 4 |
| Other | 1 |

| Council Stock Numbers | | | | |
|-----------------------|----------------------|----------------------|--|--|
| Ward | Name | Number of properties | | |
| 1 | BRIDGEND | 223 | | |
| | LINLITHGOW | 348 | | |
| | LINLITHGOW BRIDGE | 85 | | |
| | NEWTON | 12 | | |
| | PHILIPSTOUN | 25 | | |
| | THREEMILETOWN | 6 | | |
| | | 699 | | |
| 2 | BROXBURN | 765 | | |
| | CRAIGSHILL | 33 | | |
| | DECHMONT | 25 | | |
| | ECCLESMACHAN | 4 | | |
| | UPHALL | 216 | | |
| | WINCHBURGH | 242 | | |
| | | 1,285 | | |
| 5 | EAST CALDER | 263 | | |
| | KIRKNEWTON | 39 | | |
| | MID CALDER | 55 | | |
| | PUMPHERSTON | 185 | | |
| | UPHALL STATION | 114 | | |
| | WILKIESTON | 5 | | |
| | | 661 | | |
| 3 | DEANS | 575 | | |
| | ELIBURN CO-OP | 42 | | |
| | ELIBURN KIRKTON | 241 | | |
| | THE RIGGS | 142 | | |
| | KNIGHTSRIDGE | 507 | | |
| | | 1,507 | | |
| 4 | BELLSQUARRY | 4 | | |
| | DEDRIDGE | 704 | | |
| | HOWDEN | 22 | | |
| | LADYWELL | 655 | | |
| | | 1,385 | | |
| 6 | ADDIEWELL | 280 | | |
| | BREICH | 65 | | |
| | FAULDHOUSE | 581 | | |
| | LONGRIDGE | 90 | | |
| | POLBETH | 324 | | |
| | STONEYBURN | 242 | | |
| | WEST CALDER | 154 | | |
| | | 1,736 | | |
| 7 | EAST WHITBURN | 46 | | |
| | GREENRIGG | 105 | | |
| | WHITBURN | 1,515 | | |
| | BLACKBURN | 911 | | |
| | SEAFIELD | 109 | | |
| | | 2,686 | | |
| 8 | BALLENCRIEFF | 5 | | |
| | BATHGATE | 965 | | |
| | BOGHALL | 674 | | |
| | WHITESIDE & BIRNIEHI | 257 | | |
| | | 1,901 | | |
| 9 | ARMADALE | 1,271 | | |
| | BLACKRIDGE | 217 | | |
| | TORPHICHEN | 27 | | |
| | WESTFIELD | 70 | | |
| | | 1,585 | | |
| | Total stock | 13,445 | | |



West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORTING

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To report the current levels of performance for Housing, Customer and Building Services indicators that are the responsibility of the Services for the Community Policy Development and Scrutiny Panel.

B. RECOMMENDATION

To note the current performance on Housing, Customer and Building Services key performance indicators and determine if further action or enquiry is necessary.

C. SUMMARY OF IMPLICATIONS

| | |
|---|---|
| I Council Values | Focusing on our customers' needs; Being honest, open and accountable; and Making best use of our resources. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | In compliance with the Code of Corporate Governance and the principles of Best Value. |
| III Implications for Scheme of Delegations to Officers | None. |
| IV Impact on performance and performance Indicators | There is no impact but this report is part of the agreed process for performance reporting. |
| V Relevance to Single Outcome Agreement | The key performance indicator that is relevant to the SOA is HQSPROP033. |
| VI Resources - (Financial, Staffing and Property) | None. |
| VII Consideration at PDSP | Yes. |
| VIII Other consultations | Tenants Panel and service staff. |

D. TERMS OF REPORT

Introduction

The performance of service activities or ongoing tasks is measured through the use of key performance indicators (KPIs). The key activities of the service are covered by KPIs, some of which are also specified performance indicators (SPIs). The council's performance management system, Covalent, uses a simple traffic light system to show if progress is on target (green), in danger of falling behind target (amber), or below target (red).

Each Policy Development and Scrutiny Panel is allocated areas of responsibility for overseeing performance within their remit. The information contained in Appendix 1 gives details on the Housing, Customer and Building Services indicators that fall within the remit of this PDSP.

Current Position

Of the eight performance indicators we are reporting, 5 are categorised as green and 3 are amber. This position for Q1 is a decrease on the position from the last report in Q4 to PDSP in June where 7 were green and one was amber. Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

E. CONCLUSION

The summary chart at the front of Appendix 1 shows the status of the performance indicators which are the responsibility of this PDSP. The information contained in Appendix 1 will allow the Panel to note current performance levels and actions being taken to address where current performance is below target.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: One

Contact Person: sarah.kelly@westlothian.gov.uk Tel No: 01506 281877

ALISTAIR SHAW

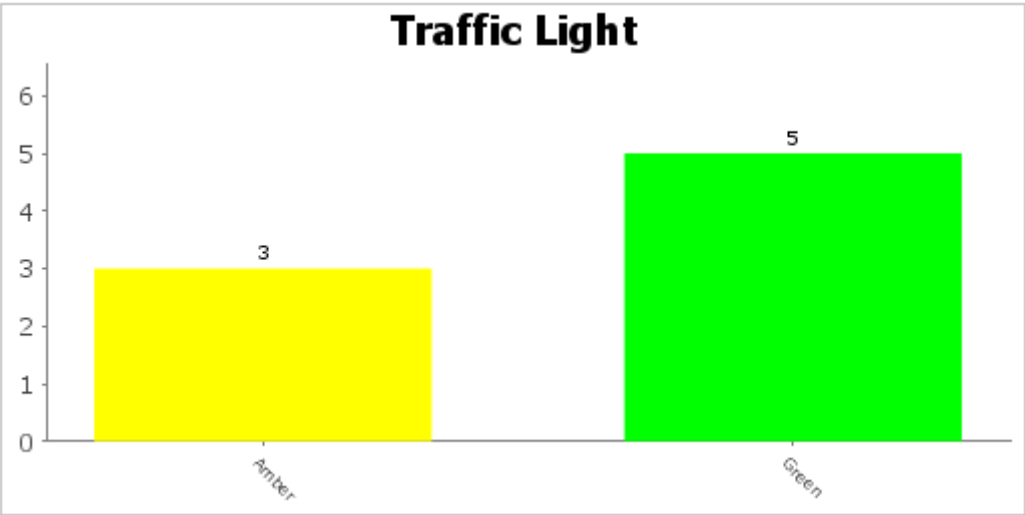
HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 22nd August 2017

Services for the Community PDSP

Data Label : OFFICIAL

Report Author: Sarah Kelly
Generated on: 15 August 2017 11:14
Report Layout: .PDSP_PIs_All



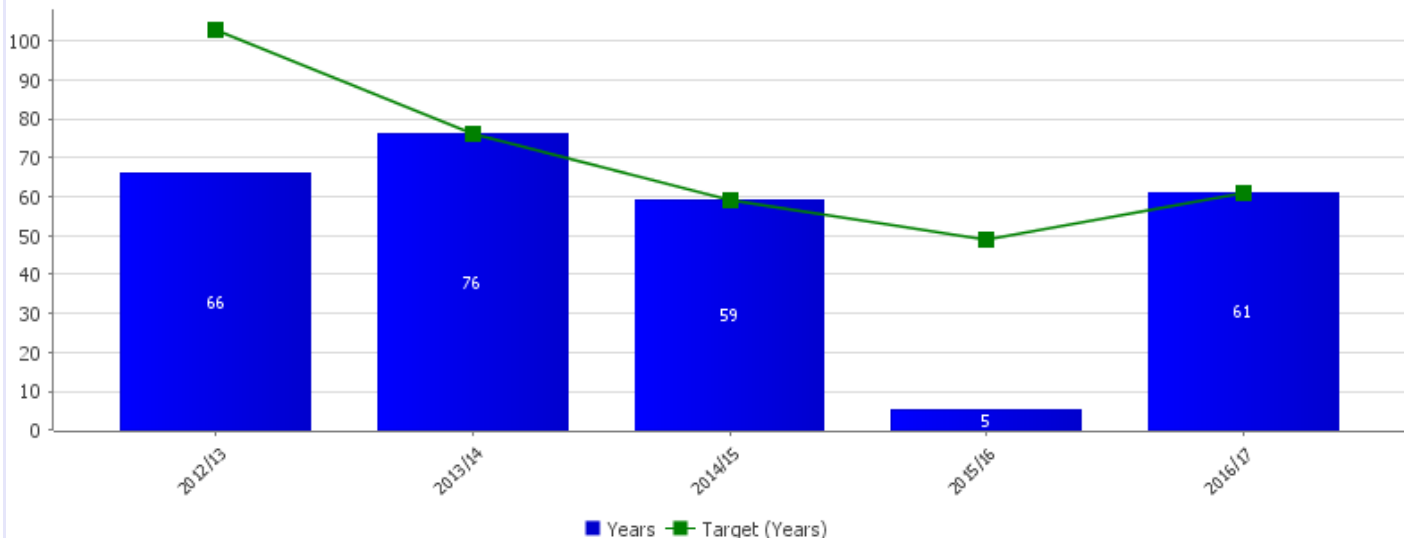

| PI Code & Short Name | P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale. | PI Owner | zBUS_PIAAdmin; Grant Taylor | | | | | | | | | | | | | | | | | | |
|--|---|----------------------------|---|------------|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|--------|------------|-------|------------|--------|-------------|------------|
| Description | This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency, non-emergency repairs, gas repairs and the council's out of hours emergency service. Timescale can vary from 24 hours for an emergency repair to 15 days for a routine repair. Building Services has an expected Target of 95% for this performance indicator. | Data Collection Officer | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | | | | | | | | | | | |
| <div><p>Percentage of Housing Repairs completed to timescale.</p><table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q2 2015/16</td><td>93.77%</td></tr><tr><td>Q3 2015/16</td><td>93.32%</td></tr><tr><td>Q4 2015/16</td><td>94.24%</td></tr><tr><td>Q1 2016/17</td><td>97.36%</td></tr><tr><td>Q2 2016/17</td><td>97.75%</td></tr><tr><td>Q3 2016/17</td><td>98.06%</td></tr><tr><td>Q4 2016/17</td><td>98.3%</td></tr><tr><td>Q1 2017/18</td><td>97.48%</td></tr></tbody></table><p>■ Quarters ■ Target (Quarters)</p></div> | | Quarter | Percentage | Q2 2015/16 | 93.77% | Q3 2015/16 | 93.32% | Q4 2015/16 | 94.24% | Q1 2016/17 | 97.36% | Q2 2016/17 | 97.75% | Q3 2016/17 | 98.06% | Q4 2016/17 | 98.3% | Q1 2017/18 | 97.48% | Last Update | Q1 2017/18 |
| | | Quarter | Percentage | | | | | | | | | | | | | | | | | | |
| | | Q2 2015/16 | 93.77% | | | | | | | | | | | | | | | | | | |
| | | Q3 2015/16 | 93.32% | | | | | | | | | | | | | | | | | | |
| | | Q4 2015/16 | 94.24% | | | | | | | | | | | | | | | | | | |
| Q1 2016/17 | 97.36% | | | | | | | | | | | | | | | | | | | | |
| Q2 2016/17 | 97.75% | | | | | | | | | | | | | | | | | | | | |
| Q3 2016/17 | 98.06% | | | | | | | | | | | | | | | | | | | | |
| Q4 2016/17 | 98.3% | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 97.48% | | | | | | | | | | | | | | | | | | | | |
| Traffic Light Icon | | | | | | | | | | | | | | | | | | | | | |
| Current Value | 97.48% | | | | | | | | | | | | | | | | | | | | |
| Current Target | 95% | | | | | | | | | | | | | | | | | | | | |
| Trend Chart Commentary: | | Notes on Latest Data Entry | 19-Jul-2017 The performance for quarter one has met target. In quarter one Building Services completed 10965 housing responsive repairs, 276 of these repairs were completed outside the service standards timescale. Overall four repair categories make up this indicator, with all four indicators achieving target. Continued analysis of routine repairs is underway to identify where improvements can be | | | | | | | | | | | | | | | | | | |
| <p>The trend shows that performance since quarter 1 2016/17 has met target. The previous three quarters in 2015/16 show Building Services has not met target within performance on this indicator with improvements being made to rectify this. Main causes of the dip in performance in quarters 2 to 4 in 2015/16 was down to lack of resource, with planners through to operatives, in addition to new Asbestos processes which extended the repair process. Further analysis of routine repairs is underway to identify where continued improvement can be sustained.</p> <p>The target of 95% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis.</p> <p>In 2015/16 the Scottish Housing Network (SHN) average for the year was 92.43% for similar sized Local Authorities of which we were placed 3rd highest of the 6 providing data.</p> | | | | | | | | | | | | | | | | | | | | | |

| | |
|--|---|
| | made. |
| | Emergency repairs - quarter one 100.00% - target 97% |
| | Routine repairs - quarter one 94.54% - target 95% |
| | Gas repairs - quarter one 100.00% - target 97% |
| | Standby repairs - quarter one 100.00% - target 97% |

| PI Code & Short Name | P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service. | | PI Owner | zBUS_PIAAdmin; Grant Taylor | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|-------|----------------------------|--|----------------|------------|------|-------|------------|--------|-------|------------|--------|-------|------------|------|-------|------------|------|-------|------------|--------|-------|------------|--------|-------|------------|--------|-------|-------------|------------|
| Description | This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys, personal digital assistants PDA or a number of customers are contacted by our customer contact centre. This indicator is the number of respondents who chose 'a positive response, as in Very and Fairly satisfied, as a percentage of the overall responses. Measuring customer satisfaction helps ensure that we continue to provide an excellent repairs and maintenance service that meets tenants' expectations. The results are analysed to identify improvements to the way the service is delivered to customers. In 2013/14 as part of the introduction of Scottish Housing Charter Building Services now report customer satisfaction using the 5 point scale responses. The categories are, Very satisfied, Fairly Satisfied, Neither or, Fairly Dissatisfied, Very Dissatisfied. | | Data Collection Officer | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | | Gauge Format Type | Aim to Maximise | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><p>Percentage of customers who are satisfied with the overall housing repair service.</p><table><thead><tr><th>Quarter</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q2 2015/16</td><td>100%</td><td>98.5%</td></tr><tr><td>Q3 2015/16</td><td>98.58%</td><td>98.5%</td></tr><tr><td>Q4 2015/16</td><td>97.87%</td><td>98.5%</td></tr><tr><td>Q1 2016/17</td><td>100%</td><td>98.5%</td></tr><tr><td>Q2 2016/17</td><td>100%</td><td>98.5%</td></tr><tr><td>Q3 2016/17</td><td>96.75%</td><td>98.5%</td></tr><tr><td>Q4 2016/17</td><td>97.51%</td><td>98.5%</td></tr><tr><td>Q1 2017/18</td><td>98.53%</td><td>98.5%</td></tr></tbody></table></div> | | | Quarter | Actual (%) | Target (%) | Q2 2015/16 | 100% | 98.5% | Q3 2015/16 | 98.58% | 98.5% | Q4 2015/16 | 97.87% | 98.5% | Q1 2016/17 | 100% | 98.5% | Q2 2016/17 | 100% | 98.5% | Q3 2016/17 | 96.75% | 98.5% | Q4 2016/17 | 97.51% | 98.5% | Q1 2017/18 | 98.53% | 98.5% | Last Update | Q1 2017/18 |
| | | | Quarter | Actual (%) | Target (%) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Q2 2015/16 | 100% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Q3 2015/16 | 98.58% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Q4 2015/16 | 97.87% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2016/17 | 100% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2016/17 | 100% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2016/17 | 96.75% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2016/17 | 97.51% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 98.53% | 98.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Traffic Light Icon | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Current Value | 98.53% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | Current Target | 99% | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trend Chart Commentary The new Mobile System was introduced in Quarter 3 2016/17 which has meant that more Customer surveys are being recorded directly from the Customers during the repair process. Surveys are being monitored to investigate negative responses to assess their relativity to the repairs processes. The dips in performance in quarters 3 & 4 of 2015/16 ties in with the dip in repairs completed within target for corresponding periods and a need to keep the customer updated throughout the repair process. As a result the service has recently implemented new | | | Notes on Latest Data Entry | 19-Jul-2017 In quarter one the performance did not meet target. 1910 surveys were recorded for quarter one. 28 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the | | | | | | | | | | | | | | | | | | | | | | | | | | | |

customer communication cards to assist with the improvements. The repair teams analyse all feedback and arrange to contact all customers who provide non positive responses to discuss ways of improving the service. The customer service centre will increase the number of surveys carried out in 2016/17 which will give us a greater level of returns to attain wider, and more varied, responses. The target of 99% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis.

housing repairs service. The repair teams are continually monitoring the returns to improve the service delivery to our customers.

| PI Code & Short Name | CP:HAS008_9b Number of new build social houses completed by Housing Association partners in West Lothian. | PI Owner | zHS_PIAAdmin; Colin Miller | | | | | | | | | | | | | | | | | | |
|--|--|----------------------------|--|----------------|---------|----|-----|---------|----|----|---------|----|----|---------|---|----|---------|----|----|-------------|---------|
| Description | This indicators provides information on the number of new social rented properties built by our partner landlords. | Data Collection Officer | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | | | | | | | | | | | |
| <div><p>Number of new build social houses completed by Housing Association partners in West Lothian.</p><p>■ Years ■ Target (Years)</p><table><thead><tr><th>Year</th><th>Years (Actual)</th><th>Target (Years)</th></tr></thead><tbody><tr><td>2012/13</td><td>66</td><td>100</td></tr><tr><td>2013/14</td><td>76</td><td>76</td></tr><tr><td>2014/15</td><td>59</td><td>60</td></tr><tr><td>2015/16</td><td>5</td><td>50</td></tr><tr><td>2016/17</td><td>61</td><td>61</td></tr></tbody></table></div> | | Year | Years (Actual) | Target (Years) | 2012/13 | 66 | 100 | 2013/14 | 76 | 76 | 2014/15 | 59 | 60 | 2015/16 | 5 | 50 | 2016/17 | 61 | 61 | Last Update | 2016/17 |
| | | Year | Years (Actual) | Target (Years) | | | | | | | | | | | | | | | | | |
| | | 2012/13 | 66 | 100 | | | | | | | | | | | | | | | | | |
| | | 2013/14 | 76 | 76 | | | | | | | | | | | | | | | | | |
| | | 2014/15 | 59 | 60 | | | | | | | | | | | | | | | | | |
| 2015/16 | 5 | 50 | | | | | | | | | | | | | | | | | | | |
| 2016/17 | 61 | 61 | | | | | | | | | | | | | | | | | | | |
| Traffic Light Icon |  | | | | | | | | | | | | | | | | | | | | |
| Current Value | 61 | | | | | | | | | | | | | | | | | | | | |
| Current Target | 61 | | | | | | | | | | | | | | | | | | | | |
| Trend Chart Commentary | <p>The number of new build completions by registered social landlords (RSLs) varies from year to year and depends on the amount of Government subsidy available and how this is allocated between RSLs new build programmes and the council housing programme. Over the performance period, RSL completions increased for two years from 2011/12 but declined for the next two years as much of the Government funding was directed at the WLC new build programme. The number of completions in 2015/16 was below target as one development at Whitburn did not complete until April 2016. The number of completions in 2016/17 rose to 61 and the target for the year was met. The number of RSL completions forecast for 2017/18 is 21, with 9 planned for Forth Drive and 12 planned for Foulshiels.</p> | Notes on Latest Data Entry | 24-Feb-2017 Target of 61 completed units for 2016/17 has been met. 12 units completed at Glen Road, Livingston and 49 units completed at Whitdale Annex, Whitburn. The target for 2017/18 is 21 RSL units - 9 units at Forth Drive, Livingston and 12 units at Fouldshiels, Stoneyburn | | | | | | | | | | | | | | | | | | |

| PI Code & Short Name | HQSARR603_9b.1a The total amount of current tenant debt across all tenures (managed by Housing Office) | PI Owner | zHQSARR_PIAAdmin; Alison Smith | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|----------------------------|---|-----------------|-----------|-------------|------------|------------|--|----------------|------------|------------|--|--------------|------------|------------|--|---------------|------------|------------|--|---------------|------------|------------|--|--------------|------------|------------|--|---------------|------------|------------|--|------------|------------|------------|--|------------|------------|------------|--|----------|------------|------------|--|-----------|------------|------------|--|-----------|------------|------------|--|-------------|-----------|
| Description | This performance indicator monitors the total arrears from tenancies managed by the Housing Office teams. This is the sum of mainstream, temporary tenancies (managed by the housing office) and garage arrears. | Data Collection Officer | HC&BS Housing Managers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linked PIs | HQSARR600_9b; HQSARR601_9b; HQSARR602_9b | Gauge Format Type | Aim to Minimise | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><p>HQSARR603_9b.1a The total amount of current tenant debt across all tenures (managed by Housing Office)</p><table><thead><tr><th>Month</th><th>Actual (Months)</th><th>Target (Months)</th><th>Benchmark</th></tr></thead><tbody><tr><td>August 2016</td><td>£1,643,073</td><td>£1,771,261</td><td></td></tr><tr><td>September 2016</td><td>£1,771,261</td><td>£1,771,261</td><td></td></tr><tr><td>October 2016</td><td>£1,771,261</td><td>£1,771,261</td><td></td></tr><tr><td>November 2016</td><td>£1,716,399</td><td>£1,771,261</td><td></td></tr><tr><td>December 2016</td><td>£1,452,877</td><td>£1,771,261</td><td></td></tr><tr><td>January 2017</td><td>£1,602,827</td><td>£1,771,261</td><td></td></tr><tr><td>February 2017</td><td>£1,602,827</td><td>£1,771,261</td><td></td></tr><tr><td>March 2017</td><td>£1,212,228</td><td>£1,771,261</td><td></td></tr><tr><td>April 2017</td><td>£1,356,048</td><td>£1,771,261</td><td></td></tr><tr><td>May 2017</td><td>£1,477,186</td><td>£1,771,261</td><td></td></tr><tr><td>June 2017</td><td>£1,593,800</td><td>£1,771,261</td><td></td></tr><tr><td>July 2017</td><td>£1,619,939</td><td>£1,771,261</td><td></td></tr></tbody></table><p>■ Months ■ Target (Months) ● Benchmark</p></div> | | Month | Actual (Months) | Target (Months) | Benchmark | August 2016 | £1,643,073 | £1,771,261 | | September 2016 | £1,771,261 | £1,771,261 | | October 2016 | £1,771,261 | £1,771,261 | | November 2016 | £1,716,399 | £1,771,261 | | December 2016 | £1,452,877 | £1,771,261 | | January 2017 | £1,602,827 | £1,771,261 | | February 2017 | £1,602,827 | £1,771,261 | | March 2017 | £1,212,228 | £1,771,261 | | April 2017 | £1,356,048 | £1,771,261 | | May 2017 | £1,477,186 | £1,771,261 | | June 2017 | £1,593,800 | £1,771,261 | | July 2017 | £1,619,939 | £1,771,261 | | Last Update | July 2017 |
| | | Month | Actual (Months) | Target (Months) | Benchmark | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | August 2016 | £1,643,073 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | September 2016 | £1,771,261 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | October 2016 | £1,771,261 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November 2016 | £1,716,399 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December 2016 | £1,452,877 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January 2017 | £1,602,827 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February 2017 | £1,602,827 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2017 | £1,212,228 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2017 | £1,356,048 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2017 | £1,477,186 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2017 | £1,593,800 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2017 | £1,619,939 | £1,771,261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Traffic Light Icon | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Current Value | £1,619,939 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Current Target | £1,582,771 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><p>Trend Chart Commentary:</p><p>In April 2017 it was agreed that this indicator was amended to reflect the management and debt recovery work undertaken by the Housing Office staff only. The level of rent arrears varies considerably through the year, but follows a similar pattern from one year to the next. Using the trend information from this chart, we see that arrears generally increase over the summer holiday months and after Christmas and decrease during the non charge rental weeks in December and March.</p><p>In July 2017 total amount of current arrears across all tenures was £1,619,939 which is £37,168 above the target set. Ongoing weekly monitoring as per the income and welfare reform activity and action plan.</p><p>The June 2017 total amount of current arrears across all tenures was £1,593,800. This is an increase of £86,868 above the target set. Ongoing weekly monitoring as per the income and welfare reform activity.</p><p>The May 2017 total amount of current arrears across all tenures was £1,477,186. This is an increase of £84,609 from the April 2017 figure. Work is still ongoing to agree 2017/18 targets.</p></div> | | Notes on Latest Data Entry | 08-Aug-2017 The overall debt outstanding for mainstream, temporary (managed by Housing Teams) and garage arrears at end of July 2017 is above target by £37,168. Continues to be close monitoring weekly of the arrears position as per the income management and welfare reform strategy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

The March 2017 total amount of current arrears across all tenures was £1,220,228. This was £22,148 below target. The 2016/17 rent account reconciliation is still being prepared by Finance and when complete Housing's end of year figures will be finalised. Once this is known, the 2017/18 rent arrears target will be set by the service and monthly targets will be assigned to this Performance Indicator. This will be complete by mid-May.

The February 2017 total amount of current tenant arrears across all tenures was £1,602,827. This was £2,319 below target and a decrease of £120,884 from February 2016.

The target is set to vary throughout the year based on the previous year's performance and to reflect our understanding of the trend pattern. The targets have been set with the aim to reduce arrears. The percentage of tenants in serious arrears has increased which is reflective of the current economic downturn and the hardship our tenants are experiencing due to reduced income levels and welfare reform. Our focus is to sustain people in their homes by ensuring support and assistance is provided and where possible income is maximised. The service has a robust arrears process and this is why, despite our increase in arrears levels, according to the returns relating to arrears in the Scottish Social Housing Charter, we still compare favourably with other Registered Social Landlords.

| PI Code & Short Name | P:HQSHOM031_9a2a Percentage of repeat homeless presentations. | PI Owner | zHQSHOM_PIAAdmin; AnnMarie Carr; Laura Harris | | | | | | | | | | | | | | | | | | |
|---|--|----------------------------|---|------------|---------|------|------|---------|------|------|---------|------|------|---------|------|------|---------|------|------|-------------|---------|
| Description | Percentage of same households who are assessed as homeless within 12 months of previously being assessed as homeless. This indicator includes both homeless households to whom we have a duty to provide permanent accommodation and those to whom we have a duty to provide temporary accommodation. This information is used to monitor the services levels of repeat applications and ensure it is seeking suitable appropriate sustainable outcomes. | Data Collection Officer | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Minimise | | | | | | | | | | | | | | | | | | |
| <div><p>Percentage of repeat homeless presentations.</p><table><thead><tr><th>Year</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>2012/13</td><td>3.1%</td><td>4.0%</td></tr><tr><td>2013/14</td><td>1.5%</td><td>3.0%</td></tr><tr><td>2014/15</td><td>2.0%</td><td>3.0%</td></tr><tr><td>2015/16</td><td>1.4%</td><td>3.0%</td></tr><tr><td>2016/17</td><td>1.7%</td><td>3.0%</td></tr></tbody></table><p>■ Years ■ Target (Years)</p></div> | | Year | Actual (%) | Target (%) | 2012/13 | 3.1% | 4.0% | 2013/14 | 1.5% | 3.0% | 2014/15 | 2.0% | 3.0% | 2015/16 | 1.4% | 3.0% | 2016/17 | 1.7% | 3.0% | Last Update | 2016/17 |
| | | Year | Actual (%) | Target (%) | | | | | | | | | | | | | | | | | |
| | | 2012/13 | 3.1% | 4.0% | | | | | | | | | | | | | | | | | |
| | | 2013/14 | 1.5% | 3.0% | | | | | | | | | | | | | | | | | |
| | | 2014/15 | 2.0% | 3.0% | | | | | | | | | | | | | | | | | |
| 2015/16 | 1.4% | 3.0% | | | | | | | | | | | | | | | | | | | |
| 2016/17 | 1.7% | 3.0% | | | | | | | | | | | | | | | | | | | |
| Traffic Light Icon | | | | | | | | | | | | | | | | | | | | | |
| Current Value | 1.7% | | | | | | | | | | | | | | | | | | | | |
| Current Target | 3% | | | | | | | | | | | | | | | | | | | | |
| <div><p>Trend Chart Commentary:</p><p>There has been a significant reduction in repeat homeless presentations from 2011/12 to 2015/16 due to the focussed work undertaken by the Housing Needs Service. Following verification from the Scottish Government, the 2015/16 figure identifies 1.4% repeat homeless presentations. This is an improvement of 0.6% on the previous year and has exceeded our target of 3%. This compares to the Scottish average of 5.8 % and 5.9% average for our Scotland housing network peer group.</p><p>The 2014/15 figure identifies a slight increase of 0.5% on the previous year with 22 cases where applications were accepted as repeat applications, having been assessed as having undergone a material change in circumstances. This compares to the Scottish average of 5.7% and 5.4% average for our Scotland housing network peer group.</p><p>Performance for 2012/13 demonstrated a significant improvement in our position with repeat performance at 3.1% compared to a</p></div> | | Notes on Latest Data Entry | 18-Apr-2017 In 2016/17 18 households were recorded as repeat applications within 12 months of their previous application, where all adults and all children are the same in both applications | | | | | | | | | | | | | | | | | | |

year end position in 2011/12 of 6.1%. The 2013/14 figure demonstrated a further improvement in our position.

There was slight increase in 2011/12 and each case contributing to this rise has been reviewed to establish the reasons for the repeat presentation and has allowed appropriate strategies to be put in place to improve performance.

The 2016/17 data will be available from May 2017, at which time the 2017/18 target will be set.

| PI Code & Short Name | P:HQSHOM034_9b The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured. | PI Owner | zHQSHOM_PIAAdmin; AnnMarie Carr; | | | | | | | | | | | | |
|--|--|----------------------------|---|---------|-------|---------|-------|---------|-------|---------|-------|---------|--------|-------------|---------|
| Description | This indicator measures the percentage of homeless cases that are found permanent accommodation that the service has a statutory duty to provide. The aim is to exceed the target and maximise the percentage of homeless cases that are found permanent accommodation. | Data Collection Officer | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | | | | | |
| <p>The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured.</p> <table><thead><tr><th>Year</th><th>Proportion (%)</th></tr></thead><tbody><tr><td>2012/13</td><td>73.7%</td></tr><tr><td>2013/14</td><td>76.4%</td></tr><tr><td>2014/15</td><td>76.9%</td></tr><tr><td>2015/16</td><td>72.4%</td></tr><tr><td>2016/17</td><td>77.35%</td></tr></tbody></table> <p>Legend: ■ Years ■ Target (Years)</p> | | Year | Proportion (%) | 2012/13 | 73.7% | 2013/14 | 76.4% | 2014/15 | 76.9% | 2015/16 | 72.4% | 2016/17 | 77.35% | Last Update | 2016/17 |
| | | Year | Proportion (%) | | | | | | | | | | | | |
| | | 2012/13 | 73.7% | | | | | | | | | | | | |
| | | 2013/14 | 76.4% | | | | | | | | | | | | |
| | | 2014/15 | 76.9% | | | | | | | | | | | | |
| 2015/16 | 72.4% | | | | | | | | | | | | | | |
| 2016/17 | 77.35% | | | | | | | | | | | | | | |
| Traffic Light Icon | 🟢 | | | | | | | | | | | | | | |
| Current Value | 77.35% | | | | | | | | | | | | | | |
| Current Target | 69% | | | | | | | | | | | | | | |
| <p>Trend Chart Commentary:</p> <p>In 2016/17, 708 customers were assessed as priority, unintentionally homeless and 608 secured permanent accommodation. The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured was 77.3%, which was an increase of 4.95% from the previous year. The target of 69% was met. Given the achievement of the 2016/17 target the target for 17/18 has been increased to 77%</p> <p>In 2015/16, 737 customers were assessed as priority, unintentionally homeless and 534 secured permanent accommodation. The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured was 72.4%, which was a decrease of 4.5% from the previous year. However, we have continuously met our target for the past five years and remain above the Scottish national average in 2015/16 of 67%.</p> | | Notes on Latest Data Entry | 18-Apr-2017 In 2016/17 786 cases were closed where the decision had been homeless unintentional. Of this 608 households accepted an SST | | | | | | | | | | | | |

Performance in 2014/15 increased from the previous year, to 76.9%. This upward trend is a continuation of improving trends over a five year period with increasing numbers of applicants securing and sustaining settled accommodation. This compares favourably with the Scottish national average of 73% (of all applications made where contact was maintained through to completion of case regardless of decision on application). This increasing trend where unintentional households have accepted council and RSL permanent accommodation offered is as a result of the councils policy of ensuring applicants are offered accommodation which meets their needs and is sustainable.

| PI Code & Short Name | HQSHOM037_9b.1a Percentage of homeless presentations housed by a Registered Social Landlord. | PI Owner | zHQSHOM_PIAAdmin; AnnMarie Carr; Laura Harris | | | | | | | | | | | | | | | | | | |
|--|---|-------------------------|---|------------|---------|-----|-----|---------|-------|-----|---------|-------|-----|---------|-------|-----|---------|-------|-----|-------------|---------|
| Description | Percentage of people who apply as homeless where the final outcome is that they are housed by a Housing Association. This indicator measures the number of homeless applicants where the outcome was RSL tenancy against number of total applications rather than those assessed as unintentionally homeless. | Data Collection Officer | | | | | | | | | | | | | | | | | | | |
| Linked PIs | | Gauge Format Type | Aim to Maximise | | | | | | | | | | | | | | | | | | |
| <div><p>Percentage of homeless presentations housed by a Registered Social Landlord.</p><table><thead><tr><th>Year</th><th>Percentage (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>2012/13</td><td>13%</td><td>15%</td></tr><tr><td>2013/14</td><td>12.5%</td><td>15%</td></tr><tr><td>2014/15</td><td>14.6%</td><td>15%</td></tr><tr><td>2015/16</td><td>10.7%</td><td>15%</td></tr><tr><td>2016/17</td><td>13.7%</td><td>15%</td></tr></tbody></table><p>■ Years ■ Target (Years)</p></div> | | Year | Percentage (%) | Target (%) | 2012/13 | 13% | 15% | 2013/14 | 12.5% | 15% | 2014/15 | 14.6% | 15% | 2015/16 | 10.7% | 15% | 2016/17 | 13.7% | 15% | Last Update | 2016/17 |
| | | Year | Percentage (%) | Target (%) | | | | | | | | | | | | | | | | | |
| | | 2012/13 | 13% | 15% | | | | | | | | | | | | | | | | | |
| | | 2013/14 | 12.5% | 15% | | | | | | | | | | | | | | | | | |
| | | 2014/15 | 14.6% | 15% | | | | | | | | | | | | | | | | | |
| 2015/16 | 10.7% | 15% | | | | | | | | | | | | | | | | | | | |
| 2016/17 | 13.7% | 15% | | | | | | | | | | | | | | | | | | | |
| Traffic Light Icon | | | | | | | | | | | | | | | | | | | | | |
| Current Value | 13.7% | | | | | | | | | | | | | | | | | | | | |
| Current Target | 15% | | | | | | | | | | | | | | | | | | | | |
| Trend Chart Commentary: | Notes on Latest Data Entry | | | | | | | | | | | | | | | | | | | | |
| <p>In 2015/16 the percentage of those who applied as homeless who were housed by a registered social landlord (RSL) reduced by 4% to 10.7%. This is likely to be as a result of the reduction in the number of RSL lets available overall therefore reducing the number of lets available to homeless households. The Scottish average of homeless applicants who were housed by an RSL in 2015/16 was 15.4%</p> <p>Performance for previous years from 2011/12 through to 2014/15 has fluctuated from 12.54% - 14.6%. These continuing fluctuations are as a result of the changing numbers of properties RSL's have availability to let each year.</p> | <p>18-Apr-2017 In 2016/17 1126 homeless cases were closed , of this 615 accepted an SST. of the 615, 461 were LA SST's and 154 RSL SST's. The percentage of cases closed RSL SST as percentage of all cases closed is 13.7%</p> | | | | | | | | | | | | | | | | | | | | |

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|--|--|-----------------------------------|-------------------------------|
| PI Code & Short Name | HQSLETS001_9b Average length of time taken to re-let mainstream properties | PI Owner | zHQSLETS_PAdmin; Alison Smith |
| Description | This performance indicator calculates the average length of time, in calendar days, to re-let a mainstream property in West Lothian. | Data Collection Officer | HC&BS Housing Managers |
| Linked PIs | HQSLETS002_9b; HQSLETS003_9b | Gauge Format Type | Aim to Minimise |
| <p>Average length of time taken to re-let mainstream properties</p> <p>■ Months ■ Target (Months)</p> | | Last Update | July 2017 |
| | | Traffic Light Icon | ✓ |
| | | Current Value | 17.88 |
| | | Current Target | 24 |
| <p>The 2017/18 target has been set at 24 days. This is based on an improvement on the previous year's performance, which was 25 days.</p> <p>In April 2017, 54 mainstream properties were re-let. These properties were empty for a total of 1,015 days. It took an average of 18.8 days to re-let properties in April. This is 5.2 days below our monthly target.</p> | | Notes on Latest Data Entry | |

Services for the Community Policy Development and Scrutiny Panel and Council Executive – Work Plan 2017

| Item | Purpose | Frequency | Lead Officer | |
|--|---------------------------------------|--|--------------|----------------------------|
| SftC PDSP – 22nd August (15th August) - Q1 Performance | | | | |
| 1 | Scottish Fire and Rescue Service | Performance Update Report | ¼ | Gary Laing/Martin Riach |
| 2 | Police Scotland | Performance Update Report | ¼ | Barry Blair/Ivor Marshall |
| 3 | Police Scotland | Review of West Lothian Policing Plan 2014-2017 | Once | Barry Blair/Ivor Marshall |
| 4 | Community Safety | Community Safety Update Report | ¼ | Alison Smith |
| 5 | Housing Operations | Tenant Participation Strategy | Once | Alison Smith |
| 6 | Housing Operations/ Building Services | Decoration Scheme for Tenants | Once | Alison Smith/ Grant Taylor |
| 7 | Housing Need | Property Turnover Report | ¼ | AnnMarie Carr |
| 8 | HCBS Performance | Performance Update Report | ¼ | Sarah Kelly |
| Council Executive - 29th August (22nd August) | | | | |
| | | | | |
| | | | | |
| Council Executive - 19th September (12th September) | | | | |
| 1 | Housing Operations | Tenant Participation Strategy | Once | Alison Smith |
| 2 | Housing Operations/ Building Services | Decoration Scheme for Tenants | Once | Alison Smith/ Grant Taylor |
| Council Executive - 10th October (3rd October) | | | | |
| | | | | |

| Item | | Purpose | Frequency | Lead Officer |
|--|----------------------------------|--|-----------|------------------------------|
| SftC PDSP – 17th October (10th October) - Q2 Performance | | | | |
| 1 | Scottish Fire and Rescue Service | Performance Update Report | ¼ | Gary Laing/Martin Riach |
| 2 | Police Scotland | Performance Update Report | ¼ | Barry Blair/Ivor Marshall |
| 3 | Police Scotland | West Lothian Police Plan | Once | Barry Blair/Ivor Marshall |
| 4 | Community Safety | Community Safety Update Report | ¼ | Alison Smith |
| 5 | Community Safety | Unauthorised Gypsy Traveller Encampments | Once | Alison Smith/ Alison Ritchie |
| 6 | Housing Need | Property Turnover Report | ¼ | AnnMarie Carr |
| 7 | Housing Strategy | Local Housing Strategy | Annual | Colin Miller |
| 8 | Housing Strategy | New Build Council Housing Update Report | ¼ | Colin Miller |
| 9 | HCBS Performance | Performance Update Report | ¼ | Sarah Kelly |
| Council Executive - 24th October (17th October) | | | | |
| 1 | Police Scotland | West Lothian Police Plan | ¼ | Barry Blair/Ivor Marshall |
| | | | | |
| Council Executive - 14th November (7th November) | | | | |
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| Council Executive - 28th November (21st November) | | | | |
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| Item | Purpose | Frequency | Lead Officer |
|---|---------|-----------|--------------|
| SftC PDSP – 19th December (11th December) | | | |
| | | | |
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| Council Executive - 19th December (12th December) | | | |
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