DATA LABEL: Public

Community Planning Partnership Board

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

13 November 2017

A meeting of the **Community Planning Partnership Board** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Monday 20 November 2017** at **10:00am**.

For Chief Executive

BUSINESS

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

Public Session

4. Confirm Draft Minutes of Meeting of Community Planning Partnership Board held on Monday 28 August 2017 (herewith)

5. Note Minute of CP Steering Group held on 6 November 2017 (herewith)

6. Minutes of Thematic Forums :-

   (a) Community Safety Board, 26 June 2017 (herewith)

   (b) Climate Change & Sustainability Working Group, 21 September 2017 (herewith)

   (c) West Lothian Economic Partnership Forum, 21 September 2017 (herewith)

7. LOIP Performance Reports :-

   (a) Safer Communities Thematic Report (herewith)

   (b) SOA Exceptions Report (herewith)

8. Universal Credit - Presentation by Gillian Jardine (Business Development Manager, East and South East Scotland, DWP) (herewith)

9. Regeneration Plans Update - Report by Alice Mitchell (Economic Development and Regeneration Manager, WLC) (herewith)

10. Voluntary Sector Gateway West Lothian Update - Report by Bridget Meisak (Chief Officer, Voluntary Sector Gateway, West Lothian) (herewith)

11. Scottish Fire and Rescue Service - Draft Local Fire and Rescue Plan for West Lothian 2017 - Report by David Lockhart (Area Manager, SFRS) (herewith)

12. West Lothian Armed Forces Covenant - Report by Douglas Grierson (Community Regeneration Officer, WLC) (herewith)

13. CPP Prevention Plan and Life Stages Programme - Report by Joanna Anderson (Community Planning Development Officer, WLC) (herewith)

14. Changes to ESOL Funding - Report by Jenny Reekie (Adult Learning Manager, WLC) (herewith)

15. AOB

16. Autism Strategy - Report by Tim Ward (Senior Manager, Social Policy, WLC)

17. Joint Inspection of Services for Children and Young People - Report by Tim Ward (Senior Manager, Social Policy, WLC)

18. Local Police Plan 2017-2020 - Report by Inspector Barry Blair (Police Scotland) (herewith)

19. Dates of Meetings 2018 :-

   (a) 5 March 2018

   (b) 11 June 2018

   (c) 3 September 2018

   (d) 26 November 2018

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NOTE **For further information please contact Val Johnston, Tel No.01506 281604 or email val.johnston@westlothian.gov.uk**

MINUTE of MEETING of the COMMUNITY PLANNING PARTNERSHIP BOARD of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 28 AUGUST 2017.

Present –

Councillor Kirsteen Sullivan (Chair)	West Lothian Council
Councillor Andrew McGuire	West Lothian Council
Councillor David Tait	West Lothian Council
Graham Hope, Chief Executive	West Lothian Council
Gary Laing	Scottish Fire & Rescue
Bridget Meisak	Voluntary Sector Gateway
Tim Ward	West Lothian Council
Jonathan Pryce	Scottish Government
Carol Bebbington	Health & Social Care Partnership
Donald Lumsden	Skills Development Scotland
Barry Blair	Police Scotland
Craig Smith	Police Scotland
Mhairi Harrington	West Lothian College

In Attendance –

Alice Mitchell	West Lothian Council
Joanna Anderson	West Lothian Council
Susan Gordon	West Lothian Council

Apologies –

Robin Strang	West Lothian Leisure
John Reid	Dept Work & Pensions

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The Board confirmed the Minute of its meeting held on 26 June 2017.

3. MINUTE OF CPP STEERING GROUP

The Board noted the Minute of the Community Planning Steering Group meeting held on 14 August 2017

4. MINUTES OF THEMATIC FORUMS

a) The Board noted the Minute of the Climate Change and Sustainability Working Group held on 21 June 2017

5. SINGLE OUTCOME AGREEMENT PERFORMANCE REPORTING

a) The Board noted the Economic Development Update on SOA Outcomes 2 and 3;

b) The Board noted the Environment Thematic Performance Report; and

c) The Board noted the SOA Exceptions Report

6. LOCAL FIRE PLAN REVIEW

The Board considered a presentation and accompanying report (copies of which had been circulated) by the Local Senior Fire Officer, Gary Laing which provided an overview of the review that had been undertaken of the 2014-17 West Lothian Local Fire Plan.

The Board were advised that Section 41G of The Police and Fire Reform (Scotland) Act 2012 required the Local Senior Fire Officer for a relevant local authority area to conduct a mandatory review of the Local Fire Plan within three years of the publication of that plan.

To enable this process to be undertaken the Strategic Planning Department of the Scottish Fire and Rescue Service had provided a series of templates to assist in this process and it was further noted that the review would be used to inform the development of the next iteration of the West Lothian Local Fire Plan.

A number of areas were considered during the review of the 2014-17 Local Fire Plan and these were as follows :-

- 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 Area Inspection conducted by Her Majesty's Fire Service Inspectorate in Scotland; and
- Horizon scanning of West Lothian Community Planning Partnership planning arrangements.

The presentation continued with a series of slides demonstrating the data that had been collected and utilised in the review.

Decision

To note the contents of the presentation and accompanying report

7. DRAFT LOCAL OUTCOMES IMPROVEMENT PLAN (SINGLE OUTCOME AGREEMENT) ANNUAL REPORT 2017-18

The Board considered a report (copies of which had been circulated) by the Community Planning Development Officer seeking approval to change the name of the Single Outcome Agreement to the Local Outcomes Improvement Plan, to present the 2016-17 Annual Report for approval and to update on plans for the Community Planning conference and review of the LOIP priority outcomes.

It was agreed by the CPP Board in May 2016 that the existing Single Outcome Agreement (SOA) should be adopted as the CPP's Local Outcomes Improvement Plan (LOIP) with minimal changes made. At that time it was felt that it would be too confusing to change the name of the document so it was agreed that it would continue to be referred to as the SOA. However over the time the document as become known as the "LOIP" and as a result there has been a misunderstanding that the SOA and the LOIP were two separate documents.

Therefore it was proposed that the terms "Single Outcome Agreement" and "SOA" were no longer used and that the document was referred to as a Local Outcomes Improvement Plan or LOIP going forward. Reference to the Single Outcome Agreement and SOA would be removed from the document and an updated version published on the CPP website.

The Board continued to be advised that the Community Empowerment (Scotland) Act 2015 required CPP's to publish an annual report describing progress made towards the ambitions set out in the LOIP (previously known as the SOA). In these reports, CPP's were to demonstrate how they were working effectively in partnership to improve outcomes; an assessment of how the CPP had participated with community bodies during the reporting year; and how effective that had been in enabling community bodies to shape and influence community planning.

The draft report for 2016-17 had been developed as the Local Outcomes Improvement Plan. A full version of the report (Appendix 1) had been pulled together including detailed high-level performance information and a number of case studies. A summary version had also been produced which was intended to be more accessible, easier to read and a public facing document (Appendix 2).

And finally it was intended that another "Celebrating Community Planning" Conference would be held in Spring 2018. This would be open to all partners, local third sector and community groups and would provide an opportunity to hear more about and reflect on progress to date and discuss plans for taking forward community planning in West Lothian.

As CPP's were required to review their LOIP priority outcomes from time to time the conference would provide a good opportunity to launch a

review of the LOIP priorities, given the range of partners and community representatives that would be in attendance. A more detailed plan was currently being developed for the conference.

The CPP Board was asked to :-

1. Agree that the Single Outcome Agreement should be referred to as the Local Outcomes Improvement Plan (LOIP) going forward;

2. Approve the draft LOIP Annual Report for 2016-17; and

3. Note the plans to hold a Celebrating Community Planning Conference and to use this opportunity to launch a review of the LOIP priorities.

Decision

To approve the terms of the report

8. BETTER OFF: WEST LOTHIAN ANTI-POVERTY STRATEGY : END OF YEAR REPORT 2016-17 AND PROPOSED ACTION PLAN FOR 2017-18

The Board considered a report (copies of which had been circulated) by the Head of Finance and Property Services, WLC advising of progress being made toward alleviating poverty and mitigating the impact of welfare reforms between April 2016 and March 2017 and planned activity to address key concerns in 2017-18.

The purpose of the Better Off: West Lothian Anti-Poverty Strategy was to minimise the impact on local residents. The strategy aimed to ensure that people experiencing poverty were equipped with the knowledge and skills to cope with the challenges they faced, including those arising from the challenging economic circumstances and the ongoing welfare changes. West Lothian Community Planning Partners Single Outcome Agreement as also focused on “Tackling Inequality”.

The Anti-poverty Development Group was responsible for the development and implementation of an annual action plan designed to oversee the implementation of activities that contributed towards strategic outcomes. A poverty profile of West Lothian was reviewed twice annually to monitor key trends and identify key poverty related issues.

In the 2016-17 period 50 activities were delivered by partners and targets were fully met for 82% of action. Targets were partially met for 16% of activities and 2% were not met. Appendix 1 attached to the report provided details of the completed Action Plan for 2016-17.

The report then provided an overview of some of the main activities undertaken including income maximisation, addressing child poverty including the Prevention, Intervention and Money Advice Project and delivering a series of targeted information and networking sessions to promote information sharing and partnership between different services in West Lothian.

The Board continued to be advised of the priorities for 2017-18 and it was noted that the action plan for 2017-18 would be further streamlined to remove activity now considered mainstream service delivery. The action plan would also focus on core activity and new initiatives delivered by partners considered to have the greatest overall impact on the agreed outcomes.

New actions for 2017-18 also included poverty awareness training, child poverty including automatic enrolment for Free School Meals and Clothing Grants linked to claims for Housing Benefit and Council Tax Reduction Scheme and the roll out of the digital service for Universal Credit.

The report concluded that progress had been made in key areas towards mitigating the effect of poverty in West Lothian and addressing the impact of the ongoing programme of welfare reforms. Work undertaken by a wide range of partners working together had resulted in positive outcomes in relation to targeted income maximisation and the development of new activity to address child poverty.

Moving into 2017-18 the draft action plan would reflect the changing nature of poverty and key issues of concern relating to welfare reform, financial inclusion and general awareness of poverty amongst key frontline services.

The CPP Board was asked to :-

1. Note the progress made towards the aims of the Better Off : Anti-Poverty Strategy through activity delivered in the 2016-17 period; and

2. Agree the content of the draft anti-poverty action plan for 2017-18.

Decision

To approve the terms of the report

9. JOINT INSPECTION OF SERVICES FOR CHILDREN AND YOUNG PEOPLE

The Board considered a report (copies of which had been circulated) by the Head of Social Policy, WLC, providing an update on progress made with regards to the Joint Inspection of Services for Children and Young People in West Lothian.

Since mid-December 2016 services for children and young people in West Lothian had been subject to inspection by the Care Inspectorate. The inspection focused on how well services in West Lothian were working together to make a positive difference to the lives of children, young people and their families.

In order to reach confidant conclusions the inspection team had

undertaken a range of activities to collect evidence. These included :-

- The analysis of inspection findings of care services for children and young people and findings from relevant inspections carried out by other scrutiny bodies;
- A review of national and local data related to children and young people;
- A review of self-evaluation work undertaken by the partnership and the evidence that supported it;
- Review of a wide range of documents provided by the partnership;
- Conducting of a survey of staff with named person and lead professional responsibilities;
- Meeting with children and young people, parents and carers in order to hear from them about their experiences of services and what difference they thought the support they received was making;
- Speaking with staff at all levels across the partnership, including senior officers and elected members and large numbers of staff who worked directly with children, young people and their families;
- Reviewing practice through reading records held by services for a sample of the most vulnerable children and young people; and
- Observing key interagency meetings.

In the feedback from the inspection team they had reported that the overall needs of children and young people in West Lothian were being met and a number of strengths were highlighted. These included strengths in respect of the strategic planning and delivery of services to improve outcomes for children, young people and families underpinned by a positive culture of services working together and the commitment and dedication of staff.

It was also to be noted that the inspection team had identified areas for development and a series of action would be agreed with the inspection team to address these areas. The final inspection report would be published on 29 August 2017.

Following the publication of the inspection report the partnership would be required to prepare a plan detailing the actions that would be taken in response to the report. This Improvement Plan was to be submitted to the Care Inspectorate within six weeks of the publication of the inspection report.

The CPP Board was asked to :-

1. Note the high level messages resulting from the Joint Inspection of Services for Children and Young People in West Lothian; and

2. Seek a further report following the publication of the final Inspection Report and the development of the Improvement Plan.

Decision

To approve the terms of the report

10. WEST LOTHIAN LOCAL POLICING PLAN 2017-2020

The Board considered a report (copies of which had been circulated) by Police Scotland providing an update on the ongoing consultation process for the West Lothian Local Policing Plan 2017-2020.

Inspector Barry Blair explained that in accordance with the Police and Fire Reform (Scotland) Act 2012 the Local Police Commander for West Lothian had prepared a draft West Lothian Local Policing Plan 2017-2020. The Plan set out the local policing priorities for West Lothian, which were purposely aligned to the themes and relevant outcomes contained within the West Lothian Local Outcome Improvement Plan (LOIP).

The policing priorities within the plan were identified following extensive consultation across partners and key stakeholders, both locally and nationally. There was a strong focus on working collaboratively with partners to tackle inequalities and improve the safety and wellbeing of people, places and communities across West Lothian, with prevention and early intervention at the core of the plan.

The policing plan detailed how the Police in West Lothian would work to deliver better outcomes for the people and communities of West Lothian over the next three years, with a greater focus on longer term outcomes in line with the LOIP. It would also :-

- Ensure people most at risk were protected and supported to achieved improved life chances; and

- Ensure we lived in resilient, cohesive and safe communities.

The report concluded that the Local Police Plan was subject to extensive consultation across partners and key stakeholders. Public consultation was now underway with particular focus on protected characteristic groups.

The CPP Board was asked to :-

1. Note the draft West Lothian Local Policing Plan 2017-20250 and the ongoing consultation exercise; and

2. Provide feedback on the draft plan and where appropriate promote the consultation process across stakeholders and community group.

Decision

To note the contents of the report

11. CPP RESPONSE TO THE SOCIO-ECONOMIC DUTY CONSULTATION

The Board considered a report (copies of which had been circulated) by the Community Development Planning Officer seeking approval on the CPP's draft response to the Scottish Government's consultation on the socio-economic duty, a copy of which was attached to the report at Appendix 1.

The Scottish Government had launched a consultation to gain views on the socio-economic duty. The socio-economic duty aimed to make sure that public bodies carefully thought through strategic decisions so they were as effective as they could be in tackling socio-economic disadvantage and reduce inequalities of outcomes. These strategic decisions would include, for example, an economic development strategy or annual budget setting out key investment choices.

The duty was part of the UK Government's Equality Act 2010 but was never implemented. Scotland was to become the first part of the UK to introduce the socio-economic duty. The consultation paper was asking for help in doing this, ahead of guidance that would be developed later in the year.

All West Lothian community planning partners were invited to contribute to the CPP's response. The draft response incorporated comments from SESTran, Scottish Enterprise, West Lothian College and the council Economic Development and Regeneration Team and the Anti-Poverty & Welfare Advice Manager.

The CPP Board was asked to approve the draft COO response to the socio-economic duty consultation.

Decision

To approve the terms of the report

Community Planning Steering Group Conference Room 3, Civic Centre	6 November 2017

Minute

Present: Graham Hope (Chair), Jim Cameron, Craig McCorriston, Alistair Shaw, Alice Mitchell, Joanna Anderson, Tim Ward, Susan Gordon, Tamar Jamieson, David Lockhart, Adam Smith, Liz Macleod, Margaret Forisky

Apologies: Alison McCallum, Barry Blair, Mhairi Harrington

1. Welcome and Apologies

2. Minute of Previous Meeting

The minute was agreed.

3. Matters Arising

There were no matters arising.

4. SOA Performance Reports

a. Safer Communities Thematic Report

- It was noted that some of the 2015/16 Police data has been corrected following full validation. The issues with reporting have now been resolved.
- **SOA1304_06/07 (stop and search):** It was agreed that these two PIs should be retired as the data is no longer collected nationally.
- **SOA1304_36 (accidental dwelling fires):** It was noted that the chart does not reflect the trend chart commentary – this is to be checked and fixed.
- **SOA1304_30 (% EEI cases 8-15years who do not reoffend within 12 months):** This PI continues to perform well. The process will be reviewed to ensure the focus remains on the right young people.
- **SOA1305_14 (Percentage of cases that have progressed to Child Protection Case Conference where there has been a reduction of risk to the child at the point of each review):** It was agreed that this PI would be reviewed and that proposals for a new PI would be brought back to the Steering Group.
- **SOA1305_03 (% children re-referred to the Domestic and Sexual Assault Team):** This PI is at 0% for the first time. This PI is also to be refreshed to ensure it remains a challenging measure.

b. LOIP Exceptions Report

The only new PI in the report this quarter was 'Percentage of communities with a community council'. There are now 32 community councils out of a possible 41 areas (before October's elections there were 34). There will be a second call for nominations in November and it is

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expected that there will be at least one new community council. The Steering Group noted the Exceptions Report.

5. Quality of Life Survey 2016

The latest Quality of Life survey was carried out with the Citizens Panel last year. The Panel was also refreshed, with fewer new members than previous years. The survey saw a lower response rate than previous years (31%), which means results are less robust when broken down to a local level. The survey was therefore opened up to non-Panel members in order to boost results, particularly at the local level. The activity led to a further 172 responses. Additional targeted work could be carried out to further increase responses but this would involve additional resource. The Steering Group agreed to keep the online survey open until the end of November and promote this through local groups. The results will then be analysed and presented to the next Steering Group and Board.

6. CPP Prevention Plan and Life Stages Programme

The CPP developed a Prevention Plan in 2013 as part of the Single Outcome Agreement to set out the positive activities already undertaken to shift to an early intervention and preventative approach and to set out the CPP's commitment to embedding this approach. The Life Stages programme was implemented in 2008 and aimed to transform how the CPP designs and delivers services to tackle inequalities. This report proposed that the Prevention Plan and Life Stages programme have now been superseded by other plans/strategies and arrangements and that the approaches have in fact been embedded in the way the CPP operates. It is therefore proposed that these should be retired. The Steering Group noted the report and agreed that the proposals would be taken to the CPP Board for approval.

7. Draft Agenda for CPP Board 20 November 2017

- An item on the SFRS Local Fire Plan is to be added to the agenda.
- All other items were approved.

8. Dates of Next Meetings

It was agreed that the August 2018 Steering Group and Board should be moved in order to avoid the school holidays. The final 2018 Steering Group dates are as follows:

Monday 19 February (10am-12pm, Conference Room 1)
Monday 14 May (10am-12pm, Conference Room 3)
Wednesday 22 August (10am-12pm, Conference Room 3)
Monday 12 November (10am-12pm, Conference Room 3)

Community Planning Steering Group Conference Room 3, Civic Centre	6 November 2017

West Lothian COMMUNITY PLANNING PARTNERSHIP

Summary of Actions

No.	Action	Who	When	Update *(to be updated by the February 2018 meeting)*
4a. Safer Communities Thematic Report				
1	SOA1304_06/07 to be retired as the data is no longer collected nationally.	Barry Blair	By end November 2017	
2	Check and fix SOA1304_36 on Pentana to ensure the chart reflects the trend chart commentary.	David Lockhart	By 10 November 2017	Complete – the chart has been amended and the report will be re-run for the CPP Board meeting on 20 November
3	SOA1305_14 to be reviewed.	Tim Ward	Proposal for a new PI to be brought back to the next Steering Group meeting	
4	SOA1305_03 to be refreshed.	Tim Ward	Proposal for a revised PI to be brought back to the next Steering Group meeting	
5. Quality of Life Survey				
5	The survey is to remain open until end November.	Susan Gordon	Results will be presented at the next Steering Group and Board meetings	
6. CPP Prevention Plan and Life Stages Programme				
6	Proposal to retire the Prevention Plan and Life Stages to be reported to the CPP Board on 20 November for approval.	Joanna Anderson	20 November 2017	
7. Draft Agenda for CPP Board 20 November 2017				
7	Add a report on the SFRS Local Fire Plan to the Board agenda.	Joanna Anderson	10 November 2017	

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8. Dates of Next Meeting				
8	August 2018 Steering Group and Board dates to be amended to avoid school holidays.	Joanna Anderson	10 November 2017	Complete – the Steering Group will be held on Wednesday 22 August 2018 (10am-12pm) and the Board will be held on 3 September 2018 (10am-12pm) – subject to Board approval at the November 2017 meeting

DRAFT

MINUTE of MEETING of the COMMUNITY SAFETY BOARD of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 26 JUNE 2017.

Present – Councillors Lawrence Fitzpatrick (Chair), Kirsteen Sullivan, David Dodds and Charles Kennedy; Graham Hope (Chief Executive, WLC), Graeme Struthers (Depute Chief Executive, WLC), Alistair Shaw (Head of Housing, Customer and Building Services), Tim Ward (Senior Manager, Health & Care Partnership, WLC), Inspector Barry Blair (Police Scotland), Superintendent Craig Smith (Police Scotland) and Gary Laing (Scottish Fire & Rescue Service)

Apologies – Bridge Meisak (Voluntary Sector Gateway)

1. DECLARATIONS OF INTEREST

No declarations of interest were made.

2. MINUTE

The Board approved the Minute of its meeting held on 20 March 2017. The Minutes was thereafter signed by the Chair.

3. COMMUNITY PLANNING STEERING GROUP MINUTE

The Board noted the Minute of the Community Planning Steering Group held on 15 May 2017.

4. LOCAL FIRE PLAN REVIEW 2014-17 - REPORT AND PRESENTATION BY GARY LAING, SCOTTISH FIRE & RESCUE SERVICE

The Board considered a presentation and accompanying report (copies of which had been circulated) by the Local Senior Fire Officer, Gary Laing which provided an overview of the review that had been undertaken of the 2014-17 West Lothian Local Fire Plan.

The Board were advised that Section 41G of The Police and Fire Reform (Scotland) Act 2012 required the Local Senior Fire Officer for a relevant local authority area to conduct a mandatory review of the Local Fire Plan within three years of the publication of that plan.

To enable this process to be undertaken the Strategic Planning Department of the Scottish Fire and Rescue Service had provided a series of templates to assist in this process and it was further noted that the review would be used to inform the development of the next iteration of the West Lothian Local Fire Plan.

A number of areas were considered during the review of the 2014-17 Local Fire Plan and these were as follows :-

- 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 Area Inspection conducted by Her Majesty's Fire Service Inspectorate in Scotland; and

- Horizon scanning of West Lothian Community Planning Partnership planning arrangements.

The presentation continued with a series of slides demonstrating the data that had been collected and utilised in the review.

The Chair thanked the Local Senior Fire Officer and took the opportunity to ask about the recent tower block fire in London and the types of materials that were being used on buildings in West Lothian.

The Local Senior Fire Officer explained that Scottish Fire and Rescue worked closely with Building Control Officers within local authorities and that it was the responsibility of the local authority to confirm what materials were acceptable or not acceptable.

The Chief Executive then undertook to provide members with further information on the process that was followed for the certification of build materials.

Decision

1. To note the contents of the presentation and accompanying report; and

2. To agree that the Head of Planning, Economic Development and Regeneration provide board members with details of the process that was followed by the council's Building Control Service in relation to the certification of suitable building materials for new build in West Lothian.

5. 2026 POLICE STRATEGY - PRESENTATION BY POLICE SCOTLAND

The Board were provided with an overview of the proposed police strategy for Police Scotland, otherwise known as "Policing 2026".

Inspector Barry Blair explained that "Policing 2026" was a collaborative and strategic programme led jointly by the Scottish Policy Authority and Police Scotland which would transform policing in Scotland over the next ten years.

The aim of the strategy was to :-

- Provide a clear direction that would provide the foundation for long

term operational and financial sustainability;

- Would clearly set out why there was a need for change;
- Ensure that Police Scotland would be flexible in responding to new and changing demands;
- Put people at the heart of shaping services to improve outcomes for people;
- Empower people to develop partnerships with others;
- Manage demands more effectively; and
- Prioritise against threats and risks to continue to protect the public from harm.

The presentation continued by explaining the consultation approach that had been undertaken on the strategy with an explanation as to why the strategy was being developed noting that the aims were Protection, Prevention, Communities, Knowledge and Innovation.

Inspector Blair concluded that the journey of police reform would continue to transform Scottish policing to ensure that it be responsive, modern, innovative and sustainable and that as the strategy developed further updates would be provided to the board.

The Chair thanked Inspector Barry Blair for the informative presentation.

Decision

To note the contents of the presentation

6. UPDATE ON OPERATION PINPOINT - WHITBURN

The Board considered a report (copies of which had been circulated) by Inspector Barry, Police Scotland providing an update on Operation Pinpoint.

The Community Safety Partners (Police, Council and Scottish Fire and Rescue Services) had developed Operation Pinpoint as a way of “pin pointing” areas within West Lothian that required a community safety intervention and one which provided a flexible approach to deal with issues in any one particular community with the aim of achieving an immediate, short and longer term outcome for the community concerned.

Operation Pinpoint had been intelligence led and geographical and was driven by trend information from the daily/monthly TAC meetings or where concerns were known to the community safety partners.

The decision to initiate Operation Pinpoint was taken in consultation by the Head of Housing, Customer and Building Services, the local area Police Commander and the Local Fire Officer. The operation took place

between Monday 19 June and Sunday 25 June 2017.

Police Scotland were allocated the lead role in driving forward Operation Pinpoint in Whitburn and PS Vince Hughes was the lead officer working with partners with a vision to achieving the following :-

- Priority 1 – Reducing Antisocial Behaviour
- Priority 2 – Tackling Substance Misuse
- Priority 3 – Making our Roads Safer
- Priority 4 – Tackling Acquisitive Crime

The report then provided a summary of the action taken and included licence premises checks, speed safety checks, a search of ten properties under the Misuse of Drugs Acts Warrants, the holding of four partnership surgeries for community engagement, bail curfew checks on all Whitburn nominals, litter picks involving Whitburn Academy pupils, a cigarette butt litter campaign and test alcohol purchases.

Operation Pinpoint was publicised on a daily basis through West Lothian Council and Police Scotland. The event was also covered in the Daily Record and the West Lothian Courier.

Overall Operation Pinpoint in Whitburn was extremely well received by not only the community but also across all the partners with the focus being on community ownership of problems. Engagement with the community was extremely positive with a lot of good information received from the public who discussed issues such as youth drinking and anti-social behaviour.

The report concluded that Operation Pinpoint was intentionally held the week leading up to Whitburn Gala Day and therefore it was of particular note that there was a significant decrease in incidents in Whitburn at the gala with only three ASB/Youth Calls which was unprecedented.

The Board were asked to note the work done by Police Scotland and its partners (WLC and SFRS) in conducting Operation Pinpoint.

Decision

1. To note the interventions undertaken in Whitburn as part of Operation Pinpoint in preparation of Whitburn Gala Day; and
2. To record a note of thanks to Police Scotland and its partners (WLC and SFRS) for all their hard work in Whitburn and for the delivery of a very successful and enjoyable gala day for the community.

7. QUARTER 4 2016-17 PERFORMANCE INDICATORS

The Board considered a report (copies of which had been circulated)

providing information from Covalent (the council's performance monitoring system) showing a number of community safety performance indicators for Quarter 4 of 2016-17.

The Board were invited to note the performance indicators and seek any further clarification on these from the council and its partners.

Decision

To note the contents of the report

8. SAFER COMMUNITIES FUNDING 2017-18

The Board considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an update on the expenditure of funding for safer communities 2017-18.

The Board were advised that the co-Chairs of the Safer Communities Strategic Planning Group reviewed each of the funding applications and approved bids that would further meet joint community safety priorities.

Contained within the report was a table which provided a summary of the funding applications that had been received and approved. The range of projects to be funded included Westdrive, the Risk Factory, reducing domestic violence and youth street work.

Following approval of the applications there remained £20,818 in the budget for 2017-18.

The Board was asked to note the allocation of the safer communities funding for 2017-18.

Decision

To note the contents of the report

WEST LOTHIAN COUNCIL
CLIMATE CHANGE & SUSTAINABILITY WORKING GROUP / ENVIRONMENT FORUM

21/9/2017

ACTION NOTE

Present – Craig McCorriston; Peter Rogers, Fiona Simpson, Joanna Anderson, Anne Wood, Andy Johnston, Joanne Dunn, Douglas West, Paul Couper

Apologies – Chris Alcorn, Euan Marjoribanks

The items for action and the allocation of that action are listed below. If you have any queries, please contact Peter Rogers as soon as possible on 01506 281107.

Item	Title	Decision	Action	Completion Date	Update on Actions
1.	**Apologies**	Note apologies as outlined above.	**None**	**N/A**	**N/A**
2.	**Action note from last meeting**	• Reminder to review manifestos for possible implications.	**None**		
3.	**Climate Change and Sustainability Update**	Officer updates received: **Environment Health (PC)** • Emerging links between air quality and climate change. Currently developing Supplementary Planning Guidance for house building to include charging points – reduces emissions and offsets air pollution from vehicles.			

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Item	Title	Decision	Action	Completion Date	Update on Actions
		Fleet (DW) • Involved in discussions with Env Health with regards to charging points – joint working to see how it will progress. More funding available for charging points this year, including at Whitehill SC. **Waste (JD)** • External (and some internal) bins for schools still being rolled out. Working with schools to remove skips where possible. Assessing with landlords/building owners for recycling provision in flats and what landscaping etc might be required. Reviewing NETS fly tipping info to assess impact of 14l bins (currently better than anticipated). • Attended lots of events over the summer and working with a number of groups including scouts and guides. • Key staff now trained as SQA assessors and can internally assess qualifications going forward – new training and development plan as part of that. **Operational Services (AJ):** • Number of park improvement projects including biodiversity and ecology ongoing. £14k project underway at Balbardie to develop wildflower meadow. • CSGNT working with the council on a pilot scheme in Linlithgow schools (Becky P & Simon Scott)			

Item	Title	Decision	Action	Completion Date	Update on Actions
		• SOBC submitted to 10 year capital programme to improve drainage infrastructure • Trial to reduce amount of Glysophate being used for weed control. Pilot ongoing at Balbardie park with report to follow to Council Executive. **Advice Shop (AW):** • Main focus on reducing fuel poverty. Winter Warm campaign started couple of months ago – 120 contacts since June. Push on Warm Home Discount. • Combining financial advice with energy efficiency advice. • New officer (Azra) working with households benefitting from HEEPS/SEEP to give advice on maximising benefit. **CPP (JA):** • Update on LOIP (new name for SOA). Advised that at last meeting some partners thought that the indicators being used were quite council centric so partners have been asked to come forward with suggestions for additons/replacements. **Education (FS):** • Updated on activities at Bankton PS. Eco-group/Golden Gardeners growing fruit, veg & herbs in eco friendly organic way. Have			

Item	Title	Decision	Action	Completion Date	Update on Actions
		planted flowers as well to help prevent pests and encourage biodiversity. Leaves collected from grounds to use as mulch. Have set up bee, insect & bird boxes. Children have given up golden time to look after gardens and have encouraged parent involvement. Sold fruit, veg and jams made from produce to raise funds to develop garden. Creating a WW2 garden as part of wider CfE programme next year. • School have invited CCSWG to visit the school to try out soup made from vegetables grown on site. Suggestion to host next meeting there (CCAT tool). **Estates (PR):** • Main activities been around annual climate change reporting (now with Audit). • Lot of preparatory work for NDEEF (Non Domestic Energy Efficiency Framework) support. £50k of ScotGov funded support to develop energy savings programme with guaranteed savings. Estimates £1.5-3 million of capital works.	**PR to contact school to arrange. Possibly take a couple of EV's and discuss with eco group.**		

Item	Title	Decision	Action	Completion Date	Update on Actions
4.	**2016/17 Climate Change reporting**	• Climate Change return essentially complete and will be presented to PDSP in October and Council Executive in November. Good reduction of around 4,300 tonnes of CO^2 emissions with contributions from across the board.	**PR to circulate copy of report and return (confidential at present as not been approved by CE).**		
5.	**Climate Change Assessment Tool**	• Group went through presentation on completing the CCAT tool. As time was limited, it was agreed that a separate workshop would be arranged to go through the tool itself (tie in with meeting at Bankton). • Discussions around key achievements and challenges and all have been asked to consider the contents of the presentation prior to next meeting	**PR to set up CCAT specific workshop.**		
6.	**Adaptation Group**	• PR provided brief update on first meeting of Adaptation Action Group (action note to follow). • Adadptation Scotland attended to discuss development of Adaptation Action Plan			
6.	**AOB and DONM (to be in advance of CPP Steering Groups meetings)**	• PC briefed on Cleaner Air For Scotland Strategy. Number of commitments within there that cross over with Carbon Management Plan/Climate Change	**CMcC to circulate copy of report that went to CMT in March**	**Next meeting**	

Item	Title	Decision	Action	Completion Date	Update on Actions
		Strategy. • To note that Ronnie Fisher is taking forward some of Deborah Paton's Active Travel related projects (infrastructure, paths etc). • Next meeting date 12/12/17 13:30. Civic Centre room 2S2			

Public

MINUTE OF MEETING
WEST LOTHIAN ECONOMIC PARTNERSHIP FORUM

Civic Centre, Livingston

Thursday 21st September 2017 at 16.00

Present:
Cllr Cathy Muldoon, West Lothian Council (Chair)
Graham Hope, West Lothian Council
Jim Henderson, West Lothian Council
Phil Ford, Skills Development Scotland
Mhairi Harrington, West Lothian College
David Greaves, West Lothian Council
Joanna Anderson, West Lothian Council
Ian Blewett, Scottish Enterprise
Craig McCorriston, West Lothian Council
Gordon Henderson, Federation of Small Businesses
Frank Beattie, Scottish Enterprise
Manuela Calchini, Visist Scotland

Apologies:
Dr Elaine Cook, West Lothian Council
Dr Margaret Douglas, NHS Lothian
Alice Mitchell, West Lothian Council

1) **Welcome and Introductions**
Cathy Muldoon welcomed all to the meeting.

2) Minute of last Meeting
Minutes of the meeting held on 6th December 2016 were read and agreed.

3) Matters Arising
All matters arising included on the main agenda.

4) City Deal

General Update - Craig McCorriston provided a recap on the current position
- Heads of terms have been released by the two Governments
- All SE Scotland City Region Partners have formally signed-up
- Process is now underway in terms of development of detailed business plans for proposed actions

West Lothian's main points of interest are:
- Financial Guarantee of £150m for the delivery of infrastructure at Winchburgh Core Development Area
- The package of Skills and Innovation investment
- Cross Boundary Transport investment west of Edinburgh

Skills and Innovation - Mhairi Harrington gave a short update on the Skills and Innovation work-streams. Whilst the main focus of innovation hubs is via universities across the region, there is also an opportunity to build more effective progression routes into

sustainable construction and data management related occupations. The focus of the skills gateway and other related proposed interventions would be to invest in building practical longer term capacity to enable people within the city region to work on infrastructure and innovation centres. In practical terms this could encompass school based provision, upskilling of existing workforce and/or re-skilling adults who are currently inactive or unemployed.

It was noted that a West Lothian City deal implementation group would be formed to support implementation locally.

5) Data and Business Growth – Analyse or Die – Ian Blewett (Scottish Enterprise)

IB delivered the second half of a presentation following on from the introductory session at the last EPF.

The presentation provided a recap on the shift in paradigm that has occurred through greater connectivity and access to data via The Cloud using mobile devises. The change is driven from the outside – by consumers and home use of technology rather than by organisations and businesses and is “disruptive” in its impact.

Organisations need to respond to the new agenda through adoption, usage, and training. The shift has implications for all sectors – not just commercial businesses.

The use of data by business is therefore critical through a process of information leading to actionable insight on: customers; competitors; markets; supply chain and the company itself.

IB outlined the support available to businesses and organisations through SE’s Data Opportunities Plan which could benefit West Lothian-based organisations:

- Awareness Raising Workshops – WLEPF members to be offered places
- Advisory Service
- Executive Education
- Innovation Support
- Industry Collaboration and
- Sign-posting

West Lothian firms would of course be entitled to access this array of support provision.

With regard to City Deal, IB reinforced the point that the investment in innovation hubs would need to demonstrate impact across the city region. Edinburgh University is recognised as the leading UK University for Data Science. The City Deal will enable significant investment in infrastructure and training.

Ideas are particularly welcome on how data driven innovation might be delivered in West Lothian, including through sector specific proposals eg food and drink and tourism.

6) Regional Skills Investment Plan – Phil Ford

PH delivered a presentation on the draft West Lothian Skills Investment Plan. The plan had been developed in consultation with West Lothian partners by the University of Glasgow Training and Employment Research Unit.

The context for the plan included:

- Growing population – but also ageing population

- Attractive place to live for families
- High employment rates but many residents working in lower paid/skilled jobs or commuting to Edinburgh
- Low unemployment but some persistent worklessness
- Many residents have low- to mid-level qualifications
- Growing population at a rate above Scotland
- Sectoral strengths continue to be in Health and Social work, Retail
- Manufacturing – including demand for engineering, Warehousing, distribution and logistics and Construction

The presentation summarised the Action Plan under a series of interlinked Actons:

1) Developing mechanisms to capture and communicate the up-to-date skills needs of West Lothian's employers, and opportunities in wider travel to work area
2) Developing and supporting employer-led programmes to upskill West Lothian's workforce
3) Establishing clear, well-articulated pathways into and through key sectors and occupations
4) Ensuring provision is in place to support adults (including older workers) to develop and further their skills and careers

In discussion, it was noted that the support for adults should recognise the specific challenges faced by more mature women.

It was agreed that:

a) The EPF in principle take ownership for the Skills Action Plan and receive regular progress updates on the implementation of the plan.
b) The full Action Plan document would be circulated to all EPF members.
c) A follow-up report to the December EPF on implementation arrangements.

7) West Lothian Economic Growth Plan and Rural Business Support – Jim Henderson

JH gave a verbal update.

The Economic Growth Plan has reached year five. Scottish Enterprise has invested £16.3m targeting the 100 Account Managed Businesses within West Lothian. The Growth Plan has included targeted support around Oils and Gas supply chain and Exporting.

JH highlighted the continuing challenges facing the local economy – 260 job losses at Jabil and 450 at Johnson and Johnson (by Christmas 2017).

In addition to the support channelled to SE Account managed companies, a further £23m of project funding has been invested supporting 1,300 jobs within West Lothian.

8) Update on the Visitor Economy – Manuela Calchini

MC delivered a wide ranging presentation highlighting the importance, scale and breadth of the West Lothian visitor economy and the benefits of tourism investment to quality of life, environment and health and wellbeing of the area.

The presentation highlighted that:

- Tourism is worth £11.6 billion to the Scottish economy;
- The sector is not self-contained but links and support food and drink, transport and digital, heritage and culture;
- The visitor economy has grown by 40% over the last 10 years

The value of West Lothian's Tourism sector is £171m and the sector directly supports 2000+ jobs.

In terms of recent trends, West Lothian has experienced a significant increase in day visitor numbers to key attractions (Almond Valley Heritage Centre and Five Sisters Zoo are in the top 20 Scottish paid attractions).The Designer Outlet provides Livingston a key asset, whilst film location tourism particularly associated with Outlander has taken off and will continue to grow.

Priorities for Economic Partnership and wider CPP were identified including:

- Ensuring visitors to the area are recognised as a key customer/stakeholder group
- Recognising the importance of quality and creating a picture of quality at a destination level
- Ensuring digital coverage is in place and its potential maximised

In discussion it was noted that West Lothian had potential to attract key culture and sports events that showcase the area and attract additional visitors. It was noted that the

IB confirmed that tourism businesses could benefit from the array of support initiatives to support Data led innovation and would be able to arrange a briefing or awareness session for tourism businesses.

DG indicated that a refreshed tourism action plan was being developed which would outline the range of partner actions to support the visitor economy – which would be brought back to the EPF for consideration in spring 2018.

9) Dates of Future Meetings

Dates and times to be confirmed for:

a) December 2017
b) March 2018
c) June 2018

DRAFT

Date: 20 Nov 2017 **Item:** 7a	**Community Planning Partnership Board**
Performance Report Summary	

West Lothian
COMMUNITY PLANNING PARTNERSHIP

Safer Communities Thematic Report (SOA1304 & 05)

The following report shall provide performance figures and context regarding the agreed indicators within the Local Outcomes Improvement Plan for West Lothian. A fuller explanation of trends can be found within the trend chart commentary in the full performance report.

We live in resilient, cohesive and safe communities

SOA1304_01 (Detection Rate for crimes of Domestic Abuse): Following full validation, there has been a data correction for 2015/16 figures from previously recorded detection rate of 82% to 79.3%. The detection rate for 2016/17 is 74.2%. The fall of 5.1% in detection rate for crimes of Domestic Abuse is attributable to an increase in public confidence in the police and partner agency response. There has also been a large reduction in domestic bail offences which displays the robust processes in place regarding bail condition compliance are showing positive results. It is worthy of note that detection rates for crimes of domestic abuse are down across the country at the moment.

SOA1304_02 (Detection Rate for Sexual Offences): The 2016/17 detection rate for sexual offences is 68.5%. This is an increase of 4.4% on last year's figure. This rise in detection rates comes against a significant increase in reported offences. Analysis further shows an increase in historical reports of sexual crime. Significant resources are allocated to Operation Forseti, a high profile investigation focusing on the historical sexual abuse of children in institutional care in Scotland. This demonstrates Police Scotland's commitment to keeping children and adults safe and to investigating recent and historical crimes of sexual abuse.

SOA1304_03 (Number of Antisocial behaviour Incidents): The number of antisocial behaviour incidents for 2016/17 is 10,336. This is an increase of 259 incidents from 2015/16, notably however; this figure is below the five-year average. The level of ASB calls has significantly decreased in recent years. The past year has shown a slight increase in calls in West Lothian for the first time in several years. The increase may be attributable to increased public confidence in the reporting of incidents.

SOA1304_04 (Detection Rate for Hate Crime): Following full validation of year-end figures there has been a data correction for 2015/16 from the previously recorded detection rate of 69.1% to 69.6%. The detection rate for hate crimes in 2016/17 is 71.9%. There has been significant national and international events together with a changing political landscape 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. It is pleasing therefore that despite this there has been an increase in detections.

SOA1304_05 (Level of Violent Crime): Following full validation, there has been a data

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correction for 2015/16 figures from previously recorded 174 incidents of violent crime to 212. The level of violent crime for 2016/17 is 274. The level of violent crime has increased, however this was partly attributable to changes in the classification of serious assaults during the reporting, which has impacted on the volume of serious, violent crimes recorded.

SOA1304_06/07 (Proportion of Positive Stop & searches for offensive weapons/drugs): Owing to changes to data collection and the introduction of a new code of practice on the use of stop and search, statistics for stop and searches specific to offensive weapons and drugs are no longer provided by the Police Scotland Performance Reporting Unit. **It is therefore requested that these performance indicators be removed.**

SOA1304_08 (Number of Licensed Premises Visits (on/off sales premises): The number of licensed premises visits for 2016/17 is 1037. Whilst figures indicate a reduction of 31 visits from 2015/2016, a new national licensed premise database was introduced during the reporting year and confusion regarding recording amongst officers resulted in under reporting of visits initially. This has since been rectified through extensive training and in tandem with the improvements made to the Night Time Economy Policing operation, visits have increased significantly over the last six months.

SOA1304_09 (Number of people detected for drink/drug driving offences): Following full validation of year-end figures there has been a data correction for 2015/16 from the number of detections previously recorded as 144 to 171. The number of detections for drink/drug driving offences in 2016/17 is 218. A small part of this increase can be attributed to the statutory lowering of the drink driving limit as well as continued high profile road safety initiatives. Our local community policing teams continue to support road-policing officers with local and national campaigns.

SOA1304_10 (Number of cash seizures and restraints through the Proceeds of Crime Act (POCA) Legislation): West Lothian has seen the seizure and restraint of £224.490.00 in 2016/17. The total amount of seizures relative to Criminality in West Lothian is not easy to quantify as a large number of seizures will be attributed to an overall divisional or a national total as organised crime networks invariably extend beyond the 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. Extensive work continues to be undertaken to prevent serious organised crime and target, disrupt and deter those involved as well as identifying and addressing the problems caused by organised crime groups and divert individuals from using the products of Serious Organised Crime.

SOA1304_11 (Number of people detected for supplying drugs): Following full validation of year-end figures there has been a data correction for 2015/16 from the number of detections previously recorded as 146 to 189. The number detected in 2016/17 is 162. The detection rate has fallen, however can be attributed to changes to the Police Scotland forensic strategy for drugs supply charges together with ongoing work as part of Operation Borah, an ongoing drugs initiative in West Lothian, which stops a significant amount of Cannabis supply at source. Work continues across all aspects of Drug Supply including tackling serious and organised crime which provides increased opportunities for broader enforcement and disruption activity and is likely to increase the detection rate for drugs

supply. In West Lothian we continue to deliver Operation Sandorne, which targets drug dealing amongst schoolchildren.

SOA1304_12 (Number of people killed or seriously injured in road accidents): There was a reduction in the number of people killed and seriously injured in West Lothian in 2016 (49) compared to 2015 (59). However, the figures for 2015 were higher than would be expected due to a marked increase in accidents on motorways in that year. The provisional figures for 2016 show there were 49 people killed or seriously injured, a reduction of nearly 17% on 2015. Sadly, there were 7 people killed in West Lothian in 2016. The figures for 2016 are back on the notional target line after two years of significant variation.

SOA1304_15-18 (Quality of Life indicators): A number of indicators under this outcome are informed by the Quality of Life survey (residents feeling safe, inclusive society, influencing decisions, adults who volunteer). These indicators will be updated once the latest survey has been completed and results analysed.

SOA1304_30 (Percentage of Early and Effective Intervention cases 8-15 years who do not re-offend within 12 months of initial referral): The performance for 2016-17 is 87% which is one of the highest levels since first being reported on in 2011-12. This is a very encouraging result considering EEI are dealing with a higher number of higher tariff and more complex individuals. Dealing with higher tariff cases has been with the aim to divert away from the children's hearing system and reduce the risk of young people utilising external resources. This very positive trend for 2016-17 shows how successful Early and Effective Intervention is in reducing rates of re-offending within the 8-15 age group. The target for 2017-18 will remain at 95% to reflect this positive trend.

SOA1304_31 (Number of children/young people in secure or residential schools on offence grounds): This is an indicator of how effective locally based services are in keeping children out of residential schools and secure care because of their offending behaviour. If services are effective, partners should be able to minimise the use of external resources with the use of robust packages of locally based support. In the first two quarters of 2017-2018 the figure was 2 and 3 respectively. One young person has since left residential school in August and another is due to leave which would reduce this figure to 1 by the next quarter. The target for 2018-19 will remain at 1 as the ambition should be to avoid use of external provision wherever possible.

SOA1304_34 (Number of active antisocial behaviour cases): The number of active Antisocial Behaviour cases have been relatability stable since April with monthly figures showing 78, 83,83,91,92 before a dramatic drop to 35. The reason for the drop is unknown but it is in conjunction with a rise in the number of closed cases for the month of September with 39 cases closed and 37 of these being within our target of 3 months for a resolution. For the month of September alone there was only 7 new cases opened which is quite unprecedented. Close monitoring will be required to ensure that members of the pubic are assured that there continues to be a service delivery and that it has just been a change in the service structure that changed over the last few months.

SOA1304_35 (Number of deliberate secondary fires per 10,000 population): SFRS attended 572 deliberate secondary fires in WL during the year 2016/17. This is a reduction of

43 incidents when compared to the same reporting period in 2015/16, this represents a 7% reduction. We have noticed the customary spikes around Easter time and in November around bonfire season outwith these areas there is nothing significant presenting.

SOA1304_36 (Number of accidental dwelling fires per 10,000 population): Accidental dwelling fires have continually been reduced in the last 5 years of reporting. In the period 2016/17 we have seen a reduction of 9 fires from the same reporting period last year, this represents a reduction of 6.9%.

People most at risk are protected and supported to achieve improved life chances

SOA1305_01 (Percentage of MAPPA cases where level of risk has been contained or reduced): The performance for 2016-17 is 99.3% which is a continuing positive trend and reflects the positive partnership arrangements that are in place to protect the public.

SOA1305_02 (Percentage of children entered on the child protection register in the year who had previously been on the register): The range of services working with children at risk aim to have a positive impact on the numbers of children on the child protection register. Continued multi-agency working following a child's name being removed from the child protection register should lead to fewer children who are re-registered. However, risk assessment is an ongoing task for all involved agencies. Children who have already experienced abuse and neglect are more vulnerable to future abuse and families who have struggled to care for children appropriately may struggle again with different stages of a child's development or be unable to cope with new challenges or crises, resulting in an increased risk of harm to children. Performance in 2016-17 improved to 5.5% from 8% in 2015-16. This constituted 4 out of 72 children who had been on the register previously and these children came from 2 families. Staff is alert to a child's changing circumstances, recognise risk of significant harm and instigate child protection procedures when necessary. The Public Protection Committee will continue to monitor outcomes for children through the work of its Quality Assurance and Self Evaluation Subcommittee.

SOA1305_14 (Percentage of cases that have progressed to Child Protection Case Conference where there has been a reduction of risk to the child at the point of each review): Following an initial Child Protection Case Conference, a Child Protection Plan is put in place. Reviews are held at 3 months and then 6 month intervals. Evidence of positive progress is looked for at the point of each review. The first two quarters of 2017-18 shows a figure of 63% and 51% respectively. Thus far, it has been difficult to ascertain a clear view regarding performance in relation to this indicator as the figures have been variable.

It should be noted that gaining evidence from a three month review of positive progress can be challenging due to the short length of time between the Initial Child Protection Case Conference and the Review. Any reduction in risk to a vulnerable child is to be welcomed and is an indication of the strong multi-agency processes in place in West Lothian for Child Protection. The target for 2017-18 will remain at 60% but it is hoped that if a consistent pattern can be developed a stronger target can be pursued.

SOA1305_15: (Percentage of cases where positive progress can be evidenced at the 6 month Looked After Child Review): Children and young people who are Looked After and Accommodated away from home are subject to regular 6 monthly reviews. The figure of 85% for quarter 1 of 2017-18 and 87% for quarter 2 remains very encouraging. The target will remain at 95%.

SOA1305_16 (Percentage of young people under the age of 22 who were previously looked after who go on to receive a custodial sentence): This is an important indicator as services for children and young people need to be effective in working upstream to ensure positive outcomes. One of the worst outcomes for young people is that they receive a custodial sentence. The current performance of 4.6% shows a fall from previous years and is the lowest since being first reported. Services would aim for this figure to reduce further by the end of 2018-19 with the target remaining at 7%. Service redesigns and the embedding of the 'Whole System Approach' would aim to impact on the use of custody but this will be a long term aim.

SOA1305_09 (Percentage of children who are looked after and accommodated, of an age and stage where they are able to express an opinion who report they feel safer as a result of intervention or support): This performance indicator is showing 88% for 2016-17. The recent introduction and embedding of Viewpoint is now providing this data. The target remains at 80% but due to positive performance this may be reviewed for next year.

SOA1305_03 (Percentage of children re-referred to the Domestic and Sexual Assault team): This indicator has for the first time achieved 0% after improvement year on year. There is focussed work undertaken by the Domestic and Sexual Assault Team (DASAT) with children who have experienced domestic abuse and this has had a positive effect.

SOA1305_04 (Percentage of women who report that they feel safer as a result of intervention by the Domestic and Sexual Assault Team): Women continue to be well supported by DASAT. Work will focus in the next period on looking to see where DASAT can have best impact in an area where there is growing demand.

Community Safety Analytical Overview

The Community Safety Partnership continues to work well across West Lothian, identifying new trends and implementing early interventions as soon as possible in order to reduce and prevent antisocial behaviour and crimes. The Community Safety issues that have been affecting the community the most include:

Violence and Disorder

There has been an increase in the number of knife crimes across West Lothian. This has resulted in additional public reassurance visits to specific areas towns and streets within our ward areas. Additional resources were deployed across West Lothian and an increase in the amount of visits to secondary schools. Training on delivery of educational inputs on the No Knives Better Lives campaign was delivered to police officers, increasing the number of officers able to deliver this training to schoolchildren across West Lothian.

In addition, the national One Punch Campaign was promoted across licensed premises and within schools across West Lothian. Bystander Training in Livingston was delivered for licensed premises to help reduce sexual violence associated to the night time economy. Further promotion and delivery of Bystander training will take place. Through extensive training of both police officers and staff from partner organisations, a wide roll out of the scheme across West Lothian will take place, particularly in the lead up to the festive period. Further Security Industry Authority licensing checks and activity is planned across Licensed premises in West Lothian owing to the increase in serious assaults. Specialist police resources have been deployed in the Bathgate area. Operation Waelmore, an initiative focussing on robbery prevention has been delivered across West Lothian with crime prevention surveys allowing the delivery of tailored safety advice together with enforcement action on identified persons within our communities.

Young People

Missing Young People remain a focus and a National Missing Person Framework has been issued. In addition to this a Missing Person Review Panel has been set up. Residential Houses have also piloted conducting return interviews with those Looked After and Accommodated who have been reported missing. This pilot is still ongoing.

Across West Lothian several identified young people have been causing concern due to their continued disruptive behaviour. Many of them are in residential premises and by acting together have caused untold damage to property, stretching all partnership resources. Since 16th August 2017, there have been 20 hoax fire calls to Letham and 1 genuine fire call and 1 hoax fire call to Torcroft. The cost per call for resources attending for SFRS alone, is £1,600 for each call. (£35,200 for 22 calls)

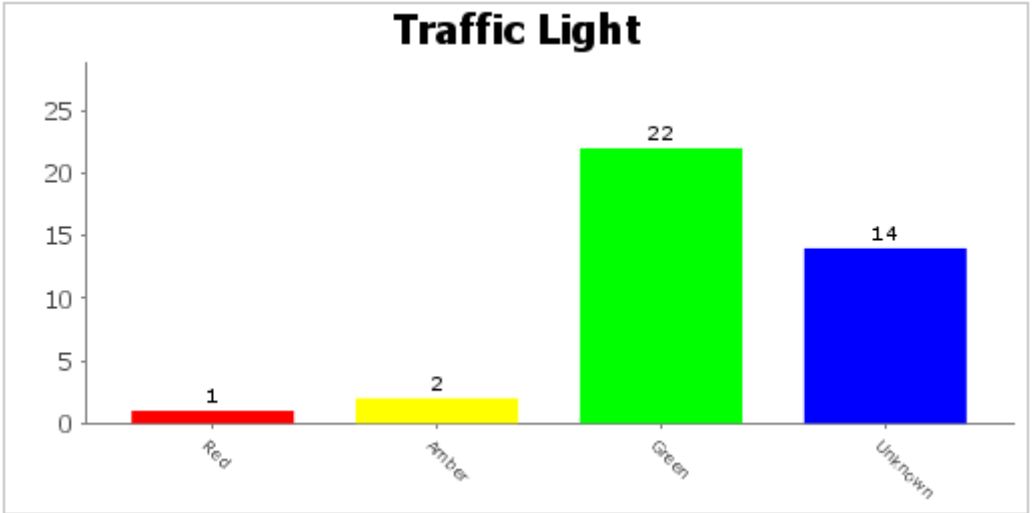
Early intervention remains a priority and school inclusion remains a focus and the Youth justice team are to pilot an increased presence in schools to ensure earliest possible engagement with challenging behaviour. A 'Youth MAPPA' approach is being developed to address the most high risk young people and develop a strong Youth Justice Team response. Training/input is planned for Children and Families Teams across West Lothian in order to discuss the use of Movement Restriction Orders (MRC's) as an alternative to custody, secure care and residential school.

Going Forward

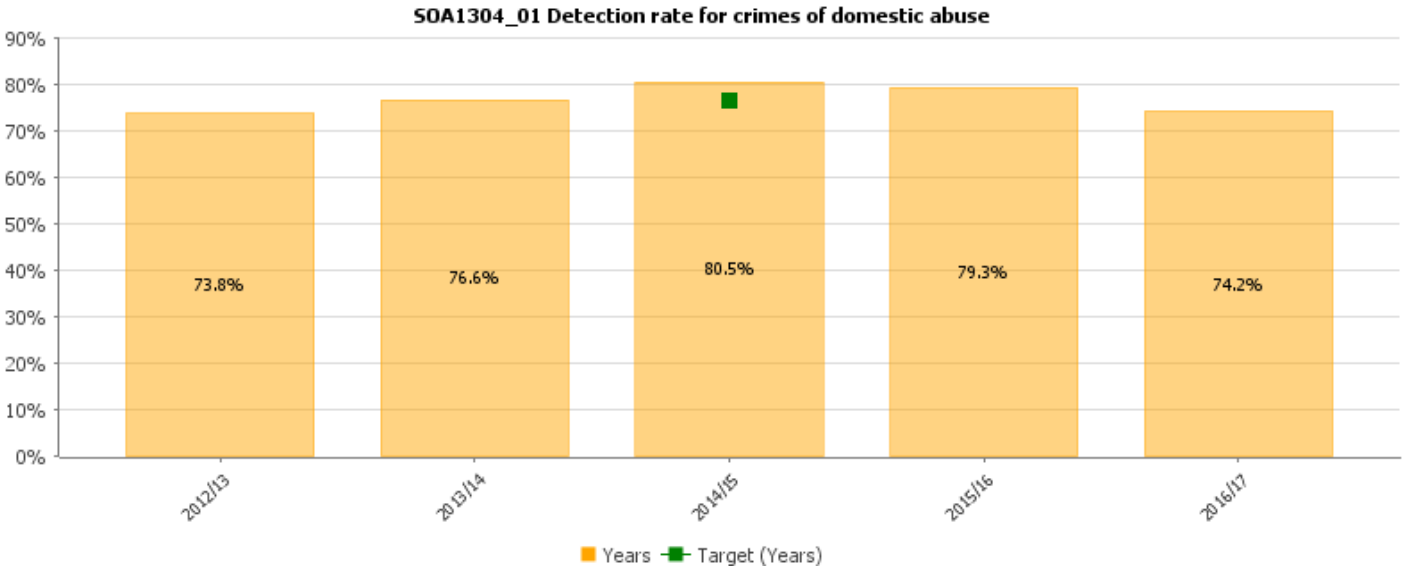
Community Safety Partners remain committed to working together to prevent antisocial behaviour / crimes and quell disturbances within our communities. Partners are aware of the challenging economic environment and the changes that will require to be made in order that service delivery remains throughout a period of change. There will be strength in maintaining the close working partners currently have and there is a drive to focus on continuity where possible and a willingness to accept change in service delivery where it is presented. This attitude to maintaining a strong partnership front will be the driver in taking forward community safety issues in the coming year to continue to meet demand and maintain positive outcomes for West Lothian communities.

SOA13: R10.3:_Community Safety Forum : Compliance Report

Generated on: 08 November 2017 10:19



Performance Indicator	**SOA1304_01 Detection rate for crimes of domestic abuse**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the detection rate for crimes of domestic abuse	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



Following full validation of year-end figures the detection rate for 2015/16 is 79.3%. The detection rate for crimes of domestic abuse 2016/17 is 74.2%. This figure is a decrease of 5.1% on last years figure. Overall incidents of domestic abuse are 1.9% higher than last year with 41 more incidents reported this year; 2224 incidents compared to 2183 incidents last year.

Whilst continuing to seek an overall reduction in reports, the small increase in reported incidents is believed to be attributed to an increase in public confidence in the police and partner agency response. There has also been a large reduction in domestic bail offences which displays the robust processes in place regarding bail condition compliance are showing positive results.

The West Lothian DAIU continue to target those perpetrators who pose the highest risk through the monthly MATAC process as well as proactive investigations seeking to evidence past violent offending in order to report the circumstances to the Procurator Fiscal. DAIU staff continue to attend national domestic abuse training courses to ensure that they remain current. The investigation of domestic packs (where a perpetrator remains outstanding) in West Lothian continues to be managed through a robust process where a dedicated resource continually assess risk and allocate

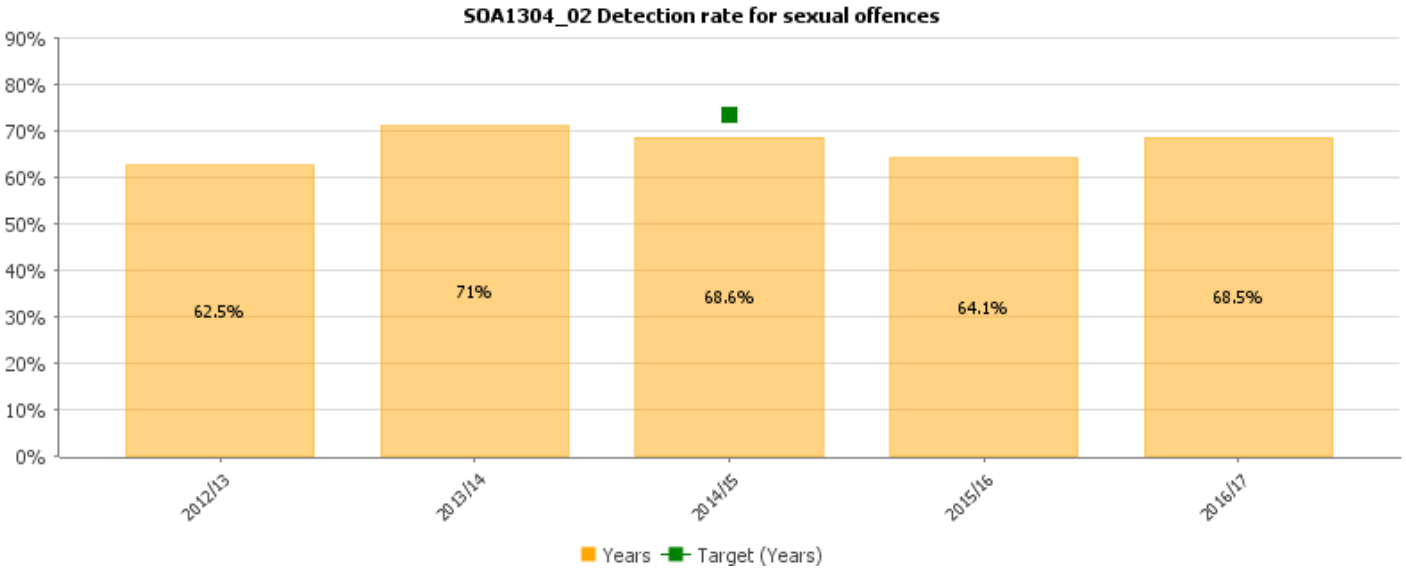
Notes on Latest Data Entry

12-Oct-2017 Following full validation of year-end figures the detection rate for 2015/16 is 79.3%. The detection rate for crimes of domestic abuse 2016/17 is 74.2%. This figure is a decrease of 5.1% on last years figure. Overall incidents of domestic abuse are 1.9% higher than last year with 41 more incidents reported this year; 2224 incidents compared to 2183 incidents last year.

Whilst continuing to seek an overall reduction in reports, the small increase in reported incidents is believed to be attributed to an increase in public confidence in the police and partner agency response. There has also been a large reduction in domestic bail offences which displays the robust processes in place regarding

actions to expediate the process, this is proving a very effective method. Within West Lothian we continue to identify high-risk domestic abuse cases and utilise specialist officers and a partnership approach to investigate and to provide safety plans in respect of both female and male victims. It is worthy of note that detection rates for crimes of domestic abuse are down across the country at the moment. By way of explanation, in 2016, feedback was received from COPFS that a large number of domestic abuse cases submitted to them for consideration of prosecution lacked sufficient evidence, and therefore were marked as 'no proceedings'. Following extensive work across agencies a domestic abuse report template for use in all domestic abuse cases was rolled out for mandatory use nationally in December 2016. This provided clearer guidance on the issue of counter complaints and evidential requirements, resulting in a noticeable drop in counter allegations submitted as a separate report and has impacted on the detection rates across the country. It is believed that the current detection rate is reflective of the consistent efforts to ensure that cases are now presented to the COPFS with sufficient evidence to proceed with prosecution. Anecdotal feedback from COPFS confirms that there has been an improvement in the quality of the domestic abuse cases across Scotland with a high conviction rate recorded.	bail condition compliance are showing positive results.

Performance Indicator	**SOA1304_02 Detection rate for sexual offences**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the detection rate for sexual offences	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



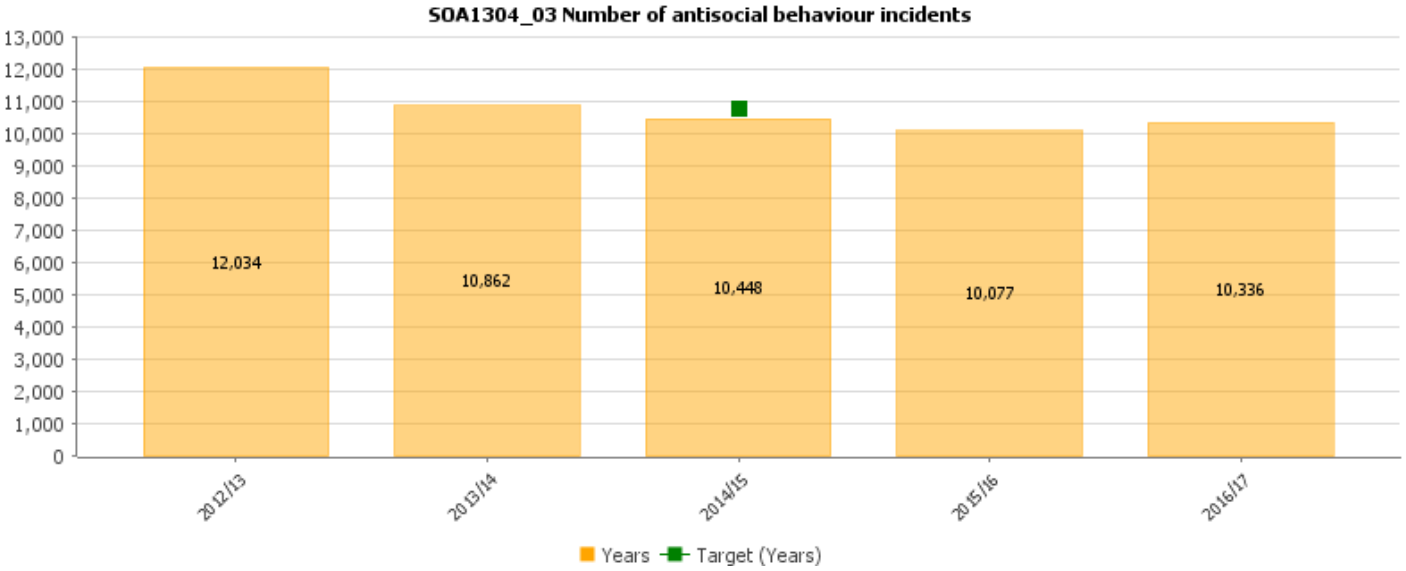
The 2016/17 detection rate for sexual offences is 68.5%. This is an increase of 4.4% on last years figure and is reflective of the extensive multiagency work that we continue to carry out, the number of resources allocated to the investigation of sexual offences and the continuous support provided to the victims of these crimes. This rise in detection rates comes against a significant increase in reported offences.

Analysis further shows an increase in historical reports of sexual crime. Significant resources are allocated to Operation Forseti, a high profile investigation focusing on the historical sexual abuse of children in institutional care in Scotland. This demonstrates Police Scotland's commitment to keeping children and adults safe and to investigating recent and historical crimes of sexual abuse.

Notes on Latest Data Entry

12-Oct-2017 The 2016/17 detection rate for sexual offences is 68.5%. This is an increase of 4.4% on last years figure and is reflective of the extensive multiagency work that we continue to carry out, the number of resources allocated to the investigation of sexual offences and the continuous support provided to the victims of these crimes. This rise in detection rates comes against a significant increase in reported offences.

Performance Indicator	**SOA1304_03 Number of antisocial behaviour incidents**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the number of antisocial behaviour incidents	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



The number of antisocial behaviour incidents for 2016/17 is 10,336. This is an increase of 259 incidents from 2015/16.

Despite this rise, the partnership governance arrangements in place ensure our approach to antisocial behaviour remains effective. The Community Safety Unit and local community sergeants continue to coordinate the response to antisocial behaviour issues across the county and this approach has been successful in identifying hot spot locations and assisting in resource deployment. In addition to this, there have been multiple initiatives undertaken throughout the period to address emerging and established threats, some of which have been recognised locally and nationally as Best Practice.

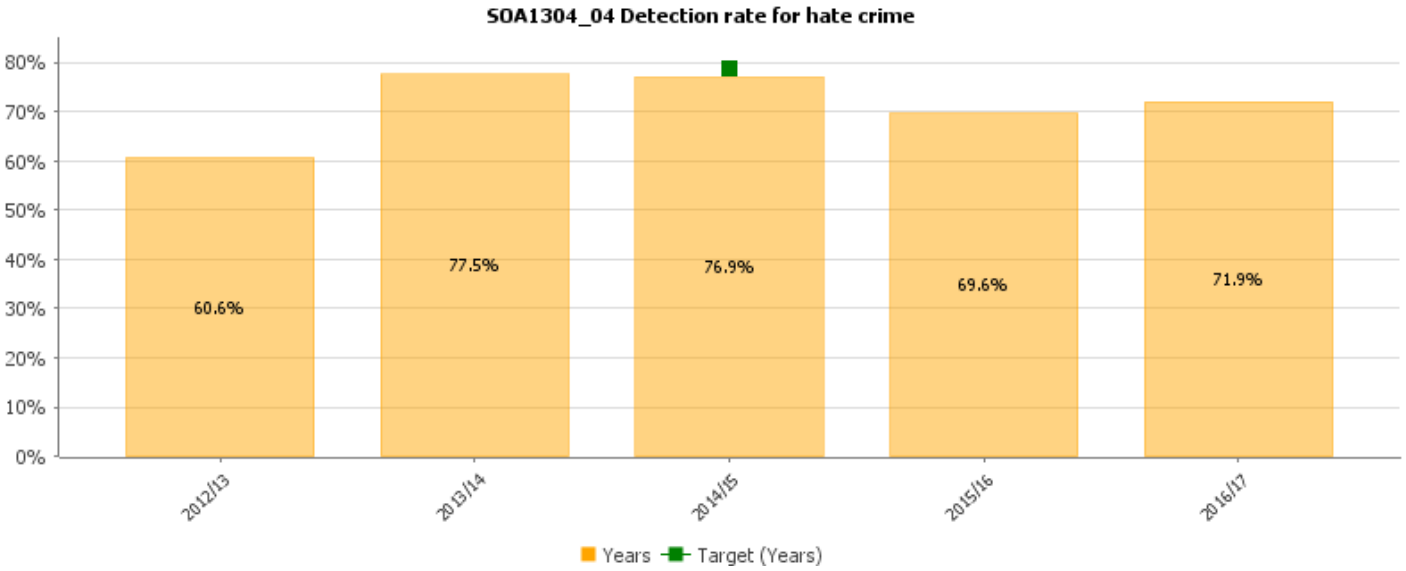
One such initiative, Operation Pinpoint was launched in 2016. This multiagency initiative is aimed at improving public safety, promoting crime prevention and enhancing community pride within an identified local area.

This included the distribution of information packs to local residents with Crime Prevention leaflets, Community Safety information and signposting to work already being undertaken in the local area.

Notes on Latest Data Entry

The initiative also sees an increased police and multiagency presence in the area with enforcement activity, police surgeries, crime prevention advice shops and the promotion of the Community Safety Partnership priorities. By working intelligently with partners to tackle the harm caused by anti social behaviour and prevent criminality through education, early and effective intervention and enforcement we continue to deliver Operation Pinpoint and other initiatives across West Lothian to improve the quality of life for our local communities	

Performance Indicator	**SOA1304_04 Detection rate for hate crime**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the detection rate for hate crime	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



Following full validation of year-end figures the detection rate for 2015/16 is 69.6%. The detection rate for hate crimes in 2016/17 is 71.9%.

There has been significant national and international events together with a changing political landscape 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. It is pleasing therefore that despite this there has been an increase in detection.

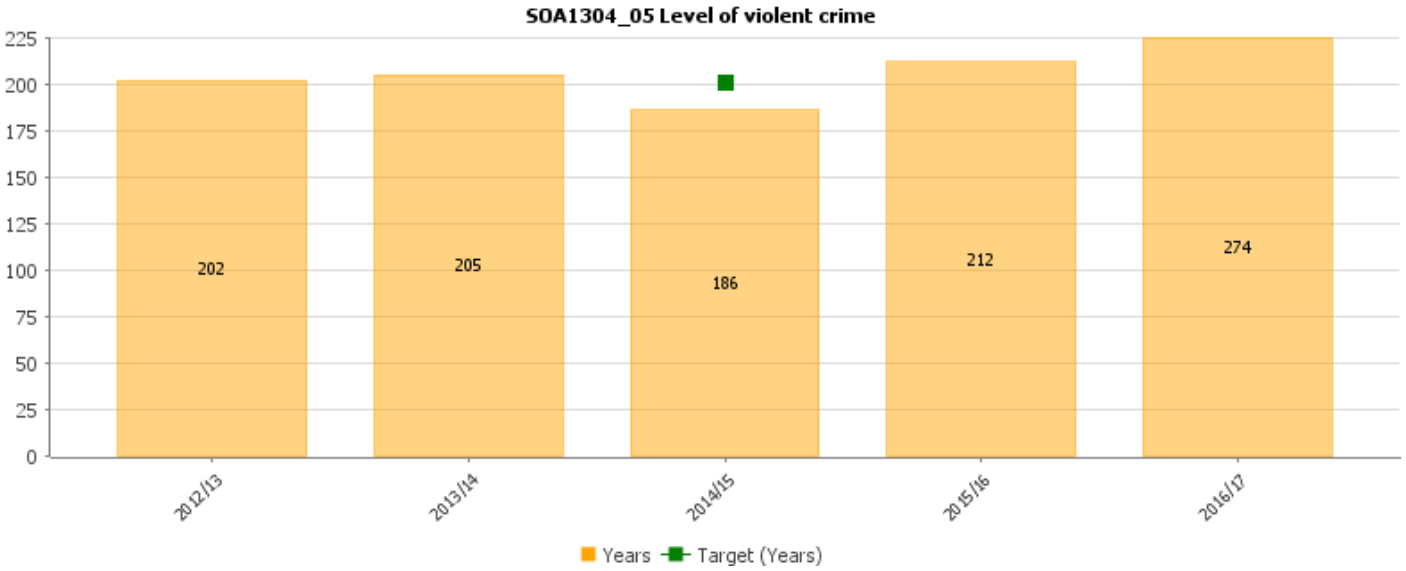
The investigation of Hate Crime continues to be a key priority for Police in West Lothian and we have carried out significant work in conjunction with partners to ensure victims of Hate Crime have the confidence to report incidents and that they are suitably supported in doing so. We also have established 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.

Notes on Latest Data Entry: 12-Oct-2017

Following full validation of year-end figures the detection rate for 2015/16 is 69.6%. The detection rate for hate crimes in 2016/17 is 71.9%.

There has been significant national and international events together with a changing political landscape 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. It is pleasing therefore that despite this there has been an increase in detection

Performance Indicator	**SOA1304_05 Level of violent crime**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the level of violent crime	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



Following full validation of year-end figures the rate for 2015/16 is 212. The level of violent crime for 2016/17 is 274.

The level of violent crime has increased, however this may be partly attributable to changes in the classification of serious assaults, which has impacted on the volume of serious, violent crimes recorded.

Significant work has been undertaken to address the rise in violent crime in West Lothian and this is reflected in the detection rates, which are very high. A significant amount of 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 and allocating resources to our nighttime economy initiatives.

Notes on Latest Data Entry

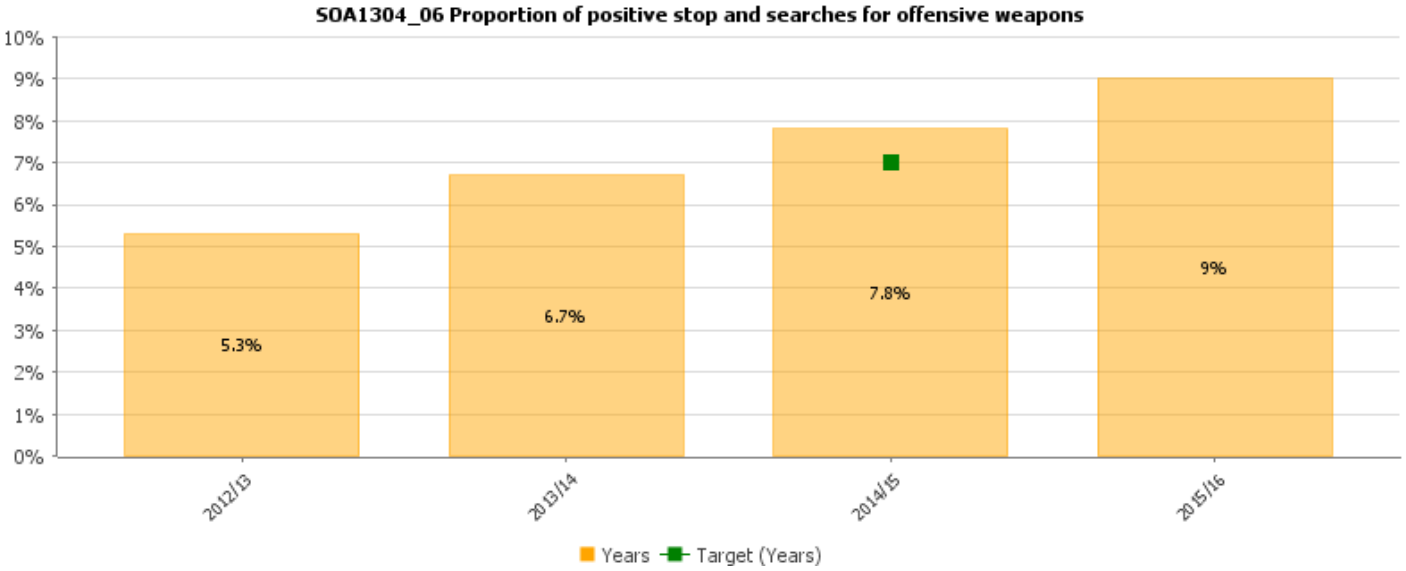
12-Oct-2017 Following full validation of year-end figures the rate for 2015/16 is 212. The level of violent crime for 2016/17 is 274.

The level of violent crime has increased, however this may be partly attributable to changes in the classification of serious assaults, which has impacted on the volume of serious, violent crimes recorded.

Significant work has been undertaken to address the rise in violent crime in West Lothian and this is reflected in the detection rates, which are very high. A significant amount of 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 and allocating resources to our nighttime economy initiatives.

Performance Indicator	**SOA1304_06 Proportion of positive stop and searches for offensive weapons**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the proportion of positive stop and searches for offensive weapons	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



Trend Chart Commentary :

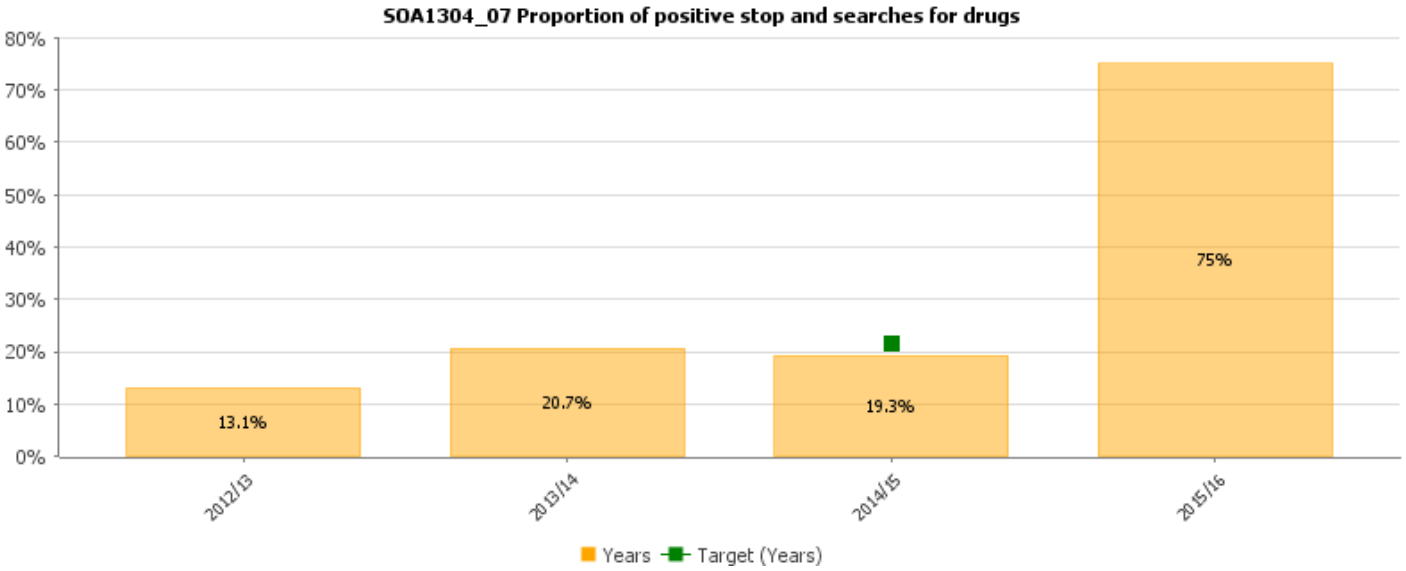
9 positive stop and searches for weapons from 126 searches - 511 completed searches (1st June-31st March - change of recording mechanism - figures prior to this cannot be compared).

The Police Scotland performance reporting unit no longer provide statistics relating to positive stop searches for offensive weapons, as such no data is available for the reporting year 2016/2017.

Notes on Latest Data Entry

12-Oct-2017 The Police Scotland performance reporting unit no longer provide statistics relating to positive stop searches for offensive weapons, as such no data is available for the reporting year 2016/2017.

Performance Indicator	**SOA1304_07 Proportion of positive stop and searches for drugs**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the proportion of positive stop and searches for drugs	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



Trend Chart Commentary :

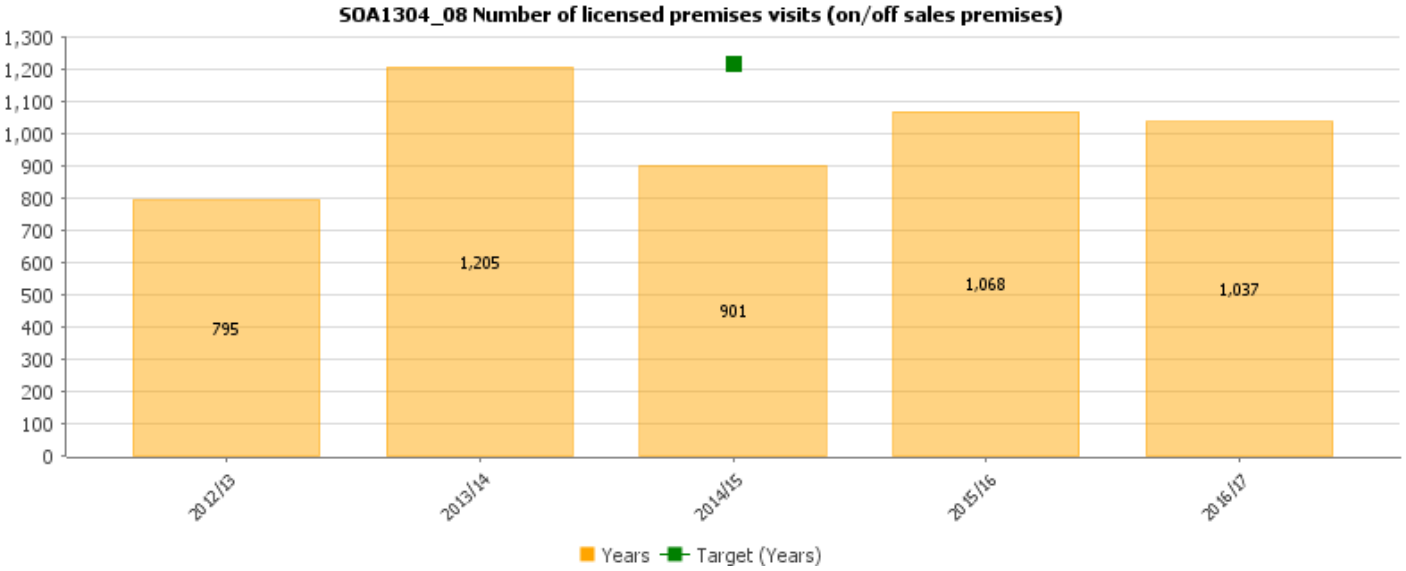
95 positive stop and searches for drugs from 126 searches - 511 completed searches (1st June-31st March - change of recording mechanism - figures prior to this cannot be compared).

The Police Scotland performance reporting unit no longer provide statistics relating to positive stop searches for drugs, as such no data is available for the reporting year 2016/2017.

Notes on Latest Data Entry

12-Oct-2017 The Police Scotland performance reporting unit no longer provide statistics relating to positive stop searches for offensive weapons, as such no data is available for the reporting year 2016/2017.

Performance Indicator	**SOA1304_08 Number of licensed premises visits (on/off sales premises)**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the number of licensed premises visits (on/off sales premises)	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



The number of licensed premises visits for 2016/17 is 1037.

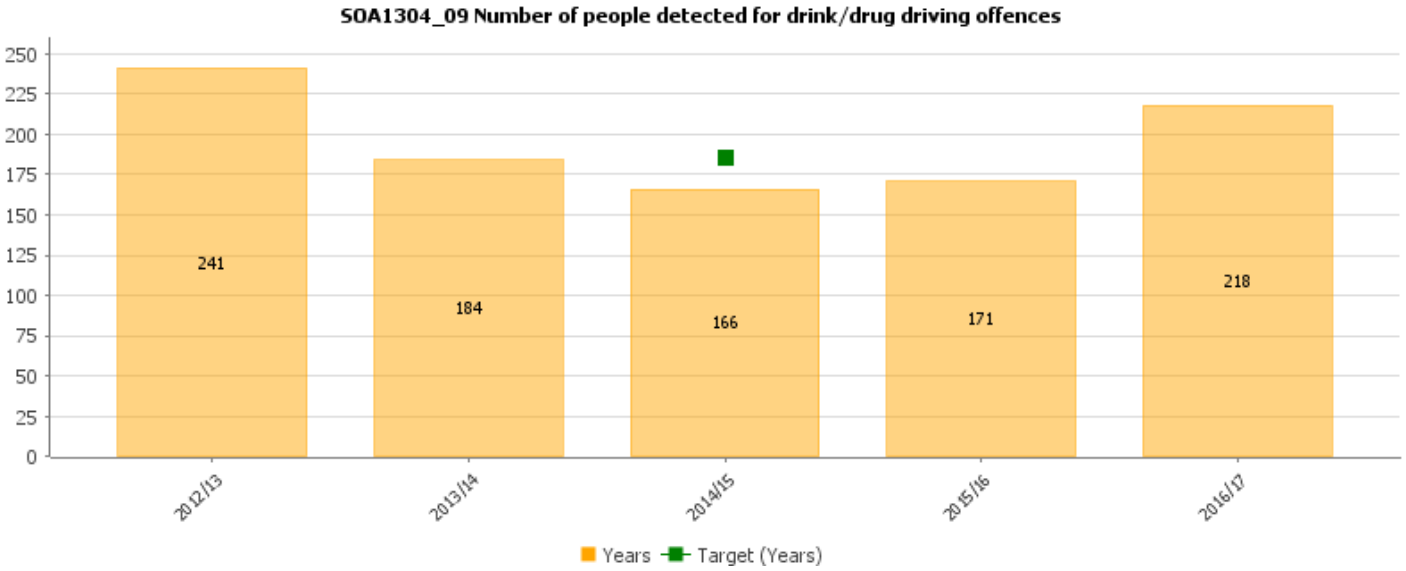
Whilst figures indicate a slight reduction in the number of visits, a new national licensed premise database was introduced during the reporting year and confusion regarding recording amongst officers resulted in under reporting of visits initially. This has since been rectified through extensive training.

Notes on Latest Data Entry

12-Oct-2017 The number of licensed premises visits for 2016/17 is 1037.

Whilst figures indicate a slight reduction in the number of visits, a new national licensed premise database was introduced during the reporting year and confusion regarding recording amongst officers resulted in under reporting of visits initially. This has since been rectified through extensive training.

Performance Indicator	**SOA1304_09 Number of people detected for drink/drug driving offences**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the number of people detected for drink/drug driving offences	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



Following full validation of year-end figures the number of detections for 2015/16 is 171. The number of detections for drink/drug driving offences in 2016/17 is 218.

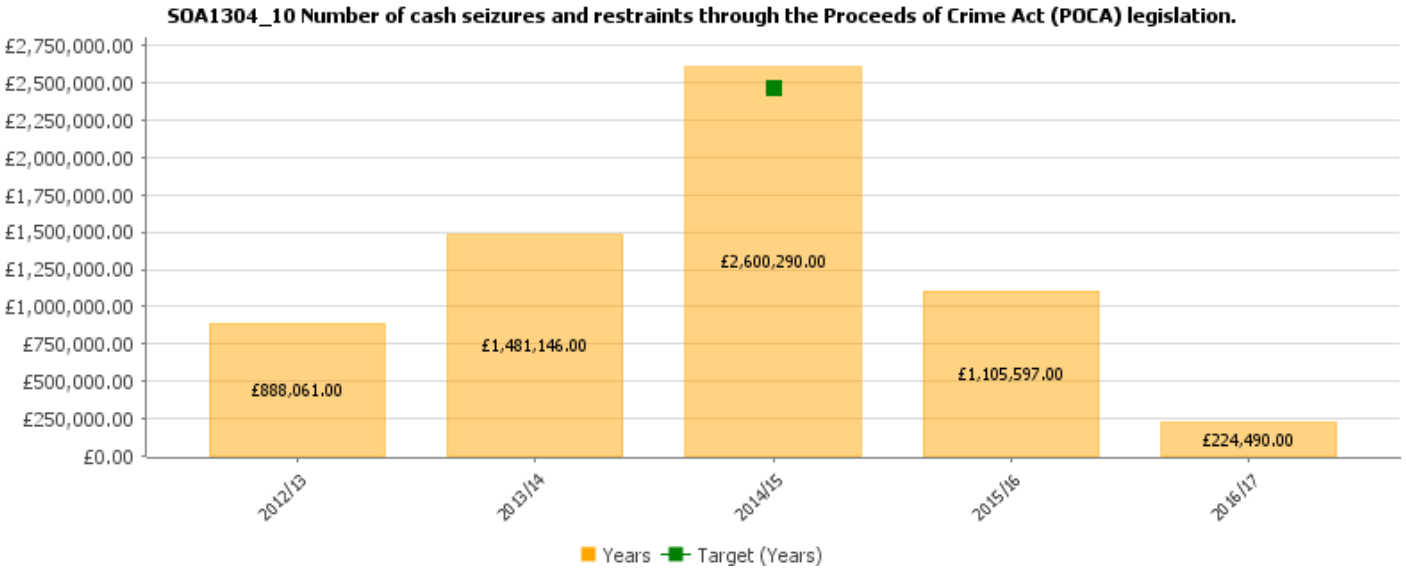
Road safety initiatives continue, with local community policing teams supporting road policing officers on both local and national campaigns. Making our roads safer remains a National Priority for Police Scotland with work undertaken in West Lothian across schools and colleges to educate young drivers 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.

Notes on Latest Data Entry

12-Oct-2017 Following full validation of year-end figures the number of detections for 2015/16 is 171. The number of detections for drink/drug driving offences in 2016/17 is 218.

The rise in detections is likely to be attributable to local and national campaigns and road safety initiatives.

Performance Indicator	**SOA1304_10 Number of cash seizures and restraints through the Proceeds of Crime Act (POCA) legislation.**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the number of cash seizures and restraints through the Proceeds of Crime Act (POCA) legislation.	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson



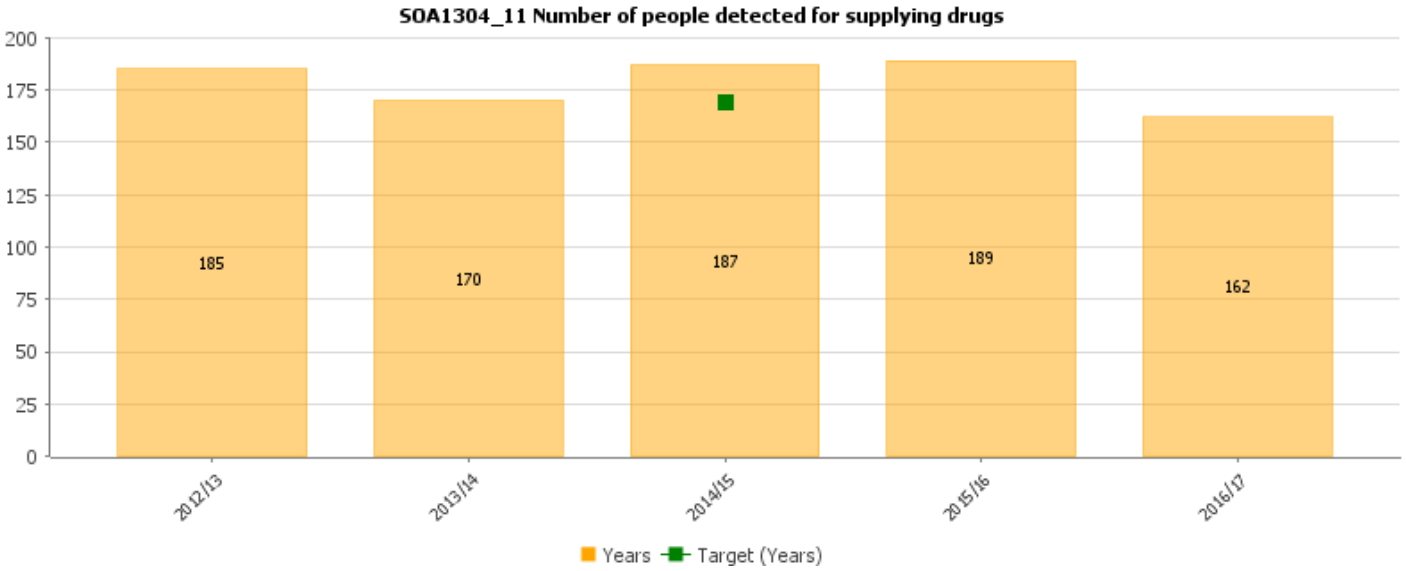
West Lothian has seen the seizure and restraint of £224.490.00. The total amount of seizures is not easy to quantify locally as a large number of seizures will be attributed to an overall divisional or national total as organised crime networks extend beyond a local level. In addition, the totals vary year on year in line with the profile and nature of Organised Crimes group operating in the area at any given time.

Extensive work continues to be undertaken to prevent serious organised crime and target, disrupt and deter those involved as well as identifying and addressing the problems caused by organised crime groups and divert individuals from using the products of Serious Organised Crime.In 2016, Operation Heathyard saw four men charged following an operation to tackle human trafficking and serious organised crime in West Lothian. This operation, led by CID in West Lothian and supported by partners including West Lothian Council, National Crime Agency and Greater Manchester Police, saw a number of warrants executed and detentions from addresses in Livingston, Bathgate and Salford with arrests in connection with human trafficking offences, involvement in serious and organised crime, and a sexual offence being reported for consideration of prosecution. This operation was the result of a complex and lengthy investigation into serious and organised crime involving foreign nationals centred on West Lothian.

Notes on Latest Data Entry

12-Oct-2017 West Lothian has seen the seizure and restraint of £224.490.00. 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 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.

Performance Indicator	**SOA1304_11 Number of people detected for supplying drugs**	**Partner Organisation**	CPP13_Police
Description	This indicator measures the number of people detected for supplying drugs	**Responsible Officer(s)**	SOA13_Area Commander(Chief Inspector Barry Blair); Tamar Jamieson
		Data Collection Officer(s)	SOA13_Community Safety Partnership Analyst 2(Kenneth Milne); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford); Tamar Jamieson

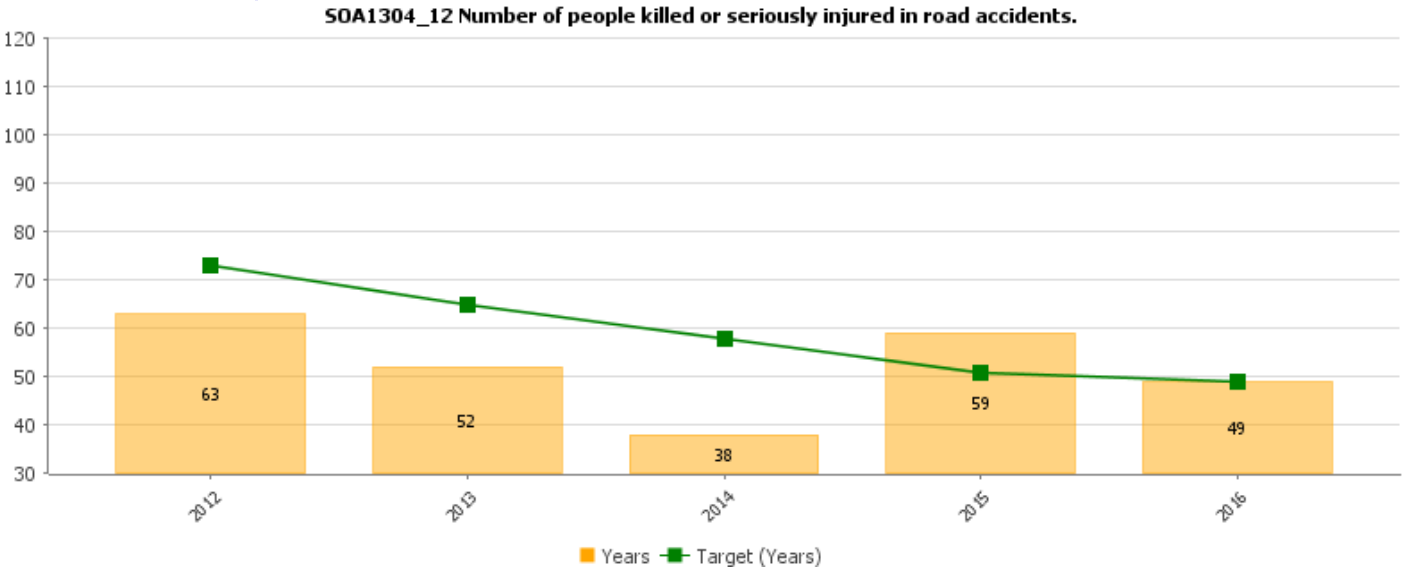


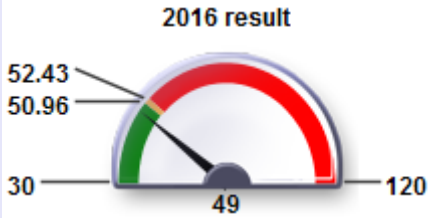
Following full validation of year-end figures the number of people detected for supplying drugs in 2015/16 is 189. The number detected in 2016/17 is 162. Police in West Lothian continue to operate dedicated teams of officers who continue to gather intelligence and execute warrants to tackle drug supply. 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.

In West Lothian we continue to deliver Operation Sandorne, which targets drug dealing amongst schoolchildren. Formed following the suspected drugs death of a school pupil who died after taking ecstasy tablets supplied by another pupil, Operation Sandorne delivers a zero tolerance approach to drug dealing within this peer group, with police officers taking fast executive action in response to information regarding drug dealing alongside effective interventions for those children and young persons identified as being involved in drugs supply. Providing a multi agency approach to drug supply, supporting interventions and prevention through education, Operation Sandorne has had considerable success, including the recovery of drugs with a street value of £71,240 to date.

Notes on Latest Data Entry

Performance Indicator	**SOA1304_12 Number of people killed or seriously injured in road accidents.**	**Partner Organisation**	CPP13_West Lothian Council
Description	This performance indicator measures the number of people killed or seriously injured in road accidents within West Lothian on an annual basis. This performance indicator combines the separate targets for reducing the number of people killed and seriously injured in line with the Scottish Governments Road Safety Framework. Casualty reduction targets for West Lothian are set out in the Road Safety Plan 2012-2015. Data is collected by Police Scotland and published annually by the Scottish Government. Data is for calendar year.	**Responsible Officer(s)**	SOA13_Transportation Manager(Graeme Malcolm); zOPSHQ_PIAdmin; Yvonne Beresford; Sarah Kelly
		Data Collection Officer(s)	Kevin Hamilton





Trend Chart Commentary: This performance indicator shows the number of people killed or seriously injured in road accidents within West Lothian as published annually by the Scottish Government. This indicator a combination of the separate casualty reduction targets for the number of people killed and the number of people seriously injured in line with Scottish Government national casualty reduction targets.

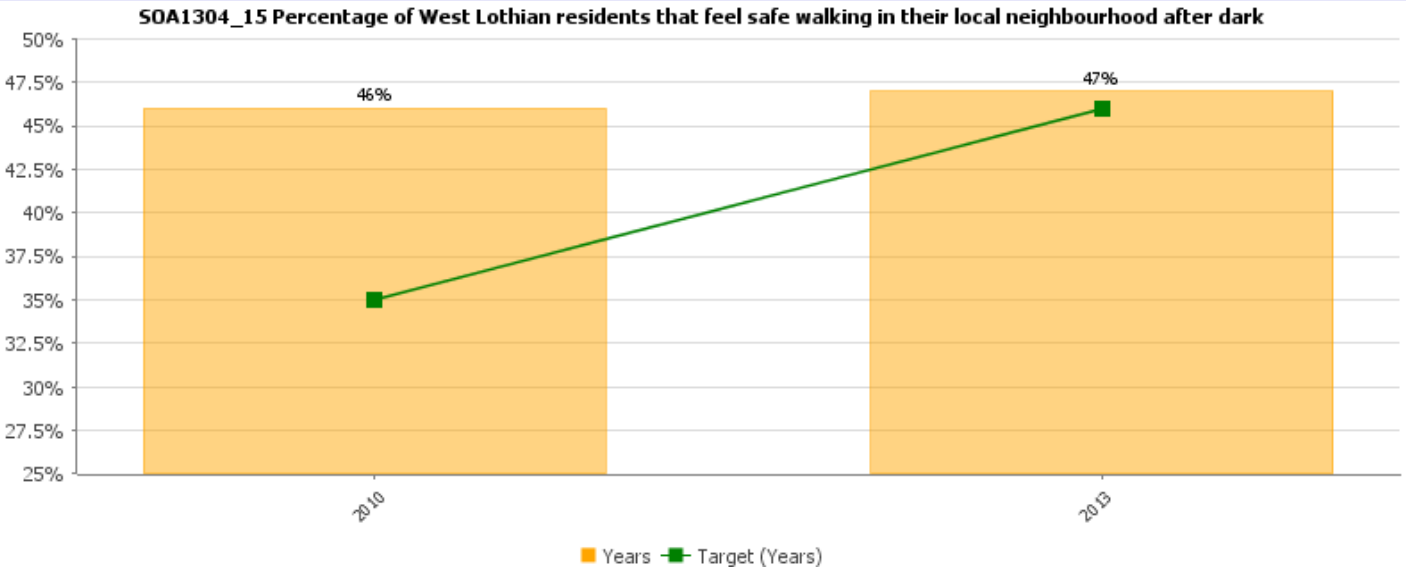
There was a reduction in the number of people killed and seriously injured in West Lothian in 2016 compared to 2015. However, the figures for 2015 were higher than would be expected due to a marked increase in accidents on motorways in that year. The provisional figures for 2016 show there were 49 people killed or seriously injured, a reduction of nearly 17% on 2015. Sadly, there were 7 people killed in West Lothian in 2016.

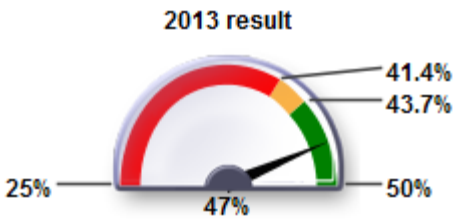
The figures for 2016 are back on the notional target line after two years of significant variation. Finally, it should be noted that good performance is illustrated by the number of road accidents being below the target line.

Notes on Latest Data Entry

15-Jun-2017 Provisional figure is 49 - data source: Key Road Casualties Scotland 2016, Table 11 (Scottish Government, June 2017) - extracted from: https://www.transport.gov.scot/media/39307/sct05174402361.pdf on 25 June 2017.

Performance Indicator	**SOA1304_15 Percentage of West Lothian residents that feel safe walking in their local neighbourhood after dark**	**Partner Organisation**	CPP13_West Lothian Council
Description	This is one of the questions included in the 2013 Quality of Life Survey sent to Citizens Panel members and captures the percentage of Citizens Panel members that feel safe walking alone in their local area after dark. The question was also included in the 2010 and 2007 Quality of Life Surveys. This indicator is a measure against the SOA outcome, 'We live in resilient, cohesive and safe communities'. West Lothian's Citizens Panel was established by the CPP in 1999 to identify people's views on various aspects relating to living in West Lothian. Up until 2010, panel membership stood at approximately 2800 members. The panel was refreshed in 2013 and membership now stands at approximately 3,100 members. The demographic profile of the refreshed Panel is representative of the West Lothian population in terms of age, gender, multi member ward, tenure and ethnicity. Results from the latest Quality of Life Survey will be available in early 2018.	**Responsible Officer(s)**	SOA13_Community Planning Development Officer 1(Susan Gordon)
		Data Collection Officer(s)	SOA13_Community Planning Development Officer 1(Susan Gordon); SOA13_Community Planning Development Officer 2(Joanna Anderson)

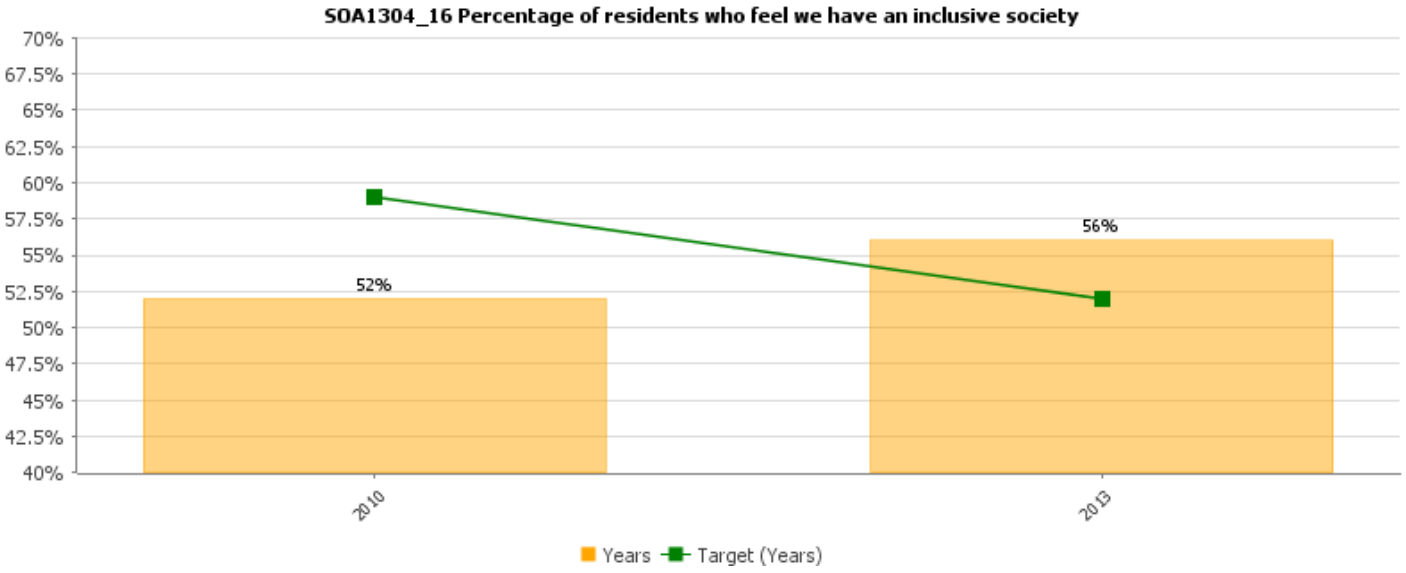


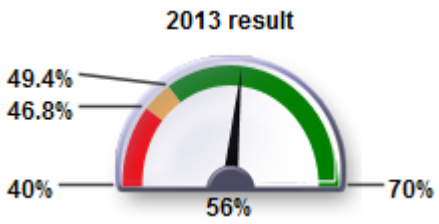


Trend Chart Commentary: Encouragingly, the proportion of respondents stating they feel safe walking in their local neighbourhood after dark (47%) has marginally increased from the 2010 Quality of Life Survey, where 46% stated they felt safe in this situation. This is a significant improvement from the 2007 figures which stood at 34%. Results from the Quality of Life Survey 2016 will be available in summer 2017.

Notes on Latest Data Entry

Performance Indicator	**SOA1304_16 Percentage of residents who feel we have an inclusive society**	**Partner Organisation**	CPP13_West Lothian Council
Description	This is one of the questions included in the 2013 Quality of Life Survey sent to Citizens Panel members and captures the percentage of Citizens Panel members that feel we have an inclusive society. The question was also included in the 2010 and 2007 Quality of Life Surveys. This indicator is a measure against the SOA outcome, 'We live in resilient, cohesive and safe communities'. West Lothian's Citizens Panel was established by the CPP in 1999 to identify people's views on various aspects relating to living in West Lothian. Up until 2010, panel membership stood at approximately 2800 members. The panel was refreshed in 2013 and membership now stands at approximately 3,100 members. The demographic profile of the refreshed Panel is representative of the West Lothian population in terms of age, gender, multi member ward, tenure and ethnicity. Results from the latest Quality of Life Survey will be available in early 2018.	**Responsible Officer(s)**	SOA13_Community Planning Development Officer 1(Susan Gordon)
		Data Collection Officer(s)	SOA13_Community Planning Development Officer 1(Susan Gordon); SOA13_Community Planning Development Officer 2(Joanna Anderson)

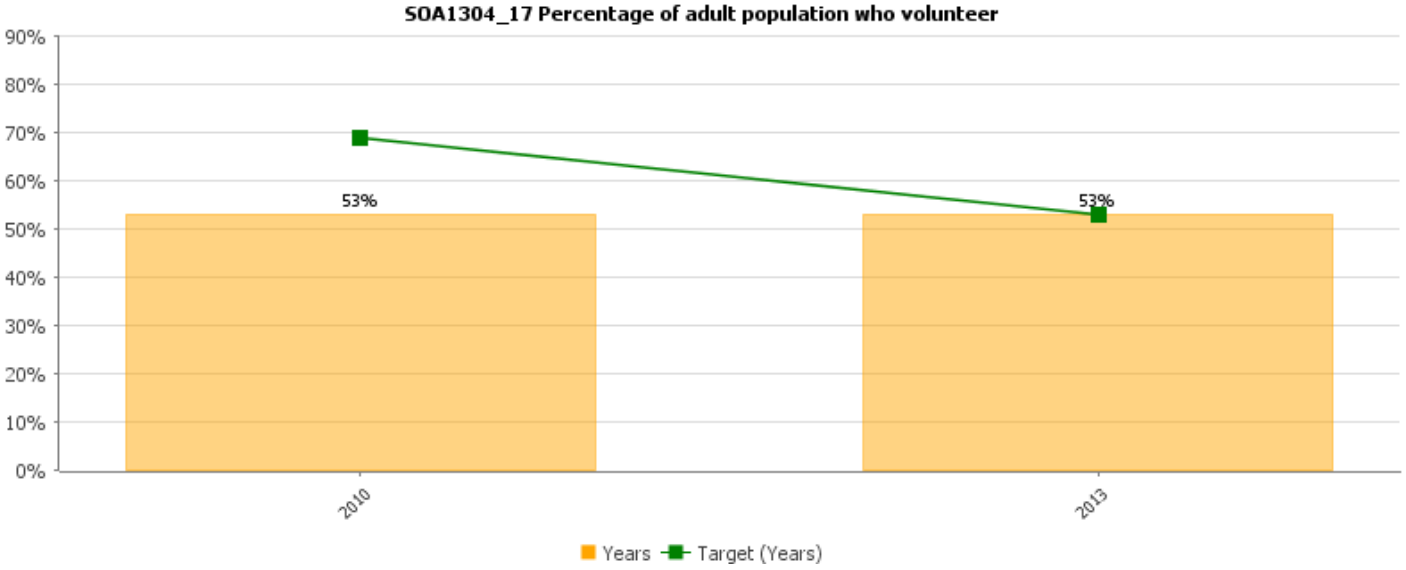


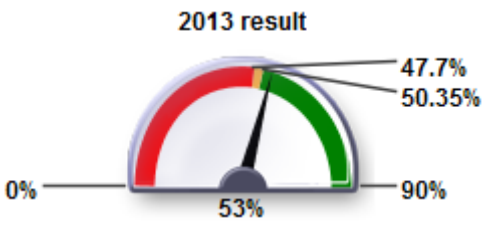


Trend Chart Commentary: The proportion of Citizens Panel members who feel we have an inclusive society has increased from 52% in 2010 to 56% in 2013. 10% disagreed with this in comparison to 12% in 2007. Members are asked if they feel that their community is a place where people from different backgrounds get on well together. Results from the Quality of Life Survey 2016 will be available in summer 2017.

Notes on Latest Data Entry

Performance Indicator	**SOA1304_17 Percentage of adult population who volunteer**	**Partner Organisation**	CPP13_West Lothian Council
Description	This indicator measures the percentage of Citizens Panel respondents that have given unpaid help in the last 12 months to a group, club or organisation. This question was included in the 2007, 2010 and 2013 Quality of Life Surveys. West Lothian's Citizens Panel was established by the CPP in 1999 to identify people's views on various aspects relating to living in West Lothian. Up until 2010, panel membership stood at approximately 2,800 members. The panel was refreshed in 2013 and membership now stands at approximately 3,100 members. The demographic profile of the refreshed Panel is representative of the West Lothian population in terms of age, gender, multi member ward, tenure and ethnicity. 1,764 members responded to the 2013 survey. It should be noted that Citizens Panel members are by their nature volunteers and it is expected that a higher than average number would agree to have carried out some form of volunteering. Results from the latest Quality of Life Survey will be available in early 2018.	**Responsible Officer(s)**	SOA13_Community Planning Development Officer 1(Susan Gordon)
		Data Collection Officer(s)	SOA13_Community Planning Development Officer 1(Susan Gordon); SOA13_Community Planning Development Officer 2(Joanna Anderson)





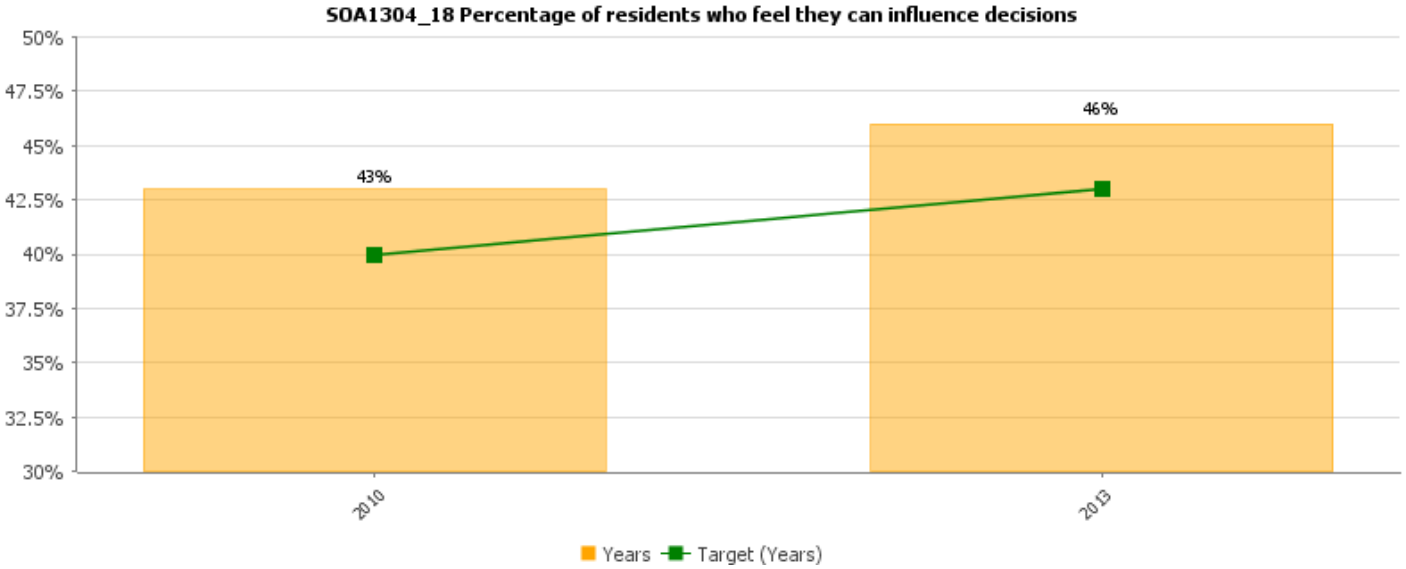
Trend Chart Commentary:

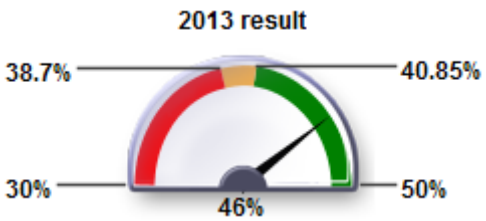
In 2013, just over half of respondents (53%) stated that they have given unpaid help in the last 12 months to a group, club or organisation, no change from the 2010 figure. Most commonly, this was given to children's education or schools (18%) followed by local community or neighbourhood groups

Notes on Latest Data Entry

(15%), hobbies/ recreation or arts groups (14%) and sports or exercise groups (13%). Older respondents were more likely to volunteer than younger residents. Analysis by multi member ward indicates that respondents in Linlithgow were significantly more likely to have given unpaid help over the last 12 months (64%) whereas respondents in Armadale & Blackridge were least likely to have done so (45%). Help was provided most frequently (at least once per week) for faith groups (54%), sports or exercise groups (46%) and hobbies/ recreation or arts groups (35%). Results from the Quality of Life Survey 2016 will be available in summer 2017.	

Performance Indicator	**SOA1304_18 Percentage of residents who feel they can influence decisions**	**Partner Organisation**	CPP13_West Lothian Council
Description	This is one of the questions included in the 2013 Quality of Life Survey sent to Citizens Panel members and captures the percentage of Citizens Panel members that feel that they are able to have some influence on decisions taken by the council and partners on issues affecting communities. This question was also included in the 2010 and 2007 Quality of Life Surveys. This indicator is a measure against the SOA outcome, 'We live in resilient, cohesive and safe communities'. West Lothian's Citizens Panel was established by the CPP in 1999 to identify people's views on various aspects relating to living in West Lothian. Up until 2010, panel membership stood at approximately 2800 members. The panel was refreshed in 2013 and membership now stands at approximately 3,100 members. The demographic profile of the refreshed Panel is representative of the West Lothian population in terms of age, gender, multi member ward, tenure and ethnicity. Results from the latest Quality of Life Survey will be available in early 2018.	**Responsible Officer(s)**	SOA13_Community Planning Development Officer 1(Susan Gordon)
		Data Collection Officer(s)	SOA13_Community Planning Development Officer 1(Susan Gordon); SOA13_Community Planning Development Officer 2(Joanna Anderson)

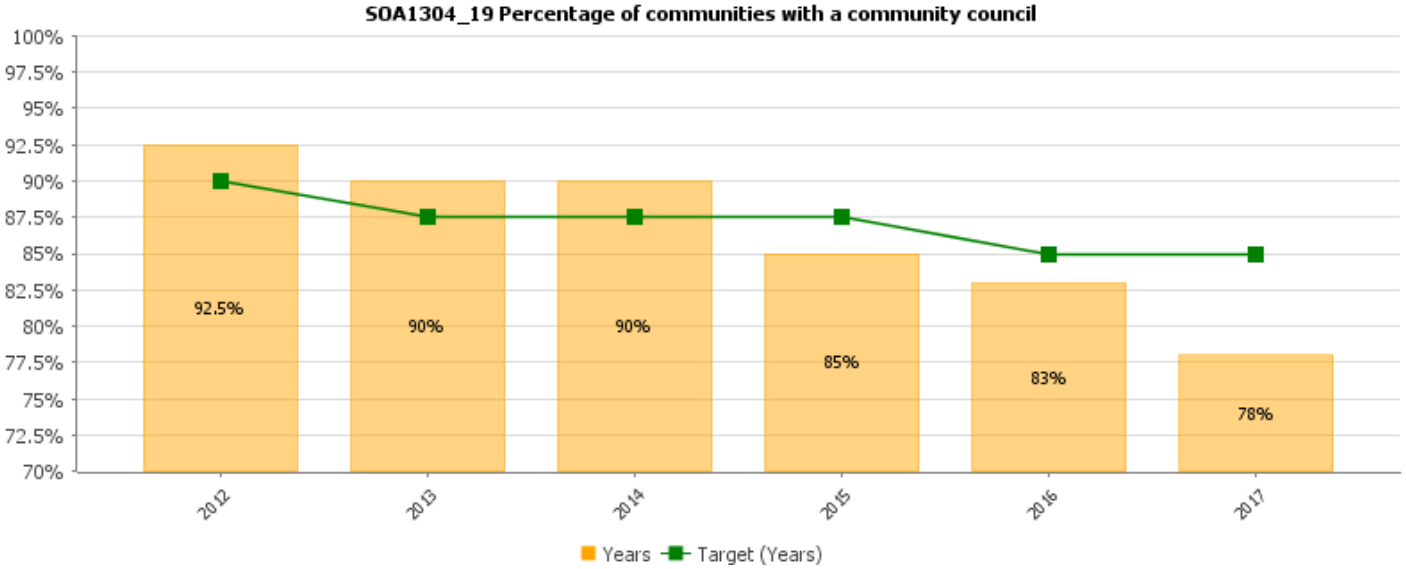


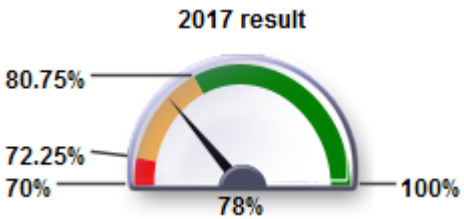


Trend Chart Commentary: There has been an increase in positive perceptions from the Citizens Panel about their ability to influence decisions that are taken about their communities. The 2013 results show that 46% of respondents agree that people in their community can influence decisions. (43% in 2007) This reflects the increased resources the Council and others have committed to engaging and working with communities on issues that affect them. Results from the Quality of Life Survey 2016 will be available in summer 2017.

Notes on Latest Data Entry

Performance Indicator	**SOA1304_19 Percentage of communities with a community council**	**Partner Organisation**	CPP13_West Lothian Council
Description	This indicator measures the percentage of communities in West Lothian that have an active community council. There are 40 potential community council areas in West Lothian. The information comes from the Council, who sets the targets. This indicator is affected by the outcome of community council elections. This indicator is a measure against the SOA outcome, 'We live in resilient, cohesive and safe communities'.	**Responsible Officer(s)**	SOA13_Community Planning Development Officer 2(Joanna Anderson)
		Data Collection Officer(s)	SOA13_Community Planning Development Officer 1(Susan Gordon); SOA13_Community Planning Development Officer 2(Joanna Anderson)



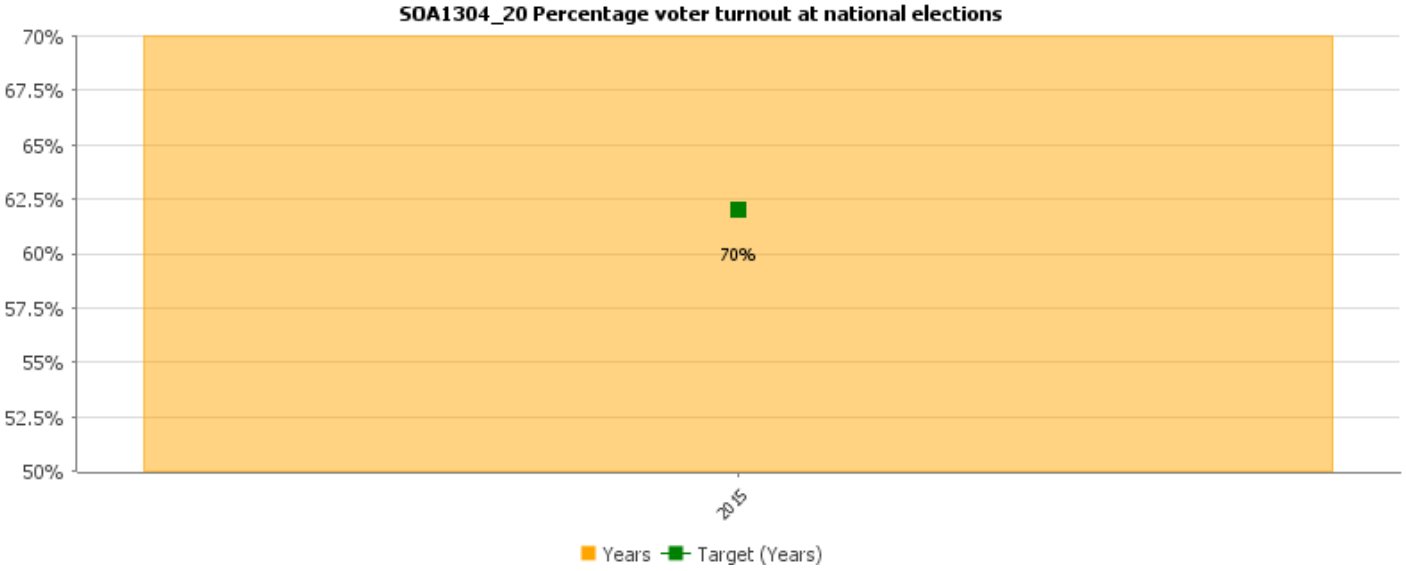


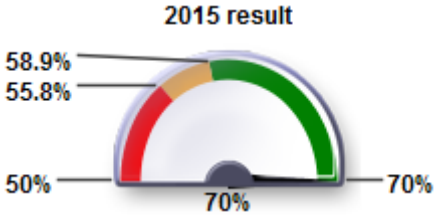
Trend Chart Commentary:

During the October 2017 elections, community councils were set up in 32 areas out of a possible 41. Those areas with no community councils are Breich, Bridgend, Carmondean, Howden, Knightsridge, Longridge, Newton, Seafield and Torphichen. A second calling for nominations will be made in November 2017 which it is hoped will result in an increase in the overall number of community councils in operation.

Notes on Latest Data Entry

Performance Indicator	**SOA1304_20 Percentage voter turnout at national elections**	**Partner Organisation**	CPP13_West Lothian Council
Description	The % of registered voter turnout for the Livingston Constituency in the 2015 General Election. Out of an electorate of 82,373 70% turned out to vote. In 2010, 63.10% turned out to vote (out of an electorate of 75,924) This indicator is a measure against the SOA outcome, 'We live in resilient, cohesive and safe communities'.	**Responsible Officer(s)**	SOA13_Community Planning Development Officer 2(Joanna Anderson)
		Data Collection Officer(s)	SOA13_Community Planning Development Officer 1(Susan Gordon); SOA13_Community Planning Development Officer 2(Joanna Anderson)



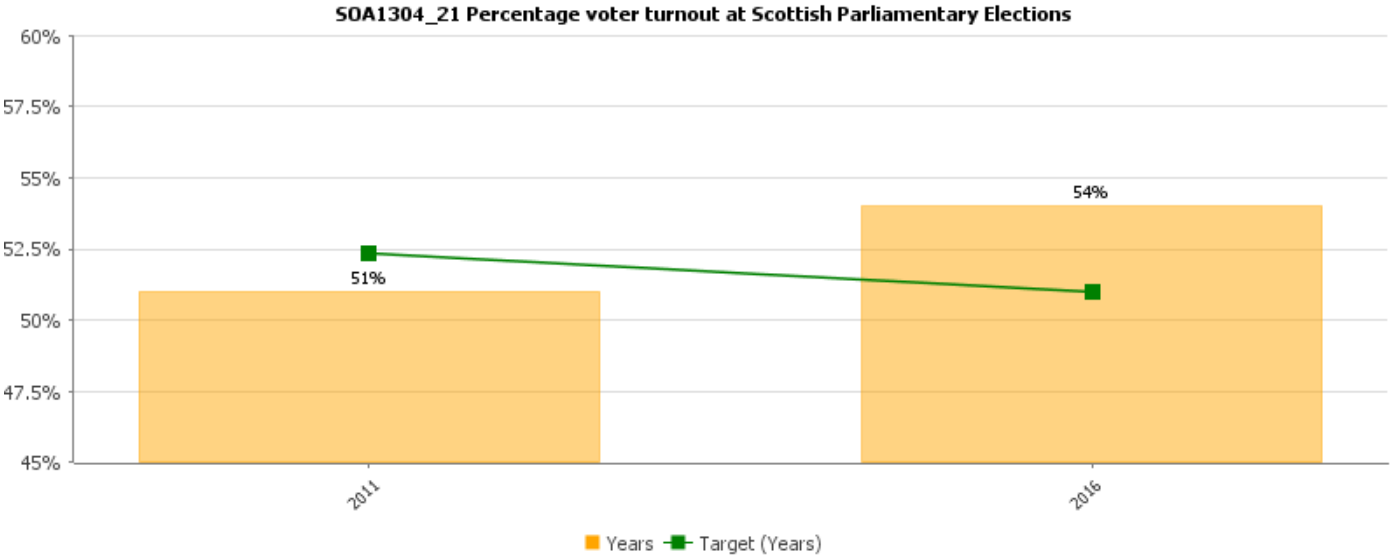


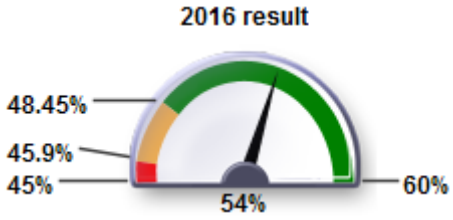
Trend Chart Commentary

Out of an electorate of 75,924, 63.10% turned out to vote.

Notes on Latest Data Entry

Performance Indicator	**SOA1304_21 Percentage voter turnout at Scottish Parliamentary Elections**	**Partner Organisation**	CPP13_West Lothian Council
Description	The Almond Valley constituency was formed in 2011, compromising much of the old Livingston constituency.	**Responsible Officer(s)**	SOA13_Community Planning Development Officer 2(Joanna Anderson)
		Data Collection Officer(s)	SOA13_Community Planning Development Officer 1(Susan Gordon); SOA13_Community Planning Development Officer 2(Joanna Anderson)





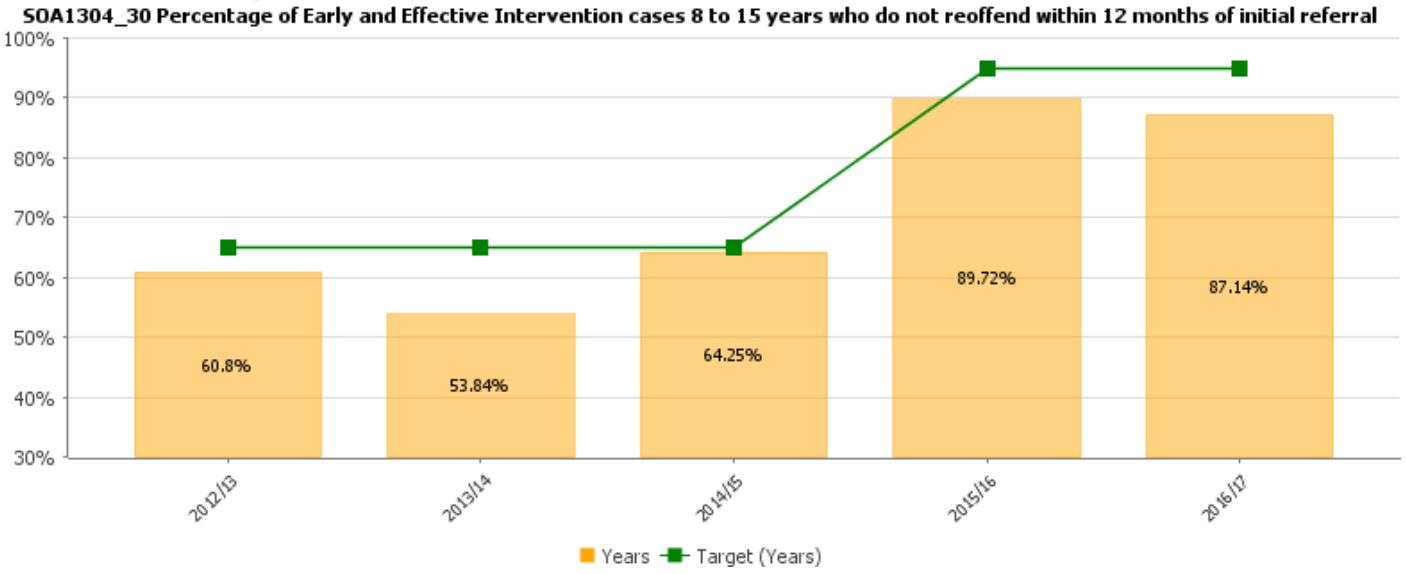
Trend Chart Commentary

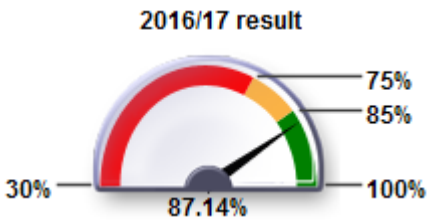
In 2016, 34,872 individuals turned out to vote which represents 54% of the constituency population.

The Linlithgow Constituency had the same turnout of 54%.

Notes on Latest Data Entry

Performance Indicator	**SOA1304_30 Percentage of Early and Effective Intervention cases 8 to 15 years who do not reoffend within 12 months of initial referral**	**Partner Organisation**	CPP13_West Lothian Council
Description	Percentage of young people referred to the Early and Effective Intervention screening group who have not been re-referred by the police or other agencies within 12 months of the initial referral.	**Responsible Officer(s)**	SOA13_Criminal Justice Team Manager(Norma Paterson); SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	SOA13_Criminal Justice Team Manager(Norma Paterson)





Trend Chart Commentary :

This is a measure of what proportion of EEI referrals avoid further offending. Performance is based on figures provided by the Police on names who have been re-referred within 12 months of original referral.

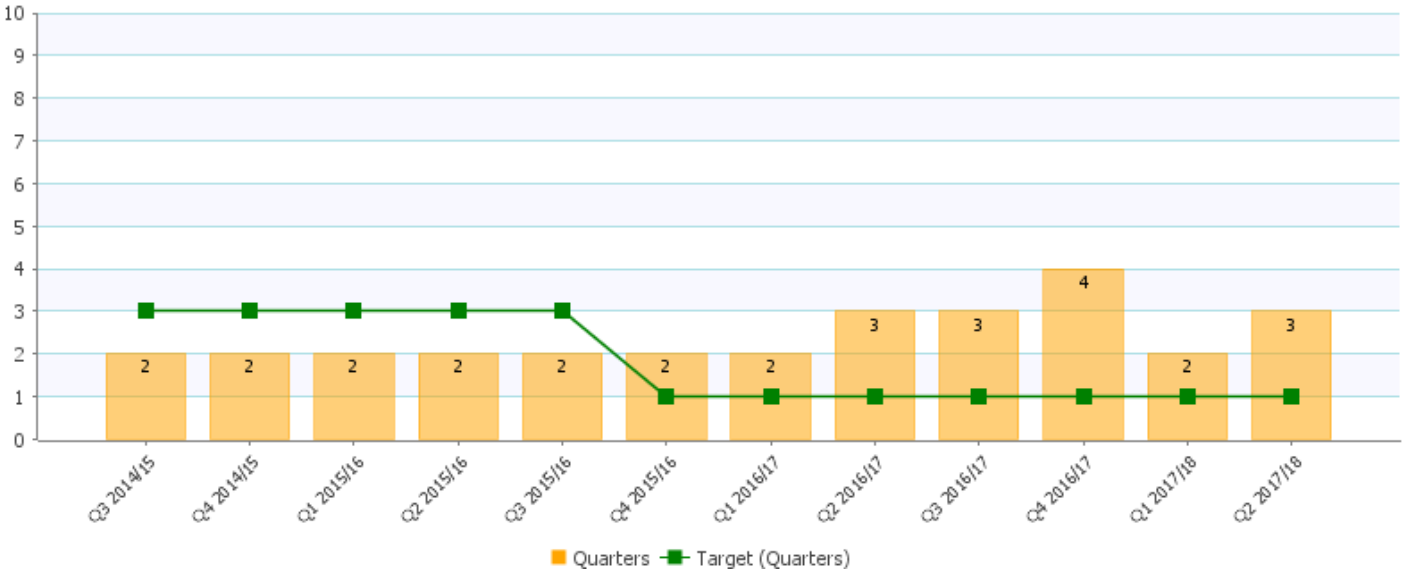
2016-17 was a further positive year for EEI. 87.14% did not reoffend within a year. Although slightly down on 2015-16 which performed at at 89.7%, this constituted only 18 from 140 individuals who were reported for further matters. 2016-17 was also the highest number of referrals to date at 177.

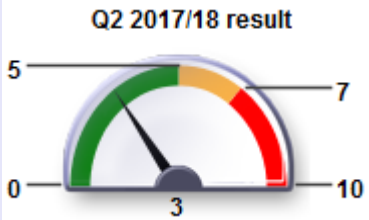
Since March 2015 EEI has started to take on higher tariff offending as the remit was extended. In addition to this there was a review of the systems in place and this has resulted in more robust analysis of the figures. The numbers of EEI referrals are increasing and we are recording more detailed information within this new system. EEI is increasing the number of higher tariff cases being dealt with. In light of this it is a very encouraging trend

Notes on Latest Data Entry

that over the course of 2015-16 this figure increased. Close monitoring is taking place to ensure that both the target and performance are appropriate. Services are generally beginning to target cases that are higher risk to divert them from the childrens hearing system and have been effective as a consequence in reducing risk of entering external resources. The target for 2017-18 will remain at 95% to reflect the importance of early intervention in reducing youth crime.	

Performance Indicator	**SOA1304_31 Number of children/young people in secure or residential schools on offence grounds.**	**Partner Organisation**	CPP13_West Lothian Council
Description	No of children or young people either in secure or residential school in relation to offence grounds established by the Children's Hearing.	**Responsible Officer(s)**	SOA13_Criminal Justice Team Manager(Norma Paterson); SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	SOA13_Team Leader CHCP(Norma Paterson)





Trend Chart Commentary: This is an indicator of the effectiveness of locally based services in keeping children out of Residential schools and secure care because of their offending behaviour. With the introduction of the Whole Systems Approach, one of West Lothian's priorities is to be able to respond effectively to situations where young people are assessed as being at high risk of harm or reoffending. If services are effective, partners should be able to minimise the use of external services with the use of robust packages of locally based support.

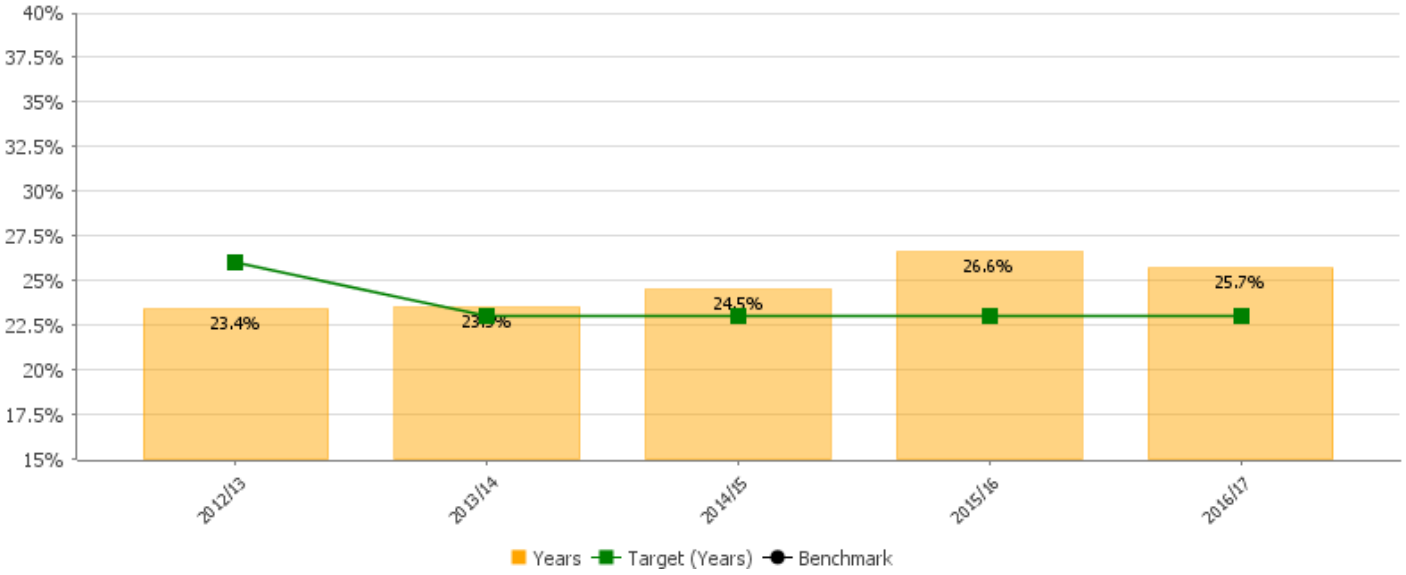
Figures over the year 2014-2015 demonstrated a significant fall to one and 2 from the previous year where the highest figure recorded was 9.

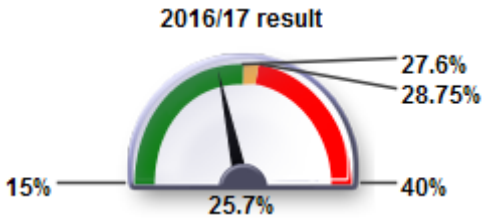
From quarter 3 of 2014-15 to quarter 1 of 2016-17 the figure remained constant at two young people. In quarter 2 of 2016-17 two young people were taken into secure care because of offending reasons and one returned to West Lothian from a residential school leaving a net increase of one so three young people were in external provision for offending reasons at the end of the quarter. there was further movement during quarter 4 resulting

Notes on Latest Data Entry

in an increase of one overall. This figure had reduced to 2 by the end of quarter 1 of 2017-18 due to one young person leaving residential school and another leaving secure care. In quarter 2 of 2017-2018 this figure rose to 3 but one young person left residential school in August and another is due to leave which would reduce this figure to 1 by the next quarter. Work continues to design services to better manage the behaviour of young people in the community to enable this positive trend to be sustained. The target for 2018-19 will remain at 1 as the ambition should be to avoid use of external provision wherever possible.	

Performance Indicator	**SOA1304_32 One year reconviction rate**	**Partner Organisation**	CPP13_West Lothian Council
Description	This is a key government measure of the effectiveness of the Criminal Justice system. From 2007-08 the government moved the period of post sentence measurement from two years to one year. This indicator measures the reconviction rate of all those sentenced by the court, a reconviction being anyone who was reconvicted one or more times.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	SOA13_Senior Manager 3 Social Policy(Tim Ward)





Trend Chart Commentary: This is a measure of the percentage of West Lothian offenders who are reconvicted with 12 months of being sentenced by the court. The performance in West Lothian has remained encouraging since this measure was introduced from the 2007-8 cohort of offenders.

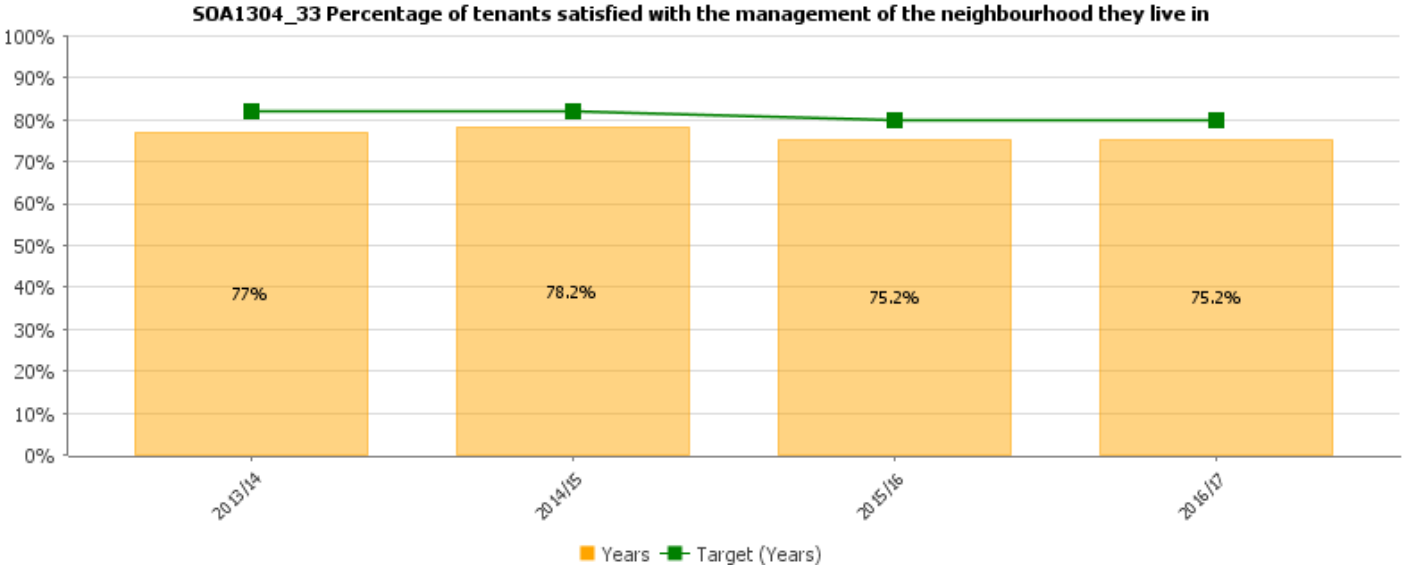
For the cohort of offenders sentenced in 2013-14, performance improved on the 2012-13 cohort with 25.7%, West Lothian is the joint 7th best in Scotland, the same as the previous year, behind a number of authorities in Northern Community Justice Authority Area and Perth and Kinross. The best in Scotland is the Orkney Islands with 13.8%. West Lothian's cohort totalled 1,155 offenders whereas Orkney was 116. It is clear from this that the two areas are not comparable in size or demography.

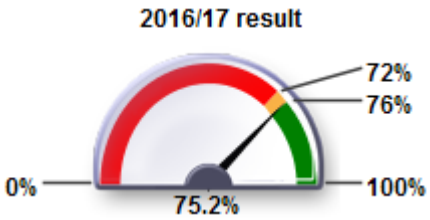
West Lothian performs better than the Scotland average of 28.3%. West Lothian's overall performance comparatively is seen as positive. The average for Lothian and Borders is 27.3% so West Lothian performs better than its neighbouring authorities. West Lothian has a well established partnership approach including a Reducing Reoffending Strategy which is seen as influential. The target will remain at 23% although it should be noted that this indicator may be replaced as a priority nationally which may lead to new indicators being developed. Nationally, the indicator is seen as not demonstrating huge value as there are so many variables between areas.

Notes on Latest Data Entry

20-May-2016 Based on a cohort from 2013-14

Performance Indicator	**SOA1304_33 Percentage of tenants satisfied with the management of the neighbourhood they live in**	**Partner Organisation**	CPP13_West Lothian Council
Description	The information is obtained by collating the data returned to Housing, Customer and Building Services by tenants responding to the Tenant Satisfaction Survey. This survey is issued to every council tenant by post, can be completed by phoning in to the Customer Contact Centre, and is available online via WL Online. Good performance against this indicator also ensures the service meets our statutory duties set out by The Scottish Housing Regulator. Specifically, indicator 17 of the Scottish Social Housing Charter. This survey is issued to tenants every two years.	**Responsible Officer(s)**	SOA13_Performance and Change Manager(Sarah Kelly)
		Data Collection Officer(s)	SOA13_Housing Research Analyst(Caroline Hannah)





Trend Chart Commentary : Housing, Customer and Building Services did not carry out this tenant satisfaction survey in 2016/17 and we have carry over our results from the previous year. This meets the requirements of the Regulator and it was agreed by the service and the Tenants Panel to carry out this survey every two years. Therefore, we reported 75.2% satisfaction in 2016/17. The 2017/18 target will remain at 80%.

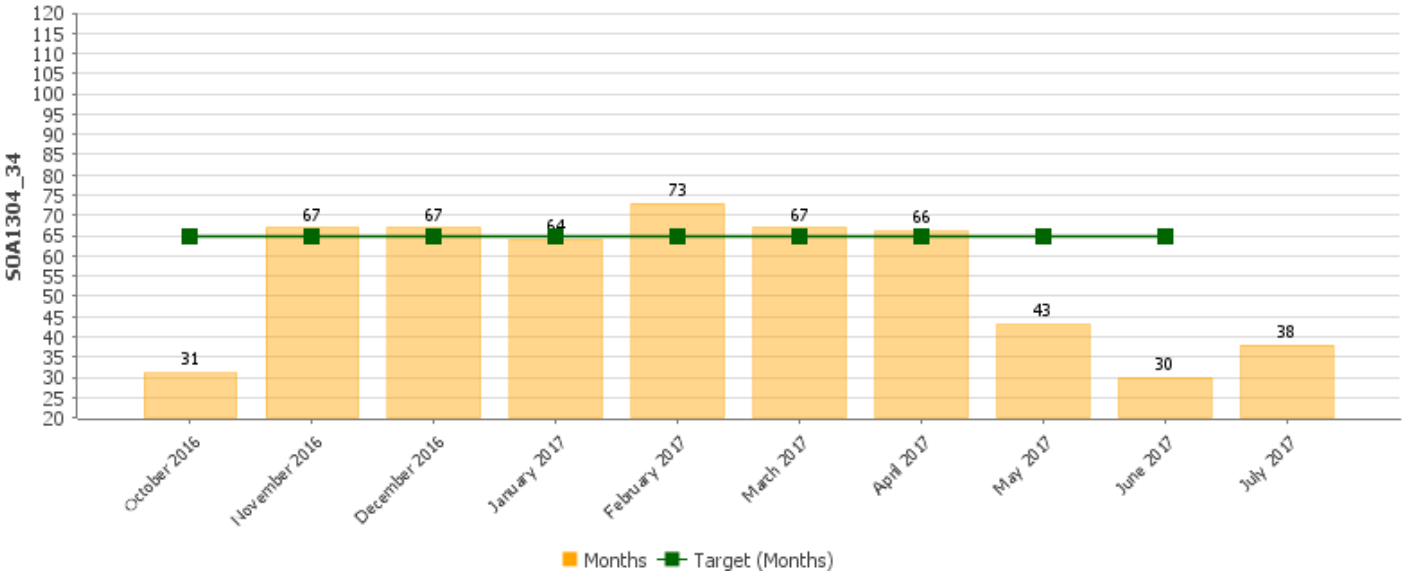
In 2015/16, of the 1381 responses received, 483 (35%) were very satisfied and 556 (40.24%) were fairly satisfied with the landlord's management of the neighbourhood they live in. Of the remaining responses ; 155 (11.22%) were neither satisfied nor dissatisfied; 116 (8.4%) were fairly dissatisfied and 71 (5.14%) were very dissatisfied. As we did not achieve our target, we will continue to work on improving our customer satisfaction and the 2016/17 target will remain at 80%. The benchmarking information published by Scottish Housing Regulator indicates that the 2015/16 Scottish Social Landlord average was 85.98% satisfied and our Scotland's Housing Network Peer Group average was 81.06%. We will continue to work and consult

Notes on Latest Data Entry

05-May-2017 Satisfaction results carried forward from 2015/16 survey.

with our tenants in order to improve on this measure. In 2014/15, of the 690 responses received, 256 (37.1%) were very satisfied and 284 (41.1%) were fairly satisfied with the landlord's management of the neighbourhood they live in. Of the remaining responses ; 72 (10.5%) were neither satisfied nor dissatisfied; 52 (7.6%) were fairly dissatisfied and 26 (3.7%) were very dissatisfied. In 2013/14, 77% of tenants (who responded to the annual Tenant Satisfaction Survey) advised that they were either satisfied or very satisfied with the management of their local area. Of the 548 responses received, 199 were very satisfied and 223 were fairly satisfied. Of the remaining responses ; 67 (12.2%) were neither satisfied nor dissatisfied; 37 (6.8%) were fairly dissatisfied; and 22 (4%) were very dissatisfied.	

Performance Indicator	**SOA1304_34 Number of active antisocial behaviour cases**	**Partner Organisation**	CPP13_West Lothian Council
Description	This performance indicator measures the number of active antisocial behaviour cases reported to the council Safer Neighbourhood Team in the last year on a month by month basis. Cases can roll over from one month to the next and are closed within a 12 week period if they are resolved.	**Responsible Officer(s)**	SOA13_Customer Services Manager(Alison Smith); Sarah Kelly
		Data Collection Officer(s)	SOA13_NRT Manager(Alison Ritchie); SOA13_Policy and Performance Officer Community Safety(Yvonne Beresford)



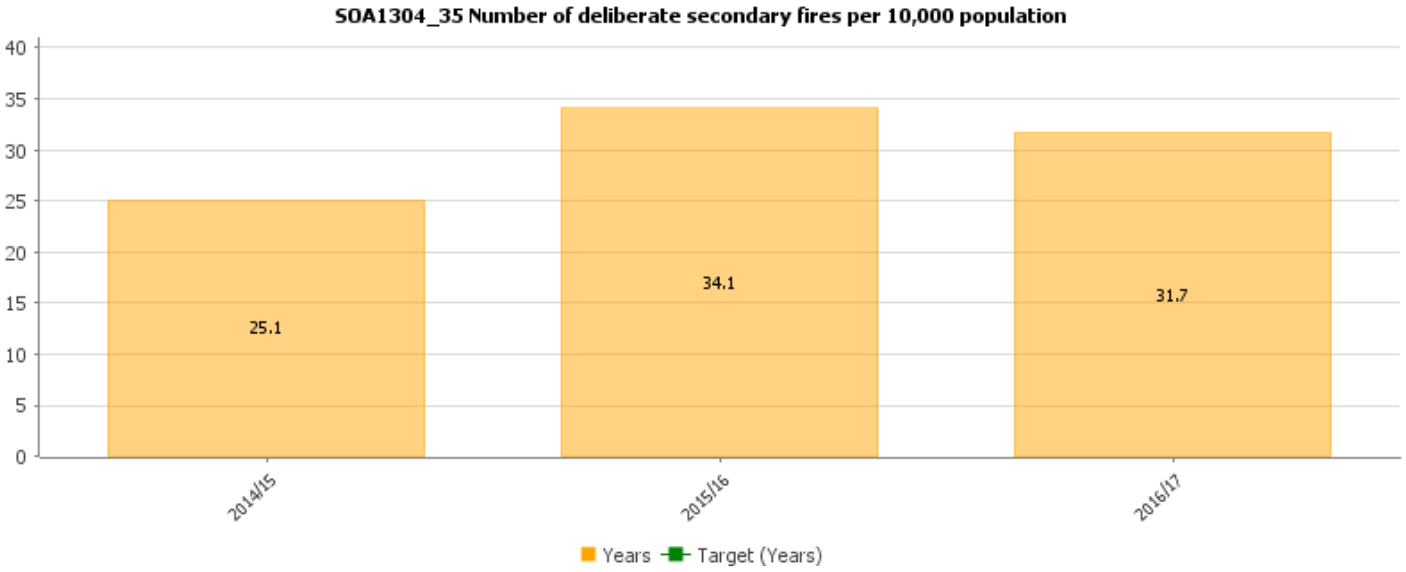
Trend Chart Commentary:

There were 30 new anti social behaviour cases opened in June 2017. During month the of June 22 cases were closed. Overall the Safer Neighbourhood Team have 79 active cases. The cases can roll over from one month to next and are closed within a 12 week period if the case is resolve. The trend pattern shows that there was a constant increase/decrease pattern on alternating months cases remain open as long as the enquiry is active and until the case reaches closure. A rise occurred during November when the SNT team increased in size since the amalgamation with the Night Noise Team, increasing the numbers to 12 and will work in 2 zones over West Lothian covering the west and the east in 3 teams of 2 officers in each zone. The target has been lowered to reflect the number of new active cases. Benchmarking with other Local Authority areas is difficult due to there being no consistent measure for what equates to a complaint being for antisocial reasons.

Notes on Latest Data Entry

08-Aug-2017 There were 38 new cases opened in month July 2017, this is an increase on previous month June 2017 and comparable to July 2016 only 2 more new cases.

Performance Indicator	**SOA1304_35 Number of deliberate secondary fires per 10,000 population**	**Partner Organisation**	CPP13_Fire
Description	This measure relates to the number of recorded secondary fires.	**Responsible Officer(s)**	SOA13_Fire_Group Manager(Martin Riach)
		Data Collection Officer(s)	SOA13_Fire_Group Manager(Martin Riach)



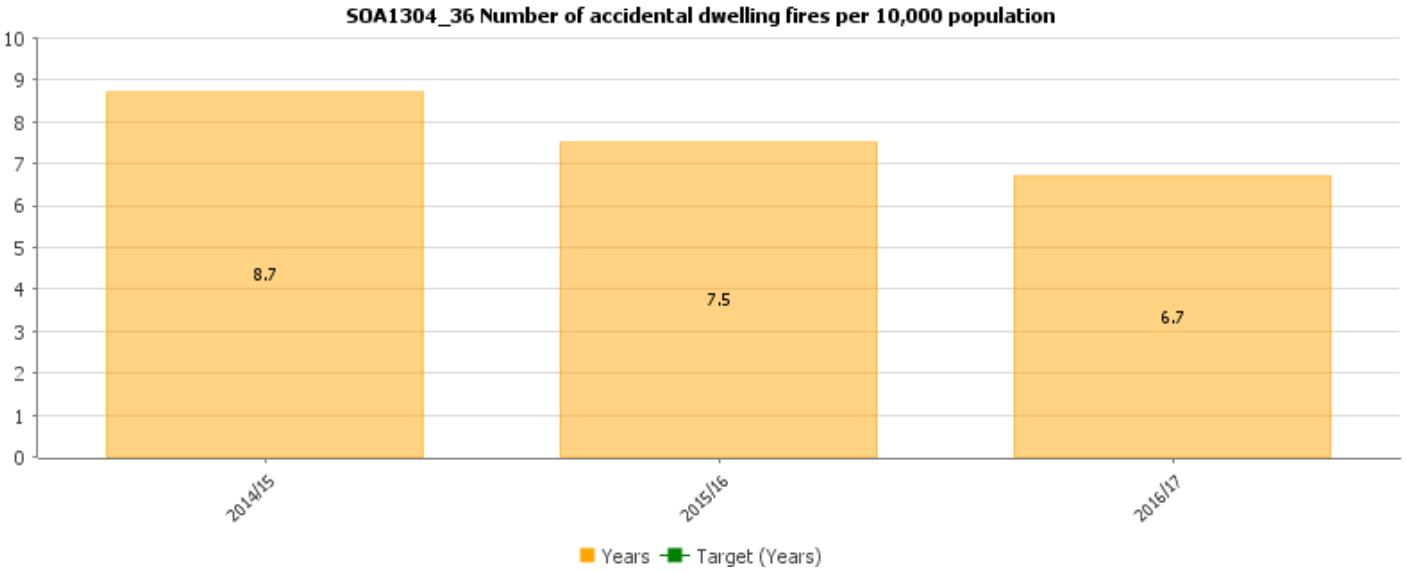
SFRS attended 572 deliberate secondary fires in WL during the year 2016/17. This is a reduction of 43 incidents when compared to the same reporting period in 2015/16, this represents a 7% reduction. We have noticed the customary spikes around Easter time and in November around bonfire season outwith these areas there is nothing significant presenting.

SFRS and partners continue to deliver education to school children and have augmented this deliver with a new 'schools strategy'. Education within schools by SFRS and partners and also due to community engagement and Pinpoint Initiative. A Collaborative initiative in the form of 'Pinpoint' is ongoing in areas of concern but can be adapted to deal with spikes if they occur. SFRS Phoenix and Cooldown initiatives will be known as Fireskills in the coming months with greater detail to follow. SFRS personnel and Police Scotland School Based Officers will have a more targetted approach in engagement moving forward. This should see a considerable reduction in the coming months when the strategy becomes fully embedded.

Notes on Latest Data Entry

04-Oct-2017 SFRS attended 572 deliberate secondary fires in WL during the year 2016/17. This is a reduction of 43 incidents when compared to the same reporting period in 2015/16.

Performance Indicator	**SOA1304_36 Number of accidental dwelling fires per 10,000 population**	**Partner Organisation**	CPP13_Fire
Description	This measure relates to the recorded number of accidental dwelling fires.	**Responsible Officer(s)**	SOA13_Fire_Group Manager(Martin Riach)
		Data Collection Officer(s)	SOA13_Fire_Group Manager(Martin Riach)



Accidental dwelling fires have continually been reduced in the last 5 years of reporting. In the period 2016/17 we have seen a reduction of 9 fires from the same reporting period last year, this represents a reduction of 6.9%.

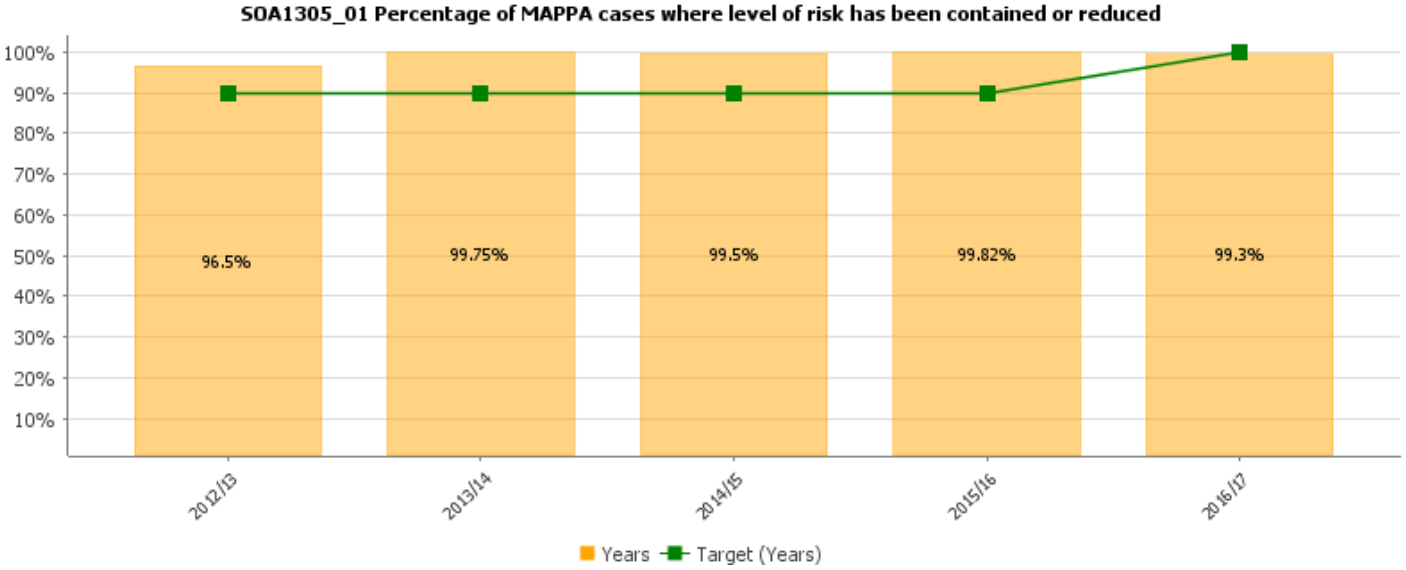
The SFRS and partners continue to access dwellings and deliver Home Safety Checks (HSC) and continue to develop information sharing protocols and referral processes. The Home safety Checks include Slips/Trips and Falls with the appropriate referrals thereafter. SFRS crews conduct PDIRs (Post Domestic Incident Response). This provides reassurance and offers HSC's to communities.

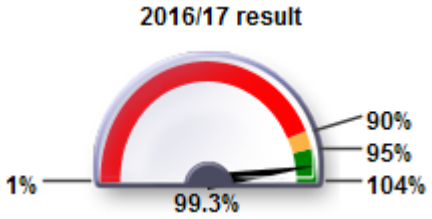
Notes on Latest Data Entry: 20-Jun-2017

Accidental dwelling fires have continually been reduced in the last 5 years of reporting. In the period 2016/17 we have seen a reduction of 9 fires from the same reporting period last year, this represents a reduction of 6.9%.

The SFRS and partners continue to access dwellings and deliver Home Safety Checks (HSC) and continue to develop information sharing protocols and referral processes. The Home safety Checks include Slips/Trips and Falls with the appropriate referrals thereafter. SFRS crews conduct PDIRs (Post Domestic Incident Response). This provides reassurance and offers HSC's to communities.

Performance Indicator	**SOA1305_01 Percentage of MAPPA cases where level of risk has been contained or reduced**	**Partner Organisation**	CPP13_West Lothian Council
Description	This is an indicator of how many offenders managed under the Multi Agency Public Protection Arrangements have had their level of risk contained or reduced. This demonstrates how effectively the services involved manage risk.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward); SOA13_Team Leader CHCP(Norma Paterson)
		Data Collection Officer(s)	SOA13_Senior Manager 3 Social Policy(Tim Ward)





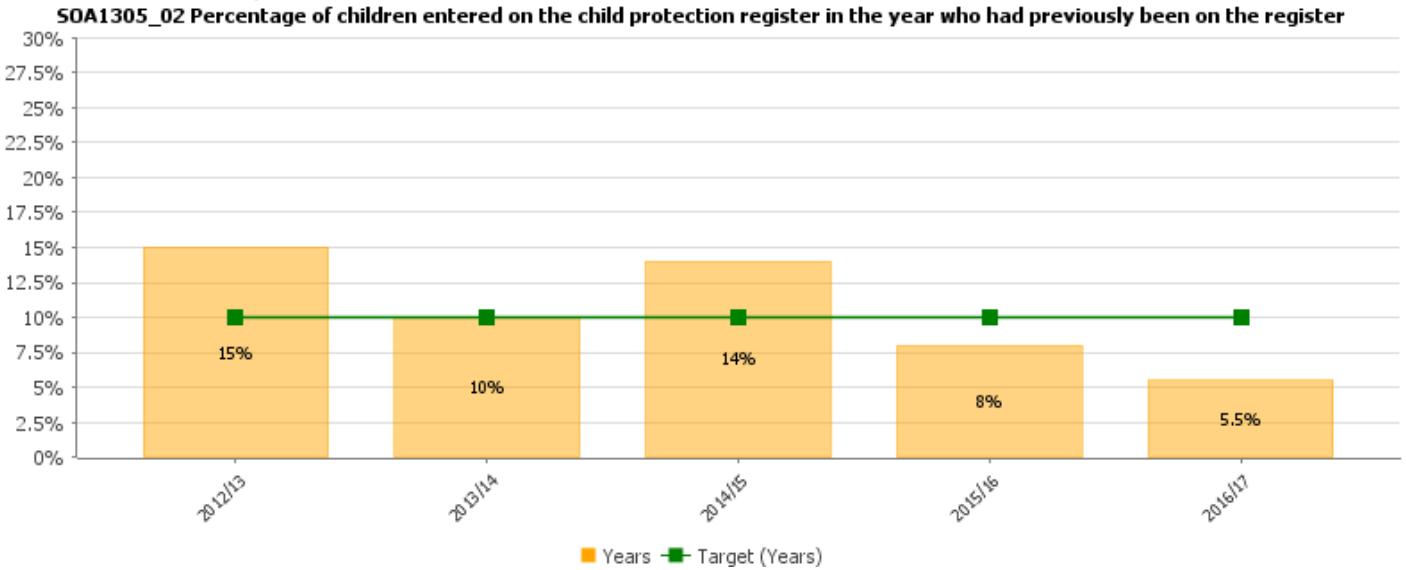
Trend Chart Commentary:

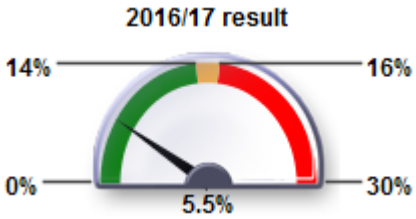
Performance in relation to this area of high risk offender management is consistently meeting and exceeding the target expected. Variations can be possible when monitoring a relatively small number of individuals but performance is remaining consistent. 2013/14, 2014/15, 2015/16,and 2016-17 has seen performance at over 99%. This is a positive reflection on partnership arrangements to protect the public.

The target of 90% has been reviewed and increased to 100% to reflect the positive trend from 2016-17 onwards.

Notes on Latest Data Entry

Performance Indicator	**SOA1305_02 Percentage of children entered on the child protection register in the year who had previously been on the register**	**Partner Organisation**	CPP13_West Lothian Council
Description	Effective intervention for children at risk of abuse and neglect should result in fewer numbers of re-registrations to the child protection register. The indicator measures the number of re-registrations occurring in the year.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	SOA13_Lead Officer Child Protection(Jane Ridgway)





Trend Chart Commentary:

The range of services working with children at risk aim to have a positive impact on the numbers of children on the child protection register. Effective intervention will lead to fewer children who are re-registered after being removed from the register.

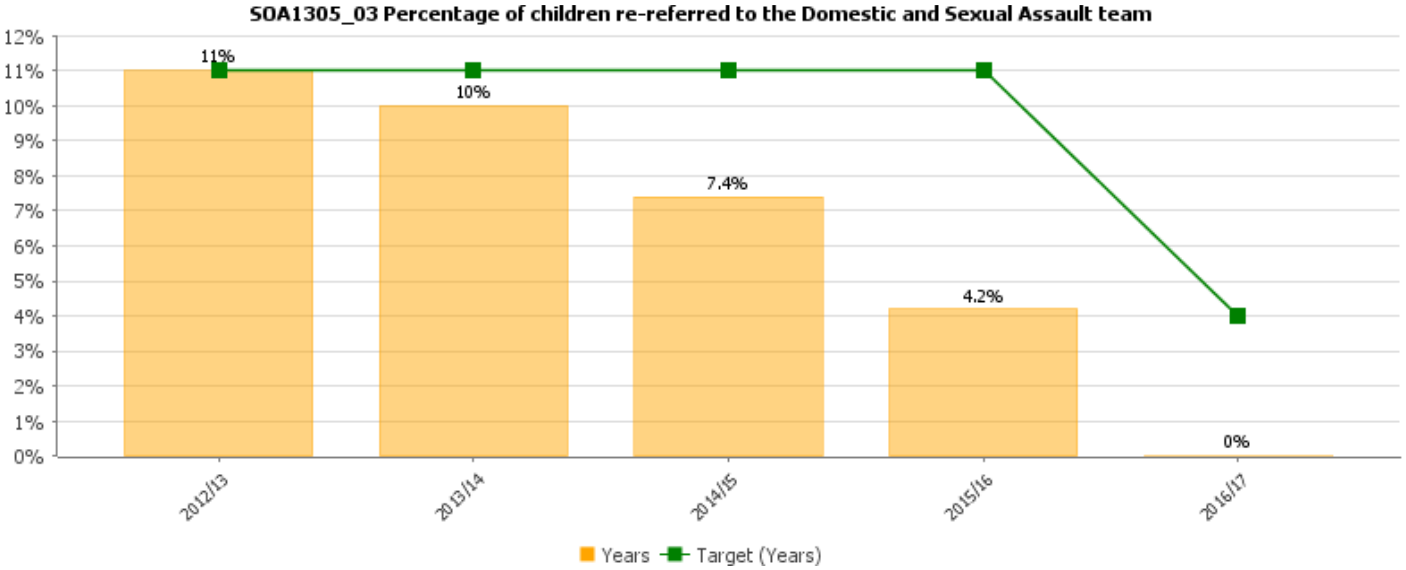
Performance in 2016-17 improved to 5.5%, an improvement from 8% in 2015-16. There were 72 children on the register as at 31st March 2017, four of whom had been on the register previously. The children were from two families. Tghe number of childern on the register constitutes a drop from previous years and work is being undertaken to develop a better understanding of why this is the case.

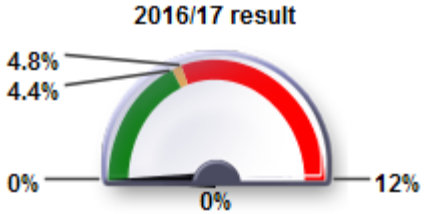
The trend relating to this indicator demonstrates a significant drop in 2011-12 followed by a rise in 2012-13. Crisis intervention can lead to fluctuations in figures and small numbers of children can lead to seemingly significant percentage variations. The reduction in 2013-14 to a much improved performance of 10 per cent, meeting the current target, is thought to be due predominantly to an improvement in the quality of CP planning resulting in more focussed work with children and their families to manage risk to children who had previously been on the register. In 2014-15 performance dipped to 14 per cent. This involved 23 children out of a total of 169. Four re-registered children were from one family who had been on the register in

Notes on Latest Data Entry

another area previously. This had a marked affect on the performance result . The Public Protection Committee will continue to monitor outcomes for children through the work of its Quality Assurance and Self Evaluation Subcommittee. The target of 10% is under review and the CPP will consider this in due course.	

Performance Indicator	**SOA1305_03 Percentage of children re-referred to the Domestic and Sexual Assault team**	**Partner Organisation**	CPP13_West Lothian Council
Description	This is an indicator of how effectively services intervene with children who are victims of situations involving violence against women. Children who are not re-referred within a period of two years can be seen to have benefitted from the interventions of the Domestic and Sexual Assault Team.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward); Lynne Withnell
		Data Collection Officer(s)	Lynne Withnell





Trend Chart Commentary :

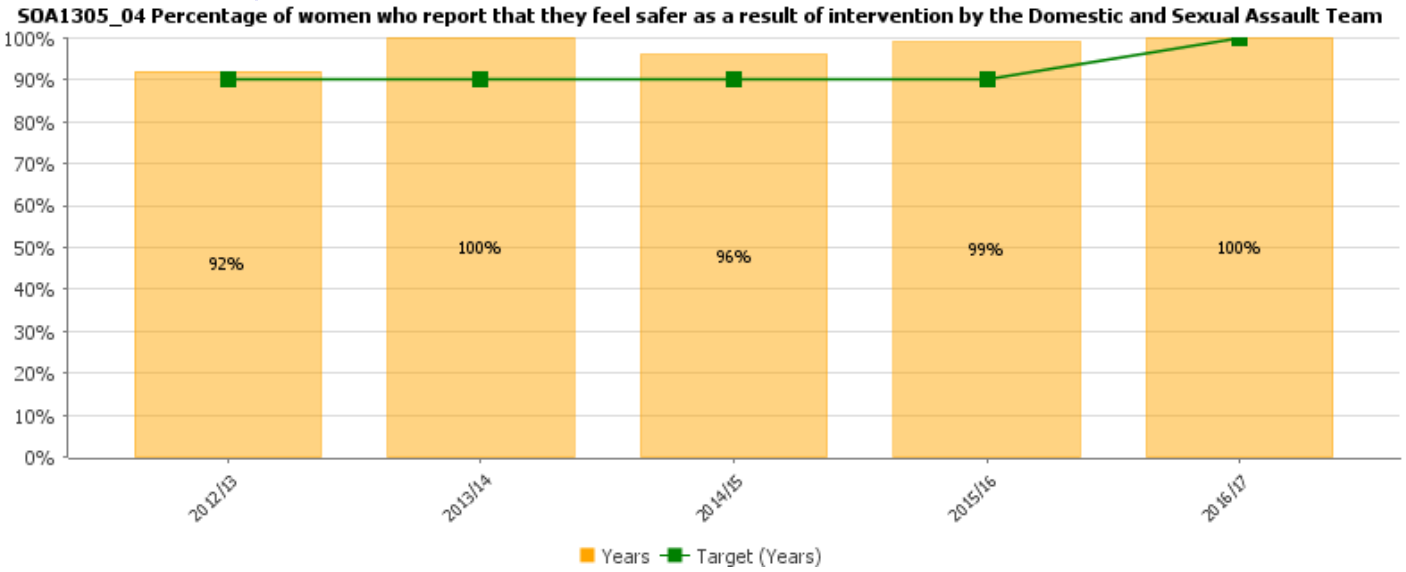
This indicator aims to show how effective services are in reducing the impact of domestic abuse on children.

Over the course of this Single Outcome Agreement, the aim will be to impact considerably on ensuring children are not re-referred to the Domestic and Sexual Assault Team (DASAT). That means once services intervene no further work is seen as necessary. The performance for 2016-17 was 0%. This is very encouraging as it shows that of the 153 children supported during the year, none were re-referred within the previous 2 years. The 2012-13 performance of 11 per cent was to be seen as a baseline by which to effect positive reductions. The performance of 10 per cent for 2013-14 was an indicator of positive progress and enabled services to assess year on year improvements. The move in 2014-15 to 7.4 per cent was further evidence of improvement. This related to 10 out of 134 referrals relating to children over the year. The 2015-16 figures showed that 4% (5 out of 117 referrals) were again indicative of a very positive further improvement.

Notes on Latest Data Entry

DASAT have established a strong Children's service including highly supportive individual and groupwork programmes with children which is having a strong impact. The target for 2016-17 was changed to 4% for 20117-18 the target will reduce to 2% with a view to making this 0% thereafter. This is to ensure the very positive achievement for 2016-17 can be maintained.	

Performance Indicator	**SOA1305_04 Percentage of women who report that they feel safer as a result of intervention by the Domestic and Sexual Assault Team**	**Partner Organisation**	CPP13_West Lothian Council
Description	This relates to the percentage of women who report that they feel safe as a result of intervention by the Domestic and Sexual Assault Team. The figure is taken at the point when women withdraw from the service, whether that is as a consequence of short term court advocacy or longer term prolonged support and intervention.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	Lynne Withnell



Trend Chart Commentary :

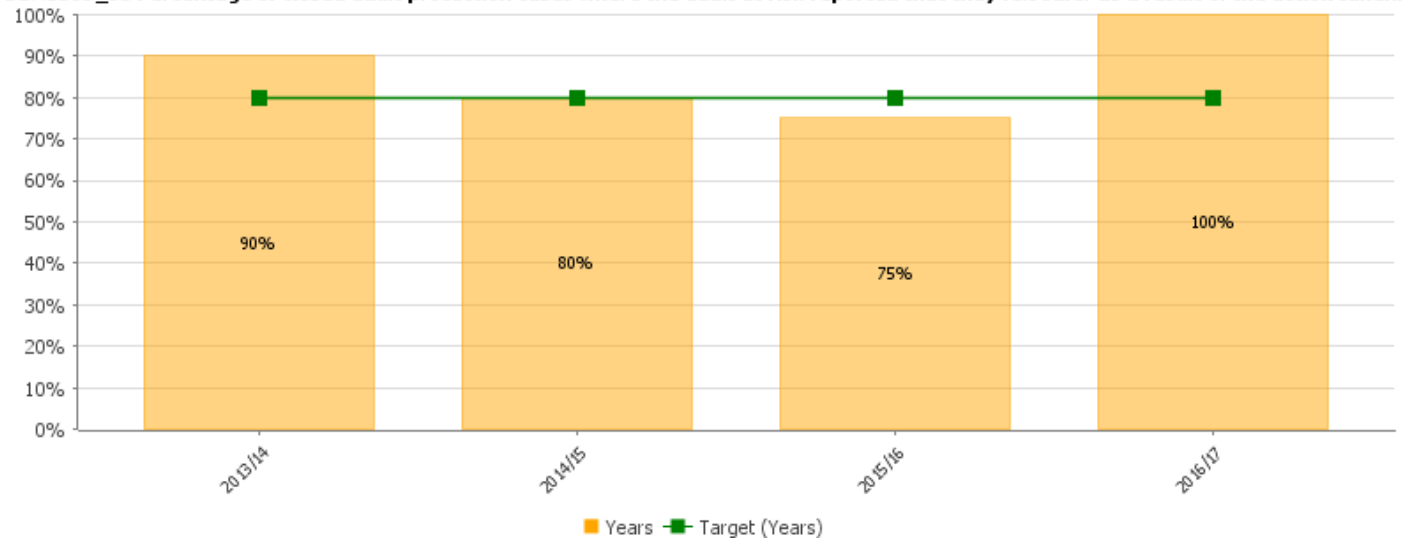
This indicator is now being annually reported. The trend since 2011/12 has shown consistently above 90% with 2015/16 reaching a performance of 99%. In 2016-17 performance was increased to 100%. This is a positive trend as it shows that the perception of women being protected by services is an important indicator of how effective the service is.

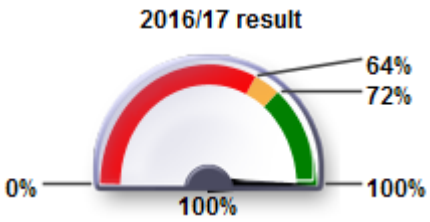
The target was increased to 100% in 2016-17 and this will be maintained from 2017-18 onwards.

Notes on Latest Data Entry

Performance Indicator	**SOA1305_05 Percentage of closed adult protection cases where the adult at risk reported that they felt safer as a result of the action taken.**	**Partner Organisation**	CPP13_West Lothian Council
Description	The Adult Support and Protection (Scotland) Act 2007 places duties on Local Authorities and other public bodies to make inquiries, undertake investigations and, where necessary, take action to protect adults who are at risk of harm or who are being harmed. To supplement the legislation, West Lothian Council, as the lead agency in Adult Protection work, has developed detailed Adult Protection Procedures and Guidance to assist practitioners. An aspect of the Adult Protection process, set out in these Procedures, are Adult Protection Case Conferences. Whilst it may not always be appropriate that they attend, there is a strong ethos of involving the adult at risk in these Case Conferences. Measuring progress in Adult Protection work is challenging. Quite often, small measures can indicate significant improvements in peoples' lives. However, one area where progress can be measured is if the adult themselves feels safer as a result of the action taken. This indicator measures this on an annual basis. This figure is gathered via an audit sample of the Service User Questionnaires provided to Adults at Risk attending Adult Protection Case Conferences and Reviews. Adults at Risk are asked a range of questions about the meeting they have just attended, key of which is whether they felt safer as a result of the action taken. The next update will be due on 1st April 2017 for year 2016-17.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	

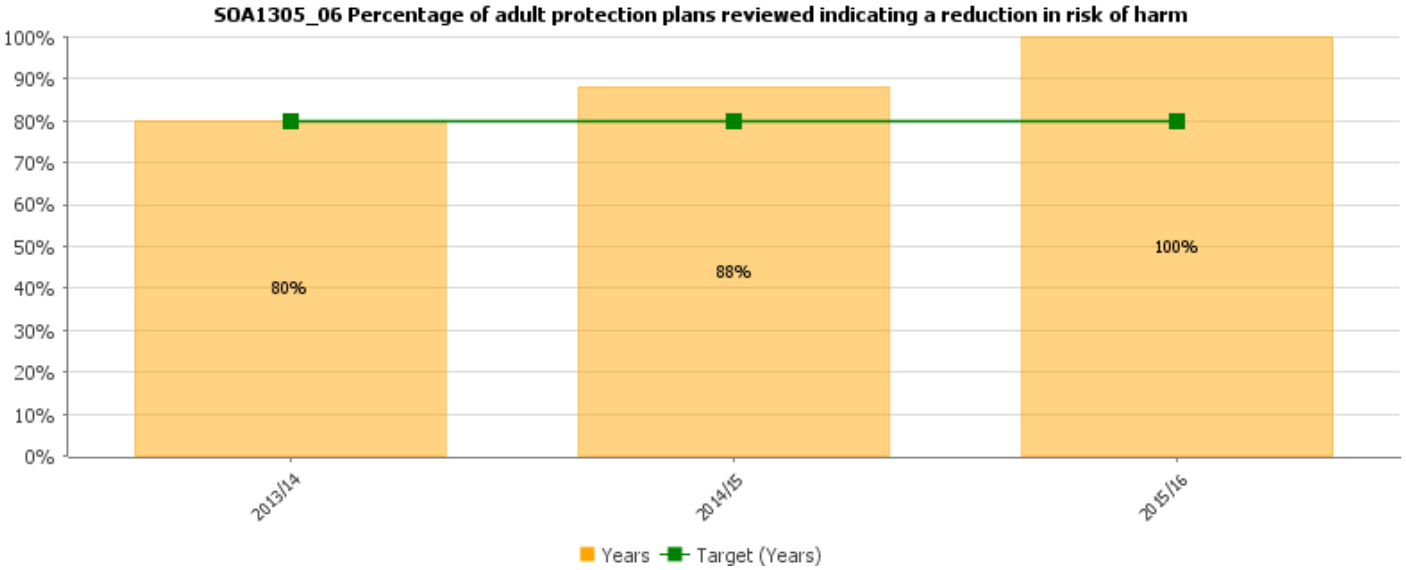
SOA1305_05 Percentage of closed adult protection cases where the adult at risk reported that they felt safer as a result of the action taken.

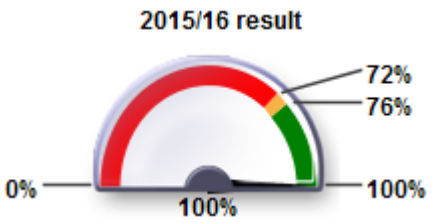




Trend Chart Commentary :	**Notes on Latest Data Entry**
This indicator is collected on an annual (financial yearly) basis. The figure for 2016-17 was positive although involved a very small numbers. Work will take place to increase returns in future years. 2015-16 was positive although it had dipped slightly to 75% from 80% in 2014-15. This was only a small number with three out of four indicating they felt safer. Only one case did not and this individual indicated they were unhappy because they did not get their own way. This is not a poor reflection on services as they may have had to impose a measure that was unpopular if it made the individual safer. The target will remain at 80% for 2017-18.	

Performance Indicator	**SOA1305_06 Percentage of adult protection plans reviewed indicating a reduction in risk of harm**	**Partner Organisation**	CPP13_West Lothian Council
Description	The Adult Support and Protection (Scotland) Act 2007 places duties on Local Authorities and other public bodies to make inquiries, undertake investigations and, where necessary, take action to protect adults who are at risk of harm or who are being harmed. To supplement the legislation, West Lothian Council, as the lead agency in Adult Protection work, has developed detailed Adult Protection Procedures and Guidance to assist practitioners. An aspect of the Adult Protection process, set out in these Procedures, are Adult Protection Case Conferences An outcome from most Adult Protection Case Conferences is the production of an Adult Support and Protection Plan. Measuring progress in Adult Protection work is challenging. Quite often, small measures can indicate significant improvements in peoples' lives. However, one area where progress can be measured is through an audit of the Adult Protection Plans to determine whether there has been a reduction in the risk of harm. This indicator measures this on an annual basis. The next update will be due on 1st April 2016 for year 2015-16.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	



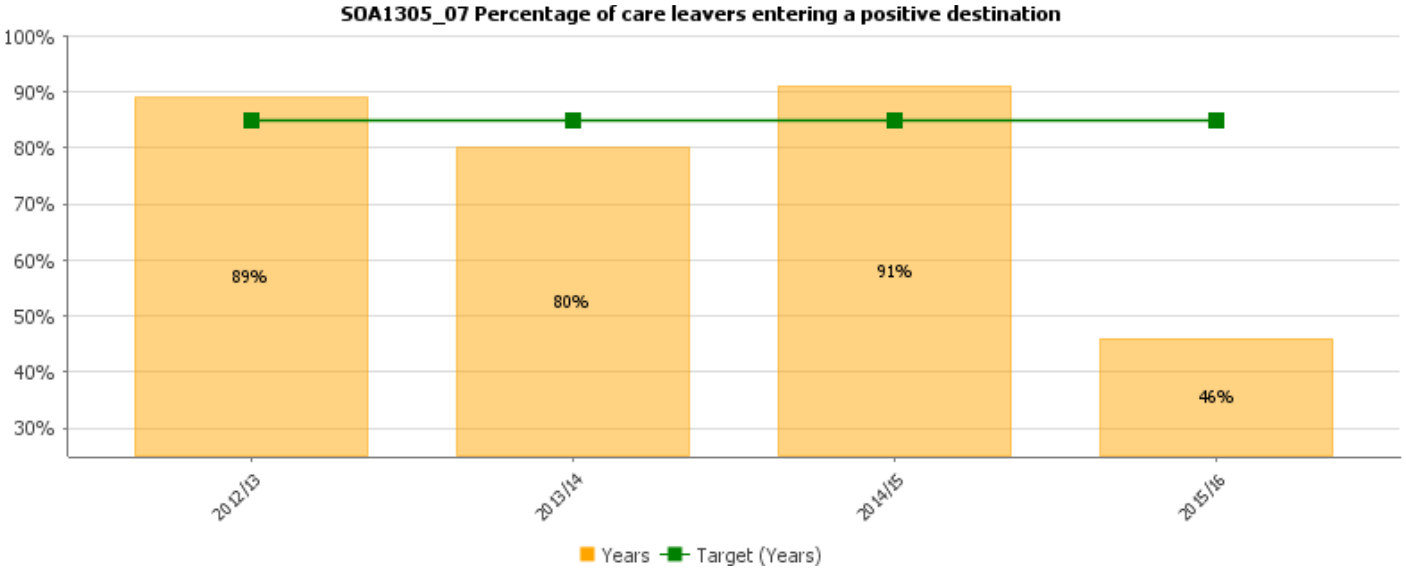


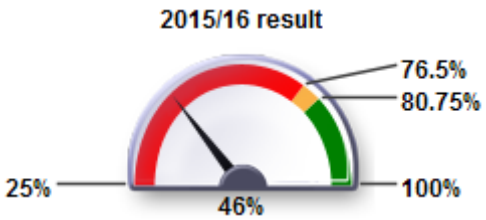
Trend Chart Commentary : This indicator is collected on an annual basis. The figure for 2015/16 was 100% which is is very positive and an increase from 88% in 2014-15. Eight cases from 31 APCC's were audited all of which showed that harm had been reduced. This indicates that Case Conference processes for keeping adults at risk safe from harm are robust and that multi-agency processes are effective. The target for 2016-17 should remain but if the positive trend continues consideration should be given to raising this in 2017-18.

Notes on Latest Data Entry

25-Aug-2016 data indicates good improvement

Performance Indicator	**SOA1305_07 Percentage of care leavers entering a positive destination**	**Partner Organisation**	CPP13_West Lothian Council
Description	The School Leaver Destination Return (SLDR) is a statistical return undertaken by Skills Development Scotland (SDS) annually. The cohort of young people reported in this indicator left school during the previous academic year are tracked each October to establish their first destination after leaving school - referred to as "Initial Survey". A follow up survey is also carried out in March each year. Results are based on the looked after children who could be linked to the Skills Development Scotland (SDS) destination surveys using their Scottish Candidate Number (SCN). SDS carry out the analysis of destinations using data recorded about leavers from publicly funded mainstream secondary schools held in their customer record system. A positive destination for a pupil is defined as Higher Education, Further Education, Training, Employment, Voluntary Work or Activity Agreement. This PI measures performance in the school/academic year ie the date refers to the academic year during which the pupils left school.	**Responsible Officer(s)**	SOA13_Economic Development Policy Manager(David Greaves); SOA13_Performance and Information Officer(Education)(Michael Davis and Steven Arthur)
		Data Collection Officer(s)	SOA13_Performance and Information Officer(Education)(Michael Davis and Steven Arthur)





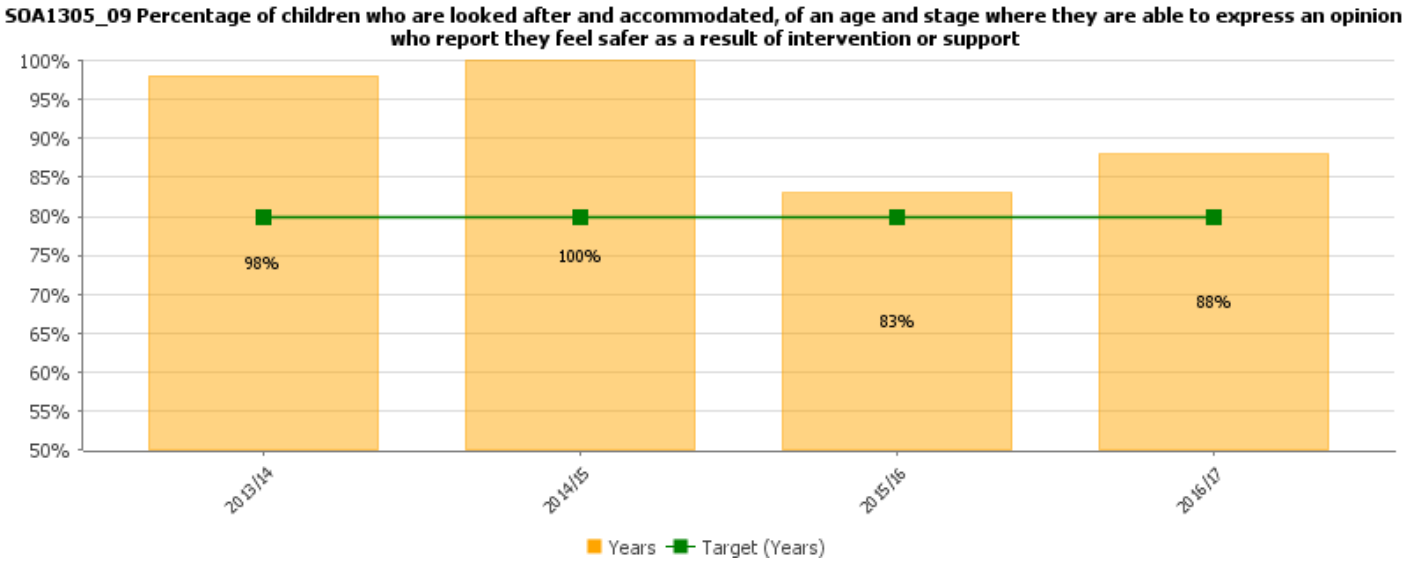
Trend Chart Commentary :

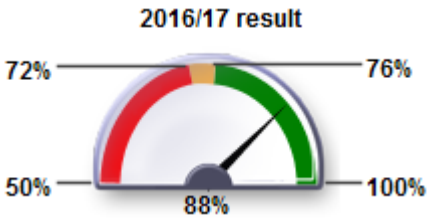
The latest data is for academic year 2015/16. The disappointing figure of 46% into positive destinations represents 6 out of the 13 looked after young people leaving school. West Lothian had the lowest percentage score of all council areas in Scotland. The follow-up survey of the same group of leavers did show an increase to 8 in positive destinations - 62%. The percentage of looked after children leaving school and entering a positive

Notes on Latest Data Entry

destination was 80% for the 2014/15 academic year leaver group. It is important to recognise that based on this data source (Scottish Government) only a small number of looked after Children leave school each year (13 in total for 2015-16) so one additional positive outcome would result in an 8 percentage point increase. Looked after children including those in negative destinations continue receive targeted support via key worker provision. The aim is to give them the best chance of finding a positive destination, maintain a positive destination in the long-run and provide continuity of support if an individual does not sustain a positive destination. However, the group does include individuals who are faced with considerable challenges and who may choose not to engage with support services. 2016/17 data will become available in mid June of 2018.	

Performance Indicator	**SOA1305_09 Percentage of children who are looked after and accommodated, of an age and stage where they are able to express an opinion who report they feel safer as a result of intervention or support**	**Partner Organisation**	CPP13_West Lothian Council
Description	This is an indicator of how effective services are at ensuring children who are looked after feel safe following intervention and support. The imminent implementation of a new system called "Viewpoint" will be able to capture data which can be categorised to include only those who are Looked After and Accommodated. This data will be available for the forthcoming years. The survey is carried out during Early Summer of the year in question	**Responsible Officer(s)**	SOA13_Criminal Justice Team Manager(Norma Paterson); SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	SOA13_Team Leader CHCP(Norma Paterson)





Trend Chart Commentary : The main aim of child protection services is to ensure that children and kept safe and that they themselves feel safer. This indicator is based on data derived from a sample of children and young people who have been in contact with children and families services using a specific tool, 'Viewpoint', introduced in 2015.

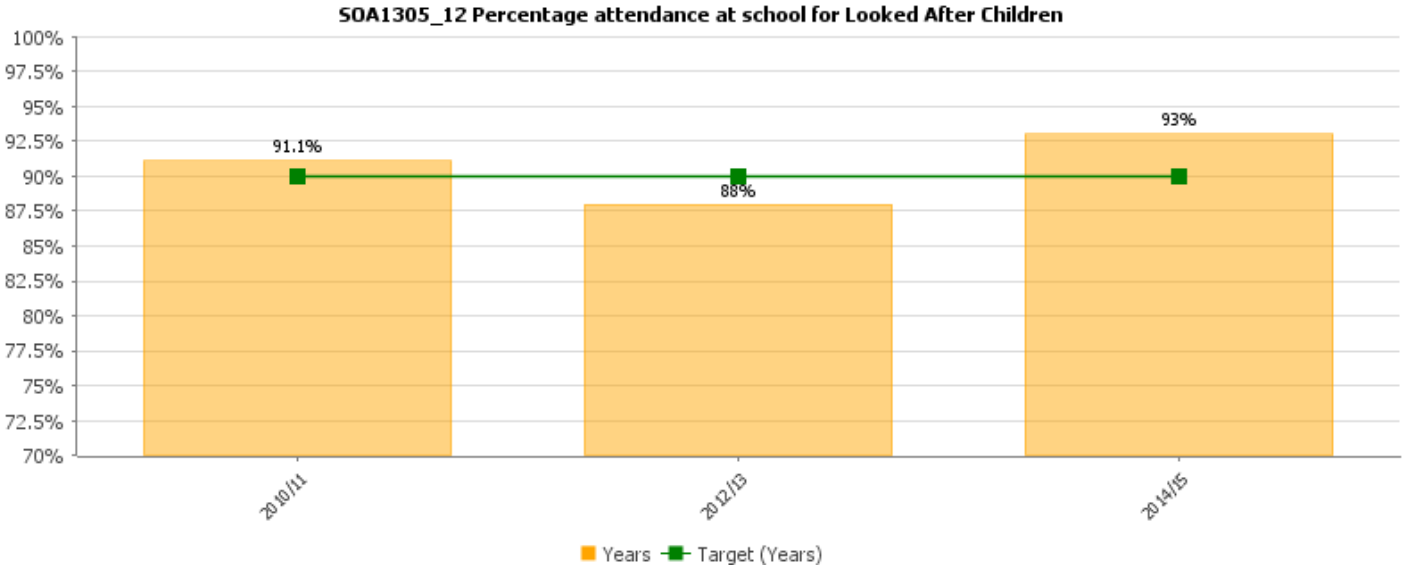
The focus in this case are on those looked after children aged 8 and over if they feel safe where they are now. The data collected for the calendar year of 2016 indicated 88% from a sample of 141 felt safe at the point of asking. This is increased from 2015-16 when a much smaller sample of 63 showed that 83% felt safer.

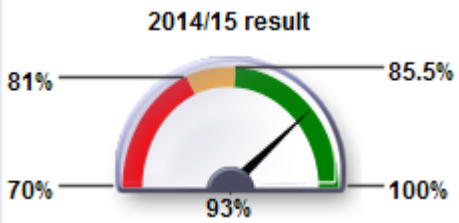
The change from previous years is as a result of the introduction of a far more robust data collection process and a more active involvement from young people themselves.

Notes on Latest Data Entry

At present, this figure includes all Looked After Children and not only those who are accommodated. The response however is greater from accommodated children. The target of 80% remains in place whist viewpoint as a system becomes embedded and use maximised. The intention is for the target to be increased in the medium term.	

Performance Indicator	**SOA1305_12 Percentage attendance at school for Looked After Children**	**Partner Organisation**	CPP13_West Lothian Council
Description	This indicator shows the percentage attendance levels of looked after children. Data on attendance may be affected by differences in recording procedures across Local Authorities. The data in this indicator covers pupils in special, primary and secondary schools. Local Authorities have a duty to provide support to Looked After Children, who become looked after for a variety of reasons. Looked after children are either looked after at home or away from home. This PI measures performance in the school/academic year. Data on attendances is collected every two years.	**Responsible Officer(s)**	SOA13_Head of Service (Education)(James Cameron)
		Data Collection Officer(s)	Melanie Laurie





Trend Chart Commentary :

The attendance level for Looked After Children was updated for 2014/15 following publication of the results in June 2016.

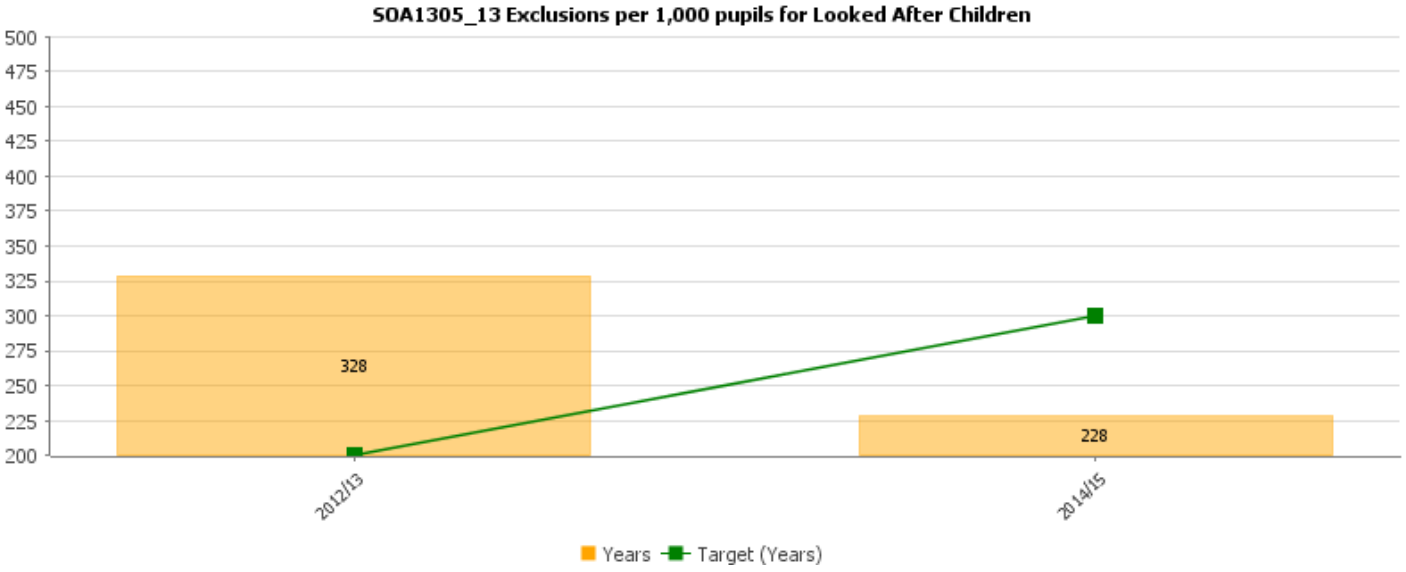
The attendance level for Looked After Children in 2014/15 was 93%, an increase from 88% in 2012/13, this is now above the National level of 92% after being 1% below in 2012/13.

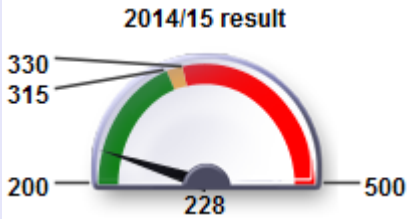
In 2013, Education and Social Policy services introduced improvements to attendance support across the school population, proactively tackling school attendance below 90%. This helped address persistently low attenders with a consequent increase in the overall attendance levels for Looked

Notes on Latest Data Entry

After Children in 2014/15. Data on attendance is collected every two years and is published a year later. Consequently, data for 2016/17 will be available in June 2018. Target for 2016/17 will be increased to 92% since there is going to be greater positive interventions especially with reference to Pupil Equity Funding (PEF).	

Performance Indicator	**SOA1305_13 Exclusions per 1,000 pupils for Looked After Children**	**Partner Organisation**	CPP13_West Lothian Council
Description	This indicator shows the rate of exclusion per 1000 pupils for students that are looked after. An exclusion from school can be temporary where the pupil remains on the school register or permanent, where the pupil is removed from the register. The data in this indicator covers pupils in special, primary and secondary schools. Local Authorities have a duty to provide support to Looked After Children, who become looked after for a variety of reasons. Looked after children are either looked after at home or away from home. This PI measures performance in the school/academic year. Data on exclusions is collected every two years.	**Responsible Officer(s)**	SOA13_Head of Service (Education)(James Cameron)
		Data Collection Officer(s)	Melanie Laurie





Trend Chart Commentary :

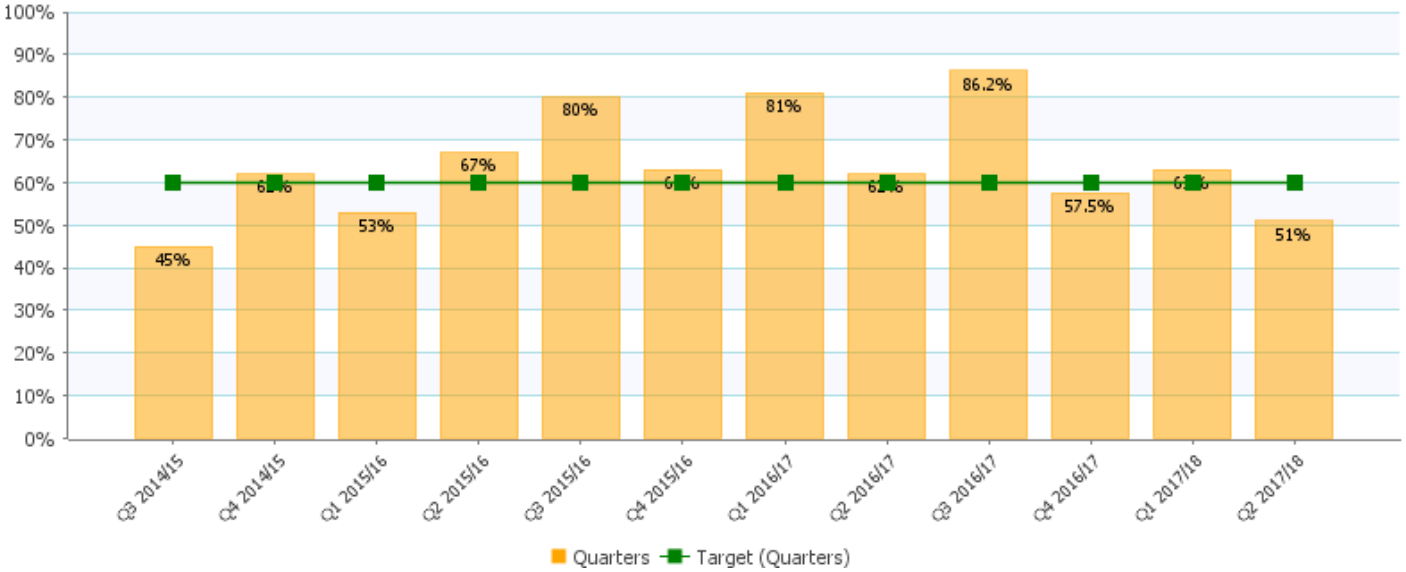
The rate of exclusions for Look After Children decreased to 228 per 1,000 pupils in 2014/15 after going up from 2010/11 to 2012/13. The level is now below what it was in 2010/11 - this is an encouraging trend.

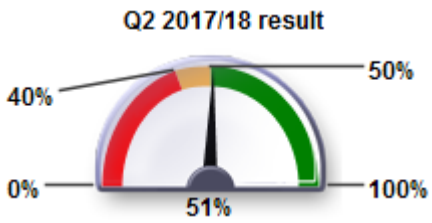
Data on exclusions is now collected every two years from 2010/11 and as such no data exists for 2011/12 or 2013/14. The student population that this statistic is based upon is very small in size and slight variations may be due to this. However, it is significant that exclusions are reducing substantially at local authority and national level, and this is an encouraging trend.

Notes on Latest Data Entry

Data on attendance is collected every two years and is published a year later. Consequently, data for 2016/17 will be available in June 2018. The target for 2016/17 will be decreased to 200 based on the positive interventions by the Local Authority and Schools.	

Performance Indicator	**SOA1305_14 Percentage of cases that have progressed to a Child Protection Case Conference (CPCC) where there has been a reduction in risk to the child at the point of each review.**	**Partner Organisation**	CPP13_West Lothian Council
Description	Public Protection is a high priority for West Lothian Council and its partner agencies and the West Lothian Public Protection Committee oversees a Child Protection Case Conference process that is both multi-agency and robust. There are challenges in demonstrating positive progress in Child Protection work, not least because any progress can appear incremental. Child Protection Case Conferences are chaired by independent Reviewing Officers employed by West Lothian Council. Following an initial Child Protection Case Conference, a Child Protection Plan is put in place. A Review is held at 3 months and then at 6-monthly intervals thereafter. Evidence of positive progress will be looked for at the point of each Review and will be measured on whether the risks highlighted at the initial Child Protection Case Conference and subsequent Reviews have been reduced. A figure will be provided for each quarter.	**Responsible Officer(s)**	SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	Norma Paterson





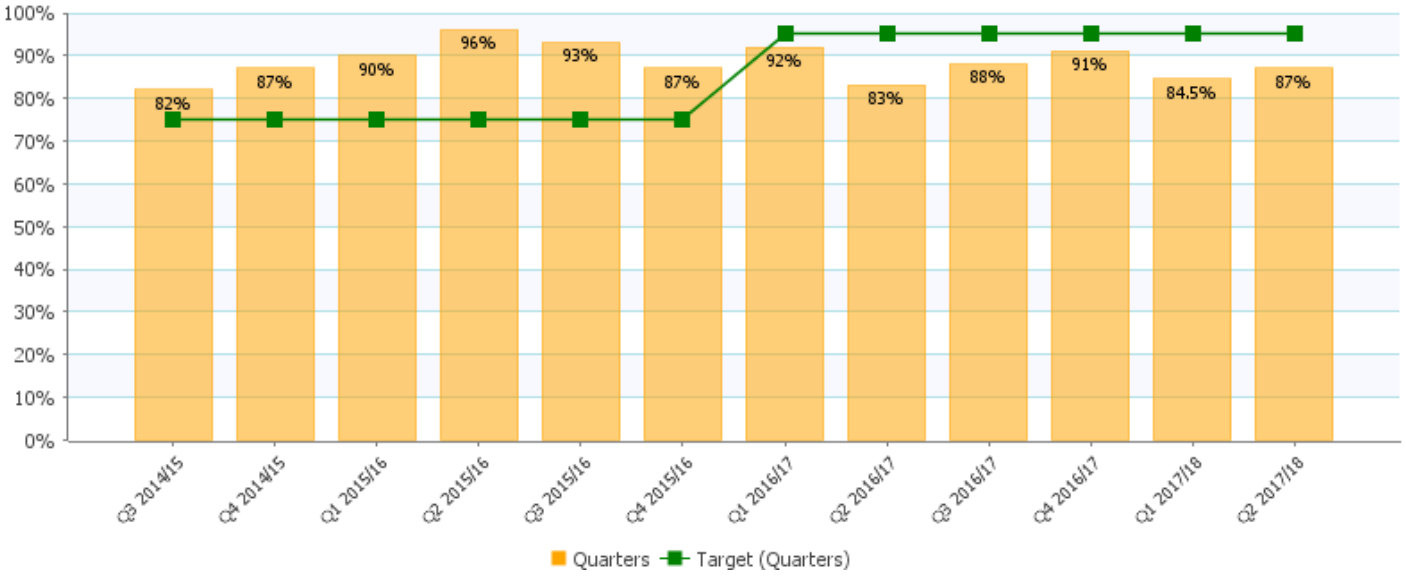
Thus far, it has been difficult to ascertain a clear view regarding performance in relation to this indicator as the figures have been variable.

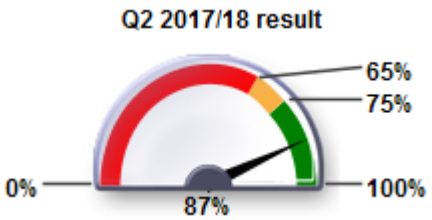
In quarter 2 of 2016-17 there was a dip from 81% to 62%. Whilst still within target work will take place to understand the dip, which is felt to be due to a higher level of presenting risks by young people. In quarter 3 this rose to 86.2% (25 from 29 cases)but in quarter 4 this dropped again to 57.5% (23 from 40 cases). In quarter 1 of 2017-18, there was a rise again to 63% representing 36 children and young people and then a further dip to 51% in

Notes on Latest Data Entry

quarter 2 of 2017-18. It should be noted that gaining evidence from a three month review of positive progress can be challenging due to the short length of time between the Initial Child Protection Case Conference and the Review. Any reduction in risk to a vulnerable child is to be welcomed and is an indication of the strong multi-agency processes in place in West Lothian for Child Protection. The target for 2017-18 will remain at 60% but it is hoped that if a consistent pattern can be developed a stronger target can be pursued.	

Performance Indicator	**SOA1305_15 Percentage of cases where positive progress can be evidenced at the 6-month Looked After Child Review**	**Partner Organisation**	CPP13_West Lothian Council
Description	Children that are looked after and accommodated away from home are reviewed by the Local Authority. If a child is looked after and accommodated, there is a planning meeting within 72-hours of the child being accommodated.. Following this initial planning meeting, where the existing Child's Plan is amended or one is devised, Looked After Child Reviews are undertaken by the independent Reviewing Officers employed by West Lothian Council 6 weeks after the child has been accommodated, after 3 months and then at 6-monthly intervals. A Plan is put in place with the aim being to have a clear strategy for the child. This may, for example, include a long-term plan for a child to remain with their current carers or moves for permanency. Evidence of positive progress will be looked for at the point of each Review and will be measured on whether the Minute and Plan demonstrates positive progress. A positive indicator of this could be whether there has been an improvement in the child's circumstances and will require the judgement of the Reviewing Officer. If no robust plan is in place at the point of review, this would be seen as a negative indicator of progress. A figure will be provided for each quarter.	**Responsible Officer(s)**	SOA13_Senior Manager 1 Social Policy(Jo MacPherson); SOA13_Senior Manager 3 Social Policy(Tim Ward)
		Data Collection Officer(s)	Jo MacPherson; Norma Paterson



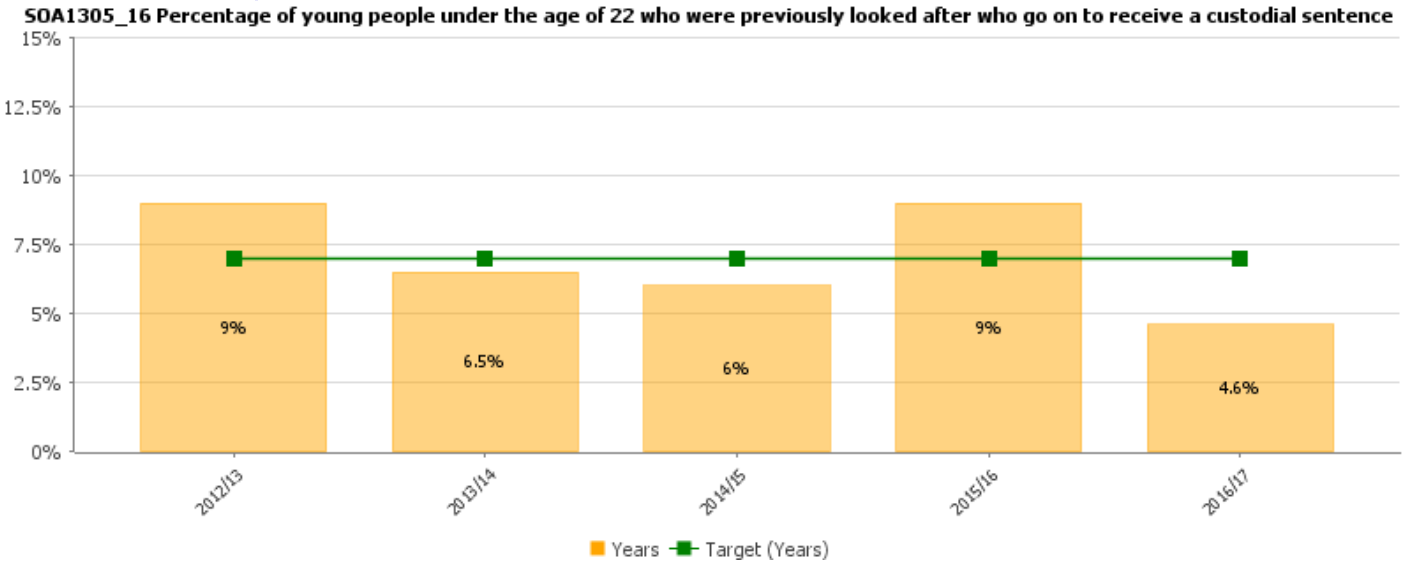


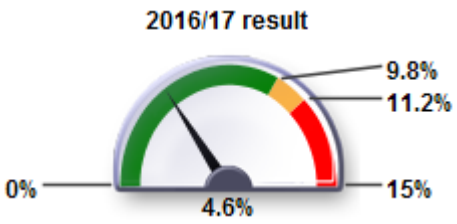
Children and young people who are Looked After and Accommodated away from home are subject to regular 6 monthly reviews. These reviews ensure that plans are in place which detail the longer term plan for the child or young person. This may include a return home, remaining with current carers or moves to permanency. These Looked After Reviews will evidence and record positive steps to progress the plans and will be recorded in the minute. This helps avoid unnecessary delays. The figure of 92% for quarter 1 of 2016-17 was very encouraging and represented one of the

Notes on Latest Data Entry

highest performance levels since being reported on. However, there was a subsequent dip to 83% in quarter 2 of 2016-17. In quarter 3 of 2016-17 performance improved again to 88% (109 from 124 applicable reviews). In quarter 4 performance improved again to 91% (99 from 109). In quarter 1 of 2017-18 there was a slight drop to 84.5% (93 from 110). This was due to a number of young people presenting with higher levels of challenging behaviour. Efforts are being made to make reviews run more efficiently and drive improvement for children. The target will remain at 95%.	

Performance Indicator	**SOA1305_16 Percentage of young people under the age of 22 who were previously looked after who go on to receive a custodial sentence**	**Partner Organisation**	CPP13_West Lothian Council
Description	The number of young people who were previously Looked After who go on to receive a custodial sentence is an important indicator of a negative outcome for young people and one that if reduced will show services upstream are working more effectively.	**Responsible Officer(s)**	SOA13_Criminal Justice Team Manager(Norma Paterson); SOA13_Senior Manager 3 Social Policy(Tim Ward); Tim Ward
		Data Collection Officer(s)	SOA13_Team Leader CHCP(Norma Paterson)





Trend Chart Commentary : One of the worst outcomes for young people is that they receive a custodial sentence. The likelihood of this is increased if young people were previously Looked After. Through the development of the 'Whole System Approach' and other services for Looked After Children, better transitions and services will hopefully mean young people can be kept out of the justice system through Early and Effective Intervention and other mechanisms. Services for those in the justice system will also be improved so that custody can be avoided.

Very few young people receive a custodial sentence. In 2016-17, 13 young people aged under 22 received this outcome. 9 of those were looked after previously. At 31st March 2017, there were 193 previously looked after children and 9 of these had received a prison sentence . The percentage figure of 4.6% constitutes a strong level of improvement on previous years and is felt to be the consequence of strong partnership working and one of the impacts of the long standing whole system approach in West Lothian.

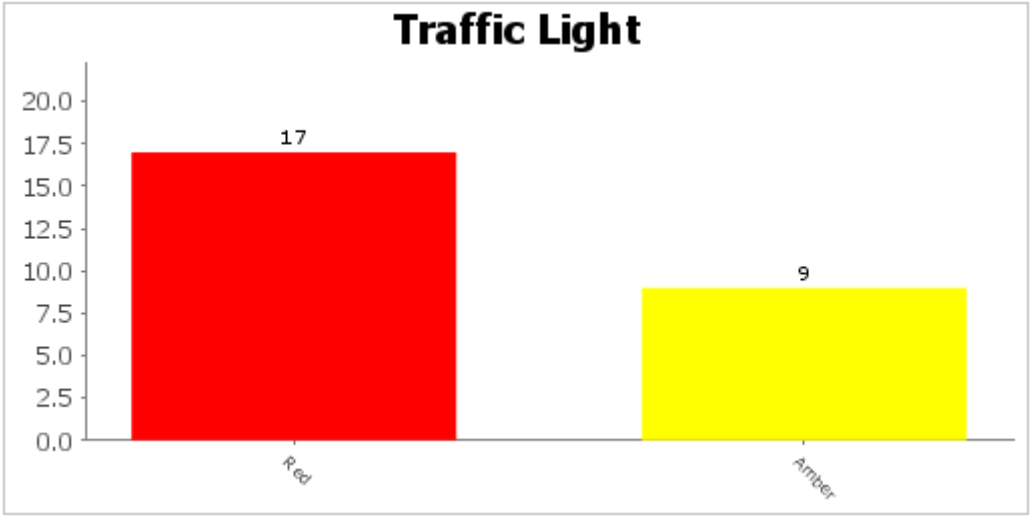
The performance of 6 per cent in 2014-15 showed an improvement from 2011-12 when the performance was 13 per cent. The 2014-15 figure represents 13 out of a total of 203 previously looked after children who received a custodial sentence during that year. In 2015-16 performance stood

Notes on Latest Data Entry

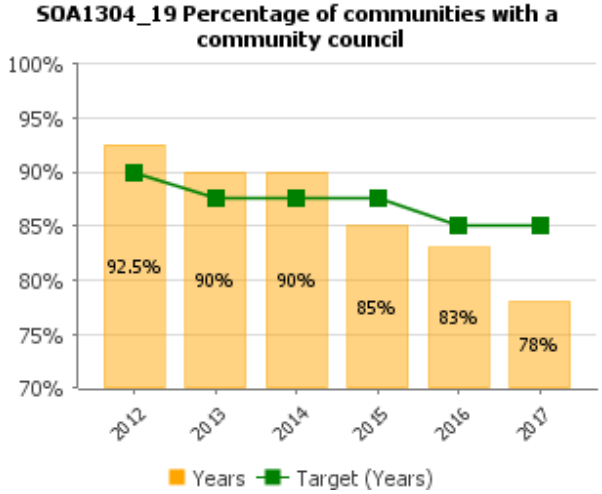
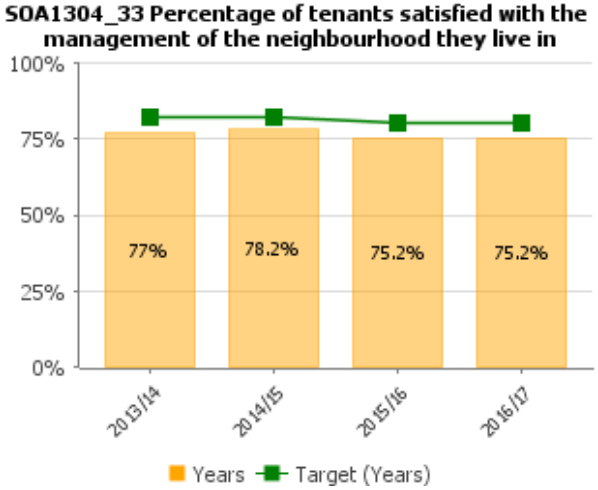
at 9%. Whilst performance still can be seen as positive, services would aim for this figure to reduce further by the end of 2017-18. Service redesigns and the implementation of the 'Whole System Approach' aim to impact on the use of custody but this will be a long term aim. The target of 7% will be retained in 2017-18 at present but will be kept under review.	

2. High Level Steering Group Exceptions Report(grp by Forum)

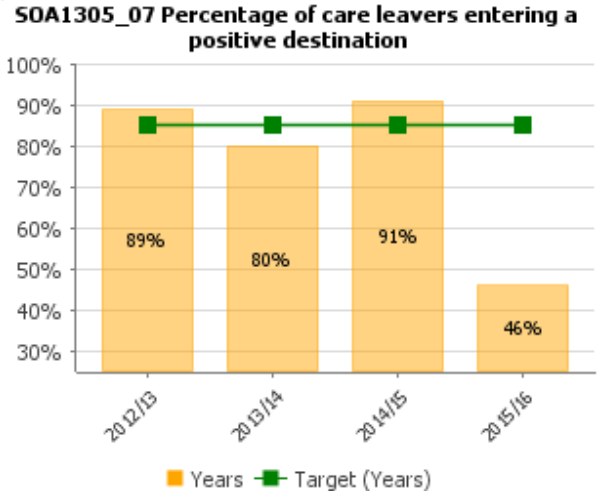
Report Type: PIs Report
Report Author: Joanna Anderson
Generated on: 08 November 2017 11:19



SOA13_Community Safety Forum

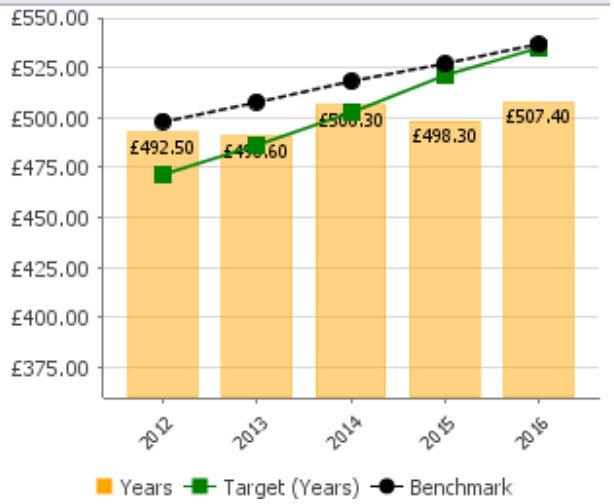
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1304_19 Percentage of communities with a community council	CPP13_West Lothian Council	SOA13_Community Planning Development Officer 2(Joanna Anderson)	<u>Trend Chart Commentary:</u> During the October 2017 elections, community councils were set up in 32 areas out of a possible 41. Those areas with no community councils are Breich, Bridgend, Carmondean, Howden, Knightsridge, Longridge, Newton, Seafield and Torphichen. A second calling for nominations will be made in November 2017 which it is hoped will result in an increase in the overall number of community councils in operation.	
	SOA1304_33 Percentage of tenants satisfied with the management of the neighbourhood they live in	CPP13_West Lothian Council	SOA13_Performance and Change Manager(Sarah Kelly)	<u>Trend Chart Commentary</u> : Housing, Customer and Building Services did not carry out this tenant satisfaction survey in 2016/17 and we have carry over our results from the previous year. This meets the requirements of the Regulator and it was agreed by the service and the Tenants Panel to carry out this survey every two years. Therefore, we reported 75.2% satisfaction in 2016/17. The 2017/18 target will remain at 80%. In 2015/16, of the 1381 responses received, 483 (35%) were very satisfied and 556 (40.24%) were fairly satisfied with the landlord's	

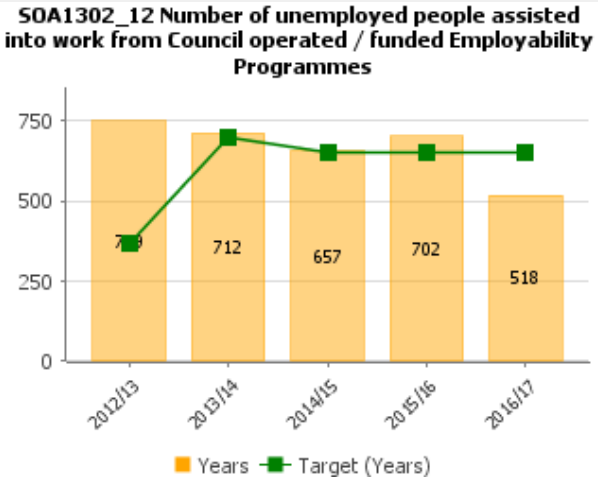
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				management of the neighbourhood they live in. Of the remaining responses ; 155 (11.22%) were neither satisfied nor dissatisfied; 116 (8.4%) were fairly dissatisfied and 71 (5.14%) were very dissatisfied. As we did not achieve our target, we will continue to work on improving our customer satisfaction and the 2016/17 target will remain at 80%. The benchmarking information published by Scottish Housing Regulator indicates that the 2015/16 Scottish Social Landlord average was 85.98% satisfied and our Scotland's Housing Network Peer Group average was 81.06%. We will continue to work and consult with our tenants in order to improve on this measure. In 2014/15, of the 690 responses received, 256 (37.1%) were very satisfied and 284 (41.1%) were fairly satisfied with the landlord's management of the neighbourhood they live in. Of the remaining responses ; 72 (10.5%) were neither satisfied nor dissatisfied; 52 (7.6%) were fairly dissatisfied and 26 (3.7%) were very dissatisfied. In 2013/14, 77% of tenants (who responded to the annual Tenant Satisfaction Survey) advised that they were either satisfied or very satisfied with the management of their local area. Of the 548 responses received, 199 were very satisfied	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				and 223 were fairly satisfied. Of the remaining responses ; 67 (12.2%) were neither satisfied nor dissatisfied; 37 (6.8%) were fairly dissatisfied; and 22 (4%) were very dissatisfied.	
	SOA1305_07 Percentage of care leavers entering a positive destination	CPP13_West Lothian Council	SOA13_Economic Development Policy Manager(David Greaves); SOA13_Performance and Information Officer(Education)(Michael Davis and Steven Arthur)	Trend Chart Commentary : The latest data is for academic year 2015/16. The disappointing figure of 46% into positive destinations represents 6 out of the 13 looked after young people leaving school. West Lothian had the lowest percentage score of all council areas in Scotland. The follow-up survey of the same group of leavers did show an increase to 8 in positive destinations - 62%. The percentage of looked after children leaving school and entering a positive destination was 80% for the 2014/15 academic year leaver group. It is important to recognise that based on this data source (Scottish Government) only a small number of looked after Children leave school each year (13 in total for 2015-16) so one additional positive outcome would result in an 8 percentage point increase. Looked after children including those in negative destinations continue receive targeted support via key worker provision. The aim is to give them the best chance of finding a positive destination, maintain a positive destination in	

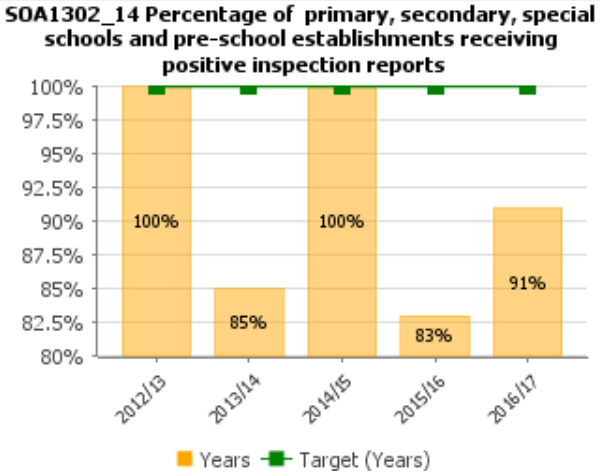
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				the long-run and provide continuity of support if an individual does not sustain a positive destination. However, the group does include individuals who are faced with considerable challenges and who may choose not to engage with support services. 2016/17 data will become available in mid June of 2018.	

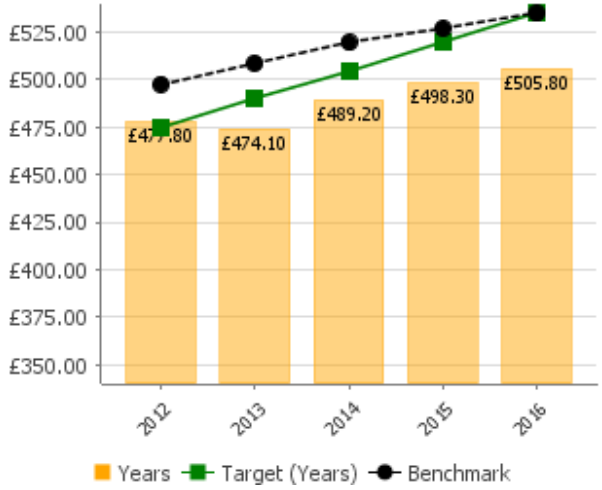
SOA13_Economic Forum

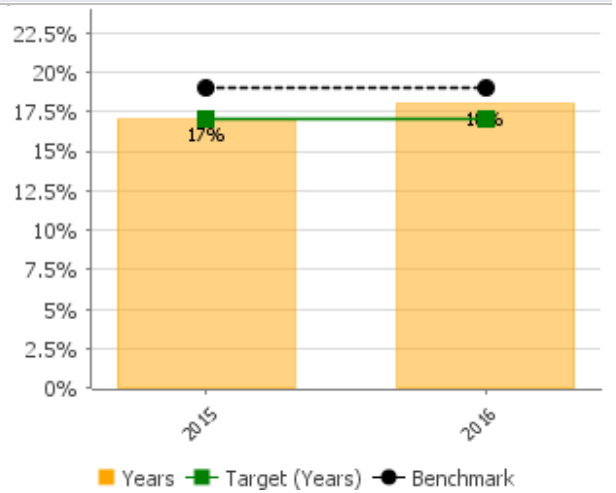
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1302_05 Median earnings (£s) for residents living in the local authority area who are employed (gross weekly pay)	CPP13_West Lothian Council	SOA13_Economic Development Policy Manager(David Greaves)	**Trend Chart Commentary:** A target was set in 2009 to increase the overall level of wages relative to the Scottish average. The data for 2015 showed a decrease on 2014 from £503.40 to £498.30. The 2015 Scottish figure is £527.00 (Scottish data is used as the benchmark data on the chart). The gap between West Lothian and the Scottish figure therefore increased to 5%. The latest West Lothian figure (for 2016) is £507.40. This represents a slight increase on 2015, but the gap with Scotland has increased further to 6%. The fall in the West Lothian median between 2014 and 2015 and slight increase in 2016 may be as a result of the increase in overall employment levels and the reduction in	

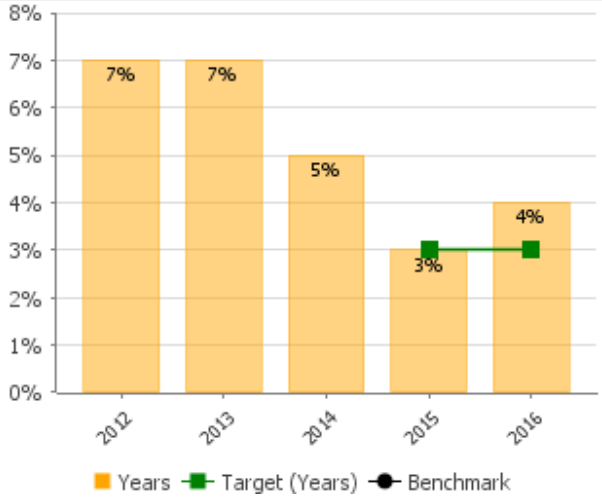
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				unemployment through recruitment in relatively lower paid entry-level jobs. However, it is also important to note that the yearly change at a local authority level may also be caused by sample variation. It is therefore more appropriate to consider the long term general trend rather than focusing on annual change. The general picture seems to point to West Lothian following the Scottish trend and the gap persisting rather than closing.	
	SOA1302_12 Number of unemployed people assisted into work from Council operated / funded Employability Programmes	CPP13_West Lothian Council	SOA13_Economic Development Policy Manager(David Greaves)	<u>Trend Chart Commentary</u> : The initial target was based on the performance of European Funded training packages. In both 2012-13 and 2013-14 a significantly higher number of outcomes were recorded, (over 700 each year) and the target was revised accordingly. This was due to a number of factors notably the improved economy and labour market and the provision of additional support including recruitment incentives to small businesses to encourage recruitment of young people. In 2014-15 a total of 657 individuals were supported into employment. The reduction on 2013-14 was expected as the number of job ready unemployed people had declined in number. The focus of intervention shifted to individuals requiring more intensive assistance to enable them to find employment.	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				In 2015-16, 702 individuals were supported into work. This figure included a significant number of clients who were economically inactive rather than unemployed on registration. In 2016/17 a total of 518 appears to represent a further significant reduction in the level of job outcomes. However, it should be noted that a new European Social Fund programme commenced at the start of the year. This has reinforced the requirement of employability activity to focus on supporting individuals with multiple barriers - eg at least 2 issues or characteristics that need to be addressed to enable the individual to find employment. This has resulted in a smaller number of individuals being registered and receiving assistance from employment advisers, though the intensity of support has to increase for those unemployed and inactive clients who are prepared to engage. Alongside the work with jobless clients, ESF funding enables people who are under-employed to be assisted. Finally, given the targeting of provision towards young people and others who might require more intensive pre-employment support, over 300 participants	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				progressed into education or training outcomes rather than employment eg accessing a college course.	
	SOA1302_14 Percentage of primary, secondary, special schools and pre-school establishments receiving positive inspection reports	CPP13_West Lothian Council	SOA13_Customer & Performance Manager(Andrew Sneddon); Greg Welsh	<u>Trend Chart Commentary:</u> The percentage of schools receiving a positive inspection report from Education Scotland increased from 83% to 91% between 2015/16 and 2016/17. Eleven establishments were inspected and reports published on Education Scotland's website and presented to the Education Quality Assurance sub-Committee (EQAC). Where improvements in performance are identified by inspectors an action plan is prepared by the school, with input from Education Quality Improvement Officers, to improve performance, and presented for scrutiny to EQAC. In the case of Westfield Primary School, where two indicators were judged as weak, a new management team is leading improvement in the school, supported by the Quality Improvement Team and the Performance Team. Complete data for 2017/18 will be available by the end of June 2018. The target will remain at 100% for session	

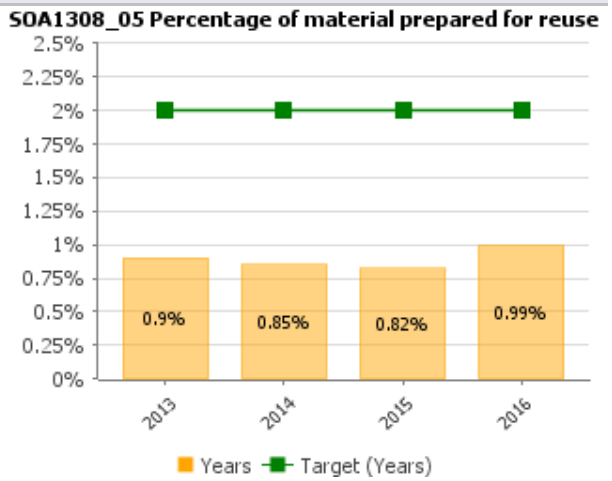
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				2017/18.	
	SOA1303_03 Median earnings (£s) for full-time employees working in the local authority area (gross weekly pay)	CPP13_West Lothian Council	SOA13_Economic Development Policy Manager(David Greaves)	**Trend Chart Commentary:** This target was initially set in 2009 to increase the overall level of wages relative to the Scottish median. In 2010 workplace the rate of increase was similar to that for Scotland as a whole and, as a consequence, the wage levels in West Lothian were 10% behind the Scottish level. From 2010 until 2012 the wages gap between WL and Scotland narrowed. The 2012 figure for West Lothian was 4% behind the Scottish level. In 2016 West Lothian's median wage level has increased to £505.80, whilst Scotland as a whole recorded an increase to £535.00. So the gap is 6%. It is also important to note that the yearly change at a West Lothian level may be caused by sample variation. It is therefore more appropriate to consider the long term general trend rather than focusing on an individual year's data. The general picture seems to point to the gap between West Lothian and the Scottish average persisting rather than closing. A number of interlinked factors might account for this most notably the local economy being now predominantly based on service sector employment.	

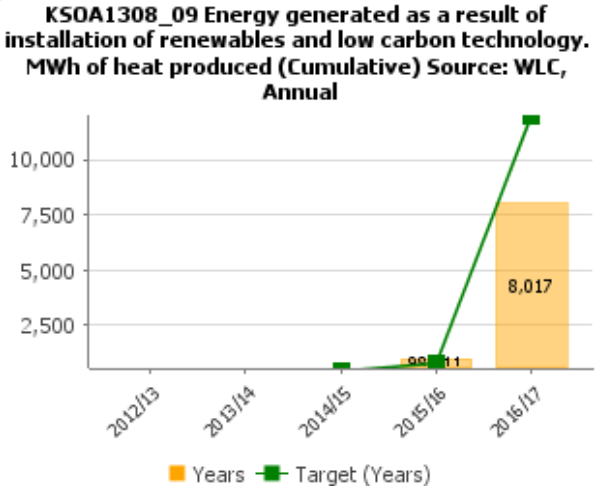
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1303_14 Percentage of employees earning less than the Living Wage	CPP13_West Lothian Council	SOA13_Economic Development Policy Manager(David Greaves)	**Trend Chart Commentary:** This is a new PI and the data for 2015 provides the baseline against which a target has been developed. In setting a target, the following issues have been considered: a. Whilst Scottish Government use this indicator as a means of monitoring the level of low paid employment, a specific target has not been set for reducing the Scottish level; b. The introduction of the National Living Wage (which is essentially a rebranding and up rating of the minimum wage for over 24s) may have a modest impact on reducing the number and proportion of the population earning less than the real Living Wage; c. The council adopting the Living Wage and promoting its benefits to partners and businesses in West Lothian should have a positive impact, but it is difficult to quantify and predict what the overall effect will be; Across Scotland the proportion of jobs paying below the living wage varies. The lowest levels are found in prosperous suburban authorities or cities ie Aberdeen and Edinburgh. West Lothian at 18% is similar to other non-city central Scotland local authority areas. The target of reducing the proportion to below	

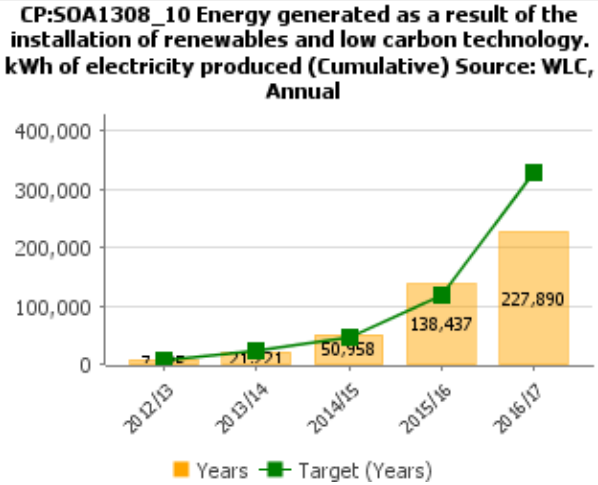
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				17% is proposed. This should be reviewed annually in light of progress and to recognise the changing economic circumstances that might prevail. The 2016 data showed that whilst generally there has been an increase in wage levels at the lower end of the pay spectrum the percentage of West Lothian employees earning less than the Living wage may have increased very slightly from 17 to 18%. The data for 2016 was compiled at the start of the year prior to the introduction of the National Living Wage.	
	SOA1303_15 Gap between median pay for men and women working full time	CPP13_West Lothian Council	SOA13_Economic Development Policy Manager(David Greaves)	<u>Trend Chart Commentary:</u> This is a new indicator. The 2015 data (five year average 2011-2015) showed a 3% gap between men and women working full-time. This was low compared with most other local authority areas in Scotland (West Lothian had the 5th lowest wage gap). The 2016 data (five year average 2012-2016) showed a slight increase in the gap to 4%. However, the gap is still significantly lower than the the 7% figure in 2012 (the earliest date for which data is available). The latest West Lothian gender pay gap is also one of the smallest in Scotland (ranked 5th in 2016). The picture across Scotland could be determined by the type of employment found within local areas. For example, the largest	

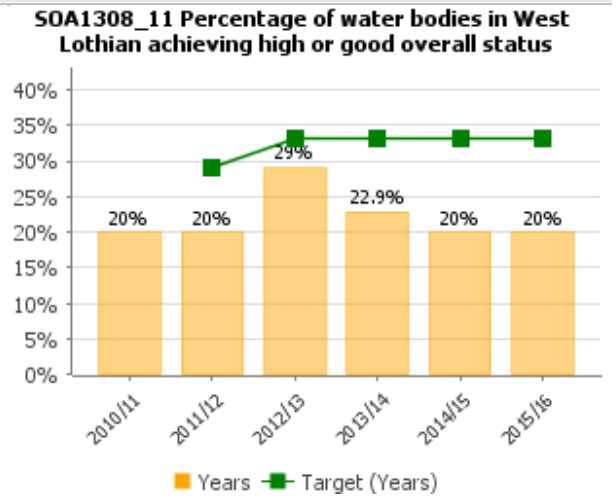
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				negative gaps are in areas with large employers of males in higher paying process and manual jobs eg Renfrewshire (Glasgow airport), Aberdeen (Oil and Gas) and Falkirk (petrochemicals). It should be noted that the pay gap for part-time and total employment is likely to be greater than for full-time employment. A higher proportion of part-time jobs are occupied by women. Some lower paying occupations including retail and hospitality, have a higher share of part-time employment.	

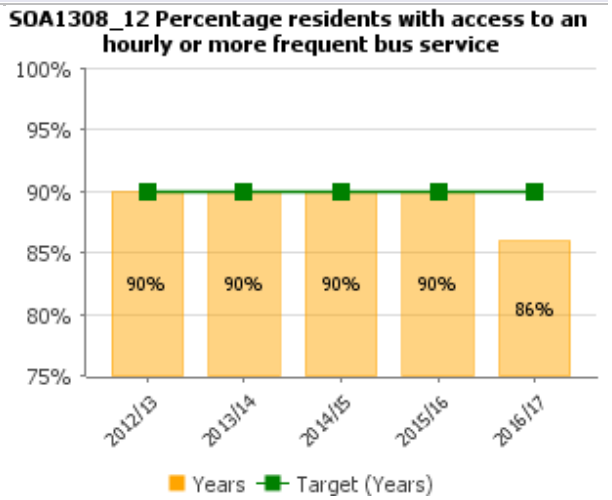
SOA13_Environment Forum

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1308_05 Percentage of material prepared for reuse	CPP13_West Lothian Council	SOA13_Service Manager Waste Services(David Goodenough)	Trend Chart Commentary : There was an increase in the amount of material reused from 848 tonnes in 2015 to 1018 tonnes in 2016. In comparing 2016 to 2015 the main differences in materials reused are as follows: 230 tonnes of old wheeled bins, wheels and axles were reused following removal due to the 140 bin project. 256 tonnes of furniture and household goods were collected, 52 tonnes less.	

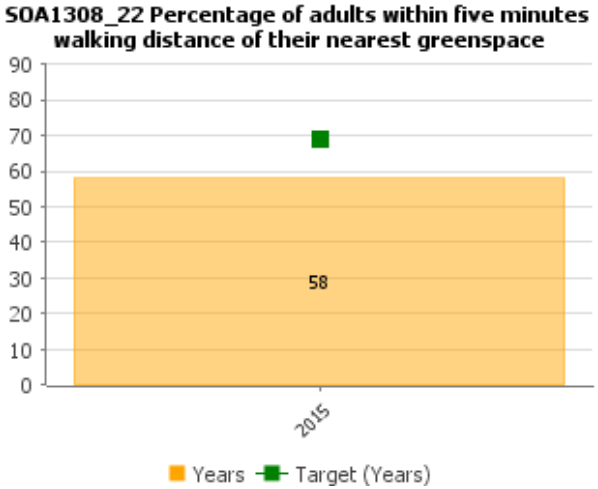
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				438 tonnes of textiles from Community Recycling Centres (CRC's) and bring sites across West Lothian, a decrease of 15 tonnes. The remainder was a mix of books and gas cylinders from our CRC's which saw a small decrease and an increase in bikes collected of 4.5 tonnes. We commenced collecting garden tools in 2016 resulting in 4.4 tonnes being collected. Data for 2017 will be released by SEPA around the end of September 2018	
	KSOA1308_09 Energy generated as a result of installation of renewables and low carbon technology. MWh of heat produced (Cumulative) Source: WLC, Annual	CPP13_West Lothian Council	SOA13_Head of Planning, Economic Development and Regeneration(Craig McCorriston)	<u>Trend Chart Commentary</u> : The data is based on actual figures for our biomass boiler installations and estimates of outputs from the range of renewable heat technologies currently installed based on the findings of a review carried out by consultants on behalf of the council. 2016/17 includes biomass data for all 6 installations, although only 4 were operational for the full year due to completion of The James Young High School and Civic Centre later in 16/17. This issue, as well as changes to the biomass project following the setting of the original SOA target (including removal of West Calder High School and 2 primary schools) and the fact that 2016/17 was a milder year than	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				average and therefore less heat was required mean that the 12,000MWH target has not been achieved. However, it should be recognised that significant progress has been made in our low carbon heat generation, with an eight-fold increase from 2015/16. Previous figures have been converted from kWh to MWh to bring data into alignment.	
	CP:SOA1308_10 Energy generated as a result of the installation of renewables and low carbon technology. kWh of electricity produced (Cumulative) Source: WLC, Annual	CPP13_West Lothian Council	SOA13_Head of Planning, Economic Development and Regeneration(Craig McCorriston)	<u>Trend Chart Commentary</u> : 25/4/2017 The data is a combination of the outputs from the councils installed solar photovoltaic (PV) systems. 2016/17 saw the first full year production for a number of systems, although faults at 2 sites have meant that the anticipated output of 250,000kWh has not been achieved. These issues are now in the process of being resolved, and the addition of new installations at Beecraigs Country Park (complete) and St Kentigern's Academy (proposed) mean that the 330,000kWh target should be achieved in 2017/18.	

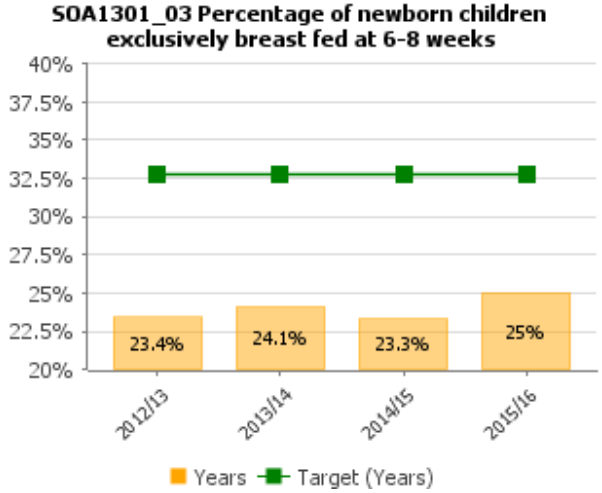
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1308_11 Percentage of water bodies in West Lothian achieving high or good overall status	CPP13_West Lothian Council	SOA13_Head of Planning, Economic Development and Regeneration(Craig McCorriston)	<u>Trend Chart Commentary</u> : 1/6/17 The latest data available is that for 2016 which shows no change in water quality in West Lothian since 2015. Discussions are taking place as to the overall relevance of this PI to the council and whether ownership should be given to other partners (SEPA?) The long term target set by Scottish Government is to achieve 97% of waterbodies in Scotland at good overall status by 2027. Revised shorter term local targets will be agreed with SEPA. Classification data is provided annually by SEPA and is available at https://www.sepa.org.uk/data-visualisation/water-classification-hub	

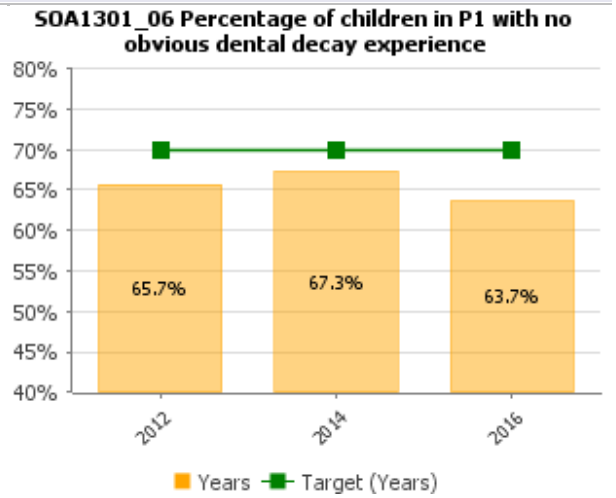
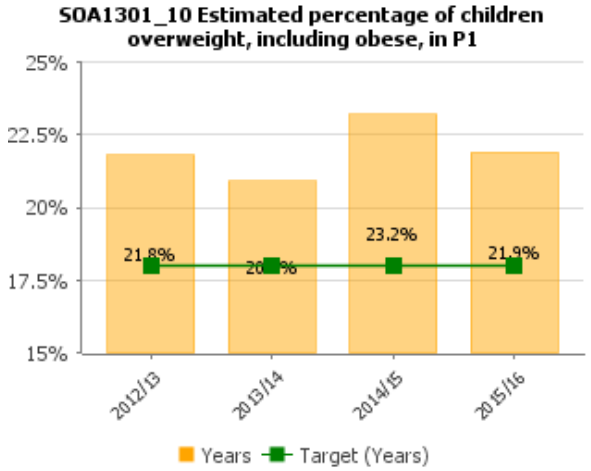
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1308_12 Percentage residents with access to an hourly or more frequent bus service	CPP13_West Lothian Council	SOA13_Public Transport Manager(Nicola Gill)	<u>Trend Chart Commentary:</u> Overall bus service levels remain at the 90% level required by the target for this KPI and have done since 2011/12. An evaluation model is used to measure this performance indicator and the effect of changes to bus services and the September 2012 PI measure at 90.0% is the baseline. For future years our target will be to maintain this level of provision as long as there is reasonable stability in commercial bus service provision and continued availability of council resources to provide service subsidies. The risk of commercial service withdrawal is outside the control of councils and this can adversely affect the PI. The loss of the commercial Livingston to Dunfermline and Bathgate to Boghall (Saturday) routes in January 2015 indicates that there is a continuing risk of commercial service withdrawal affecting the KPI. In the January 2015 instances contract services were provided at marginally increased overall cost to make good the losses. The majority of bus services in West Lothian are profitable and operate on a commercial basis without council subsidy. These services need no council approval and the council cannot influence their availability or design.	

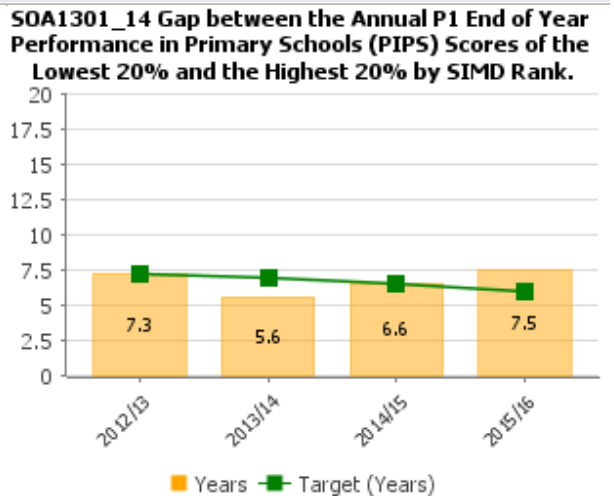
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				Commercial services tend to be the busiest routes and the busiest times of operation. Councils can only legally provide services they deem to be socially necessary once the extent of the commercial network is known. Council contract bus services build on this commercial core and can increase the number of residents with access to services at the level defined by the indicator by either providing new bus or Taxibus services to places otherwise unserved or by adding additional subsidised journeys onto otherwise commercial bus services to bring their availability up to the standard to meet the indicator definition. Whilst no other council in Scotland is known to use this some other UK councils have adopted an identical PI to measure public transport accessibility. County councils of Leicestershire and Wiltshire set targets at 95% and 50% respectively until 2011/12 when service support reductions took effect. Lincolnshire County Council also used a similar KPI "Access to facilities by public transport, walking and cycling" and set a target at 87% up to 2011/12. The Public Transport Unit has recently been notified by operators of various changes to the commercial bus network throughout May and June 2017. These service changes were uploaded into the evaluation model to provide	

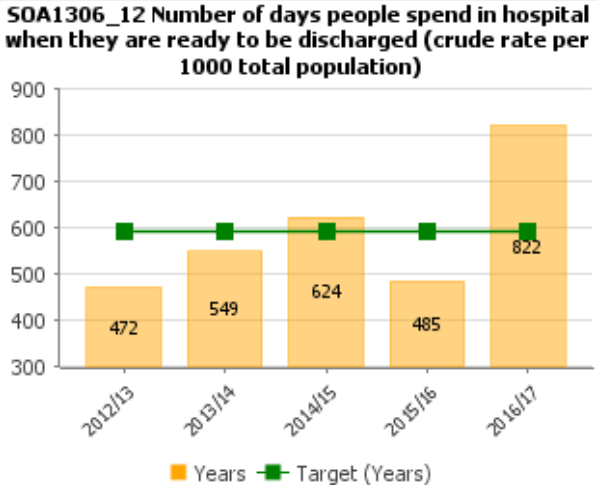
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				an up to date figure of 86%, a reduction of 4% since 2015/16. This reduction is a result of the changes in both the commercial and subsidised network.	
	SOA1308_22 Percentage of adults within five minutes walking distance of their nearest greenspace	CPP_West Lothian Council	SOA13_Open Space & Cemeteries Manager (David Cullen); zOPSHQ_PIAdmin	**Trend Chart Commentary** This is a perception based figure based on a 2015 sample of 220 within West Lothian. GIS data held by West Lothian shows that approx 95% of households are within the 5mins (500m) walking distance of their nearest greenspace. The gap between perception of the sample group and the actual availability of greenspace indicates both a requirement to increase awareness of greenspace within communities and a better understanding within communities of the definition of what constitutes greenspace. The next publication of 2016 data is due for publication by the Scottish Government in September 2017	

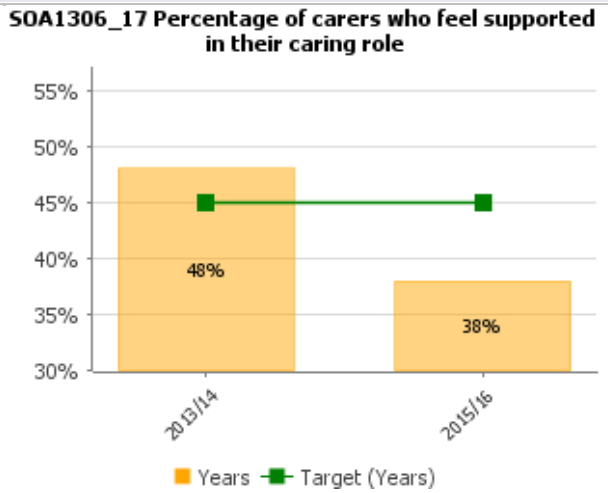
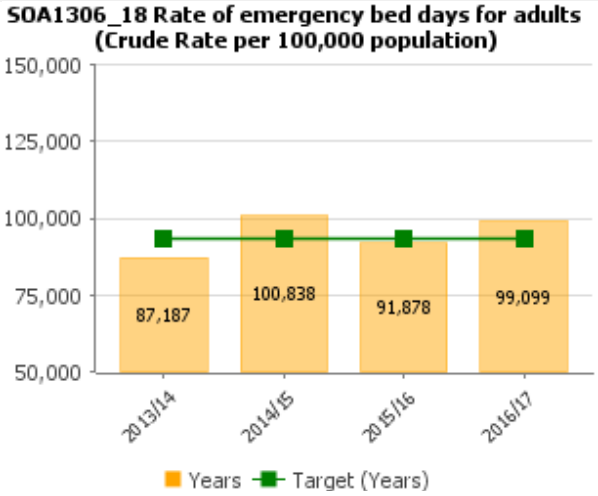
SOA13_Health and Wellbeing Forum

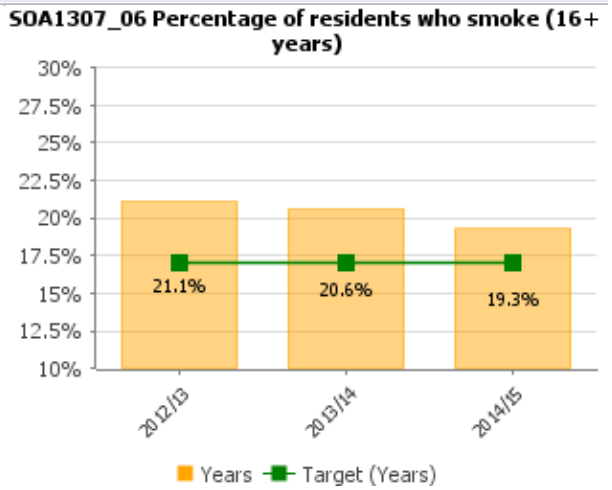
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1301_03 Percentage of newborn children exclusively breast fed at 6-8 weeks	CPP13_NHS	SOA13_Primary Care Manager(Carol Bebbington)	Trend Chart Commentary: Update due December 2017 In 2015/16, 35.4% of babies were breastfed at the 6-8 week review. Within this overall breastfeeding rate 25% of babies were exclusively breastfed an increase of 1.7% on the previous year. In comparison to other areas the rate of breastfeeding is lower than the Scottish average of 38.9% with 28.2%exclusively breastfed, is worse than Mid Lothian with 37.4% (27.4% exclusively breastfed) and better than Falkirk with 28.7% (20% exclusively breastfed). Interventions are targeted at breastfeeding support through both professional input and peer support buddies. Work is ongoing regarding wider social acceptability and cultural changes required through education and work with local employers, retail and leisure facilities to support and promote breastfeeding. 2016/17 data is not yet available. This PI will be updated by end 2017.	

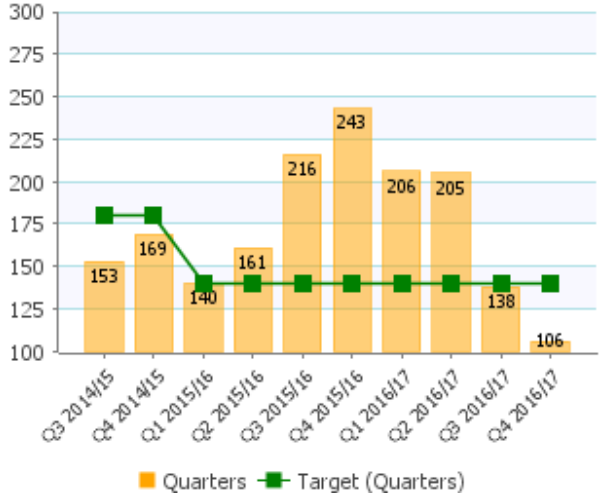
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1301_06 Percentage of children in P1 with no obvious dental decay experience	CPP13_NHS	SOA13_Primary Care Manager(Carol Bebbington)	**Trend Chart Commentary:** The national survey is carried out every two years and 2016 results indicate 63.7% of primary 1 children had no obvious dental caries. The improvements in dental health are linked to the introduction of Childsmile Toothbrushing and Childsmile Nursery interventions. Local target has been agreed at 70 % to be achieved over the next three years.	
	SOA1301_10 Estimated percentage of children overweight, including obese, in P1	CPP13_NHS	SOA13_Primary Care Manager(Carol Bebbington)	**Trend Chart Commentary : Update due December 2017** Based on centile cut-offs on the 1990 UK growth reference charts used for population monitoring purposes, BMI assessment of West Lothian's Primary 1 children in 2015/16 estimated 21.9% were at risk of overweight and obesity combined which is on a par with Scotland average of 22.1%. 2016/17 data is not yet available. This PI will be updated by end 2017.	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1301_14 Gap between the Annual P1 End of Year Performance in Primary Schools (PIPS) Scores of the Lowest 20% and the Highest 20% by SIMD Rank.	CPP13_West Lothian Council	SOA13_Head of Education Development(D McMaster)	<u>Trend Chart Commentary</u> Performance in 2015/16 was 7.5 which is a larger gap than performance in 2014/15 of 6.6 and larger than the target of 6. However this is still less than one standard deviation of a difference between the groups. in other words, the variation is within the range of scores that individual pupils could be expected to achieve. In 2015 the average score of the most deprived was 45.9 and the average score of the least deprived was 52.5 thus generating a gap of 6.6. The 7.5 gap in 2016 is a result of the average score of the most deprived being 45.8 and the average score of the least deprived being 53.3. All of these scores are within one standard deviation of the Scottish consortium mean, the range of scores that individual pupils could be expected to achieve. Performance in this indicator has increased from 7.3 in 2012/13 when the adaptive testing programme was first introduced in West Lothian Primary schools. Thresholds have been set to recognise the range of scores that individual pupils could be expected to achieve given a standard deviation around the standardised score of 50, as agreed during the review of the Raising Attainment	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				Strategy. The work of the Quality Improvement Team and Performance Team will continue in support of further improvements and to allow schools to identify the most deprived individuals in order to provide interventions for these pupils. Schools are now working more collaboratively to support and challenge each other within their secondary hubs to raise attainment. Performance information for 2016/17 will be available in September 2017. The target for 2016/17 has been set at 7 which will be challenging.	
	SOA1306_12 Number of days people spend in hospital when they are ready to be discharged (crude rate per 1000 total population)	CPP13_NHS	SOA13_Primary Care Manager(Carol Bebbington)	<u>Trend Chart Commentary</u> : The number of bed days spent in hospital when people are ready for discharge is 822 per 1000 population This is slightly better than the Scottish rate of 842 however is a worse position than the previous year (485). This is due to impact of changes in the reporting methodology effective July 2016 and issues related to implementation of the revised care at home contract (Apr 2016) . It is anticipated the work within the Frailty Programme will have a positive impact on this over time. The IJB continue to review performance and local improvement target	

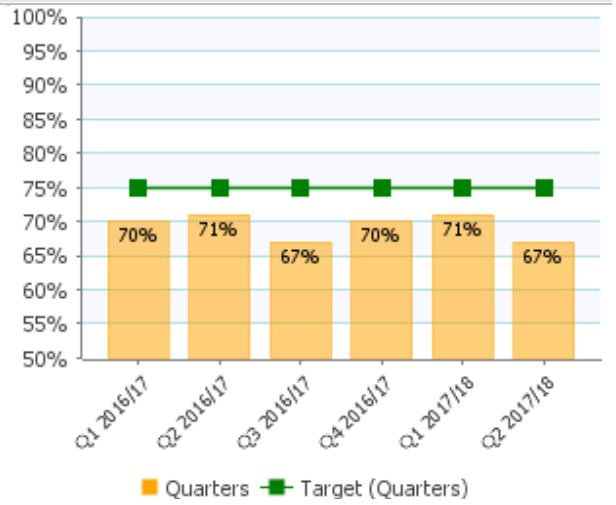
Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1306_17 Percentage of carers who feel supported in their caring role	CPP13_NHS	SOA13_Primary Care Manager(Carol Bebbington)	Trend Chart Commentary : Data from the most recent Health and Social Care Survey indicates 38% of carers feel supported in their caring role. This is significantly lower than previous report of 48% and is 3% lower than Scottish rate. We are investigating data further and developing an improvement plan in conjunction with our key partners to agree priorities and actions fro improvement. Data is taken from a biennial survey, with the next survey being carried out in 2017/18. This PI will be updated following release of the survey data.	
	SOA1306_18 Rate of emergency bed days for adults (Crude Rate per 100,000 population)	CPP13_NHS	SOA13_Primary Care Manager(Carol Bebbington)	Trend Chart Commentary : The Emergency bed day rate for 2016/17 is 99099 per 100,000 population. This is below the Scottish rate of 119,649 per 100000 population. The emergency bed day rate is adversely impacted by the recent increase in delayed discharges. Further analysis is in progress to determine reasons for admissions and actions to facilitate appropriate early supported discharge. It is anticipated that the frailty programme will have a positive impact on our performance.	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1307_06 Percentage of residents who smoke (16+ years)	CPP13_NHS	SOA13_Primary Care Manager(Carol Bebbington)	Trend Chart Commentary : Smoking prevalence for adults aged 16 and over in West Lothian is estimated to be 19.3% in 2015 which is down from 20.6% and better than Scottish estimate of 20.7% .The percentage of male adults who smoke is estimated at 18.3% which is lower than Scottish estimate of 22.7% . The percentage of female adults is estimated at 20.2% which is worse than Scottish estimate of 18.8% . 2016/17 data is not yet available. This PI will be updated by end 2017.	
	SOA1307_12 Number of applicants where homelessness is prevented	CPP13_West Lothian Council; HNS Housing Needs Services	SOA13_Customer Services Mgr (Housing Needs)(AnnMarie Carr)	Trend Chart Commentary : In 2015/16 the number of applicants where homelessness was prevented at point of case closure was a total of 696 households out of a total of 1309 approaches for assistance. In 2014/15 the number of applicants where homelessness was prevented at point of case closure was a total of 746 households out of 1545 approaches for assistance. Following review of recent performance homeless prevention target has been increased to 700 for year 2016/17.	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				In the year 2016/17 the prevention service had 1070 new approaches for assistance, 230 fewer approaches from the previous year. Of the 1070 approaches,575 had homelessness prevented, 495,(46.3%) cases went on to make a homeless presentation. In 16/17 the target was adjusted to a more challenging target as a result if increased prevention activity over the previous two years. Although performance for the year 2016/17 is below target set the service has witnessed a slight increase in numbers prevented. Moving through 2017/18 the service will be reviewing its prevention approach with the aim to further enhance and improve prevention outcomes for people.	
	SOA1307_14 Number of potential evictions successfully prevented by the Advice Shop	CPP13_West Lothian Council	SOA13_Campaigns Development Officer(Christopher Nelson)	<u>Trend Chart Commentary</u> This indicator was introduced to monitor the number of customers facing potential formal eviction procedures which were successfully prevented by the intervention of the Advice Shop. Quarter 4 2016/17 – We prevented 106 evictions in this quarter which is 34 less than our target of 140 per quarter. Court was quiet in January with many customers not appearing. It is anticipated that this figure may increase in the next quarter however the team is trying to reach customer prior to court to encourage	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				early intervention. **Quarter 3 2016/17 –** In this quarter we reached 138 potential evictions prevented. This is slightly below our target of 140. This is mainly due to the Christmas and New Year period resulting in less cases being called at court. We would expect an increase in Quarter 4 2016/17. **Quarter 2 2016/17 –** We exceeded our target of 140 by preventing 205 evictions this quarter. The expected decrease in cases calling at court did not materialise as thought with many cases still calling. It is expected that this will reduce next quarter with the lead up to Christmas and New Year. **Quarter 1 2016/17** – We exceeded our target of 140 by preventing 206 evictions. As predicted in quarter 4 of 2015/16, cases calling at court is still high although decreasing slightly. Expected that this will decrease again next quarter as summer holiday period usually quieter. **Quarter 4 2015/16** – We exceeded our target of 140 by preventing 243 evictions. Similar to previous quarter, there is a significant increase in the number of evictions being prevented due to the high volume of cases getting heard at	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
				court. The court advice team are extremely busy with referrals from customers who are facing possible eviction from their property. **Quarter 3 2015/16** – We exceeded our target of 140 by preventing 216 evictions. This is a significant increase to previous quarters and is predominately because of cases that were sisted at court and not adhering to the agreement made at court being called again. This increase in cases at court is likely to continue for the next quarter. **Quarter 2 2015/16 –** In this quarter we exceeded our target by preventing 161 evictions. There has been an increase in the number of cases being sent to court therefore an increase in the need for this service. **Quarter 1 2015/16 –** In this quarter we met our target of 140 evictions prevented. The reduction compared to the same period last year reflects the measures put in place with the emphasis on prevention of cases escalating to eviction stage. There was also a targeted campaign this time last year to reduce rent arrears which resulted in particularly high numbers for this quarter.	

Status	Performance Indicator	Partner	Responsible Officer	Trend Chart Commentary	Trend Chart
	SOA1307_18 Percentage uptake of free school meals P1-3 against school roll	CPP13_West Lothian Council	SOA13_Service Manager 1(Jamie Fisher)	Overall in year 16/17 uptake ranged from 67-71%. Q3 only 67% due to the phased intake of P1 children. Individual schools range from a high of 85% to a low of 38%. We are working with Education to see how we can promote uptake in schools. Catering supervisors are encouraging uptake of the packed lunch service on a Friday. Target set inline with Scottish government expectation of 75% uptake.	

Department for Work & Pensions

Universal Credit Full Service

Gill Jardine – West Lothian Integrated Operations Manager

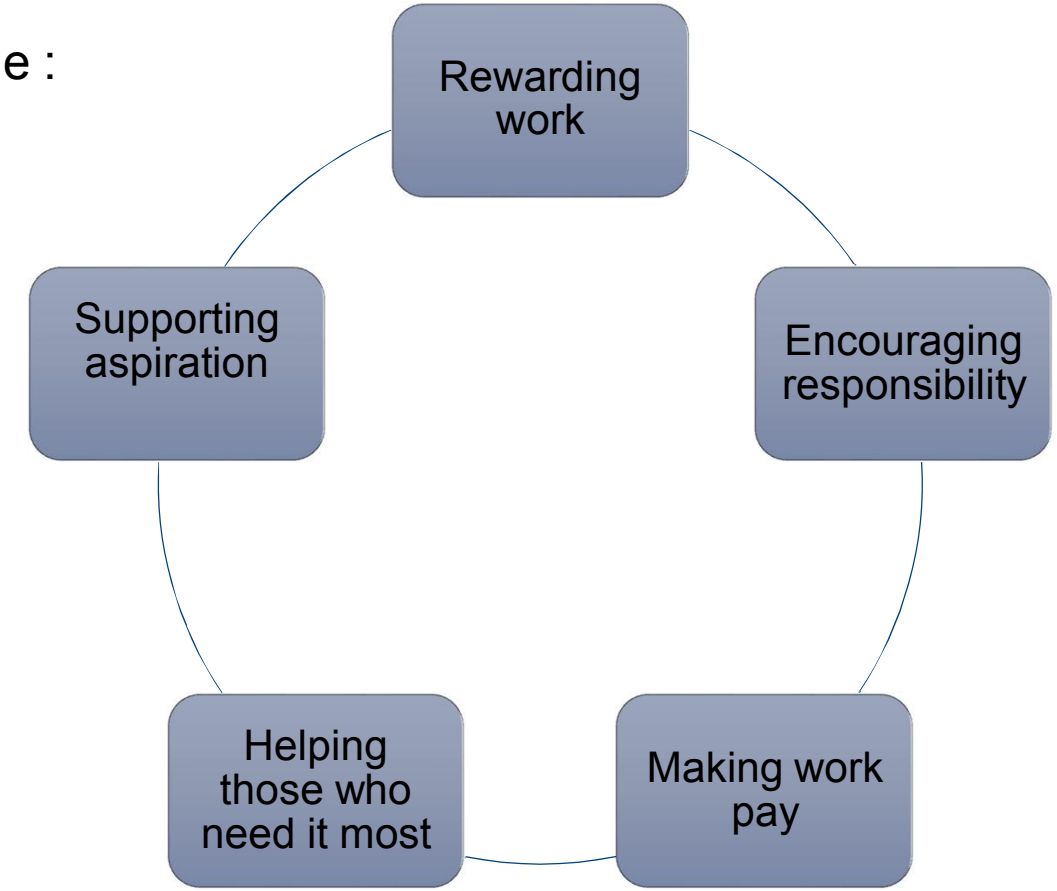
UC Universal Credit

Opening up work_

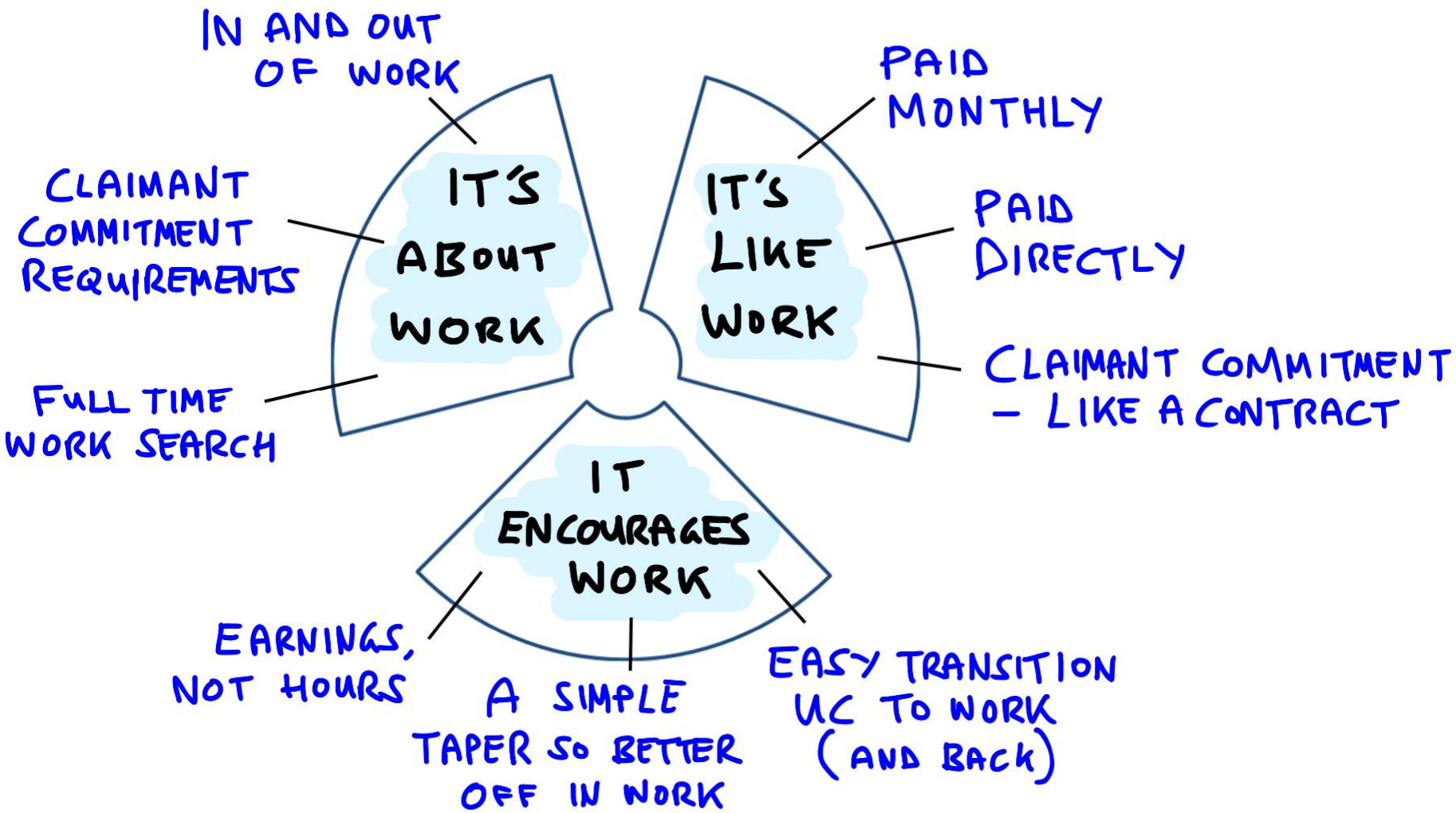
Universal Credit

The Government is introducing the biggest welfare change for the last 60 years.

It's cornerstones include :



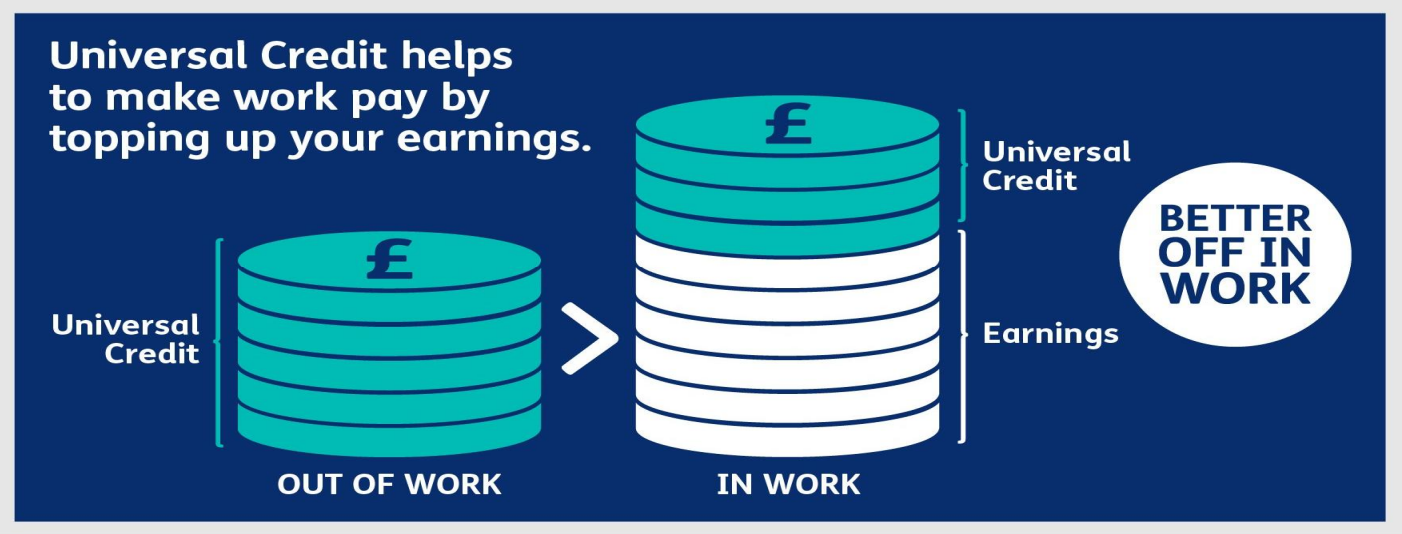
Universal Credit – What's it about?



Universal Credit – is opening up work by…

- Helping make sure you're better off in work than on benefits
- Allowing part-time and short-term work to act as a stepping stone into work
- Enabling you to work more than 16 hours a week and still claim Universal Credit
- Paying towards your childcare costs, giving you more flexible working hours

This is enabled by a taper that reduces your Universal Credit as you earn more money instead of stopping all your support outright when you work a certain amount.

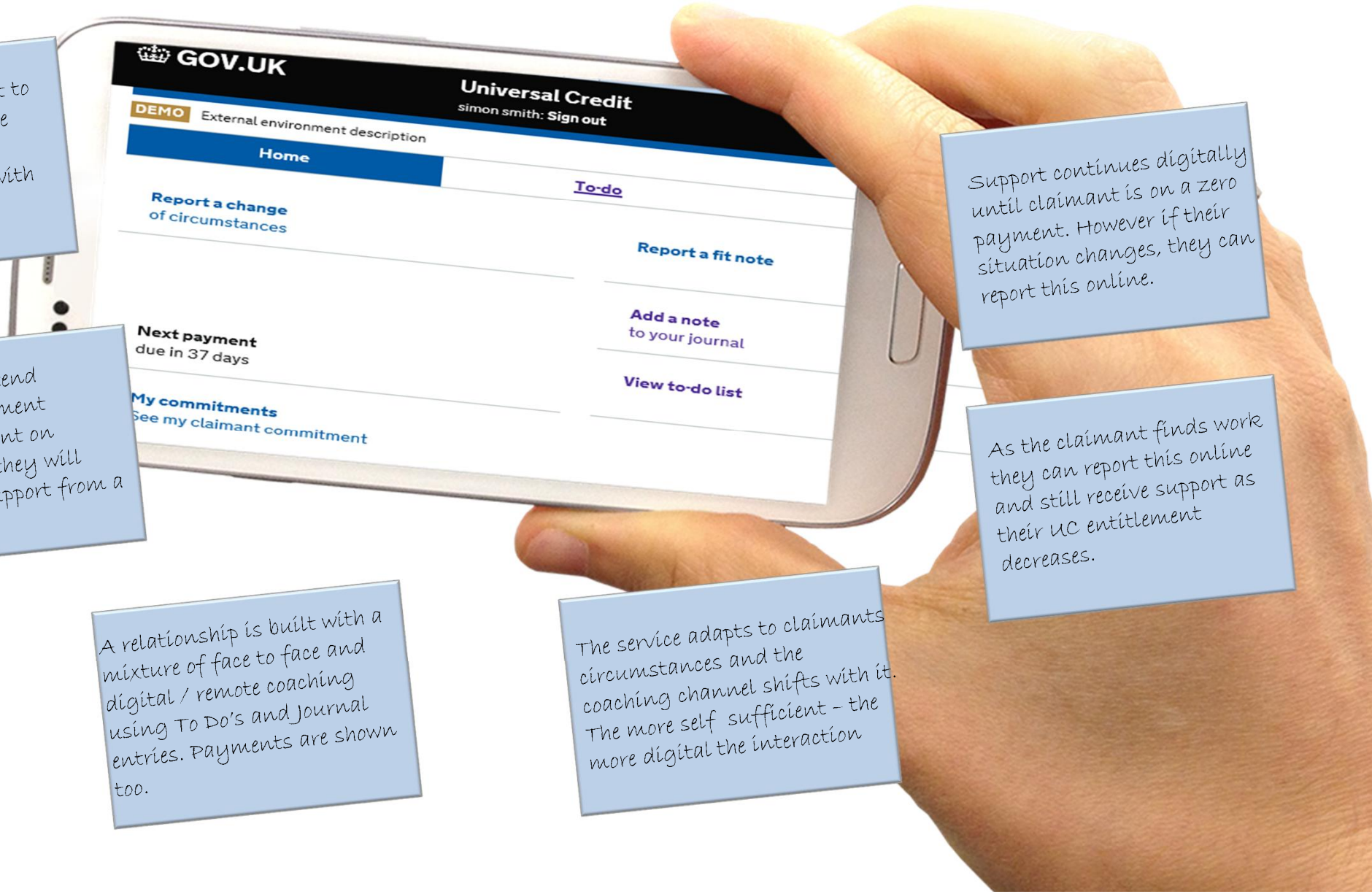


It’s a simplification of the benefit system

Current benefit system	Universal Credit
Multiple benefits with multiple places to claim them	One benefit, one place to claim
Different benefits for in or out of work	One benefit that stays with you in and out of work
Different entitlement rules for different people	One benefit for everyone*
Complex rates for ESA	Simpler rates for limited capability (only two elements)
Different organisations (DWP, HMRC, Local Authorities)	All administered under DWP
Paper forms or clerical processes to claim	Can claim online
The Government keeps your information / data	Claimants own and can see all their information / data using an online account
Changing details can be clerical or paper/phone based	Change circumstances online
Feels more individual	Is based on everyone in your household

*Full service only.
Once fully rolled out, 7 million people will be affected by Universal Credit.

Claimant opens account to claim UC online. It's the claimants account to manage and interact with the DWP.



Support continues digitally until claimant is on a zero payment. However if their situation changes, they can report this online.

Claimant may attend claimant commitment interview dependant on workgroup. Here they will receive tailored support from a work coach.

As the claimant finds work they can report this online and still receive support as their UC entitlement decreases.

A relationship is built with a mixture of face to face and digital / remote coaching using To Do's and Journal entries. Payments are shown too.

The service adapts to claimants circumstances and the coaching channel shifts with it. The more self sufficient – the more digital the interaction

Supporting claimants with complex needs

- Assisted Digital Support
- Personal Budgeting Support
- Alternative Payment Arrangements
- Advanced Payments

Assisted Digital Support

- Working in partnership with the local authority to develop the support needed for claimants to access and maintain their Universal Credit (UC) account
- Working in partnership with local authorities to ensure that holistic support is provided for claimants in each local area
- Claimants are supported to increase their confidence in making and maintaining their UC account.
- Most of our claimants can make and maintain their claim for UC on line

Personal Budgeting Support

- Support for claimants requiring budgeting advice, supporting UC claimants who might require assistance to budget appropriately
- The UC Work Coach will discuss budgeting support with the claimant to provide an opportunity to discuss further financial guidance and support
- Working with local Authorities and voluntary organisations, such as Citizens Advice and the Money Advice Service, to signpost claimants in need of advice around budgeting and financial matters

Alternative Payment Arrangements

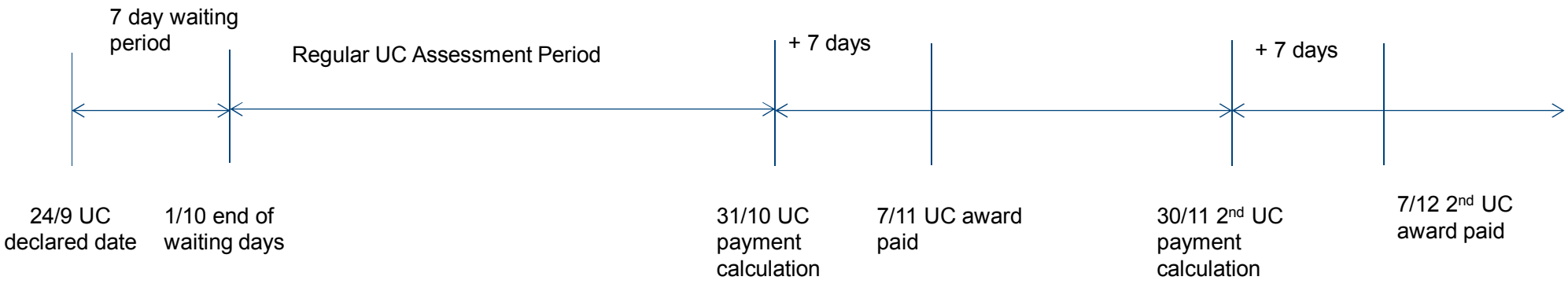
For a minority of claimants, Alternative Payment Arrangements may be required.

The main options include :

- Paying the housing element directly to the landlord
- Making more frequent than monthly payments
- Splitting the payment within the household

There is also an option to pay the housing element directly to the landlord once a certain level of arrears has been reached.

Assessment period



Disclosure of Information to 3rd parties

- Universal Credit full service is transforming delivery. The claimant has all their data in their own hands via a secure online claimant account. This online account means claimants can check payments and award details, ask a question through the journal and alert the work coach of any changes. This builds financial responsibility and minimises telephony queries.

- We also ask that organisations work closely with their vulnerable clients to provide the best possible support. Each request received for the disclosure of personal information will be assessed on its individual needs and any relevant legislative powers.

- **You may wish to consider how they engage with their residents to gather the additional information DWP is unable to share.**

Explicit Consent

Explicit consent

The claimant must provide explicit consent before information can be disclosed to a representative they wish to act on their behalf Explicit consent can be provided by the claimant, using the most appropriate channel in their circumstances, whether that is through the journal, over the telephone or face to face.

For explicit consent to be effective the claimant must state:

- that they give consent for their personal information to be disclosed
- what information they want to be disclosed
- why the information is needed
- the name of the third party representative who they want to handle the issue on their behalf and the name of the third party organisation (where it applies)

There is no set or preferred wording to be used by claimants to express their consent as long as it covers the above criteria. Explicit consent will not last indefinitely and will cease when the specific query is resolved. The claimant should provide explicit consent for each new query raised.

Universal Credit Full Service Roll out within West Lothian

- Broxburn Jobcentre was closed on 6 October and 200 customers and 11 staff were amalgamated into Livingston Jobcentre. We are currently providing a daily outreach service for Broxburn customers at Strathbrock Centre in Broxburn until December when the level of service will be reviewed.
- Livingston and Bathgate Jobcentres will go live with Universal Credit Full Service on 7 February 2018 for new claims
- **Most customers making a new claim for benefit within West Lothian from that date will receive Universal Credit Full Service and make and maintain their claims online where they are able to do so.
- **The exceptions are people in specified accommodation and those customers with more than 2 children
- Existing claims for Legacy Benefits - Income Related Jobseekers Allowance, Income Support, Income Related Employment Support Allowance Housing Benefit ,Child Tax Credit and Working Tax Credit will continue
- If the customer has a change in circumstances which would trigger a new claim to one of the benefits listed above - they will transfer to Universal Credit Full Service
- From 2019 onwards we plan to invite all remaining legacy customers to claim Universal Credit Full Service

Community Partner and Small Employer Advisor Role

- The ‘Improving Lives: The Work, Health and Disability Green Paper’ was published on 31 October 2016. As part of this Green Paper the Personal Support Package was announced. It included an enhanced menu of employment support for ESA customers assessed as having limited capability for work .
- A new small employer advisor role works in conjunction with work coaches to bring together small employers and claimants. These advisors work to change employer attitudes and dispel the myths of employing someone with a health condition or disability
- A new Community Partner role will build on expertise within Jobcentre Plus and strengthen understanding of the needs of disabled people and those with health conditions to ensure support is tailored to customer requirements. Community Partners will have a lived experience or expert knowledge of disability, and will bring this to enhance disability understanding in partnership with third sector organisations.
- Community Partners will shape jobcentre services and build capability to meet the needs and aspirations of disabled people and those with health conditions. They will support the development of a national mentoring network and build relationships with specialist organisations in your area.
- 204 Community Partners across UK will support DWP for 12 months with a possible extension for a further 11 months.
- Lead Community Partner (LCP) based in Livingston started end April/May 2017
- Young Person’s Community Partner started end June/July 2017, one based in Bathgate, another in the Borders
- Mental Health Community Partner starting early December
- Will be recruiting for further 1 Mental Health and 1 Pan Disability CP soon.

Regeneration Plans

1. Purpose of Report

The purpose of this report is to update the board on progress towards developing Regeneration Plans for the areas identified as most deprived in West Lothian.

2. Recommendations

It is recommended that members note:

1. that regeneration plans are being developed in eight targeted West Lothian communities; and
2. progress to date in preparing and implementing the plans.

3. Discussion

Background

The Regeneration Framework, which was approved by Council Executive in February 2014, contains a commitment to develop regeneration plans in key areas of deprivation in West Lothian. A report was provided to Local Area Committees in September 2016 outlining the background to developing regeneration plans, including the processes, structures, and timescales involved.

Eight regeneration areas have been identified, based on the data zones within the bottom 20% of the Scottish Index of Multiple Deprivation. The regeneration planning process is now underway in all eight areas. These areas are Blackburn, Bridgend, Livingston Central, Fauldhouse and the Breich Valley, Whitburn, Craigshill, Armadale and Bathgate.
The process to develop the regeneration plans is set out below:

1. Launch events
2. Formation of steering groups
3. Asset mapping/evidence gathering
4. Identifying themes and issues
5. Plans created and published

Steering groups have been established in each area as the vehicle for development and delivery of the regeneration plans. The groups are co-ordinated by Community Regeneration Officers but it is anticipated that they will eventually be community led. Membership of the groups includes Key Community Organisations (KCO) that have been identified in each regeneration area; local Community Planning Partners such as Police Scotland, Scottish Fire and Rescue and NHS; council services, community councils, management committees, and other relevant agencies. Plans will detail

which organisations and services are represented on the steering group, with some steering groups having involvement from more than one KCO.

Significant progress has been made across all regeneration areas and the steering groups in each area are now well established. Steering group meetings are held on a 6-8 week basis and have all been following a similar agenda and process.

Asset Mapping/Evidence Gathering

The third step in the process, as detailed above, has involved a mapping of assets and gathering of evidence through statistical research and local community engagement. This mapping of assets was initiated at the steering groups and has been continued and enhanced by the Regeneration Team. All aspects of the community are considered in this process, including physical, environmental and social assets.

The output from the mapping exercise can then be used for a number of purposes. One of the key reasons for completing this work is to identify gaps in provision and highlight potential opportunities to build on. The exercise also helps to raise awareness within the community of what assets they already have, and promotes better use of these. In addition to this, the final collated information can be used as a resource for the community and other partners and services working in the area.

With regards to evidence gathering, profiles are currently being creating for each regeneration area which will provide a range of information on issues such as poverty, income, unemployment, health and access to services. These issues don't generally feature strongly in the responses gathered through initial community engagement but that they are issues which need to be considered in the areas suffering most disadvantages.

Community engagement has been carried out in all regeneration areas, through the use of h-diagrams and the Place Standard tool. The information gathered through this work is being collated and will be analysed alongside the mapping data and statistical information. It is important that, in addition to the factual information gathered through mapping and statistical research, that views, perceptions and opinions of the people living in the regeneration areas are garnered. All the data needs to be considered together when decisions are being made about what themes and issues the plans will focus on and address.

Identifying Themes and Issues

The next stage of the process will be to identify the themes and issues for each plan. This will be done by the steering groups with the support, direction and facilitation of the Regeneration Team.

A number of projects have been undertaken already by some of the steering groups, having been identified through the course of the discussions taking place in these groups over the past year. In Ladywell for example, the appearance of the local environment featured strongly in early discussions with both the steering group and the local school. A series of community litter picks were arranged and a full Environmental Visual Assessment (EVA) was carried out by the Police, NETs officers and community. The EVA identified dark paths where the tree canopy could be cut back and where street lights needed fixed. This not only improved the appearance of the area but contributed to people feeling safer walking these paths alone or at night.

This is one example of where the early work of the steering groups is already achieving results for their local areas. This early action also helps communities to see that they can influence and make things happen and that their involvement in the regeneration planning process is valuable and worthwhile.

Plans Created and Published

The timescale for publishing the regeneration plans has moved back from the original date of October 2017 set by the Scottish Government. We have agreed with the government that the three areas which started this year (Craigshill, Armadale and Bathgate) will have plans in place by April 2018. The other areas will have their plans published by January 2018.

4. Summary of Implications

Relevant LOIP outcome (s)	- We live in resilient, cohesive and safe communities. - We are better educated and have access to increased and better quality learning and employment opportunities. - We live longer, healthier lives and have reduced health inequalities. - Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business. - We make the most efficient and effective use of resources by minimising our impact on the

	built and natural environment.
Relevant LOIP performance indicator (s)	N/A
Resources	Existing resources, including staff, plus external grant funding where available to support project delivery.
Link to CPP prevention plan/Community Engagement plan	Extensive community engagement has been carried out and will inform the development of the plans.
Impact on inequalities	N/A
Key risks	N/A

5. Consultations

Extensive community consultation is currently underway in each regeneration area with communities and local services. This is being done through the use of H-Diagrams. The information gathered from these exercises will help to inform the content of the plans.

6. Conclusions

Regeneration plans are being developed in eight targeted areas in West Lothian. The plans will be flexible, working documents which will provide long-term targeted action to improve the life chances of people living in our most disadvantaged communities. They will give fresh impetus and greater clarity to the targeting of interventions to address deprivation and economic exclusion within specific areas.

Plans will be developed with communities and all plans will be published and implemented by April 2018. Quarterly updates are being provided to the relevant Local Area Committees and to the Community Planning Partnership Board.

Laura Wilson, Regeneration Team Leader, laura.wilson2@westlothian.gov.uk
20 November 2017

References
West Lothian Regeneration Framework 2014-2034

Appendices
Appendices/Attachments: None

Voluntary Sector Gateway West Lothian – Update

1. Purpose of Report

The purpose of this report is to update the Community Planning Partnership on progress relating to the role of the West Lothian Third Sector Interface (TSI), Voluntary Sector Gateway West Lothian (VSGWL) in relation to representing Third Sector interests to the Community Planning Partnership (CPP).

2. Recommendations

The CPP board is asked to –

- Note the current role of the TSI,
- Note the uncertain terrain across which the TSI operates,
- Work in partnership with the TSI to ensure that, whilst there are cuts to the budget, services to Third Sector beneficiaries are, as far as possible, protected; even though they may well be delivered in new ways,
- Support the TSI to:
    - Enable the Third Sector to improve and grow through the changes ahead.

3. Discussion

The TSI operating in West Lothian is the Voluntary Sector Gateway West Lothian (VSGWL). The VSGWL is a member of the West Lothian CPP. VSGWL receives funding from the Scottish Government Third Sector Unit and from West Lothian Council (WLC).

The role of the Third Sector Interface (TSI) VSGWL to:

- Broker volunteering and assist volunteering organisations to improve and to grow.
- Support the development of Social Enterprises (with an Asset Lock). We do this through a partnership with West Lothian Social Enterprise Forum (WLSEN).
- Build capacity in Third Sector organisations across West Lothian by, providing advice and support, signposting to people and organisations who can help both locally and nationally and supporting and encouraging collaborative working and sharing learning across the Sector.
- We lead the Third Sector to be better connected and able to influence and contribute to public policy whilst championing the adoption of best practice engagement in line with National Standards of Community Engagement. We are agents of change leading the sector to address threats and opportunities

such as, the role of national organisations, funding, partnership work, commissioning etc, and supporting organisations to be co-producers as well as deliverers of services.

There is still uncertainty about the outcome of the TSI evaluation, begun in 2015 and no clear timetable for communications from Scottish Government.

Since the last briefing for the CPP VSGWL has made considerable progress:

- We have a strong board with 3 original and 4 relatively new members. Governance is excellent, and the Board engages in ongoing development activities.
- We put a new staff team in place in March/April 2017, now delivering our outcomes. This includes a qualified accountant as our Finance Manager. Our, unqualified, accounts for 2016-2017 are now in the public domain in the run-up to the AGM on November 29th. We have a planned and reducing deficit.
- Our Health Check (2016-2017) had only 3 amber scores and no red flags.
- We continue to support the Third Sector Strategy Group (TSSG), with its independent Chair Raymond Branton. The TSSG continues to grow involving 60 organisations in the Sector input to the Council consultation on the proposed cuts.
- The TSSG sets the agenda for the Third Sector Forum (TSF) with meets 4 times a year and is facilitated by VSGWL.
- We have no other projects, Befriending having closed in March 2017, when the funding ceased from West Lothian Council. This left one project, Garden Angels. The project manager was therefore professionally isolated, and the project has been transferred to the Youth Action Project.
- Initially I, and latterly my staff team, have focussed strongly on engaging with the CPP and engaging the Sector.

Challenges:

- The challenge of the £73 Million of proposed cuts to the West Lothian budget and the impact of that on the Third Sector,
- Lack of clarity from Scottish Government with regard to the TSI Evaluation. Our funding has been rolled over until September 2018 but has seen no increase for 7 years.
- We have limited resources to deliver important outcomes and support the Sector in these challenging times.

Opportunities:

- To further develop the partnership of VSGWL with WLC and other CPP partners to facilitate and support the engagement of the Third Sector to:
    - Improve the development of policy and its scrutiny,
    - Be equal partners in the co-production of services,
    - Look at service delivery. Often whilst the Sector offers best value it should not be expected to be the cheapest. Commissioning is being reviewed, we welcome this, and are hoping that partnerships will be the way forward without the first response being to go out to tender.
    - Support Third Sector organisations facing restructuring, redesign or closure following any funding cuts.
    - Maximise opportunities through links with national intermediaries, leveraging in additional funding and supporting asset locked social enterprises.

4. Summary of Implications

Relevant LOIP outcome (s)	**VSGWL contributes to all LOIP outcome(s).**
Relevant LOIP performance indicator (s)	**ALL**
Resources	**West Lothian council grant to the TSI is £60,959 per annum.**
Link to CPP prevention plan/Community Engagement plan	**The TSI is a vital link and point of contact for the CPP and the Third Sector**
Impact on inequalities	**The purpose of the TSI is to be an agent of change to facilitate and enable the Third Sector to reduce and remove inequalities.**
Key risks	**Reduction to resources to support VSGWL and the Third Sector in challenging times.**

5. Consultations

Third Sector Strategy Group (TSSG)

6. Conclusions

The current role of VSGWL is clear but could be subject to some change following the Scottish Government TSI evaluation. VSGWL has made considerable progress. There are currently challenges driven by financial constraints, public sector reform and the drive for community empowerment, engagement and involvement.

The TSI has a unique position as part of the community planning partnership and the interface for the Third Sector. We seek to be an equal partner in the co-production of solutions in policy design, service development, consortiums, public-sector partnerships, service integration and real participatory budgeting.

7.

Report written by/contact details/date

Bridget Meisak, Chief Executive Officer,

09 November 2017

References

None

Appendices

None

Scottish Fire and Rescue Service, Draft Local Fire and Rescue Plan for West Lothian 2017

1. Purpose of Report

This report provides the West Lothian Community Planning Partnership Board with an overview of the Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for West Lothian 2017, in addition to information emailed separately to CPP Board Members on 9 December 2017.

2. Recommendations

The CPP Board is asked to:

- *Consider submitting a collective response to the Scottish Fire and Rescue Service, Local Fire and Rescue Plan for West Lothian 2017 by 22nd December 2017.*

3. Discussion

Following the review of the Local Fire and Rescue Plan for West Lothian 2014-17, the Local Fire and Rescue Plan for West Lothian 2017 has been developed to a stage where it has been released for consultation with key stakeholders and members of the community in West Lothian.

Under the Police and Fire Reform (Scotland) Act 2012 Section 41E, SFRS is required to have in place a Local Fire and Rescue Plan for each Local Authority area that outlines the local priorities and outcomes that the SFRS will deliver against in the coming years.
In accordance with the Police and Fire Reform (Scotland) Act 2012, the plan sets out the following:

- Priorities and objectives for SFRS in connection with the carrying out duties in West Lothian of SFRS's functions
- The reasons for selecting each of those priorities and objectives
- How SFRS proposes to deliver those priorities and objectives
- In so far as is reasonably practicable, outcomes by reference to which delivery of those priorities and objectives can be measured
- How those priorities and objectives are expected to contribute to the delivery of any other relevant local outcomes which are identified by community planning
- Such other matters relating to the carrying out of SFRS's functions in West Lothian as SFRS thinks fit.

There are seven priorities identified within the Local Fire and Rescue Plan for West Lothian 2017, these being:

- Local Risk Management and Preparedness
- Domestic Fire Safety
- Deliberate Fire Setting
- Non Domestic Fire Safety
- Road Safety
- Unintentional Harm and Injury
- Unwanted Fire Alarm Signals.

4. Summary of Implications

Relevant LOIP outcome (s)	**We live in resilient, safe and cohesive communities**
Relevant LOIP performance indicator (s)	**SOA1304_35: Number of deliberate secondary fires per 10,000 population SOA1304_36: Number of accidental dwelling fires per 10,000 population**
Resources	**None**
Link to CPP prevention plan / Community Engagement plan	**The plan will direct future SFRS preventative activity**
Impact on inequalities	**This plan will assist SFRS in tackling inequalities across West Lothian through targeted preventative activity**
Key risks	**None identified**

5. Consultations

Consultation is currently on going with key stakeholders and residents of West Lothian.

6. Conclusions

The Local Fire and Rescue Plan for West Lothian 2017 is seen to meet the requirements of the Police and Fire Reform (Scotland) Act 2012 Section 41E, that are placed upon SFRS and the Local Senior Officer for Falkirk and West Lothian.

Report written by/contact details/date

Area Manager David Lockhart, Local Senior Officer for Falkirk and West Lothian

David.lockhart@firescotland.gov.uk

9 December 2017

References

Local Fire and Rescue Plan for West Lothian 2014-17 Review Report

https://firescotland.citizenspace.com/planning-and-performance/west-lothian-draft-local-fire-plan/supporting_documents/West%20Lothian%20Local%20Plan%20Review%2020142017.pdf

Police and Fire Reform (Scotland) Act 2012

http://www.legislation.gov.uk/asp/2012/8/contents/enacted

Local Fire and Rescue Plan for West Lothian 2017

https://firescotland.citizenspace.com/planning-and-performance/west-lothian-draft-local-fire-plan

Local Fire and Rescue Plan for West Lothian Consultation

https://firescotland.citizenspace.com/planning-and-performance/west-lothian-draft-local-fire-plan/consultation/subpage.2016-12-13.6870718941

Appendices

1. Draft Local Fire and Rescue Plan for West Lothian 2017

Working together for a safer Scotland

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

LOCAL FIRE AND RESCUE PLAN

FOR WEST LOTHIAN

2017

DRAFT PLAN FOR CONSULTATION

West Lothian Council

Contents

Introduction		1
National Context		2
Local Context		3
Local Priorities, Actions and Outcomes		6
Priority i:	Local Risk Management and Preparedness	7
Priority ii:	Domestic Fire Safety	8
Priority iii:	Deliberate Fire Setting	9
Priority iv:	Non Domestic Fire Safety	10
Priority v:	Road Safety	11
Priority vi:	Unintentional Harm and Injury	12
Priority vii:	Unwanted Fire Alarm Signals	13
Review		14
Tell Us What You Think		14
References		15

Introduction

Welcome to the Scottish Fire and Rescue Service's (SFRS) Local Fire and Rescue Plan [the plan] for the West Lothian Council area. This plan has been created with a focus on placing our communities at the heart of everything we do, and to improve local outcomes for the people of West Lothian. This plan is the mechanism through which the aims of the Scottish Government's Fire and Rescue Framework 2016-19, the SFRS's Strategic Plan 2016-19 and the West Lothian Community Planning Partnership (CPP) Local Outcome Improvement (LOIP) Plan 2013-23 are delivered locally to meet the agreed needs of the West Lothian communities.

This plan has been developed to support the delivery of agreed local outcomes for West Lothian communities, working in partnership with community planning partners to improve community safety, to enhance the well-being of those who live, work in, and visit West Lothian, whilst tackling issues of social inequality.

This Plan sets out my priorities and objectives for the SFRS within West Lothian for 2018 and beyond, and allows Local Authority partners to scrutinise the performance outcomes of these priorities. SFRS will continue to work closely with partners in West Lothian to ensure we are all "Working together for a safer Scotland" through targeting the risks to our communities at a local level.

As a public service organisation and as a member of the CPP, SFRS recognises that the demographics of our society are changing which will challenge us to continually improve on how we deliver our services to our communities. This Plan will therefore seek to focus on those areas of risk and demand to maximise the potential to work in partnership and by using our capacity flexibly, more effectively and innovatively to ensure we direct our resources to the point of need within our communities to protect those most at risk and harm.

Through our on-going involvement with local community safety groups in West Lothian, we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the services we deliver are driven by consultation, in line with public expectations and helps to build strong, safe and resilient communities.

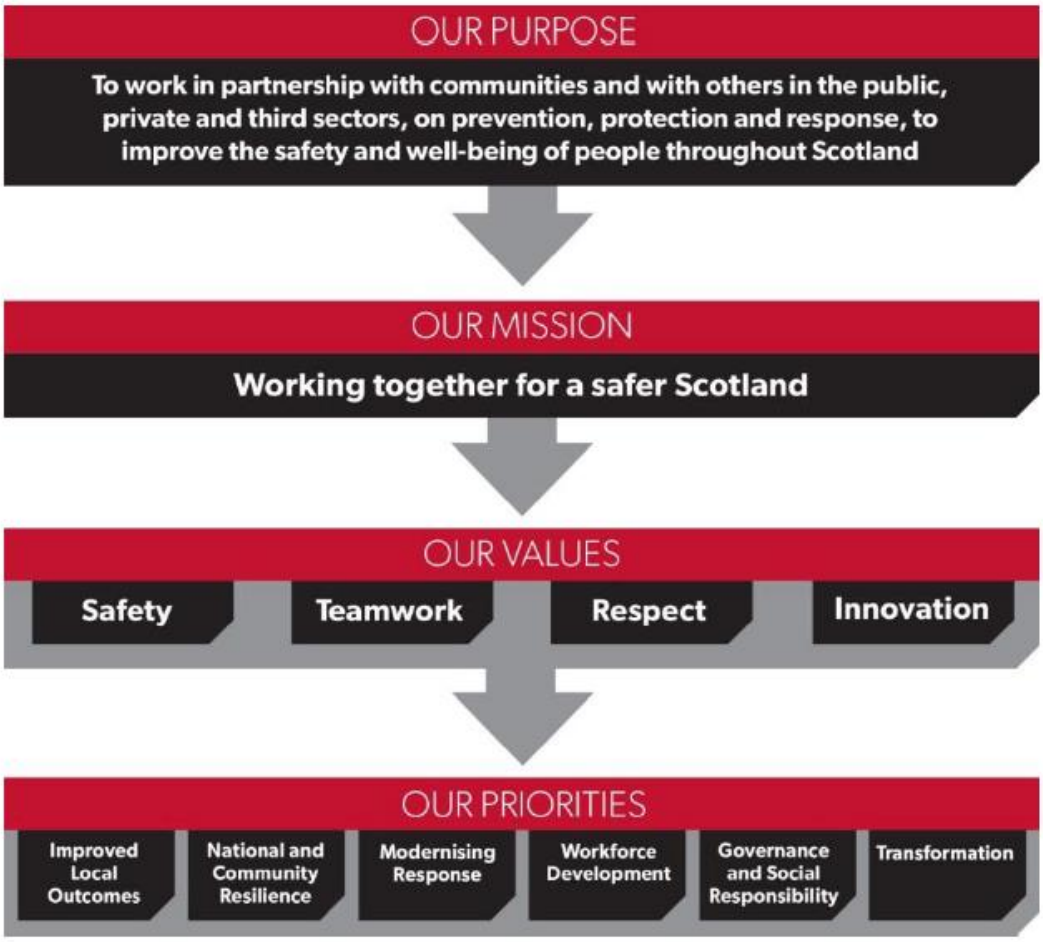
This Plan also takes cognisance of the strategic direction of the SFRS Board insofar that the Service needs to transform to meet the changing world around us in terms of threats from terrorism, severe weather events and the need to care for an ageing population in their homes. This changing environment is set against intense budgetary pressures being experienced across the public sector and the ambition to do more to reduce demand on services. Therefore this Plan has been developed using a flexible approach that permits change and adaptation as required

David Lockhart
Local Senior Officer
Falkirk and West Lothian

National Context

Scottish Ministers set out their specific expectations for the Scottish Fire and Rescue Service in the Fire and Rescue Framework for Scotland 2016. This provides the outline we should follow to ensure our resources and activities are aligned with the Scottish Government's purpose and national outcomes.

Our Strategic Plan 2016-19 has been designed to meet these national expectations. Set against a complex and evolving backdrop, our Strategic Plan encapsulates our mission, values and strategic priorities.



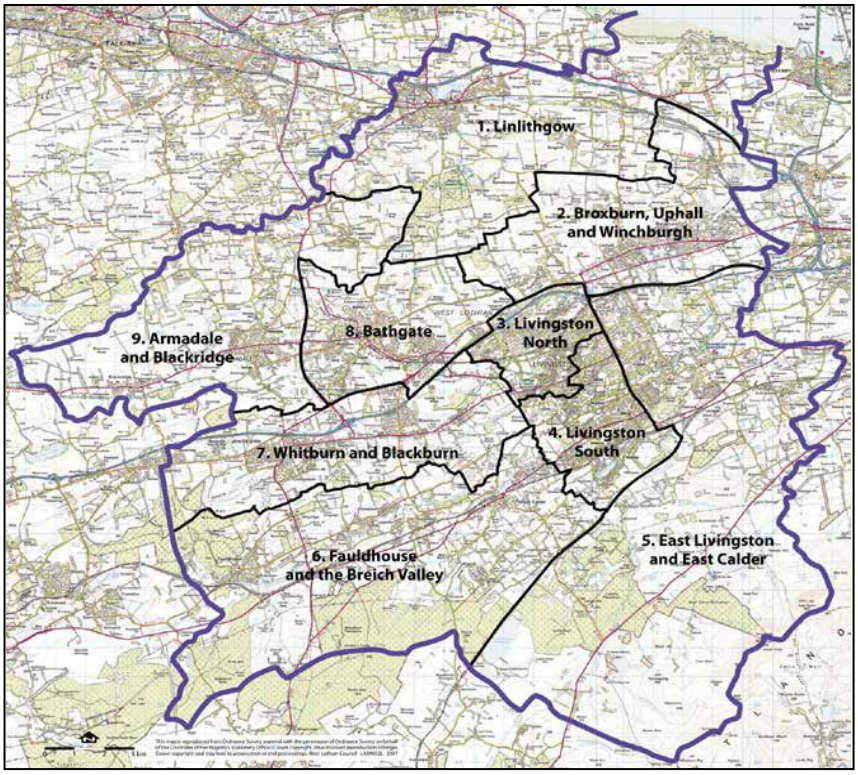
These have been shaped with due regard to the challenges we face and to what we need to achieve to be a highly effective, sustainable public service. Operating within a climate of significant financial uncertainty and public service reform means we need to transform how we operate. This will particularly include how we prepare for and respond to changing societal needs, the impact of climate change and the threat of terrorism.

Strong leadership, supported by sound governance and management arrangements are at the very core of our foundations. These arrangements will direct and provide assurance that we comply with our statutory responsibilities. In addition, they provide the Local Senior Officer with supporting mechanisms to deliver services specifically tailored to local needs.

Local Context

Understanding West Lothian and the profile of the community is of vital importance in helping the SFRS to develop this Plan and to identify priorities and objectives to ensure everyone has the opportunity to access our service and reduce their risk from fire and other hazards.

West Lothian covers a geographical area of approximately 428 square kilometres and is situated between the two main cities in Scotland, Edinburgh and Glasgow. West Lothian has a population of about 177,150, accounting for 3.3% of Scotland's total population. This Plan has been prepared within the wider context of the West Lothian CPP and sets out the local priorities for delivering local fire and rescue service priorities for West Lothian. Underpinning this Plan are the key principles of community planning namely; prevention and early intervention; integration of public services around the whole systems approach; transparency, accountability and innovation in our approaches to fire and rescue service provision.



Ward Area	Community Fire Station Locations
Ward 1 – Linlithgow	Linlithgow
Ward 2 – Broxburn, Uphall and Winchburgh	Broxburn
Ward 3 – Livingston North	Livingston
Ward 4 – Livingston South	
Ward 5 – East Livingston and East Calder	West Calder (Polbeth)
Ward 6 – Fauldhouse and the Breich Valley	
Ward 7 – Whitburn and Blackburn	Whitburn
Ward 8 – Bathgate	Bathgate
Ward 9 – Armadale and Blackridge.	

The area has one of the fastest growing and youngest population in the country, with an average age of 39 compared with 41 across Scotland. West Lothian rate of increase in population from 1991 to 2011 is at 21.55%, the highest of all Scottish local authority areas.

According to the 2011 census 12.2% of the population of the area are Non White/Scottish. Since the 2001 census there has been an increase in the minority ethnic population with an emphasis on people coming into the area from Eastern European countries. People from minority or ethnic backgrounds can be more vulnerable due to feeling isolated within communities due to a number of reasons, including language barriers and cultural differences.

By 2035 the population of West Lothian is projected to be 205,345, an increase of 19.3% compared to the 2010 population. The population aged under 16 is projected to increase by 13.3% over the 25 year period, however the biggest area of growth is in the older population, with growth in people of pensionable age anticipated to be 52% with particular increases in the over 75s.
Risk to people is increased when age is combined with other factors, such as living alone and / or in poverty and isolation. Physical and mental health issues associated with aging can also contribute to an increase in risk.

West Lothian's projected population change is different to most other comparator local authorities, and the Scottish average, in that most of this projected change is estimated to be through natural change e.g. the birth rate being higher than the mortality rate.

Community Planning Partners put significant emphasis on reducing health inequalities across West Lothian and recognise that inequalities can lead to poorer health and earlier death. There is a correlation between health inequalities such as smoking and alcohol/drugs misuse and the increased vulnerability to the risks of fire.

The number of households in West Lothian is predicted to grow significantly. In 2010, there were around 72,500 households in West Lothian and around 74,500 houses. By 2033 there are expected to be 97,100 households in West Lothian, an increase of around 34%.

The 2016 Scottish Index of Multiple Deprivation (SIMD) shows that West Lothian is ranked 17th in the share of local authority deprived data zones, with 16 data zones in the most deprived 15%. This equated to 7% of all data zones in West Lothian. Historical it is recognised that there will be an increase in fire related activity in areas of deprivation.

Our six Community Fire Stations include two stations at Livingston and Bathgate which are staffed by Wholetime Duty System (WDS) and Retained Duty System (RDS) personnel with four stations at Broxburn, West Calder, Whitburn and Linlithgow staffed by RDS personnel. Wholetime stations are permanently staffed 24/7 throughout the year whilst our RDS personnel operate on an "on call" basis and are alerted by pager for emergency calls. Across the six stations we have 12 Fire appliances and one specialist Water Rescue vehicle.

Frontline personnel are supported by a team of local instructors from the Training and Employee Development (TED) Function. The local TED instructors provide dedicated support to operational personnel in terms of acquiring new skills, maintaining existing skills and ensuring role competency.

Our local Prevention and Protection (P&P) team consist of Fire Safety Enforcement officers, who deal with legislative matters including the auditing of relevant premises and a Community Action Team, who carry out a community engagement role through a diverse and wide reaching range of preventative activities. In addition to this, a SFRS Local Authority Liaison Officer acts as a coordinator for engagement activities and liaison with external partners.

An Area Manager, or Local Senior Officer (LSO), has overall responsibility for discharging the functions of the SFRS within West Lothian. Day to day management is devolved to a team of two Group Managers (GM) and two Station Manager (SM) responsible for Service Delivery. The Senior Management team also consists of a further two SM's who have responsibility for P&P and TED across the LSO area of Falkirk and West Lothian.

Local Priorities, Actions and Outcomes

In identifying the priorities for this Plan [listed below] we previously engaged with communities in the West Lothian area. The engagement process involved asking the views of citizens in relation to what the SFRS priorities should be in the local area, what additional work should SFRS undertake and should the SFRS target those most at risk. This proved valuable in ensuring that the services the SFRS delivers meets the needs and expectations of the local community.

Priority i: Local Risk Management and Preparedness
Priority ii: Domestic Fire Safety
Priority iii: Deliberate Fire Setting
Priority iv: Non Domestic Fire Safety
Priority v: Road Safety
Priority vi: Unintentional Harm and Injury
Priority vii: Unwanted Fire Alarm Signals

Through analysis of our Community Planning Partners priorities that are detailed in the West Lothian Local Outcome Improvement Plan (LOIP) 2013-23 (rev 2017) it is possible to identify where the priorities within this Plan compliment and support the LOIP priorities. The table below depicts the identified links:

	Local Fire and Rescue Plan for West Lothian Priorities						
West Lothian LOIP Outcomes	**i**	**ii**	**iii**	**iv**	**v**	**vi**	**vii**
1) Our children have the best start in life and are ready to succeed	√	√	√		√	√	
2) We are better educated and have access to increased and better quality learning and employment opportunities	√	√	√			√	
3) Our economy is diverse and dynamic, and West Lothian is an attractive place for doing Business	√		√	√			√
4) We live in resilient, cohesive and safe Communities	√	√	√		√	√	√
5) People most at risk are protected and supported to achieve improved life chances.	√	√	√	√	√	√	
6) Older people are able to live independently in the community with an improved quality of life		√	√			√	
7) We live longer, healthier lives and have reduced health inequalities.	√	√				√	
8) We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.	√	√	√	√		√	√

In addition, the priorities within this Plan align to the Scottish Government National Outcome, SFRS Strategic Priorities and Outcomes and CPP key documents that support the LOIP, these being:

- The West Lothian Community Engagement Plan 2013-23
- The West Lothian Prevention Plan 2013-23
- The West Lothian Anti-Poverty Strategy 2014-17
- The West Lothian Regeneration Framework 2013-34
- West Lothian Community Safety Strategy 2015-18.

Priority i: Local Risk Management and Preparedness

The SFRS is a key partner within the Resilience Partnership structure in Scotland as a Category 1 Responder, as set out in the Civil Contingencies Act (2004) and Civil Contingencies Act (2004) (Contingency Planning) Regulations (2005). The West Lothian area forms part of the Lothian and Borders Local Resilience Partnership (LBLRP) which supports the East of Scotland Regional Resilience Partnership (EoSRRP). The SFRS works closely with partners including Police Scotland, Scottish Ambulance Service, Scottish Environment Protection Agency, NHS Lothian, MET Office, Maritime and Coastguard Agency and West Lothian Council, to develop and maintain plans based on identified risks across the LBLRP and EoSRRP area.

The SFRS has a statutory duty to reduce the risks to our communities to make certain that they receive the best possible service. The management of risk within our community means:

- Identifying the risks to the community that fall within the specific scope of responsibility of the SFRS
- Undertaking a process to prioritise these risks
- Ensuring that appropriate local and national resource capability are available and trained personnel are in place.

The SFRS is committed to working in partnership with communities, which includes empowering and supporting communities to build community resilience and cohesion. Through this work, we will work with communities to harness their resources and expertise. Examples of this work includes; making communities aware of the risks that they face, simple steps to improve their own safety.

We will achieve it by:

- *Fulfilling our statutory duties in relation to the Civil Contingencies Act*
- *Ensure all known risk information is obtained, communicated and exercised*
- *Working locally with partner organisations and agencies to ensure effective response plans are developed for identified risks*
- *Ensuring our training, staff development and equipment is fit for purpose to meet our current risk profile and adaptable to changing circumstances*
- *Continually reviewing our response arrangements*
- *Adapt and evolve our response and service delivery models to meet future emerging risks.*

We will monitor progress against the following targets:

- *We will visit high risk premises on a regular basis to ensure our staff are aware of the hazards and risks posed by these premises*
- *We will participate fully in all multi agency training and exercising events*
- *We will use internal SFRS reporting systems to monitor the operational competence of our personnel.*

In doing so we will add value by:

- *Keeping members of the public and our staff safe, should any incident occur*
- *Reducing the financial burden and disruption caused to our communities when emergencies occur*
- *Improving the wealth and prosperity of our area*
- *Proactively helping the wider community by preventing emergencies and planning to mitigate their effects when they occur.*

Priority ii: Domestic Fire Safety

Accidental dwelling fires and associated fire casualties and fatalities resulting from them, have a significant impact on the families affected, as well as the wider community.

Analysis of accidental dwelling fire data identifies cooking as the most common cause of fires within the home, with the most common contributory factor being distracted whilst cooking.

Cigarettes and smoking materials are identified as the primary ignition source in a number of serious injury/fatal fires with alcohol consumption and/or drugs misuse being identified as a contributory factor, which affects the occupant's ability to react appropriately in a fire situation.

In addition, there are direct links to social deprivation, age and mobility with evidence suggesting that elderly members of the community and young people are more likely to be exposed to the risk of fire in the home.

Through our Home Safety Visit programme, community engagement and education activities, we aim to reduce the risk and impact of fire and the associated losses and improve fire safety in domestic premises.

We will achieve reductions by:

- *Active participation in West Lothian Community Planning arrangements and adopting a partnership approach to risk reduction*
- *Sharing information with Health Care, Social Work and relevant partners to help protect the most vulnerable*
- *Developing new partnerships to identify and support at those at most risk groups*
- *Identifying opportunities for engagement with vulnerable members of our community to promote fire safety and good citizenship*
- *Delivery of targeted fire safety related educational programmes and community engagement activities*
- *Carrying out Post Domestic Incident Response following any accidental dwelling fire.*

We will monitor progress against the following targets:

- *We aim to reduce Accidental Dwelling Fires in West Lothian by 3% per year*
- *We aim to reduce Accidental Dwelling Fires Fatalities in West Lothian to a level that is as low as reasonably practicable*
- *We aim to reduce Accidental Dwelling Fires Casualties in West Lothian by 2% per year.*

In doing so we will also add value by:

- *Promoting confident and safe communities where residents feel positive about where they live*
- *Protecting our citizens*
- *Making our communities safer*
- *Reducing the potential financial burden on society through the education of residents.*

Priority iii: Deliberate Fire Setting

Deliberate fire setting is a significant problem for the SFRS and is responsible for a large number of fires that are attended across West Lothian. Whilst some of these incidents occur in buildings, or involve vehicles, the vast majority can be identified as fires involving outdoor refuse/grass/shrub land fires and wheelie bins. SFRS classifies these as 'secondary fires'.

Deliberate secondary fires is a form of anti-social behaviour and by focusing our attention on deliberate fires, this will reduce the demand on the SFRS, the burden upon partners and in turn enhance community wellbeing and reduce negative environmental impact.

Analysis shows that the greatest amount of deliberate fire setting activity takes place in Livingston South and East Livingston and East Calder wards and activity increases significantly each year in April and May, and is at its lowest in December and January.

We will achieve reductions by:

- *Engaging in a multi-agency approach to tackle deliberate fire setting and fire related anti-social behaviour by the targeting resources to areas of demand and high activity*
- *Work with partners to develop new strategies to reduce deliberate fire setting*
- *Deliver youth engagement programmes to reduce anti-social behaviour through diversionary activities and education*
- *Deliver school based programmes to reduce deliberate fire setting*
- *Identify and develop partnerships with organisations who engage with young people.*

We will monitor progress against the following target:

- *We aim to reduce Deliberate Fire Setting in West Lothian by 5% per year.*

In doing so we will also add value by:

- *Promoting safe and attractive communities in which people want to live*
- *Diverting those persons away from anti-social behaviour by encouraging them to be good citizens*
- *Reducing the adverse effects that deliberate fire setting has on peoples' lives*
- *Supporting the national focus towards early and effective intervention.*

Priority iv: Non Domestic Fire Safety

All fires in workplaces and business premises are classed as Non-Domestic Fires and come under the scope of the Fire (Scotland) Act 2005.

Fire Safety Enforcement Officers carry out audits to ensure statutory responsibilities are met and provide advice to businesses on fire safety. The types of premises encompassed by the Act can be wide-ranging and include industrial, commercial and those premises providing sleeping accommodation, such as residential care premises.

We proactively work as part of a partnership, with local industry to ensure that Businesses Continuity Planning and Emergency Preparedness Arrangements are appropriate, to ensure we can mitigate the impact of fires and other emergencies on business and that we are prepared to respond to adverse safety events.

In addition to industrial, commercial and sleeping/care premises a number non domestic premises types linked to domestic premises (e.g. garages, sheds and huts) can be at risk from fire. During our engagement with home owners we can raise awareness of this type of incident and offer fire safety information to mitigate risk in there types of property.

We will achieve reductions by:

- *Using a risk based approach to audit business and commercial premises by Fire Safety Enforcement Officers*
- *Work with the West Lothian Council licensing department to ensure all multiple occupation houses comply with the required standards in relation to Fire Safety*
- *Consultation with West Lothian Council Building Standards Officers and architects*
- *Carrying out Post Fire Audits following any fire within relevant premises*
- *Engaging in a multi-agency approach to tackle Non Domestic Fires*
- *Deliver youth engagement programmes to reduce anti-social behaviour through diversionary activities and education*
- *Deliver school based programmes to reduce deliberate fire setting*
- *Identify and develop partnerships with organisations who engage with young people.*

We will monitor progress against the following target:

- *We aim to reduce fires in Non-Domestic Premises in West Lothian by 3% per year.*

In doing so we will also add value by:

- *Improving the wealth and prosperity in our area*
- *Improving the quality of our infrastructure and promote growth of the local economy*
- *Safeguarding the wellbeing of residents and employees within relevant premises*
- *Supporting business continuity and employment within our area.*

Priority v: Road Safety

A core part of the SFRS's role is responding to Road Traffic Collisions (RTCs). Firefighters are trained to a high standard and have at their disposal the most modern equipment for extricating people from vehicles involved in a collision and administering first aid to casualties.

Whilst attendance at RTCs is a core role for the SFRS, primary responsibility for road safety lies with Transport Scotland, Police Scotland and local authorities. The SFRS has a crucial role in support of these organisations activities at a local level and can provide access to hard-hitting education programmes aimed at the most at risk groups, to highlight the consequences of dangerous driving and RTCs. National statistics identify that the most at risk group is young drivers who are targeted through the multi-agency educational programme, which is aimed at 4th year secondary school pupils and supports Scotland's Road Safety Framework to 2020 'Go Safe'.

We will achieve reductions by:

- *Continuing our involvement in multi-agency educational programmes, particularly aimed at high risk groups within our communities*
- *Develop innovative ways of delivering the road safety agenda in collaboration with partners*
- *Working with our partners within West Lothian to ensure that all agencies can map road incident hotspots.*

We will monitor progress against the following target:

- *We aim to reduce fatalities and casualties from Road Traffic Collisions in West Lothian by 2% per year.*

In doing so we will also add value by:

- *Protecting our citizens*
- *Making our communities safer*
- *Reducing the number of hospital admissions, and the associated costs to the NHS and other organisations due to RTC related injuries*
- *Encouraging young drivers and other groups to be responsible road users through active engagement and education.*

Priority vi: Unintentional Harm and Injury

Unintentional harm in the home environment, for example, slips, trips, falls and scalds to the very young and old, is now widely recognised as presenting significant issues to the health of the public, as well as the impact these injuries have on our public services.

Analysis shows that our very young and elderly, particularly in more deprived communities, are most at risk of suffering from an unintentional injury. Analysis also shows that a number of agencies are often involved with those most vulnerable to these injuries.

Working with our community safety partners, both within West Lothian and across Scotland, SFRS has a significant role to play in contributing towards identifying those at risk, and the risks they are exposed to, and reducing or eliminating those risks, either directly through SFRS intervention, or indirectly through partner interventions.

We will achieve reductions in accidental harm by:

- *Work with our partners to understand the signs and causes of unintentional harm in the home, and educate Fire and Rescue Service personnel to identify these and deliver appropriate interventions*
- *Utilising our Home Safety Visit programme to assess for risk in the home, with a focus on the young and elderly, referring those deemed at risk from harm or injury to partners to provide additional support*
- *Focus resources where demand has been identified and deliver key community safety messages*
- *Work with partners to mitigate the negative outcomes of adverse health issues.*

We will monitor progress by:

- *Reviewing and reporting upon the number of Special Service casualties (excluding RTCs).*

In doing so we will also add value by:

- *Promoting confident and safe communities where citizens feel positive about where they live*
- *Protecting our citizens*
- *Making our communities will be safer*
- *Reducing the potential financial burden on society through the education of citizens.*

Priority vii: Unwanted Fire Alarm Signals

Unwanted Fire Alarm Signals (UFAS) are those occasions when 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. UFAS are categorised into three categories: False Alarm Good Intent, False Alarm Malicious or False Alarm Equipment Failure.

Within West Lothian, UFAS incidents in non-domestic properties account for a large number of the total incidents attended. UFAS has a negative impact on the SFRS through the deployment of resources to incidents where lifesaving services are not required. This negative impact is also experienced by businesses through loss of production, business continuity or service delivery. Attendance at UFAS creates a negative financial burden upon SFRS as well as increasing the road risk and environmental impact within West Lothian.

We will achieve reductions in Unwanted Fire Alarm Systems by:

- *Working with Duty Holders to reduce occurrences of UFAS*
- *Implement intervention systems such as staff alarm response or technical interventions including changes to the detector type, or double activation systems where required*
- *Where required, implement the SFRS policy on UFAS, and reduce the operational response to premises which continue have UFAS incidents*
- *Identify premises which attract a significant operational response, and re-assess the response required.*

We will monitor progress against the following target:

- *We aim to reduce Unwanted Fire Alarm Signals in West Lothian by 5% per year.*

In doing so we will also add value by:

- *Protecting our citizens*
- *Making our communities safer*
- *Improving the wealth and prosperity in our area*
- *Reducing the negative impact of UFAS on local business.*

Review

To ensure this Plan remains flexible to emerging local or national priorities a review may be carried out at any time but will be reviewed at least once every three years. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved, following which, the Local Senior Officer may revise the Plan.

Tell us what you think

This draft Local Fire and Rescue Plan sets out what our broad ambitions will be on behalf of the people of our area. It sets our local direction for the SFRS and it will determine the details contained in all our other plans for that period.

We would like you to tell us what you think of our plan. The formal consultation for this draft Local Fire and Rescue Plan opens on 31 October 2017 and will run until 22 December 2017. To ensure we review and manage all responses consistently you are invited to provide comment in our online survey. This can be accessed at https://firescotland.citizenspace.com/planning-and-performance/west-lothian-draft-local-fire-plan. After the consultation is closed we will publish the results.

If you cannot access our online survey, or if you would like more information about the Scottish Fire and Rescue Service in your area you can:

Write to:	Scottish Fire and Rescue Service Falkirk and West Lothian LSO Area HQ Westfield, Falkirk FK2 9AH
Phone:	01324 629121
Visit our website:	www.firescotland.gov.uk
Follow us on Twitter	@fire_scot
Like us on Facebook	Scottish Fire and Rescue Service

References

The Scottish Fire and Rescue Service Strategic Plan for 2016-2019
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https://www.westlothian.gov.uk/media/13834/West-Lothian-Single-Outcome-Agreement/pdf/West_Lothian_SOA_(Updated_Sept_2016).pdf

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West Lothian Community Planning Partnership, Strategic Assessment
https://www.westlothian.gov.uk/media/3358/CP-Strategic-Assessment-Summary/pdf/CP_StrategicAssessment_Summary.pdf

West Lothian Community Safety Partnership, Community Safety Unit, Community Safety Priorities (2015-18)
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The Civil Contingencies Act 2004 (Scotland) Regulations 2005
http://www.scotland.gov.uk/Publications/2005/02/20630/51567

Scotland's Road Safety Framework to 2020
http://www.roadsafetyobservatory.com/Pdf/SCOTLAND%20RS%20FRAMEWORK%202020.pdf

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West Lothian Armed Forces Community Covenant

1. Purpose of Report

The purpose of this report is to update the Board on the work of the West Lothian Armed Forces Community Covenant (WLAFCC) and related activities.

2. Recommendations

The CPP Board is asked to note:

- the successful funding award from the Armed Forces Covenant Grant Scheme to support a Lothian Wide development project;
- the changes to the West Lothian Armed Forces Community Covenant group; and
  the partners update on the work carried out by the Armed Services Advice Project (ASAP) in West Lothian.

3. Discussion

Background

The WLAFCC is a voluntary statement of mutual support between a civilian community and its local armed forces community. It is intended to complement the Armed Forces Covenant which outlines the moral obligations between the nation, the government and the armed forces at a local level. The aim of the Community Covenant is to encourage communities, charities, businesses, local government and health care providers to support all our armed forces across West Lothian. This not only includes serving personnel, but also their families and veterans, particularly where they have been injured or bereaved. By doing this we recognise what our armed forces have done for us and continue to do on a daily basis.

Lothian Armed Forces Covenant and Lothian Armed Forces and Veterans Project

A Lothian Armed Forces Covenant has been established to bring together the four local authority areas to allow the local partners groups to work better together with Lothian wide bodies such as NHS Lothian. The first major piece of work carried out by the group has been a successful joint application to the Armed Forces Covent. The Priority 3 Lothian Covenant Project has been awarded the £200,000. The project has employed three Development Workers to:

- Advocate the Covenant and produce a standard means by which the voices and concerns of the AFC can be raised
- Develop and facilitate delivery of a range of resources to raise awareness of the Armed Forces Covenant and train Local Authority and NHS Lothian frontline staff
- Help improve the coordination of health and wellbeing support given to the AFC
- Help improve socio-economic chances and promote the positive contribution the AFC brings to our wider society.

The project will run for two years and commenced on 1 September 2017. The Officers are based in the City of Edinburgh Council but will work across the four council areas and with local covenant groups to identify the best use of the resource.

A formal Partnership Agreement was signed off by all partners at a project launch event on 27 September 2017 at Edinburgh Castle.

West Lothian Armed Forces Community Covenant

The West Lothian Armed Forces Community Covenant has not met in 2017 with input being mainly via the Lothian wide group and the development of the above project. With the Council Elections in May Cllr McGinty has now been appointed as the Armed Forces Champion Veterans Champion.

There are early stage plans to hold a stakeholder event in early 2018 to bring together partners working with veterans to look forward and refresh the local Action Plan.

With a number of partners supporting veterans and their families in West Lothian this paper provides, as a way of example, a short overview of the work of one of these agencies. The Armed Services Advice Project (ASAP), a service provided by Scottish Citizens Advice Bureau Service and delivered locally through West Lothian Citizens Advice, offer support to members of the Armed Forces Community through a range of free advice services though one to one case work and general advice. A general overview of their activities in the past year is attached appendix 1.

4. Summary of Implications

Relevant LOIP outcome (s)	- We live in resilient, cohesive and safe communities. - We are better educated and have access to increased and better quality learning and

	employment opportunities. - We live longer, healthier lives and have reduced health inequalities. - People most at risk are protected and supported to achieve improved life chances
Relevant LOIP performance indicator (s)	N/A
Resources	N/A
Link to CPP prevention plan/Community Engagement plan	N/A
Impact on inequalities	A key aim of the covenant is to ensure that veterans and their families are not disadvantaged
Key risks	N/A

5. Consultations

None

6. Conclusions

Members are asked to note the successful joint funding award for Lothian wide Development Workers and the development of a Lothian wide forum. It is also asked to note the current position with regards to the West Lothian Armed Forces Community Covenant and the work being delivered by partners.

References
None

Appendices
Appendices/Attachments: One
Appendix 1 ASAP Annual Report

Dougie Grierson, Community Regeneration Officer, douglas.grierson@westlothian.gov.uk
20 November 2017

ANNUAL REPORT
WEST LOTHIAN

Names: Alan Hamilton MBE and Charlie Walker, Regional Support Officers
Project: Armed Services Advice Project **Date of Report 1October 2016 to 30 September 2017**

ASAP is provided by the Scottish Citizens Advice Bureau Service, a highly trusted network with decades of experience delivering a free, independent, confidential and impartial advice and information service to the general public. The project is funded by: Poppyscotland, ABF the Soldiers' Charity, the Royal Air Force Benevolent Fund (RAFBF), Seafarers UK, Soldiers, Sailors, Airmen and Families Association (SSAFA) and Royal Navy and Royal Marines Charity (RNRMC).

The ASAP Aim is to deliver advice and support to members of the Armed Forces Community in our area through Citizens Advice Bureaux in the Edinburgh and Lothians area: Livingston (Base), Haddington, Musselburgh, Dalkeith, Penicuik, Pilton, Dalry/Gorgie, Leith and Dundas Street.

The Armed Forces Community is made up of all those currently serving or who have served in any of the three armed services as a Regular or a Reservist and their immediate families. Also included are those members of the Merchant Navy who have deployed on operations in support of the armed services.

Summary of main activities during the period

We have continued advising clients across region through appointments, telephone and email contact. A significant proportion of clients have accessed the ASAP service on an ongoing casework basis.

- Strengthened links with CAB and other projects in Edinburgh and Lothians.
- Outreach Sessions at :
  - Whitefoord House Veterans Residence
  - Personnel Recovery Centre gave us local clients and others referred to their local areas
  - Regular and Reserve Forces
  - SAMH
- Increased referrals from all partners including ASAP Helpline, Poppy Scotland, SAMH, SSAFA, MPs, MSPs.
- Prisons
  - HMP Addiewell
  - SACRO Veterans Mentoring Service
- Represented ASAP at
  - West Lothian Armed Forces Day
  - West Lothian Armed Forces Covenant Meetings
- ASAP presentation given to:
  - Transition courses at the Personnel Recovery Centre
  - Regular and Reserve Army on Welfare, Debt and Gambling
  - Other veterans and Armed Forces Charities
- Attended
  - RASC/RCT Association Meetings
  - West Lothian Armed Forces Day
  - Legion Scotland Meetings
  - Veterans meetings in HMP Addiewell
  - WW1 commemoration events
  - Funerals of clients
  - Training days on Welfare, Aged Veterans, Fares4Free etc.
  - Livingston Veterans Breakfast at the Football Stadium.
- Partnership Working continues giving and receiving mutual support:
  - SAMH, Veterans First Point, Combat Stress, SSAFA, Veterans UK, Army Welfare Service (Dreghorn)
  - Houses for Heroes, Scottish Veterans Residences, Joint Services Housing Advice Office
  - Scottish War Blinded, Defence Medical Welfare Service, Army Welfare Service, Edinburgh Garrison, Chaplains
  - Legion Scotland and Poppy Scotland
  - West Lothian Council,
- Emerging themes:
  1. Continuing high numbers of ESA and PIP applications, renewals and Mandatory Reconsiderations.
  2. Cases are becoming more complex and demanding more time and effort.

ANNUAL REPORT
WEST LOTHIAN

Progress towards targets

1 Oct 16 – 30 Sep 17: Clients seen:108.

Most of our work was delivered to previous clients or on a casework basis. Issues arising, only applicable to clients during period. Figures in brackets are those from last report:

- Benefits, Tax Credits and National Insurance: 140
- Employment: 13
- Debt: 42
- Charitable support: 42
- Housing: 34
- Financial products and services: 35
- Health & community care: 8
- Legal 11
- Relationships: 13
- Utilities: 4
- Education : 2
- Consumer: 1
- Tax: 6
- Travel: 1

Case study

- Estranged wife and family of soldier found suitable accommodation in a private let. Funding secured for deposit, advance of rent, removal expenses and essential furniture and fittings. Clt financial gan £3,540.
- Assisted RAF veteran's widow to arrange funeral and wake. Funeral notified to Legion Scotland and RAF Association resulted in a colour party, piper and bugler from Legion Scotlans and RAFA provided flag and accoutrements. Also SSAFA assited with £2,275 towards costs. Ongoing support in claiming benefits.
- Army veteran needed repairs done to his stairs. Visit with SSAFA case worker found that bannister was unsafe and carpet worn and holed. Carper replaced, bannister repaired and hall redecorated. In addition new bed and bedding bought. Total value just under £3,000
- Divorced dependant with mental health issues successfully moved to new accommodation where she is very happy with her own garden and space for her daughters to visit. She said looking out her window at the snow was like being in Narnia. *"… it has all been brilliant, who would have believed it this time last year!?! Thanks so much for all your kindness and support and help. I was thinking about you this morning talking about your Grandchildren, I can see into the future now in a way that I couldn't when I first met you and am looking forward to hopefully having Grandchildren here one day!*
- NHS referred an army veteran suffering from dementia and alzheimers who could not remember his name and address but had an army tattoo on his arm. During a chat with RSO about his army days he suddenly remembered his army number and from this we traced his name and address. His family were delighted.

Client Status	Number of
ASAP: Army - dependant/carer of ex-serving	11
ASAP: Army - dependant/carer of serving	2
ASAP: Army - ex-serving	72
ASAP: Army - serving	5
ASAP: Royal Air Force - dependant/carer of ex-serving	2
ASAP: Royal Air Force - ex-serving	2
ASAP: Royal Auxiliary Air Force - ex-serving	1
ASAP: Royal Navy - dependant/carer of serving	1
ASAP: Royal Navy - ex-serving	3
ASAP: Royal Navy - serving	1
ASAP: Territorial Army - dependent/carer of ex-serving	2
ASAP: Territorial Army - ex-serving	7
ASAP: Territorial Army - serving	2

CPP Prevention Plan and Life Stages Programme

1. Purpose of Report

The purpose of this report is to outline proposals to retire the CPP Prevention Plan and Life Stages programme.

2. Recommendations

The CPP Board is asked to consider and agree proposals to retire the CPP Prevention Plan and Life Stages programme.

3. Discussion

The Single Outcome Agreement (SOA) has recently been reviewed and adopted as the CPP's local outcomes improvement plan (LOIP). The various SOA 'enabling' plans and programmes are also now being reviewed to assess whether these remain fit for purpose and whether there are opportunities to streamline the community planning reporting landscape. This report focuses on the CPP Prevention Plan and Life Stages programme and recommends that these are 'retired'.

CPP Prevention Plan

The CPP developed its ten-year SOA in 2013. Guidance issued by the Scottish Government at the time was specific about how SOAs were to promote early intervention and preventative approaches. A preventative approach had already been established in West Lothian with the Life Stages programme and so the CPP was able to develop a robust Prevention Plan including the positive steps that the CPP had already taken with regard to early intervention and the CPP's commitment to further embed the agenda within CPP structures, processes and arrangements. The plan was developed and overseen by the Preventative Interventions Board (PIB). The Community Planning Steering Group took ownership of the plan when the plan when the PIB disbanded.

The information contained in the document is now out of date. Efforts could be made to update the plan; however CPP services and activities are now in fact designed and delivered with early intervention and prevention in mind. The CPP has long seen the benefits of taking a more preventative, early intervention approach and the impact of this can be seen across a number of services and outcomes. For example the recent Joint Inspection of Children's Services within the CPP areas identified that "Partners could demonstrate a range of improving trends through their

approaches to early intervention and prevention" and that "Community planning partners were firmly committed to tackling poverty and closing outcome gaps. A broad range of early intervention and prevention measures were working to improve health and wellbeing of families, with a focus in their early years."

This approach is now embedded within the CPP and so having a separate Prevention Plan would simply duplicate information that is already outlined elsewhere. Plans and strategies such as the Anti-Poverty Strategy and action plan and the Children's Services Plan are very clear about how they will prioritise a focus on early intervention and prevention, building on the CPP's already strong record.

It is therefore proposed that there is no longer a need to have a separate Prevention Plan and that this should be retired. The LOIP annual report will specifically highlight examples of how the CPP is taking forward a preventative approach, allowing the CPP to continue to monitor and review the impact of these interventions on improving outcome for our communities.

Life Stages Programme

Life Stages is a strategic programme of change implemented in 2008. It aimed to transform how the West Lothian CPP plans and delivers services to ensure more effective interventions, tackle inequalities and achieve positive outcomes for our communities. The key principles of the programme were around use of evidence to target services to reduce inequalities, shifting resources upstream to deliver preventative services and ensuring that we obtain maximum impact for our expenditure. A set of short, medium and long term outcomes were identified for five life stages: Early Years, School Age, Young People in Transition, Adults of Working Age and Older People. A target population, those most in need of support to achieve better outcomes, was also identified within each life stage. Life Stages focused on redesigning services around the needs of target groups using a holistic, evidence based and partnership approach focused on the service user.

In August 2015, the CPP Board agreed that the Life Stages programme should be reviewed and refreshed as appropriate. This activity was put on hold until structural changes around health and social care and implications of other relevant legislative changes were known.

The policy landscape within which the CPP operates has now changed and this has had implications for the programme. The Community Empowerment (Scotland) Act 2015 places a specific duty on the CPP and partners to tackle inequalities and improve outcomes for communities. CPPs are required to develop a local outcomes

improvement plan (LOIP) which sets out how the partnership will achieve this. The CPP's locality plans will also be a key mechanism for tackling inequalities in West Lothian. The Anti-Poverty Strategy was also developed after Life Stages was implemented and is now well established in West Lothian as a key strategy for tackling inequalities. The Strategy has adopted the Life Stages principles and the action plan is being taken forward in a life stages focused way. Tackling inequalities, early intervention, targeted services, co-production and partnership working are at the heart of the Anti-Poverty Strategy as well as the LOIP and other CPP plans/strategies. Governance changes also mean that the work of the Life Stages sub-groups has now been picked up by the Children and Families Strategic Planning Group.

Life Stages has therefore been superseded by other plans and arrangements and the principles of the programme have in fact been embedded in the way the CPP operates. CPP services are now planned and delivered in an outcomes focused and holistic way as a matter of course and positive impacts on outcomes can be seen from this (as evidenced above in the positive Joint Inspection of Children's Services report). There is also some confusion amongst CPP staff around whether Life Stages still exists and whether we should be working to the set of outcomes alongside the LOIP outcomes and so it would be useful to streamline the landscape. It is therefore proposed that there is no longer a need to have Life Stages as a separate standalone programme.

Appendix 1 outlines a draft statement to conclude the Life Stages programme. This aims to acknowledge the positive influence that Life Stages had on the CPP and its legacy on CPP service planning and delivery but also to draw a clear line under the programme. Following agreement from partners to retire Life Stages, it is intended that this will be published on the CPP website. Life Stages documents will be archived and made available for information only.

4. Summary of Implications

Relevant LOIP outcome (s)	
N/A	
Relevant LOIP performance indicator (s)	
N/A	
Resources	
N/A	
Link to CPP prevention plan/Community Engagement plan	
Early intervention and prevention has been embedded in the CPP and so it is proposed there is no longer a need to have a separate Prevention Plan	

Impact on inequalities	
It is proposed that the Life Stages programme is retired as it has been superseded by other arrangements to tackle inequalities in West Lothian.	
Key risks	

5. Consultations

Proposals have been developed with colleagues from Social Policy who were involved in developing both the Prevention Plan and Life Stages approach. The Community Planning Steering Group considered proposals at the 6 November 2017 meeting.

6. Conclusions

The CPP Prevention Plan and Life Stages programme have recently been reviewed. It is proposed that a preventative, outcomes focused and partnership approach to tackle inequalities has in fact been embedded in how the CPP designs and delivers services and there is no longer a need to have this separate plan and programme. The Board is asked to agree that the CPP Prevention Plan and Life Stages programme are retired.

Report written by/contact details/date

Joanna Anderson, Community Planning Development Officer, November 2017

joanna.anderson1@westlothian.gov.uk, 01506 281086

References

CPP Prevention Plan: https://www.westlothian.gov.uk/media/3352/CPP-Prevention-Plan/pdf/Prevention_Plan.pdf

Appendices

1. Conclusion of the Life Stages Programme

Conclusion of the Life Stages Programme

Life Stages Programme

Life Stages was a strategic programme of change implemented in 2008. It aimed to transform how the West Lothian CPP plans and delivers services to ensure more effective interventions, to tackle inequalities and to achieve positive outcomes for our communities. The key principles of the programme were around use of evidence to target services to reduce inequalities, shifting resources upstream to deliver preventative services and ensuring that we obtain maximum impact for our expenditure. A set of short, medium and long term outcomes were identified for five life stages: Early Years, School Age, Young People in Transition, Adults of Working Age and Older People. A target population, those most in need of support to achieve better outcomes, was also identified within each life stage. Life Stages focused on redesigning services around the needs of these target groups using a holistic, evidence based and partnership approach.

Dedicated support materials (including the Making Change Happen support guide and collaborative bitesize training) assisted staff across the CPP to embed the Life Stages principles and processes in service design and delivery.

Influence of Life Stages on the CPP

It is important to acknowledge the positive influence that the Life Stage programme has had on the way the CPP designs and delivers its services. Pioneering the Life Stages approach as far back as 2008 is likely to have led to the CPP's positive progress, allowing the partnership to implement public service reform at an early stage from a strong position. The information below summarises this progress:

- When the Christie Commission was published in June 2011, the CPP had already begun to reform public services to improve the quality of life and outcomes for West Lothian's communities – Life Stages was a large part of this and the principles and outcomes of the programme had already become well integrated into the Single Outcome Agreement (SOA).

- The Life Stages programme got the CPP thinking about prevention and early intervention very early on, ensuring this approach is now firmly embedded in the council's Corporate Plan and in partners' plans and strategies. The CPP developed a robust Prevention Plan highlighting the positive examples of early intervention to date and outlining the commitment to further embedding the prevention agenda within CPP structures, processes and arrangements. Significant additional resources have been invested in time-limited preventative projects across the CPP. Preventative measures are also supported by the CPP's Anti-Poverty Strategy, which adopted the Life Stages model and has tackling inequality, early intervention, targeted services and co-production at the heart of the strategy.

- Engaging with service users and building services around their needs is key to delivering better outcomes and this was acknowledged by the Life Stages programme. The CPP continues to recognise the importance of involving communities in community planning and work is

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underway to improve community involvement throughout the CPP. Local regeneration plans are currently being developed with the community to tackle inequalities at a local level across West Lothian.

- Life Stages got the CPP thinking very early on about the need to use data and evidence to target services at those most in need. Some examples are included below:

    - **Young Mothers' Services:** The Family Nurse Partnership (NHS Lothian) and Young Mothers' Service (West Lothian Council) were designed to work together to provide intensive key working support to young and vulnerable mothers up to age 25 with specific needs-e.g. formerly looked after; history of mental illness; substance misuse; previous children looked after. West Lothian now ensures that 100% of its pregnant and parenting women under age 20 are offered an intensive keyworking service to support families at their earliest stage.

    - **Families Included Service:** Families Included Service (FIS) was a family intervention based service which worked with families who had multiple and complex needs and who had a long standing history of receipt of services from a range of agencies without sustainable improvement in their circumstances. It was externally evaluated to establish whether the model could effect sustainable change at an earlier opportunity, to avoid accommodation of children at a later date. The learning from the evaluation of both the Families Included Service and the Supporting Families Service, which targeted lower threshold families, has resulted in the development of the Whole Family Support Service. The aim of the Whole Family Support Service is to prevent the escalation of issues within families which occur as a result of generational patterns of social difficulties and cause high cost interventions such as long term care placements. Therefore the service works with the whole family to build their capacity to address their issues and support their children without such a heavy reliance on public services.

    - **Early and Effective Intervention:** A coordinator post was developed to implement the Early and Effective Intervention framework for 8- 17 year olds with offending behaviour, in line with West Lothian Whole System Approach (WSA). A multi-agency system of early screening and allocation of resources/intervention was established to ensure timely and proportionate responses to children and young people. This approach resulted in: Reduction in offence referrals to SCRA; Reduction in the need for Compulsory Measures of Supervision for Young People; Preventing young people escalating through the Criminal Justice System; and Reduction in re-offending rates.

Services are now better planned and aligned across West Lothian as a result of our outcomes approach, integrated planning arrangements, focus on prevention, targeted interventions and partnership working. The CPP audit report confirmed that the West Lothian CPP is a mature partnership with a long history of good collaborative working, we are making good progress in improving outcomes for our communities and partners are well placed to implement public sector reform. The audit report specifically recognised that partnership working is a strong feature across

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services that help older people to live independently in their own home and services that target families facing difficult circumstances; it recognised good practice examples in the Working Together Employability Group, Families Included Service, Domestic and Sexual Assault Team and the successful partnership centre models; and it highlighted our good practice in sharing data across the partnership.

The recent Joint Inspection of Children's Services in the CPP area identified that "Partners could demonstrate a range of improving trends through their approaches to early intervention and prevention" and that "Community planning partners were firmly committed to tackling poverty and closing outcome gaps. A broad range of early intervention and prevention measures were working to improve health and wellbeing of families, with a focus in their early years."

Changing Policy landscape

The policy landscape within which the CPP operates has now changed and this has had implications for the Life Stages programme. The Community Empowerment (Scotland) Act 2015 places a specific duty on the CPP and partners to tackle inequalities and improve outcomes for communities. CPPs are required to develop a local outcomes improvement plan (LOIP) which sets out how the partnership will achieve this. The CPP's locality plans (regeneration plans) will also be a key mechanism for tackling inequalities in West Lothian. The Anti-Poverty Strategy was also developed after Life Stages was implemented and is now well established in West Lothian as a key strategy for tackling inequalities. The Strategy has adopted the Life Stages principles and the action plan is being taken forward in a life stages focused way. Tackling inequalities, early intervention, targeted services, co-production and partnership working are at the heart of the Anti-Poverty Strategy as well as the LOIP and other CPP plans/strategies. Governance changes also mean that the work of the Life Stages sub-groups has now been picked up by the Children and Families Strategic Planning Group.

Life Stages has therefore been superseded by other plans and arrangements and the principles of the programme have in fact been embedded in the way the CPP operates. CPP services are now planned and delivered in an outcomes focused and holistic way as a matter of course. There is also some confusion amongst CPP staff around whether Life Stages still exists and whether we should be working to the set of outcomes alongside the LOIP outcomes and so it would be useful to streamline the landscape.

Conclusion

Following a review of Life Stages, [the CPP Board has concluded that] there is no longer a need to have this as a separate standalone programme. Whilst it is important to acknowledge the benefits the Life Stages programme has had on CPP service design and delivery, we also need to recognise changes to the CPP landscape and more recent developments in terms of key strategies such as the LOIP and Anti-Poverty Strategy. The key principles of Life Stages have now been embedded in how the CPP operates. The CPP is therefore drawing a line under the Life Stages programme.

Life Stages documents and materials will still be available on the CPP website, for reference only.

DRAFT

Changes to ESOL funding

1. Purpose of Report

To provide the Community Planning Partnership Board with information on changes to the way funding for English for Speakers of Other Languages (ESOL)

2. Recommendations

The CPP Board is asked to:

- *note the contents of the report*

3. Discussion

ESOL provision in West Lothian is currently delivered through a partnership between West Lothian College and West Lothian Council. The programme is delivered through funding from the Scottish Funding Council. Each local authority in Scotland has received a ring-fenced allocation of funding which is paid to local colleges and then distributed to partner providers.

As from the 2018/19 academic year, all ESOL activity is due to be funded through the core college teaching grant. Within this, there is the requirement on colleges to

- Support the delivery of ESOL
- work with CPPs to identify and appropriately resource local ESOL needs
- work with CPPs to establish a reliable method to record any unmet demand and identify the best way to meet that demand

Colleges should determine from its overall teaching budget what it will allocate to ESOL activity and agree with CPPs what activity will be delivered in the college and what is more appropriate to be delivered in the community, ie sub-contracted teaching. Funding will be drawn down through the colleges' credit system therefore there will be a requirement for all ESOL learners to be enrolled through the college irrespective of which partner is delivering the learning.

ESOL activity will be reported through statistical returns to the Scottish Funding Council, and there is the expectation that colleges will work with partners to jointly evaluate and plan for improvement. Education Scotland will continue to work with CPPs to monitor the progress of planning, co-ordinating and delivering community-based ESOL.

4. Summary of Implications

Relevant LOIP outcome (s)	**n/a**
Relevant LOIP performance indicator (s)	**n/a**
Resources	**High impact on resources available to deliver ESOL**
Link to CPP prevention plan/Community Engagement plan	**n/a**
Impact on inequalities	**A profiling of local need and demand will ensure that resource is allocated fairly.**
Key risks	**Without monitoring from CPP there is the risk that insufficient funds are allocated to meet local needs.**

5. Consultations : consulting via CPP board

6. Conclusions

West Lothian Council and West Lothian College will work together to develop a local profile of need, in the first instance. The change in funding has created the need for a more formal local agreement on how

- local need is identified
- delivery is allocated across partners
- unmet demand is recorded
- payment is allocated to delivery
- provision is monitored and evaluated

Report written by

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References

Appendices

West Lothian Autism Strategy

1. Purpose of Report

The purpose of the report is to provide an update to the Community Planning Partnership on the implementation of the West Lothian Autism Strategy.

2. Recommendations

The CPP Board/Steering Group (*delete as appropriate*) is asked to:

- *Note the progress made to date in the implementation of the West Lothian Autism Strategy*
- *Note the forthcoming Scottish Government consultation on the strategic priorities*
- *Note the recommended actions required to embed the strategic priorities in practice*

3. Discussion

What is Autism?

Autism Spectrum Disorder (ASD) is a lifelong development condition which affects social communication, social interaction and behaviour. Symptoms may include a range of difficulties with verbal and non-verbal communication and repetitive or very specific behaviour or interests. The term 'spectrum disorder' is used because the degree of impairment people with ASD experience varies greatly and affects people in different ways.

It is estimated that there are over 50,000 people in Scotland with ASD and around 1,560 people of all ages in West Lothian with ASD (2015).

The National Strategy

The Scottish Strategy for Autism was published by the Scottish Government in 2011. This is a 10 year strategy which aims to support improvements in diagnosis and access to services for people with ASD, and their carers and families. It aims to increase individualised support and services, which see different local and national agencies working together to develop best practice and support people with ASD in ways which involves them as fully as possible.

When the Scottish Strategy for Autism was published in 2011 it outlined seven underpinning values; a series of time-defined goals; 10 indicators for best practice in promoting ASD services and 26 specific recommendations.

In December 2015, the Scottish Government published new Strategic Priorities for 2015 – 1017 which highlighted four key strands and outcomes.

- Outcome 1: A healthy life
- Outcome 2: Choice and control
- Outcome 3: Independence
- Outcome 4: Active Citizenship

West Lothian Autism Strategy 2015/25

Our vision in West Lothian is that people of all ages on the autism spectrum are accepted, respected and valued by their local communities and by professionals and volunteers who work with them. Their families and carers are similarly respected and valued. Our aim is that people who have Autism Spectrum Disorder have fulfilling lives, reaching their full potential, including achieving economic wellbeing.

The West Lothian Autism Strategy was published in 2015 and was designed with the ten indicators for current best practice in the provision of ASD services in mind. These indicators provide the basis for some of the overarching outcomes we aim to achieve in West Lothian.

In summary the strategy outcomes are:

- Effective implementation of the local strategy and action plan
- Workforce development
- Raising levels of awareness
- Improving the co-ordination of services

The implementation of the West Lothian's Autism Strategy is the responsibility of all key partners and stakeholders. The West Lothian Autism Spectrum Disorder Strategy Group (multi agency) was established to provide oversight and leadership for specific tasks relating to the development and delivery of the strategic action plan.

A wide range of activities have taken place to progress the implementation of the strategy by individual agencies and in various partnerships.

In reviewing the action plan consideration was given to the changes made within the key strategic priorities by the Scottish Government in December 2015. On this basis the action plan for 2016/17 was developed using these priorities as their focus.

A review of the action plan for 2016/17 has commenced, however, further work is required to collate information on the range of activities and performance outcomes.

4. Summary of Implications

Relevant SOA outcome (s)	Our children have the best start in life and are ready to succeed We are better educated and have access to increased and better quality learning and employment opportunities People most at risk are protected and supported to achieve positive life chances Older people are able to live independently in the community with an improved quality of life We live longer, healthier lives and have reduced health inequalities
Relevant SOA performance indicator (s)	Tackling inequality Prevention Community engagement
Resources	
Link to CPP prevention plan/Community Engagement plan	
Impact on inequalities	
Key risks	

5. Consultations

In November 2016 an Autism Network and Information event took place. This was targeted at those working with individuals on the autism spectrum i.e. agencies, outreach workers, education staff, social workers etc. 52 people attended the event where short snapshots of good practice were provided alongside an opportunity to network and share information. In addition this enabled an opportunity to gather the views of those attending on the progress of the action plan to date and to identify key areas for future improvement/development. Information and view gathered were incorporated into the 2016/17 action plan.

In order to inform the development of the action plan for 2016/17 and the work being undertaken on the Lets Get it Right for Autism (LGIRFA) Community Choices Project a consultation exercise was undertaken in December 2016. This consultation used the four strategic priorities as their focus. The results of the consultation were used to progress the LGIRFA project and informed developments taking place in other areas i.e. transition and support into employment.

The Scottish Government is undertaking a consultation exercise during November/December 2017 seeking views on what action it should take, to make Scotland a better place for autistic people and their families. This consultation process will help refresh the current Strategy by shaping what the new priorities for the Scottish Strategy for Autism will be from April 2018.

6. Conclusions

To date significant activity has taken place in West Lothian to address the strategic outcomes set by the Scottish Government. Primarily these activities are taking place within individual agencies/organisations with feedback being provided to the West Lothian ASD Strategic Group.

Based on activities to date the strategic group would recommend the following:

- Review of the membership of the strategic group and frequency of meetings with the aim of ensuring the strategic outcomes are being embedded in practice across agencies/organisations
- Review of the action plan for 2018/19 and onwards following the outcome of the Scottish Government consultation which will ensure consideration is given to any changes in the strategic outcomes
- Development of regular network events, potentially twice per year, to share good practice and information not only for practitioners but for individuals with ASD and their carers and families.

Report written by

Tim Ward, Senior Manager, Young People and Public Protection

References

- Scottish Autism Strategy 2011
- West Lothian Autism Strategy 2015/25

Appendices

None

JOINT INSPECTION OF SERVICES FOR CHILDREN AND YOUNG PEOPLE

1. Purpose of Report

The purpose of this report is to update the Community Planning Partnership Board on the findings of the Joint Inspection of Services for Children and Young people by the Care Inspectorate.

2. Recommendations

The CPP Board is asked to note the findings of the recent joint inspection of services for children and young people in West Lothian.

3. Discussion

Overview
Since mid- December 2016 services for children and young people in West Lothian have been subject to inspection by the Care Inspectorate.

The inspection focused on how well services in West Lothian are working together to make a positive difference to the lives of children, young people and their families.

In order to reach confident conclusions the inspection team have undertaken a range of activities to collect evidence, these activities have included:

- the analysis of inspection findings of care services for children and young people and findings from relevant inspections carried out by other scrutiny bodies
- the review of national and local data relating to children and young people
- the review of self-evaluation work undertaken by the partnership, and the evidence that supported it
- reviewing a wide range of documents provided by each local partnership
- conducting a survey of staff with named person and lead professional responsibilities
- meeting with children and young people, parents and carers in order to hear from them about their experiences of services and what difference they think the support they have received is making
- speaking with staff at all levels across the partners, including senior officers and elected members and large numbers of staff who work directly with children, young people and families
- reviewing practice through reading records held by services for a sample of the most vulnerable children and young people and

- observing key interagency meetings.

In the Inspection report (Appendix 1), published on 29th August 2017, the Care Inspectorate reported that they were confident that outcomes for many children, young people and families living in West Lothian have improved as a result of committed leadership, an ambitious shared vision and effective community planning arrangements.

As part of the inspection process the planning and delivery of services for children and young people were evaluated against nine quality indicators, the results of the evaluations are detailed in Table 1.

Table 1

How well are the lives of children and young people improving?	
Improvements in the wellbeing of children and young people	Very Good
Impact on children and young people	Good
Impact on families	Good
How well are partners working together to improve the lives of children, young people and their families?	
Providing help and support at an early stage	Good
Assessing and responding to risks and needs	Adequate
Planning for individual children and young people	Good
Planning and improving services	Good
Participation of children, young people, families and other stakeholder	Very Good
How good is the leadership and direction of services for children and young people?	
Leadership of improvement and change	Very Good

Scale:

Excellent	Outstanding, sector leading
Very Good	Major strengths
Good	Important strengths with some areas for improvement
Adequate	Strengths just outweigh weaknesses
Weak	Important weaknesses
Unsatisfactory	Major weaknesses

Within the Inspection Report the Inspection Team noted that:

- they had found staff to be highly committed across all agencies and working collaboratively to improve outcomes;

- partners demonstrated a sound knowledge of the impact of services based on robust performance monitoring processes, enhanced by comprehensive strategic needs analysis;
- considerable investment in resourcing early intervention and prevention services was delivering positive improvements in the lives of children and young people including those who are vulnerable;
- partners are highly committed to identifying and addressing areas for improvement;
- the partnership has clear ability and capacity to continue to maintain high performance in the planning and delivery of services based on robust governance structures.
- an extensive range of support services was being delivered by partners and stakeholders to support children, young people and families across communities;
- the Whole Family Support Service and the Domestic Abuse and Sexual Assault Team were making a particularly notable impact.

A number of strengths were highlighted, in particular:

- a coherent shared vision to tackle inequalities, supported by a range of approaches and a commitment by partners to realign resources in order to achieve this;
- robust performance monitoring, management and reporting processes
- effective community planning arrangements, supported by strong leadership and robust governance across strategic groups
- innovative and effective early intervention and prevention programmes and services
- meaningful consultation, collaboration and inclusion of children and young people in policy and service development.

Key areas for improvement were identified and it was noted that partners should ensure that:

- quality assurance processes led to sustained improvement in the quality of assessments, children's plans and integrated chronologies
- staff understand and implement the processes for initiating, undertaking and recording inter-agency referral discussions and that a single quality assurance process is agreed and applied
- child sexual exploitation policy is reviewed and updated and practice is improved to ensure that vulnerable young people are kept safe

- sustained improvements are made to educational attainment of looked after children and outcomes for care leavers.

The Inspection Team reported that they were very confident that partners in West Lothian would be able to make the necessary improvements detailed in the Inspection Report.

The inspection team reported that the following had been accepted as Good Practice examples:

- Whole Family Support Service - evidencing a strong collaborative approach impacting positively on wellbeing and family relationships
- Approach to Domestic Abuse - evidencing the range and reach of the services and supports in place to support adults and children affected by domestic abuse
- Approach to Youth Justice - evidencing a creative and collaborative approach to early intervention and support into young adulthood to divert young people from the criminal justice system

The Care Inspectorate's core criteria for good practice examples are that they are sector leading; increase efficiency; tackle inequalities; and clearly result in improvements in the wellbeing of children and young people.

Improvement Plan
Following the publication of the Inspection Report the partnership was required to prepare an improvement plan detailing the actions that will be taken in response to the report. This Improvement Plan was submitted to the Care Inspectorate within six weeks of the publication of the Inspection Report as required.

4. Summary of Implications

Relevant LOIP outcome (s)	
• Our children have the best start in life and are ready to succeed. • We are better educated and have access to increased and better quality learning and employment opportunities. • People are most at risk are protected and supported to achieve improved life chances	
Relevant LOIP performance indicator (s)	
Resources	

Existing budgets for the delivery of services for Children and Young People.	
Link to CPP prevention plan/Community Engagement plan	
One of the key areas that the inspection will focus on is how well the early intervention and prevention agenda has been embedded in west Lothian.	
Impact on inequalities	
Key risks	

5. Consultations

NHS Lothian, West Lothian Council, Police Scotland, Fire Scotland, SCRA and the Third Sector are all engaged in the inspection process.

6. Conclusions

The inspection process that has been undertaken in West Lothian has been robust and intensive and has taken account of the full range of work that has been undertaken with children, young people and families locally. The findings indicate that West Lothian has had a very positive inspection.

Report written by/contact details/date

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Date: 20th November 2016

References

None

Appendices

Appendix 1: Inspection Report

care inspectorate

Services for children and young people in West Lothian

August 2017

Report of a joint inspection

HAPPY TO TRANSLATE

Contents

1. Introduction

2. How we conducted the inspection

3. The Community Planning Partnership and context for the delivery of services to children, young people and families

4. How well are the lives of children, young people and families improving?
   - Improvements in the wellbeing of children and young People
   - Impact on children and young people
   - Impact on families

5. How well are partners working together to improve the lives of children, young people and families?
   - Providing help and support at an early stage
   - Assessing and responding to risks and needs
   - Planning for individual children and young people
   - Planning and improving services
   - Participation of children, young people, families and other stakeholders

6. How good is the leadership and direction of services for children and young people?

7. Conclusion, areas of particular strength and areas for improvement

8. What happens next?

Appendix 1 Good practice examples
Appendix 2 Evaluated Indicators of quality
Appendix 3 The terms we use in this report
Appendix 4 The quality indicator framework

1. Introduction

At the request of Scottish Ministers, the Care Inspectorate is leading joint inspections of services for children and young people across Scotland. When we say 'children and young people' in this report we mean people under the age of 18 years or up to 21 years and beyond if they have been looked after.

These inspections look at the difference services are making to the lives of children, young people and families. They take account of the full range of work with children, young people and families within a community planning partnership area. When we say 'partners' in this report we mean leaders of services who contribute to community planning, including representatives from West Lothian Council, NHS Lothian, Police Scotland and the Scottish Fire and Rescue Service.

When we say 'staff' in this report we mean any combination of people employed to work with children, young people and families, including health visitors, school nurses, doctors, teachers, social workers, police officers, and the voluntary sector. Where we make a comment that refers to particular groups of staff, we mention them specifically, for example health visitors or social workers.

Our inspection teams are made up of inspectors from the Care Inspectorate, Education Scotland, Healthcare Improvement Scotland and Her Majesty's Inspectorate of Constabulary for Scotland. Teams include young inspection volunteers, who are young people with direct experience of care and child protection services who receive training and support to contribute their knowledge and experience to help us evaluate the quality and impact of partners' work. Associate assessors are also included on inspection teams. These are staff and managers from services in another community planning partnership area.

In September 2014, the Care Inspectorate published 'How well are we improving the lives of children, young people and families? A guide to evaluating services for children and young people using quality indicators'. This framework is used by inspection teams to reach an independent evaluation of the quality and effectiveness of services. While inspectors keep in mind all of the indicators in the framework, we evaluate nine of the quality indicators in each inspection, using the six-point scale as set out in Appendix 2. These nine indicators are chosen for evaluation because they: cover the experiences of children, young people and families and the difference services are making to their lives; the outcomes partners collectively are making in improving outcomes for children across the area; and key processes which we consider to be of critical importance to achieving positive outcomes for children and young people. These are: leading change and improvement; planning and improving services and involving children and families in doing so; and assessment and planning for children who are particularly vulnerable, including children and young people who are looked after or in need of protection.

2. How we conducted the inspection

The joint inspection of services for children and young people in the **West Lothian Community Planning Partnership** area took place between 6 March and 28 April 2017. It covered the range of partners in the area that have a role in providing services for children, young people and families.

We reviewed a wide range of documents and analysed inspection findings of care services for children and young people. We spoke to staff with leadership and management responsibilities. We carried out a survey of named persons and lead professionals. We talked to large numbers of staff who work directly with children, young people and families and observed some meetings. We reviewed practice through reading records held by services for a sample of 105 of the most vulnerable children and young people. We met with 181 children and young people, and 65 parents and carers in order to hear from them about their experiences of services. We are very grateful to everyone who talked to us as part of this inspection.

The Care Inspectorate regulates and routinely inspects registered care services provided or commissioned by West Lothian Council, NHS Lothian or the West Lothian Health and Social Care Partnership. For the purposes of this inspection, we took into account findings from inspections of all relevant services for children and young people undertaken over the last two years.

As the findings in this joint inspection are based on a sample of children and young people, we cannot assure the quality of service received by every single child in the area.

3. The Community Planning Partnership and context for the delivery of services to children, young people and families

West Lothian is located between Edinburgh and Glasgow in Scotland's central belt. It covers an area of 165 square miles, two-thirds of which are predominantly used for agriculture and a tenth of the area is taken up by urban development. Livingston houses the administrative centre for the local authority and is the most populated town within the region.

The 2015 population for West Lothian was 178,550, accounting for 3.3% of Scotland's total population. The rate of increase in population from 1991 to 2011 is, at 21.55%, the highest of all Scottish local authority areas. West Lothian has the highest percentage of children under 15 years in Scotland at 18.9%, and the lowest percentage of over 65s at 13.6%. The population of children aged under 16 years is projected to increase by 13.3% by 2035. The most recent child poverty statistics, from December 2015, show that 22.8% of West Lothian children are living in poverty. Youth unemployment stands at 3.6%, which is slightly higher than the Scotland rate of 3.5%. The proportion of children in families dependent on out of work benefits or child tax credit is higher than the Scottish average. 6.9% of young people aged 18-24 years were unemployed as at 31st March 2014 compared to 5.5% for Scotland for the same period.

The West Lothian Community Planning Partnership is a partnership of 15 organisations from the public, voluntary, private and community sectors including: West Lothian Council; the Association of Community Councils; JobCentre Plus; Scottish Fire and Rescue Service; Police Scotland; NHS Lothian and West Lothian College. Partners are responsible for more than £1bn annual spending in West Lothian and have agreed an ambitious vision for the area that sets out fresh challenges for the future.

The community planning partnership had agreed a new **single outcome agreement** for 2013-2023, Plan for Place. Its core theme is tackling inequalities and it describes eight local outcomes mapped to the six national priorities. It is supported by a range of enabling plans and strategies. The West Lothian Integration Joint Board (IJB) was established in September 2015 however children's social work and child health services were not delegated to the IJB and remain the responsibility of West Lothian Council and NHS Lothian Health and Social Care Partnership. A joint approach to health and social care integration has been established between the NHS Lothian Chief Executive and the Chief Executives of the four councils (City of Edinburgh, East Lothian, Midlothian and West Lothian) within the NHS Lothian area.

Priorities are delivered through strategic groups aligned to the community planning partnership board, namely; the West Lothian chief officers' group, children and families strategic planning group, safer communities strategic planning group, integration strategic planning group and the public protection committee. These routinely report on progress through a comprehensive performance framework.

4. How well are the lives of children, young people and families improving?

Improvements in the wellbeing of children and young people

This section considers improvements in outcomes community planning partners have achieved in relation to three themes. These are: improving trends through prevention and early intervention; improvements in outcomes for children and young people; and improvements in the lives of vulnerable children and young people.

Performance in improving outcomes for children and young people was very good. The partnership had placed considerable importance on rigorous performance reporting, setting stretching targets to drive improvement. Partners could demonstrate a range of improving trends through their approaches to early intervention and prevention. These included falling teenage pregnancy rates, a reduction in anti-social behaviour, a drop in the number of deliberate fires, and improvements in child dental health. Challenges remained to reduce childhood obesity and increase breastfeeding rates. Educational attainment was improving for most children, though looked after children and young people lagged behind. We found a broadly positive and improving picture in a number of important performance measures with notable evidence of success in increasing stability for looked after children. The newly formed public protection committee was leading important work to improve services to protect children, with a focus on addressing domestic abuse. The transition to the new arrangements had resulted in a lack of public reporting in 2015/16. The committee planned to report with an increased focus on outcomes for vulnerable children in 2017.

How well are trends improving through prevention and early intervention?

Community planning partners were firmly committed to tackling poverty and closing outcome gaps. A broad range of early intervention and prevention measures were working to improve the health and wellbeing of families, with a focus on children in their early years. A number of initiatives utilised the Early Years and Early Intervention Change Fund, resulting in improvements in parenting skills, home conditions, and levels of family functioning. Parenting classes made a significant contribution to positive outcomes for children and families. Over 1,000 parents had attended accredited parenting programmes in 2015/16, with around 70% who continued to attend for further sessions.

School holiday lunch and activity provision reached more than 300 children and young people in 2016/17. Based in seven targeted schools, this was a significant investment delivered in partnership with community groups. Feedback from families and schools confirmed it was helping to reduce the loss of learning experienced by poorer children during the summer holidays. There was strong evidence of effective early intervention and prevention successfully reducing youth offending. The previous Youth Justice Development Plan 2012-2015 saw the full implementation of the **Whole System Approach** in West Lothian. Performance reporting demonstrated positive outcomes for children and young people with 92%, aged eight

to 15, not requiring re-referral within 12 months. A fall in anti-social behaviour and the number of deliberate fires coupled with a downward trend in accidental fires had contributed to making communities safer.

The Whole Family Support service was successfully keeping children at home who were at risk of needing to be accommodated. In 2014-15, 66% of children and young people who engaged with the service had been maintained at home. By the following year, this figure had increased to 84%. In 2016/17, 98% of children and young people referred to the Attendance Improvement Management System experienced improvements in their school attendance as a result of early intervention, without recourse to statutory intervention.

The Prevention and Intervention Money Advice Project (PIMAP) was established in 2015 in collaboration with the Citizens Advice Bureau and the **Early Years Collaborative.** The project offered a service whereby midwives could refer women for advice on their finances in order to tackle the potential impact of poverty at an early stage. Since it was established, PIMAP had engaged with 714 people, achieving a £1.08m financial gain as a result of intervention. In 2015/16, the West Lothian **Advice Shop** worked with over 3,000 customers on a wide range of income maximisation issues. It reported that it had helped customers gain over £1.7m in extra benefits in this period. Partners had established a Citizens Advice Bureau outreach service in five GP practices across West Lothian in order to provide advice on benefit and debt related issues. During 2016-17, the service assisted 246 people, most of whom were helped to obtain benefits to which they were entitled. The service reported a financial gain of £223,447 for customers in this period.

How well are outcomes improving for children and young people?

Trends relating to health were generally positive. There was a positive downward trend in numbers of women smoking in pregnancy. The rate of maternal drug use in West Lothian had been above the national average, but encouragingly, the number of babies born affected by mothers' drug use during pregnancy had fallen recently, from 82 in 2015 to 52 in 2016. Figures demonstrated improving trends in immunisation rates. The proportion of children in P1 with improved dental health showed a positive trend up to 2014 however there had been a 3.0-3.5 percentage point decline between 2014 and 2016. Alcohol related admissions for young people aged 15-19 had reduced over the last three years. Teenage pregnancy rates had shown a steady decline since 2005 and were now lower than the average rate for Scotland.

Less positively and in line with national performance, rates of breastfeeding had decreased. In addition, the percentage of children of a healthy weight in P1 had fallen between 2013/14 and 2014/15 and remained just below the target of 80%. This figure reflected an increase in children estimated to be obese, which had increased from 21% to 23% in 2014/15, above a target of 18%.

In schools, attendance at primary and secondary levels was around the national average and had remained so over the last three years. In terms of attainment, the proportion of young people achieving awards at SCQF levels four, five and six had

improved consistently since 2012 and was now above both the virtual comparator and national average figures. The percentage of school leavers achieving a positive destination had demonstrated continuous improvement over the last nine years, currently standing at just over 93%. Exclusion rates above the national average, particularly in relation to looked after children, were an issue that partners were beginning to address.

Children and young people had access to a wide range of opportunities to participate in structured activities or learning programmes. Many were externally accredited, or led to a certified learning qualification. The Active Schools programme provided a positive and increasing range of sport and leisure opportunities. In 2015/16, 7,710 pupils from P1 to S6 participated (29% of the school roll) - a figure up 2% on previous years. Partners had made sound progress in achieving equality of provision and uptake across primary and secondary schools. The number of Duke of Edinburgh awards achieved over the past four years at Bronze, Silver and Gold levels had grown, with considerable increases at all levels between 2013/14 and 2016/17. There were high numbers of young people achieving recognition for volunteering and for achievement in sports, music and culture. Pupils attending schools in more deprived areas were less likely to gain these awards. However, a number of planned actions to improve access and participation were in place.

How well are the life chances of vulnerable children and young people improving?

At the time of the inspection, there were 434 looked after children and young people in West Lothian which equated to 10.4 per 1,000 aged 0-17 years of the population. This rate had been stable since 2012 and lower than the Scottish average of 14.0 per 1,000 population. Outcomes for looked after children and young people were generally positive. Placement stability had improved year on year since 2010 to better than the national average. Timescales for achieving permanency planning had also improved. Reducing the numbers of children and young people placed in out-of-authority fostering or residential placements was a priority for partners. Positively, this figure had fallen in the past two years. In 2015, 100% of looked after and accommodated children reported they felt safer as a result of intervention or support, considerably higher than the target rate of 80%.

All looked after children and young people were offered a comprehensive health assessment within four weeks of becoming looked after. The looked after nursing service had made a positive start in capturing data that would allow partners to demonstrate how the health of looked after children and young people was improving. This included recording levels of dentist registration, immunisation, self-reporting of smoking, substance use, sexual activity, and mental health screening. This information was drawn from health assessments carried out for all looked after children, including those at home.

School attendance of looked after children had shown continuing improvement since 2013/14, growing from 88% to 93% in 2014/15. The rate of exclusions for looked after children had fallen to 228 per 1,000 pupils in 2014/15 after increasing between 2010/11 to 2012/13. The level was now below that recorded in 2010/11, an

encouraging trend. However, partners had struggled to improve the educational attainment of looked after children since 2014 with performance below that of the **virtual comparator**.

Outcomes for care leavers were mixed. The number being referred to the criminal and youth justice service within 12 months of leaving care was low and falling. The number of those previously looked after and aged under 22 years, who went on to receive a custodial sentence was also falling. However, the percentage of young people eligible for aftercare services in education, training and employment, at 28%, was the lowest recorded for four years. In addition, too many care leavers were presenting as homeless with 45% experiencing one or more periods of homelessness in 2015/16.

In April 2016, the **child protection committee** had been merged into the West Lothian public protection committee. While the child protection committee had reported in 2014/15 on the work undertaken by the committee to improve the quality of services to protect children, it had not published a more recent report. The public protection committee was preparing to publish a report later in 2017 on their work to protect children with an increased focus on measuring outcomes.

The public protection committee was involved in efforts to address domestic abuse, which had resulted in positive performance outcomes. The rate of domestic abuse incidents was 123 per 10,000 of the population, which constituted a slight decrease over the past three years. Detection rates for domestic abuse were on target, reaching 82% in 2015/16. The percentage of women reporting that they felt safer as a result of an intervention by the domestic and sexual assault team (DASAT) reached 99% in 2015/16, continuing a positive trend since 2011/12. Similarly, the percentage of children feeling better as a result of using DASAT's children's service was 100%. Partners were continuing to develop promising new performance measures for future reporting that would enable them to better measure the impact of their work to reduce domestic abuse. These include: the percentage of women survivors of domestic abuse who present as homeless; average length of stay in a women's refuge; and the percentage of domestic abuse perpetrators completing a community payback order without further incidents being reported to the police.

Impact on children and young people

This section is about the extent to which children and young people are able to get the best start in life and the impact of services on their wellbeing. It is about how well children and young people are assisted to be safe, healthy, achieving, nurtured, active, respected, responsible and included.

The impact of services on the wellbeing of children and young people growing up in West Lothian was good. Children received very effective help and support to feel safe, and to keep themselves safe in their schools and communities. Most vulnerable children were kept safe as a result of the help and care they received. Some who had experienced neglectful parenting or domestic abuse had to wait too long before they got the help they needed and a few young people looked after away from home remained vulnerable to

sexual exploitation. Children benefited from approaches to nurture that were well embedded across nurseries and schools. Children who were looked after away from home thrived as a result of the warm and nurturing care they received. Across age ranges, children benefited from a broad range of opportunities to be active, to achieve and to be responsible. The health of babies and young children was monitored carefully and promoted by staff in health and early years services. Children experiencing mental health or emotional wellbeing difficulties had their needs assessed more quickly as a result of a screening process. However, some children had to wait too long before they could access help. The wellbeing of most children looked after away from home improved as a result of the help they received. The experiences of care leavers and children looked after at home were more variable.

How well are children and young people helped to keep safe?

An impressive range of programmes and resources was in place to help children and young people of all ages keep themselves safe at home, in school and in their local communities. Children felt safe in school and could identify a trusted adult if they needed to talk about worries or concerns. Most children felt that bullying was effectively managed by staff in schools. Police Scotland youth volunteers helped young people to feel safer in their own communities however a small number of children did not feel safe enough to play outside in their communities. Junior road safety officers encouraged children to keep themselves safe as part of a wider road safety initiative. Children and their parents and carers were helped to understand the opportunities and risks associated with social media and online communications through a range of curricular activities and promotional events such as the week of action promoting Safer Internet Day. Targeted support was helping some vulnerable young people develop skills to promote resilience and keep themselves safe. For example, those attending the Fireskills programme learned about the safety aspects of fire, and the domestic abuse and sexual assault team were helping young women to recognise exploitative situations and unhealthy relationships.

Most vulnerable children were kept safe as a result of staff working jointly to share information and act quickly to protect them. Some children who had experienced continual exposure to neglectful parenting or domestic abuse had to wait too long before they got the help they needed to improve their situation. Children no longer able to remain at home benefited from the protective environments provided by kinship and foster carers and residential care placements. Effective use of legal orders and safe contact arrangements strengthened their security. Staff were working hard to better understand and address risks of child sexual exploitation though this remained an area for development. We say more about services' awareness of the risks of CSE later in this report.

How well are children and young people helped to be healthy?

Children and young people were being helped to optimise their health through a range of preventative approaches. Midwives and health visitors ensured that health and developmental needs of babies and young children were identified at an early

stage. Children and their parents or carers were encouraged to adopt healthy choices through their involvement in a wide range of health promotion activities. Together, they were learning about healthy eating and cooking at school and in parenting groups. Partners recognised that further efforts would be required to improve health outcomes for those primary school children at risk of being overweight or obese.

Children with complex health needs were assessed and reviewed by a range of specialist staff based at the **Beatlie Campus**. This co-ordinated approach worked well for younger children. However, some older children experienced a gap in services as they made the transition from children's to adult services, leading to periods of uncertainty for them and their parents. Many vulnerable children benefited from the practical help and support their parents received to support their attendance at health appointments. However, the health needs of some children who were looked after at home were not sufficiently well monitored or reviewed. Kinship and foster carers ensured an increased focus on the health needs of children becoming looked after. Some young people in residential and secure care were making healthier lifestyle choices with encouragement from their support workers.

Older children and young people who were looked after and accommodated spoke positively of the help they received from the looked after children's nurse and the throughcare nurse. The Chill Out Zone provided a safe environment for young people aged 18-25 years. It provided access to advice and support with a range of health issues, such as sexual health or mental health. Support for children and young people experiencing emotional wellbeing or mental health issues presented a mixed picture. For some, more effective screening of their needs enabled them to access helpful therapeutic support at an earlier stage. For others, their emotional wellbeing needs were not well recognised or they had to wait too long to access services. Partners were aware that the child and adolescent mental health services targets were not being met and had implemented a robust recovery plan which showed signs of improving performance.

How well are children and young people helped to achieve?

Overall, children and young people were achieving well in West Lothian. Younger children and their parents were benefiting from opportunities to learn together through, for example, play and **Bookbug** sessions. Children and young people with additional support needs were being supported well to move seamlessly between nursery and school as a result of clear processes being in place.

Educational outcomes for young people in the senior phase were improving. More children were achieving SQA awards and other courses accredited through the Scottish Credit and Qualifications framework. An increasing number of young people leaving school were achieving a positive post-school destination. Those who faced barriers to employment and training received effective support from a range of partners including, for example, the Youth Inclusion Project. The experiences of looked after children were more variable. They did not benefit from the same level of improvement as their peers and more help was needed to enable them to achieve their potential.

Young people at risk of being marginalised received beneficial support. A weekly young carers group helped those with caring responsibilities become less isolated and more involved in social and leisure activities. Well developed and effective work to support young people identifying as lesbian, gay, bisexual, transgendered or intersex (LGBTI) resulted in the achievement of national awards. Increasing numbers of young people were gaining high levels of accreditation in the Duke of Edinburgh's Award. There were important variations in the levels of participation among schools in West Lothian. Rates of exclusion in West Lothian secondary schools were higher than the national average and much higher in a few schools. Young people we met, who were at risk of being excluded, were now being better supported following the establishment of an inclusion and wellbeing service which helping them to remain engaged in learning.

How well are children and young people helped to experience nurturing care?

Parents and carers were encouraged to provide emotionally warm, stable and secure environments in which their children could thrive. Babies and younger children benefited from the emotional and practical help their parents received to better understand their needs and to develop more consistent care. Supports such as the Psychology of Parenting Project, baby massage and mellow parenting were strengthening important early attachment and parent and child relationships. Nurture approaches were well established in nurseries and schools. Through nurture groups and 'bubble time', children were helped to explore their worries or feelings and understand those of others. Those who needed additional help were supported well as they moved from nursery to primary and from primary to secondary school.

Many vulnerable children and young people were helped as a result of intensive support provided to their parents. Most enjoyed more consistent care as a result of the changes their parents made. However, some children, including those looked after at home, continued to experience unsettled lifestyles and difficult family relationships.

Almost all children who were looked after away from home experienced warm, encouraging and supportive relationships with their carers and support workers. Predictable consistent daily routines and appropriate boundaries were helping build a sense of security and stability in their lives. They were helped to maintain important relationships with family members. A few children experienced multiple placement moves, disrupting their lives and sense of stability.

Effective practical, financial and emotional support enabled some care leavers to move successfully to independent living. Those young people who remained in kinship care and foster placements after 16 years of age, benefited greatly from continuity of support and a stable home base. Some looked after children and care leavers would have benefited from more focused help to deal with earlier losses in their lives or their experiences of childhood neglect and trauma. For some, this was continuing to impact on their mental health and wellbeing and relationships with family and friends.

How well are children and young people helped to be active?

Children and young people benefited from a wide range of opportunities to be active in school and in their local communities. Younger children enjoyed developmental play activities within nurseries and community groups. School aged children enjoyed weekly access to two hours of physical education. Sixty schools were signed up to the Sport Scotland school sport award initiative and the Active Schools programme, which successfully engaged children in a range of activities. Some young people had developed volunteering roles including through Fireskills and Police Scotland Youth Volunteers. The Youth Action Tooled Up project engaged young people in gardening and outdoor activities, encouraging them to be active in the local community.

Children and young people looked after away from home were given support, encouragement and opportunities to develop their interests and talents. The Torcroft Football Initiative enabled care experienced young people to engage with young people in the local community and other looked after young people across Scotland in a football league and summer tournament. Provision of gym memberships, Xcite cards and creative use of the **Active and Achieving Fund** played a significant role in facilitating increased opportunities for children and young people, particularly those with a limited income, to develop confidence and pursue their individual interests. Some vulnerable children would have benefited from more opportunities to be active had greater attention been given to this in their individual child's plan.

How well are children and young people respected?

Most children and young people were ably supported to understand and exercise their rights. They were helped to express their views and feelings in a variety of ways. Staff paid careful attention to the behaviours and interactions of babies and younger children to help them understand their feelings. Pupil councils were active in most schools and were achieving meaningful engagement. Almost all young people we met felt they were listened to and respected however, a small number were less confident that they had influenced change within their school.

Viewpoint, an online questionnaire, helped vulnerable children and young people to express their views and contribute to their assessments. The views of looked after children about their contact with family members were respected by staff. Some children affected by domestic abuse were helped by court contact rights officers to share their views, concerns and needs with other adults in the courts. Young people looked after in residential and secure care benefited from independent advocacy provided by Who Cares? Scotland. However, we found in our review of records, a significant number of vulnerable children and young people had not been offered any form of independent advocacy.

Children with communication difficulties were being helped to express their views in a range of ways, such as using Talking Mats, voice activated technology or sign language. The translation of reports into braille helped some visually impaired children and young people to better understand their circumstances. A few children

with communication difficulties would have benefited from more creative and persistent approaches to capturing their views.

How well are children and young people helped to become responsible citizens?

Many children and young people were encouraged to take on levels of responsibility in line with their age and level of maturity. Vulnerable children were helped to develop their self-care skills by parents, carers and support staff. Within schools and in the local community, children and young people were encouraged and supported to develop their leadership skills. Some were providing peer support to encourage other children to achieve high aspirations. Those involved in pupil councils had the opportunity to represent their schools in the Youth Congress and Scottish Youth Parliament. Others developed leadership skills through opportunities to become Police Scotland Youth Volunteers or young carer champions.

Through a range of creative activities and initiatives, vulnerable children and young people were helped to develop a sense of responsibility and to better understand the impact of behaviours. The Graffiti Art project, Torcroft Football Initiative and the Fire Skills programme helped them make more positive choices and modify some of their behaviours. Increasingly, young people were being successfully diverted from prosecution through early and effective intervention services.

Most young people in receipt of aftercare services were being effectively supported to take responsibility for their own tenancies. The My Home programme within schools was helping some young people develop the life skills they needed at an early stage in their journey to independent living. Some care leavers would have benefited from more practical and emotional support to help them to achieve a successful move to independence.

How well are children and young people helped to feel included?

A range of services, such as the Youth Inclusion Project, West Lothian family support service and the Chill Out Zone, was positively promoting the inclusion of children and young people who may otherwise have had limited access to help. Young people identifying as LGBTI benefited from opportunities to meet with peers to share their experiences, worries or concerns. They could participate in any of the six groups established across secondary schools. Some young people had helped raise awareness among teachers and school staff about LGBTI issues, and were involved in the co-production of guidance for use in schools across the authority.

Children attending the **Burnhouse Campus** were helped to re-engage with school through a range of tailored supports. The inclusion and wellbeing service enabled children with additional needs to attend mainstream schools. Flexible timetabling and effective communication between home and school was helping remove obstacles to inclusion and promote increased integration. Safe, nurturing care by carers and support staff was enabling children who were no longer able to remain at home to develop a sense of belonging and inclusion. Sensitively managed contact arrangements were helping them to maintain important relationships with their birth

parents, siblings and extended family. Limited housing options for care leavers restricted the extent to which some young people felt included in their local communities.

Impact on families

This section is about the extent to which family wellbeing is being strengthened and families are supported to become resilient and meet their own needs. It also considers parental confidence and the extent to which earlier help and support has a positive effect on family life

Impact on families was good. The availability of an extensive range of parenting programmes was a key strength. Families taking part in programmes were highly positive about their experiences. As a result, family resilience and wellbeing had improved. Nonetheless, the provision of parenting programmes was focused in the central parts of West Lothian, which made it difficult for some families to access services if they lived in outlying areas. Effective partnership working, reinforced by the shared ethos and common language of Getting it Right for Every Child, was having a positive impact on families. Parents and carers of children with a disability were benefiting from an increasing range of service options, as self-directed support became more available and familiar.

Vulnerable groups, including families affected by domestic abuse, addiction and homelessness, were benefiting from highly effective services. Services such as whole family support were well planned, implemented and evaluated. While frontline staff made extensive efforts to engage with families who were reluctant to work with services, these were not always successful. Kinship carers were well supported and some made effective use of the parenting programmes on offer. However, some kinship carers, particularly those looking after children with more complex needs, were unaware of what support was available, including the provision of respite.

Parents were benefiting from a wide range of parenting programmes on offer. The extent and range of this activity meant that these programmes were making a significant contribution to positive outcomes for families, with more than 1,000 parents attending accredited parenting programmes during 2015/16. Reports from groups demonstrated improved child behaviour outcomes, reduction of parenting pressures and improved parental mood. However, access to these groups was unevenly spread across West Lothian. Some families felt excluded from programmes or faced challenges in travelling from outlying areas.

For families of children with a disability, a number of organisations offered help in finding out about appropriate activities, groups and clubs including Signpost, which provided a one-stop shop for information. Families with children who had additional and complex support needs received effective support from staff at the Beatlie Campus. However, some kinship carers with responsibility for looking after children with complex needs were unaware of what groups were available to them in the community. The implementation of **self-directed support** (SDS) had expanded the

range of service options for a growing number of families. The child disability service, in promoting SDS, aimed to ensure that all four SDS options were offered to children with disabilities, their parents or carers. Over time, a more even spread across the four options had developed, resulting in a growing proportion of families taking on more control over the resources available to meet the needs of their children.

Vulnerable groups including women and children who had experienced domestic abuse received active and effective support through a range of services including those for therapy and recovery. Partnership work between social workers and the NHS Addictions service had been effective in helping parents overcome addictions leading to more stable family life and improved family resilience.

The whole family support service was having a strong and positive impact on those taking part. An evaluation of benefits included a reduction in crime and antisocial behaviour, increased educational attainment, reduction of social work involvement and incidents of domestic abuse. Almost all women and children, who received a service from the domestic and sexual assault team, reported that they felt safer as a result of the support and intervention. **Living in Safe Accommodation** provided housing and employability support for victims of domestic abuse, helping women and children to be rehoused, or preventing homelessness. The services provided had a positive impact on the mental health and wellbeing of service users. Families reported improvements in confidence and relationships, increased resilience, improved attendance at nurseries and schools and improvements in physical health.

The whole family support service offered early, proportionate and targeted support to families with enduring, complex needs. The strong partnership approach was proving to be effective in preventing problems from escalating, improving families' engagement with services, strengthening parenting skills and sustaining home school links. Partners were actively planning to increase the range of family learning opportunities available in West Lothian schools and had recently held a successful conference to share information on practice and approaches. Kinship carers made a valuable contribution to the wellbeing of children, and benefited from the payment of allowances, which relieved some of the financial concerns that can emerge when looking after the children of relatives. However, some kinship carers were not always clear about the range of support available, such as respite or short breaks and options regarding self-directed support.

Our review of children's records showed overall that resilience was improving among more vulnerable families. There were positive examples of staff working intensively, supporting families to improve parenting skills and providing parenting programmes and practical help to improve long-term outcomes. However, this was not evident for all families. While staff had made concerted efforts to engage with families that were previously reluctant to work with services, they were not always successful as parental confidence and resilience for some families had not improved sufficiently. Families with older children did not always get the support they needed and some families did not get the help they needed for long enough.

5. How well are partners working together to improve the lives of children, young people and families?

Providing help and support at an early stage

This section considers how well staff recognise that something may be getting in the way of a child or young person's wellbeing, share relevant information and intervene early to stop difficulties arising or getting worse.

The extent to which services provided help and support at an early stage was good. In most circumstances, staff were skilled in recognising when children, young people and families were in need of additional help and support. For a few young people however, staff had not recognised the relevance of available information or patterns of behaviour that highlighted a potential risk of sexual exploitation. A high percentage of staff who responded to our survey, viewed Getting It Right for Every Child principles as having made it easier to get help at an early stage. In most cases, information was being shared effectively by staff, including by those that worked mainly with adults, and clear guidance and protocols were helping to guide partners. The partnership had invested significant resources to improve the delivery of services at an earlier stage in health services, around domestic abuse and for children with disabilities. Despite this, the assessment of need and provision of services for some children with disabilities took too long. Families with younger children were well supported by early intervention services. There was a range of helpful joint approaches and services that provided flexible interventions to children and families. However, these were not always delivered equitably across West Lothian.

Getting it Right for Every Child was well embedded in practice across the partnership, and this enhanced joint working. The effectiveness of early intervention for the majority of vulnerable children was rated as good or very good within our review of children's records. Multi-agency screening groups were successfully identifying children and young people in need of additional help and support. Midwives were identifying pregnant women and families who needed help at an early stage and were referring them to other services as appropriate. Health visitors knew families well and were efficient in recognising when families need assistance. The vulnerable pregnancy assessment and support service and Sure Start were providing earlier identification of risk and vulnerability for parents in the antenatal period and provided intensive support.

For a small number of young people living in residential houses and in kinship care arrangements, staff had not recognised the relevance of existing information and patterns of behaviour that indicated that a child may be at risk of sexual exploitation. While identified risk was responded to appropriately on an individual basis, the potential warning signs that there may be wider child sexual exploitation issues, including any potential links between perpetrators, had not been explored fully.

Children with additional needs were helpfully supported by having a single point of contact in the Child Development Centre, co-located with the Beatlie Campus, where children and young people attended for the assessment and coordination of their care. Some social policy staff were unaware of services for children with disabilities in outlying communities, and we noted that delays in staff carrying out assessments for children affected by disabilities were having an adverse impact on children and families. Young people at risk of offending were identified early and, through a range of supports, were given the help and guidance they needed to prevent escalation into the criminal justice system.

Guidance and systems were in place to enable staff to share information effectively and they made good use of this in their work with children young people and families. Staff working with adults understood the impact of adults' behaviour on children and shared information appropriately with children's services. The early and effective intervention multi-agency screening group shared information about young people involved in offending or anti-social behaviour and used it well to plan and review interventions.

The domestic abuse and sexual assault team (DASAT) provided a unique and effective framework of integrated services to respond to victims of domestic abuse and sexual assault and to their children. This included the timely provision of services from the projects Living in Safe Accommodation, Housing and Employability and West Lothian **CEDAR**. The Listen2Me! service provided a platform for children and young people, who were survivors of domestic abuse, to influence decision making around justice issues.

The **West Lothian Youth Inclusion Project** was involved at an early stage in young people's lives through collaboration with partners in a variety of screening and planning groups. This included the early and effective intervention group, which targeted young people at risk of increased offending behaviour. The What Next? programme provided early intervention for those young people who were looked after and likely to leave school without a positive destination. Young people with poor school attendance were supported to re-engage in learning.

There was strong partnership working between statutory and third sector services, which was helping support families well. Partners recognised that demand was beginning to outstrip availabity for some services run by the third sector and were developing plans to address this. The range of services demonstrated a commitment to early intervention and included services for domestic abuse, parenting, and children with additional needs. Some services, such as the young mothers' service and whole family support, were providing flexible and tailored help to families and prevented an increase in difficulties for the families they engaged with. The inclusion and wellbeing service and nurture approach in primary and secondary schools had helped to meet additional support needs for children.

Partners had made considerable progress in implementing self-directed support for eligible individuals and families and the provision of a range of newsletters and guidance, combined with staff contact, had provided helpful advice. This had not

been perceived positively by all parents and some delays in assessments and determining budgets had not helped them to make informed choices. In a few cases, the need for respite provision outweighed availability, particularly for overnight breaks, which had impacted on families.

Assessing and responding to risks and needs

This section examines the quality of assessment of risks and needs in relation to three themes. These are: the initial response when there are concerns about the safety or wellbeing of children; the effectiveness of chronologies to identify significant events in a child's life; and the quality of assessments.

Assessing and responding to risks and needs was adequate. Overall, the response to concerns about the immediate risk of harm, abuse or neglect was prompt and resulted in the child's safety being assured. However, quality assurance systems were not being implemented sufficiently well to support consistently high standards in key elements of practice. Staff demonstrated a commitment to share relevant information when concerns were raised about children's safety or wellbeing. While guidance and procedures helped staff to collaborate well during inter-agency referral discussions (IRD), some staff were not clear on when and how these discussions should be initiated. This resulted in IRDs not taking place in all cases and in a lack of clear recording in children's records of the outcome of discussions. Staff made effective use of pre-birth conferences to assess risk to unborn babies. Appropriate alternative accommodation was secured for children who needed it. Partners were generally responding well to concerns that a child may pose a risk to others. Chronologies were completed for all cases we reviewed however, the majority of these were not being used effectively to inform assessments and develop children's plans. Almost all children had an assessment of risks and needs in their records and the majority were rated as good or above.

Initial responses to concerns about safety and wellbeing

In the majority of records we reviewed, agencies responded promptly to concerns that a child or young person faced immediate risk of harm, abuse or neglect. Staff were generally alert to signs of significant harm and recognising accumulated risks. In some cases, there was evidence of slow, indecisive responses to growing concerns regarding children who had experienced neglect over time. Inter-agency referral discussions (IRDs) to share child protection concerns and make joint decisions about investigations had been introduced with appropriate involvement of police, social work and health. These were often prompt and effective but some staff were uncertain as to how and when these should be initiated. This resulted in IRDs not taking place consistently and, at times, did not include all relevant agencies. Plans to introduce a shared electronic system were expected to improve this. Partners recognised that a joint quality assurance process was needed in order to improve the IRD process.

Staff were alert to concerns about the wellbeing of children and young people. In most cases we reviewed, the response children and families had received was

helpful. Several multi-agency processes were used to respond to the high volume of concerns. In most instances, concerns were promptly signposted for interventions or services. Improvements in assessing the wellbeing of children with complex needs included enhanced inter-agency monitoring through screening groups, including the Mental Health, Mental Wellbeing screening group, to identify emerging risks. The Young Almond Project provided a prompt and effective response for young women at risk of exploitation or engaging in risk taking behaviours, including substance abuse.

Referrals for children and young people affected by domestic abuse were increasing. This was supported by a variety of well-developed and connected approaches to domestic abuse including innovative court support. The domestic and sexual assault team (DASAT) was central to these measures working well. Women and children who had experienced domestic abuse were benefiting from practical and emotional support provided by Women's Aid, DASAT and other agencies. In a small number of cases, the welfare of children and young people would have been more assured had there been better recognition of the complexities and cumulative impact of domestic abuse.

Pre-birth concerns were identified effectively and multi-agency discussions were initiated to assess risks and plan responses. Services were prompt in convening initial child protection case conferences. This contributed to clear decision making and the child's safety and wellbeing being secured from the outset. Strong relationships underpinned communication about risk and wellbeing and it was evident that staff were confident in making contact with other professionals when they had a concern. Partners recognised that there was a need to further embed in practice, agreed arrangements to monitor and assess the needs of young people who went missing frequently.

Frontline staff and managers worked to a comprehensive set of procedures and guidelines when responding to child sexual exploitation (CSE) and undertook mandatory as well as other training opportunities. As a result of our review of children's records we identified a few young people for whom the risk of CSE had not been identified promptly or responded to jointly.

In almost a quarter of the children's records we reviewed, there were concerns that the child had posed a risk to others. The response of partners, in just under half of these cases, was good or very good. This was enhanced by robust collaborative service provision. Partners' response for a few young people was slow and lacked collaborative assessment. In most cases, when needed, appropriate alternative accommodation was secured for children and young people to reduce potential risks.

The quality and use of chronologies

Chronologies were evident in all the records we reviewed but two thirds were not fit for purpose. They lacked the detail necessary to identify patterns of risk or need, thereby limiting their contribution to meaningful assessment and case management. Internal audits highlighted similar findings and these led to the introduction of new guidance, good practice examples and an increased appreciation of the impact of

staff workloads on the quality of chronologies. We did not find enough quality assurance when we read case files and that lack of quality assurance may be contributing to the absence of intended improvements in practice.

Many chronologies were largely made up of a list of agency actions and processes. There was little or no information about significant events in the child's life, such as the death of a relative or the birth of a sibling. Some chronologies included an unnecessary amount of information on other family members to the extent that significant events relating to the subject child were obscured within unrelated detail.

Chronologies contained within records other than that of the lead professional were generally of a better standard. Community child health services were using chronologies to inform inter-agency referral discussions. Police and other partners were monitoring repeat concerns and any patterns that emerged were subject to an escalation policy to determine if an initial referral discussion was required.

The quality of assessments

Almost all children and young people had an assessment of risks and needs however; the standard of these was variable. While the majority was rated as good or very good, almost a third were adequate and a few were weak. Staff had received appropriate training to contribute to assessments and had access to the required guidance and tools necessary to undertake them. Effective procedures were in place to assess the risk posed by young people to others. Partners had trained some staff teams in a number of specialist assessment tools, including AIM2, which assesses the potential risk posed by young people who display harmful sexual behaviour, and ASSET, which is used to predict reconviction. Partners had introduced the care and risk management process for young people under 18 involved in offending behaviour, which had enhanced the quality of assessments. Staff worked well with young people to include them within assessments and a multi-agency approach had strengthened the process.

The assessment of children with additional support needs was coordinated efficiently in their localities. Some children did not have a comprehensive and detailed enough assessment for disability and some members of social policy staff were unaware of all the supports available to children and their families. The out-of-hours team worked well with partners to contribute to assessments and seconding their staff to children's residential houses had strengthened their insight into the challenges for young people in these settings.

A more dynamic and robust multi-agency approach to assessing risk, where concerns were identified, would better inform timely decision making when assessing child sexual exploitation. Decisions for children affected by parental substance misuse were informed by joint assessments carried out by the social work addictions team, practice team social workers and early years staff as required. A number of staff including 38 champions had been given Safe and Together training to drive the approach. This enhanced the assessment process for children and families with experience of domestic abuse and contributed to early decision-making. Social workers were using the approach and language of Safe and Together when engaging with families affected by domestic abuse and families reported increased

engagement with the process and felt more supported as a result. The whole family support service provided a comprehensive risk and needs assessment in collaboration with the families they were supporting.

The quality of assessments provided to children's hearings and to initial child protection case conferences was more variable. While many were comprehensive and supported early decision-making, some lacked the detail and analysis required to provide quality information. In a few cases, this had resulted in compulsory supervision orders being continued unnecessarily. Some assessments would have benefited from a greater level of collaboration between partners. Waiting lists remained for some specialist assessments including parenting assessments, family placement assessments and assessments by child and adolescent mental health services. Partners were working together to address this and making positive progress.

Planning for individual children and young people

This section considers the quality of children's plans and the effectiveness of arrangements to review them.

Planning for individual children and young people was good. Almost all children and young people had a plan to manage risk and meet needs. The majority were of an adequate standard. They set out desired high-level outcomes for the child, but were not sufficiently specific or measureable. Reviews for children and young people looked after away from home were taking place at appropriate intervals. Partners had taken steps to strengthen the reviewing process for children and young people looked after at home. Investment in processes and a commitment to collaborative working were contributing to effective planning. Timely decision making and fewer placement moves enabled children and young people to be cared for within stable and secure environments. While the majority of care experienced young people were being supported in their choice to either continue in care or live independently, an increasing number of care leavers experienced repeated episodes of homelessness. This issue, along with access to adult health services, highlighted opportunities for continued improvement in terms of strengthening transition planning. Practice in implementing and reviewing individual children's plans was better than the quality of the plans themselves.

The quality of children and young people's individual plans

Partners had developed a child's plan template for use across services including the third sector. Staff welcomed recent changes to the template, viewing it as adaptable and a clear improvement on what had been previously been in place. The majority of respondents to our staff survey had been trained to prepare a child's plan with the majority agreeing they had the necessary guidance and tools to help them.

While almost all children and young people whose records we read had a plan to manage risk and to meet their individual needs, the quality of plans was too variable. We rated just over half as good or better in addressing risks however, we considered

the majority of plans to meet children's needs to be adequate, where strengths just outweighed weaknesses. Again, while the majority of plans identified high-level outcomes, these were not detailed enough to identify unmet needs across all relevant wellbeing indicators. Children's reporters commented that implementation of Getting it Right for Every Child had contributed to improvements in the overall quality of reports. They described the content as having become more relevant, child-centred and analytical.

While most plans set out the desired outcomes for children and young people, the majority were not sufficiently **SMART**. A number of children and young people still had multiple single-agency plans, although partners had made some progress in working towards developing a single child's plan. Our review of children's records highlighted deficits in quality assurance processes. Most records had not been reviewed regularly by a manager or staff with quality assurance responsibilities. Conversely, most staff had opportunities to discuss their work with a supervisor or manager.

The quality and effectiveness of planning and reviewing

Plans for children and young people who were looked after away from home were being reviewed at intervals appropriate to their needs and circumstances. Partners had recognised a need to improve the standard of reviewing for children and young people looked after at home. With a view to improving planning and reducing inconsistencies, partners had agreed that reviews for all children looked after at home were to be undertaken by independent reviewing officers beginning in July 2017.

In almost three-quarters of the vulnerable children's records we reviewed, partnership working was at an appropriate level. Staff from relevant services were involved, including from adult services and the third sector. Staff described planning and reviewing processes as working well and viewed communication and collaborative working as effective. Head teachers viewed planning as having improved because of clear processes, better co-ordination and a joint understanding of assessment and planning. However, we noted instances where health staff had not been adequately involved in planning meetings for young people moving between child and adult health services. In some cases, they had not been invited to contribute. In others, competing demands were given as reasons for a lack of involvement.

The whole family support service engaged vulnerable families in formulating robust, comprehensive plans with the child at the centre. Contingency planning was a key feature of the family group conferencing element of the service. The process to manage young people's risk was working effectively in terms of assessing and managing the risks posed by young people displaying potentially harmful behaviour.

In most records we read, the views of children, young people, parents and carers had been included and recorded in plans and during key meetings. Encouragingly, partners had sought feedback on child's plans from looked after and care

experienced young people. Children and families involved within child protection processes were also being consulted in order to evidence outcomes and improve practice. In most of these cases, when young people felt unable to advocate on their own behalf, support was available through Who Cares? Scotland and the children's rights officer.

Most of the children and young people within our sample had their needs assessed and were provided with services without delay. While staff reported some delays in families accessing funding, a 70% uptake of self-directed support was having a positive impact in terms of engaging and involving children, young people and families' decisions about their care.

The quality assurance and self-evaluation subcommittee of the public protection committee had responsibility for auditing child protection practice, which had included the auditing of child protection plans. Performance reporting confirmed that progress was generally on target. A helpful process was in place whereby committee members met with the core group to reflect on progress and consider whether positive, sustained outcomes could be evidenced. Child protection concerns or practice challenges were raised through the child protection lead officer who then liaised directly with relevant managers. There was less confidence among reviewing officers to raise challenges or concerns within reviews for looked after children as no specific system or protocol was in place. Clearer measures and direction for staff was required to improve joint planning for children and young people moving between lead professional and named person arrangements as gaps in the regularity of reviewing was evident for some children.

Securing stable and nurturing environments

Effective joint planning was enabling the majority of children and young people to be cared for safely and securely. For the children and young people whose records we read, who were identified as requiring permanent substitute family care, planning was generally progressing well. Overall, permanency planning had improved, particularly for younger children. Delays had reduced and links with legal services had been strengthened. For a few children, progress was less evident and their long-term stability was less assured.

A child-focused approach within adoption services was underpinned by a clear and coherent permanence policy and well received procedural guidance for staff. Practice assessments, reports and decision-making processes were informed by coherent, evidence-based analysis of the circumstances of individual children. A joint approach to early assessment and planning had contributed to a renewed focus on achieving permanence for children at the earliest possible stage and had reduced the number of placement moves.

Families engaging with the whole family support service were helped to identify and use extended family networks in order to prevent a child or young person becoming accommodated. Staff were confident that multi-agency screening groups were improving plans and making better use of the resources provided by third sector partners. A range of tenancy options and supports were assisting young people to

continue in care or prepare for independent living. However, the number of care leavers experiencing repeated episodes of homelessness had increased and there were examples of young people being placed in bed and breakfast accommodation. A transitional tenancy scheme had been developed to address the issue but was not yet in a position to demonstrate impact. As a consequence of a new housing allocation policy, care leavers were awarded a set level of housing need points and were being prioritised through an exceptional circumstances process. This gave more priority to this vulnerable group than they had before, in order to ensure young people accessed suitable accommodation. In terms of ensuring equity of access, this issue, considered alongside pathways into adult health services, highlighted a need to strengthen transition planning.

Planning and improving services

This section considers the rigour of integrated children's services planning and strategic planning and the extent to which it can be demonstrated to support improvement in the wellbeing of children and young people. It includes a focus on how well partners identify and manage risks to vulnerable groups of children and young people.

Joint planning to improve services was good. Integrated children's service planning was firmly embedded within the wider context of community planning. Partners had a comprehensive and cohesive strategy in place for joint planning directed through their current Integrated Children's Services Plan and well aligned supporting plans and strategies with SMART objectives. Getting It Right for Every Child principles were well embedded within strategic plans. Shared resources were targeted to achieve the greatest impact on service development and delivery through prioritising prevention and early intervention approaches. The public protection committee had provided effective leadership on a range of issues including work to improve outcomes for young people involved with youth justice services and on domestic abuse. However, while the committee produced a 2014/15 report on the measures taken to improve outcomes for children, it recognised that the transition to the new arrangements had resulted in a lack of public reporting in 2015/16. The committee planned to report on its work to improve services to protect children in 2017. Strong links between the public protection committee, the quality assurance subcommittee and other strategic planning groups contributed to the process of jointly identifying and responding to potential or emerging risks to vulnerable children and young people. Nonetheless, the impact of current policy and practice at both a strategic and operational level in relation to child sexual exploitation (CSE) required to be reviewed. Despite efforts to raise awareness of the risks, not all staff were suitably equipped with the skills to identify and respond to suspected or actual CSE matters effectively and confidently.

Integrated children's services planning

Strategic planning arrangements were robust with clear, transparent connections between structures, processes and governance of key strategic groups. Planning

partners worked well together to jointly plan and deliver preventative and early intervention services.

The Integrated Children's Services Plan (2012-2018) provided a comprehensive and cohesive strategy for the integration of services for children and young people. Explicit links with Getting It Right for Every Child principles were embedded. A comprehensive review reported on the progress made against key actions. The newly produced draft Children's Services Plan (2017-2020) outlined the strategic priorities for children and young people. This followed an approach to planning that was based on outcomes and took full account of the new requirements of the Children and Young People (Scotland) Act 2014. Partners had begun a public consultation on the draft report to hear what children, young people, families and staff thought of the priorities identified and approach taken.

The plan reflected a strong relationship between universal, targeted and specialist services. This included a firmly embedded nurture approach in primary schools that was becoming increasingly established within secondary schools. The approach had contributed to significant improvements in school ethos, values and culture. Further examples of effective integrated planning included partners work on delivering early and effective intervention; the whole family support service and innovative, integrated services in relation to violence against women and children. The violence against women subcommittee was very well connected and embedded within strategic planning.

A wide range of relevant performance indicators and targets was used to demonstrate progress towards achieving short, medium and long-term outcomes. Performance information was used well to identify trends, evaluate the impact of prevention and early intervention programmes and to direct funding decisions. For example, partners recognised that a more consistent and persistent approach was needed to support and improve positive destinations and prevent young people leaving care from becoming homeless.

Services were not distributed equitably across West Lothian. Partners charged with planning children's services were making progress in addressing this. Work was in progress to undertake a comprehensive strategic needs assessment for children and families through the programme of work to realign children's services.

Child protection committee business planning

The public protection committee, established in April 2016, had replaced all pre-existing strategic governance arrangements for child protection, adult support and protection and offender management. Clear lines of accountability and well-established governance arrangements were in place between the committee and chief officers. The child protection/corporate parenting quality assurance and self-evaluation (QASE) subcommittee effectively supported working groups tasked with strengthening child protection processes and practice. Well-established multi-agency self-evaluation arrangements underpinned a culture of evaluating the effectiveness of child protection processes to support continuous improvement. Child protection performance management processes were monitored through the

QASE subcommittee and reported to the public protection committee. A wide range of performance data was routinely gathered, analysed and evaluated against key indicators to measure impact and to identify improving trends and outcomes. However, there was a general absence of relevant external comparative data to benchmark whether performance was favourable against comparator or other community planning partnership areas.

The public protection committee acknowledged that the focus given to establishing a new committee model had resulted in a lack of public reporting between 2015 and 2016. The committee was in the final stages of drafting a report on the quality of services to protect children. The committee recognised that there was a need to take forward a more effective communication strategy to both engage with and inform stakeholders on the work of the committee.

Senior representatives from police, health and social work services met regularly to review all inter-agency referral discussions. While this had provided opportunities to address potential concerns arising in a timely manner, there was no formal multi-agency governance or specific quality assurance arrangements in place for reviewing the effectiveness of inter-agency referral discussions.

Child Sexual Exploitation (CSE)

The public protection committee was responsible for leading and implementing a CSE approach, work plan and training to support staff in protecting children and young people. The committee's strategy for tackling CSE linked into the national policy agenda that included prevention, disruption and recovery and was directed through a joint action plan. This plan, developed in 2015, needed to be revised and updated to reflect current activity, priorities and progress.

During the process of reviewing children's records, we identified that, for a few young people, staff had not adequately identified or responded to CSE issues. This related primarily to young people living in residential houses and in kinship care arrangements. While staff responded to identified risks and concerning behaviour on an issue-by-issue basis, they did not always recognise these as potentially being as a result of child sexual exploitation. Therefore, for a few young people, the potential warning signs that there may be wider child sexual exploitation issues, had not been explored fully. In some instances, despite information on concerning patterns of behaviour being held within children's records, the significance had not been recognised or acted upon using local inter-agency child protection procedures. The public protection committee recognised it would need to review strategy and operational practice. This would include reviewing the CSE strategy in order to ensure it was prominent enough within the child protection strategy. The committee also planned to review staff training; the council's residential provision; the current risk assessment process and the quality of inter-agency referral discussions.

CSE briefings, events and information leaflets for parents, communities and businesses had been developed and delivered, including information provided to taxi companies on the warning signs of CSE. Child sexual exploitation awareness, linked to the Curriculum for Excellence and Relationships, Sexual Health and

Parenthood, was being embedded within schools. There was evidence of effective practice and impact information in relation to CSE undertaken by the domestic and sexual assault team, the Young Almond Project and the Chill Out Zone where young people were being equipped with the knowledge and skills to identify healthy and unhealthy relationships, awareness of sexual exploitation and online safety. Improved approaches to engage foster carers to increase their awareness and skills in respect of child protection and identifying CSE was an area recognised by the committee as requiring further development.

Managing and mitigating risks

Clear linkages between partnership groups including the safer communities strategic planning group, integration strategic planning group and the public protection committee, helped to ensure partners were sufficiently well-informed about potential or emerging risks to vulnerable children and young people. For example, partners had in place shared risk management approaches and multi-agency protocols to respond to missing children and young people, human trafficking and asylum seeking children. Information gathered and shared through the police risk and concern hub provided a more robust picture of potential and emerging risk at both an individual and community level to inform joint risk assessment, risk management and safety planning. For example, partners worked jointly to develop strategies and progress actions within the serious and organised crime action plan to minimise risk. Community planning partners were proactive in jointly identifying emerging and potential risks to the safety or wellbeing of children and young people affected by domestic abuse through effective strategies and action to minimise harm.

Chief officers were well linked into national strategic groups and had a strategic overview of national issues and emerging risks. The audit of community planning report (2014) recommended that the community planning partnership developed a risk register to help them identify and manage the risks associated with delivering the single outcome agreement. The audit governance committee was taking on responsibility for addressing this action to develop a draft risk register. At a council-wide level, robust arrangements were in place for managing corporate governance and risk across services.

Participation of children, young people, families and other stakeholders

This section examines the extent to which children, young people, families and other stakeholders are involved in policy, planning and service development.

The extent of participation by children, young people, families and other stakeholders was very good. Community planning partners were fully committed to and involved in the development of policy, planning and service development. Partners consulted with representative groups who ensured the views of children and young people were listened to and included within service planning decisions. Large-scale surveys were used to gather the views of children, young people, parents and carers, and the findings were used to inform policies. Third sector representation on strategic planning groups had been strengthened and representatives felt fully engaged.

Services made good use of approaches to successfully engage children and young people, families and communities. Children's rights were well promoted and understood by leaders and policy makers across services. The corporate parenting strategic group, in collaboration with the children's rights worker, had made sound progress in promoting the rights of looked after children. In a wider rights context, the UNICEF UK Rights Respecting Schools programme was embedded across the partnership, placing a children's rights ethos at the heart of school culture. There was no systematic approach to recording or evaluating the impact of children's engagement in the development of policy or services in order to maximise the benefits of the considerable work that was being done. Partners recognised that this was an area for further development.

Involvement in policy, planning and service development

Community planning partners were highly committed to ensuring children, young people, families and other stakeholders had opportunities to influence policy, planning and service development. Strategic documents produced by partners included clear, strong statements about engagement and participation of all stakeholders. Third sector representation on strategic planning groups had been strengthened and they were well integrated and engaged within community planning partnerships. A wide range of stakeholders were fully engaged in developing joint policies, strategies and plans. For example, the third sector was leading on the play strategy and worked closely with health improvement, education, Sure Start and young people and parents to ensure a consistent approach to developing and delivering the strategy.

Partners were developing a children's participation and engagement strategy in order to build on existing good practice in engagement and participation and to enhance the voice of children and young people in children's services plans. Care experienced children and young people had been involved in a range of engagement activity to ensure their views were heard at a strategic level through Having Your Say forums and Viewpoint. The corporate parenting strategic group aimed to ensure that care experienced children and young people were at the heart of decision-making, however this was at too early a stage to demonstrate impact.

Communication and consultation

Services were taking positive action to ensure that consultation and engagement was a key part of processes to shape services. Many services had well-established systems in place to gather feedback. Staff considered engagement and participation as part of 'daily business' and employed useful techniques and approaches to successfully engage with children, young people, families and communities. Meaningful participation within communities, through local community and family centres, was helping services to hear the views of some harder to reach families. Health visitors regularly spoke with families to hear their views about their communities, policies and services that had an impact on them. Early years forums provided opportunities for discussion about local issues, groups and services in the community. These were ably supported by statutory and voluntary organisations.

Local volunteers were involved in developing supports to the community. These included activities such as a community clear up, fund raising for youth groups and developing initiatives like Foody Friday where families could drop in to sample fresh produce. A public social partnership was developed to co-produce a project around holiday activities for disabled children and children with additional support needs. As a result of a review, Getting it Right for Autism, new social opportunities for children with autism were being developed.

Members of the local Youth Congress and of the Scottish Youth Parliament were working purposefully to make sure that the views of children and young people were heard. Local school issues and ideas were being raised through pupil councils and to the Scottish Young Parliament where appropriate. The Youth Congress was involved in representing the voices of children and young people in the development of the West Lothian Play Strategy. They also contributed to a 2016 campaign on youth mental health where they consulted through the congress and had 2,068 responses from stakeholders, which informed the development of the strategy.

Pupil and parent councils and surveys routinely sought the views of children and their parents and carers through education services. While there were many examples of successful communication and consultation, some groups had mixed opinions about the effectiveness and consistency of consultation. For example, some foster carers and parents of disabled children were unclear about how to get their views across and some felt that they had not been consulted about changes in services.

Promoting the rights of children and young people

A clear commitment to the rights of children was reflected in the draft Children's Services Plan (2017-2020) and in the draft Corporate Parenting Plan (2017-2018), as well as through the diverse and active role undertaken by the children's rights worker. The children's rights worker played an important role in championing the rights of children and young people to senior managers and policy makers. In addition to supporting individual looked after children, the role had been extended to support children around contact arrangements where there had been domestic abuse, to make sure that the child's views were heard. This resulted in sheriffs increasingly requesting reports from the court contact rights officer in relation to residence and contact cases in order to shape their decisions.

While sound progress had been made in promoting children's rights, it was evident that independent advocacy had only been offered to a small number of vulnerable children whose records we read. Young people who were looked after were helped to develop creative ways to have their voices heard. A video about their care experiences was shown to elected members and senior officers. Other young people produced **emojis,** which were being piloted to help children express themselves more fully during children's hearings**.**

Partners acknowledged that improved use of information, gathered through engagement and participation approaches within individual services, would better inform children's services strategic planning. Leaders acknowledged that there was

a lack of analysis of the impact of children's engagement in the development of policy or services and recognised that this was an area for further development**.** Schools were proactively promoting the rights of children and were supporting a number of approaches. Pupil council members demonstrated a good understanding of rights and responsibilities however, looked after children were not well represented on pupil councils. The partnership had a positive and proactive approach to tackling homophobic bullying. Young people were actively involved in setting up LGBTI groups in six secondary schools and they had consulted widely across the school community to ask what they could do to support the LGBTI community. This had resulted in some practical changes such as fuller inclusion in personal and social education for children; on-going training for teachers; and ensuring that appropriate facilities were available for transgender young people.

6. How good is the leadership and direction of services for children and young people?

This section is about the extent to which collaborative leadership is improving outcomes for children, young people and families. It comments on the effectiveness of the shared vision, values and aims, leadership and direction and leadership of people. It also examines how well leaders are driving forward improvement and change.

Leadership of improvement and change was very good. Leaders across the partnership knew their area well and were ambitious and committed to achieving excellent outcomes for children, young people and families. Partners demonstrated a coherent shared vision, articulated well by elected members and delivered through effective strategic planning groups. The partnership displayed capacity and willingness to effect major change in the structure and redesign of services for children and families. There was a strong focus on directing resources towards prevention and early intervention and partners had introduced a wide range of successful initiatives. The Getting it Right for Every Child approach was well-established at strategic and operational level. The partnership had a robust approach to self-evaluation. Leaders used performance information to develop well-informed and suitably resourced plans to address the impact of demographic changes within a challenging financial climate to meet future need and demand. A culture of comprehensive strategic needs assessment and analysis effectively supported service-planning processes. Partners recognised the need to ensure that quality assurance processes are robust enough to provide accurate evidence of the effectiveness of operational practice. There was strong evidence of positive results in improving the wellbeing of children and young people. The partnership had made progress with the single outcome agreement objective of tackling inequalities, through initiatives such as the anti-poverty strategy and the regeneration framework, which were targeting resources to meet need in areas of deprivation.

The community planning partnership's vision to tackle inequalities and give children and young people in West Lothian the best possible start in life was expressed clearly by leaders and embraced by staff from across partner agencies. Partners demonstrated a strong commitment to tackle the causes of poverty and reduce the impact of inequality in the lives of children, young people and their families. Partners had established a practice of undertaking comprehensive strategic needs assessment and analysis to provide a sound understanding of the needs of communities and support the development of strategic plans. Key strategic documents and public reports showed clear vision for services for children and families and there were clear links between these and the single outcome agreement. Leaders used social media creatively and distributed newsletters and an informative bulletin to sustain the vision and report on progress in achieving key priorities.

Partners demonstrated a clear commitment to corporate parenting underpinned by a long-standing process of promoting the participation of children and young people. While partners had achieved improving trends in some key outcomes for looked after children, they recognised improvement was required in raising attainment and in improving outcomes for care leavers. Significant progress had been made in engaging the wider range of partners with corporate parenting responsibilities under the Children and Young People (Scotland) Act 2014. For example, the partnership established a corporate parenting strategic group with wide representation from statutory and third sector agencies including children's rights and advocacy services. The group provided sound leadership on analysing performance and identifying areas for improvement. Partners consulted widely when developing the new Corporate Parenting Report and Plan 2017-2018, outlining key priorities that were firmly aligned with an updated Children's Services Plan 2017-2020.

Staff at all levels and across all services were able to articulate the shared vision for services and were maintaining meaningful engagement with children and their families in order to continue to improve outcomes. The new children's services plan provided clear direction on strategy for integrating children's services through six revised work streams and integration was at a mature stage.

Leaders had made clear progress in embedding the culture, systems and practices of Getting it Right for Every Child across services. A targeted multi-agency steering group had been tasked with leading the Getting it Right change management process across education, NHS Lothian, social work services and police. Staff were clear and confident about their respective responsibilities and had embedded core principles in their work with children and young people. However, partners recognised that there was a need for continued strong leadership in order to deliver on practice developments including achieving a single child's plan, multi-agency comprehensive assessments and integrated chronologies.

Community planning partners worked well together to plan, develop and deliver services to improve outcomes for communities with a focus on tackling inequalities and reducing the outcome gap for looked after children and young people. A strong partnership approach to strategic planning had resulted in the implementation of effective early intervention and prevention approaches and programmes. These included the whole family support service and the domestic abuse and sexual assault team (DASAT) which was co-located with police, courts, SCRA, social work, housing and health. DASAT had successfully supported women and children who were experiencing or had experienced domestic abuse, sexual assault and other forms of violence. Partners challenged traditional ways of delivering services, for example, in the approach taken to extend youth justice services for those up to 21 years (and beyond in certain circumstances) which was delaying progression into formal adult systems for the most vulnerable.

The refreshed single outcome agreement for 2013-2023 had been merged with the previous community plan, Towards 2020. It was supported by a range of enabling plans and strategies that had contributed to improved outcomes for communities and helped to reduce areas of overlap. West Lothian's anti-poverty strategy, Better Off, was beginning to address the particular needs and circumstances of different

communities through the realignment of partnership resources and additional investment. Examples included the development of welfare initiatives and partnership projects to increase uptake of benefits and target the most vulnerable families such as the Prevention and Intervention Money Advice Project, which was a partnership project between the Advice Shop and the registration service. The council had invested £148m to build 1,000 new council homes, including in areas suffering disadvantage, in order to impact on inequalities in housing. The West Lothian Apprentice programme and the council's job fund and graduate programme had supported over 380 young people into employment since 2012. This had not yet benefited care leavers. There was a plan to extend Partnership Centres into each ward area and this, combined with on-going investment in debt management and money and energy advice services, had helped to improve household income for some families.

The Health and Social Care Partnership had a range of well-established performance management systems and internal mechanisms in place to monitor the quality of service provision and improvement activity. These included a comprehensive programme of self-evaluation that incorporated analysis and reporting at corporate, service and team level, using the West Lothian Assessment Model (WLAM) and monthly Covalent performance reporting. A review panel, led by a chief officer, scrutinised the performance of services and initiated improvement action for those that were underperforming. The maturity of self-evaluation processes allowed partners to identify areas for improvement and they were able to realign resources effectively in order to target areas of need with well-informed plans. In partnership with Quality Scotland, partners had developed an ambitious strategy to monitor and drive improvement that was underpinned by clear governance and reporting. While this confirmed the council's commitment to continuous improvement and actively contributed to the corporate plan's eight priorities, partners recognised that further progress would be required in undertaking benchmarking activities by strengthening existing links with partners.

Deficits existed however, in undertaking regular, structured and effective quality assurance processes at operational management level. These had resulted in reduced quality in the recording within children's records, variability in the quality of assessments and a lack of consistency in the quality of children's plans.

The majority of staff acknowledged that there were positive examples of joint working and shared approaches in service delivery that their managers supported and encouraged. Partners provided a number of programmes and opportunities for staff to learn and develop, and were effectively developing leadership capacity. Leaders had established a learning culture across services and had considered the findings from scrutiny reports and research to improve practice.

7. Conclusion, areas of particular strengths and areas for improvement

We are confident that outcomes for many children, young people and families living in West Lothian have improved as a result of committed leadership, an ambitious shared vision and effective community planning arrangements. We found staff to be highly committed across all agencies and working collaboratively to improve outcomes. Overall, partners demonstrated a sound knowledge of the impact of services based on robust performance monitoring processes, enhanced by comprehensive strategic needs analysis. Considerable investment in resourcing early intervention and prevention services was delivering positive improvements in the lives of children and young people including those who are vulnerable. Partners are highly committed to identifying and addressing areas for improvement. The partnership has clear ability and capacity to continue to maintain high performance in the planning and delivery of services based on robust governance structures.

An extensive range of support services was being delivered by partners and stakeholders to support children, young people and families across communities. This was particularly evident in the variety of parenting programmes and family support services being provided. The whole family support service and the domestic abuse and sexual assault team were making a particularly notable impact. The commitment to continuous improvement and strong operational and managerial partnership working puts partners in a strong position to address the deficits we found in some aspects of quality assurance, assessment and planning.

In the course of our inspection, we identified a number of particular strengths which were making a positive difference for children and young people in the West Lothian Community Partnership area. We found:

- a coherent shared vision to tackle inequalities, supported by a range of approaches and a commitment by partners to realign resources in order to achieve this
- robust performance monitoring, management and reporting processes
- effective community planning arrangements, supported by strong leadership and robust governance across strategic groups
- innovative and effective early intervention and prevention programmes and services
- meaningful consultation, collaboration and inclusion of children and young people in policy and service development.

We are very confident that partners in West Lothian will be able to make the necessary improvements in the light of our inspection findings. In doing so, the Community Planning Partnership should ensure that:

- quality assurance processes lead to sustained improvement in the quality of assessments, children's plans and integrated chronologies
- staff understand and implement the processes for initiating, undertaking and recording inter-agency referral discussions and that a single quality assurance process is agreed and applied

- child sexual exploitation policy is reviewed and updated and practice is improved to ensure that vulnerable young people are kept safe
- sustained improvements are made to educational attainment of looked after children and outcomes for care leavers.

8. What happens next?

The Care Inspectorate will request that a joint action plan is provided that clearly details how the West Lothian Partnership will make improvements in the key areas identified by inspectors. The Care Inspectorate and other bodies taking part in this inspection will continue to offer support for improvement through their linking arrangements. They will also monitor progress in taking forward the partnership's joint action plan.

Appendix 1: Good practice examples

In each inspection, we ask partners to nominate some examples of good practice that can be shown to have a positive impact on the lives of children, young people and families. During the inspection, we assess these examples to identify those that we consider would be useful to community planning partnerships across Scotland. We commend the following examples.

West Lothian Youth Justice

The West Lothian Youth Justice approach had been delivered across the partnership, in its current format, since 2010, following an internal organisational change process, when it was decided that there would be merit in integrating the youth justice team with the criminal justice service to make a criminal and youth justice service (C&YJS). The partnership had demonstrated a continued commitment to, and investment in, youth justice services. The ethos of the service was based on early and effective intervention (EEI) and the implementation of the Whole Systems Approach (WSA). Recognition of child development theory, the longer-term impact of adverse experiences in childhood and the fact that young people's issues can continue into adulthood have informed strategic policy and operational practice. All aspects of the WSA had been embedded in practice and were contributing to young people at risk of offending being successfully diverted from formal measures.

By extending the youth and criminal justice service and the WSA (where possible) up to the age of 21, partners had achieved step change in the way justice services were delivered to young people at risk of offending, delaying progression into formal adult systems for the most vulnerable. The approach was designed to address the behaviours of young people who offend in a radically different way, by changing from a reactionary to a preventative approach. Young people were diverted from the youth and criminal justice systems (and the poorer outcomes associated with this) by taking a holistic approach to each young person, based on GIRFEC principles, and ensuring that they had immediate, appropriate and proportionate support at the right time to prevent further offending.

The EEI approach had been established in collaboration with the Scottish Children's Reporter Administration (SCRA) and youth justice referral meetings were established in order to prioritise diversion. Referrals were made to partners attending this multi-agency forum to implement a range of interventions. Young people who were subject to community payback orders were supervised by youth justice social workers, where appropriate, and this could be up to the age of 21. Similarly, the use of diversion from prosecution was maximised to ensure that those under 21 were prioritised. The C&YJS had established a team dedicated to young people who were subject to unpaid work orders, so that opportunities could be developed around employability and positive role modelling.

Positive outcomes had been achieved by this model, with low re-referral rates for 2016-17, when 87% of young people involved with the service did not re-offend. It had also resulted in low use of custody for 16 and 17 year olds with only two

custodial sentences made in two years over 2014-15 and 2015-16. Services had achieved high completion rates for community payback orders. In 2016-17, 92% of those aged under 22 successfully completed a community payback order. A commitment to extending provision to age 21 had led the youth justice service to co-produce a practice paper with the Centre for Youth Justice with a view to influencing practice and policy nationally.

Domestic Abuse and Safe and Together

The West Lothian Domestic Abuse and the Safe and Together approach had moved away from traditional approaches to domestic abuse that focused on incidents, crisis intervention and physical violence, and focused on coordinated early intervention approaches. Safe and Together takes a specific approach to helping child welfare and partner agencies make good decisions for children impacted by the behaviours of domestic abuse perpetrators.

There was strong leadership support. Elected members were engaged and active in progressing issues. The domestic abuse and sexual assault team (DASAT) and partner agencies involved in addressing domestic abuse were linked well into children's services strategic planning groups through senior managers. The domestic abuse strategy was well connected to the wider public protection strategies.

At an operational level, there was strong connectivity, autonomy and provision. It was evident that creativity and innovation were being used to secure funds, bring identified services on board and survive on shorter-term contracts to ensure that service provision remained in position. The DASAT was a holistic multi-agency service, which provided support, assessment, safety planning, interventions, advocacy and therapeutic support. This was effective in minimising impact through co-ordinated well-structured services that had autonomy to provide interventions immediately. Services such as LISA (living in safe accommodation), CEDAR, and the contact rights officer provided timely and effective intervention and support. LISA had enabled greater stability in securing housing provision and reduced time in temporary accommodation. The contact rights officer was minimising risk in contact arrangements through active representation of children and young people in the courts. This was in addition to existing Multi Agency Risk Assessment Conference (**MARAC**) and Multi Agency Tasking and Coordinating Conference (**MATAC**) processes and highlighted a well-connected and coordinated service.

Positive performance outcomes had been achieved. The rate of domestic abuse incidents had reduced over the past three years, however, it remained above the national average. Detection rates for domestic abuse were on target, reaching 82% in 2015/16, an increase of 3% on the 2014/15 figure. The percentage of women reporting that they felt safer as a result of an intervention by DASAT reached 99% in 2015/16 and the percentage of children feeling better as a result of using the children's service was 100%. Partners continued to develop new performance measures for domestic abuse and planned future reporting on outcomes.

Whole family support

The whole family support service was developed in West Lothian as a result of the learning from two established intensive support initiatives: Families Included and Supporting Families. The whole family support service supported families with multiple and complex needs, many of which had been known to services for many years and a significant proportion of which had children assessed as at risk of becoming accommodated out with the family home. Intervening at the earliest opportunity, the service worked with the whole family to build their capacity to address issues and support their children with less reliance on public services.

The partnership was successful in securing Big Lottery funding, which was match funded by West Lothian Council, and the new whole family support service was launched in April 2016. The partnership model comprised a wide range of partners including Barnardo's, Circle, Homestart, West Lothian Youth Action Project, West Lothian drug and alcohol service and Children 1st. An operational management group and strategic governance group provided effective oversight for ensuring that the partnership delivered the agreed outcomes.

Through the development of the WFSS, agencies had introduced new and effective ways to work together to support West Lothian's vulnerable children. Examples included a group for vulnerable girls, co-delivered with West Lothian Youth Action Project and Children 1st. The whole family support service successfully supported placements within Broxburn Family Centre out of school care, for children who were struggling to access and sustain mainstream education. The service supported group work for children with behavioural difficulties and provided training opportunities for staff in mental health.

Many families benefited from increased levels of stability, improved family relationships and increased levels of engagement within local communities. Vulnerable children had improved attendance and timekeeping at school. Families had benefited from improved parenting skills and children were supported to remain within their own families and communities. For example, 86% of children who were at high risk of accommodation at referral were still at home following intensive support and creative partnership working. Improved parenting skills were evident in 90% of families using services and home conditions had improved for 83% of families.

The whole family support service approach was well integrated into children's services and clearly linked to objectives within the children's services plan and the strategy to reshape children's services. Measures were in place to continue to effectively monitor and assess the effectiveness, efficiency and impact of the service linked to key objectives.

Appendix 2: Evaluated indicators of quality

Quality indicators help services and inspectors to judge what is good and what needs to be improved. In this inspection, we used a draft framework of quality indicators that was published by the Care Inspectorate in October 2012, *How well are we improving the lives of children, young people and families? A guide to evaluating services for children and young people using quality indicators*. This document is available on the Care Inspectorate website.

Here are the evaluations for nine of the quality indicators.

How well are the lives of children and young people improving?	
Improvements in the wellbeing of children and young people	**Very Good**
Impact on children and young people	**Good**
Impact on families	**Good**
How well are partners working together to improve the lives of children, young people and families?	
Providing help and support at an early stage	**Good**
Assessing and responding to risks and needs	**Adequate**
Planning for individual children and young people	**Good**
Planning and improving services	**Good**
Participation of children, young people, families and other stakeholders	**Very Good**
How good is the leadership and direction of services for children and young people?	
Leadership of improvement and change	**Very Good**

This report uses the following word scale to make clear the judgements made by inspectors.

Excellent	outstanding, sector leading
Very good	major strengths
Good	important strengths with some areas for improvement
Adequate	strengths just outweigh weaknesses
Weak	important weaknesses
Unsatisfactory	major weaknesses

Appendix 3: The terms we use in this report

West Lothian Community Planning Partnership is the local community planning partnership for the West Lothian Council area. It is formed from representatives from key agencies and organisations from the public, community, voluntary and private sector. The partnership works together to plan and deliver services in West Lothian.

A **single outcome agreement** is an agreement between the Scottish Government and community planning partnerships that sets out how they will work towards improving outcomes for Scotland's people in a way that reflects local circumstances and priorities.

Whole System Approach is the Scottish Government's programme for addressing the needs of young people involved in offending. It aims to divert young people who offend from statutory measures, prosecution and custody through early intervention and robust community initiatives.

The **Early Years Collaborative** was launched by the Scottish Government in October 2012 with the support of NHS Scotland, the Coalition of Scottish Local Authorities (COSLA) and Police Scotland. It is a multi-agency, local, quality improvement programme delivered on a national scale, focusing on the national outcome "Our children have the best start in life and are ready to succeed".

The **Advice Shop** is a free, impartial and confidential service for the people of West Lothian with a focus to alleviate poverty and promote inclusion through advice, assistance and advocacy.

The **virtual comparator** takes characteristics of pupils in a school and matches them to similar pupils from across Scotland. This creates a virtual school and allows meaningful comparisons between expected and actual performance.

The West Lothian public protection committee, which incorporates the **child protection committee,** brings together all the organisations involved in protecting children in the area. Their purpose is to make sure local services work together to protect children from abuse and keep them safe.

Beatlie Campus comprises Beatlie School, Beatlie School Early Years, West Lothian NHS Trust Child Development Centre and Signpost Information Centre. The school provides education for pupils with profound, severe and complex learning difficulties aged between 3 and 18 years of age.

Bookbug gives four free books to children from birth to primary 1. There are also free Bookbug sessions in libraries with songs, stories and rhymes.

The **Active and Achieving Fund** is money set aside by West Lothian Council to provide funding for looked after children and young people to access a range of leisure and learning opportunities that would not be funded through mainstream budgets.

Burnhouse Campus is a behavioural support service for children in the S1 to S5 age range who require additional support to sustain education or reintegrate into mainstream school.

Getting it Right for Every Child is the Scottish Government's approach to making sure that all children and young people get the help they need when they need it. There are eight wellbeing indicators, which are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. These provide an agreed way of measuring what a child needs to reach their potential.
www.scotland.gov.uk/gettingitright

Self-directed support is the support a person purchases or arranges to meet agreed health and social care outcomes. It allows people to choose how their support is provided and gives them as much control as they want of their individual budget.

Living in Safe Accommodation is a project that supports women and children to get accommodation and build resilience and attachment.

CEDAR, the Children Experiencing Domestic Abuse Recovery model, is adapted from an innovative Canadian model for children who have experienced domestic abuse, in order to provide the necessary support to aid recovery.

West Lothian Youth Inclusion Project was established in 2004 to provide a consistent resource and support to address the needs of vulnerable young people aged 16-25 and who live in West Lothian.

SMART stands for specific, measurable, achievable, realistic and time-bound.

An **integrated children and young people's plan** is for services that work with children and young people. It sets out the priorities for achieving the vision for all children and young people and what services need to do together to achieve them.

An **emoji** is a small digital image or icon used to express an idea or emotion in electronic communication.

MARAC Multi Agency Risk Assessment Conference (primarily for adult victims of domestic abuse who may or may not have children).

MATAC Multi Agency Tasking and Coordinating Conference (led by Police Scotland).

Appendix 4: The Quality Indicator Framework

What key outcomes have we achieved?	How well do we meet the needs of our stakeholders?	How good is our delivery of services for children, young people and families?	How good is our operational management?	How good is our leadership?
1. Key performance outcomes	**2.** Impact on children, young people and families	**5.** Delivery of key processes	**6.** Policy, service development and planning	**9.** Leadership and direction
1.1 Improvements in the wellbeing of children and young people	**2.1** Impact on children and young people **2.2** Impact on families	**5.1** Providing help and support at an early stage **5.2** Assessing and responding to risks and needs **5.3** Planning for individual children and young people **5.4** Involving individual children, young people and families	**6.1** Policies, procedures and legal measures **6.2** Planning and improving services **6.3** Participation of children, young people, families and other stakeholders **6.4** Performance management and quality assurance	**9.1** Vision, values and aims **9.2** Leadership of strategy and direction **9.3** Leadership of people **9.4** Leadership of improvement and change
	3. Impact on Staff		**7.** Management and support of staff	
	3.1 Impact on staff		**7.1** Recruitment, deployment and joint working **7.2** Staff training, development and support	
	4. Impact on Communities		**8.** Partnership and resources	
	4.1 Impact on communities		**8.1** Management of resources **8.2** Commissioning arrangements **8.3** Securing improvement through self-evaluation	
10. What is our capacity for improvement? Global judgement based on an evaluation of the framework of quality indicators				

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Local Police Plan 2017 - 2020

1. Purpose of Report

Under the Police and Fire Reform (Scotland) Act 2012 section 41E, Police Scotland must prepare a Local Policing Plan for each local authority area and submit it for approval to the local authority for which the plan relates.

The Local Police Plan 2017-2020 has now been approved by full council and is included for information and noting. In addition, the associated Police Performance Indicators will now be updated to reflect the new Police Plan.

2. Recommendations

The CPP Board is asked to:

- Note the approved Local Police Plan for West Lothian 2017 – 2020.
- Note that the existing Police Performance Indicators within the LOIP will be replaced by those contained within the new plan from Quarter 3 2017/2018.

3. West Lothian Local Policing Plan

The West Lothian Local Policing Plan 2014 – 2017 represents a positive shift in approach with a greater focus on longer–term outcomes. The plan aligns to the priorities of the Community Safety Strategy and the strategic themes of the Local Outcome Improvement Plan.

The plan has benefitted from an extensive consultation process involving local community planning partners, elected members and numerous community groups. This process has been running since 2016 and has helped to shape the plan over the course of that period.

3.Summary of Implications

Relevant LOIP outcome (1)	People most at risk are protected and supported to achieve improved life chances
Relevant LOIP performance indicators (1)	Missing Person Incidents Quarterly Management Information

	Sexual Crime (Group 2) Crime Rate per 10,000 population
	Housebreakings & Theft (Group 3) Crime Rate per 10,000 population
Relevant LOIP outcome (2)	We live in resilient, cohesive and safe communities
Relevant LOIP performance indicators (2)	Antisocial Behaviour Incidents per 10,000 population
	Racially Aggravated Conduct per 10,000 population
	Domestic Abuse Incidents
	Serious Assault (Group 1) Crime Rate per 10,000 population
	Road Casualties Quarterly Management Information
Impact on Inequalities	
The Local Police Plan for West Lothian is a strategic document, which supports the delivery of local policing in West Lothian. The mode of delivery of local Policing will be where the impact on inequalities is realised. The document is positively focussed on tackling inequalities within West Lothian and has been developed through extensive local engagement, collaboration and consultation. The population of West Lothian is approximately 180,130 (National Records of Scotland 2016 mid-year estimate) with all protected characteristics being represented.	
Key risks	N/A

4. Consultations

The Local Police Plan has undergone extensive local consultation, details of which are contained within a formal consultation record.

Report written by/contact details/date

Chief Inspector Barry Blair

07/11/2017

Appendices

1. West Lothian Local Police Plan 2017-2020 Foreword

2. West Lothian Local Police Plan 2017 – 2020 Version 1.0

West Lothian Local Police Plan 2017 - 2020 Foreword

As Divisional Commander, it gives me great pleasure to present the Local Policing Plan for West Lothian. This sets out our priorities, which have been purposely aligned to those within West Lothian Council's Plan for Place, adopted as their Local Outcome Improvement Plan.

The priorities have been identified and developed in consultation with our local communities and partner agencies, taking account of crime analysis and our national policing priorities to represent a shared long-term vision for West Lothian.

Understanding and responding to the needs of our communities remains the focus for Police Scotland. Effective policing is based upon strong partnerships, shared information and efficient collaboration, working with our communities for our communities.

Achievement of the outcomes relies on excellent local delivery and joint working across partnerships and geographic boundaries. Our activity will target those who cause the greatest harm in our communities and protect those who are the most vulnerable. We will maximise all opportunities to prevent and reduce crime and disorder, ensuring that our officers are deployed in the right place at the right time. We will deliver the highest possible standard of service with the resources available to us which will help ensure positive long term outcomes for the communities of West Lothian whilst maximising public trust and confidence.

This plan provides a clear focus for the direction of local policing in West Lothian, whilst retaining sufficient flexibility to adapt to emerging issues.

I am confident that this demonstrates our commitment to improving the safety and wellbeing of our communities and reinforces West Lothian Councils vision to 'Provide an improved quality of life for everyone that lives, works and does business in West Lothian'.

Lesley Clark
Chief Superintendent
Divisional Commander

West Lothian

Local Police Plan

2017 to 2020

Contents

1. Introduction
2. Police Scotland
3. All About West Lothian
4. Delivery of the West Lothian Local Police Plan 2014-2017
5. Better Outcomes for Communities
6. Achieving Priorities & Outcomes
7. Measuring Success
8. Contact Us
9. Appendix 1 – Police Performance Indicators

1. Introduction

Section 47 of the Police & Fire Reform (Scotland) Act 2012 states that the local police commander must prepare a 'Local Police Plan' that sets out priorities for the policing of that local authority area. The plan must set out the reasons for selecting the priorities and identify how the success of those priorities may be measured.

This is the 2017 to 2020 Local Police Plan for West Lothian.

The policing priorities in this Local Policing Plan were identified using

- A Strategic Assessment (an analysis of risks and threats likely to impact on communities)
- Results from the Public Consultation Survey "Your View Counts" (Your View Counts is a new process for public consultation available online 365 days a year at www.scotland.police.uk. The consultation survey can also be obtained through your local police station)
- The West Lothian Council Local Outcomes Improvement Plan (West Lothian Community Planning Partnership Single Outcome Agreement 2013 to 2023)

The Local Authority together with local partners and communities were consulted throughout the development of the Local Police Plan.

West Lothian Council say

Executive Councillor – Services for the Community

'Ensuring that all our citizens can live their lives free from the fear of crime is a high priority for West Lothian Council and therefore I welcome the Local Policing Plan for West Lothian which clearly details the priorities for the West Lothian area over the next three years.

West Lothian Council, our Community Planning Partners, Community Councils and local Residents and Tenants Groups have an excellent record of working in partnership with Police Scotland to improve the safety of our communities and it is vital that work continues'.

2. Police Scotland

Police Scotland was formed on 1st April 2013.

Since that date the service has faced many challenges and has sought to evolve in a progressive and constructive manner reflecting changes in society and local communities. Within these challenges the service has attempted to identify and take advantage of new opportunities to strengthen both local and national policing.

Whilst this Plan confirms the local policing priorities for the next 3 years, these changes in our society and local communities mean that the police service has to adjust to continue to operate effectively.

In May 2017, Policing 2026 'Serving a Changing Scotland', a 10 year strategy for policing was launched, setting a clear direction for long-term operational and financial sustainability and providing the opportunity to achieve our vision of 'sustained excellence in service and protection'.

Over the next ten years, the police service will need to make productive use of limited resources to create the ability to focus on early intervention and prevention by addressing inequalities. Also to improve the overall impact of the service, working more intelligently with partners and the public to deliver better outcomes for communities.

3. All About West Lothian

West Lothian is one of the fastest growing areas in Scotland, a trend that is predicted to continue, with the population set to increase by 19.3% by 2035 (2010-2035). Notably, the population aged below 16 is projected to increase by 13.3% and by 52% in respect of those of pensionable age, within this period. The number of dwellings and households in West Lothian is further projected to increase by 30%, a figure significantly higher than the national average of 23%.

Covering 165 square miles, reaching from Broxburn in the East to Blackridge in the West, West Lothian towns and villages are located across a diverse mix of urban and rural landscapes. Covering a large portion of the central belt of Scotland, West Lothian provides an attractive base for a range of industries due to its location between the cities of Glasgow and Edinburgh together with its excellent transport links.

The predicted increases in population and housing will undoubtedly add to the demands placed on public services in West Lothian. The face of policing in Scotland has and must adapt and respond to the new challenges these changes in demographic

and society will bring. The predicted rise in the elderly and under 16's will place specific demands on Police Scotland and our partners as well as challenges linked to emerging trends in criminality such as cyber crime and financial harm.

In the context of these predictions, significant disparities still exist in West Lothian with 13% of the population experiencing income deprivation and almost 9000 people in West Lothian, around 5% of its population, living within some of the most deprived areas in Scotland. With research suggesting that those affected by social inequality are more likely to have poorer physical and mental health than the general population we must continue to work collaboratively to tackle inequality.

Police Scotland also recognise that around 80% of police work relates to non-criminal events, dealing also with wider societal issues such as missing persons, mental health related enquiries and vulnerabilities.

A cohesive society requires engagement from all partner agencies in order to understand and better serve our communities and tackle and reduce inequalities. With limited resources aligned to changing and increasing demands, we must work creatively with partners in the spirit engendered by the Community Empowerment Act to ensure our communities in West Lothian receive the service they expect and deserve.

*(Source: West Lothian Community Planning Partnership Local Outcome Improvement Plan 2013-2023).

Police Resources

Within West Lothian our operating model was established with local communities at its heart, focusing on working collaboratively with partners to improve the safety and wellbeing of people, places and communities across the county and keep people safe. Uniformed resources are split between community and response policing teams.

Named and dedicated community officers work within each council ward to deliver consistent, local engagement and effective partnership working. In addition to this, teams of response officers work in collaboration with partners to make our communities safer and improve community wellbeing as well as responding to calls from the public and emergency situations.

Within West Lothian, Youth Community Officers work in partnership across each of West Lothian's High Schools focusing on early intervention and restorative justice, developing proactive strategies to reduce truancy and exclusion, engaging with pupils and offering support and advice to improve their life outcomes.

Community Action Teams represent a flexible, local resource, able to respond to emerging crime trends, working proactively to address community priorities, targeting anti-social behaviour and a wealth of other related demands, all with a thread of prevention and localism as directed by the Local Area Commander.

The breakdown of locally based operational uniformed resources are 9 Inspectors, 24 Sergeants and 195 Constables split across the roles outlines above.

In support of this model, West Lothian Council provides part funding for 21 officers who work within Community Policing Teams, making a significant contribution across West Lothian to tackle Community Priorities.

A large number of specialised resources including Crime Investigation, Roads Policing, Public Protection, Intelligence Development and Pro-Active teams are also deployed locally to support front line policing.

In addition to this, our policing model is further augmented by both regional and national resources when required. Examples of these resources include Operational Support Teams, Major Investigation Teams, Cyber Crime Investigation, Domestic Abuse Investigation Unit, National Rape Investigation Unit as well as Flexible Deployment Teams who support local officers in addressing local issues.

Police Buildings

Police Scotland needs modern, flexible buildings, which are fit for the future. We will seek to embed modern working practices and technology to help shape future service provision, whilst maximising opportunity for partnership working, from a modern and efficient asset base.

Evidence shows that co-location and shared services between partners leads to closer collaboration and, ultimately, better outcomes for the communities they serve. An example of forward looking, creative partnership working , where the police, local authority and our communities seek to benefit from a flexible estate strategy can be seen in the West Lothian Civic Centre where police officers are co-located with Local Authority partners, providing more coherent and efficient working practices.

This approach will further enhance collaboration and partnership working.

4. Delivery of the West Lothian Local Police Plan 2014-2017

Over the last three years, Police in West Lothian have worked extremely hard alongside partners to address the issues of greatest concern to the communities of West Lothian.

Additional resources have been focused on tackling Domestic Abuse with significant work undertaken to target offenders and provide greater support to Victims.

Incidents of antisocial behaviour have decreased with partnership work undertaken daily to address issues as they arise. Community Safety arrangements in West Lothian continue to be viewed as Best Practice within Scotland and Police Scotland play a leading role in this regard. Our approach has been supplemented with the introduction of Community Action Teams last year, which compliment the existing arrangements.

Road Safety figures have, however, shown an increase in serious injury accidents, which is attributable to a higher number of accidents on trunk roads and motorways in the past three years. Levels remain below national targets and work continues to make our roads safer.

Violent crime has also increased over the past three years and work has been undertaken to address this with dedicated weekend policing plans targeting hot spot areas. In addition, we have been working with partners to roll out prevention campaigns targeting high schools and licensed premises in particular.

We have worked to disrupt serious and organised crime with an increase noted in drug supply charges and enforcement activities in this area by robustly targeting identified groups.

Domestic housebreakings have reduced which is extremely positive with an overall increase in the number of crimes detected. A specialist team continues to monitor the trends of this crime type and tackle recidivist offenders robustly.

5. Better Outcomes for Communities

This 2017-2020 Local Police Plan represents a positive shift in approach with a greater focus on longer-term outcomes, in line with that of West Lothian Council Community Planning Partners.

The successful achievement of these outcomes will rely on excellent local delivery and joint working across the Community Planning Partnership. Our primary focus will be reducing harm within our communities, prioritising resources to the areas of greatest need, supporting the most vulnerable in our communities and targeting those who cause the greatest harm. We will work hard to engage effectively with all of our communities and maximise public trust and confidence.

Accordingly, all the identified priorities for the policing of West Lothian have been aligned to the themes within the West Lothian Community Planning Partnership Local Outcomes Improvement Plan 2013 to 2023 and the relevant outcomes centre on the reduction of harm in our communities.

The relationships between outcomes, themes and police priorities are illustrated in the following 2 tables;

Table 1 – Better Outcomes for Communities

People most at risk are protected and supported to achieve improved life chances

West Lothian Community Planning Partnership Local Outcome Improvement Plan 2013 to 2023

Theme as per West Lothian Community Planning Partnership Local Outcomes Improvement Plan 2013 to 2023	Identified Police Priority	Short Term Police Outcome
Protecting People	Child protection	Children at risk are safer and less vulnerable
	Child sexual abuse & exploitation	Children at risk are safer and less vulnerable
	Missing persons	To reduce the harm and instances
	Sexual crimes	To reduce the harm
	Adults at risk	Adults at risk are safer and less vulnerable
	Financial harm including doorstep crime & fraud	To reduce the instances and harm
	Cyber crime	To reduce the harm
	Housebreakings and theft	To reduce the instances and harm

Table 2 - Better Outcomes for Communities

We live in resilient, cohesive and safe communities

West Lothian Community Planning Partnership Local Outcome Improvement Plan 2013 to 2023

Theme as per West Lothian Community Planning Partnership Local Outcomes Improvement Plan 2013 to 2023	Identified Police Priority	Short Term Police Outcome
Reducing Antisocial Behaviour & Hate Crime	Antisocial behaviour & hate crime	To reduce the harm
Reducing Violence	Domestic abuse	To reduce the harm
	Crimes of violence	To reduce the harm caused by public and private space violence
Tackling Substance Misuse	Misuse drugs & alcohol	To reduce the harm
Reduce Home, Fire and Road Casualties	Road casualties	To reduce the instances and harm
Tackling Serious and Organised Crime and Counter Terrorism	Drugs, financial harm & fear	To reduce the harm
	Extremism & terrorism	To reduce the risk

6. Achieving Priorities & Outcomes

The following pages demonstrate how we will practically achieve priorities and outcomes through policing in collaboration with partners and communities.

Achieving Priorities & Outcomes

Child Protection, Child Sexual Abuse & Exploitation, Missing Persons, Sexual Crimes, Adults at Risk, Financial Harm including Doorstep Crime and Fraud, Cyber Crime, Housebreakings and Theft

To ensure people most at risk are protected and supported to achieve improved life chances we will …

- Be open, responsive and accountable to victims, witnesses and communities, giving them an effective voice and working to develop new ways to meet their needs such as a better understanding of cultural and diversity requirements;
- Protect victims and the most vulnerable within our communities, working in partnership, sharing relevant information and taking collaborative action as a partnership to support these individuals by providing education, support, intervention and referral, making it easier for victims of crime to get help and support;
- Enhance our investigations into missing people and provide appropriate support to individuals and families;
- Remain committed to the development of strong partnerships in order to protect children and young people and to promote wellbeing within our communities through referral, early effective intervention, education and enforcement. Through the proactive sharing of information, identify those most exposed to risk allowing us to implement effective measures for their protection.

CASE STUDY - "Fearless" Campaign & Operation Sandorne

In West Lothian a rolling programme to deliver the 'Fearless' campaign across all of West Lothians high schools continues aimed at educating and encouraging 11-16 year olds to speak out about crime. An anonymous reporting system run by Crimestoppers, Fearless provides a bespoke website offering advice, help and support to young people on the issues surrounding crime and criminality as well as a safe place to provide anonymous information regarding crime and its perpetrators.

Supported further by online media resources including Facebook and Twitter, providing a variety of videos, workbooks and school learning materials, Fearless is now being integrated within the curriculum for excellence reinforcing empowerment through education. See www.fearless.org

Operation Sandorne is an ongoing initiative in West Lothian, aimed at targeting drug dealing amongst schoolchildren, complimenting the prevention aspect of the Fearless campaign through robust enforcement. Formed following the suspected drugs-death of a school pupil who died after taking ecstasy tablets supplied by another pupil, Operation Sandorne delivers a zero tolerance approach to drug dealing within this peer group, with police officers taking fast executive action in response to information regarding drug dealing alongside effective interventions for those children and young persons identified as being involved in drugs supply.

Providing a multi agency approach to drug supply, supporting interventions and prevention through education, Operation Sandorne has had considerable success, including the recovery of drugs with a street value of £71,240 to date. Through collaboration with partners these schemes help empower children and young persons to make better more informed decisions about their lives. Martin Berginis, Child Protection Officer for West Lothian Council Education said *"Pupils from Inveralmond Community High School, Broxburn Academy and Linlithgow Academy have engaged well with the Crimestoppers: Fearless promotion. Fearless pupil volunteers identified in each school have also taken on added responsibility for helping to share the key messages of the programme. The initiative has made a real contribution to making pupils safer as evidenced through surveys and the level of actual usage of the Fearless platform in West Lothian."*

CASE STUDY - Looked after Children as Missing Persons

In West Lothian, we recognised that looked after children were, by the very nature of their age and circumstances, a particularly vulnerable group within our communities and at even greater risk of harm if they became a missing person. (The term 'looked after children' refers to children and young people who are in care or accommodated).

Although the vast majority of missing persons return or are found quickly, missing children are at an increased risk of exposure to physical, emotional and sexual abuse and we must ensure we do all that we can in West Lothian to prevent children from going missing in the first instance and reduce the risk of exposure to harm whilst missing.

The introduction of the Missing Person Local Partnership framework together with the National Missing Person Strategy facilitates the provision of a consistent response to looked after children missing from residential units and foster care settings using the principles of Getting It Right For Every Child (GIRFEC; National approach to improving the wellbeing of every child).

In West Lothian, we recognise that tackling this issue requires a multi-agency response together with co-ordination across a range of policy areas with partners. Supported by the national framework and strategy, regular meetings are held with representatives from Education, Child Protection, Youth Inclusion and other third sector agencies that receive Community Safety partnership funding as well as senior staff from each of our residential establishments to share information, and work together to identify and address the often complex and interconnected issues that contribute to each child going missing. This allows us to reach collectively informed decisions to reduce the likelihood of these children going missing again.

By working together to protect children and minimise the harm they may experience, this process identifies those children most at risk of harm or, an increased likelihood of offending behaviour whilst missing, and aims to implement early intervention and medium and longer term strategies which enables those children to reach positive destinations beyond the horizons of their care home setting.

CASE STUDY - Financial Harm, Operation Monarda

In West Lothian we continue to successfully deliver Operation Monarda, a high profile national campaign, delivered locally to tackle all forms of bogus callers and associated doorstep crime. These crimes have a devastating impact on the lives of their victims, particularly the elderly and vulnerable and can have potentially serious consequences for their life chances.

This campaign sees police work in partnership with a range of agencies including Trading Standards, The Department of Work and Pensions, Vehicle and Operator Services Agency (VOSA), the DVLA, UKBA and HMRC focussing on prevention through locally delivered education and media campaigns.

Working with partners to deliver high profile media campaigns through the distribution of literature to the public, private and third party sectors to help raise awareness of the prevalence of financial crime and what to look out for helps our community in employing preventative measures. This also assists Police Scotland in the gathering of intelligence to identify emerging threats, prevent crime and apprehend offenders.

In addition to prevention, robust, multi-agency enforcement days are held which sees the deployment of officers utilising a range of policing tactics to specifically target the perpetrators of these crimes, disrupting and detecting criminality.

Reducing the number of individuals affected by doorstep crime, Operation Monarda keeps vulnerable groups safe and empowers our local communities.

Achieving Priorities & Outcomes

Antisocial Behaviour, Hate Crime, Domestic Abuse, Crimes of Violence, Misuse of Drugs & Alcohol, Road Casualties, Drugs Financial Harm & Fear, Extremism & Terrorism

To ensure we live in resilient, cohesive and safe communities we will …

- Work with partners to prevent and reduce criminality, ensuring that the most vulnerable members of our communities are protected, focussing on the offences and offenders that cause the greatest harm, whilst ensuring our staff and services are accessible and responsive;
- Work in partnership to prevent and reduce the instances of domestic abuse and crimes of violence through effective early intervention, enforcement and education, identifying those perpetrators who present the greatest risk of harm, actively targeting and utilising all available methods to reduce the threat posed by them;
- Tackle criminality and the misuse of drugs and alcohol through effective early intervention, education and enforcement ensuring victims and perpetrators are referred and signposted to the relevant support agencies to minimise the opportunity of repeat victimisation and offending;
- Continue to work intelligently with partners and communities to tackle the issues surrounding antisocial behaviour, focussing on those most affected by this and reducing the distress caused to our communities;
- Influence road user behaviour and improve road safety awareness through education, initiatives, activities and enforcement;
- Prevent Serious organised crime and target, disrupt and deter those involved;
- Protect our communities from the threat of terrorism, contributing fully to the UK Government CONTEST Strategy in respect of terrorism locally, across the region, nationally and internationally.

CASE STUDY - West Drive

Across West Lothian road safety is a priority, with young drivers being overrepresented in many serious and fatal road accidents. It is therefore important through education to ensure that young drivers understand that the skill of driving comes with a responsibility to keep people safe.

With many serious and fatal accidents occurring on rural roads, where the cause of the collision can be attributed to driver behaviour, helping young drivers develop excellent driving skills and an awareness of safety issues is important for the continuous improved safety of our road networks.

To address the issues surrounding young drivers, a programme of events to emphasise risk and support good driving behaviour is provided for all senior pupils at high schools across West Lothian. Working with partners including Transport Scotland, the Scottish Fire and Rescue Service, the Scottish Ambulance Service, local cycling groups, West Lothian Community Safety Unit and third party organisations, Police Scotland deliver an educational event which includes a theatre performance, followed by group discussion and debate surrounding the issues arising from the play as well as inputs from partners regarding their experiences when attending road traffic collisions. The Police Scotland Roads Policing Unit provides information on some of the responsibilities that young drivers have and the potential consequences of ignoring these. Following this formal session, attendees interact with representatives from all agencies, stimulating discussion and an enhanced awareness of the dangers that can be faced on our roads.

Having run for several years this programme is very successful with 76% of attendees stating the event would have a direct impact on their driving and feeling more able to challenge other road users behaviour as a result.

Positive feedback from this year's event has been received from staff across West Lothian with the Head of Senior House at St Margaret's Academy stating *'It was a great event. The cyber goggles the pupils loved and found very realistic. Would love to bring them into school.'*

CASE STUDY - Domestic Abuse, the Disclosure Scheme

The Disclosure Scheme for Domestic Abuse in Scotland was introduced in 2015, aimed at providing a formal approach to the sharing of relevant information to potential victims of domestic abuse about their partners abusive past by providing them with a 'right to ask' and Police Scotland with a 'power to tell'.

In West Lothian, Local Decision Making Forums, comprising Police Scotland Domestic Abuse Task Force officers, Social Work Services and third sector agencies including the West Lothian Domestic and Sexual Abuse Team, work together to consider whether to disclose information regarding a persons criminal past. This is designed to enable the partner of a previously violent or abusive individual to make informed choices about whether and how to continue in that relationship. The scheme operates at both a local and national level and provides a formal mechanism for the better management of risk.

The scale of the problem of domestic abuse cannot be overstated and in West Lothian we continue our determined fight against the harm it causes.

This scheme compliments our existing policies and procedures, helping the most vulnerable members of our communities, providing them with the information and support they require to make informed choices in their lives.

CASE STUDY – Prevent E-Learning Package – Counter Terrorism

Police Scotland is committed to protecting communities by reducing and mitigating the risk and impact of terrorism to Scotland and its communities. Vulnerable individuals in our communities may be at an increased risk of radicalisation and extremism.

By creating a working group utilising specialist officers at a regional and divisional level and partners in education, NHS, Scottish Ambulance Service, utility companies, etc. the Lothian and Scottish Borders produced a bespoke 'Prevent' E Learning package for partners from the ground-up. This package was produced with the aim of stopping individuals becoming radicalised by extremists by including and working with partners in education, faith, health and criminal justice and supporting them to recognise potential risks and enabling them, through their workforce, to address those risks in the best way.

The E –learning package has provided a consistent approach to training in this important area and over 3,000 local authority staff have completed the training course so far, including West Lothian, reducing the risk of vulnerable individuals becoming radicalised, and extremism and terrorism in our communities.

7. Measuring Success

As previously indicated, this 2017-2020 Local Police Plan represents the beginning of a move from short-term 3-year objectives to a focus on longer-term outcomes. Accordingly, these outcomes will not be fully achieved during the lifetime of this Plan.

There are many factors that influence short-term performance, but to allow for appropriate scrutiny, performance indicators have been identified from Police Scotland Quarterly Management Information that reflect a better focus on outcomes.

In monitoring progress towards outcomes, these police performance indicators should be considered in context with partner indicators within the Local Outcome Improvement Plan.

Police Performance Indicators are listed in Appendix 1.

8. Contact Us

Local Contact Details:
Livingston Police Station
West Lothian Civic Centre
Livingston
EH54 6FF

Telephone number: Single Non-Emergency, Number 101

Email: For all non-emergency issues or enquiries relating to Police business, you can contact us via:
mailto:WestLothianLPP@scotland.pnn.police.uk
This group email address is provided for you to discuss non-urgent local policing issues. It should not be used to report a crime or incident.

For information about your local Community Policing Team and other services that Police Scotland provides, please refer to the Force website at: http://www.scotland.police.uk/

We are here to help

- If you have any concerns or issues you wish to discuss, contact your local Community Policing Team.
- Dial 999 for an emergency that requires urgent police attention.
- For non-emergency contact, call 101, the single non-emergency number.
- If you have information about crime in your area and wish to provide it anonymously, call CRIMESTOPPERS on 0800 555 111
- Service users who are deaf or have a hearing impairment can contact Police Scotland via TextRelay in an emergency on 18000 or non-emergency on 18001 101.

Social Media: #keepingpeoplesafe / Twitter: http://twitter.com/policescotland / Facebook: http://facebook.com/policescotland

9. Appendix 1 – Police Performance Indicators

People most at risk are protected and supported to achieve improved life chances

Missing Person Incidents - Source: Quarterly Management Information

Sexual Crime (Group 2) Crime Rate per 10,000 population - Source: Quarterly Management Information

Housebreakings & Theft (Group 3) Crime Rate per 10,000 population - Source: Quarterly Management Information

We live in resilient, cohesive and safe communities

Antisocial Behaviour Incidents per 10,000 population - Source: Quarterly Management Information

Racially Aggravated Conduct per 10,000 population - Source: Quarterly Management Information

Domestic Abuse Incidents - Source: Quarterly Management Information

Serious Assault (Group 1) Crime Rate per 10,000 population - Source: Quarterly Management Information

Road Casualties - Source: Quarterly Management Information