



Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

6 December 2017

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Conference Room 3, Civic Centre, Livingston** on **Tuesday 12 December 2017** at **11:00am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence.
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business.
4. Confirm Draft Minute of Meeting of the Panel held on 23 October 2017 (herewith).
5. Scrutiny of Police Scotland Performance in West Lothian - report by Head of Housing, Customer and Building Services (herewith).
6. Scottish Fire and Rescue Local Plan Performance Report - report by Head of Housing, Customer and Building Services (herewith).
7. West Lothian Local Fire and Rescue Plan 2017 - report by Head of Housing, Customer and Building Services (herewith).
8. West Lothian Bonfire and Firework Report 2017 - report by Head of Housing, Customer and Building Services (herewith).

9. Community Safety Update - report by Head of Housing, Customer and Building Services (herewith).
10. Property Turnover July to September 2017 - report by Head of Housing, Customer and Building Services (herewith).
11. New Build Housing Update - report by Head of Housing, Customer and Building Services (herewith).
12. Rent Consultation - report by Head of Housing, Customer and Building Services (herewith).
13. Department for Work and Pensions Universal Credit in West Lothian - report by Head of Housing, Customer and Building Services (herewith).
14. Private Housing (Scotland) Act 2016 - report by Head of Housing, Customer and Building Services (herewith).
15. Performance Reporting - report by Head of Housing, Customer and Building Services (herewith).
16. Workplan (herewith).

NOTE **For further information please contact Lorraine McGrorty on 01506 281609 or e-mail lorraine.mcgrorty@westlothian.gov.uk**

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 23 OCTOBER 2017.

Present – Councillors George Paul (Chair), Andrew McGuire, Alison Adamson, Frank Anderson, Peter Heggie, Dave King (substitute for Lawrence Fitzpatrick) and John McGinty

Apologies – Councillor Lawrence Fitzpatrick

In Attendance – Danny Mullen (Tenants Panel Representative)

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE – MEETING HELD ON 22 AUGUST 2017

The Services for the Community Policy Development and Scrutiny Panel approved the minute of its meeting held on 22 August 2017. The minute was then signed by the Chair.

3. MINUTE – MEETING HELD ON 28 SEPTEMBER 2017

The Services for the Community Policy Development and Scrutiny Panel approved the minute of its meeting held on 28 September 2017. The minute was then signed by the Chair.

4. WEST LOTHIAN POLICE PLAN

A report had been circulated by the Head of Housing, Customer and Building Services advising the Panel of the West Lothian Local Police Plan 2017-2020, a statutory document under the Police and Fire Reform (Scotland) Act 2012.

The Panel was informed that the Local Police Plan 2017-2020 (which was attached as appendix 1 to the report) represented a positive shift in approach with a greater emphasis focus on longer-term outcomes. The plan aligned to the priorities Community Safety Strategy. It had benefitted from an extensive consultation process involving local community planning partners, elected members and numerous community groups. The process had been running since 2016 and had helped to shape the plan over the course of that period. The plan was intentionally aligned to the strategic themes of the Local Outcome Improvement Plan; however the priorities identified and policing approach had been fully informed and validated by the consultation process undertaken.

The Panel was asked to note the West Lothian Local Police Plan 2017-2020, and determine if further action was necessary prior to the matter being considered by Council Executive.

Questions raised by Panel members were dealt with by Chief Superintendent Lesley Clark and Chief Inspector Barry Blair.

Decision

1. To note the terms of the report; and
2. To note that the West Lothian Local Police Plan 2017-2020 would be forwarded to the Council Executive.

5. HOMELESSNESS

A report had been circulated by the Head of Housing, Customer and Building Services informing the Panel of the challenges faced by the council in meeting its statutory homeless duty, the steps being taken to mitigate reliance on Bed and Breakfast accommodation and plans to shift the balance to promote greater prevention and sustainability.

The Head of Housing, Customer and Building Services reported that the main issue facing the homeless service both in West Lothian and nationally was demand for accommodation against the supply of accommodation. To the end of September 2017/18 the number of applicants the council had a duty to provide with temporary accommodation exceeded supply by an average of 35 applicants per night. Therefore, on average 35 applicants had had to be accommodated in bed and breakfast accommodation each night. The report went on to examine the costs associated with bed and breakfast accommodation.

It was noted that the Scottish Government had recently announced additional funding for Temporary Accommodation and £419,000 was being used to help meet the pressures in homelessness in 2017/18. This would help manage the projected overspend in 2017/18. The completion of the new build programme would significantly assist in reducing the pressure by increasing local housing stock. However, there remained a level of uncertainty over completion timescales for additional accommodation becoming available.

The report went on to provide details of applications and assessment within West Lothian. A table within the report showed figures for the period 2014/15, 2015/16 and 2016/17, together with the first two quarters in 2017/18.

The Council had 477 properties available for interim or temporary homeless accommodation including supported accommodation and dispersed temporary tenancies. The breakdown was shown in Table 2 within the report.

The report provided the following appendices:-

- Appendix 1 Homeless Applications/Assessments Profile, National, Peer and Local Level
- Appendix 2 Average length of stay in Temporary Accommodation All Local Authorities
- Appendix 3 Voids/Stock Levels, Local and Peer Level

The Panel was informed that, in order to reduce the continuing financial and operational pressures, the service was developing a range of approaches in order to mitigate pressures and improve the position.

The key areas for operational change included:-

1. Closer engagement with RSLs and PSLs to provide further accommodation
2. Review Allocations Policy
3. Development of new Emergency Accommodation Unit
4. Reviewing Bed and Breakfast accommodation in comparison to other Local Authorities
5. Review options for furniture storage.

Option for the new unit were being explored to determine the most appropriate location.

There were a number of risks that could materially impact on the level of homelessness in both the short and medium term, and these were outlined in the report.

The Head of Housing, Customer and Building Services concluded that the council had seen a sustained period of increased demand for interim or temporary accommodation from homeless applicants and this had resulted in increased Bed and Breakfast accommodation costs far in excess of budget and higher than planned allocations of mainstream stock to the homeless group.

With more new building council houses due for completion and a firmer understanding of the demand levels for the service and supply of housing available, there was an opportunity to reduce the requirement of hotels whilst developing partnership working and shifting the balance of homeless frontline operations to a more preventative approach signposting threatened with homeless groups to the most appropriate group to meet their needs. This needed to succeed in order to mitigate potential pressures from 2018/19 onwards.

The Panel was asked to:

1. Note the contents of the report and the current challenges facing the council in meeting its statutory homeless duty;

2. Note the action being taken to address the challenges.

Questions raised by Panel members were dealt with by the Head of Housing, Customer and Building Services.

Decision

To note the terms of the report.

6. CARE SERVICE INSPECTION REPORT

A report had been circulated by the Head of Housing, Customer and Building Services informing the Panel of the outcome of the Care Inspectorate inspection report for the Housing Support Service.

The Head of Housing, Customer and Building Services advised that, on 6 June 2017, the service had been inspected. It was an announced (short notice) low intensity inspection carried out over 4 days where the inspector was given access to all areas of service. The resulting assessment indicted an improved position from the previous year.

The process of care inspection had changed and the report was more condensed and reduced in areas inspected. The service was categorised as a “High Performing Service” and as such the inspector chose 2 quality themes and statements for inspection. A brief summary of the findings was set out in the report by the Head of Housing, Customer and Building Services. The Care Inspectorate Report was attached as an appendix to the report.

The Head of Housing, Customer and Building Services concluded that the Housing Need Service focused on meeting needs and aimed to provide Housing Support services that were practical services that assisted people to maintain independent living in the community and supported living settings. The recommendations of the report would be actioned to ensure improvements in service performance and drive forward the Council’s priorities around modernisation, integration, early intervention and empowerment.

The Panel was asked to note the term of the inspection report.

Decision

To note the term of the report.

7. WEST LOTHIAN STRATEGIC HOUSING INVESTMENT PLAN 2017-2023

A report had been circulated by the Head of Housing, Customer and Building Services informing the Panel on the main points of West Lothian Council’s Strategic Housing Investment Plan (SHIP) 2017-2023.

The Panel was informed that over the period 2012/13 to 2016/17, 1,056 affordable homes had been provided in West Lothian. In addition, there was commitment to provide 1,029 affordable homes during 2017/18 and 2018/19.

This left a shortfall of 915 affordable homes to be planned for over the terms of the Administration to meet the 3,000 affordable homes being delivered over a 10 year period to 2022. This council had already provided, or committed to provide, 1,708 affordable council homes over the 10 year period to 2022.

It was anticipated that RSLs would play a role in addressing the 915 shortfall. Since the previous SHIP, 22 homes had been developed by RSLs and West Lothian had completed 101 homes.

The report provided details of confirmed funding and prudential borrowing.

The report advised that a new Local Housing Strategy 2017-2022 was being developed and it was proposed that it would be in place during 2018.

The main priorities identified in the SHIP were to:

- Develop those projects that were already committed, including the continued development of new build council housing.
- Progress development in the Core Development Areas
- Promote housing regeneration in specific locations

Specific housing investment projects both approved and speculative were submitted by RSLs and were principally categorised by timescale, locality, house tenure, number of units and costs. The council would continue to give priority to sites in West Lothian in high demand areas including the Core Development Areas. Funding allocations would be based on best value principles. West Lothian Development Alliance (WLDA) had identified 14 potential sites for development over the period that could accommodate up to 322 homes. Places for People had identified 10 potential sites for 251 homes.

Wheatley Group had identified 15 potential sites in West Lothian for 670 homes. Scottish Government provided one third of the grant directly to Wheatley from its core budget whilst the other two thirds were funded through the West Lothian Affordable Housing Supply Programme.

It was noted that the council would be consulting on the rent strategy and the outcome of the consultation would determine the decision on the scale of any future new build council housing programme.

A provisional list of sites had been identified that could be included in a future new build council housing programme and these were shown in a table within the report. A number of other sites had been identified for potential future affordable housing development. These sites could

accommodate up to 445 homes should funding be available. The funding from second and empty homes Council tax could be used to support new build affordable housing. This was estimated at £200,000 per annum. The amount of funding for commuted sums was estimated at £250,000 per annum.

The report provided details of the Housing Infrastructure Fund and noted that the council was proposing that the following sites be considered for infrastructure grant funding:

Drumshoreland, Pumpherston
Mossend, West Calder
Candleworks, Broxburn
Deans South, Livingston

It was recommended that the Panel:

1. note the Strategic Housing Investment Plan (SHIP) attached as Appendix 1;
2. note that over a 10 year period from 2012 to 2022, the aim would be to deliver 3,000 affordable homes with the majority being council houses. The establishment of a Homes for West Lothian Partnership with all housing associations in the area would assist with the delivery of the scale of housing;
3. note that the council was undertaking consultation on a rent strategy. The outcome of the consultation would inform the decision on the scale of any future new build council housing programme;
4. note that the levels of grant funding for affordable housing delivery for the period 2018-2021 had increased from previous years and that this would facilitate new affordable housing by a variety of providers;
5. note the infrastructure projects identified for future consideration by Scottish Government for grant and loan funding; and
6. note that the SHIP required to be submitted to the More Homes Division of the Scottish Government following consideration by Council Executive on 24 October 2017.

Decision

To note the terms of the report.

8. LOCAL HOUSING STRATEGY 2017-2022

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the consultation on the draft West Lothian Local Housing Strategy for 2017-2022 and seeking views on proposed changes made to the strategy.

The report recall that six key themes had been agreed for the strategy in April 2016. These were:-

- Supply of housing and place making
- Preventing and addressing homelessness
- Independent living and specialist provision
- Private rented sector
- House condition
- Sustainable places, fuel poverty and climate change

A summary of the LHS actions in relation to each of the themes was noted at Appendix 2 to the report.

The Panel was informed that, since the report to PDSP on the LHS in December 2016, the draft Local Housing Strategy had been consulted upon extensively. A summary of the consultation was noted at appendix 3 to the report. Many of the comments made had been included in the final version of the LHS and would inform the housing strategy in West Lothian over the coming years. The report provided the following appendices:-

Appendix 1 – West Lothian LHS 2017-2022

Appendix 2 – Summary of Actions

Appendix 3 – LHS Summary of Consultation

Appendix 4 – Scottish Government Feedback Letter

It was recommended that the Panel:-

1. Note that consultation had been carried out on the draft Local Housing Strategy 2017-2022 and that the consultation had informed the final version of the Local Housing Strategy (attached as appendix 1 to the report).
2. Note that the Scottish Government had provided comments on the draft Local Housing Strategy as had East Renfrewshire Council through the Peer Review. The comments had helped to inform the revised version of the Local Housing Strategy (attached as appendix 1 to the report).
3. Note that there would be annual monitoring of the LHS to track progress on the actions identified; and
4. Note that the comments of the Panel would be reported to Council Executive when they considered the strategy.

Decision

To note the terms of the report.

9. AFFORDABLE HOUSING DELIVERY UPDATE

A report had been circulated by the Head of Housing, Customer and

Building Services updating the Panel on the various initiatives to increase the supply of affordable housing in West Lothian.

The Panel was informed that the council's Corporate Plan 2013 to 2017 committed the council to increasing the number of council houses available for rent through the New Build Council Housing Programme. Funding was also in place for the council to purchase former council houses which were advertised on the open market.

In relation to West Lothian Council's new build programme, it was noted that 166 units were complete and 730 units were under construction. The report listed the sites which were complete and provided details of those under construction.

Funding was currently in place to purchase 30 former council houses during 2017/18. Excellent progress had been made with 22 purchases concluded and a further one purchase was in the pipeline.

The Head of Housing, Customer and Building Services advised that progress continued to be made by RSLs with the provision of affordable housing.

It was recommended that the Panel:

1. Note the progress being made on the council's new build housing programme;
2. Note the proposal to delete three new build units programme at Bathville phase 3 and to replace these units with three Open Market Acquisitions in Armadale;
3. Note that since the start of 2017/18, 22 Open Market Acquisitions had been purchased by the council and that a further one purchase was in the pipeline;
4. Note the progress being made by Registered Social Landlords with their new build programmes in West Lothian.

Decision

To note the terms of the report.

10. PROPOSED RESPONSE TO THE SCOTTISH GOVERNMENT'S CONSULTATION ON FIRE AND SMOKE ALARMS IN SCOTTISH HOMES

A report had been circulated by the Head of Housing, Customer and Building Services advising the Panel on the proposed response to the Scottish Government's consultation on Fire and Smoke Alarms in Scottish Homes.

The Panel was informed that, following the tragic fire at Grenfell tower in London, the Scottish Government had established a Ministerial Working

Group on Building and Fire Safety to Review Scotland's Building and Fire safety regulatory frameworks.

As part of the work of the Ministerial Group, the Group had agreed to bring forward and prioritise a consultation on fire and smoke alarms, which had originally been planned for later in 2017.

The Council had been asked to comment on possible changes to fire and smoke alarms standards in Scottish Homes. The Scottish Government proposed extending the current minimum safety standard in private rented housing to all other tenures. The proposed detailed response to each of the consultation questions could be found in Appendix 1 to the report.

An area covered by the consultation was the design and installation of fire alarm systems. The type of alarm was defined by a grading system A to F and further information was provided in Appendix 2 to the report.

The Panel was informed that all WLC properties had some form of smoke and fire protection. The breakdown was included in a table within the report. The Scottish Government's view was that the standard currently applied to the private rented sector represented the best current practise, and therefore considered this standard the most appropriate option to improve standards for fire and smoke alarms across all tenures.

The Scottish Government was consulting on the following:-

- A. Applying a new standard to social rented housing
- B. Applying a standard to flats, irrespective of tenure
- C. Applying a standard to flats in high-rise buildings, irrespective of tenure
- D. Applying a standard to housing irrespective of tenure

The consultation also covered whether any changes were needed to private rented housing standard. In particular, it looked at Common Alarms, battery powered alarms, maximum age for alarms, and location of alarms.

The Head of Housing, Customer and Building Services concluded that the main theme from the consultation response was that the council supported changes to the minimum standards for all housing irrespective of tenure, height and property type; however the service did not believe that there had been sufficient evidence provided to demonstrate that the minimum standard for the Private Rented Sector should be standard adopted. The service welcomed the decision to review the standards and believed this was whichever standard was chosen it should be brought in line with the British Standard, and should be considered in isolation of the wider measures being considered. Officers had aimed to provide responses that supported the overall ambitions of the Scottish Government, where possible, whilst recommending the minimum standards implemented should be evidence based.

It was recommended that the Panel:

1. Note that the deadline for submission was 1 December 2017.

2. Note the proposed response attached as Appendix 1 to the report; and
3. Note that the comments from the Panel would be addressed in a report to the Council Executive who would be asked to approve the response to be submitted to the Scottish Government.

Decision

1. To note the terms of the report; and
2. To note that the draft response would be forwarded to the Council Executive for approval.

11. WORKPLAN

A copy of the Workplan had been circulated for information.

Decision

To note the Workplan.



SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCRUTINY OF POLICE SCOTLAND PERFORMANCE IN WEST LOTHIAN

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

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

B. RECOMMENDATION

Panel members are asked to note the contents of the report covering the period 1st July 2017 to 30th September 2017.

C. SUMMARY OF IMPLICATIONS

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

Partners, Elected Members.

D. TERMS OF REPORT

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

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

E. CONCLUSION

This report updates the Panel on the performance framework which will be used to enable members of the Services for the Community Policy Development and Scrutiny Panel (PDSP) to scrutinise the work of the Police Scotland.

F. BACKGROUND REFERENCES

None.

Appendix 1: West Lothian Policing Scrutiny Performance Report.

G. Contact Person:

Alistair Shaw, Head of Housing Customer and Building Services.

Date of meeting: 12th December 2017

Scrutiny Report 1st April 2017 - 30th September 2017



**POLICE
SCOTLAND**

Keeping people safe

West Lothian

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

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

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

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WEST LoTHIAN PRIORITIES

Protecting People

Reducing Anti-social Behaviour

Reducing Violence

Tackling Substance Misuse

Making our Roads Safer

Priority 1 - Domestic Abuse:

Increase detection rates for crimes of Domestic Abuse

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

Current situation

The detection rate for domestic abuse crimes is currently 63.6%. This figure is a decrease of 12.9% on the rate at this time last year which was 76.5%. Overall, incidents of domestic abuse are 3.5% lower than last year with 39 fewer incidents reported this year; 1073 incidents compared to 1112 incidents last year.

Reasons

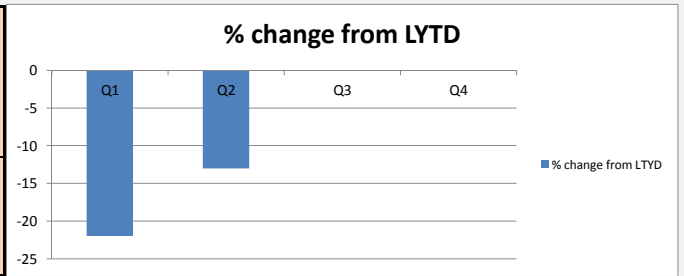
The number of domestic incidents that have resulted in a crime has decreased by 16.7% with 623 crimes recorded this year to date compared to 748 last year. There has also been a reduction in the number of domestic bail offences recorded. This reduction in crime may have had an impact upon the detection rate of domestic crime this year. The detection rate is slightly lower as a result of a new joint reporting protocol with COPFS to improve quality of cases and ensure a more proportionate and victim focussed approach to counter allegations taking into consideration the full context of the presenting circumstances and wider domestic situation.

What are we doing

16 Days of Action Against Gender-Based Violence is an international campaign to challenge violence against women and girls. The campaign runs every year from 25th November to 10th December. Police will be collaborating with partners from DASAT and Women's Aid there are a number of training/awareness topics during the campaign and Youth Community Officers will provide inputs at school assemblies. On 8th December there is to be a march to raise awareness of violence against women; receive feedback from communities; challenge people to identify ways in which they can influence/affect change and improve opportunities for women and children in West Lothian to seek safety and support. This will start at Howden Park Centre and end at The Civic Centre with officers and horses from the mounted section and the West Lothian Schools Pipe Band leading the parade. Domestic Abuse officers in conjunction with uniform officers will be conducting a day of action in West Lothian on 13th December where they will target perpetrators of domestic abuse who are wanted on warrant and named suspects for domestic crimes.

Indicator - Domestic Detection rate within West Lothian - YTD to 30th September 2017

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave
	63.6%	76.5%	down 12.9%	N/A



Priority 2 -Anti-social behaviour:

Reduce the number of Anti-social behaviour incidents

Note - End of year figure 2016/17 = 10756

Current situation

Overall, ASB in West Lothian has seen a 5% increase this year compared to last year. The Wards experiencing an increase are Bathgate, Livingston North, Fauldhouse & Breich Valley and Whitburn & Blackburn. There have been 279 more incidents than last year. The nature of these incidents varies from Neighbour disputes to youth disorder and street disorder. The reason for the increase in ASB is due to a 20% increase in calls reporting communications incidents. These include threats via social media and online.

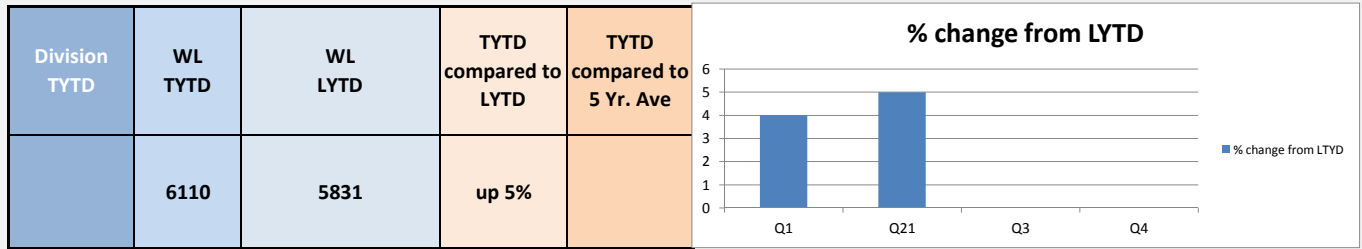
Reasons

Problematic areas across West Lothian are in Bathgate Town Centre and Livingston North with a high level of youth disorder in both areas. There has been significant resources put in both areas which has resulted in a reduction in disorder. Community Action Teams and local officers have worked with council safer neighbourhood officers to target these areas and youth action teams have also engaged with local youths to deter any antisocial behaviour. There has also been an increase in disorder involving youths from residential care establishments and work has been done to engage with those involved. Bathgate in particular has seen a mix of disorder involving a younger group of youths as well as several incidents involving known problematic youths.

What are we doing

Partnership initiatives to tackle antisocial behaviour continue across West Lothian with resources directly tackling identified problematic people and places. Operation Pinpoint in June in Whitburn has had an extended impact on the level of ASB in the ward over the rest of the summer months. This partnership operation also ran in Bathgate during October and has already shown a positive reduction in incidents. Work is ongoing to enhance the existing Hate Crime and Third Party Reporting process in place across West Lothian. This system allows victims and/or witnesses of Hate Crime who do not feel comfortable reporting the matter directly to Police Scotland, to report it to someone they are more familiar with at one of the identified third party centres. Hate Crime Awareness Week is currently underway in West Lothian, with various events being held across the county, supported by Youth Community Officers and the Local Delivery Officer, supported by an extensive social media awareness campaign. Police have supported the ongoing Blackridge Community Action Plan, and there are a number of activities planned in Blackridge with focus on youth disorder around the Louburn flats. An environmental visual audit has recently taken place in the area. Linlithgow officers have continued with local surgeries which are being received well by locals and residents alike. They always advertise in advance on social media and post updates following the surgeries.

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



West Lothian Wards 1st Apr - 30th September 2017	Incidents this year	last year	% Change from last year
Linlithgow	327	288	14%
Broxburn, Uphall and Winchburgh	604	698	-13%
Livingston North	621	557	11%
Livingston South	846	972	-13%
East Livingston and East Calder	707	652	8%
Fauldhouse and the Breich Valley	616	410	50%
Whitburn and Blackburn	846	794	7%
Bathgate	1019	920	11%
Armadaile and Blackridge	524	540	-3%

Priority 3 - Violent Crime:

Reduce the level of Violent Crime

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

Current situation

The level of violent crime has decreased by 14.8% YTD (19 fewer crimes). Detections for serious assaults are high at 103.6%. This rate is due to crimes committed in the last financial year being detected this year. The robbery detection rate (81%) has increased during the last quarter and there have been two fewer crimes recorded compared to last year. There has been an encouraging decrease in the number of crimes recorded as a serious assault with 55 crimes recorded compared to 76 last year. There have also been two attempted murder charges and no murder charges recorded in the first half this year.

Reasons

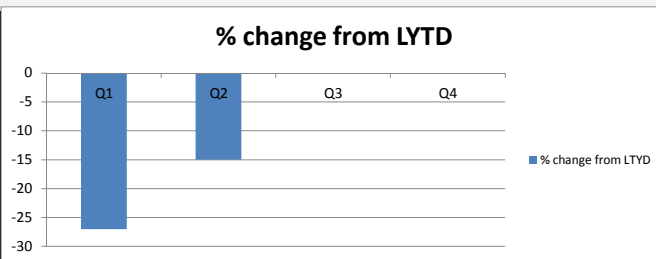
The decrease in violent crime is encouraging with the level of crime now at a similar level to two years ago. The weekend policing plans that cover the night time economy areas of Bathgate and Livingston have shown a positive impact with a reduction in violent crimes in both these areas. The level of minor assaults in the year has remained at a similar level with 2 fewer crimes recorded with the detection rate for this type of crime currently 65%, a decrease of 3.3% compared to last year. It is assessed that no clear pattern or trend exists and the location of the assaults is spread across public areas and residential properties. There has been an increase in knife related incidents involving youths with several incidents reported in the past months.

What are we doing

Training on delivery of educational inputs on the No Knives Better Lives campaign was delivered to police officers from West Lothian, increasing the number of officers able to deliver this training to schoolchildren across West Lothian. Anti violence messages will be delivered across high schools in West Lothian in the coming months. These presentations will be delivered to a wider target audience via establishments such as Moore House School, Torcroft and Whitrigg Young Persons Centres, Burnhouse School, Whitburn. The national One Punch Campaign was promoted across licensed premises and within schools across West Lothian. A local day of action was held which focussed on Robbery prevention and was delivered to local businesses and book keepers. Throughout the quarter, 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 target nominals. 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.

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

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave
	109	128	down 14.8%	down 13%



West Lothian Wards 1st Apr to 30th September 2017

	Incidents this year	last year	% Change from last year
Linlithgow	2	5	Down 60%
Broxburn, Uphall and Winchburgh	8	19	down 58%
Livingston North	11	12	down 8.3%
Livingston South	15	16	down 6%
East Livingston and East Calder	8	18	down 55.6%
Fauldhouse and the Breich Valley	12	8	up 50%
Whitburn and Blackburn	17	24	down 29%
Bathgate	26	19	up 36.8%
Armadale and Blackridge	10	7	up 42.9%

Priority 4 - Tackling Substance Misuse :

Increase the proportion of positive stop and search for drugs

Current situation

Total Stop searches 365 - 122 positive. Scrutiny Report no. 20

Reasons

What are we doing

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

Indicator - Levels of Stop search for drugs within West Lothian YTD to 30th September 2017

Force TYTD	Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave	
		0				

Priority 5 - Making our roads safer:

Reduce the number of people Killed on our roads

Note - End of year figure 2016/17 = 4

Current situation

There have been three fatalities on West Lothian roads this year to date. This is one more than at this time last year.

Reasons

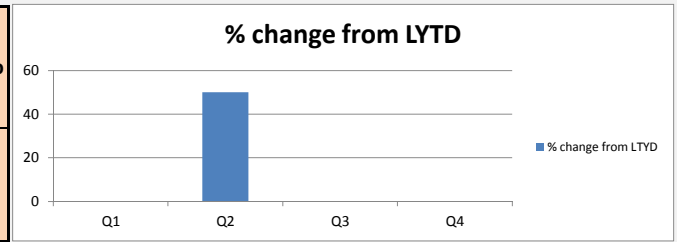
In the last quarter, one fatal accident occurred in High Street Linlithgow when a female fell on a bus and the other accident was on the A704 near to West Calder when the vehicle driver lost control and crashed down an embankment.

What are we doing

ALTERNATE is a Partnership road safety initiative with Road Policing resources from Edinburgh and Dalkeith being deployed to West Lothian to support local officers. This initiative involved hundreds of vehicles being stopped in West Lothian and a range of road safety offences were detected. The purpose of these checks is to prevent serious accidents through proactive driver engagement and enhanced road policing visibility. ALTERNATE Partnership focussed checks on M8 at Junction 4 13 September 2017, numerous vehicles stopped and mechanically inspected. The A71 and A89 remain priority routes in West Lothian for Road Policing deployment between core times 0730–0900hrs and 1630 and 1900hrs week days.

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

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave
	3	2	up 50%	N/A



West Lothian Wards 1st April to 30th September 2017

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

Priority 5 - Making our roads safer:

Reduce the number of people Seriously Injured on our roads

Note - End of year figure 2016/17 = 57

Current situation

Serious injuries resulting from road collisions in West Lothian have increased from 23 PYTD to 25 injuries YTD. This represents an 8.7% increase in the number of casualties.

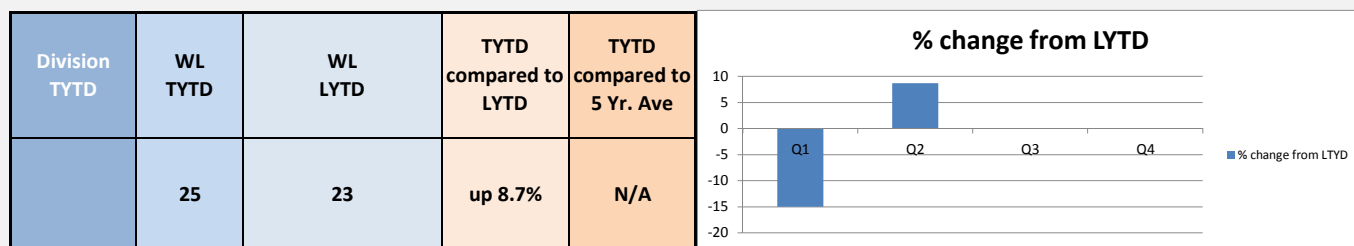
Reasons

The majority of collisions recorded within West Lothian were as a result of driver error, as opposed to any other reason. Speed and lack of observation were common factors which have resulted in collisions. There has been no trend regarding the location of serious injury accidents with accidents in several different wards. No serious accidents occurred on the motorway network in West Lothian in Q2. The A706 Linlithgow was the only road where there was more than one serious accident over the three month period but both accidents were on separate parts of the road.

What are we doing

There have been several meetings regarding road engineering with West Lothian Council with site visits to address Traffic management issues. New one way signs are to be placed in Almondvale Road Livingston after complaints of drivers performing U turns. There has been line painting in Lower Bathville Armadale following a serious accident when a child was knocked down. There has also been increased signage on the B7015 at Five Sisters Business Park following an accident. An Accident Investigation Project is also planned for the new junction in Houston Road at Grange Road Livingston in the coming weeks. There have been complaints of speeding in various locations including Threemiletown and East Main Street Broxburn. Both these locations have seen an increase in speed checks and high visibility patrols and liaison with colleagues in the council roads department.

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



West Lothian Wards 1st April to 30th September 2017

	Incidents this year	last year	% Change from last year
Linlithgow	2	4	down 50%
Broxburn, Uphall and Winchburgh	5	3	up 67%
Livingston North	5	1	up 400%
Livingston South	1	3	down 67%
East Livingston and East Calder	1	3	down 67%
Fauldhouse and the Breich Valley	5	3	up 67%
Whitburn and Blackburn	2	4	down 50%
Bathgate	3	2	up 50%
Armadale and Blackridge	1	0	n/a

Priority 5 - Making our roads safer:

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

Note - End of year figure 2016/17 = 7

Current situation

There have been three children seriously injured in the first half of this year. During the same period last year there were two child serious injuries. There have been no child fatalities during the past six months.

Reasons

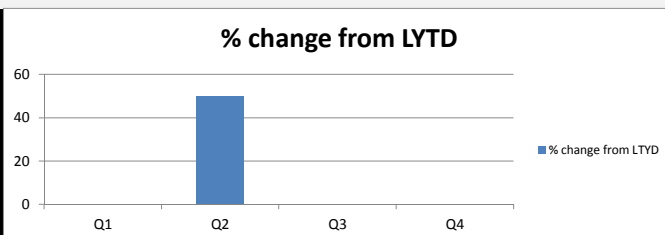
There were two accidents in Q2 resulting in a serious injury to a child in West Lothian. One accident involved a child running onto the road and being knocked down in Lower Bathville Armadale and the other accident occurred in Whitburn Road Bathgate when a girl was struck by a piece of wood which became loose from a van.

What are we doing

West Drive, a programme of events to emphasise risk and support good driving behaviour was delivered to 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 delivered this educational event which provided information on some of the responsibilities that young drivers have and the potential consequences of ignoring these. Attendees were able to interact with representatives from all agencies, stimulating discussion and an enhanced awareness of the dangers that can be faced on our roads. There is also a focus on school children travelling to and from school. Routes targeted by Road Policing with speed checks, this was supported by Community Officers who visited local schools to check parking outside schools. The 'Parksmart' initiative has been introduced across West Lothian led by Education and supported by local Police at all schools in the area. An issue at St Nicholas primary school, where local officers have had meetings with school, parents and local councillor has now been resolved and implemented with a turning circle being used to alleviate road safety risks at the school.

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

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave
	3	2	Up 50%	N/A



West Lothian Wards 1st April to 30th September 2017

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

Priority 5 - Making our roads safer:

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

Note - End of year figure 2016/17 = 218

Current situation

There has been a decrease in the level of drink driving offences detected with 82 persons charged year to date compared to 114 people for the same period last year. This equates to a 28.1% decrease in detections.

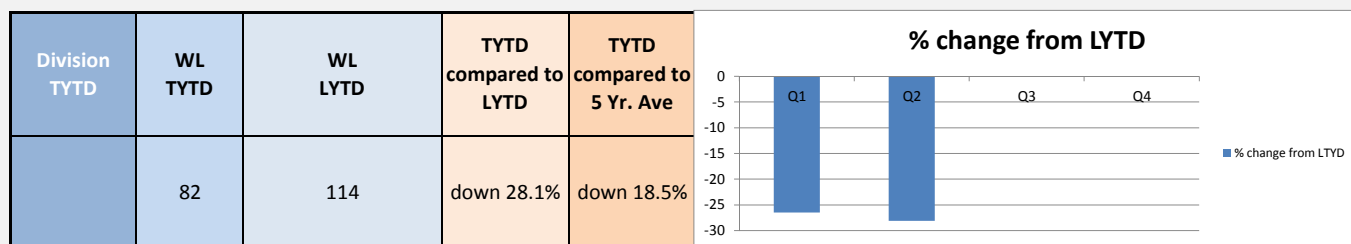
Reasons

Community officers along with Road Policing officers continue to target speed reduction on key routes identified as risk locations for collisions to reduce the level of road casualties. This has contributed to a preventative approach through visible deterrent. Community Action teams have also carried out several patrols as part of their monthly activity plans

What are we doing

As part of Operation Pinpoint a road safety campaign was held across West Lothian with several static road checks conducted. As a result of these road checks, 22 motorists were warned regarding speeding, one motorist was reported for driving whilst under the influence of alcohol and one Antisocial Behaviour warning was served on a motorist. The Festive Drink Drive Campaign starts on 1st of December and road policing will focus on road checks on priority routes with driver engagement being a key aspect of this activity. Over a two week period Community Action Team officers carried out a local vehicle enforcement initiative where several vehicles were removed from the roads that didn't have either insurance or were being driven without a valid licence. Fixed penalty tickets were also issued, in addition to the charges for no insurance/no licence.

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



West Lothian Wards 1st Apr to 30th September 2017

	Incidents this year	last year	% Change from last year
Linlithgow	11	12	down 9%
Broxburn, Uphall and Winchburgh	8	10	down 20%
Livingston North	6	13	down 54%
Livingston South	19	23	down 17%
East Livingston and East Calder	11	12	down 8%
Fauldhouse and the Breich Valley	1	9	down 89%
Whitburn and Blackburn	17	17	static
Bathgate	6	13	down 54%
Armadaile and Blackridge	3	5	Down 40%

Priority 6 - Tackling Serious and Organised crime

Increase the number of cash seizures & restraints through POCA legislation

End of year figure 2016/17 = £224,290

Current situation

West Lothian has seen the seizure and restraint of a calculated £92218 in the YTD. As previously reported, these figures should be treated with caution as they only represent figures for individuals who reside within West Lothian. Our policing approach to this area of business extends beyond West Lothian and indeed much more of the money seized across the country may well be attributed to West Lothian but is often difficult to prove.

Reasons

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

What are we doing

The disruption of organised crime groups remains a key tactic over the coming months. Engagement stalls were held in Livingston and Bathgate to offer advice on doorstep crime and bogus callers and online safety presentations have been shared with West Lothian schools (pupils and parents). This work is ongoing as this crime type can often be attributed to organised criminals. Intelligence continues to be developed regarding organised criminals and further enforcement activities are planned for the coming weeks to target named nominals. Disruption tactics will also be used with road traffic stops and stop searches continuing over the coming months.

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

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave	
£293,589	£92,218	£65,162	Up £27056	N/A	

Priority 7 - Drug Supply:

Increase the number of people detected for supplying drugs

Note - End of year figure 2016/17 = 162

Current situation

West Lothian had seen an increase of 25.9% in drug supply detections, with 107 crimes detected compared to 85 last year.

Reasons

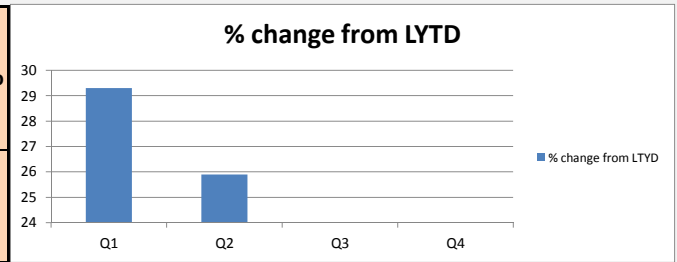
There continues to be a number of positive MDA house searches over recent months with Operation BORAH a focus for resources. This is a dedicated operation targeting cannabis cultivations in the West Lothian area. As a result of this operation numerous supply charges have been detected as well as significantly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

What are we doing

Operation Pinpoint was delivered in Whitburn, during which several addresses were searched under Misuse of Drugs warrants with 11 persons being reported for drugs offences and drugs with a street value of approximately £11,740.00 being recovered. On the final day of the 2016/2017 school year Operation Pinpoint was delivered across West Lothian supported by West Lothian Drug and Alcohol Service and West Lothian Youth Action Project. This saw engagement activity with youths, interventions and referrals for those found under the influence of alcohol/substances and several youths taken to a place of safety. Since the start of the 2017/2018 school year, several drug and alcohol awareness and prevention inputs have been delivered across high schools in West Lothian. In September, following a rise in incidents involving violence and disorder, specialist resources have been deployed in the Bathgate area. This resulted in the arrests of multiple offenders for possession of offensive weapons and crimes of violence. During the arrest of a violent offender s wanted on warrant, a cannabis cultivation with an estimated street value of £15,000.00 was recovered with the offender being reported for production and supply offences.

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

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave
	107	85	up 25.9%	up 20.2%



West Lothian Wards 1st Apr to 30th September 2017

	Incidents this year	last year	% Change from last year
Linlithgow	2	4	down 50%
Broxburn, Uphall and Winchburgh	8	3	up 167%
Livingston North	8	8	static
Livingston South	7	9	down 22%
East Livingston and East Calder	18	7	up 157%
Fauldhouse and the Breich Valley	21	18	up 22%
Whitburn and Blackburn	25	18	up 39%
Bathgate	15	12	up 25%
Armadale and Blackridge	3	6	down 50%

Priority 8 - Tackling Acquisitive Crime :

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

Note - End of year figure 2016/17 = 203

Current situation

There has been a decrease in the volume of housebreakings in the past year with 71 crimes recorded this year compared to 84 last year. This equates to a 15.5% decrease in this crime type. This is a very low figure compared to previous years totals.

Reasons

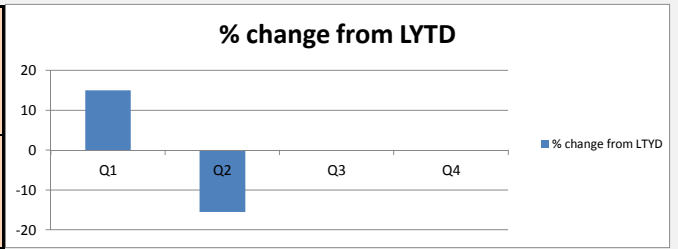
Armadale has seen an increase in housebreakings with criminals travelling from far and wide such as Glasgow and Edinburgh, using the motorway network. A recent housebreaking where a car was also taken from the property was solved as the vehicle was subsequently used in another serious incidence of housebreaking and theft in the Scottish Borders.

What are we doing

Where there have been incidents letters with crime prevention messages have been delivered and work is ongoing by local and specialist unit officers to deter, disrupt and detect those responsible. The Community Policing Team continue to focus on acquisitive crime and carry out follow up work after an incident to provide crime prevention in the area. The dedicated West Lothian team of officers in the Community Investigation Unit who investigate all domestic dwelling housebreakings are all experienced officers who have a detailed knowledge of offenders who target West Lothian. Following a spate of crime in Winchburgh officers have carried out extra patrols. They also posted home security advice on the Winchburgh community council website and they also organised a drop in/surgery in the community centre which was highlighted through social media. Nightly road checks are undertaken across the Local Authority to disrupt this activity.

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

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave
	71	84	down 15.5%	down 37.5%



West Lothian Ward 1st Apr to 30th September 2017

	Crimes this year	last year	% Change from last year
Linlithgow	5	13	down 62%
Broxburn, Uphall and Winchburgh	9	10	down 10%
Livingston North	10	13	down 23%
Livingston South	6	12	down 50%
East Livingston and East Calder	9	5	up 80%
Fauldhouse and the Breich Valley	1	9	down 89%
Whitburn and Blackburn	9	12	down 25%
Bathgate	12	6	up 100%
Armadaile and Blackridge	9	4	up 125%

Priority 8 - Tackling Acquisitive Crime :

Increase the detection rate for break-ins to Dwelling Houses

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

Current situation

The detection rate for residential housebreaking is 60.6% against a PYTD total of 34.5 after Q2 last year. The detection rate is unusually high due to a high volume of crimes detected against a few known recidivist offenders.

Reasons

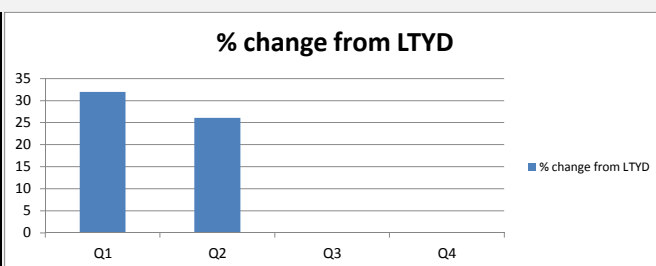
Whilst the number of reported domestic housebreakings continues to be low in the past quarter, challenges remain in relation to detecting offenders in relation to those within recent months. Specific criminal teams are working throughout the Central belt targeting high value vehicles by stealing keys after breaking into houses.

What are we doing

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

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

Division TYTD	WL TYTD	WL LYTD	TYTD compared to LYTD	TYTD compared to 5 Yr. Ave
	60.6%	34.5%	Up 26.1%	up 21.9%



West Lothian Wards 1st Apr to 30th September 2017

	Detection this year	last year	Change from last year
Linlithgow	220%	39%	up 182%
Broxburn, Uphall and Winchburgh	89%	50%	up 39%
Livingston North	60%	31%	up 29%
Livingston South	67%	33%	up 34%
East Livingston and East Calder	22%	80%	down 58%
Fauldhouse and the Breich Valley	100%	56%	up 44%
Whitburn and Blackburn	11%	17%	down 6%
Bathgate	42%	0%	up 42%
Armadaile and Blackridge	44%	0%	up 44%

Public Confidence - Number of complaints against the Police : YTD 01/04/2017 - 30/09/2017

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

Number of complaints	117	Number of Complaints per 10,000 Police Incidents	40.8
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	On duty	off duty	Quality of service allegations	Total Number of allegations
Allegations recorded	98	0	50	148



SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

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

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

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

D. TERMS OF REPORT

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

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

E. CONCLUSION

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

F. BACKGROUND REFERENCES

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

G. Contact Person: Alison Smith alison.smith@westlothian.gov.uk T: 01506 281367.

Alistair Shaw
Head of Housing Customer and Building Services

Date of meeting: 12th December 2017



LOCAL PLAN PERFORMANCE REPORT FOR WEST LoTHIAN



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Year to Date Report, 1st April – 30th September, 2017

**Working together
for a safer Scotland**



**West Lothian
Council**

DISCLAIMER

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

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

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

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<i>All fire casualties (fatal & non-fatal (incl. p/c's))</i>	9
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Introduction

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

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

The national priorities for the Scottish Fire and Rescue Service (SFRS) are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2016-2019 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the Local Fire and Rescue Plan for West Lothian 2014-2017 contribute towards the priorities within the West Lothian Local Outcome Improvement Plan 2013-2023 and the Community Safety Strategic Assessment 2015-18.

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

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

- Priority 1. Local Risk Management and Preparedness
- Priority 2. Reduction of Accidental Dwelling Fires
- Priority 3. Reduction in Fire Casualties and Fatalities
- Priority 4. Reduction of Deliberate Fire Setting
- Priority 5. Reduction of Fires in Non-Domestic Property
- Priority 6. Reduction in Casualties from Non-Fire Emergencies
- Priority 7. Reduction of Unwanted Fire Alarm Signals.

Area Manager David Lockhart
Local Senior Officer for Falkirk & West Lothian
David.Lockhart@firescotland.gov.uk

Performance Summary

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

Key performance indicator	Apr to (& incl.) Sep					RAG rating
	2013/14	2014/15	2015/16	2016/17	2017/18	YTD
All accidental dwelling fires	87	83	64	52	78	◆
All fire casualties (fatal & non-fatal (incl. p/c's))	26	10	26	16	19	◆
All deliberate fires	393	314	431	386	487	◆
Non domestic fires	48	48	55	34	42	◆
Special Service Casualties - All	34	56	49	77	66	●
False Alarms - All	1072	1075	995	1114	1016	●

RAG rating - KEY

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

Note

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

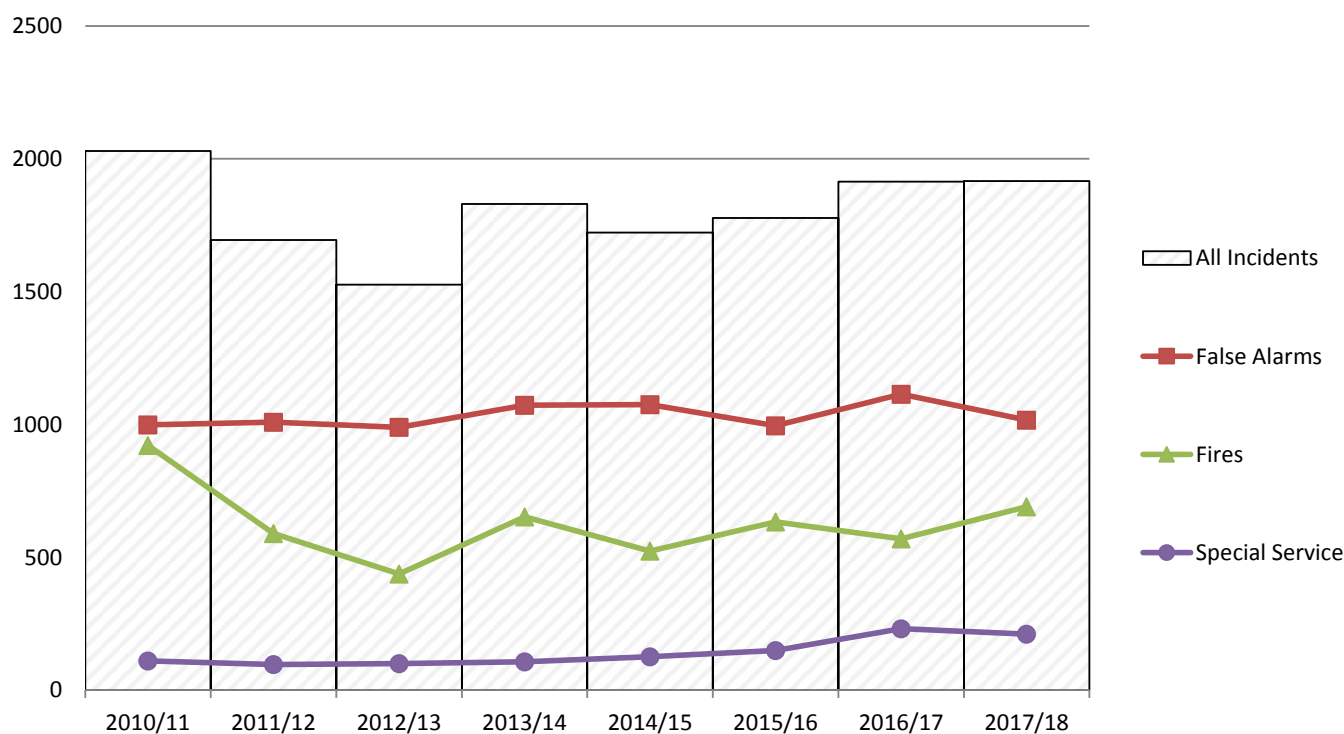
Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

SFRS has responded to a total of 2,099 incidents within the West Lothian area year to date 2017/18.

This is an increase of 9% when compared to the corresponding period 2016/17.

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



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

Reduction of 'All accidental dwelling fires'

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

Results

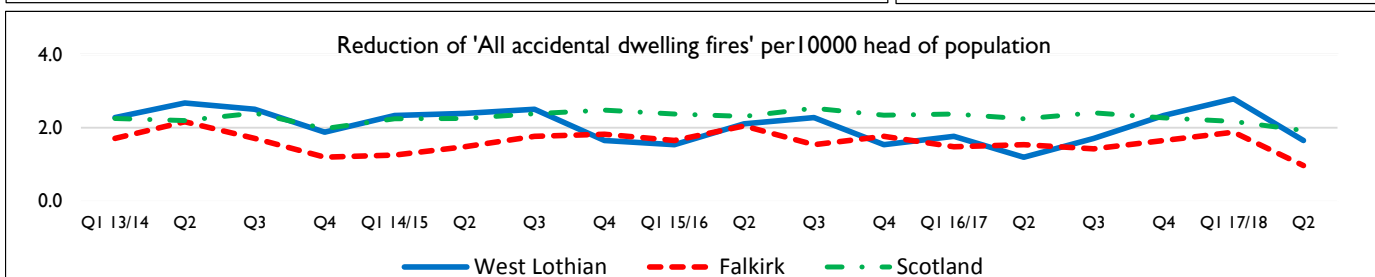
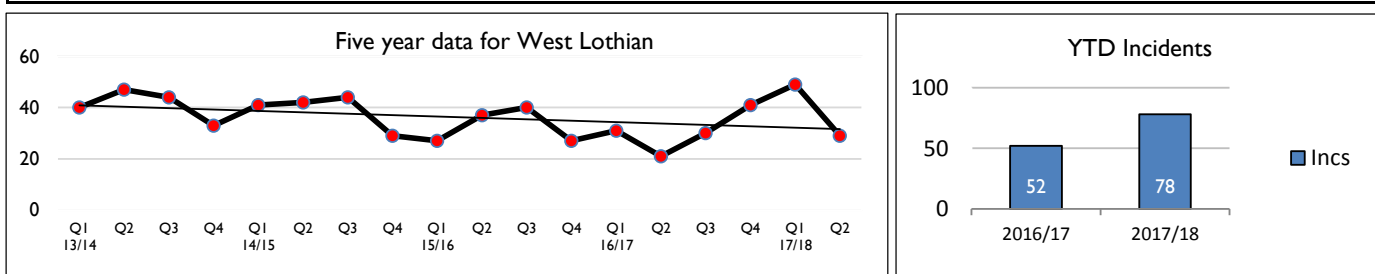
There has been an increase of 50% in accidental dwelling fires YTD 2017/18 compared to the same reporting period in 2016/17 however there has been a marked decrease from Q1 to Q2 2017/18 with a reduction of 38%. The five year trendline for West Lothian continues on a downward trajectory and SFRS will work hard to maintain this going forward.

Reasons

Over half of these incidents were in dwellings with a single occupant (54%), which on a number of occasions were elderly. Cooking continues to be the most prevalent cause of incidents (44%) with the occupant being distracted. Alcohol or Drugs have been identified as a contributory factor on only seven occasions (9%) and 25 involved evacuation (31%).

Actions

SFRS will continue to seek out new ways to reduce accidental dwelling fires. Appendix I provides further details on our prevention activities in relation to this priority.



YTD ward ave. for West Lothian - 9	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	87	83	64	52	78	
Linlithgow	11	6	4	2	7	
Broxburn, Uphall and Winchburgh	7	9	7	7	8	
Livingston North	9	7	7	4	7	
Livingston South	6	11	6	7	7	
East Livingston and East Calder	11	10	7	5	11	
Fauldhouse and the Breich Valley	6	6	4	10	9	
Whitburn and Blackburn	19	20	10	7	10	
Bathgate	15	5	13	7	11	
Armadale and Blackridge	3	9	6	3	8	

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

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

Results

There has been a 19% increase fire casualties YTD 2017/18 when compared to the same period 2016/17. However there has been a reduction of four casualties from Q1 2017/18. The West Lothian five year trendline remains fairly static overall.

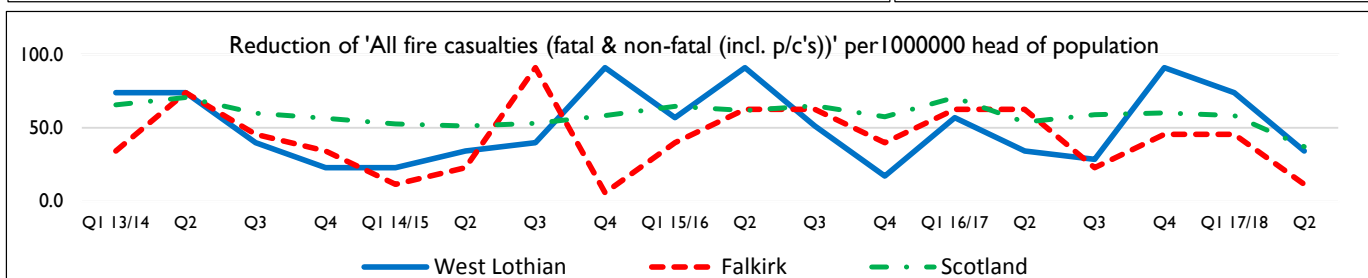
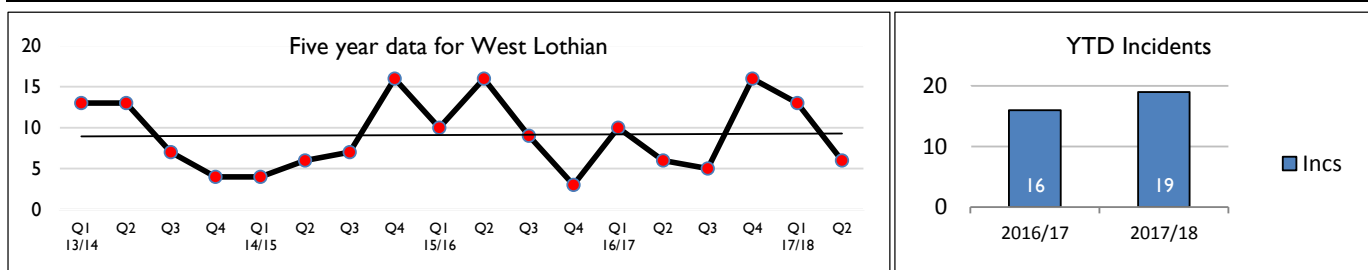
Reasons

11 of the casualties reported suffered from smoke inhalation, with six having breathing difficulties. Only one casualty required rescue assistance. Only four casualties required hospital treatment with others receiving medical assistance from the SFRS and/or Scottish Ambulance Service at the scene. There have been no fire fatalities during the YTD reporting period in West Lothian.

Actions

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

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



YTD ward ave. for West Lothian - 2	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	26	10	26	16	19	
Linlithgow	0	0	3	0	1	
Broxburn, Uphall and Winchburgh	2	0	2	1	0	
Livingston North	0	3	3	0	4	
Livingston South	1	3	2	2	1	
East Livingston and East Calder	5	0	2	2	5	
Fauldhouse and the Breich Valley	3	1	0	3	3	
Whitburn and Blackburn	8	0	3	3	0	
Bathgate	6	3	5	3	3	
Armada and Blackridge	1	0	6	2	2	

Reduction of 'All deliberate fires'

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

Results

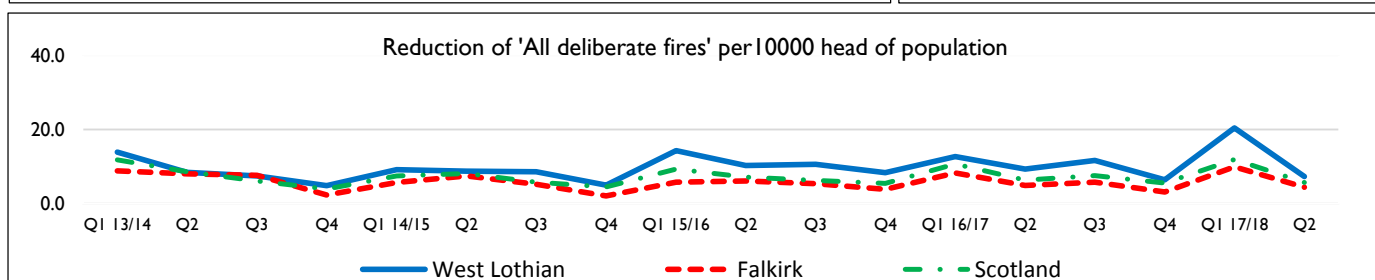
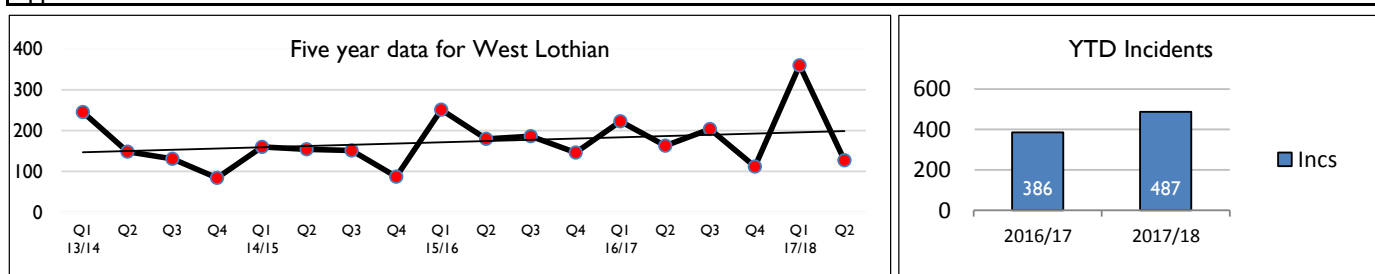
There has been an increase of 26% in deliberate fires YTD during 2017/18 when compared to the same reporting period in 2016/17 however there has been a marked reduction from Q1 to Q2 2017/18 of 63%. The 5 year trendline for West Lothian shows a slight upward trajectory. This trendline based upon Deliberate Fire Setting /10,000 population is similar to the trend across Scotland. We will continue to seek out new opportunities to reduce the occurrence of deliberate fires.

Reasons

Data analysis shows deliberate fires account for 23% of all incidents attended by SFRS in this reporting period. 62 of these fires involved woodland, crops and scrubland, with 49 involving loose refuse and 48 involving wheelie bins. Deliberate fires peaked in the month of April, with a significant number of incidents occurring between 5pm and 9pm over the weekend periods. This is not unique to West Lothian and is replicated across Scotland, evidence suggests that much of the Deliberate Fire activity can be associated with young people involved in anti-social behaviour.

Actions

We use a range of methodologies and local initiatives as part of our Thematic Action Plans throughout the year. Knowledge input to schools plays a key part in reducing Deliberate Fire Setting and anti-social behaviour. Linking in with our partners on initiatives such as 'Pinpoint' will demonstrate a more targeted approach. SFRS are endeavouring to use facebook to deliver community safety messages this will augment media messaging through GLOW. Further details of our continued efforts to reduce this priority is provided in Appendix 2.



YTD ward ave. for West Lothian - 54	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	393	314	431	386	487	
Linlithgow	14	10	11	5	13	
Broxburn, Uphall and Winchburgh	19	28	65	34	33	
Livingston North	46	27	54	58	108	
Livingston South	65	60	59	67	65	
East Livingston and East Calder	59	62	71	47	58	
Fauldhouse and the Breich Valley	57	43	49	49	64	
Whitburn and Blackburn	40	35	56	36	63	
Bathgate	45	20	25	63	46	
Armada and Blackridge	48	29	41	27	37	

Reduction of 'Non domestic fires'

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

Results

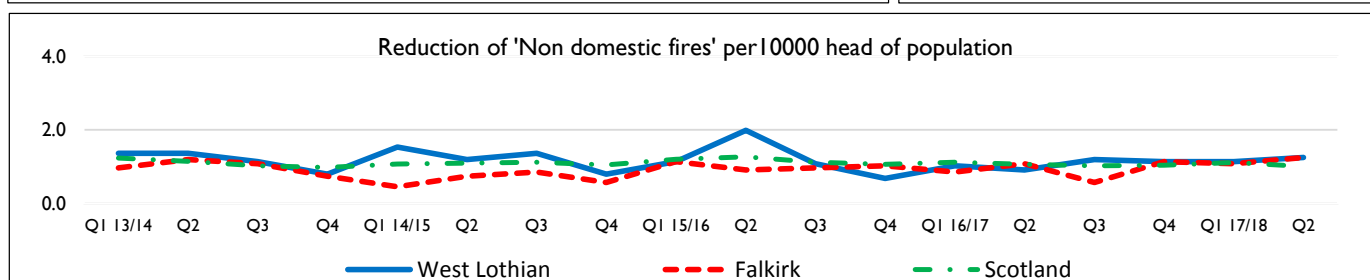
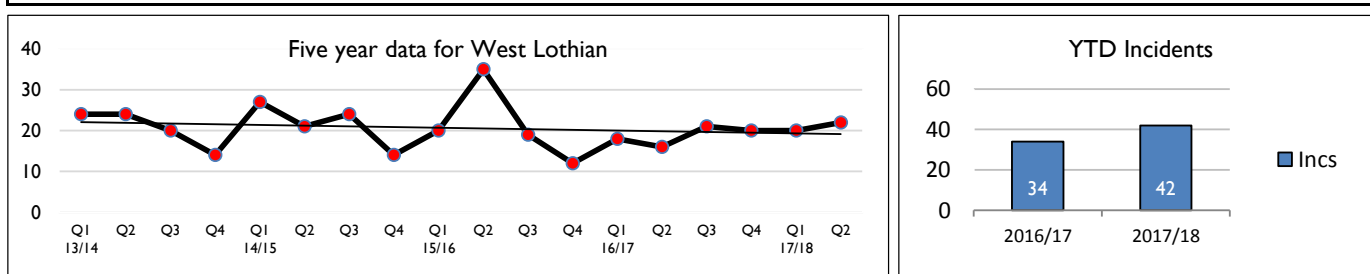
There has been an increase of 23% in non domestic fires YTD 2017/18 compared to the same period 2016/17. There were no real trends showing here, the highest occurrences were sheds with four fires, three in care homes and three in secure accommodation. The long term trend for fires in Non-Domestic Property /10,000 population in West Lothian is showing a slight decline.

Reasons

The long term decrease in non domestic fires can be attributed SFRS Fire Safety Enforcement Officers supported by local crews providing education and advice to non domestic premises duty holders. It is noted that there has been a slight increase from Q1 and SFRS will work hard to reduce this moving forward.

Actions

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



YTD ward ave. for West Lothian - 5	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	48	48	55	34	42	
Linlithgow	7	3	2	1	5	
Broxburn, Uphall and Winchburgh	7	6	10	6	4	
Livingston North	3	2	4	1	2	
Livingston South	9	11	11	5	7	
East Livingston and East Calder	3	8	10	5	13	
Fauldhouse and the Breich Valley	5	5	3	3	3	
Whitburn and Blackburn	4	4	9	3	3	
Bathgate	7	5	2	6	4	
Armadaale and Blackridge	3	4	4	4	1	

Reduction of 'Special Service Casualties - All'

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

Results

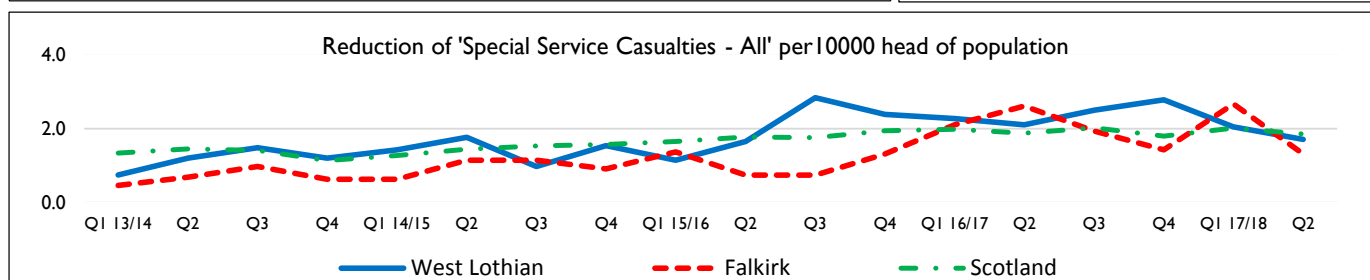
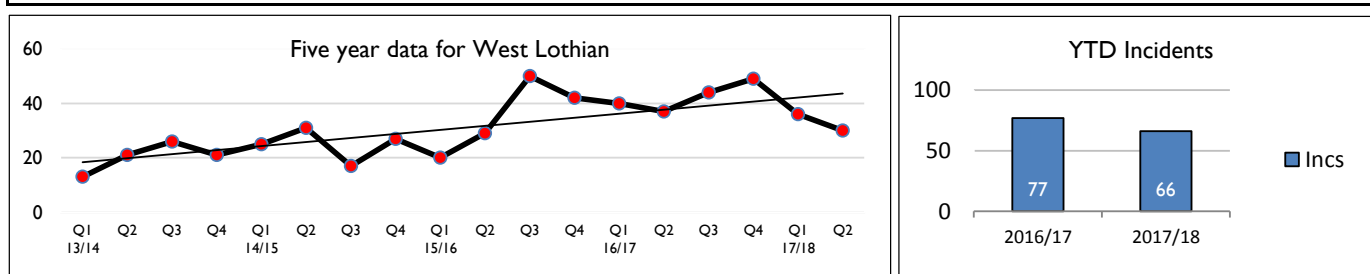
The original aim was to reduce Casualties from Non-Fire Emergencies in West Lothian by 4% per year, however since that target was set SFRS has commenced a pilot 'Out of Hospital Cardiac Arrest' (OHCA) initiative. This target cannot now be achieved and will be reviewed in the new local plan. SFRS continues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

Reasons

A high proportion of Special Service casualties were as a result of Road Traffic Collisions (RTC). We have had 34 RTC related casualties YTD 2017/18, 2 of which were a fatalities, compared to 35 in the same reporting period in 2016/17. This represents a slight decrease. Other casualties of which there were 32 are classed as medical emergencies, where the SFRS have supported SAS in responding to medical emergencies and Out of Hospital Cardiac Arrests.

Actions

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



YTD ward ave. for West Lothian - 7	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	34	56	49	77	66	
Linlithgow	2	4	6	11	9	
Broxburn, Uphall and Winchburgh	2	4	7	4	0	
Livingston North	4	0	6	7	8	
Livingston South	2	6	3	3	5	
East Livingston and East Calder	8	3	13	6	5	
Fauldhouse and the Breich Valley	4	7	1	9	5	
Whitburn and Blackburn	7	11	8	18	20	
Bathgate	3	8	4	16	12	
Armada and Blackridge	2	13	1	3	2	

Reduction of 'False Alarms - All'

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

Results

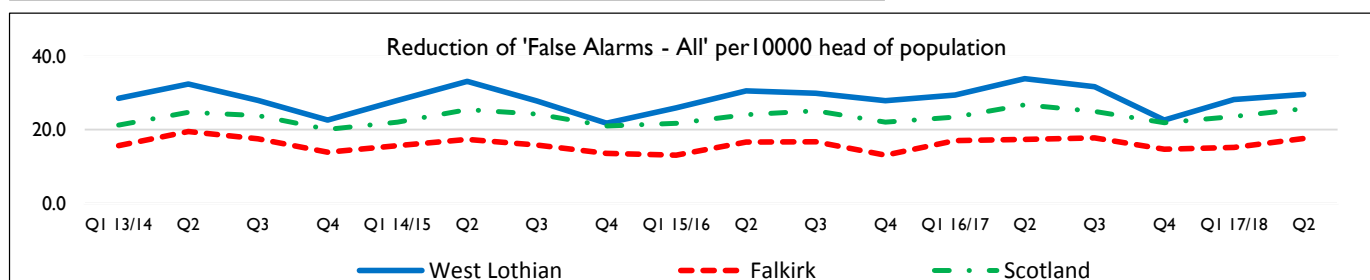
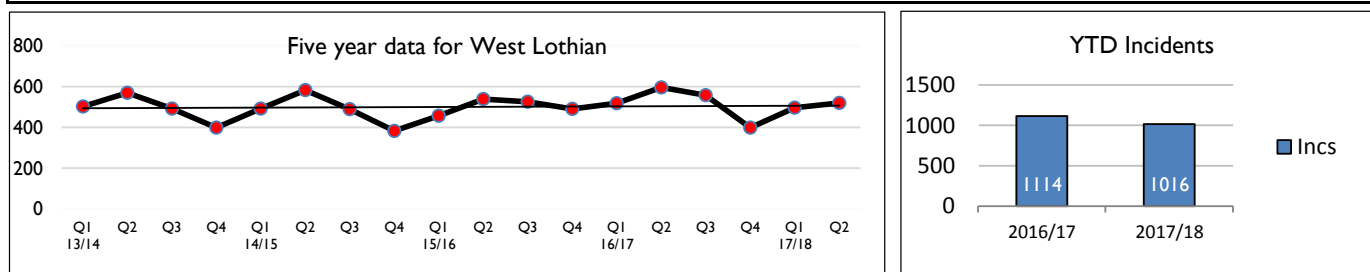
YTD 2017/18, SFRS attended 1016 false alarms compared to 1114 in the same period 2016/17. This is a 8% decrease in false alarms. Unwanted Fire Alarm Signals (UFAS) accounted for 549 of these calls which is 54% of False Alarms attended by SFRS. Appendix 5 will provide greater detail in explaining this trend.

Reasons

Common UFAS causes are: Faulty apparatus (17%), careless or accidental activation (13%), contaminants (12%). The largest amount of UFAS instances were in Educational Establishments (18%), Warehouses (11%), and Offices (10%). SFRS have analysed the trends for UFAS and are engaging with duty holders to seek reductions. SFRS UFAS policy has been implemented appropriately. It is envisaged that the work done will be reflected in a reduction in the coming quarters.

Actions

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



YTD ward ave. for West Lothian - 113	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	1072	1075	995	1114	1016	
Linlithgow	66	52	52	72	50	
Broxburn, Uphall and Winchburgh	127	149	132	116	81	
Livingston North	102	128	83	113	96	
Livingston South	240	234	229	227	258	
East Livingston and East Calder	126	117	111	161	134	
Fauldhouse and the Breich Valley	91	87	78	88	78	
Whitburn and Blackburn	140	147	154	142	126	
Bathgate	110	112	104	130	137	
Armada and Blackridge	70	49	52	65	56	



SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

WEST LOTHIAN LOCAL FIRE AND RESCUE PLAN 2017

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report presents the draft Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for West Lothian 2017, which is currently out to consultation.

B. RECOMMENDATION

Panel Members are asked to note the content of the report and if appropriate provide feedback which will be reported to Council Executive.

C. SUMMARY OF IMPLICATIONS

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

VIII Consultations

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

D. TERMS OF REPORT

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. The plan requires the approval of the Local Authority.

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; and
- Such other matters relating to the carrying out of SFRS's functions in West Lothian as SFRS thinks fit.

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.

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; and
- Unwanted Fire Alarm Signals.

The priorities of the plan align to those of the Community Safety Strategy and the strategic themes of the Local Outcome Improvement Plan

The Plan includes key performance targets which will allow for the scrutiny of performance by members of the Services for the Community PDSP.

E. CONCLUSION

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.

F. BACKGROUND REFERENCES

None.

Appendices: West Lothian Local Fire and Rescue Plan 2017 Draft

Contact Person: Alison Smith, alison.smith@westlothian.gov.uk T: 01506 281367.

Alistair Shaw
Head of Housing, Customer and Building Services

Date of Meeting: 12 December 2017



LOCAL FIRE AND RESCUE PLAN

FOR WEST LoTHIAN

2017



DRAFT PLAN FOR CONSULTATION

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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.

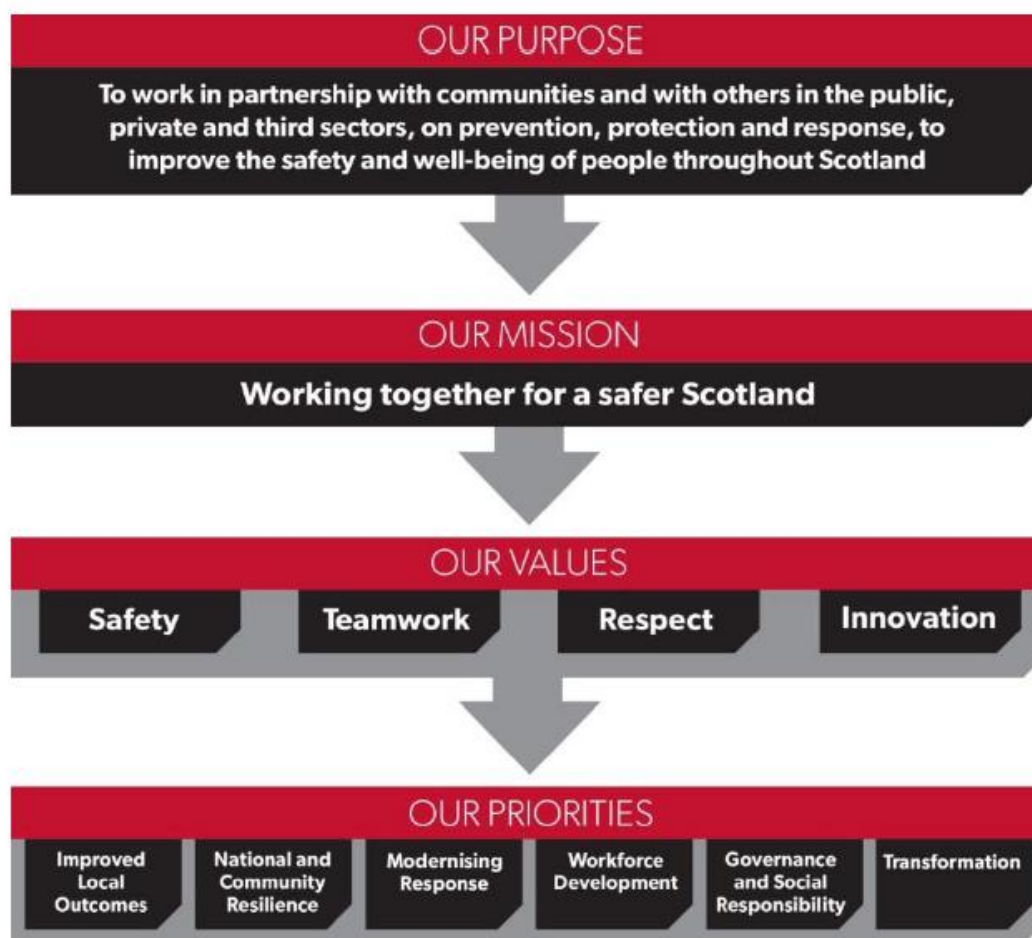
This Plan also takes cognisance of the strategic direction of the SFRS Board insofar that the Service needs to transform to meet the changing world around us in terms of threats from terrorism, severe weather events and the need to care for an ageing population in their homes. This changing environment 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.



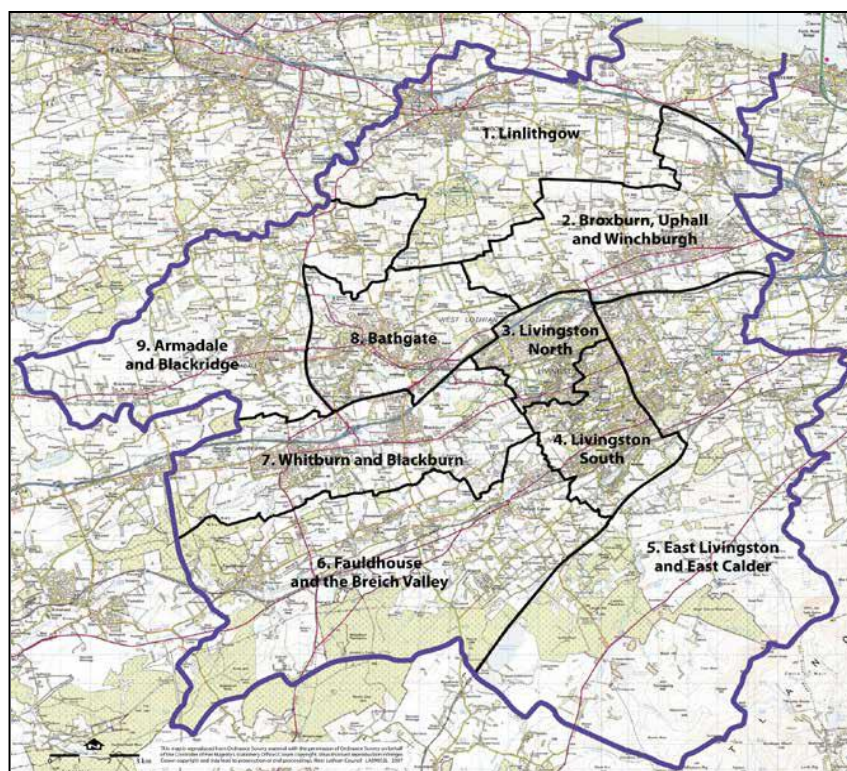
These have been shaped with due regard to the challenges we face and to what we need to achieve to be a highly effective, sustainable public service. Operating within a climate of significant financial uncertainty and public service reform means we need to transform how we operate. This will particularly 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. Historically 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:

West Lothian LOIP Outcomes	Local Fire and Rescue Plan for West Lothian Priorities						
	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

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<http://www.scotland.gov.uk/Publications/2005/02/20630/51567>

Scotland's Road Safety Framework to 2020
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SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN BONFIRE AND FIREWORK REPORT 2017

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to provide Panel Members with an update on the preventative and operational response activities conducted by the Scottish Fire and Rescue Service and Police Scotland during the bonfire and firework period 2017.

B. RECOMMENDATION

Panel Members are asked to note the content of the report.

C. SUMMARY OF IMPLICATIONS

I Council Values	Being honest, open and accountable; Focusing on our customers' needs; Making best use of our resources; and Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The production and Council approval of the Local Police and Local Fire and Rescue Plan is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	None.
V Relevance to Single Outcome Agreement	<p>This report will have a positive impact on the following SOA indicators:</p> <p>We live in resilient, cohesive and safe communities.</p> <p>People most at risk are protected and supported to achieve improved life changes.</p>
VI Resources – (Financial, Staffing and Property)	None.
VII Consideration at PDSP	N/A

VIII Consultations

Community Planning Partners, Elected Members.

D. TERMS OF REPORT

This report provides members with an overview of the preventative and operational response joint activities conducted by the Scottish Fire and Rescue Service (SFRS) and Police Scotland within the West Lothian area during the bonfire and firework period in 2017.

SFRS and Police Scotland adopt a partnership approach to dealing with the bonfire and firework period. As per previous years, SFRS has led a Task and Finish Group as part of the tasking arrangements within the West Lothian Community Safety Partnership.

E. CONCLUSION

This report updates the Panel on the preventative and operational response activities conducted by the Scottish Fire and Rescue Service and Police Scotland, West Lothian resources during the bonfire and firework period 2017.

F. BACKGROUND REFERENCES

None.

Appendix 1: West Lothian Bonfire and Firework Report 2017.

G. Contact Person: Alison Smith alison.smith@westlothian.gov.uk T: 01506 281367.

Alistair Shaw
Head of Housing, Customer and Building Services

Meeting Date: 12 December 2017

The logo for the West Lothian Community Safety Unit features the text 'WESTLOTHIAN COMMUNITY SAFETY UNIT' in a blue, sans-serif font. The text is arranged in three lines: 'WESTLOTHIAN' on the top line, 'COMMUNITY' on the middle line, and 'SAFETY UNIT' on the bottom line. The background of the logo consists of several overlapping, wavy, light blue lines that create a sense of movement and depth.

WESTLOTHIAN
COMMUNITY
SAFETY UNIT

Bonfire / Fireworks Report 2017
West Lothian

1. INTRODUCTION

- 1.1 This report provides members of the West Lothian Council Services for Communities Policy Development and Scrutiny Panel with an overview of the multi-agency preventative and operational response joint activities within the West Lothian area during the Bonfire / Firework Period 2017.
- 1.2 As per previous years, Scottish Fire and Rescue Service (SFRS) led a Task and Finish Group as part of the tasking arrangements within the West Lothian Community Safety Partnership in order to adopt a partnership approach to delivering preventative activities and responding to incidents over the Bonfire / Firework Period.
- 1.3 A Bonfire Strategy for West Lothian was created for 2017 to ensure Community Safety Partners work together to minimise the impact of deliberate fire setting and fire related antisocial behaviour over the peak autumn period leading up to 5 November, and to coordinate arrangements within West Lothian to ensure the safety of emergency responders and key partners.

2. PREVENTATIVE ACTIVITIES

- 2.1 A number of multi-agency preventative activities were employed to raise awareness of the potential dangers of bonfires and fireworks. Community Safety Partners were involved in the following initiatives as part of the multi-agency approach:

Demand reduction education plan

- Targeted educational inputs were offered/delivered to all secondary schools
- All primary schools were provided with interactive educational resources through GLOW
- Delivery of educational inputs to primary school within areas known to be problematic, identified through the Community Safety Unit Bonfire analytical product
- Supply of awareness raising posters to all schools.

Identification of unlicensed bonfires/fireworks

- Reporting unlicensed bonfires to Nets and Land Services through the Daily tasking process and by direct contact to Nets and Land Services
- Visitations to potentially dangerous bonfires
- Joint visitation to domestic premises where stock fireworks were being stored to provide advice.

Community engagement

- Multi-agency patrols to engage with youths at known hot spots
- Visitation to Youth clubs and drop in centres
- Contribution towards multi-agency press release
- Provision of safety advice through twitter @scotfire_FlkWL

- Safety advice at SFRS website www.firescotland.gov.uk
- Provision of safety advice to West Lothian Council for their website

3. OPERATIONAL SFRS RESPONSE ACTIVITY

3.1 On 5 November 2017 the number of dangerous bonfire incidents dealt with by operational crews increased by 90%, (an increase of 9 incidents) when compared to 2016. The following tables provide a comparison of operational response activity over a 5-year period:

5 November

Year	2013	2014	2015	2016	2017
Dangerous Bonfires¹	15	12	9	10	19

3.2 Over the 8-day period from 31 October to 7 November 2017, the number of dangerous bonfires dealt with by operational crews increased by 29% (an increase of 6 incidents) when compared to 2016. The following tables provide a comparison of operational response activity over a 5-year period:

31 October – 7 November

Year	2013	2014	2015	2016	2017
Dangerous Bonfires¹	21	15	14	15	21

3.3 The weather on 5 November 2017 was relatively clear, with only light sporadic showers of rain in places and therefore should be considered as a contributory factor in the number of bonfire related incidents on 5 November itself.

4. VIOLENCE TO SFRS CREWS

- 4.1 There was one attack on Firefighters recorded on the 5th November 2017 which is an increase from zero the previous year.
- 4.2 SFRS has a zero tolerance to violence to staff and as such, all incidents are reported to Police Scotland for further investigation.

5. OPERATIONAL POLICE SCOTLAND RESPONSE ACTIVITY

5.1 Anti-Social Behaviour (ASB) calls for the period 1 to 8 November increased from 219 calls in 2016 to 247 in 2017, an increase of 12.8%. This level is still lower than the total number of calls seen two years ago (2015) for this period. One reason for the increase

¹ Dangerous Bonfire: A Bonfire, which is not under adult supervision and has the potential to cause damage to other surrounding property or injury if there is no intervention.

this year is the fact that the 5 November was a Sunday. This is generally a day with a relatively low number of ASB calls whereas this year's total was higher due to the volume of incidents over the full weekend period.

	01-11	02-11	03-11	04-11	05-11	06-11	07-11	08-11	Total
2017	31	28	38	37	53	19	20	21	247
2016	28	24	21	38	47	20	21	20	219

ASB Calls responded to by Police Scotland

5.2 Youth disorder has gone down from 54 calls for this period 2016 to 42 calls in 2017, a reduction of 22%. This is a very positive reduction as the total youth calls in 2016 was considered to be a low total. Livingston North and Blackburn were the only two areas to show a high number of calls.

5.3 No Assaults were recorded on Police Scotland employees relating to the Bonfire / Firework period.

6. NATIONAL HEALTH SERVICE DATA

6.1 Figures provided by NHS Lothian show that there were 4 admissions to St John's Hospital relating to the Bonfire / Firework period 2017, which were as follows:

- A female being struck in the head with a firework and subsequently falling against her child. Both suffered minor injuries
- A male suffered minor burns to his hand whilst handling a firework
- A male constructing a bonfire rather than being caused by a fire or firework.

7. CONCLUSIONS

7.1 Whilst there has been a 29% increase to SFRS regarding bonfires and firework related incidents over the period 31 October to 7 November 2016, in perspective this relates to an increase of 6 incidents. The 90% increase on the 5 November also only relates to an increase of 9 incidents.

7.2 Historical evidence shows that weather conditions and the day of the week that 5 November falls upon, has a direct relationship to activity levels during the period 31 October to 7 November. This year the weather was dry for the above period and 5 November was a Sunday.

7.3 The reduction in youth disorder calls to Police Scotland highlights the benefits of partnership working and having Police officers and partner agencies in the right places at the right time to help prevent calls.

7.4 The continued partnership working through West Lothian Community Safety Partnership appears to have had a positive impact on public awareness and the approach to bonfire celebrations on the lead up to 5 November.

7.5 The 2017 Bonfire Strategy for West Lothian appears to have contributed to this positive impact and will be reviewed to remain relevant to Community Safety Unit partners.

8. RECOMMENDATION

8.1 West Lothian Council Services for Communities Policy Development and Scrutiny Panel is invited to:

Consider and make any comment in relation to this report.

Report Authors:

Watch Manager Desmond Donnelly

Partnership Analyst Colin Heggie

Report Date:

21 November 2017



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

COMMUNITY SAFETY UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To inform Panel Members on the strategic development of Community Safety in West Lothian and other local and national developments. In addition, the report includes the performance information from the Community Safety Unit on the Safer Neighbourhood Teams (SNT).

B. RECOMMENDATION

Panel members are asked to note the developments of partnership working in the field of community safety and to note the performance information detailed for the Safer Neighbourhood Team.

C. SUMMARY OF IMPLICATIONS

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

VI	Resources - (Financial, Staffing and Property)	Antisocial Behaviour funding, Scottish Government and Community Safety Funding.
VII	Consideration at PDSP	None
VIII	Other consultations	Police Scotland, Scottish Fire and Rescue Service, West Lothian Council Legal Services, Social Policy, Environmental Health & Trading Standard, Housing Construction & Building Services, West Lothian Drug and Alcohol Service (WLDAS), West Lothian Youth Action Project (WYLAP) and West Lothian Victim Support.

D. TERMS OF REPORT

This report highlights a number of ongoing community safety good practice initiatives and provides information on both local and national relevant strategic developments.

In addition, the report provides performance data (Appendix 1) from the Community Safety Unit.

D1 Local Updates

One Punch Campaign

West Lothian Partnership carried out a summer long campaign to increase the awareness of serious injuries and deaths resulting from a single punch. Partners in Education assisted with supporting the campaign and informing pupils of the seriousness of the injuries resulting from such violence and displayed posters around educational facilities in support.

D2 Travellers Encampments

West Lothian Safer Neighbourhood Team and Police Scotland worked with other partners in order to carry out environmental visual audits of sites identified and reduce the risk to local communities in relation to the noise, pollution and thefts. Those identified in the thefts have been charged and reports submitted to the procurator fiscal. Partners work hard to maintain a balance to ensure that travellers are treated with respect whilst ensuring that they are receiving all their entitlements whilst dealing with any complaints or carrying out local procedures to reduce the antisocial behaviour.

D3 Operation Pinpoint

A multi-agency Pinpoint Operation was carried out in Whitburn during quarter 1. WLC and Police Media were used to publicise Operation Pinpoint daily. The Daily Record covered the Monday 'MDA kick off' and a broader picture of the operation. This was also publicised in the West Lothian Courier. The issues being addressed were;

- Youth disorder and drinking alcohol in public
- Antisocial behaviour
- Lack of community ownership / responsibility

The outputs achieved in Whitburn include;

- 4 partnership surgeries carried out throughout the afternoon and evenings
- Environmental Visual Audit with Police, SFRS, SNT, NETS, Regeneration Project, Community Council, Planning Department, Woodland Trust, WLC Environmental Enforcement Officers. Structured Audit and report with identified tasks allocated to various agencies (ongoing)
- Partnership engagement at Gala events
- Clean Up – ‘Whitburn Academy litter pick’ with Police and Nets around the School Area culminating in 20 large rubbish bags collected. As a result, NETS Education Officers attended other Whitburn Schools to reduce litter dropping.
- Whitburn Cigarette Campaign- cleaning up litter outside pubs and betting shops
- Licensed premises checks – all off sales premises in Whitburn were visited by the License Department and Police Ward Officers. Inspections carried out and corrective advice and support given where required.
- Test Alcohol Purchase operation in Whitburn- premises checked and passed

Overall the Whitburn Pinpoint was extremely well received by not only the local community but also the relevant partners, with the focus being community ownership of problems and positive engagement. Feedback has been positive and the level of youth ASB decreased over the gala period. Bathgate benefited from the next Pinpoint Operation, carried out over Quarter 2. The full outcomes achieved are still being collated and will be reported at a later date.

D4 Firework and Bonfire Season

Partners met to discuss this year’s strategy and accident prevention campaign for the Bonfire period. A Community Safety Partnership ‘Bonfire Strategy’ was developed and a multi-agency Annual Plan was also developed. Meetings took place to ensure that information and intelligence was being received from all the partners, analytical information was being utilised, previous issues and any activity planned within our communities was taken into account to ensure that this year Bonfire period was safe and fun for all participating in it.

- A programme of thematic education took place in targeted schools carried out by SFRS in the lead up to bonfire night.
- Liaison with partners on the reduction of antisocial behaviour involving bonfires took place through the daily tasking process.
- A multi-agency review will be carried out to include:
- Bonfires removed
- Personnel encountering ASB
- Hospital admissions concerning fire/firework related injuries

D5 National Updates

New National Standards for Prisoners Families support

A new National Framework for Prison Visitor Centres has been unveiled which aims to address the support needs of families affected by imprisonment. The aim will be to help reduce reoffending and also improve the health and life chances of both prisoners and their families. The strategy can be downloaded at ; <https://www.familiesoutside.org.uk/national-performance-framework-for-prison-visitors-centres-in-scotland/>

D6 Community Choices Fund

The Scottish Government announced that the 2017/18 Community Choices Fund is open for applications. It is a relatively new fund to support participatory budgeting (PB) in Scotland. It is now recognised internationally as a way for local people to have a direct say in how public funds can be used to address local needs with targeted work particularly aimed at deprived areas. It compliments the Community Empowerment (Scotland) Act 2015 which will give communities more powers to take their ambitions and aims forward.

D7 Equality Discrimination

Over two hundred projects working to promote equality and address discrimination will benefit from more than £20 million investments over the next year. The full lists of projects to benefit can be seen at;

<http://beta.gov.scot/news/20-million-to-advance-equality-and-tackle-discrimination/>

D8 20's plenty - Pre-legislative Consultation

Mark Ruskell MSP launched a pre-legislative consultation on the introduction of a standard 20 mile per hour limit in built up areas across Scotland. We know reducing speed cuts accidents and save lives, whilst encouraging walking and cycling and lowering air pollution however the process for creating 20mph zones remains costly and time consulting for councils. Mr Ruskell MSP is now consulting on a Members Bill to change the default speed limit in built up areas across Scotland from 30mph to 20mph.

Information can be obtained from;<http://www.smartsurvey.co.uk/s/20mphSpeedLimits/>

D9 Performance Data

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

The number of new antisocial behaviour cases (Table 1.1) varies across West Lothian with some wards having more cases than others. There is no definitive reason for the level of numbers being reported from ward to ward and demographic variations and house type can all contribute to the way in which behaviour from others is tolerated or becomes intolerable to others. Investigations involve conducting mediations, issuing warnings, referring individuals to victim support and patrolling ward areas working with partners in the Community Safety Unit and with Housing teams.

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

Data included in (Table 1.3) provides a breakdown of total incidents that are reported across each ward and a summary of the type of incidents received is set out in (Table 1.4). Where the antisocial behaviour is resolved the incident will be closed off, however where further reports are received and occurs on two or more occasions causing fear, alarm and distress then SNT officer will open a case.

Officers close cases where possible within the 3 month target period where a resolution has been found, this information is set out in (Table 1.6). The target of 3 months is set locally and is reported as part of the annual return to the regulator. Cases can be open longer depending on nature of the case.

Noise nuisance calls detailed (Table 1.5) highlights some of the ways in which the noise nuisance calls are dealt with under the legislation (Part 5 of the Antisocial Behaviour (etc.) (Scotland) Act 2004) available to the officers and how many actions were completed. Not all noise nuisance reports fall into this aspect of the ASB legislation and complainants may only require advice and assistance or dealt with using alternative ASB tools. The number of Antisocial Behaviour Orders (ASBO) remains relatively low. (Table 1.7) ASBOs are deemed as a last resort to all other methods of curtailing antisocial behaviour within communities. It is only when particular individuals refuse to heed warnings issued, that the Antisocial Behaviour Order is requested.

E. Conclusion

This report informs Panel Members of ongoing developments in the national context and local updates across the Community Safety Partnership. In addition, the report provides performance data from Safer Neighbourhood Team.

F. Background References

None

Appendices/Attachments: Appendix 1 – Performance Data from the Safer Neighbourhood Team.

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CMT member:

Alistair Shaw

Date of meeting: 12th December 2017

Appendix 1

Table 1.1

Cases New Opened in Month by Area							
	Apr 2017	May 2017	June 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017
Armadale and Blackridge	7	5	5	7	2	1	4
Bathgate	9	10	8	13	4	12	6
Broxburn, Uphall and Winchburgh	2	6	7	6	5	2	1
East Livingston	0	2	1	0	3	0	0
Fauldhouse and Breich Valley	6	4	2	3	1	3	8
Linlithgow	1	0	2	0	1	1	0
Livingston North	2	7	3	1	1	1	1
Livingston South	3	0	2	2	3	2	1
Whitburn and Blackburn	7	10	0	8	11	4	2
Total	37	44	30	40	31	26	23

Table 1.2

Total Active Cases each Month							
	Apr 2017	May 2017	June 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017
SNT Officer Cases	87	78	83	91	92	69	74

Table 1.3

Incident by Ward in the Month							
	Apr 2017	May 2017	June 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017
Armadale and Blackridge	31	22	30	35	23	21	23
Bathgate	68	41	43	47	39	47	34
Broxburn, Uphall and Winchburgh	37	40	58	49	46	44	31
East Livingston	18	17	18	20	21	29	16
Fauldhouse and Breich Valley	42	51	27	47	39	35	38
Linlithgow	6	10	5	9	8	7	6
Livingston North	31	21	28	24	26	18	16
Livingston South	28	26	21	34	40	19	19
Whitburn and Blackburn	43	60	41	59	50	48	43
Total	304	288	271	324	292	268	226

Table 1.4

<u>Incident Category</u>	Apr 2017	May 2017	June 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017
ASB Part 2	159	129	142	146	164	133	140
ASB Part 5 Noise Complaint	98	110	79	126	76	84	69
CSU Patrol	0	0	2	0	0	0	0
Dog Barking	4	3	5	4	2	2	1
Env Health Complaints	8	5	7	6	4	10	3
Non ASB Noise	5	6	6	6	1	1	2
SST Section 3 Tenancy Mgt	18	27	23	26	37	31	10
Youth Disorder	12	8	7	10	7	5	2
Total	304	288	271	324	292	268	226

Table 1.5

<u>Noise Nuisance</u>	Apr 2017	May 2017	June 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017
Action Taken							
Number of noise nuisance complaints resolved using only a verbal warning	8	10	9	10	7	11	8
Environmental Health Complaints	0	0	0	2	0	0	1
Number of Warning Notices issued (Part V)	11	3	12	11	6	6	4
Number Noise Nuisance Visited with no further action required	26	39	30	34	18	22	21

Table 1.6

Cases Closed in the Month							
Area	Apr 2017	May 2017	June 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017
Armadales and Blackridge	4	10	1	6	3	7	1
Bathgate	4	10	6	10	8	18	3
Broxburn, Uphall and Winchburgh	1	5	5	4	3	9	2
East Livingston	0	1	0	1	1	1	1
Fauldhouse and Breich Valley	7	4	3	5	6	2	0
Linlithgow	0	0	1	0	1	1	1
Livingston North	4	4	2	0	1	5	0
Livingston South	4	2	1	1	0	1	3
Whitburn and Blackburn	11	8	3	9	5	8	6
Total	35	44	22	36	28	52	17

Table 1.6

Number of ASBOs in each Ward	
Area	
Armadale and Blackridge	5
Bathgate	3
Broxburn, Uphall and Winchburgh	1
East Livingston	0
Fauldhouse and Breich Valley	4
Linlithgow	1
Livingston North	0
Livingston South	0
Whitburn and Blackburn	5
Total	19



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER JULY TO SEPTEMBER 2017

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform the Panel of the property turnover for the quarter July to September 2017.

B. RECOMMENDATION

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

- That there has been an increase in property lets compared to the same period last year;
- That of the 47 communities in West Lothian, 7 had only 1 mainstream property to let and 17 had none; and
- That 67% of lets were allocated to people who were homeless or potentially homeless.

C. SUMMARY OF IMPLICATIONS

I Council Values

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

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

None.

III Implications for Scheme of Delegations to Officers

None.

IV Impact on performance and performance Indicators

None.

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

D. TERMS OF REPORT

Quarterly Turnover

The number of permanent lets for the period 1st July to 30th September 2017 was 230 compared to the same quarter last year when 216 properties were let.

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

- Whitburn with 32 lets (14%), Broxburn with 28 lets (12%) and Blackburn with 20 lets (9%) have the highest percentage of total lets.
- There were 9 sheltered housing properties let.
- Seven communities had only one mainstream property available to let (Blackridge, Dechmont, East Whitburn, Seafield, Uphall Station, West Calder, Westfield).
- Eight communities had between two and four properties available to let (Addiewell, Eliburn, Greenrigg, Linlithgow, Mid Calder, Polbeth, Whiteside, Winchburgh)

The following seventeen communities had no properties becoming available:

Community	Number of properties remaining
Ballencrieff	5
Bellsquarry	4
Craigshill	34
Ecclesmachan	4
Elburn Co-op	42
Kirknewton	39
Linlithgow Bridge	85
Longridge	89
Newton	12
Philipstoun	25
Pumpherstoun	185
Threemiletown	6
Torphichen	27
The Riggs	142
Wilkieston	5
Howden	21

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

Type of property

The majority of properties that became available were Cottage at 84 (37%) followed by 4 in Block at 83 (36%). 48% of these were two bedroom properties, 34% were one bedroom properties and 13% were three bedroom properties and 4 % of four bedrooms.

Applicants

The 230 properties let in this quarter were allocated in accordance with the Council's Allocations Policy and group plus points system.

Performance for the fourth quarter is as follows:

Group	Percentage Met
Homeless (HL)	67%
Unsatisfactory Housing (UH)	18%
General (GN)	3%
Transfer (TL)	12%
Outwith (OW)	0%

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

F. Background References

None

Appendices/Attachments: Appendix 1 – Lets excluding Assisted Moves

Appendix 2 – Assisted Move lets

Appendix 3 – Total housing stock per area

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Alistair Shaw

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 12th December 2017

Lets July to September 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
Armadale	<i>Armadale</i>	Cottage	2	3	2	0	0	7	
		4 in Block	0	8	0	0	0	8	
		Flat	1	1	0	0	0	2	
	Armadale Total		3	12	2	0	0	17	
	<i>Blackridge</i>	Cottage	0	0	0	0	0	0	
		Flat	0	0	0	0	0	0	
		4 in Block	1	0	0	0	0	1	
	Blackridge Total		1	0	0	0	0	1	
	<i>Torphichen</i>	Cottage	0	0	0	0	0	0	
	Torphichen Total		0	0	0	0	0	0	
	<i>Westfield</i>	Cottage	0	0	1	0	0	1	
	Westfield Total		0	0	1	0	0	1	
	Ward Total		4	12	3	0	0	19	

Lets July to September 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
Bathgate	<i>Bathgate</i>	Cottage	0	1	0	0	0	1	
		4 in Block	0	6	0	0	0	6	
		Flat	4	1	0	0	0	5	
		Sheltered	4	0	0	0	0	4	
	<i>Bathgate Total</i>		8	8	0	0	0	16	
	<i>Boghall</i>	Cottage	0	5	1	0	0	6	
		Flat	1	4	0	0	0	5	
		Sheltered	1	0	0	0	0	1	
		4 in Block	0	1	0	0	0	1	
	<i>Boghall Total</i>		2	10	1	0	0	13	
	<i>Whiteside</i>	4 in Block	0	1	0	0	0	1	
		Cottage	0	0	1	0	0	1	
	<i>Whiteside Total</i>		0	1	1	0	0	2	
	<i>Ward Total</i>		10	19	2	0	0	31	

Lets July to September 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
Breich Valley	Addiewell	4 in Block	1	2	0	0	0	3	
	Addiewell Total		1	2	0	0	0	3	
	Breich		0	0	0	0	0	0	
	Breich Total		0	0	0	0	0	0	
	Fauldhouse	4 in Block	4	2	0	0	0	6	
		Flat	0	3	0	0	0	3	
		Cottage	1	0	0	0	0	1	
		Maisonette	0	1	1	0	0	2	
	Fauldhouse Total		5	6	1	0	0	12	
	Stoneyburn	Cottage	0	1	0	0	0	1	
		4 in Block	0	3	1	0	0	4	
	Stoneyburn Total		0	4	1	0	0	5	
	West Calder	4 in Block	0	1	0	0	0	1	
	West Calder Total		0	1	0	0	0	1	
	Polbeth	4 in Block	0	0	1	0	0	1	
		Cottage	1	0	0	0	0	1	
		Flat	0	1	0	0	0	1	
	Polbeth Total		1	1	1	0	0	3	
	Ward Total		7	14	3	0	0	24	

Lets July to September 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
Broxburn	Broxburn	Cottage	3	1	2	2	0	8	
		4 in Block	1	7	0	0	0	8	
		Maisonette	0	1	0	0	0	1	
		Flat	6	4	0	0	0	10	
		Broxburn Total	10	13	2	2	0	27	
Uphall	Uphall	Flat	3	0	0	0	0	3	
		Cottage	1	0	0	0	0	1	
		Uphall Total	4	0	0	0	0	4	
Winchburgh	Winchburgh	Cottage	0	2	0	0	0	2	
		4 in Block	1	0	0	0	0	1	
		Maisonette	0	0	1	0	0	1	
		Winchburgh Total	1	2	1	0	0	4	
Dechmont	Dechmont	Cottage	0	1	0	0	0	1	
		Dechmont Total	0	1	0	0	0	1	
	Ward Total		15	16	3	2	0	36	
East Livingston	East Calder	Cottage	1	4	0	0	0	5	
		4 in Block	7	4	0	0	0	11	
		East Calder Total	8	8	0	0	0	16	
	Mid Calder	Sheltered	2	0	0	0	0	2	
		Mid Calder Total	2	0	0	0	0	2	
Pumpherston	Pumpherston	4 in Block	0	0	0	0	0	0	
		Pumpherston Total	0	0	0	0	0	0	
	Uphall Station	Cottage	0	1	0	0	0	1	
		4 in Block	0	0	0	0	0	0	
		Uphall Station Total	0	1	0	0	0	1	
	Ward Total		10	9	0	0	0	19	

Lets July to September 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
Linlithgow	Bridgend	Cottage	1	0	0	0	0	1	
		4 in Block	0	4	0	2	0	6	
	Bridgend Total		1	4	0	2	0	7	
	Linlithgow	Flat	0	0	1	0	0	1	
		4 in Block	0	0	1	0	0	1	
	Linlithgow Total		0	0	2	0	0	2	
	Linlithgow Bridge	Cottage	0	0	0	0	0	0	
	Linlithgow Bridge Total		0	0	0	0	0	0	
	Ward Total		1	4	2	2	0	9	
North Livingston	Deans	Cottage	2	0	2	0	0	4	
		Flat	1	0	0	0	0	1	
		Maisonette	0	0	0	0	0	0	
	Deans Total		3	0	2	0	0	5	
	Eliburn/Livingston Vill	Cottage	0	1	0	0	0	1	
		4 in Block	1	0	0	0	0	1	
	Eliburn/Livingston Village Total		1	1	0	0	0	2	
	Knightsridge	Cottage	2	1	2	1	0	6	
		Flat	0	1	0	0	0	1	
	Knightsridge Total		2	2	2	1	0	7	
	Ward Total		6	3	4	1	0	14	

Lets July to September 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
South Livingston	Dedridge	Cottage	1	1	1	0	0	3	
		Flat	1	0	1	0	0	2	
		Maisonette	0	0	0	0	0	0	
		Dedridge Total	2	1	2	0	0	5	
	Ladywell	4 in Block	1	0	0	0	0	1	
		Flat	0	0	0	0	0	0	
		Cottage	3	1	0	1	0	5	
		Ladywell Total	4	1	0	1	0	6	
	Ward Total		6	2	2	1	0	11	
Whitburn	Blackburn	Cottage	0	2	3	3	0	8	
		4 in Block	2	1	1	0	0	4	
		Flat	0	4	0	0	0	4	
		Maisonette	0	3	0	0	0	3	
	Blackburn Total		2	10	4	3	0	19	
	Seafield	4 in Block	0	0	1	0	0	1	
		Seafield Total	0	0	1	0	0	1	
	Whitburn	Cottage	1	5	0	0	0	6	
		4 in Block	8	6	0	0	0	14	
		Flat	3	0	0	0	0	3	
		Maisonette	0	6	1	0	0	7	
		Sheltered	1	0	0	0	0	1	
	Whitburn Total		13	17	1	0	0	31	
	East Whitburn	Cottage	0	0	1	0	0	1	
		East Whitburn Total	0	0	1	0	0	1	
	Greenrigg	Cottage	1	0	1	0	0	2	
	Greenrigg Total		1	0	1	0	0	2	
	Ward Total		16	27	7	3	0	53	
	Total		75	106	27	9	0	217	

Lets July to September 2017 Assisted Moves

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
Armada	Armada	Cottage	1	0	0	0	0	1	
	Armada Total		1	0	0	0	0	1	
	Ward Total		1	0	0	0	0	1	
Bathgate	Boghall	Cottage	0	0	1	0	0	1	
			0	0	0	0	0	0	
	Bathgate Total		0	0	1	0	0	1	
	Ward Total		0	0	1	0	0	1	
Fauldhouse/Breich	Fauldhouse	4 in Block	0	1	0	0	0	1	
	Polbeth	Cottage	1	0	0	0	0	1	
	Addiewell	4 in Block	0	1	0	0	0	1	
	Breich Total		0	2	0	0	0	3	
	Ward Total		1	2	0	0	0	3	
Broxburn	Broxburn	Cottage	0	1	0	0	0	1	
	Broxburn Total	0	0	1	0	0	0	1	
	Uphall	4 in Block	0	1	0	0	0	1	
			0	0	0	0	0	0	
	Uphall Total		0	1	0	0	0	1	
	Ward Total		0	2	0	0	0	2	
North Livingston	Knightsridge	Cottage	0	0	1	1	0	2	
	Knightsridge Total		0	0	1	1	0	2	
			0	0	0	0	0	0	
			0	0	0	0	0	0	
	Ward Total		0	0	1	1	0	2	
South Livingston	Dedridge	Cottage	0	1	0	0	0	1	
	Dedridge Total		0	1	0	0	0	1	

	<i>Ladywell</i>	Cottage	0	0	1	0	0	1	
	<i>Ladywell Total</i>		0	0	1	0	0	1	
	<i>Ward Total</i>		0	1	1	0	0	2	
Whitburn	<i>Whitburn</i>	Cottage	0	1	0	0	0	1	
	<i>Blackburn</i>	Cottage	0	0	1	0	0	1	
	<i>Whitburn Total</i>		0	1	1	0	0	2	
	<i>Ward Total</i>		0	1	1	0	0	2	
	<i>Total</i>		2	6	4	1	0	13	

Reasons for Assisted Moves

Harassment	5
Medical A	1
Overcrowding	4
Property not suitable	1
Neighbour problems	0
Other	2
Total	13

Council Stock Numbers				
Ward	Name	Number of properties		
1	BRIDGEND	222		
	LINLITHGOW	344		
	LINLITHGOW BRIDGE	85		
	NEWTON	12		
	PHILPSTOUN	25		
	THREEMILETOWN	6		
		694		
2	BROXBURN	770		
	CRAIGSHILL	34		
	DECHMONT	25		
	ECCLESMACHAN	4		
	UPHALL	215		
	WINCHBURGH	244		
		1,292		
5	EAST CALDER	263		
	KIRKNEWTON	39		
	MID CALDER	55		
	PUMPHERSTON	185		
	UPHALL STATION	112		
	WILKIESTON	5		
		659		
3	DEANS	575		
	ELIBURN CO-OP	42		
	ELIBURN KIRKTON	252		
	THE RIGGS	142		
	KNIGHTSRIDGE	505		
		1,516		
4	BELLSQUARRY	4		
	DEDRIDGE	701		
	LADYWELL	657		
	HOWDEN	21		
		1,383		
6	ADDIEWELL	279		
	BREICH	66		
	FAULDHOUSE	593		
	LONGRIDGE	89		
	POLBETH	324		
	STONEYBURN	242		
	WEST CALDER	152		
		1,745		
7	EAST WHITBURN	46		
	GREENRIGG	103		
	WHITBURN	1,517		
	BLACKBURN	911		
	SEAFIELD	110		
		2,687		
8	BALLENCRIEFF	5		
	BATHGATE	964		
	BOGHALL	673		
	WHITESIDE & BIRNIEHI	257		
		1,899		
9	ARMADALE	1,266		
	BLACKRIDGE	217		
	TORPHICHEN	26		
	WESTFIELD	69		
		1,578		
	Total stock	13,453		



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

NEW BUILD HOUSING UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the panel on the council's new build programme.

B. RECOMMENDATION

It is recommended that the panel:

1. Note the progress being made on the council's current new build housing programme; and
2. Note that it is proposed to seek approval from Council Executive to remove 26 units from the Lovell Partnerships' site at Deans South and replace these with 26 Open Market Acquisitions. The panel is invited to comment on this proposal.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs;• Being honest, open and accountable;• Providing equality of opportunity;• Making best use of our resources; and• Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<p>The policy of building new council houses is covered in the West Lothian Local Housing Strategy.</p> <p>Environmental and equality assessments will be carried out as appropriate.</p>
III Implications for Scheme of Delegation to Officers	None.
IV Impact on performance indicators	None.
V Relevance to Single Outcome Agreement	<p>Our economy is diverse and dynamic and West Lothian is an attractive place to do business.</p> <p>We live in resilient, cohesive and safe</p>

	communities.
	We make the most efficient use of our resources by minimising our impacts on the built and natural environment.
VI Resources - (Financial, Staffing and Property)	<p>The Housing Capital Programme 2013/14 to 2017/18 approved by West Lothian Council on 29 January 2013 approved £90 million for the New Build Council Housing Programme.</p> <p>Taking account of Government Grant and other sources of funding, a total budget of £115.225m has been identified. The position will continue to be assessed for further developer contributions and government funding.</p> <p>Land to the value of £8.396m has been transferred from General Services to HRA to support the new build programme. Scottish Government has approved the transfer of 14 sites to HRA.</p>
VII Consideration at PDSP	The Services for the Community PDSP considered reports on the new build programme on 7 February 2012, 17 June 2013, 8 April 2014, 20 May 2014, 6 October 2015, 1 December 2015, 15 February 2016, 19 April 2016, 4 October 2016, 7 February 2017 and 23 October 2017.
VIII Other consultations	Finance and Property Services; Legal Services.

D. TERMS OF REPORT

D.1 Background

The approved West Lothian Housing Strategy 2017 - 2022 recognises the need to increase the supply of affordable housing in West Lothian to meet need and demand. Included within the strategy is a target of 3,000 affordable homes being provided in West Lothian over the 10 year period to 2022.

The council's Corporate Plan 2013 to 2017 commits the council to increasing the number of council houses available for rent through the New Build Council Housing Programme.

Over the period 2012/13 to 2016/17, 1,056 affordable homes were delivered in West Lothian. The breakdown is as follows:

WLC new build - 646 units
RSL new build – 267 units
Rosemount Court – 30 units
Open Market Acquisitions / Mortgage to Rent – 113 units

In addition to the 1,056 affordable home completions over the five year period to 2016/17, there is commitment to build a further 1,029 affordable homes over the next two years. The majority of these are part of the council's current new build programme.

D.2 West Lothian Council's current new build programme

192 units are complete and 704 units are under construction.

The following sites are complete:

Adelaide Street, Livingston – 6 units
Glasgow Road, Bathgate – 9 units
Mill Road, Linlithgow Bridge – 15 units
Auldhill, Bridgend – 5 units
Philpstoun – 5 units
West Main Street, Broxburn – 18 units
Pumpherston – 14 units
Almond Link, Livingston – 20 units
Raw Holdings, East Calder – 15 units
Appleton, Livingston – 10 units

Development is underway at Kirkhill (Broxburn), Redhouse (Blackburn), Winchburgh CDA, Lammermuir (Livingston), Eastfield (Fauldhouse), Mayfield (Armadale), Drumshoreland (Pumpherston), Deans South (Livingston), Almondell (East Calder), Almondvale Stadium (Livingston), Bathville (Armadale) and Wester Inch (Bathgate).

Kirkhill is the largest site in the programme (230 units). Development started in August 2015. The first handovers took place in September 2016 and a total of 50 houses have been handed over.

Redhouse is the second largest site in the programme (100 units). Development started in June 2015. The first 25 handovers have taken place.

Wester Inch is the third largest site in the programme (86 units). The main contract commenced in June 2017. The first handovers are expected in June 2018.

Development at Lammermuir commenced in June 2016. The first handovers are expected in February 2018.

Mayfield started on 29 August 2016. The first handovers are expected in February 2018.

Development at Almondell started on 9 January 2017. The first handovers are expected in May 2018.

Development at Eastfield commenced in August 2016. Works on site are well advanced and the first handovers are expected in January 2018.

McTaggart Construction commenced the main build contract at Winchburgh CDA in May 2017. The first handovers at Winchburgh are expected in March 2018.

McTaggart Construction commenced enabling works at Deans South in February 2017. The main contract started in November 2017.

Development at Drumshoreland commenced in October 2016. The first handovers are expected in March 2018.

Three new build units at Bathville are expected to be completed by Building Services in December 2017.

The issues with title deed changes at Bathville phase 4 have been resolved. Enabling works at phase 4 have commenced. The main works at phases 3 and 4 will commence in spring 2018 after Building Services tender for sub-contractors.

The changes to the title deeds at Bathville phase 5 have been agreed by the homeowner and lender. Work will now be progressed to remedy a gap in the title. Once these legal issues are fully resolved, phase 5 will be tendered.

Development has yet to start at the following sites:

Nelson Park, Armadale – Taylor Wimpey has agreed to provide the permissions needed to allow the access to be formed and for land in their control to be used for a site compound and haul road. Once these permissions have been formalised, and a Scottish Power cable is diverted, a site start can be made.

Deans South (Eastern part of the estate) – Lovell Partnership has undertaken extensive survey work to inform proposals for the eastern part of Deans South. It is anticipated that proposals will be submitted for planning approval early in the new year.

Following discussions with Lovell Partnerships, it is considered that the number of units at the eastern part of the Deans South estate should be reduced from 63 to 37 (see Appendix 1 for the location of the proposed 37 houses). This change will make the development of the site easier as it will avoid developing adjacent to existing privately owned houses and will reduce the need to divert existing services to facilitate the next phase of development. It is recommended that the 26 new build units removed from Deans South be replaced with 26 Open Market Acquisitions. This change will require to be considered by Council Executive.

E. CONCLUSION

Progress is being made with the current new build programme. The rate of handovers is expected to accelerate in the new year.

F. BACKGROUND REFERENCES

Several reports to Council Executive and Services for the Community PDSP from 7 February 2012 to 23 October 2017

Appendices/Attachments: One

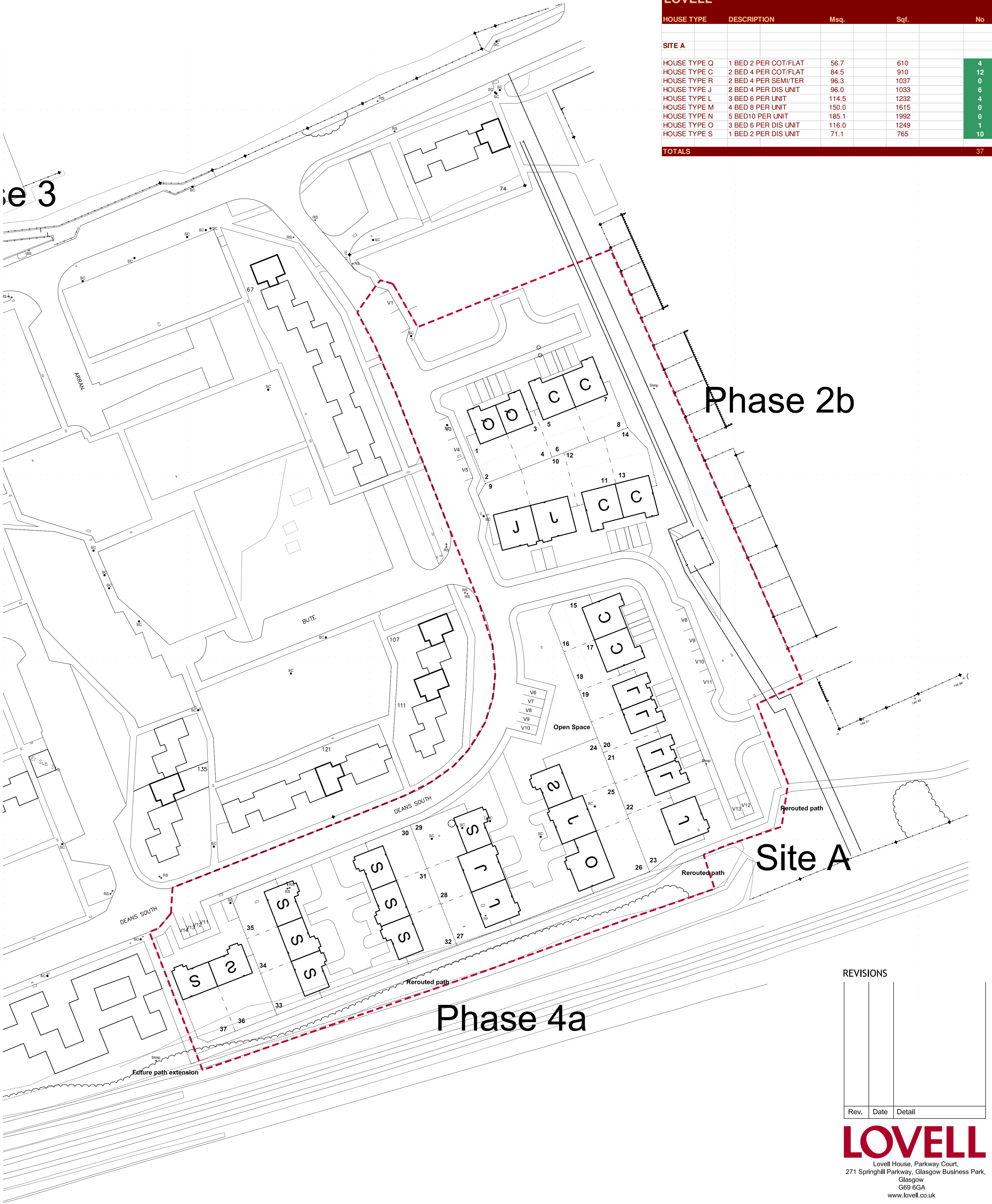
Contact Person: Colin Miller, Housing Strategy and Development Manager, 01506 281379

Email: colin.miller@westlothian.gov.uk

Alistair Shaw

Head of Housing, Customer and Building Services

Date of Meeting: 12 December 2017



ACCOMMODATION SCHEDULE
LOVELL

HOUSE TYPE	DESCRIPTION	Msq.	Sqf.	No
SITE A				
HOUSE TYPE Q	1 BED 2 PER COT/FLAT	56.7	610	4
HOUSE TYPE C	2 BED 4 PER COT/FLAT	84.5	910	12
HOUSE TYPE R	2 BED 4 PER SEMI/TER	96.3	1037	0
HOUSE TYPE J	2 BED 4 PER DIS UNIT	96.0	1033	6
HOUSE TYPE L	3 BED 6 PER UNIT	114.5	1232	4
HOUSE TYPE M	4 BED 8 PER UNIT	150.0	1615	0
HOUSE TYPE N	5 BED10 PER UNIT	185.1	1992	0
HOUSE TYPE O	3 BED 6 PER DIS UNIT	116.0	1249	1
HOUSE TYPE S	1 BED 2 PER DIS UNIT	71.1	765	10
TOTALS				37

Phase 2b

Site A

Phase 4a

REVISIONS

Rev.	Date	Detail

LOVELL
Lovell House, Parkway Court,
271 Springhill Parkway, Glasgway Business Park,
Glasgow
G69 6GA
www.lovell.co.uk

T: 0141 773 5710 F: 0141 773 2574

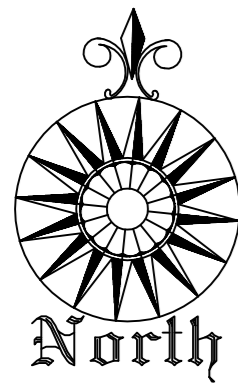
Project
WEST LOTHIAN COUNCIL
PHASE 3 NEW BUILD
LOT 5

Drawing
DEANS SOUTH
LIVINGSTON
DAFT SITE PLAN
AS PROPOSED

Scale Drawn By Checked

1:500 @A1 A.G.C.

Date	Drawing No
OCT 17	DSL_SITE_A_01



PROPOSED SITE LAYOUT 1:500



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

RENT CONSULTATION

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide the Panel with an update on the rent consultation which is scheduled to close 8th December 2017.

B. RECOMMENDATION

It is recommended that the Panel members note the feedback from tenants on the rent consultation to date.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<p>The Housing Act (Scotland) places a duty on local authority landlords to consult with both individual tenants and tenants groups on issues affecting them.</p> <p>An equality relevance assessment was conducted on the consultation approach.</p>
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	None.
V	Relevance to Single Outcome Agreement	None.
VI	Resources - (Financial, Staffing and Property)	None.
VII	Consideration at PDSP	N/A

D. TERMS OF REPORT

D.1 Context

The current rent strategy ends in March 2018 and as such we have been consulting with tenants on a new strategy that will start in April 2018. The consultation was published and commenced on 9th October 2017 and is due to close on 8th December 2017. Since the launch we have delivered presentations to the Tenants Housing Network, in addition to the action below.

Special Tenants News

A special edition of Tenants News covering the consultation was delivered to tenants during the week commencing 9th October. The four-page special was accompanied by a rent survey card, which tenants were able to freepost back to the Tenant Participation Team to indicate their views on either a 3% or 4% increase per annum over the next 5 years. The rent survey card also provided three contextual questions on investment and housing supply.

Drop In Sessions

Tenant drop in sessions were arranged during the consultation period. Ten sessions were held in total, with a mix of evening and day across five locations. Tenants with an interest or query on the consultation had the opportunity to attend one of these sessions to ask any questions or clarify information provided in the special Tenants News edition. The dates and times for sessions were included within the Special Tenants News (with the exception of Linlithgow which was arranged after the consultation opened following request). Display boards were also used at these sessions to provide contextual information for tenants.

Wider Communication

Following agreement with the Tenants Panel, a poster campaign was promoted at rent payment locations throughout West Lothian, as well as libraries and appropriate community centres. An online version of the rent survey card was produced to encourage digital responses. This was promoted through regular social media posts (including the Housing Tenants Facebook Group) to encourage responses and a reminder article was included in the usual winter edition of Tenants News (issued early November). A text reminder was also issued to tenants where this facility was available.

D.2 Survey Outcome

At time of writing the consultation remained live (close date 8th December 2017). An update on any change to the final position post closure of the consultation will be provided at the PDSP meeting. However, following eight weeks of the consultation, at time of writing the results of the consultation are outlined below.

The total number of responses was 1052. This compares to 516 responses for the previous rent strategy consultation conducted by the council.

With regard to the rent increase question, the responses were as below:

- Option 1 – Annual increase of 3% over five years. **885 (85%)**
- Option 2 – Annual increase of 4% over five years. **159 (15%)**

With regard to the additional questions, the responses were as below:

Question	Yes	No
Should the council continue to add to the supply of, and build new council houses, even if this means increase to rent?	741 (71%)	310 (29%)
Should the council continue to invest in our existing council houses, even if this means increase to rent?	867 (82%)	185 (18%)
Do you feel your rent is affordable?	778 (74%)	273 (26%)

All totals do not add up to 1052 as questions on some of the paper returns were not fully answered.

D.3 Next Steps

After consideration of this report by the Panel, the Council will meet to set the Housing Revenue Account budget and rent levels from April 2018.

E. Conclusion

In accordance with legal requirements we have consulted with individual tenants and tenant groups on the issue of the rent strategy that affects them. The survey response indicates that tenants favour a 3% rent increase per annum over the five year period to 2022/23. Tenants have also indicated they would be willing to accept rent increases to fund future council housing investment and supply. Tenants feel that their rents are set at affordable levels. The Council will decide the rent increase to be applied from April 2018 forward.

F. Background References

Special Tenants News Edition October 2017.

Survey Responses held within Housing, Customer & Building Services.

Appendices/Attachments: None.

Contact Person: Kenny Selbie - 01506 281072 kenny.selbie@westlothian.gov.uk

Alistair Shaw

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 12th December 2017



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

DEPARTMENT FOR WORK AND PENSIONS UNIVERSAL CREDIT IN WEST LoTHIAN

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the Services for the Community PDSP on the context and implementation of Universal Credit Full Service in West Lothian. The report will also outline the key potential implications for council services, our partners and the wider community. The report will outline key actions across various council services to manage and mitigate the impact of Universal Credit in West Lothian.

B. RECOMMENDATION

It is recommended that the PDSP notes the potential implications of, and action being taken to mitigate, Universal Credit in West Lothian.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Welfare Reform Act 2012. An equality and health impact assessment screening has been conducted on the approach to mitigate the impact of Universal Credit in West Lothian.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	While this report does not have implications for performance, Universal Credit may directly and indirectly impact on various performance indicators for council services.
V	Relevance to Single Outcome Agreement	While this report does not have implications related to the Single Outcome Agreement, Universal Credit

may directly and indirectly impact on policy, performance and resources for both the council and partners in West Lothian, thereby impacting the Single Outcome Agreement.

VI Resources - (Financial, Staffing and Property)

The context for potential financial implications for council services following the implementation of Universal Credit is highlighted within this report.

VII Consideration at PDSP

N/A.

VIII Other consultations

This report has been produced through direct engagement and involvement across relevant council teams and services as highlighted within the report.

D. TERMS OF REPORT

D.1 Context and DWP Implementation

This report supplements the updates on welfare reform provided to the Partnership and Resources PDSP on a quarterly basis. The quarterly update reports provide information on changes and implications of the Welfare Reform Act 2012. This report focusses on and encapsulates the key specific issues and challenges related to Universal Credit in West Lothian. The quarterly update reports are available via Coins.

Universal Credit is the most substantial change to the UK welfare and benefits system, brought about as a result of the UK Government's welfare reform programme and the subsequent Welfare Reform Act 2012.

The UK Government aim is to simplify the benefits system and related processes through Universal Credit by bringing a number of key working age benefits together under one application and assessment process. The Government further aim to ensure that changes to the system guarantee that work always pays for those in receipt of benefits.

Universal Credit will replace six "legacy" benefits: Jobseeker's Allowance; Housing Benefit; Working Tax Credit; Child Tax Credit; Employment Support Allowance and Income Support.

Live Service

Since launch in 2013, Universal Credit has been implemented by the Department for Work and Pensions (DWP) throughout the UK on a phased basis. In West Lothian, Live Service Universal Credit was implemented by the DWP in November 2015. Live Service is essentially a pilot programme which focusses on moving single people over from legacy benefits to Universal Credit following either a change in their circumstances or when a new claim is made. By its nature Live Service has seen limited numbers affected, and therefore limited impact in West Lothian. It should be noted however that the lower volume of cases under Live Service has enabled the council, partners and others to provide direct support to many of those affected (in terms of benefit and budgeting advice, support with applications, financial assistance and support with sanction appeals etc). As outlined below the wider implementation of Universal Credit presents a different scale and therefore a significant challenge to

resources and support. As a result of the UK Government budget 2017 Universal Credit statement, it should be noted that there will be no further transfer of claimants to Live Service as of 31st December 2017. In practice this means that anyone facing change of circumstances or creating a new claim will remain on “legacy” benefits. This will remain the case for all claimants until May 2018.

Full Service

Following the UK Government budget for 2017, it is now confirmed that West Lothian will be subject to Full Service Universal Credit as of May 2018. In practice Full Service will mean that everyone who is currently receiving a legacy benefit and has a change in circumstance, or someone who opens a new benefit claim, will be transferred to Universal Credit. It is important to clarify that from May a change or claim to any one of the six legacy benefits outlined above will automatically lead to a transfer to Universal Credit for that individual (other than families with three children or more and some specific and exceptional exemptions). Implementation in May will not lead to everyone on legacy benefits transferring to Universal Credit immediately, this will happen over time for individuals based on their changing circumstances or a new claim. By 2022 all housing benefit claimants will have transferred to Universal Credit.

Since inception in 2013 the implementation of Universal Credit has been affected by a number of administrative and management issues in other parts of the UK which have been widely reported in the media. These implementation issues have led to a number of changes and adjustments over the past four years to the approach taken by the DWP to implementation area by area. Further major changes were also announced as part of the UK Government budget 2017. It is therefore important to note that the details provided in the remainder of this report regarding DWP commitments is subject to change, both prior to and following the West Lothian implementation in May 2018.

Scottish Flexibilities

The Scottish Government has used its new social security powers to provide people in Scotland that are transferring to Universal Credit with additional flexibility in how their payments are managed. As of 4th October 2017, individuals in Scotland moving to or applying for Universal Credit can apply to:

- Receive their payments twice per month, rather than once per month (it is important to note that this does not impact upon the initial delay due the assessment period); and
- Have rent costs paid directly to their social or private landlord (under normal circumstances tenants would require to have eight weeks rent arrears before this arrangement could be put in place).

Given the implementation date all West Lothian residents will be eligible to apply for the Scottish Flexibilities.

D.2 Key Implications

There are a number of overarching potential implications and concerns related to the implementation of Full Service Universal Credit which should be noted. The key issues and challenges are outlined below:

Reduced Household Income

While the principle of Universal Credit is to ensure that work pays for those who are in receipt of benefits, UK wide analysis by various organisations, including the Institute for Fiscal Studies and the Child Poverty Action Group, provide estimates which highlight that approximately 300,000 families across the UK will be worse off through their overall benefit entitlement under Universal Credit. This equates to approximately 825 families in West Lothian. As well as families losing out on their benefit, it is anticipated that a significant number of families and individuals in West Lothian will also face a reduction in household income following implementation in 2018. Benefit reductions have the greatest impact on the lowest incomes. There is also concern over the monthly payment arrangement, which may create significant periods during the month where families in certain circumstances may have no money remaining. Feedback from other local authorities and the experience in West Lothian of Live Service provides further evidence that implementation will increase levels of debt and poverty.

Online Applications

All applications for Universal Credit must be managed through the DWP Universal Credit online application form. It should be noted that a number of advances have been made to the application form, which means that the version that will be used by West Lothian residents from May 2018 onwards will be significantly more user friendly than previous versions used during the initial implementation of Live Service. However, there will remain significant challenges for claimants without digital skills or people with particular disabilities or vulnerabilities in applying online. Advice can be sought through a DWP contact centre over the phone however applications will not be processed through this route.

Claimants will need to recognise that as well as applying online, their ongoing interaction with DWP will need to be managed through an online journal. This will require the claimant to monitor their journal, have access to the internet and be able to provide evidence via scanning information onto the journal. Indications from other local authorities have shown that this has proved to be problematic for claimants.

The DWP have created a Landlord Portal for the transfer of Universal Credit correspondence between individual landlords and the DWP. This online portal will enable tracking and monitoring of correspondence and facilitate real-time interactions which should be beneficial in reducing administrative delays and errors which have been a major risk during implementation in other council areas. The portal is only open to invited, large landlords and while it is yet to be confirmed by the DWP, it is highly likely that West Lothian Council will become a "Trusted Partner" for the Landlord Portal prior to implementation of Full Service in May 2018.

Waiting Periods

The most challenging element of Universal Credit is managing the initial waiting and application processing period. At present, most Universal Credit claims take at least six weeks from application to receiving payment. However, it should be noted that the UK Government budget 2017 statement on Universal Credit means that the much

publicised 7 day waiting period is to be removed. By the time of implementation in West Lothian this will mean that claimants will have a minimum five week wait for payments. Evidence from elsewhere in the UK, Scotland and the Lothians indicates that the six-week period has caused major challenges in relation to families' short-term income and poverty levels. While the reduction from six to five weeks wait for payment is welcome, it is anticipated that the five week wait will still cause significant challenge for claimants and their families. In a recent policy change, the DWP now offer a cash advance loan on Universal Credit payments which can be made immediately to a claimant where deemed necessary and appropriate. This advance is designed to deal with the five-week processing period, but is a loan and is deducted from future payments. The advance is also means tested. To reduce this re-payment burden, the budget statement has also seen the advance loan payback period extended from 6 months to 12, and loan amount can be increased from 50% of estimated entitlement to 100%. An online application facility for the advance payment is also being introduced.

Sanctions

Universal Credit is accompanied by a sanctions regime which can halt payments to any individual who fails to meet the conditions set out in their Claimant Commitment with the DWP. Sanctions can range from withholding payments for a matter of days, to three years depending on the individual circumstances of the case. The West Lothian experience of Live Service has indicated that there remains a high volume of successful appeals against sanctions when imposed. Sanctions are likely to have a significant impact on short and long-term levels of debt and poverty for those affected. To avoid sanctions, claimants need to focus on getting a Claimant Commitment which is realistic and achievable at the start of the process. Where sanctions are applied it is important to appeal in most circumstances.

Direct Payments, Rent and Council Tax Arrears

With existing Housing Benefit the council receives payments directly. Under Universal Credit this is set to change, in that tenants will receive their housing cost element directly as part of their lump sum Universal Credit payment. This creates concerns over payment certainty. It is possible to partly mitigate this through applying for Managed Payments (outlined below) or for tenants to apply for Scottish Flexibilities (outlined above). As a result of the UK Government budget statement it has been confirmed that local authorities will now continue to receive housing benefit for two weeks following receipt of a claim for Universal Credit (essentially reducing the waiting period purely from a rent arrears perspective to three weeks). This should go some way to support continuation of rent payments.

Evidence and experience from other local authorities would suggest that Universal Credit implementation will have a direct negative impact on the level of rent and council tax arrears faced by the council. Council tax arrears are likely to be impacted as a result of the general increased financial pressures on households, and rent arrears due to a combination of this and the specific challenge of managing rent payments when the housing element of Universal Credit is paid directly to tenants. In relation to temporary accommodation, under existing arrangements for Universal Credit the ability to react to the changing circumstances of people living in temporary

accommodation, managed against the implementation of the monthly assessment period, presents major cause for concern in terms of income management. However, the budget statement has again led to changes in this area, and it is understood that 80% of temporary accommodation costs will be paid directly to local authorities going forward. The details of this change are yet to be confirmed, although this is expected to be implemented April 2018 so will be in place prior to full roll out in West Lothian.

The DWP have a Managed Payments Scheme for rent which means that a landlord can apply to receive housing costs directly from the DWP. This is only considered to be a temporary arrangement and is set on a case by case basis where there is evidence that an individual requires this to be put in place. As outlined at D.1, this in normal circumstances can only be actioned once a claimant has eight weeks rent arrears, however the Scottish Flexibilities help deal with this risk (albeit the individual tenant must apply for that themselves). Deductions can also be taken from monthly Universal Credit payments for rent arrears if requested by the landlord. By default, the DWP will take 20% of the Universal Credit standard allowance until arrears are cleared (arrears deduction can however be reduced below 20% if deemed appropriate in individual circumstances). While these arrangements are beneficial in reducing risk for landlords clearly there will be a balance to strike in terms of the impact such action could potentially have on wider household incomes. The DWP will transfer Managed Payments to the council on a four-weekly cycle (housing benefit payments are currently paid weekly). This also presents challenge and risk for the council in that it will require change to the way in which rent arrears are managed, monitored and scrutinised.

In general terms, Full Service is likely to create an increased burden on the council due to administrative changes and regular amendments to policy and process by the DWP. This has been a long-standing and well documented concern for all local authorities.

Advice and Support

Evidence from other local authorities has shown that there is a significant impact on advice teams. All advice providers note that they have seen a significant increase in demand for support; this includes households who have never previously required help. The six benefits coming together have created a complex, challenging system which requires an in-depth knowledge of all the benefits in order to give good, sound advice and representation.

Benefits Administration

Local authorities also report a significant increase in applications to the Scottish Welfare Fund for crisis grants. Dealing with the increase in applications will be further complicated as a result of the DWP removing our access to their Customer Information System, (CIS). We will now have to ask the applicant to provide verification of income which could previously be confirmed through access to CIS. This has potential to increase processing times for both crisis grants and community care grants. It should also be noted that this financial year, prior to implementation of Full Service Universal Credit, both crisis and community care grants are already flagged at high demand which presents a substantial challenge looking forward to 2018/19.

In addition the lengthy delays in receiving confirmation of Universal Credit awards will impact on how quickly we can award a Discretionary Housing Payments (DHP). We will be unable to calculate the correct award of DHP until the UC award has been confirmed.

The increased delays in verifying income either direct from the customer or by contacting the DWP call centre will create new challenges in trying to maintain our current performance levels across the Benefit Team.

Private Rented Sector and RSLs

Experiences from other local authorities across the UK suggest that Universal Credit may impact upon engagement of private landlords with tenants and potential tenants who are claiming Universal Credit. The impact of the existing initial minimum six week waiting period on rent arrears is cited as one of the most significant concerns for private landlords. As outlined above this has been reduced to five weeks. A significant change as a result of the 2017 budget statement will be that private landlords are expected to receive the housing element of Universal Credit directly, as they currently do in relation to Housing Benefit. It is anticipated that this change will make a significant difference in the private rented sector. Further DWP guidance on the detail of this is expected to be published late 2017/ early 2018. The direct relationship and management of tenancies between the local authority and private sector landlords will also be impacted by Universal Credit, making the option of local authority tenancy support less attractive to the sector.

It is important to note that almost all of the issues affecting the council as a landlord translate directly to our Registered Social Landlord (RSL) partners in West Lothian. Engagement is taking place with local RSLs through the DWP Landlord Forum, and the council will be offering its staff training programme opportunities to RSLs and partner organisations to help them prepare and engage with Universal Credit.

D.3 Council Action Plan

To manage the implementation of Live Service in 2015, predominately individual services devised, managed and implemented their own action plans. Due to the volume and scale of Full Service, a coordinated corporate approach has been devised. A Universal Credit Project Board has been created to ensure that communication and generic action for all services is delivered effectively and consistently. This approach has enabled monitoring and reporting on Universal Credit issues and action via appropriate routes more effective. It has also provided a clear communication route for the DWP to assist to minimise and mitigate administrative and communication issues with the council. The key areas of action which fall within the remit of the Project Board are:

Pre-Full Service Implementation

- Development, coordination and implementation of a communication strategy to ensure customers are aware of Universal Credit implementation, and what they need to do to be ready to migrate;

- Development, coordination and implementation of staff and partner training and awareness to ensure that those dealing with customers locally have the knowledge and information required to support those impacted as effectively as possible; and
- Briefing and communicating with statutory partners, elected members and others (including third sector organisations) to ensure that resources and support available to customers is both understood and coordinated to ensure it is as effective as possible.

Post-Full Service Implementation

For a limited period, the Project Board will coordinate customer impact analysis information coming from individual services and partner organisations to highlight the reality of Universal Credit issues for customers in West Lothian. This work will enable concerns and subsequent decisions regarding financial, performance and human resource implications to be taken swiftly and ensure that they receive the focus and priority which is likely to be required in the initial 6-9 month implementation period.

Individual council services have arrangements in place to monitor and implement the specific actions agreed relevant for their area of business and responsibility. The Corporate Action Plan (which includes service specific actions) is attached for information.

Further reports will be provided to future meetings of the PDSP to update on emerging challenges and progress regarding Full Service Universal Credit in West Lothian.

E. Conclusion

Services for the Community PDSP should note the context and implementation of Universal Credit Full Service in West Lothian, and the key potential implications for council services, our partners and the wider community. Action is being taken across various council services to manage and mitigate the impact of Universal Credit in West Lothian.

F. Background References

West Lothian Anti-Poverty Strategy: [Better Off: West Lothian Anti-Poverty Strategy](#)

Appendices/Attachments: None.

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Alistair Shaw

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 12th December 2017



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PRIVATE HOUSING (SCOTLAND) (ACT) 2016

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide the Panel with an update on the Private Housing (Tenancies) (Scotland) Act 2016 which was implemented on 1st December 2017.

B. RECOMMENDATION

The Panel are asked to note the changes that will come into force with the legislation and to note the action being taken by the council to support those changes.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Private Housing (Scotland (Act) 2016.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	None.
V	Relevance to Single Outcome Agreement	None.
VI	Resources - (Financial, Staffing and Property)	None.
VII	Consideration at PDSP	N/A
VIII	Other consultations	None.

D. TERMS OF REPORT

D.1 Context

The new Private Housing (Tenancies) (Scotland) Act 2016 came into force on 1st December 2017. This replaced the previous assured and short assured tenancies. The new Private Housing (Tenancies) (Scotland) Act 2016 means a new Private Residential Tenancy agreement will be introduced for all future lets within the sector. The new tenancy provides security, stability and predictability for tenants and appropriate safeguards for landlords, lenders and investors.

D.2 Summary of Changes

Tenancy Agreement

The previous assured and short assured tenancies will be replaced with a new tenancy regime which will be known as a private residential tenancy (PRT). This means that for any new tenancy landlords create from December 2017, they will be required to issue a new private residential tenancy. The new regime will not supersede any short assured or assured lease their current tenant has. The Scottish Government developed a model tenancy agreement, which landlords will be allowed to amend as required to add extra clauses, however a number of clauses contained with the new lease will be mandatory.

With the PRT there will be no initial tenancy term between the landlord and the tenant as is current practice. The new tenancy will last until one party serves agreed notice on the other.

Ending of Tenancies

One of the biggest changes under Private Residential Tenancy is the removal of the “no fault” ground for the landlord ending the tenancy (there must be a specific “ground” for eviction under the new regulations). The tenancy will be open-ended and will last until the tenant wishes to leave the let property or the landlord uses one (or more) of 18 grounds of eviction. There are 8 mandatory grounds, 8 discretionary grounds and 2 mandatory and discretionary grounds.

Notice to Leave will replace the ‘Notice to Quit’; landlords will not be able to issue a ‘Notice to Leave’ without evidential reason.

There is a new right under PRT to maintain the tenancy if the sole tenant dies, and those remaining have occupied the property for a minimum of 12 months, and are at least 16 years old.

Notice Periods

Within the new legislation tenants must provide 28 days notice to quit a property, regardless of length of tenure. Landlords must provide the following notice to their tenants:

- 28 days, if tenant has occupied for 6 months or less; and
- 84 days, if tenant has occupied for more than 6 months.

If a tenant has breached an aspect of their tenancy agreement, then the landlord should provide 28 days notice.

A further 48 hours is also required to be given to the tenant if the Notice to Leave is issued by recorded delivery or by email.

Rent Increases

Landlords now have the right to apply for a rent increase from the tenant. This can be carried out any time after the start of the tenancy. The rent cannot be increased more than once per year. Landlords must provide the tenant with three months' notice of the rent increase using a prescribed form. Tenants now have the right to ask a Rent Officer (Scottish Government) to set the rent. A Rent Officer will be responsible for setting the rent at the current open market level. Both landlord and tenant can appeal at the First Tier Tribunal.

Rent Pressure Zones

Council can apply to Scottish Ministers to have an area designated as a "rent pressure zone" if the council can provide evidence that: private rents in the area are rising too much; the rent rises are causing problems for tenants; and the council is coming under pressure to provide housing or subsidise the cost of housing as a result. Rent pressure zones can only be introduced for private residential tenancies. If the zone is granted, it means a cap is set on how much rent is allowed to increase for existing tenants within a private residential tenancy in the area.

Jurisdiction Changes for the Private Rent Sector and Residential Tenancies

The legislation changes also give extra powers to the First Tier Tribunal for Scotland (Housing and Property Chamber). The Tribunal will now receive applications in relation to private rented cases and private residential tenancies. All civil cases relating to the private rented sector will no longer be dealt with as a civil matter and will be raised through the Tribunal. (Landlords will face no fee with regard to applications taken to the Tribunal).

D.3 Support to Landlords and Agents

Before the implementation of the new regulations a review was undertaken to ensure the council website information is up to date in accordance with the changes outlined above. Information and a video issued by Landlord Accreditation Scotland was circulated to registered landlords in West Lothian to provide information and awareness. The first Landlord Forum was held in November following the transfer of Landlord Registration to Housing, Customer and Building Services earlier this year. A presentation was provided by Landlord Accreditation Scotland at the event to the 70 landlords in attendance. This presentation has since been made available on the council's website. The council is also providing registered landlords with a copy of the new model tenancy agreement along with guidance notes when renewing or submitting an application for landlord registration.

Information has been issued to all registered landlords via email providing a link direct to the Scottish Government pages dedicated to the Act highlighting the main changes to the legislation.

D.4 Next Steps

A follow up Private Landlord Forum will be held in early 2018, with a further presentation to be provided on the new legislation. There will also be an updated version of the Private Landlord Newsletter issued, which will include information relating to the changes. Other than sharing information and advice with private landlords, there is no direct impact or action to be taken by the council as a result of the Act.

E. Conclusion

This report advises Panel Members on the implementation of the Private Housing (Tenancies) (Scotland) Act 2016. The paper has outlined changes that will come into force through the legislation and what the council is doing to support these changes.

F. Background References

Private Housing (Tenancies) (Scotland) Act 2016

Scottish Government Model Tenancy Agreement

Appendices/Attachments: None.

Contact Person: Kenny Selbie - 01506 281072 kenny.selbie@westlothian.gov.uk

Alistair Shaw

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 12th December 2017



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORTING

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

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

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

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

D. TERMS OF REPORT

Introduction

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

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

Current Position

Of the eight performance indicators we are reporting, 5 are categorised as green, 2 as amber and 1 red. This position for Q2 is a decrease on the position from the last report in Q1 to PDSP in August where 5 were green and 3 were amber. Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

E. CONCLUSION

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

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: One

Contact Person: kenny.selbie@westlothian.gov.uk Tel No: 01506 281072.

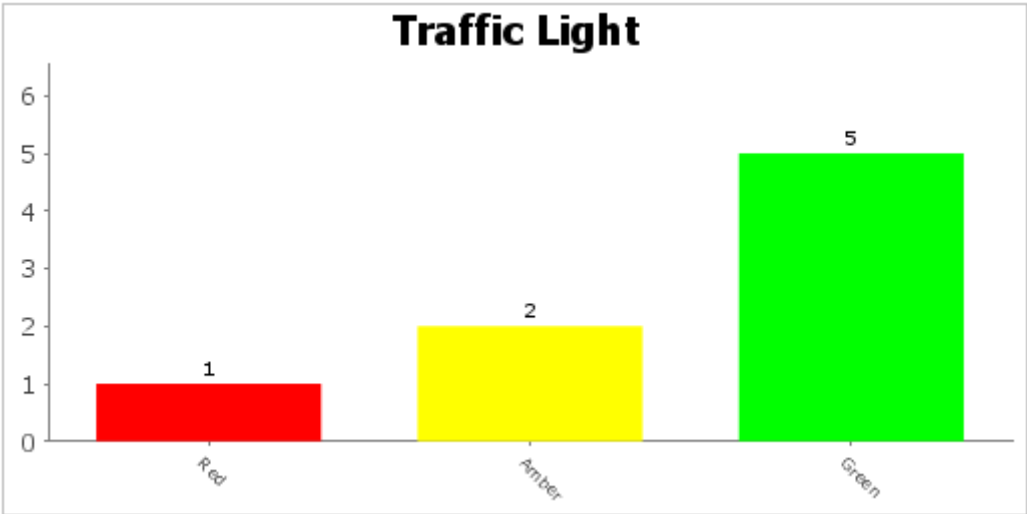
Alistair Shaw

Head of Housing, Customer and Building Services

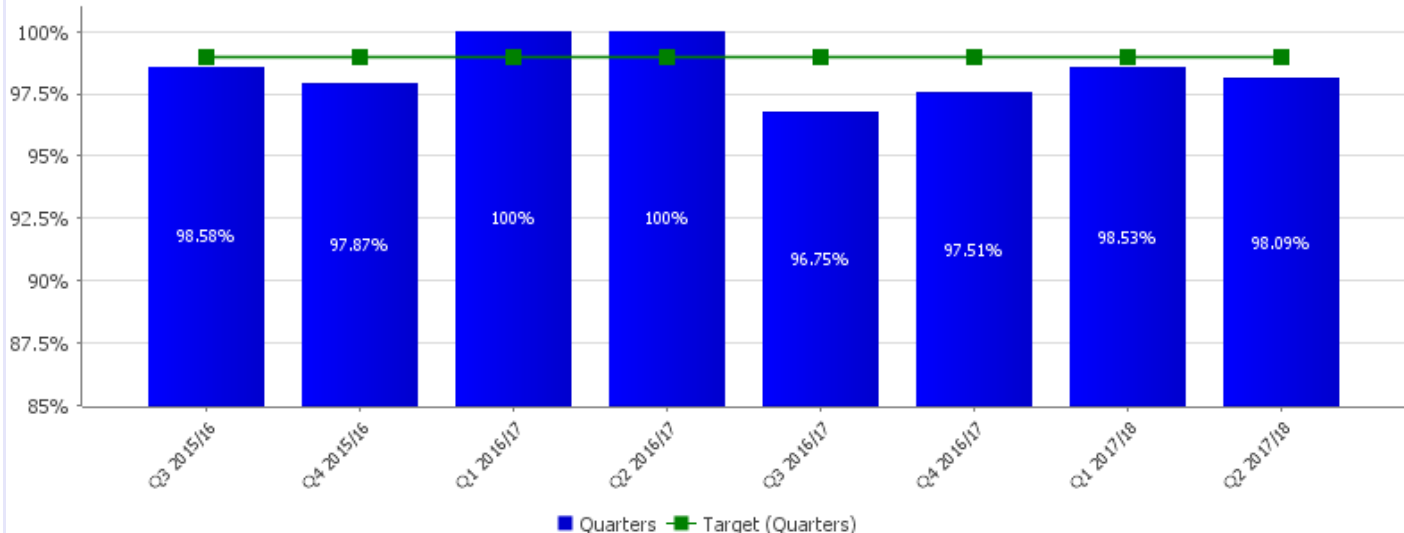
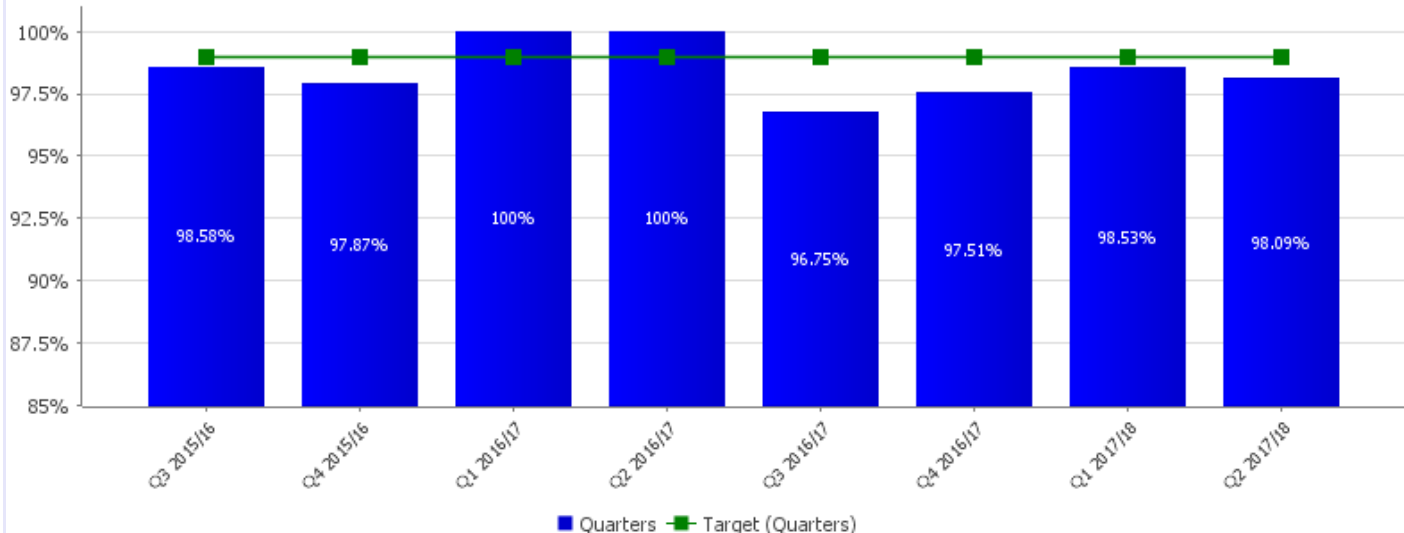

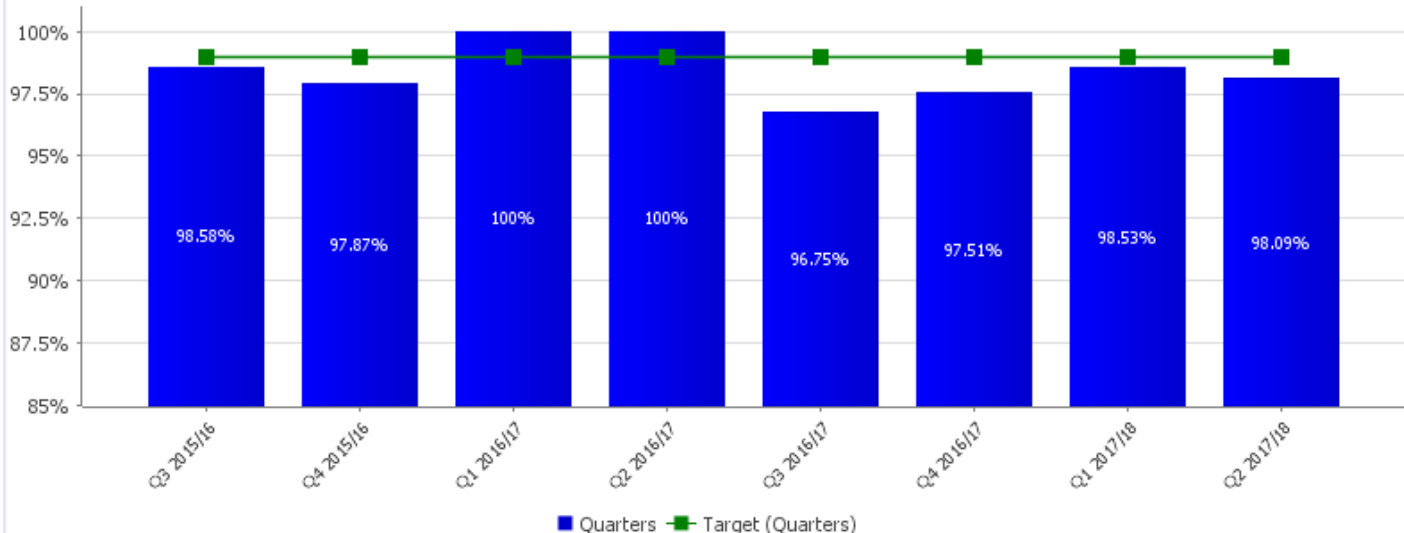
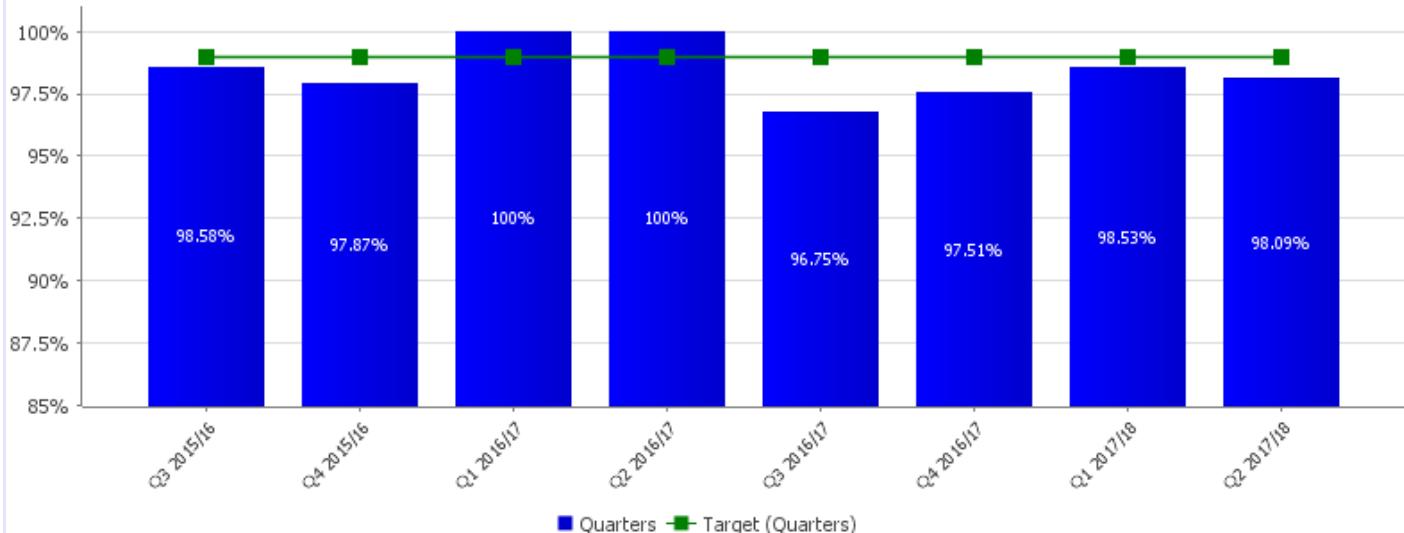
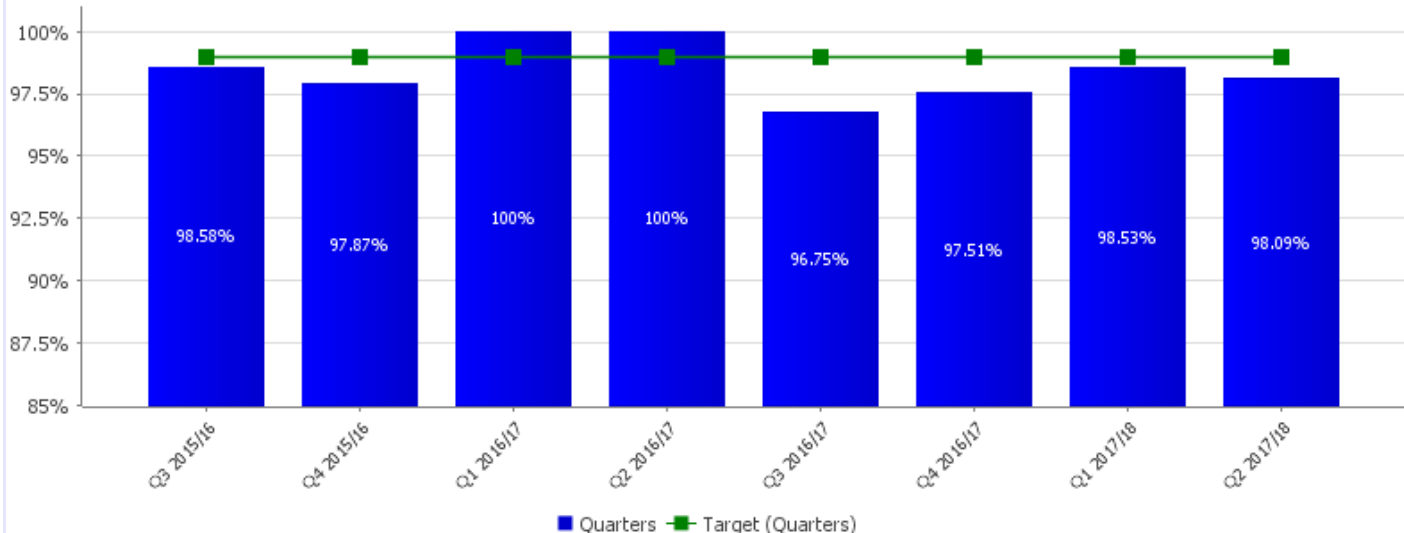
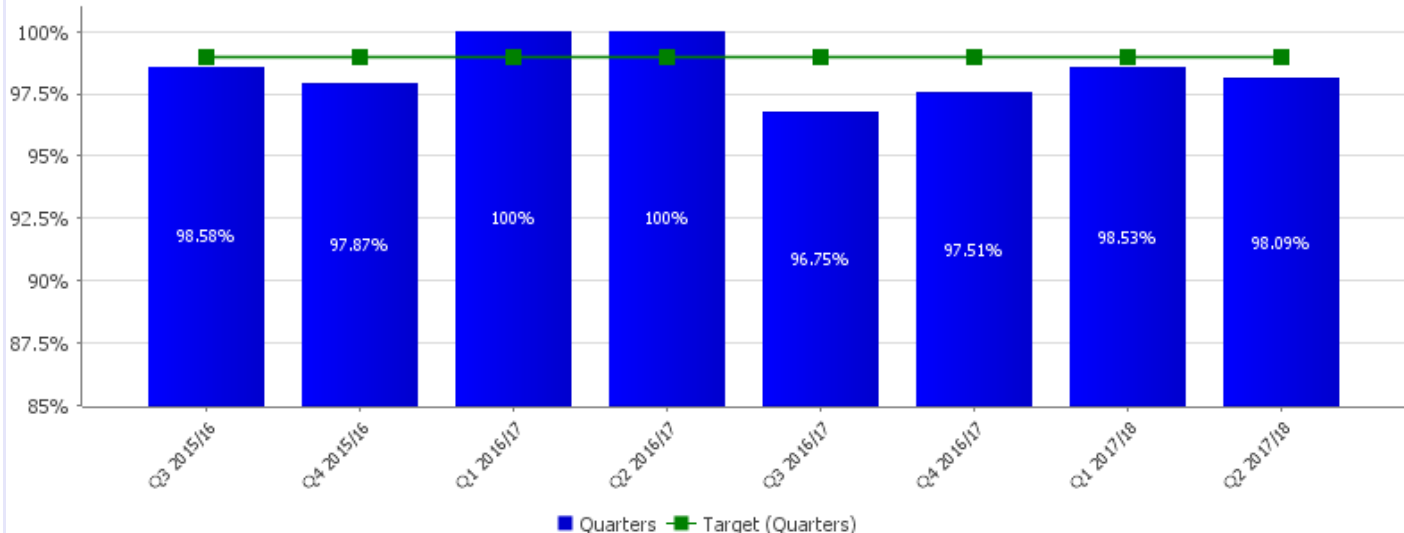
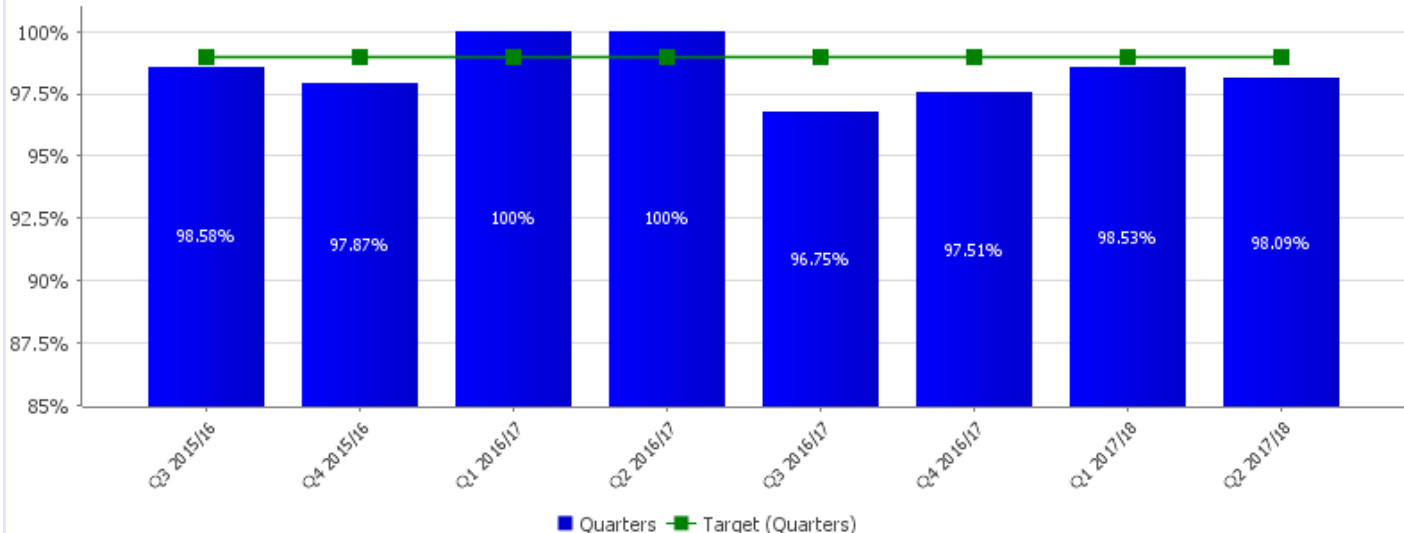
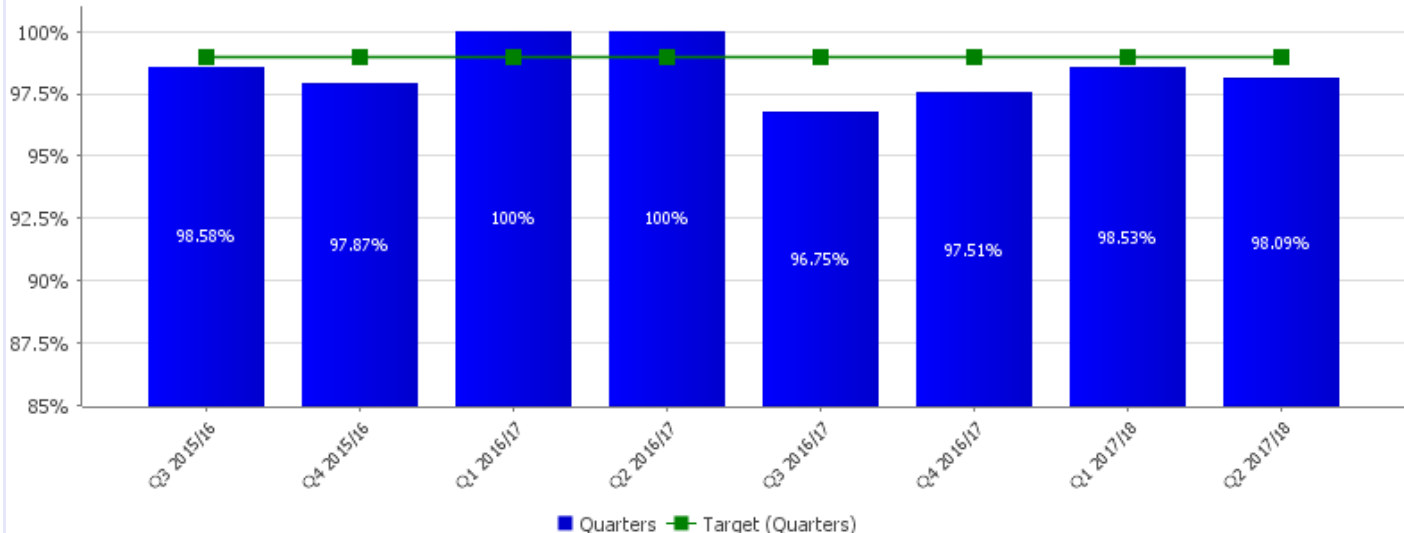
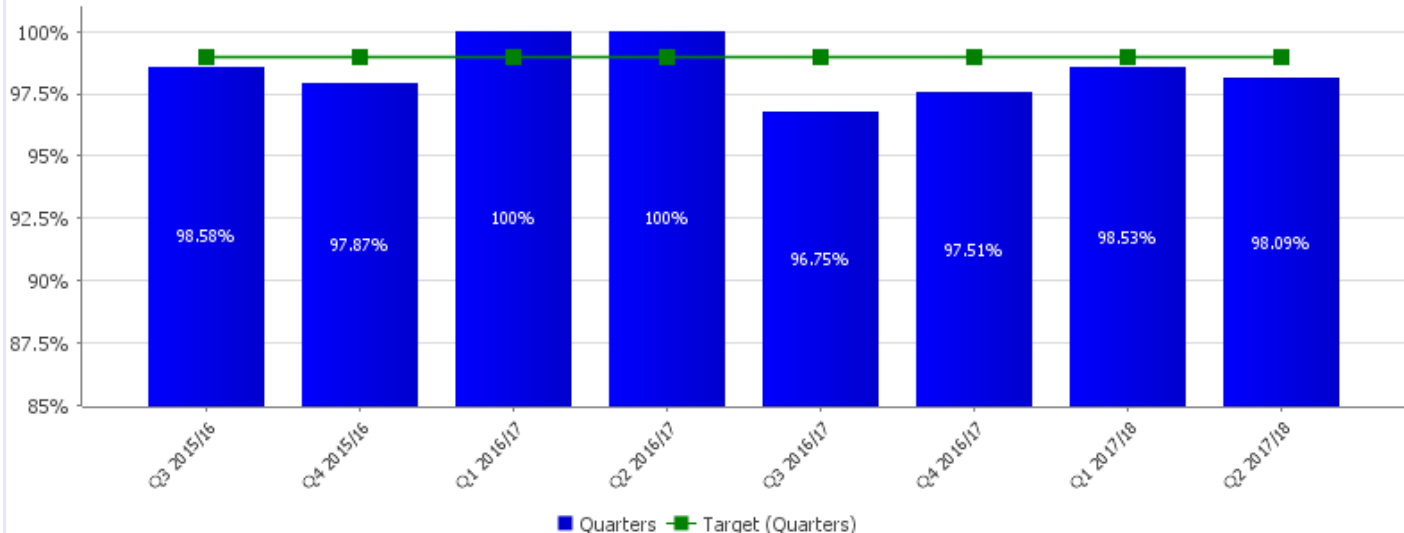
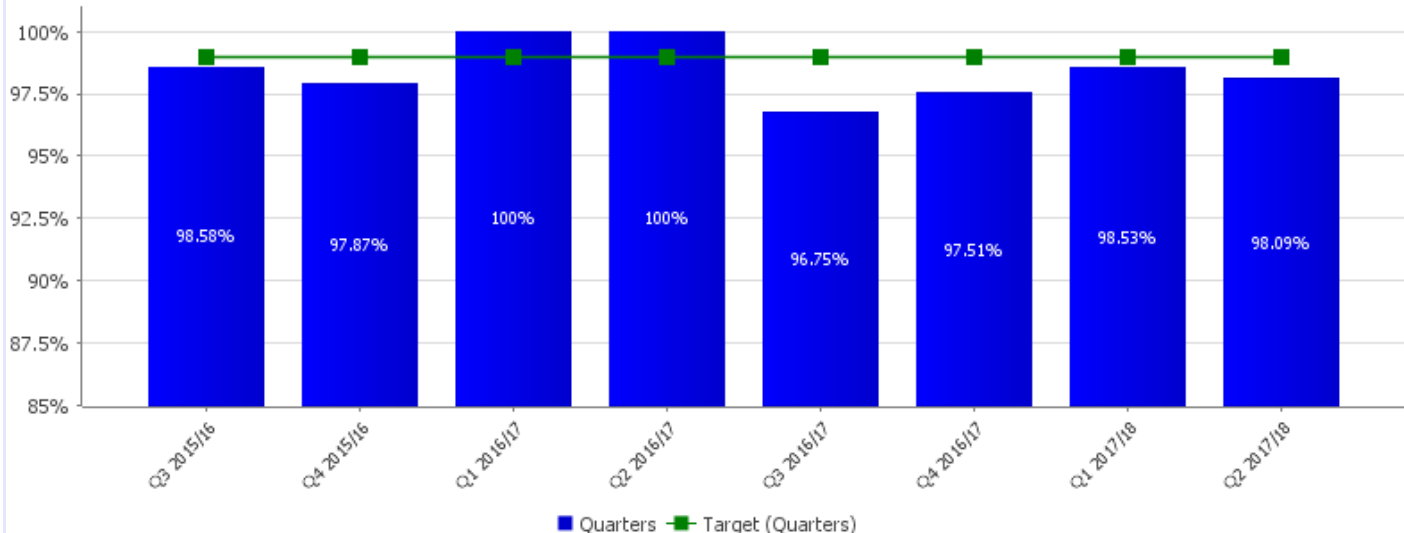
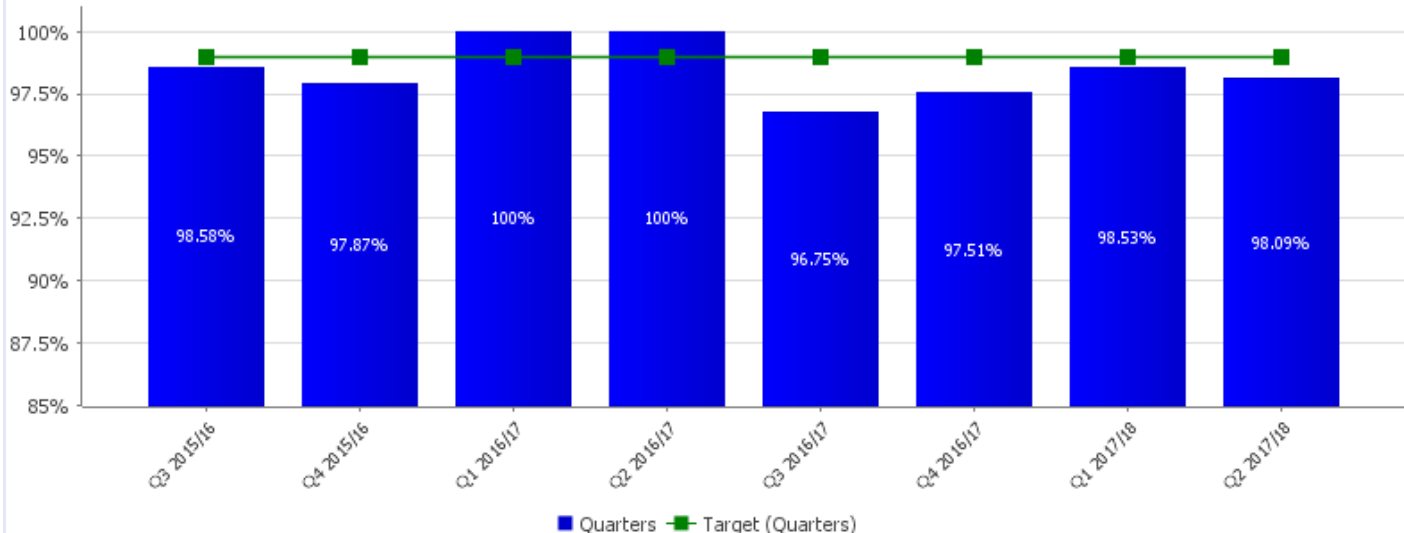
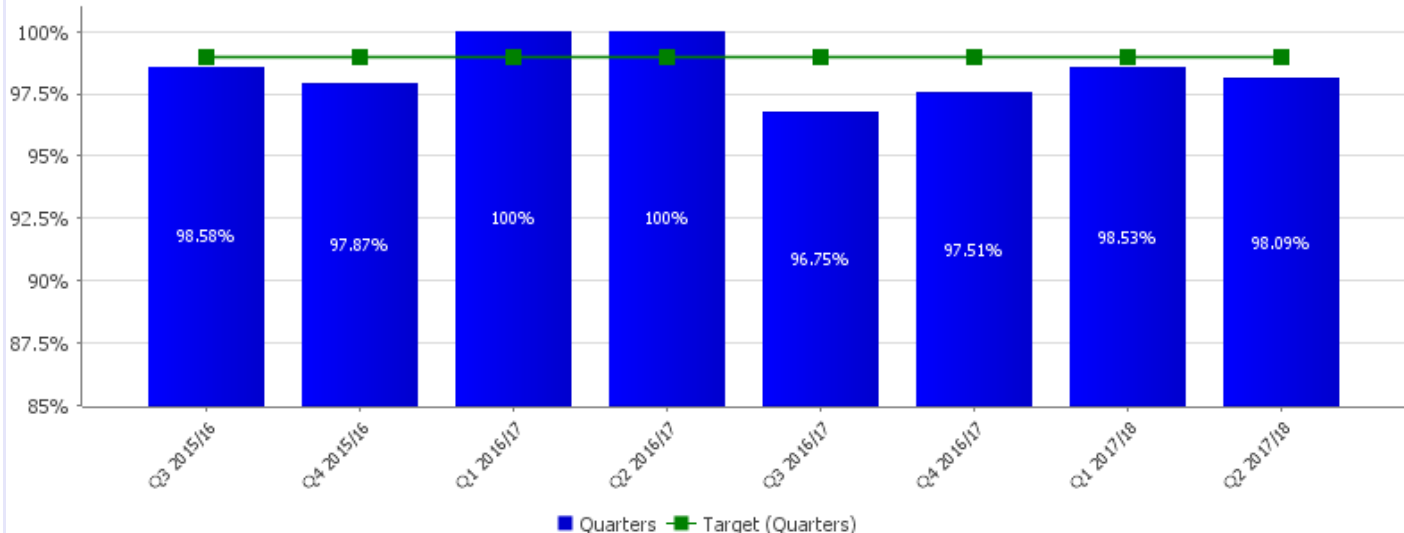
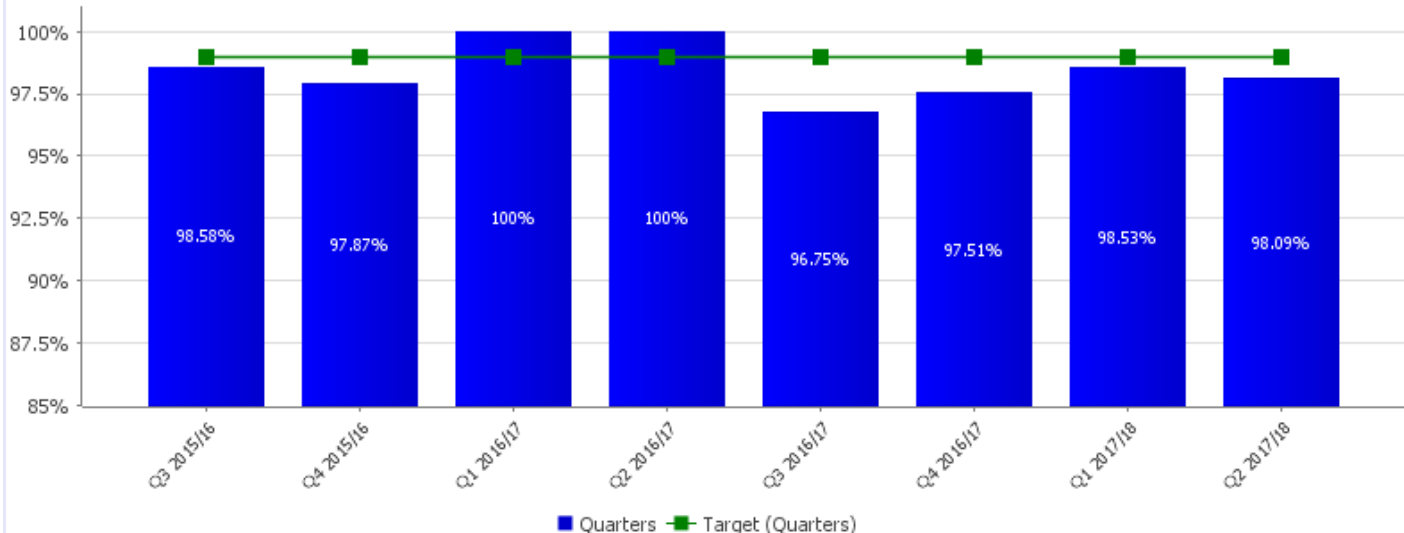
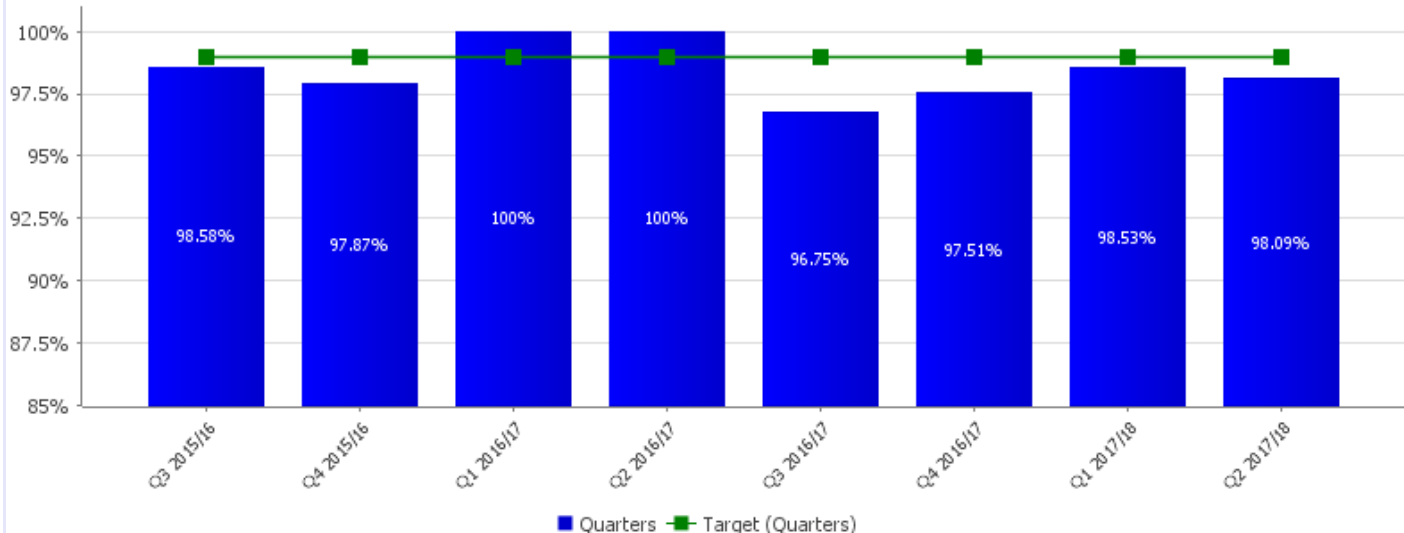
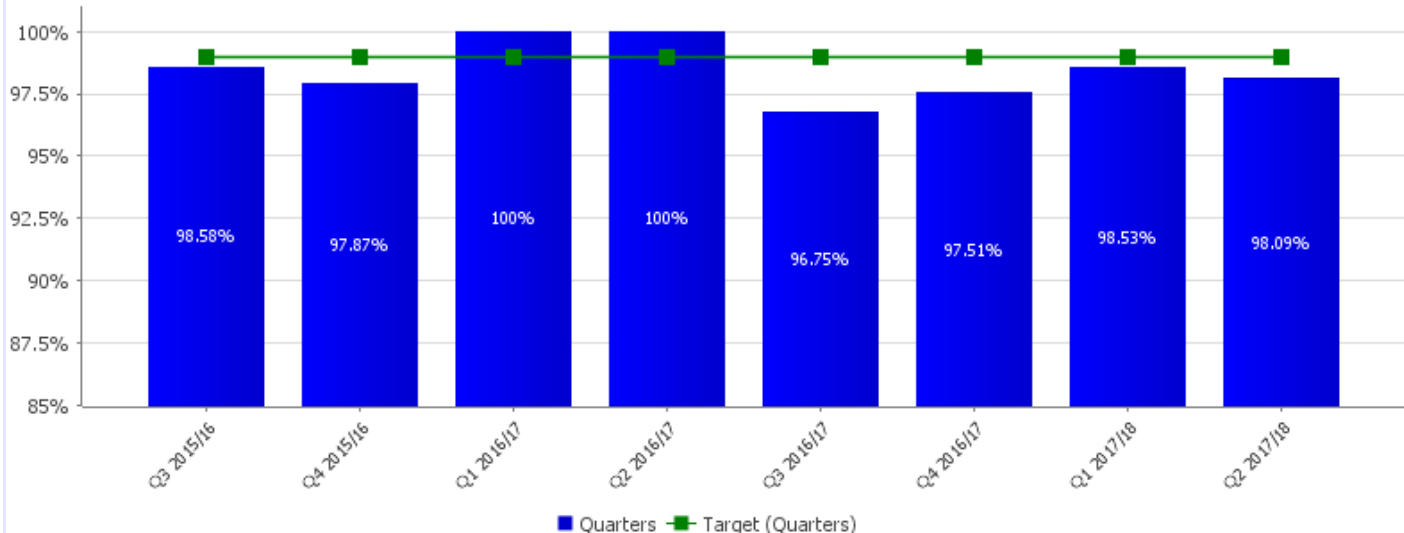
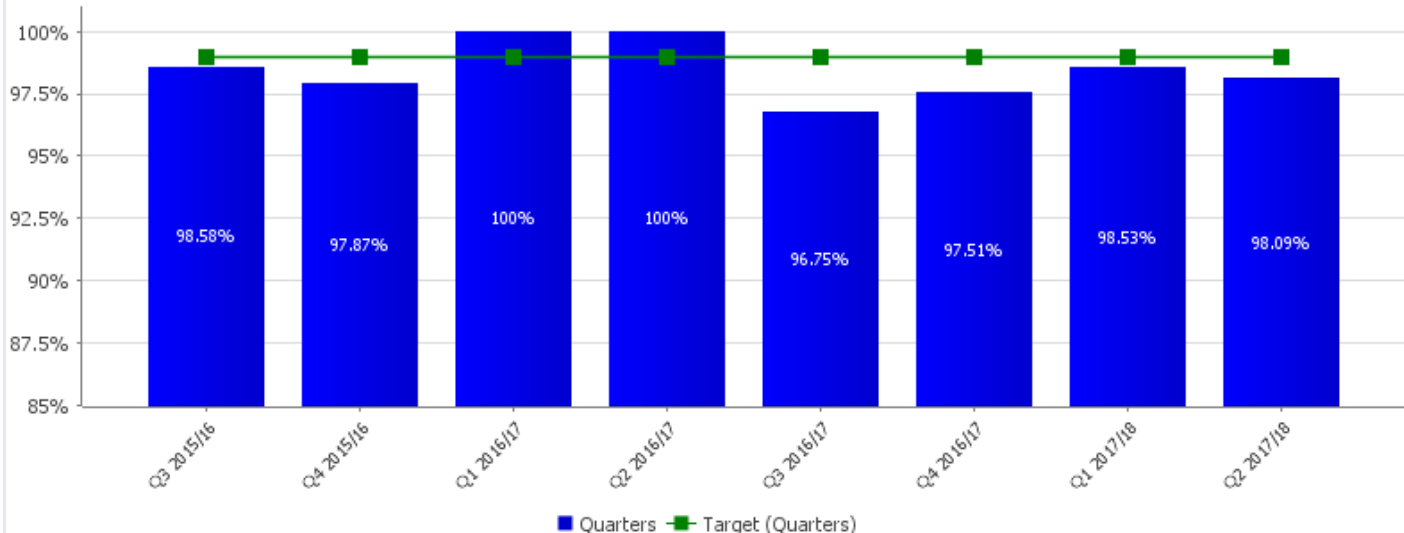
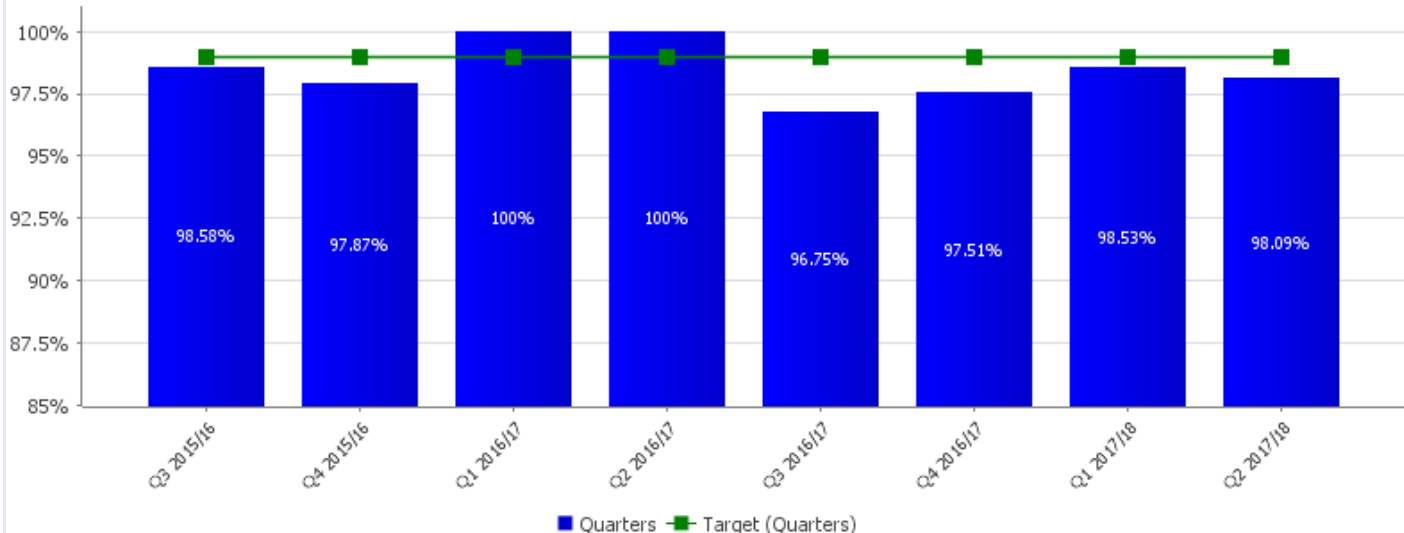
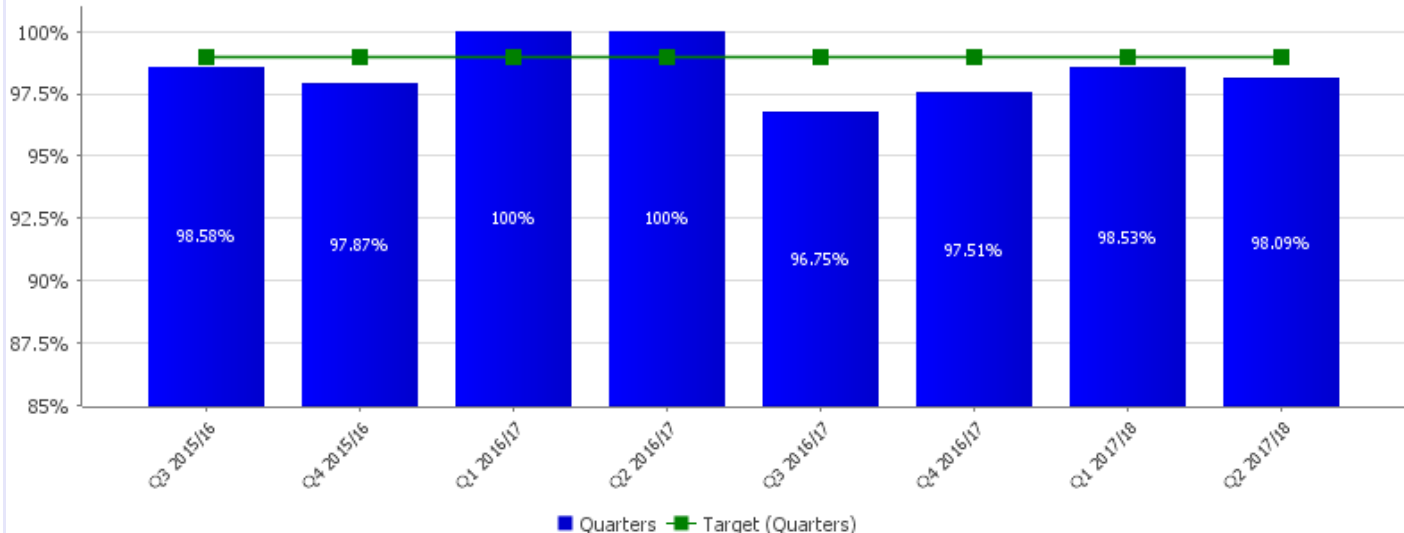
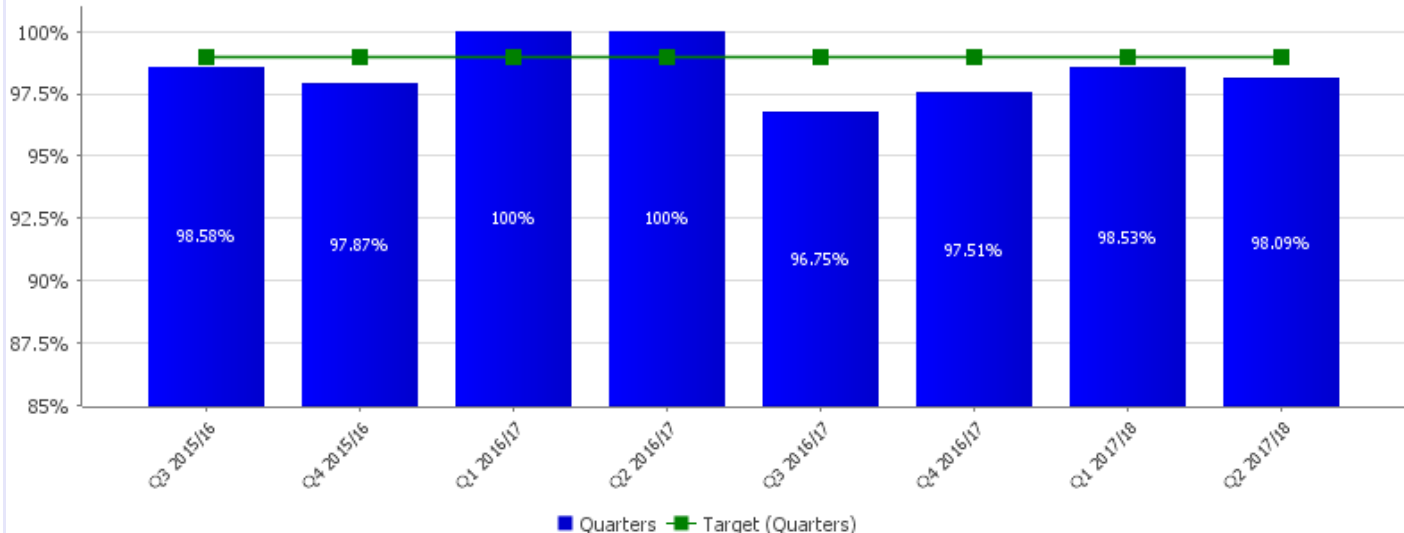
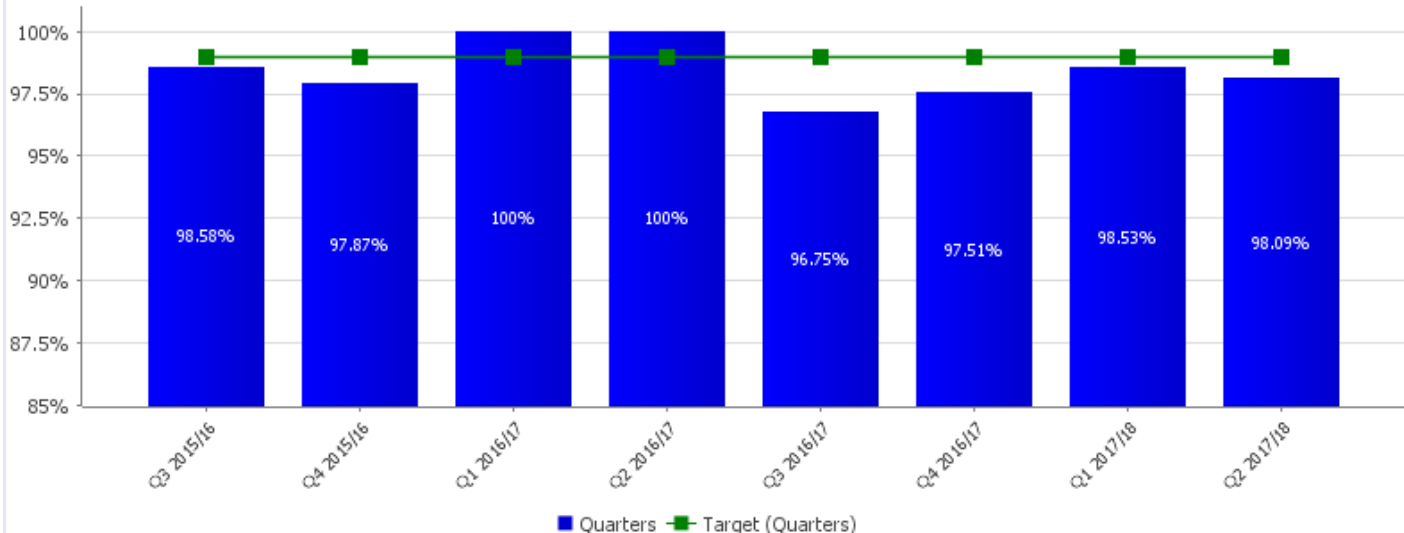
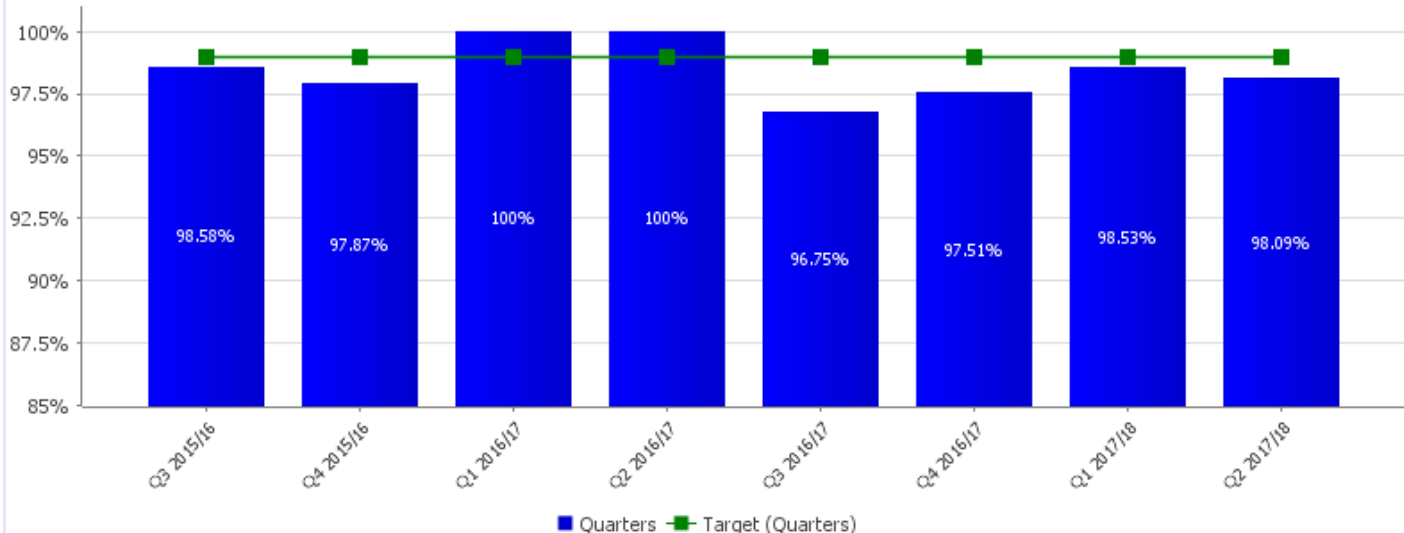
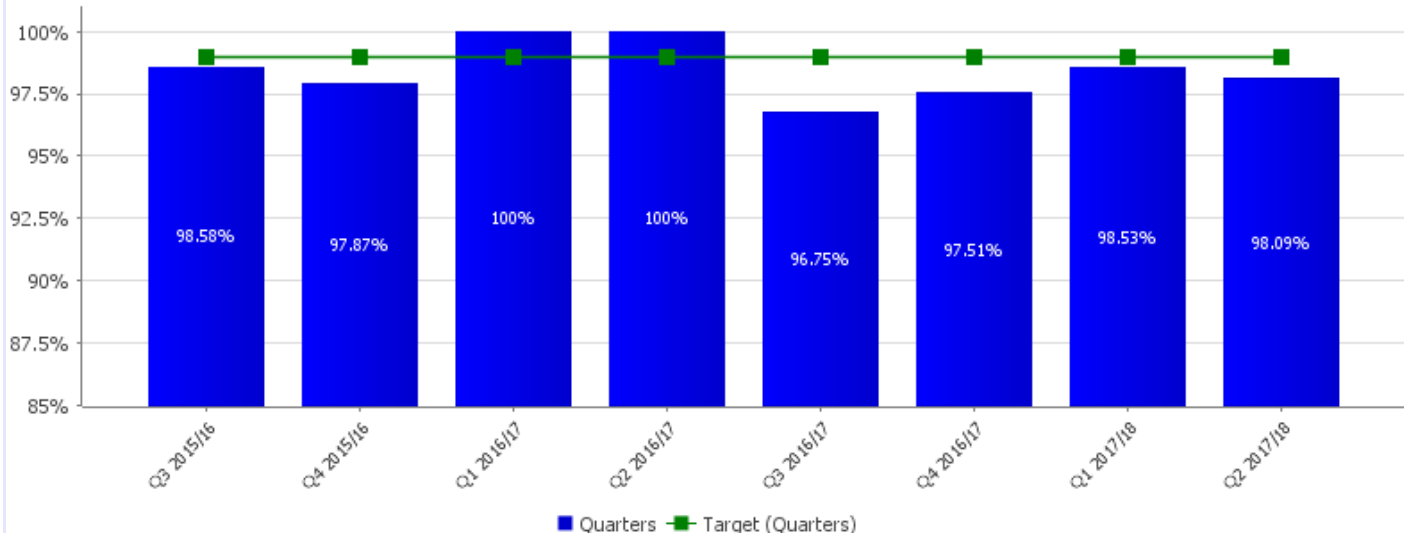
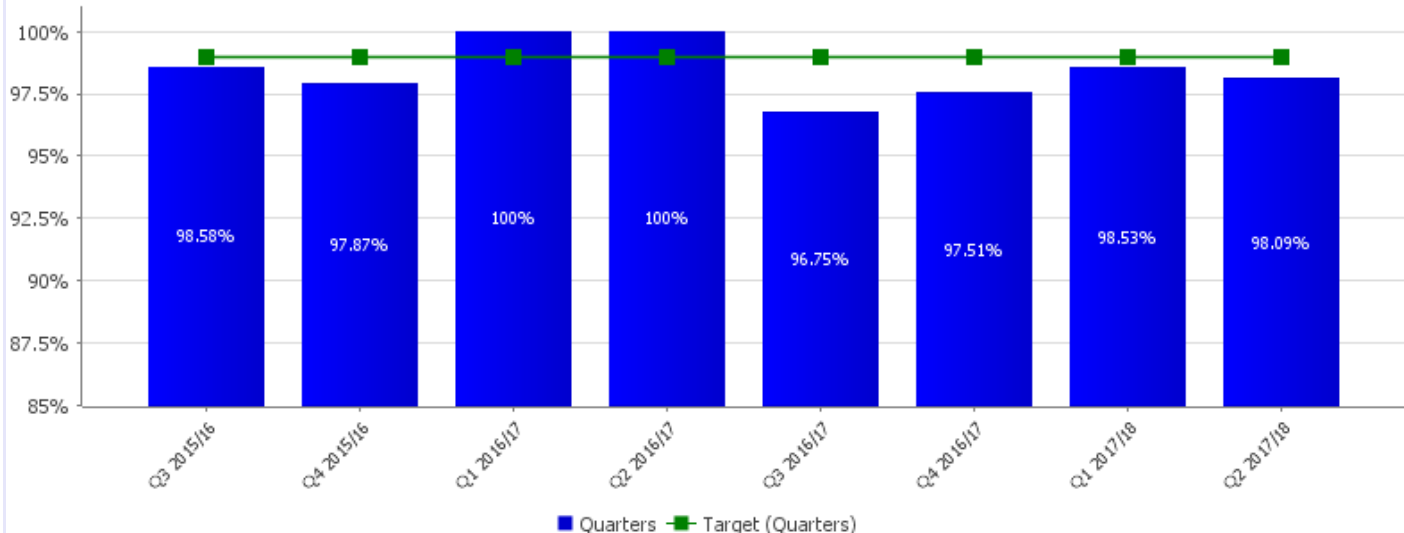
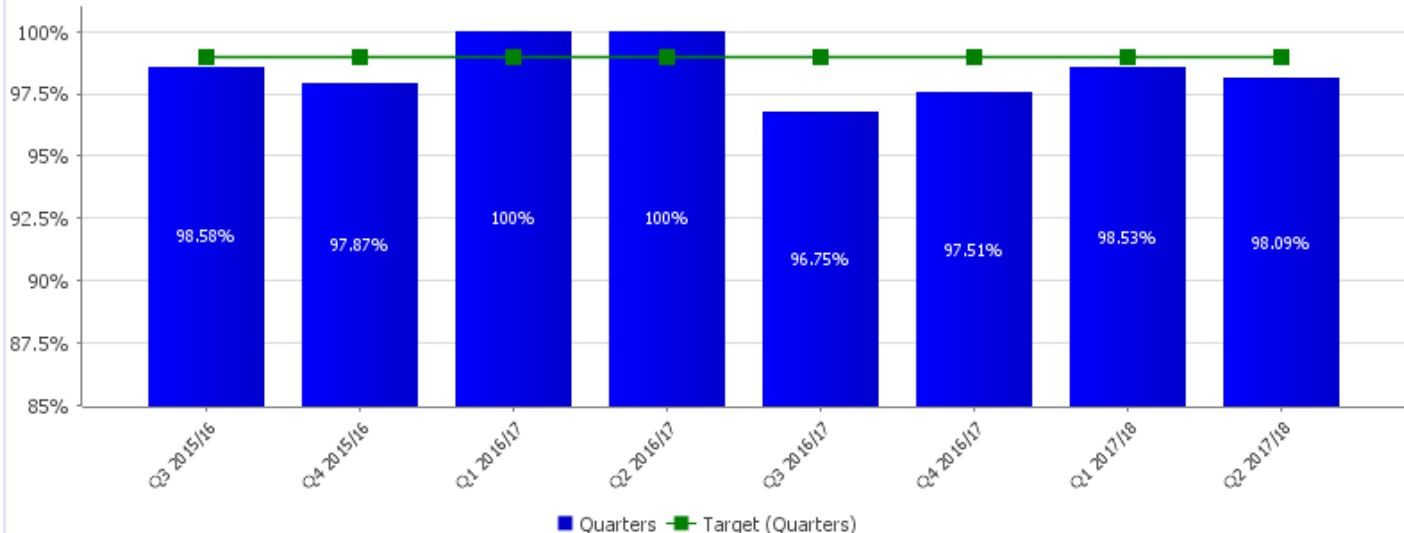
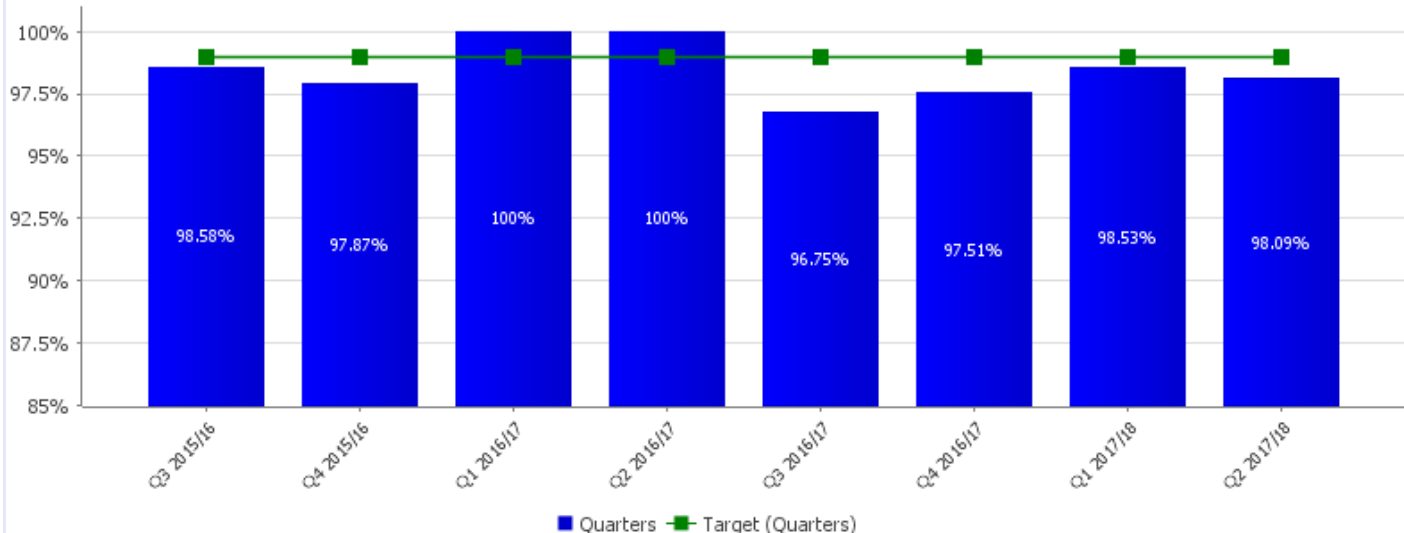
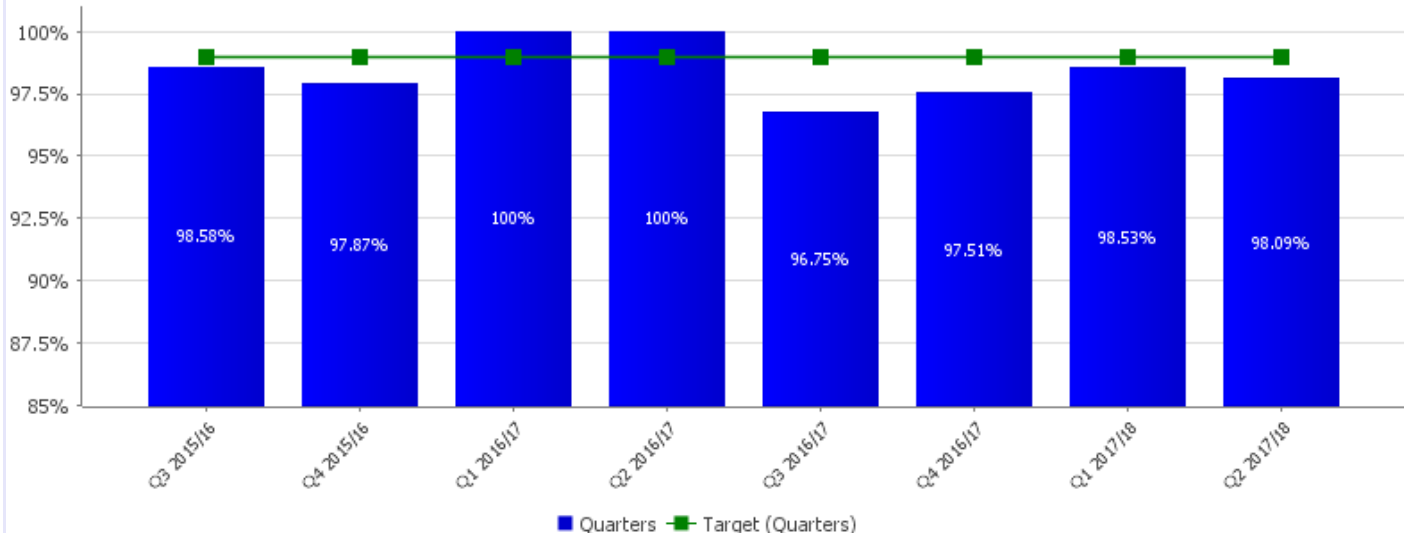
Date of Meeting: 12th December 2017

Services for the Community PDSP

Data Label : OFFICIAL



PI Code & Short Name	P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.	PI Owner	zBUS_PIAAdmin; Grant Taylor																		
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency, non-emergency repairs, gas repairs and the council's out of hours emergency service. Timescale can vary from 24 hours for an emergency repair to 15 days for a routine repair. Building Services has an expected Target of 95% for this performance indicator.	Data Collection Officer	Duncan MacPherson																		
Linked PIs		Gauge Format Type	Aim to Maximise																		
<div>Percentage of Housing Repairs completed to timescale.</div> <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q3 2015/16</td><td>93.32%</td></tr><tr><td>Q4 2015/16</td><td>94.24%</td></tr><tr><td>Q1 2016/17</td><td>97.36%</td></tr><tr><td>Q2 2016/17</td><td>97.75%</td></tr><tr><td>Q3 2016/17</td><td>98.06%</td></tr><tr><td>Q4 2016/17</td><td>98.3%</td></tr><tr><td>Q1 2017/18</td><td>97.48%</td></tr><tr><td>Q2 2017/18</td><td>95.73%</td></tr></tbody></table> <div>■ Quarters ■ Target (Quarters)</div>		Quarter	Percentage	Q3 2015/16	93.32%	Q4 2015/16	94.24%	Q1 2016/17	97.36%	Q2 2016/17	97.75%	Q3 2016/17	98.06%	Q4 2016/17	98.3%	Q1 2017/18	97.48%	Q2 2017/18	95.73%	Last Update	Q2 2017/18
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Q2 2017/18	95.73%																				
Traffic Light Icon																					
Current Value	95.73%																				
Current Target	95%																				
<div>Trend Chart Commentary:</div> <p>The trend shows that performance since quarter 1 2016/17 has met target. The previous two quarters in 2015/16 show Building Services has not met target within performance on this indicator with improvements being made to rectify this. Main causes of the dip in performance in quarters 3 to 4 in 2015/16 was down to lack of resource, with planners through to operatives, in addition to new Asbestos processes which extended the repair process. Further analysis of routine repairs is underway to identify where continued improvement can be sustained.</p> <p>The target of 95% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis.</p> <p>In 2016/17 the Scottish Housing Network (SHN) average for the year was 95.03% for similar sized Local Authorities of which we were placed 4th highest of the 8 providing data.</p> <p>In 2015/16 the Scottish Housing Network (SHN) average for the year was 92.43% for similar sized Local Authorities of which we were placed 3rd highest of the 8 providing data.</p>		Notes on Latest Data Entry	<p>17-Oct-2017 The performance for quarter two has met target. In quarter two Building Services completed 10087 housing responsive repairs, 431 of these repairs were completed outside the service standards timescale. Overall four repair categories make up this indicator, with all four indicators achieving target. Continued analysis of routine repairs is underway to identify where improvements can be made.</p> <p>Emergency repairs - quarter two 100.00% - target 97%</p> <p>Routine repairs - quarter two 90.34% - target 95%</p> <p>Gas repairs - quarter one 100.00% - target 97%</p> <p>Standby repairs - quarter one 100.00% - target 97%</p>																		

PI Code & Short Name	P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.	PI Owner	zBUS_PIAAdmin; Grant Taylor																											
Description	<p>This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys, personal digital assistants PDA or a number of customers are contacted by our customer contact centre.</p> <p>This indicator is the number of respondents who chose 'a positive response, as in Very and Fairly satisfied, as a percentage of the overall responses. Measuring customer satisfaction helps ensure that we continue to provide an excellent repairs and maintenance service that meets tenants' expectations. The results are analysed to identify improvements to the way the service is delivered to customers. In 2013/14 as part of the introduction of Scottish Housing Charter Building Services now report customer satisfaction using the 5 point scale responses. The categories are, Very satisfied, Fairly Satisfied, Neither or, Fairly Dissatisfied, Very Dissatisfied.</p>	Data Collection Officer	Duncan MacPherson																											
Linked PIs		Gauge Format Type	Aim to Maximise																											
<p>Percentage of customers who are satisfied with the overall housing repair service.</p>  <table><caption>Percentage of customers who are satisfied with the overall housing repair service</caption><thead><tr><th>Quarter</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q3 2015/16</td><td>98.58%</td><td>99%</td></tr><tr><td>Q4 2015/16</td><td>97.87%</td><td>99%</td></tr><tr><td>Q1 2016/17</td><td>100%</td><td>99%</td></tr><tr><td>Q2 2016/17</td><td>100%</td><td>99%</td></tr><tr><td>Q3 2016/17</td><td>96.75%</td><td>99%</td></tr><tr><td>Q4 2016/17</td><td>97.51%</td><td>99%</td></tr><tr><td>Q1 2017/18</td><td>98.53%</td><td>99%</td></tr><tr><td>Q2 2017/18</td><td>98.09%</td><td>99%</td></tr></tbody></table>		Quarter	Actual (%)	Target (%)	Q3 2015/16	98.58%	99%	Q4 2015/16	97.87%	99%	Q1 2016/17	100%	99%	Q2 2016/17	100%	99%	Q3 2016/17	96.75%	99%	Q4 2016/17	97.51%	99%	Q1 2017/18	98.53%	99%	Q2 2017/18	98.09%	99%	Last Update	Q2 2017/18
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84.1%

Surveys are being monitored to investigate negative responses to assess their relativity to the repairs processes.

The dips in performance in quarters 3 & 4 of 2015/16 ties in with the dip in repairs completed within target for corresponding periods and a need to keep the customer updated throughout the repair process. As a result the service has recently implemented new customer communication cards to assist with the improvements. The repair teams analyse all feedback and arrange to contact all customers who provide non positive responses to discuss ways of improving the service.

The target of 99% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis.

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

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

PI Code & Short Name	HQSARR603_9b.1a The total amount of current tenant debt across all tenures	PI Owner	zHQSARR_PIAAdmin; Alison Smith																								
Description	This performance indicator monitors the total amount of rent arrears. This is the sum of mainstream, all temporary tenancies and garage arrears.	Data Collection Officer	HC&BS Housing Managers																								
Linked PIs	HQSARR600_9b; HQSARR601_9b; HQSARR602_9b; HQSARR604_9b	Gauge Format Type	Aim to Minimise																								
<div><p>The total amount of current tenant debt across all tenures</p><table><thead><tr><th>Month</th><th>Months</th><th>Target (Months)</th></tr></thead><tbody><tr><td>April 2017</td><td>£1,392,546</td><td></td></tr><tr><td>May 2017</td><td>£1,487,190</td><td></td></tr><tr><td>June 2017</td><td>£1,626,186</td><td></td></tr><tr><td>July 2017</td><td>£1,650,224</td><td></td></tr><tr><td>August 2017</td><td>£1,799,392</td><td></td></tr><tr><td>September 2017</td><td>£1,819,228</td><td></td></tr><tr><td>October 2017</td><td>£1,814,930</td><td></td></tr></tbody></table></div>		Month	Months	Target (Months)	April 2017	£1,392,546		May 2017	£1,487,190		June 2017	£1,626,186		July 2017	£1,650,224		August 2017	£1,799,392		September 2017	£1,819,228		October 2017	£1,814,930		Last Update	October 2017
		Month	Months	Target (Months)																							
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		Current Value	£1,814,930																								
		Current Target	£1,714,383																								
<p><u>Trend Chart Commentary:</u> The level of rent arrears varies considerably through the year, but follows a similar pattern from one year to the next. Using the trend information from this chart, we see that arrears generally increase over the summer holiday months and after Christmas and decrease during the non charge rental weeks in December and March.</p> <p>In October 2017 total amount of current arrears across all tenures was £1,814,930 which is £100,547 above the set target. Ongoing weekly monitoring continues as per the income and welfare reform activity and action plans.</p> <p>In September 2017 total amount of current arrears across all tenures was £1,819,228 which is £114,812 above the target set. Ongoing weekly monitoring continues as per the income and welfare reform activity and action plan.</p>		Notes on Latest Data Entry	15-Nov-2017 PI updated to include Housing Need managed temporary tenancy arrears. Performance in October was £100,547 above target.																								

In August 2017 total amount of current arrears across all tenures was £1,799,392 which is £163,692 above the target set. Ongoing weekly monitoring continues as per the income and welfare reform activity and action plan

In July 2017 total amount of current arrears across all tenures was £1,650,222 which is £27,502 above the target set. Ongoing weekly monitoring as per the income and welfare reform activity and action plan.

The June 2017 total amount of current arrears across all tenures was £1,626,186. This is £80,240 above the target set. Ongoing weekly monitoring as per the income and welfare reform activity.

The May 2017 total amount of current arrears across all tenures was £1,477,163. This is an increase of £84,613 from the April 2017 figure.

The March 2017 total amount of current arrears across all tenures was £1,220,228. This was £22,148 below target.

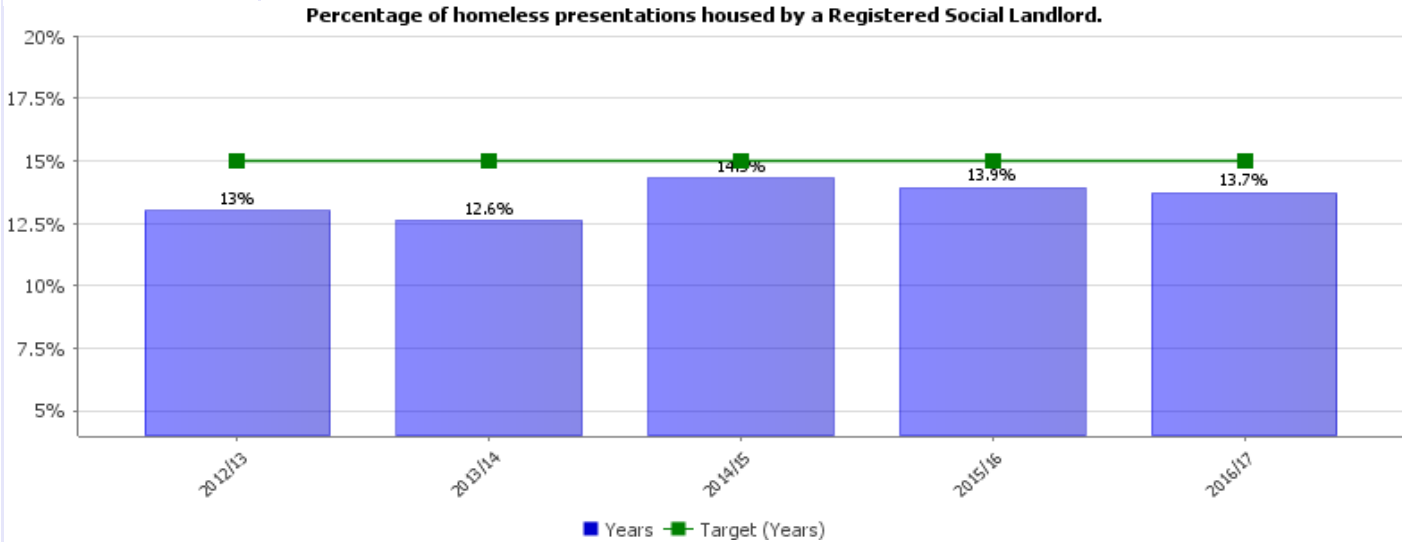

The February 2017 total amount of current tenant arrears across all tenures was £1,602,827. This was £2,319 below target and a decrease of £120,884 from February 2016.

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

PI Code & Short Name	P:HQSHOM031_9a2a Percentage of repeat homeless presentations.	PI Owner	zHQSHOM_PIAAdmin; AnnMarie Carr; Laura Harris																		
Description	Percentage of same households who are assessed as homeless within 12 months of previously being assessed as homeless. This indicator includes both homeless households to whom we have a duty to provide permanent accommodation and those to whom we have a duty to provide temporary accommodation. This information is used to monitor the services levels of repeat applications and ensure it is seeking suitable appropriate sustainable outcomes.	Data Collection Officer	Iain Mclean																		
Linked PIs		Gauge Format Type	Aim to Minimise																		
<div><p>Percentage of repeat homeless presentations.</p><table><thead><tr><th>Year</th><th>Years</th><th>Target (Years)</th></tr></thead><tbody><tr><td>2012/13</td><td>3.1%</td><td></td></tr><tr><td>2013/14</td><td>1.5%</td><td>3%</td></tr><tr><td>2014/15</td><td>2%</td><td>3%</td></tr><tr><td>2015/16</td><td>1.4%</td><td>3%</td></tr><tr><td>2016/17</td><td>1.7%</td><td>3%</td></tr></tbody></table></div>		Year	Years	Target (Years)	2012/13	3.1%		2013/14	1.5%	3%	2014/15	2%	3%	2015/16	1.4%	3%	2016/17	1.7%	3%	Last Update	2016/17
		Year	Years	Target (Years)																	
		2012/13	3.1%																		
		2013/14	1.5%	3%																	
		2014/15	2%	3%																	
2015/16	1.4%	3%																			
2016/17	1.7%	3%																			
Traffic Light Icon																					
Current Value	1.7%																				
Current Target	3%																				
<p>Trend Chart Commentary:</p> <p>In 2016/17 repeat applications rose to 1.7% this equates to 18 households. This is a reduction from previous year however remains under the target of 3% and compares favourably to the peer average of 5.2% and national average of 5.5%. Target will remain at 3%.</p> <p>There has been a significant reduction in repeat homeless presentations from 2011/12 to 2015/16 due to the focussed work undertaken by the Housing Needs Service. Following verification from the Scottish Government, the 2015/16 figure identifies 1.4% repeat homeless presentations. This is an improvement of 0.6% on the previous year and has exceeded our target of 3%. This compares to the Scottish average of 5.8 % and 5.9% average for our Scotland housing network peer group.</p> <p>The 2014/15 figure identifies a slight increase of 0.5% on the previous year with 22 cases where applications were accepted as repeat applications, having been assessed as having undergone a material change in circumstances. This compares to the Scottish average of 5.7% and 5.4% average for our Scotland housing network peer group.</p> <p>The 2013/14 figure demonstrated an improvement on the 2012/13 figure with repeat applications reducing by 1.6%.</p>		Notes on Latest Data Entry	18-Apr-2017 In 2016/17 18 households were recorded as repeat applications within 12 months of their previous application, where all adults and all children are the same in both applications																		

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

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

PI Code & Short Name	HQSHOM037_9b.1a Percentage of homeless presentations housed by a Registered Social Landlord.	PI Owner	zHQSHOM_PIAAdmin; AnnMarie Carr; Laura Harris
Description	Percentage of people who apply as homeless where the final outcome is that they are housed by a Housing Association. This indicator measures the number of homeless applicants where the outcome was RSL tenancy against number of total applications rather than those assessed as unintentionally homeless.	Data Collection Officer	Iain Mclean
Linked PIs		Gauge Format Type	Aim to Maximise
<p style="text-align: center;">Percentage of homeless presentations housed by a Registered Social Landlord.</p>  <p style="text-align: center;">■ Years ■ Target (Years)</p>		Last Update	2016/17
		Traffic Light Icon	
		Current Value	13.7%
		Current Target	15%
		Notes on Latest Data Entry	18-Apr-2017 In 2016/17 1126 homeless cases were closed , of this 615 accepted an SST. of the 615, 461 were LA SST's and 154 RSL SST's. The percentage of cases closed RSL SST as percentage of all cases closed is 13.7%
<p>Trend Chart Commentary: In 2016/17 performance reduced by 0.3%. 154 houses were allocated in 2016/17 and 153 in 2015/16 however there was a greater amount of cases closed in 2016/17. Peer group average is 16.1% and national average is 22.8%. The service aims to increase this indicator and reach the target but this is also dependant on the level of properties RSLs have available for let. Performance for previous years from 2012/13 through to 2015/16 has fluctuated from 13.5% - 13.9%. These continuing fluctuations are as a result of the changing numbers of properties RSL's have availability for let each year.</p> <p>2016/17 13.7% of 1126 cases received a Scottish Secure RSL tenancy (154) 2015/16 13.9% of 1104 cases received a Scottish Secure RSL tenancy (153) 2014/15 14.3% of 1403 cases received a Scottish Secure RSL tenancy (201) 2013/14 12.6% of 1314 cases received a Scottish Secure RSL tenancy (166) 2012/13 13.5% of 1397 cases received a Scottish Secure RSL tenancy (188)</p> <p>Target 15%. Peer group: Aberdeenshire, Dundee, East Ayrshire, Falkirk, North Ayrshire, Renfrewshire, The Highlands, West Dunbartonshire.</p>			

PI Code & Short Name	HQSLETS001_9b Average length of time taken to re-let mainstream properties	PI Owner	zHQSLETS_PAdmin; Alison Smith																																										
Description	This performance indicator calculates the average length of time, in calendar days, to re-let a mainstream property in West Lothian.	Data Collection Officer	HC&BS Housing Managers																																										
Linked PIs	HQSLETS002_9b; HQSLETS003_9b	Gauge Format Type	Aim to Minimise																																										
<div><p>Average length of time taken to re-let mainstream properties</p><table><thead><tr><th>Month</th><th>Months (Bar)</th><th>Target (Months) (Line)</th></tr></thead><tbody><tr><td>October 2016</td><td>17.33</td><td>30</td></tr><tr><td>November 2016</td><td>22.21</td><td>30</td></tr><tr><td>December 2016</td><td>23.75</td><td>30</td></tr><tr><td>January 2017</td><td>30.14</td><td>30</td></tr><tr><td>February 2017</td><td>18.31</td><td>30</td></tr><tr><td>March 2017</td><td>18.73</td><td>30</td></tr><tr><td>April 2017</td><td>18.8</td><td>24</td></tr><tr><td>May 2017</td><td>17.56</td><td>24</td></tr><tr><td>June 2017</td><td>21.06</td><td>24</td></tr><tr><td>July 2017</td><td>17.88</td><td>24</td></tr><tr><td>August 2017</td><td>21.63</td><td>24</td></tr><tr><td>September 2017</td><td>16.4</td><td>24</td></tr><tr><td>October 2017</td><td>17.9</td><td>24</td></tr></tbody></table></div>		Month	Months (Bar)	Target (Months) (Line)	October 2016	17.33	30	November 2016	22.21	30	December 2016	23.75	30	January 2017	30.14	30	February 2017	18.31	30	March 2017	18.73	30	April 2017	18.8	24	May 2017	17.56	24	June 2017	21.06	24	July 2017	17.88	24	August 2017	21.63	24	September 2017	16.4	24	October 2017	17.9	24	Last Update	October 2017
		Month	Months (Bar)	Target (Months) (Line)																																									
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Traffic Light Icon																																													
Current Value	17.9																																												
Current Target	24																																												
The 2017/18 target has been set at 24 days. This is based on an improvement on the previous year's performance, which was 25 days. In the first 2 quarters of 2017/2018 the service has consistently reported being below the target set with housing teams and building services working together to have houses let as quickly as possible. In April 2017, 54 mainstream properties were re-let. These properties were empty for a total of 1,015 days. It took an average of 18.8 days to re-let properties in April. This is 5.2 days below our monthly target.		Notes on Latest Data Entry	15-Nov-2017 In October , 69 mainstream properties were re-let and these properties were empty for a total of 1235 days. Therefore it took an average17.9 days to relet in this month. This is an increase of 1.5 days on the previous month.																																										

Services for the Community Policy Development and Scrutiny Panel and Council Executive – Work Plan 2017/18

Item		Purpose	Frequency	Lead Officer
SftC PDSP – 12th December (5th December) Q2 Performance				
1	Police Scotland	Performance Update Report	¼	Liz MacLeod/Lesley Clark
2	Scottish Fire and Rescue Service	Performance Update Report	¼	Gary Stoddart/Martin Riach
3	Scottish Fire and Rescue Service	Local Fire Plan 2017-2020	3-yearly	Gary Stoddart/Martin Riach
4	Scottish Fire and Rescue Service	Bonfire and Fireworks Report	Annual	Gary Stoddart/Martin Riach
5	Community Safety	Community Safety Update Report	¼	Alison Smith
6	Housing Need	Property Turnover Report	¼	AnnMarie Carr
7	Housing Strategy	New Build Housing Update	Once	Colin Miller
8	HCBS Performance	Rent Consultation	Once	Kenny Selbie
9	HCBS Performance	DWP Universal Credit in West Lothian	Once	Kenny Selbie
10	HCBS Performance	Private Housing (Tenancies) (Scotland) Act	Once	Kenny Selbie
11	HCBS Performance	Performance Update Report	¼	Kenny Selbie
Council Executive - 19th December (12th December)				
1	Scottish Fire and Rescue Service	Local Fire Plan 2017-2020	3-yearly	Gary Stoddart/ Martin Riach
2	Housing Strategy	New Build Housing Update	Once	Colin Miller
Council Executive - 16th January (9th January)				

Item	Purpose	Frequency	Lead Officer
Council Executive - 6th February (30th January)			
SftC PDSP – 20th February (13th February) - Q3 Performance			
1	Police Scotland	Performance Update Report	¼ Liz MacLeod/Lesley Clark
2	Scottish Fire and Rescue Service	Performance Update Report	¼ Gary Stoddart/Martin Riach
3	Community Safety	Community Safety Update Report	¼ Alison Smith
4	Housing Need	Property Turnover Report	¼ AnnMarie Carr
5	HCBS Performance	Performance Update Report	¼ Kenny Selbie
Council Executive - 20th February (13th February)			