West Lothian Council

Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

14 February 2018

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within **Council Chambers, West Lothian Civic Centre** on **Tuesday 20 February 2018** at **2:00 p.m**.

For Chief Executive

BUSINESS

Public Session

1.   Apologies for Absence

2.   Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.

3.   Order of Business, including notice of urgent business and declarations of interest in any urgent business

4.   MINUTES

    (a)   Confirm Draft Minute of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 12 December 2017 (herewith)

    (b)   Confirm Draft Minute of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 19 December 2017 (herewith)

    (c)   Confirm Draft Minute of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 6 February 2018 (herewith)

5.   Scottish Fire and Rescue Service, Service Transformation - Presentation

6.   Scottish Fire and Rescue Local Plan Performance Report - Report by Head of Housing, Customer and Building Services (herewith)

7.   Scrutiny of Police Scotland Performance in West Lothian - Report by Head of Housing, Customer and Building Services (herewith)

8.   Police Scotland 2018/19 Annual Police Plan - Consultation - 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 October to December 2017 - Report by Head of Housing, Customer and Building Services (herewith)

11.   Rent Pressure Zones - Report by Head of Housing, Customer and Building Services (herewith)

12.   Update on Home Energy Efficiency Programmes for Scotland:Area Based Schemes (HEEPS:ABS) 2017/18 and 2018/19 - Report by Head of Housing, Customer and Building Services (herewith)

13.   Performance Reporting - Report by Head of Housing, Customer and Building Services (herewith)

14.   Workplan 2018 (herewith)

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

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within CONFERENCE ROOM 3, CIVIC CENTRE, LIVINGSTON, on 12 DECEMBER 2017.

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

Apologies – Councillor Peter Heggie

1.   DECLARATIONS OF INTEREST

        There were no declarations of interest made.

2.   MINUTE

        The Services for the Community Policy Development and Scrutiny Panel approved the draft minute of its meeting held on 23 October 2017. The minute was then signed by the Chair.

3.   SCRUTINY OF POLICE SCOTLAND PERFORMANCE IN WEST LOTHIAN

        A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the Performance of Police Scotland in West Lothian for the period 1st April to 30th September 2017.

        The report explained that the Police Scotland Strategic Plan set out the local policing priorities and objectives and was a statutory requirement of the Police and Fire Reform (Scotland) Act 2012. The Council Executive had previously agreed that the monitoring of performance against the plan would be reported and considered on a quarterly basis by the panel.

        The report enclosed a copy of the Scrutiny Report for the period 1st April 2017 to 30th September 2017.

        Barry Blair, the appointed Area Commander during the reporting period presented the report and amplified aspects of the statistical information contained therein and described a variety of actions being taken by Police Scotland. The panel thanked Barry for his service to West Lothian and wished him the best in his new role.

        Questions raised by Panel members were dealt with Barry Blair and the newly appointed Area Commander for West Lothian, Liz MacLeod. The panel took the opportunity to welcome Liz to her new role in West Lothian and to wish her every success in the role.

        Arising from a question about complaints against police officers, the Area Commander explained that the performance indicator would be removed from future reports to the panel as responsibility for analysing complaints

of this nature was with the Scottish Police Authority Complaints and Conduct Committee.

Decision

To note the terms of the report.

4.   SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the Local Plan Performance for the Scottish Fire and Rescue Services in West Lothian for the period 1st July 2017 – 30th September 2017.

The report recalled that the West Lothian Scottish Fire and Rescue Local Plan set out the fire and rescue priorities and objectives for West Lothian and was a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.   The Council Executive had agreed that monitoring of performance against the plan would be considered by the panel.

The seven objectives contained in the local Fire and Rescue Service Plan for 2014-17 were set out in the report. The Local Senior Officer, David Lockhart and Station Manager Martin Riach, presented the report and highlighted a number of improvements in the reporting period compared to previous years. An appendix (copies of which had been tabled) provided the panel with additional information on action under each objective during the reporting period.

Questions raised by Panel members were dealt with by David Lockhart and Martin Riach. The Panel noted that whilst the Out of Hours Cardiac Arrest Service had been halted across the UK at present, it was hoped that agreement would be reached to reinstate the service as part of the pay settlement or in Scotland as part of the planned wider remit of the Fire & Rescue Service.

The Panel was invited to note the terms of the report.

Decision

To note the terms of the report.

5.   WEST LOTHIAN LOCAL FIRE AND RESCUE PLAN 2017

A report had been circulated by the Head of Housing, Customer and Building Services presenting the draft Scottish Fire and Rescue Services Local Fire and Rescue Plan for West Lothian 2017, which was currently out to consultation.

The report explained that 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 had been developed to a stage where it had been

released for consultation with key stakeholders and members of the community in West Lothian.

There were seven priorities identified within the Local Plan for West Lothian 2017 as follows:-

- Local Risk Management and Preparedness

- Domestic Fire Safety

- Deliberate Fire Setting

- Non-Domestic Fire Safety

- Road Safety

- Unintentional Harm and Injury

- Unwanted Fire Alarm Signals

The Panel note that the priorities in the Plan aligned with those of the Community Safety Strategy and the strategic themes of the Local Outcome Improvement Plan. The Plan included key performance targets which would allow for the scrutiny of performance by members of the Panel.

The Panel was invited to note the content of the report and if appropriate provide feedback which would be reported to the Council Executive.

In response to a question, the Local Senior Officer agreed to provide the panel with a presentation on the Fire and Rescue Service Transformation proposals early in the new year.

Decision

To note the terms of the report and await a presentation on the Fire and Rescue Service Transformation early in 2018.

6.   WEST LOTHIAN BONFIRE AND FIREWORK REPORT 2017

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the preventative and operational response to activities conducted by the Scottish Fire and Rescue Service and Police Scotland during the bonfire and firework period 2017.

The report explained that as in previous years, the Scottish Fire and Rescue Service had lead 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 representative activities and responding to incidents over the bonfire and firework period.

A Bonfire Strategy for West Lothian had been drawn up for 2017, a copy of which had been provided as an appendix to the report. The Strategy

set out how partners had worked together to minimise the impact of deliberate fire setting and fire related antisocial behaviour over the peak autumn period leading up to 5th November and how arrangements had been co-ordinated to ensure the safety of emergency responders and key partners.

The Strategy provided details of the preventative activities that had taken place in advance of bonfire night, along with details of response activity and violence to fire crew members. It also provided an overview of Police Scotland response activity along with information on the number of hospital admissions related to bonfire night.

The report concluded that continued partnership working appeared to be having a positive impact on public awareness and the approach to bonfire celebrations in the lead up to 5th November and that the Bonfire Strategy for West Lothian had contributed to the positive impact and would be reviewed by Community Safety Unit partners.

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

Decision

To note the term of the report.

7.   COMMUNITY SAFETY UPDATE

A report had been circulated by the Head of Housing, Customer and Building Services informing the Panel of the strategic development of Community Safety in West Lothian and other local and national developments for the period to October 2017. The report also provided performance information from the Community Safety Unit on the Safer Neighbourhood Teams.

The report outlined updates on the following local activity initiatives:-

- One Punch Campaign
- Travellers Encampments
- Operation Pinpoint
- Firework and Bonfire Season

The report then provided updates on the following national initiatives:-

- New National Standards for Prisoners Families Support
- Community Choices Fund
- Equality Discrimination
- 20's Plenty Pre-Legislative Consultation

Performance information for the period April to October 2017 was contained in an appendix to the report.

The Panel was asked to note the strategic development of community safety and to note the performance information detailed for the Safer

Neighbourhood Team.

Decision

To note the terms of the report.

8.   PROPERTY TURNOVER JULY TO SEPTEMBER 2017

A report had been circulated by the Head of Housing, Customer and Building Services informing the panel of the property turnover for the quarter July to September 2017.

The panel was informed that the number of permanent lets for the period 1 July to 30 September was 230 compared to the same quarter in the previous year when 216 properties were let.

The report provided the following appendices:-

Appendix 1 – Details of All Lets Excluding Assisted Moves

Appendix 2 – Assisted Move Lets

Appendix 3 – Total Housing Stock Per Area

The Panel was asked to note the current levels of activity relating to property turnover for the second quarter of 2017/18 and in particular to note:-

- That there had 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.

- That 67% of lets were allocated to people who were homeless or potentially homeless.

Decision

To note the terms of the report.

9.   NEW BUILD HOUSING UPDATE

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the council's new build housing programme.

The report recalled that the West Lothian Housing Strategy 2017-2022 recognised the need to increase the supply of affordable housing in West Lothian to meet need and demand and included a target of 3000 affordable homes being provided in West Lothian over the 10 year period to 2022. It also recalled that the council's Corporate Plan 2013 to 2017

committed the council to increase the number of council houses available for rent through the New Build Council Housing Programme.

The panel noted that over the period 2012/13 to 2016/17, 1056 affordable homes had been delivered in West Lothian as follows:-

- West Lothian Council New Build – 646 units
- Registered Social Landlords – 267 units
- Rosemount Court – 30 units
- Open Market Acquisitions/Mortgage to Rent – 113 units

In addition to the 1056 affordable home completions over the five year period to 2016/17, there was a commitment to build a further 1029 affordable homes over the next two year, the majority of which formed part of the council's current new build programme.

The report then moved on to provide an overview of the current new build programme. 192 units had been completed and 704 units were under construction. Full information on the completed sites and the progress as each site was contained in the report.

The panel noted that following discussion with Lovell Partnerships, officers proposed seeking agreement from the Council Executive to reduce the number of units at the eastern part of the Deans South Estate from 63 to 37 units. The proposed change would make the development of the site easier as it would avoid developing adjacent to existing privately own house and reduce the need to divert existing services to facilitate the development. The Council Executive would be invited to agree that the 26 new build units from Deans South be replaced by 26 Open Market Acquisitions.

The Panel was invited to note the progress made on the council's new build housing programme and the intention to seek approval from the Council Executive to remove 26 units from the Lovell Partnership's site at Deans South and replace them with 26 Open Market Acquisitions.

Decision

To note the terms of the report.

10.   RENT CONSULTATION

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the rent consultation which had closed on 8th December 2017.

The report explained that the current rent strategy was due to end in March 2018 and that tenants had been consulted on a new strategy that would commence in April 2018. The consultation had been published on 9th October and closed on 8th December 2017. A list of the actions taken to publicise the consultation was provided in the report.

The report had contained information on the results of the consultation at

the date of writing. An updated appendix was tabled that provided the panel with the final outcome of the 2017 rent consultation following its closure on 8th December. The results of the survey were are as follows:-

- Option 1 – Annual Increase of 3% over five years – 989 (85%)

- Option 2 – Annual Increase of 4% over five years – 170 (15%)

The results of the undernoted additional questions were also contained in the updated tabled appendix:-

- Should the council continue to add to the supply of, and build new council houses, even if this means increase to rent?

  Yes 813 (69%)   No 368 (31%)

- Should the council continue to invest in our existing houses, even if this means increase to rent?

  Yes 963 (81%)   No 221 (19%)

- Do you feel your rent is affordable?

  Yes 861 (73%   No 321 (27%)

The Panel noted that following its consideration of the report, the council would thereafter meet to set the Housing Revenue budget and rent levels from April 2018.

The Panel was invited to note the feedback from tenants on the rent consultation.

Decision

To note the terms of the report and feedback from tenants.

11.   DEPARTMENT FOR WORK AND PENSIONS UNIVERSAL CREDIT IN WEST LOTHIAN

A report had been circulated by the Head of Housing, Customer and Building Services updating the panel on the context and implementation of the Universal Credit Full Service in West Lothian. The report set out the key potential implications for council services, its partners and the wider community. It also outlined the key actions across various council services to manage and mitigate the impact of Universal Credit in West Lothian.

Quarterly reports on welfare reform were presented to the Partnership and Resources PDSP. The panel noted that the report before them was supplementary and focussed on the key specific issues and challenges related to Universal Credit in West Lothian. The report recalled that Universal Credit was the most substantial change to the UK welfare and benefits system which had been brought about as a result of the UK

Government's welfare reform programme and subsequent Welfare Reform Act 2012. The Government aimed to simplify the benefits system by bringing together a number of key working age benefits under one application and assessment process. A list of the six legacy benefits Universal Credit would replace was provided in the report.

The report provided the panel with an update on the Live Service Universal Credit in West Lothian from November 2015. It explained that Live Service was essentially a pilot programme that focussed on moving single people over from legacy benefits to Universal Credits. Due to the lower volume of cases under live service, the council, partners and others had been able to provide direct support to many of those affected. Wider implementation of Universal Credit however would present a different scale and therefore a significant challenge to resources and support. As a result of the UK Government budget 2017, there would be no further transfer of claimants to Live Service as of 31st December 2017. This meant that anyone facing a change of circumstance or creating a new claim would remain on legacy benefits until May 2018.

The report then explained that West Lothian would be subject to Full Service Universal Credit as of May 2018 which in practice meant that everyone in receipt of a legacy benefit and had a change of circumstance, or someone who opened a new benefit claim, would be transferred to Universal Credit.   Not everyone on legacy benefits would transfer immediately, it would happen over time for individuals based on changing circumstances or a new claim. By 2022, all housing benefit claimants would have transferred to Universal Credit.

The report advised that a number of administrative and management issues following the introduction of Universal Credits in 2013 had led to a number of changes and adjustment over the past 4 years to the approach taken by the DWP. As a result of further changes announced as part of the UK Government budget 2018, the report cautioned that further changes to DWP commitments were likely to impact on the information provided in the report.

The panel noted that the Scottish Government had used its new social security powers to provide people in Scotland that were transferring to Universal Credit with additional flexibility on how their payments would be managed. As of 4th October 2017, individuals in Scotland moving to or applying for Universal Credits could apply to receive their payments twice per month, rather than monthly, and could also opt to have rent costs paid directly to their social or private landlord.

The report then moved on to provide the panel with information on a number of overarching potential implications and concerns related to Full Service Universal Credit and information on the following key issues and challenges were outlined in the report:-

- Reduced Housing Income
- Online Applications
- Waiting Periods
- Sanctions

- Direct Payments, Rent and Council Tax Arrears
- Advice and Support
- Benefits Administration
- Private Rented Sector and Registered Social Landlords

The panel noted that a council action plan had been drawn up to ensure a co-ordinated corporate approach was in place to the volume and scale of the Full Service. A Universal Credit Project Board had been created and a list of the key areas of action which fell with the remit of the Board was given. Further reports would be provided to future meetings of the panel to update on emerging challenges and progress regarding Full Service Universal Credit in West Lothian.

The Panel was invited to note the potential implications of, and action being taken to mitigate, Universal Credit in West Lothian.

Decision

To note the Workplan.

12.   PRIVATE HOUSING (TENANCIES) (SCOTLAND) ACT 2016

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the Private Housing (Tenancies) (Scotland) Act 2016 which had been implemented on 1st December 2017.

The panel heard that the new Private Housing (Tenancies) (Scotland) Act 2016 replaced the previous assured and short assured tenancies and meant that a new Private Residential Tenancy agreement would be introduced for all future lets within the sector that would provide security, stability and predictability for tenants and appropriate safeguards for landlords, lenders and investors. A summary of the key changes listed below was provided within the report:-

- Tenancy Agreement
- Ending of Tenancies
- Notice Periods
- Rent Increases
- Rent Pressure Zones
- Jurisdiction Changes for the Private Rent Sector and Residential Tenancies

The report explained that prior to the implementation of the new regulations, a review of the council's website was undertaken to ensure it was up to date in accordance with the new Act. Information and a video issued by the landlord Accreditation Scotland had been circulated to registered landlords in West Lothian to provide information and raise awareness. A Private Landlord Forum had been established and had met for the first time in November following the transfer of Landlord Registration to Housing, Customer and Building Services. 70 registered landlords had attended the Forum meeting and received a presentation by Landlord Accreditation Scotland. The presentation had since been

shared on the council's website. All landlords had been provided with a copy of the new model tenancy agreement along with guidance notes to assist them when renewing or submitting an application for landlord registration.

The panel noted that it was proposed that a follow up Private Landlord Forum meeting would be held in early 2018 with a further presentation on the new legislation. There would also be an updated version of the Private Landlord Newsletter issued that would include information on the changes. There was no direct impact or action to be taken by the council as a result of the Act other than sharing information and advice with private landlords.

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

Decision

To note the terms of the report.

13.   PERFORMANCE REPORTING

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

The Panel was information that, of the 8 indicators, 5 were categorised as green, 2 as amber and 1 as red. The Panel noted that the position at quarter 2 was a decrease from quarter 1 when 5 were green and 3 were amber. Each indicator in the appendix displayed the latest note which offered an explanation from the service on current performance levels.

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

Decision

To note the terms of the report.

14.   WORKPLAN

A copy of the Workplan had been circulated for information.

Decision

To note the Workplan.

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 19 DECEMBER 2017.

Present – Councillors George Paul (Chair), Andrew McGuire, Alison Adamson, Frank Anderson, Lawrence Fitzpatrick, Chris Horne (substitute for Councillor Heggie), John McGinty

Apologies – Councillor Peter Heggie

In Attendance – Tom Carr-Pollock (GMB), Robert Brown (Unite), Marcus Kane (Unison)

1.   DECLARATIONS OF INTEREST

        There were no declarations of interest made.

2.   TRANSFORMING YOUR COUNCIL 2017 CONSULTATION

        A report had been circulated by the Depute Chief Executive providing the Panel with an update on the feedback received from respondents as part of the Transforming Your Council (2017)

        The Depute Chief Executive presented the report, informing the Panel that the consultation document had been published on Monday 19 October 2017 and had closed on 12 November 2017. Details of the consultation process were outlined in the report.

        The Panel noted that the number of responses received by the close of the consultation period was 7,026 which generated over 45,000 comments from all respondents.

        In relation to consultation responses, the report provided the following tables:-

        Table 1   A breakdown on the number of responses received from employees, individuals and organisations/groups.

        Table 2   A summary of the number of comments per respondent category, grouped under the associated PDSP.

        Table 3   A summary of the number of comments grouped under aspect of the council tax options.

        Table 4   A breakdown of the 1,042 comments concerning 1 measure relating to service areas which reported to the Partnership and Resources PDSP.

Table 5   A summary of the categorised responses.

A detailed analysis of all the comments allocated to the Services for the Community PDSP was set out in Appendix 2 and 3 to the report. Appendix 4 provided the relevant extracts from the consultation document.

The Panel was informed that full detail of the officer response to each comment was available to view online on the council's website.

The Panel was asked to note that, at the time of publishing the Transforming Your Council (2017) consultation document, the detailed budget reduction measures had not been fully developed. During the period for the consultation process officers had undertaken further work to clarify how the proposed savings would be achieved and the timescales for delivery.

Whilst there remained further work to be done in developing the measures and timescales for implementation, officers had now identified, where applicable, the potential number of reductions on Full Time Equivalent (FTE) posts that would be required to deliver the proposed measure.

The report showed there was one measure (Review of External Funding for Police) allocated to the Services for the Community PDSP. The potential number of FTE posts associated with this measure was nil, and this was reflected in Table 6 within the report.

The Depute Chief Executive informed the Panel that following consideration at the relevant PDSPs week commencing 18 December 2017, officers would take account of the key themes and more detailed proposals when developing future strategies and plans. The information would shape policy development in the future. Key decisions would be made when the council set its budget and financial plan at a meeting in February 2018. Before that, the information it was proposed to present to the council when it set its budget would be reported to a PDSP meeting on 19 January 2018.

It was recommended that the Panel note:

1. the statistical information relating to the consultation (Appendix 1);

2. the high level summary of the comments and feedback received relevant to the remit of the Services for the Community PDSP (Appendix 2); and

3. that the consultation results would be used by the council to help balance its budget for the period to 2022/23.

During discussion, a number of questions were raised and these were dealt with by the Depute Chief Executive and the Head of Housing, Construction and Building Services.

Panel members and participants made comments throughout the

discussion and these were summarised as undernoted:-

- Labour members felt that it was correct to consider the removal of funding to Police Scotland as a commitment had been given by the Scottish Government that Police Scotland's budget would be protected and the provision of adequate levels of policing was the responsibility of Police Scotland.

- Tom Carr-Pollock (GMB) expressed support for the proposal to withdraw funding for 21 police officers, since the unions' priority had to be protecting council staff and jobs.

- Councillor Anderson was concerned that no assessment had been done on this proposal and questioned whether a reduction in crime and antisocial behaviour could be achieved by withdrawing funding for 21 officers.

- Councillor Horne did not wish to see a reduction in the number of community officers on the ground, but Council funding of officers was not his preferred option. He commented on the possible impact of changes to VAT payments by Police Scotland.

<u>Decision</u>

1. To note the terms of the report; and

2. To note comments made by Panel members and participants.

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MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, 1ST FLOOR, WEST LOTHIAN CIVIC CENTRE, on 6 FEBRUARY 2018.

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

Apologies – Councillor Frank Anderson and Jessie Duncan and Alison Kerr (Tenants Panel Representatives).

1.   DECLARATIONS OF INTEREST

        There were no declarations of interest made.

2.   2018/19-2022/23 HOUSING REVENUE ACCOUNT BUDGET AND RENT LEVEL

        A report had been circulated by the Depute Chief Executive advising the Panel of the proposed Housing Revenue Account (HRS) rent strategy for the period 2081/19 – 2022/23, as well as the HRA Budget, rent and service charges for 2018/19.

        The report recalled that West Lothian Council had previously approved both a five year rent and capital investment strategy in January 2013, and as such 2017/18 was the final year of the approved programme. In developing financial plans, and in line with the Housing (Scotland) Act 2001, a formal tenant consultation was undertaken on future housing rent and capital investment strategy. The outcome was reported to the Services for the Community PDSP on 12 December 2017 and had indicated that tenants favoured a 3% rent increase per annum over the five year period to 2022/23. Tenants had also indicated they would be willing to fund future council housing investment and supply.

        The Panel was informed that a 3% per annum rent increase would enable delivery of a balanced HRA revenue budget over the period 2018/19-2022/23 and ensured continued investment in housing infrastructure improving existing homes and creating new affordable homes over the five year timeframe.

        If the rent increase was approved, and based on the latest stock report as at 31 December 2017, the average weekly rental for homes would be £70.49 in 2018/19, increasing from £68.44 in 2017/18. The equivalent weekly figure for garages was £5.93 in 2018/19, increasing from £5.76 in 2017/18. The indicative rent level for HRA properties and garages across the five year period was detailed in a table within the report.

        The report also provided a table showing the estimated allocation of revenue resources, and the associated funding generated through a 3%

rent increase, throughout the five year period covered by the HRA budget strategy. The report also examined the key expenditure assumptions.

It was noted that under the 3% rent strategy, the ratio of capital financing costs to housing rental income would increase from 31.9% in 2018/19 to 33.8%

The estimated Income and Expenditure was expected to be £49.1 million in 2018/19.

The report then went on to examine Risks and Uncertainties. It also provided commentary in relation to Housing Reserves and Prudential Code Implications.

Appendix 1 to the report was an Equality Relevance Assessment.

It was recommended that the Panel note:-

1. The 2018/19 – 2022/23 3% per annum rent strategy, encompassing HRA properties and garages, which would fund service needs and a five year Housing Capital investment programme;

2. The 3% rent strategy for Sheltered Housing and Homelessness properties, as well as related service and support charges, for the period 2018/19 – 2022/23.

3. A rent increase of 3% in 2018/19 and associated HRA Revenue Budget as set out in the report.

Decision

To note the terms of the report.

3.   HOUSING CAPITAL INVESTMENT PROGRAMME 2018/19 - 2022/23

A report had been circulated by the Depute Chief Executive informing the Panel of the proposed Housing Capital Investment Programme 2018/19 – 2022/23 and the proposed for exemption for works under the terms of the Best Value Framework.

The Panel was informed that 2017/18 was the final year of the existing five year housing capital investment programme. Over the five year period there had been an unprecedented £196 million of expenditure on the council's existing stock, achieving Scottish Housing Quality Standards, moving towards energy targets, while also increasing new build supply.

The month 6 monitoring report to Council Executive on 14 November 2017 reported expenditure totalling £50.574 million to be incurred within the 2017/18 Housing Capital Programme. The programme encompassed both new build housing and major investment in the existing housing stock, with a number of large scale housing projects undertaken by

Building Services. The projected expenditure of £50.574 million represented a £6.878 million variance against budgeted resources, compromising slippage, acceleration as well as variances against planned expenditure. Consequently, a number of resources would be carried forward into the future five year programme, and these were outlined in the report.

The five year Housing Capital Investment Programme 2018/19 – 2022/23 would see total investment of £154.877 million with significant resources invested in the creation of new homes and a strong focus on the maintenance of quality standards across the housing stock.

The five year programme would see completion of the 1000 Houses new build programme, and additional investment to increase housing supply. External upgrading would continue in areas identified as in greatest need and an increasing emphasis would be placed on the Energy Efficiency Standard for Social Housing (EESSH).   The proposed investment programme was summarised in the table within the report.   Individual projects, comprised within each project heading, were listed in Appendix 1 and further detail on work to be encompassed within the programme was contained in Appendix 2.

Table 2 within the report showed the capital resources available to fund the housing capital programme 2017/18 and it was noted that Council executive would be updated on latest assumptions in future monitoring reports.

In relation to Governance, the Depute Chief Executive reported that the council had continued to build a resilient culture of effective planning and governance, with strong evidence to demonstrate how the council met the defined best value characteristics.   The Council's Best Value Framework, which was approved on 10 June 2014, ensured that the council complied with the provisions contained within the Local Government in Scotland Act 2003.

The proposals within the overall Housing Capital Investment programme had been considered for their impact on equality. No specific issues had been identified from an equality perspective and the assessment was attached as Appendix 3 to the report.

The Depute Chief Executive concluded that expenditure of £45.219 million was anticipated in 2018/19, and the programme consolidated and updated on movements reported to Council Executive in November 2017, recognising the requirement to refine and phase projects and expenditure. It also introduced a new period of planned investment in housing stock, ensuring that resources were prioritised effectively and reflected the investment needed of the council's housing stock.

Through the Housing Capital programme, the council continued to maintain quality standards and invest in the suitability and sufficiency of its housing stock to improve the environment within communities and meet the needs of existing and future tenants across West Lothian.

It was recommended that the Panel note:

1) the proposed 2018/19 – 2022/23 Housing Capital Investment Programme and related funding as detailed in the report; and

2) the updated exemptions for works under the terms of the Best Value Framework, as outlined in section D.5 of the report.

During discussion, a question was raised concerning the estimated site completion date for Lammermuir House, Livingston (shown in Appendix 2 as April 2018). Officers reported that this information would be updated as appropriate prior to submission of the report to the Budget Setting Meeting.

In response to a further question raised, officers advised that the £370,000 in the capital programme for 2018/19 (Appendix 1, Deans South) related to security and general maintenance of the site.

In response to a request for details of the amount spent on security and maintenance since 2004 on the Deans South site, officers advised that a substantial amount would have been spent on demolition. Figures would be provided to Panel members, if available.

Decision

To note the terms of the report.

![West Lothian Council logo]

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 October 2017 to 31st December 2017.

B.   RECOMMENDATION

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

C.   SUMMARY OF IMPLICATIONS

I	**Council Values**	Being honest, open and accountable; Focusing on our customers' needs; Making best use of our resources; and Working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	The production and Council approval of the Local Police and Local Fire and Rescue Plan is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.
III	**Implications for Scheme of Delegations to Officers**	None at this stage.
IV	**Impact on performance and performance Indicators**	There is no direct impact however this report is part of the agreed process for strategic performance reporting.
V	**Relevance to Single Outcome Agreement**	This report will have a positive impact on the following SOA indicators:

We live in resilient, cohesive and safe communities.

People most at risk are protected and supported to achieve improved life changes. |
VI	**Resources – (Financial, Staffing and Property**	The council contributes directly and in partnership to the delivery of the plan.
VII	**Consideration at PDSP**	Yes.
VIII	**Consultations**	Council Executive, Community Planning Partners, Elected Members.

1

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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 October 2017 to 31st December 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 October 2017- 31st December 2017.

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Alistair Shaw
Head of Housing Customer and Building Services

Date of meeting: 20th February 2018

2

LOCAL PLAN PERFORMANCE REPORT

FOR WEST LOTHIAN

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Year to Date Report, 1st April – 31st December, 2017

Working together for a safer Scotland

West Lothian Council

1

CONTENTS

2

Introduction

This performance report provides information on our prevention, protection and operational response activities within the West Lothian area between 1st April and 31st December 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.) Dec | | | | | RAG rating |
	2013/14	2014/15	2015/16	2016/17	2017/18	YTD
All accidental dwelling fires	131	127	104	82	110	🔴
All fire casualties (fatal & non-fatal (incl. p/c's))	33	17	35	21	31	🔴
All deliberate fires	524	465	617	590	682	🔴
Non domestic fires	68	72	74	55	58	🔺
Special Service Casualties - All	60	73	99	121	98	🟢
False Alarms - All	1564	1564	1521	1672	1567	🟢

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 2,978 incidents within the West Lothian area year to date 2017/18.
This is an increase of 4% 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

4

Progress on local fire & rescue plan priorities

Local Risk Management and Preparedness

The Service must identify, prioritise and plan to meet the risks in each local community.

We said we would:

• train our staff to deal with our local risks

• gather and analyse risk information

• work with partners to mitigate risks

• deal with major events.

Train our staff to deal with our local risks

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.

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, RTC, Breathing Apparatus, Sewer Incidents, Knots & lines, Incidents at Places of Public Entertainment, Electricity and Vehicle Extirication Techniques.

Firefighter safety remains a priority and this theme is underpinned within all activities. Theorectical 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.

Gather and analyse risk information

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.

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.

We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information.

Work with partners to mitigate risks

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.

Deal with major events

During this reporting period, there has been no requirement for SFRS to respond to any major incidents in the West Lothian area.

5

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.
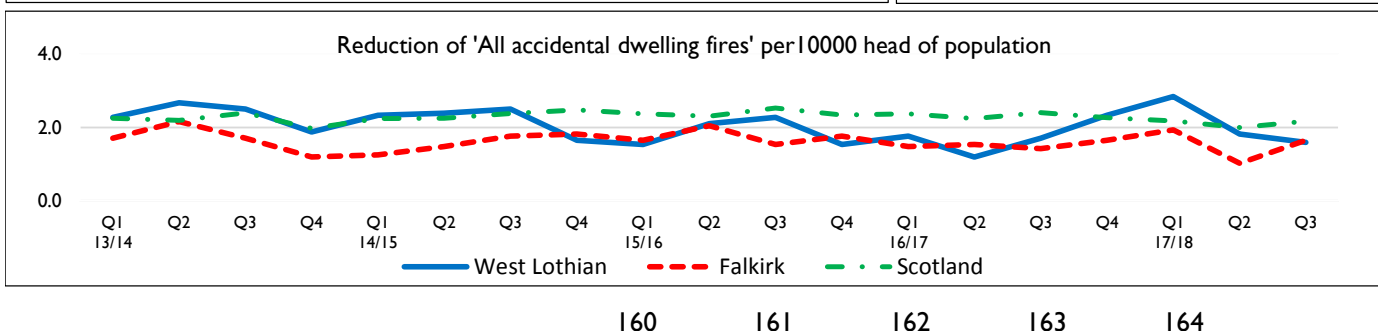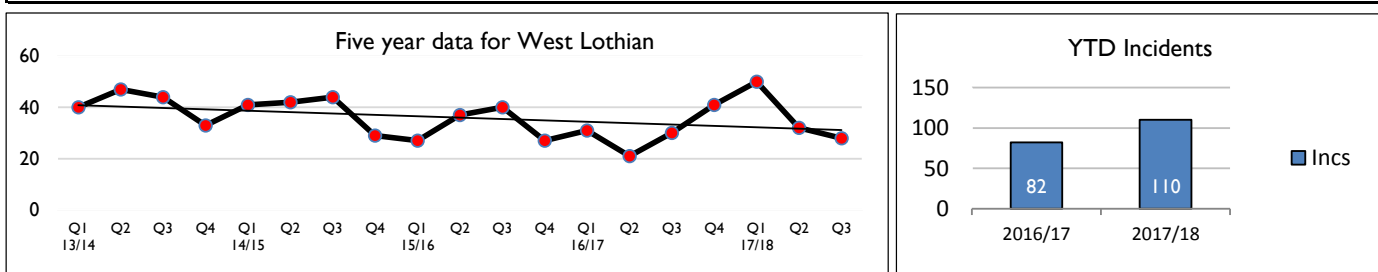
Results

There has been an increase of 34% in accidental dwelling fires YTD 2017/18 compared to the same reporting period in 2016/17 however there has been a marked decrease from Q2 to Q3 2017/18 with a reduction of 13%. 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 (41%) with the occupant being distracted. Alcohol or Drugs have been identified as a contributory factor on only 11 occasions (10%) and 31 involved fire and rescue service assitance in evacuation (28%).

Actions

SFRS will continue to seek out new ways to reduce accidental dwelling fires. Appendix 1 provides further details on our prevention activities in relation to this priority.

Five year data for West Lothian

YTD Incidents

Reduction of 'All accidental dwelling fires' per10000 head of population

— West Lothian - - - Falkirk -·- Scotland

160   161   162   163   164

YTD ward ave. for West Lothian - 12	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	131	127	104	82	110	
Linlithgow	15	8	4	3	9	
Broxburn, Uphall & Winchburgh	11	12	11	9	8	
Livingston North	12	11	13	7	12	
Livingston South	12	19	8	14	10	
East Livingston & East Calder	20	12	10	8	13	
Fauldhouse & the Breich Valley	9	9	11	14	14	
Whitburn & Blackburn	26	26	18	13	16	
Bathgate	20	15	18	10	14	
Armadale & Blackridge	6	15	11	4	14	

6

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 47% increase in fire casualties YTD 2017/18 when compared to the same period 2016/17.   Q1 saw a casualty spike for the year of 13, with Q2 reducing to 8 and Q3 saw a slight increase to 10. The West Lothian five year trendline shows a very slight increase.
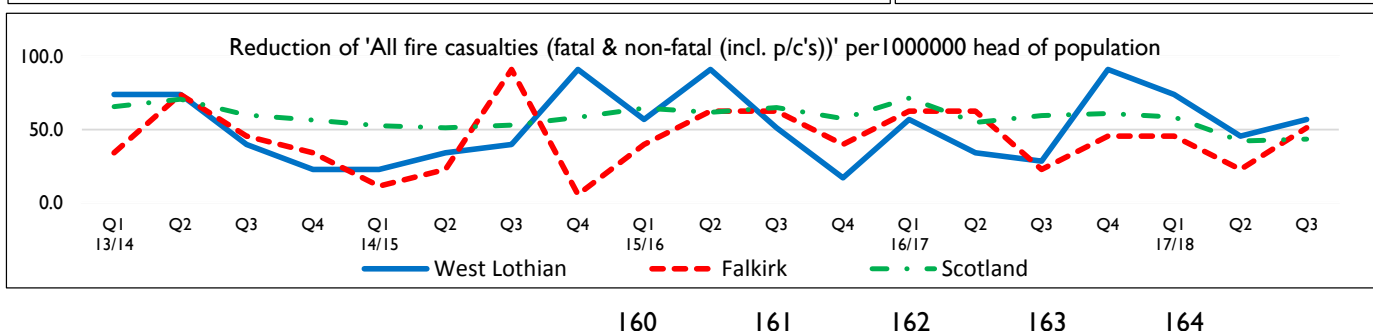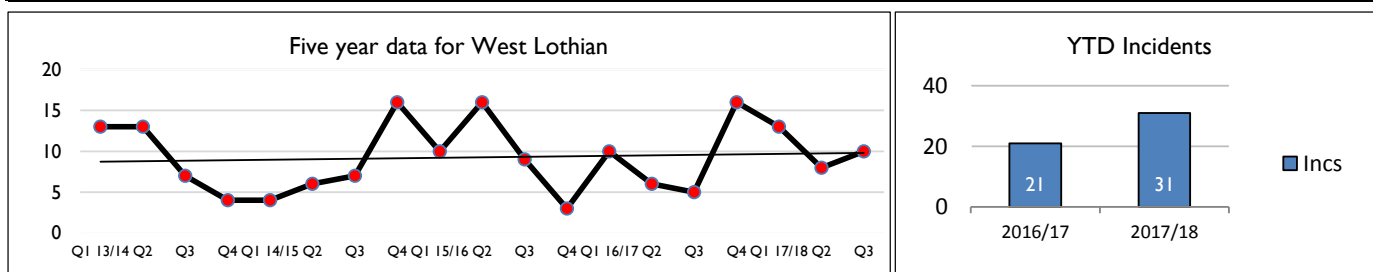
Reasons

Of 31 casualties 26 did not attend hospital, 4 attended with slight injuries and 1 attended with more serious injuries. The majority 74% suffered only slight smoke inhalation, 13% with slight burns, with 13% being in shock or minor cuts. 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 1 provides further details on our prevention activities in relation to this initiative and priority.

Five year data for West Lothian

YTD Incidents

Reduction of 'All fire casualties (fatal & non-fatal (incl. p/c's))' per1000000 head of population

West Lothian — Falkirk — Scotland

160   161   162   163   164

YTD ward ave. for West Lothian - 3	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	33	17	35	21	31	
Linlithgow	1	0	4	0	2	
Broxburn, Uphall & Winchburgh	2	1	2	1	2	
Livingston North	1	3	4	1	5	
Livingston South	1	5	2	2	1	
East Livingston & East Calder	5	0	2	3	7	
Fauldhouse & the Breich Valley	3	1	3	4	4	
Whitburn & Blackburn	10	1	4	4	0	
Bathgate	8	5	6	4	5	
Armadale & Blackridge	2	1	8	2	5	

7

Reduction of 'All deliberate fires'

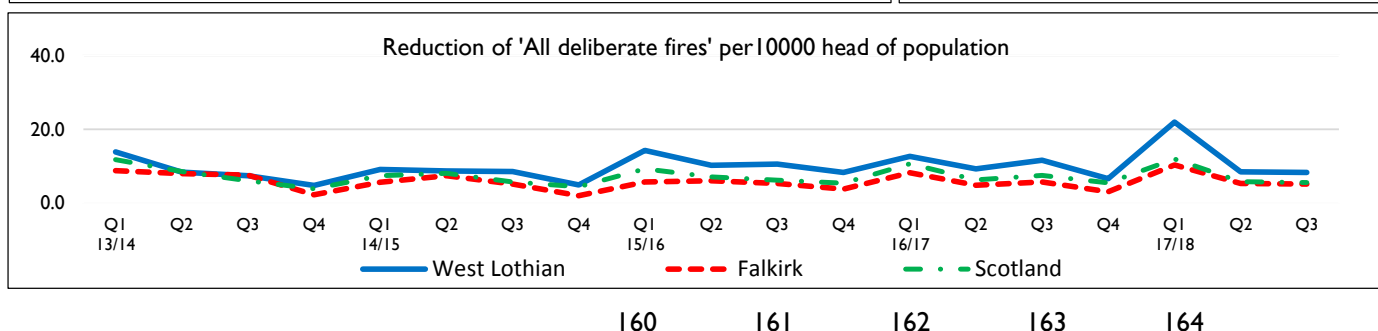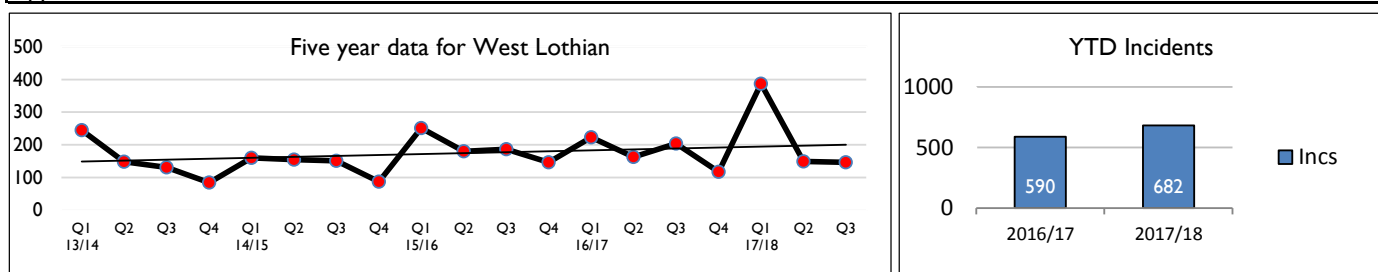| Deliberate fire setting is a significant problem for the SFRS and partners in West Lothian. In the main, deliberate fires are secondary fires categorised into either refuse, grassland or derelict buildings incidents. There is a close link between deliberate secondary fires and other forms of anti-social 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 16% 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 a severe spike of 387 fires in Q1 to 149 fires in Q2 and 146 fires in Q3. 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 occurence of deliberate fires.

Reasons

Data analysis shows deliberate fires account for 23% of all incidents attended by SFRS in this reporting period. 126 (19%) of these fires involved woodland, scrub and heathland, with 86 (13%) involving wheelie bins and 76 (11%) involving loose refuse. Deliberate fires peaked in the month of April, with a significant number of incidents occuring 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 social media to deliver community safety messages to augment messaging through GLOW. Further details of our continued efforts to reduce this priority is provided in Appendix 2.

Five year data for West Lothian

YTD Incidents

2016/17: 590
2017/18: 682

Reduction of 'All deliberate fires' per10000 head of population

West Lothian —— Falkirk - - - Scotland -·-·

160   161   162   163   164

YTD ward ave. for West Lothian - 76	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	524	465	617	590	682	
Linlithgow	20	12	12	6	17	
Broxburn, Uphall & Winchburgh	20	45	104	60	62	
Livingston North	60	40	90	105	134	
Livingston South	101	110	94	101	99	
East Livingston & East Calder	82	80	88	84	89	
Fauldhouse & the Breich Valley	65	54	65	69	74	
Whitburn & Blackburn	64	53	74	46	84	
Bathgate	54	31	36	82	70	
Armadale & Blackridge	58	40	54	37	53	

8

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.
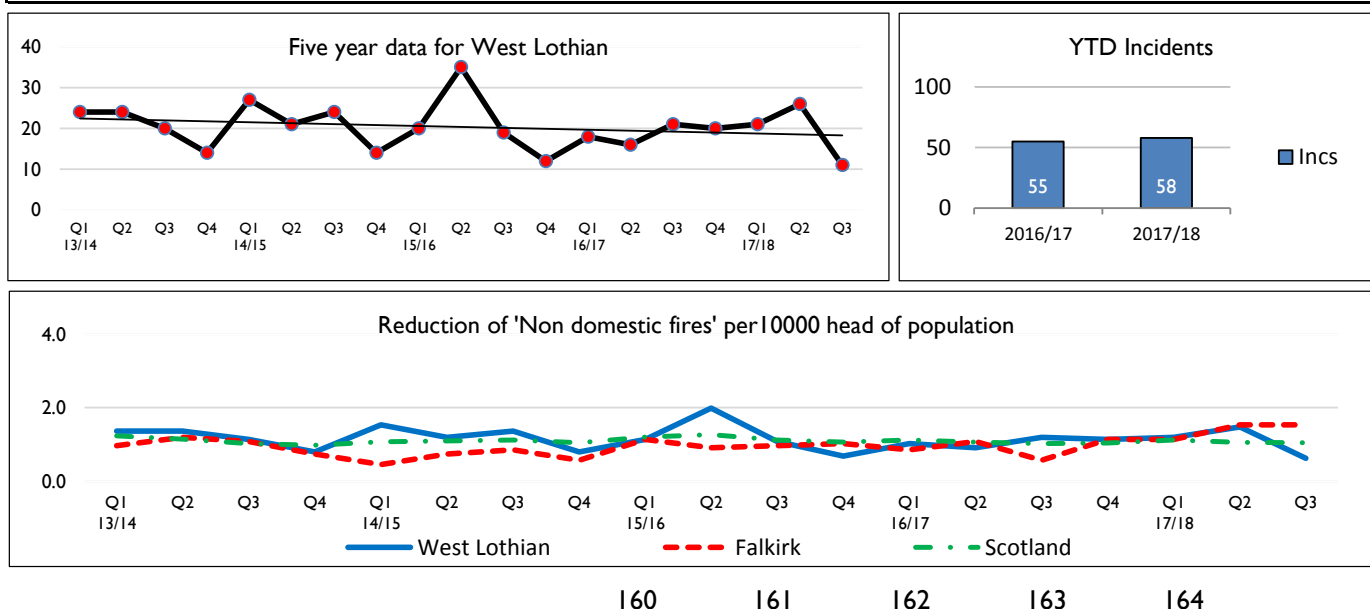
Results

There has been an increase of 5% in non domestic fires YTD 2017/18 compared to the same period 2016/17. There has been a noticeable decrease of 58% from 26 fires in Q2 to 11 fires in Q3. There were no real trends showing here, the highest occurances were sheds with 6 fires (10%), 6 (10%) in secure accommodation and 5 (9%) in Medical facilities. 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 noticeable decrease in Q3 and SFRS will work hard to keep reducing 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.

Five year data for West Lothian

YTD Incidents

	2016/17	2017/18
Incs	55	58

Reduction of 'Non domestic fires' per10000 head of population

West Lothian — Falkirk — Scotland

160   161   162   163   164

YTD ward ave. for West Lothian - 6	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	68	72	74	55	58	
Linlithgow	9	4	2	5	6	
Broxburn, Uphall & Winchburgh	8	7	11	7	5	
Livingston North	3	4	7	2	2	
Livingston South	15	21	15	7	13	
East Livingston & East Calder	5	10	14	7	13	
Fauldhouse & the Breich Valley	10	6	4	5	6	
Whitburn & Blackburn	6	8	13	4	4	
Bathgate	7	8	3	13	6	
Armadale & Blackridge	5	4	5	5	3	

9

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.
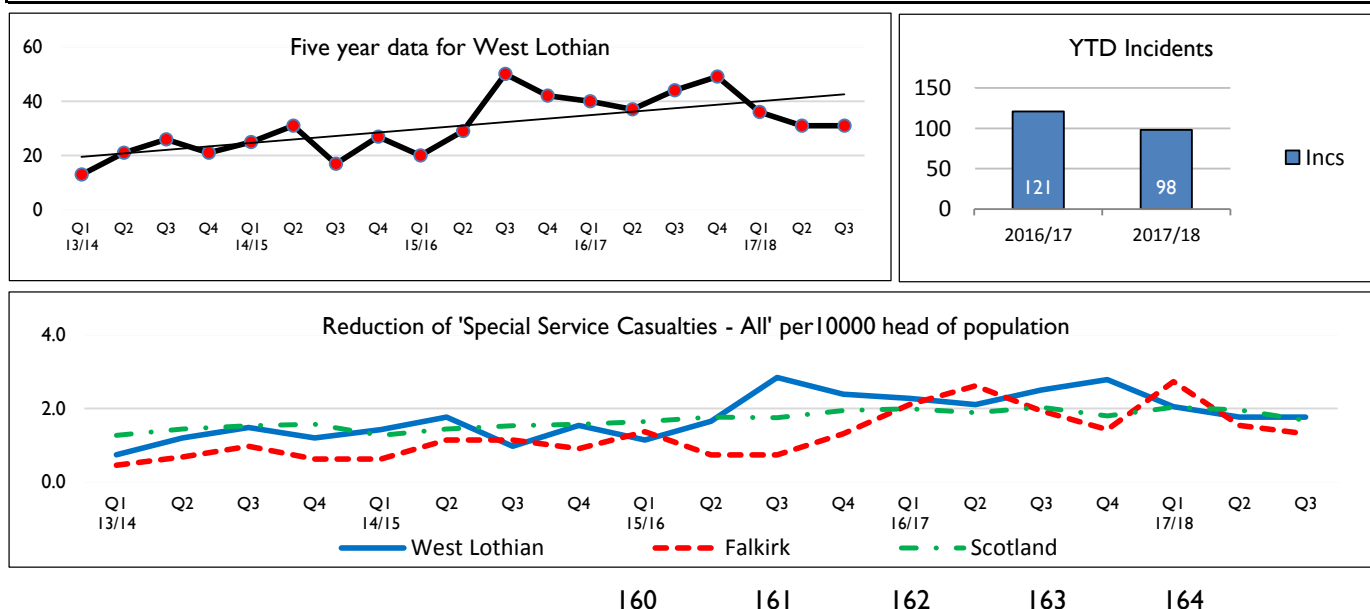
Results

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 inviolved in the pilot.

Reasons

A high proportion of Special Service casualties were as a result of Road Traffic Collisons (RTC). We have had 52 RTC related casualties YTD 2017/18, 2 of which were a fatalities, compared to 51 in the same reporting period in 2016/17. Other casualties of which there were 46 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.

Five year data for West Lothian

YTD Incidents

Reduction of 'Special Service Casualties - All' per10000 head of population

West Lothian — Falkirk — Scotland

160   161   162   163   164

YTD ward ave. for West Lothian - 11	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	60	73	99	121	98	
Linlithgow	6	7	10	16	12	
Broxburn, Uphall & Winchburgh	4	5	12	8	4	
Livingston North	5	1	9	12	9	
Livingston South	5	7	4	6	8	
East Livingston & East Calder	11	6	19	13	7	
Fauldhouse & the Breich Valley	4	7	7	14	9	
Whitburn & Blackburn	9	17	19	23	26	
Bathgate	12	9	14	23	19	
Armadale & Blackridge	4	14	5	6	4	

10

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
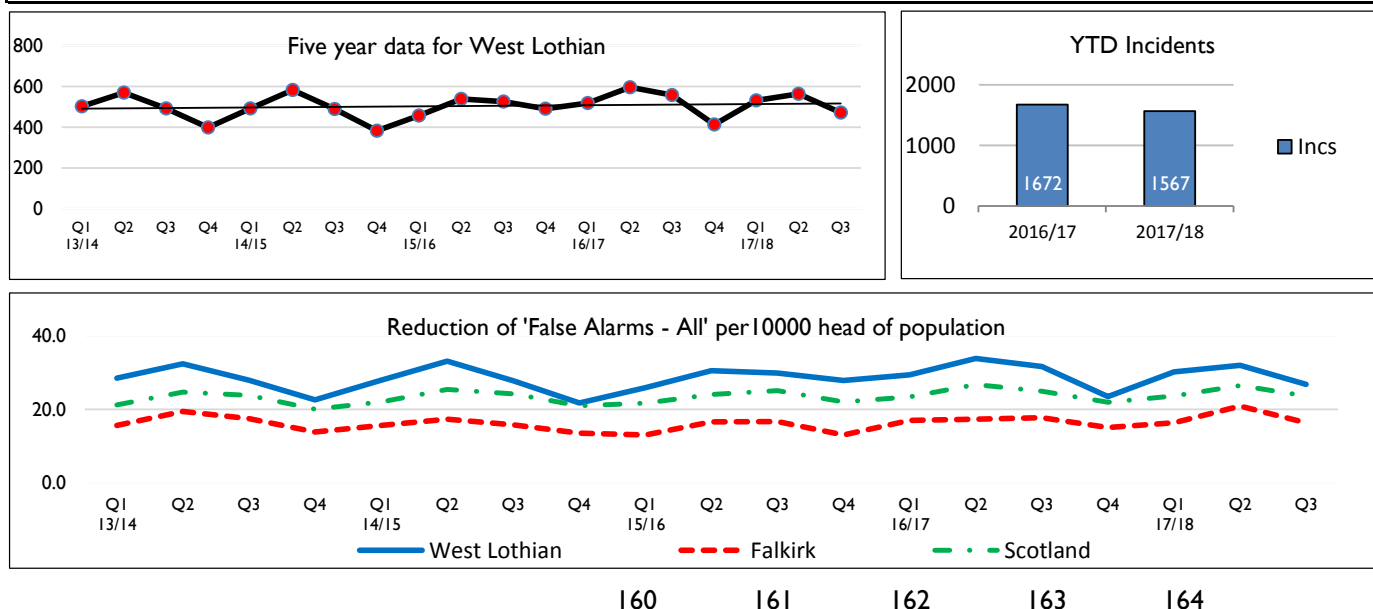
Results

YTD 2017/18, SFRS attended 1567 false alarms compared to 1672 in the same period 2016/17. This is a 6% decrease in false alarms. Unwanted Fire Alarm Signals (UFAS) accounted for 795 of these calls which is 51% of False Alarms attended by SFRS. The five year trendline for West Lothian remains fairly static and is approaching the national average. Appendix 5 will provide greater detail in explaining this trend.

Reasons

Common UFAS causes are: Faulty apparatus (14%), careless or accidental activation (12%), contaminants (11%). The largest amount of UFAS instances were in Educational Establishments (19%), Warehouses (9%), and Offices (6%). 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.

Five year data for West Lothian

YTD Incidents

Reduction of 'False Alarms - All' per10000 head of population

West Lothian   Falkirk   Scotland

YTD ward ave. for West Lothian - 174	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
West Lothian	1564	1564	1521	1672	1567	
Linlithgow	95	84	93	116	90	
Broxburn, Uphall & Winchburgh	180	207	187	168	165	
Livingston North	145	161	137	177	136	
Livingston South	363	348	331	346	375	
East Livingston & East Calder	190	186	179	237	200	
Fauldhouse & the Breich Valley	130	116	119	123	109	
Whitburn & Blackburn	210	228	233	215	188	
Bathgate	155	163	165	183	209	
Armadale & Blackridge	96	71	77	107	95	

11

Appendix 1

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

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

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

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

Year to Date Activity 2017-18	Low	Medium	High	TOTAL
Total HSVs	401	611	525	1537

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

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

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

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

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

Appendix 2

Reduction of 'All deliberate fires'

Tasking and Coordinating Group

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

1 | P a g e

addressing areas of high operational demand and with the proactive targeting of those most vulnerable within our communities.

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

Collaborative work with partners also attracts referrals for Home Safety Visits for the more vulnerable within our communities. There are ongoing case studies with interventions being discussed at present. The partnership has recently invested in letterbox blockers to assist households targeted by antisocial behaviour, which will be fitted by SFRS on an intelligence and risk based approach.

A multi-agency Environmental Visual Audit (EVA) has recently been carried out in Eagles View in Livingston. This was as a result of trend identification at the daily tasking and coordinating group. A number of issues were identified by partners with efforts now being progressed to reduce fire related anti-social behaviour and make the location less attractive for youths to gather.

Youth Engagement

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

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

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

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

The Fireskills - Cooldown and Fireskills - Phoenix programmes continue to assist our young people in West Lothian creating diversionary activities tailored to the reduction of fire related anti-social behaviour. SFRS is working with the Scottish Credits and Qualifications Framework to allow these types of courses to attract an educational award for young people which will be delivered nationally and West Lothian are well advanced in the development and delivery of this programme. This will enhance the employability of our young people as well as providing self-confidence and a greater sense of achievement.

Appendix 3

Reduction of 'All non-domestic fires'

Fire Safety Enforcement Activity

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

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

Our Programmed Audits remain on schedule for completion in 2017/18

FSEC Code	Premises Type	Number of premises in Local Authority area as of 30 June 2017	Number of premises subject to pre-planned audit 2017/18*	Number of premises audited Q1-3 2017/18	% of Target Premises achieved YTD**
A	Hospital	6	6	4	67%
B	Care Home	46	46	42	91%
C	House of multiple occupation (HMO) Tenement	3	3	3	100%
E	Hostels	1	1	1	100%
F	Hotels	56	18	8	44%
H	Other sleeping accommodation	3	3	1	33%
J	Further Education	2	1	0	0%
K	Public Building	32	7	1	14%
L	Licenced Premises	307	10	14	140%
M	Schools	127	32	12	38%
N	Shops	1064	12	14	117%
P	Other premises open to public	167	6	15	250%
R	Factories & Warehouses	330	9	12	133%
S	Offices	635	20	5	25%
T	Other Workplace	52	0	1	200%
	Total	**2862**	**174**	**133**	**76.4%**

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

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

3 | P a g e

Enforcement/Prohibition Notices

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

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

Appendix 4

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

SFRS will augment the learning outcomes of Road Safety initiative West Drive by implementing our "Make it or Break it programme" which is currently been rolled out in the school and prison environment. This will come in the form of offering tuition to young people on the hazards encountered on our roadways and educating them on safer driving and the consequences of losing concentration at the wheel.

Appendix 5

Reduction of 'False Alarm - Equipment failure'

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

Glossary

Primary Fire

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

Secondary Fires

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

Accidental Dwelling Fires

4 | P a g e

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

Fire Fatality

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

Fire Casualty

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

Deliberate Fire

Fires where deliberate ignition is suspected

Special Services

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

CPP

Community Planning Partnership.

SOA

Single Outcome Agreement.

Year to Date (YTD)

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

RTC

Road Traffic Collision

UFAS

Unwanted Fire Alarm Signals

Seasonal Community Safety Calendar

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

![West Lothian Council logo]

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 October to 31st December 2017.

B.   RECOMMENDATION

Panel members are asked to note the contents of the report covering the period 1st October 2017 to 31st December 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

1

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 October 2017 to 31st December 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: 20th February 2018

2

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West Lothian Area Command

Report for the

Policy Development and Scrutiny Panel

Quarter 3 – 2017 / 2018

Our Vision

Sustained excellence in service and protection.

Our Purpose

To improve the safety and wellbeing of people, places and communities in Scotland.

Our Values

Integrity, Fairness and Respect.

2

INTRODUCTION

This document is intended to provide a summary of the performance of West Lothian Area Command for the reporting period of Quarter 3 2017/2018 (1st of October 2017 – 31st December 2017).

The document will be submitted to the West Lothian Policy Development and Scrutiny Panel for the meeting on 20th February 2018.

The report aims to provide information and a brief assessment of performance, with accompanying context. Numerical comparisons will be provided based upon the same reporting period for the previous year.

The report references the themes from West Lothian Community Planning Partnership's Local Outcomes Improvement Plan and the aligned police priorities within the Local Police Plan for West Lothian 2017 – 2020, namely:

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

- Protecting People

We live in resilient, cohesive and safe communities:

- Reducing Antisocial Behaviour and Hate Crime
- Reducing Violence
- Tackling Substance Misuse
- Reduce Home Fire and Road Casualties
- Tackling Serious and Organised Crime and Counter Terrorism

The data provided in this report is for information purposes to allow Partnership Members to conduct their scrutiny responsibilities. All data is sourced from Police Scotland internal systems and is correct as at 2nd January 2018.

3

West Lothian Area Command
Performance Summary Report
Reporting Period: October – December 2017

POLICE SCOTLAND
POILEAS ALBA

Total Crime ⬇ 4.8%   ⬇ 550 Crimes

Crimes Recorded	Common Assault	Dishonesty	Domestic Abuse
4.8%	3%	9.7%	1%
10978 (550 fewer)	1449(45 fewer)	2454(265 fewer)	1646(17 fewer)

Overall Violent Crime	Sexual Crime	Road Traffic Casualties	Antisocial Behaviour Calls
17.4%	19.5%	2.5%	3.9%
161(34 fewer)	265(64 fewer)	41(1 more)	8308(315 more)

Missing People	Counter Terrorism	Housebreaking
4.8%		9.9%
1301(60 more)	**SEVERE**	290 (32 fewer)

The threat level from INTERNATIONAL TERRORISM is currently set at SEVERE meaning an attack is highly likely.

4

EXECUTIVE SUMMARY

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

Protecting People	Executive Summary
Missing Person Incidents	**LY / TY / Change / YTD Per 10,000 population** table below.

Missing Person Incidents

LY	TY	Change	YTD Per 10,000 population
1241	**1301**	+4.8%	72.2

Please see Missing Person Incidents trend chart on page 8.

Partnership work is ongoing in relation to the prevention and management of looked after children who go missing from care.

Sexual Crimes

LY	TY	Change	YTD Per 10,000 population
329	**265**	-19.5%	14.7

*Total number of sexual crimes recorded.

Equates to 64 fewer victims of sexual crime this year to date.

Housebreakings and Theft

	LY	TY	Change	Per 10,000 population
All Acquisitive Crime	2719	**2454**	-9.7%	136.2
Housebreaking	322	**290**	-9.9%	16.1

Please see Operation Barrier update on page 10.

5

EXECUTIVE SUMMARY cont.

We live in resilient, cohesive and safe communities	
Reducing Antisocial Behaviour and Hate Crime	**Executive Summary**

Antisocial Behaviour

LY	TY	Change	Per 10,000 population
7993	**8308**	+3.9%	461.2

*Number of ASB incidents recorded (public reported).

Incidents of antisocial behaviour continue to be managed and monitored on a daily basis via the Partnership Tasking meeting to ensure actions are prioritised for appropriate intervention and vulnerable members of our community are offered relevant support.

Racially Aggravated Conduct

LY	TY	Change	Per 10,000 population
42	**47**	11.9%	2.6

*Crimes of racially aggravated harassment/conduct.

Incidents of hate crime, including racially aggravated incidents and crime are reviewed at the Partnership Tasking meeting for any appropriate follow up actions.

6

EXECUTIVE SUMMARY cont.

We live in resilient, cohesive and safe communities

Reducing Violence	Executive Summary

Domestic Abuse Incidents

LY	TY	Change	Per 10,000 population
1663	**1646**	-1.0%	91.4

This decrease is particularly significant given the normal trend of increase in incidents of domestic abuse over the festive period.

Crimes of Violence

LY	TY	Change	Per 10,000 population
195	**161**	-17.4%	8.9

This represents 34 fewer victims of violent crime this year to date. Serious Assaults have reduced by 24.5% this year to date. It is likely that the weekly night time economy patrols have attributed to this reduction.

Reducing Home, Fire and Road Casualties	Executive Summary

Road Casualties

LY	TY	Change
40	**41**	2.5%

*Number of people killed and seriously injured.

Please see page 11 for Roads Policing update.

7

DEMAND ANALYSIS

Crime	2017/18	2016/17	Incidents	2017/18	2016/17
Total Number of Incidents YTD	**39546**	38823	Total Crimes & Offences YTD	**10978**	11528

Graph A

Number of Incidents

37398, 38823, 39546 (2015/16, 2016/17, 2017/18)

Graph B

Total number of Crimes and Offences

11909, 11528, 10978 (2015/16, 2016/17, 2017/18)

Graph C

Number of Missing Person Reports

1082, 1241, 1301 (2015/16, 2016/17, 2017/18)
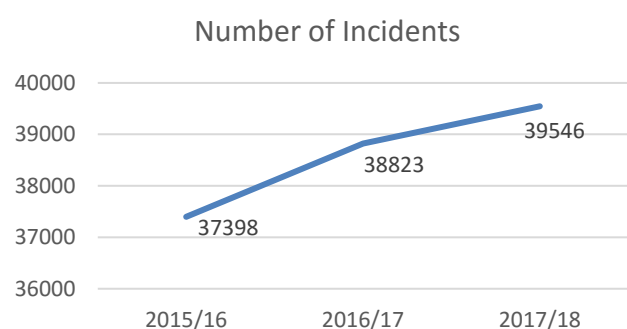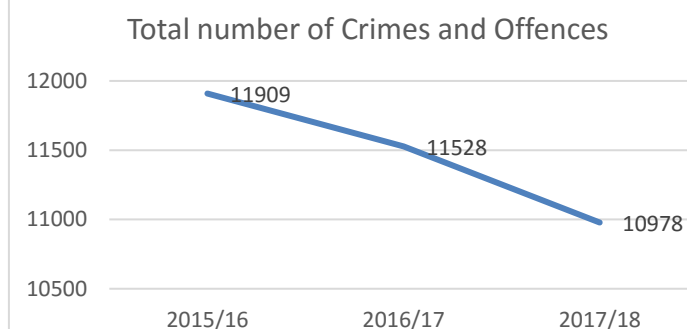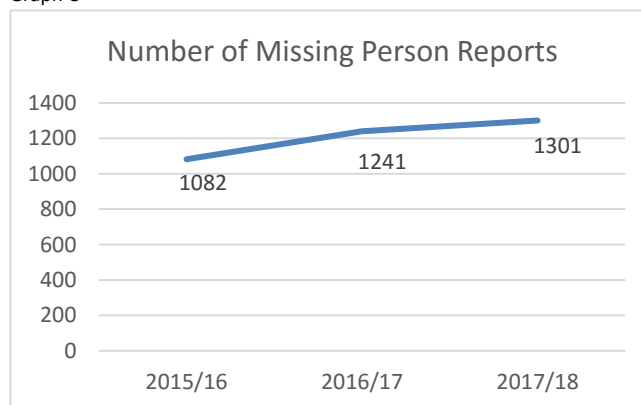
Whilst recorded crime continues to decrease in West Lothian (Graph B), with 550 fewer crimes over the reporting period, it is also important to recognise that demand on police resources continues to increase steadily. An additional 723 incidents have been recorded compared to the same period 2016/2017, representing an increase of 1.9% in call demand. Graph A illustrates the demand change over the last three years. Graph C illustrates that West Lothian Area Command has dealt with 60 more missing person enquiries representing a 4.8% increase. Engagement with partners hopes to address improvements relating to better solutions for people in emergency crisis relating to mental health.

8

ACHIEVING PRIORITIES AND OUTCOMES

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

Financial Harm, Doorstep Crime and Fraud

| Operation Monarda | In West Lothian we continue to successfully deliver Operation Monarda, a high profile national campaign, delivered locally to tackle all forms of bogus callers and associated doorstep crime.

In October Police held an engagement stall within Carmondean Medical Centre during flu clinics in order to engage with those within our communities who may be at increased risk of being targeted by the perpetrators of these crimes.

During the event, officers raised awareness regarding the prevalence of financial and online crime and what to look out for whilst offering preventative advice. |
|---|---|

Sexual Crimes

| Bystander Training | Bystander Training was delivered to staff from the licensed trade across West Lothian via two evening education events.

This training is aimed at crime prevention, providing trainees with the skills, knowledge and confidence to be an active bystander, identifying and safely challenging any instances of harassment abuse or violence.

The success and feedback obtained from this training session has led to plans for further such events being held in the future. |
|---|---|

9

Housebreakings and Theft	
Operation Barrier 	Operation Barrier was introduced to review all crimes of dishonesty. Such crimes may have devastating impact on victims who are often the most vulnerable members of our communities. By reviewing these crimes and carrying out dedicated days of enforcement to trace and apprehend offenders have significantly increased the solvency rate locally.

We Live in resilient, cohesive and safe communities

Antisocial Behaviour and Hate Crime	
Operation Pinpoint 	Police Scotland launched the latest phase of Operation Pinpoint in the Bathgate area during this quarter. The campaign is aimed at improving public safety, promoting crime prevention and enhancing community pride within identified areas and includes increased patrols, focused engagement and enforcement in hot spot locations. Joint agency environmental audits were also carried out within the town centre identifying buildings where work could be undertaken to prevent criminality and anti-social behaviour. Work to address the issues raised is now underway. Multi agency engagement stalls were also held within the Boghall Community Centre and Bathgate Partnership Centre offering the public a wealth of information and crime prevention advice. Activities and engagements included the execution of five Misuse of Drugs Act warrants, two alcohol test purchase operations, 19 bail and curfew checks, 19 legislative stop and searches for drugs and weapons, 9 arrests on warrant and 49 parking tickets issued in the Bathgate town centre area. The next phase of Operation Pinpoint will be held in Blackburn in Quarter 4.

10

Antisocial Behaviour and Hate Crime	
National Hate Crime Week	National Hate Crime Week saw extensive activity throughout West Lothian with engagement stalls held at prominent locations including Bathgate Partnership Centre and Community Centres. Police Youth Community Officers delivered Hate Crime Inputs at High Schools across West Lothian. Police also positively engaged with The Glitter Cannons, an active LGBT group in West Lothian.
Road Casualties	
Road Safety	The Festive Drink Drive Campaign resulted in a high number of visible road checks across West Lothian involving Community and Road Policing officers. Hundreds of vehicles were stopped and drivers breathalysed. 23 drivers were found to be over the Drink Drive limit. Although the Festive campaign has concluded, Road Policing officers will continue to engage with drivers on a daily basis in an effort to reduce the numbers of drivers found to be driving in excess of the prescribed limit. Partnership Road checks continue to take place focussing on those arterial routes where the majority of fatal and serious road collisions occur. Recent analysis shows the A89 and A71 as the most problematic routes in West Lothian and will continue to be the focus of Road Policing activity on a daily basis. The vast majority of collisions are found to occur between 0700 to 0900 and 1630 to 1900 hours. Local Road Policing officers working from Livingston will continue to prioritise the A71 and A89 in an effort to positively influence road user behaviour.

11

Serious and Organised Crime
Operation Staple	Operation Staple targets the supply of drugs by Serious and Organised Crime Groups. After extensive work to extend the local intelligence picture was undertaken, Misuse of Drugs Act warrants were obtained and executed with a significant amount of heroin being recovered.

12

Counter Terrorism	
Counter Terrorism	The National terror threat level remains at SEVERE. West Lothian Division has continued to evaluate our responses to incidents and continues to work closely with partners to provide expert advice. The current UK Government website provides extensive guidance on the current threat level (SEVERE – an attack is highly likely) and critical guidance for the public such as the below: The website can be accessed by following this link https://www.gov.uk/government/organisations/national-counter-terrorism-security-office. Both Nationally and locally the Construction Industry has been highlighted as an area of significant risk in relation to illegal workers. Sub-contractor companies that can be two or more levels below the main contractor present the greatest risk. Contract workers have been repeatedly associated with major infrastructure and sensitive employment sites across Scotland including council offices. Work is now underway to gather intelligence in an effort to target harden processes and reduce risk and vulnerability.

13

PREVENTION AND ACTIVITY HIGHLIGHTS

Highlights of other Events/Operations and Divisional Activity October - December 2017:

- Safe at Sky TV Headquarters Livingston / Freshers Week / Learning at Work Event HMRC Livingston, providing staff and college students with information on crime prevention and financial harm

- National Hate Crime Week saw extensive multi agency events delivered across West Lothian with engagement stalls held at prominent locations including Bathgate Partnership Centre and Boghall Community Centre

- No Knives Better Lives delivered to staff across partner agencies to help facilitate interventions with youths and their families across West Lothian

- 16 days of Action against Gender Based Violence was promoted via multi agency engagement stalls in Livingston Designer Outlet Shopping Centre. Police together with Women's Aid and the Domestic Abuse and Sexual Assault Team also delivered inputs to health professionals to assist in identifying potential victims of domestic abuse. The campaign culminated in a public march supported by Police Scotland with over 100 participants

- Over Halloween and November 5th weekend, proactive engagement and interventions with youths were carried out across West Lothian to prevent disruption and disorder seen in previous years with positive results and a significant reduction in antisocial behaviour and violence

- Operation Midnight was launched to investigate robberies within West Lothian and provide crime prevention advice to identified vulnerable premises and businesses

- Operation Jingle ran throughout December with increased Police patrols in and around retail areas and licensed premises. Police along with representatives from Scottish Fire and Rescue Service, Care and Repair, Victim Support and Trading Standards held engagement stalls in Livingston Designer Outlet shopping centre offering advice to the public on how to 'Keep Christmas Safe'.

14

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT SCRUTINY PANEL

POLICE SCOTLAND 2018/19 ANNUAL POLICE PLAN - CONSULTATION

REPORT BY HEAD OF HOUSING CUSTOMER AND BUILDING SERVICES

A.   PURPOSE OF REPORT

To inform Panel Members of the consultation process on the proposed strategic policing priorities as set out in the Police Scotland 2018/19 Annual Police Plan.

B.   RECOMMENDATION

Panel members are asked to note the report prior to final approval by Council Executive.

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 Police & Fire Reform (Scotland) Act 2012
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	SOA1304_34 (Number of active ASB cases) Police SOA Pi's
V	**Relevance to Single Outcome Agreement**	This report will have a positive impact on the following SOA indicators; SOA10 – We live in well designed, sustainable places where we are able to access the services we need SOA11 – We have strong resilient and supportive communities, where people take

1

		responsibility for their actions and how they affect
VI	**Resources - (Financial, Staffing and Property)**	Antisocial Behaviour funding, Scottish Government and Community Safety Funding.
VII	**Consideration at PDSP**	West Lothian Response to the consultation
VIII	**Other consultations**	None

D.   TERMS OF REPORT

West Lothian Council is invited to participate in the consultation process which concludes on 21st February 2018. The Police & Fire Reform (Scotland) Act 2012 requires Police Scotland to produce an annual plan outlining the arrangements for the policing of Scotland. This plan is laid before the Scottish Parliament prior to the 1st April each year, and is also published online for the public to view.

The consultation survey has 7 questions regarding Police Scotland's planned activities for the 2018/19 period. The consultation includes extracts taken from the draft plan and Police Scotland is keen to capture our feedback to help them develop the final version. The Police Scotland 2018/19 Annual Police Plan is influenced by several factors including their engagement with the public and communities of Scotland; the Scottish Government's Strategic Police Priorities; and the long-term strategy 'Policing 2026 – Serving a changing Scotland' (developed in collaboration with the Scottish Police Authority).

Police Scotland priorities for 2018/19 are:

- Violence, disorder and antisocial behaviour

  Police Scotland remains committed to maintaining a prevention, partnership and intelligence-led approach to reducing violent crime, disorder and antisocial behaviour. They have developed a range of tools to identify emerging trends and the geographical areas where issues are most prevalent. They aim to reduce the impact of violent crime, disorder and antisocial behaviour that has consequences that extend beyond victims; affecting families, communities and society as a whole.

- Serious organised crime

  Police Scotland will work in partnership to prevent harm caused to individuals, communities and businesses by serious organised crime. Police Scotland aim to reduce the impact Serious organised crime has the potential to affect every community in Scotland. Their assessment indicates a threat linked to ongoing feuds, violence and firearms incidents between serious organised crime groups (SOCGs).

- Counter terrorism and domestic extremism

  Tackling terrorism and domestic extremism is a national priority for Police Scotland and they will work with partners to protect communities by reducing and mitigating the threat and harm it causes. Terrorist attacks and

2

disruptions across the UK, Europe and beyond continue to persist and the threat from extremist terrorist attacks in the UK remains high. The threat level was raised to 'CRITICAL' twice during 2017/18.

- Protecting people at risk of harm

  This is a national priority for Police Scotland and they will work with partners to protect people and prevent all forms of abuse, neglect and exploitation. The demand on police services is growing and is increasingly focused towards addressing vulnerability and the consequences of inequalities.

- Road safety and road crime

  Keeping people safe on our roads and tackling road crime is a national priority for Police Scotland and they are committed to promoting road safety, improving driver behaviour and enforcing road traffic legislation in support of the Scottish Government Road Safety Framework to 2020. A reduction in road casualties and accidents is set against a rise in vehicle numbers and levels of traffic. This increasing volume of road and transport network users, particularly these identified high risk groups, presents a variety of possible challenges for policing and road / transport safety.

- Acquisitive crime

  Acquisitive crime is when the offender derives material gain from the crime, such as theft, fraud and robbery. It is a high volume crime group accounting for just under half of all recorded crimes in Scotland. Instances of doorstep crime and fraud, particularly online fraud, are continuing to increase. These types of crimes can have a significant impact on victims, communities and the wider economy.

E.   CONCLUSION

The report highlights the consultation currently ongoing by Police Scotland with regards to the proposed strategic policing priorities as set out in the 2018/19 Annual Police Plan. Appendix A sets out the proposed response to the consultation questions.

F.   BACKGROUND REFERENCES
None

Appendices/Attachments: Appendix A

Contact Person:
Alison Smith; Housing Management & Community Safety Manager, Housing, Customer and Building Services. Tel: 01506 281367
Alison.Smith@westlothian.gcsx.gov.uk

CMT member:
Alistair Shaw

Date of meeting: 20th February 2018

3

Overview

The 2018/19 Annual Police Plan will set out our priorities for policing and explain how we will deliver them over the forthcoming year. The Annual Police Plan offers a significant opportunity to improve how we serve the public and communities.

The Police & Fire Reform (Scotland) Act 2012 requires Police Scotland to produce an annual plan outlining the arrangements for the policing of Scotland. This plan is laid before the Scottish Parliament prior to the 1st April each year, and is also published online for the public to view.

We are keen to engage with the public and partners as we develop the 2018/19 Annual Police Plan, therefore the following survey has 7 questions regarding our planned activities for the 2018/19 period. This includes extracts taken from the draft plan and we are keen to capture your feedback to help us develop the final version.

Thank you for your time in completing this survey.

1

Introduction

Our priorities are influenced by several factors including; our engagement with the public and communities of Scotland; the Scottish Government's Strategic Police Priorities; and our long-term strategy 'Policing 2026 – Serving a changing Scotland' (developed in collaboration with the Scottish Police Authority).

We continually listen to what the public have to tell us, via our 'Your View Counts' survey, and we use this feedback, along with our own analysis of the risks and emerging threats likely to impact on Scotland's communities, to establish our priorities.

Our priorities for 2018/19 are:
- **Violence, disorder and antisocial behaviour**
- **Serious organised crime**
- **Counter terrorism and domestic extremism**
- **Protecting people at risk of harm**
- **Road safety and road crime**
- **Acquisitive crime**

The following questions relate to each priority in turn and provide a brief outline of our planned activities, explaining how we will deliver on each priority.

2

<u>Violence, Disorder and Antisocial Behaviour</u>

The impact of violent crime, disorder and antisocial behaviour has consequences that extend beyond victims; affecting families, communities and society as a whole.

We remain committed to maintaining a prevention, partnership and intelligence-led approach to reducing violent crime, disorder and antisocial behaviour. We will continue to utilise a range of tools to identify emerging trends and the geographical areas where issues are most prevalent.

In 2018/19 we will:
- Provide officers and staff with the knowledge and skills to enable them to target and **prevent violence, disorder and antisocial behaviour**.
- Utilise National Intelligence Model (NIM) methodology to monitor and address **emerging threats**.
- Share information and develop **joint problem solving** initiatives with partners.

> More Information box

*The "More Information" link provides more detail. Once you have selected and read the material, **use the back arrow** to return to the survey. Do not select the red X in the top right corner as this will close the survey.*

Q1. The approach to dealing with the threat of 'violence, disorder and antisocial behaviour' meets my expectation:

Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

If you would like to provide further comment, please do so here:

"We will work with partners to develop and deliver a collaborative approach to preventing violence, disorder and antisocial behaviour"
West Lothian Council supports Police Scotland commitment and approach to work collaboratively with partners and believes that in order to carry this out, it is anticipated that the current numbers of resources would need to remain. Members of the public rely on seeing community officers to provide a level of comfort and reassurance as well as being available for local enquiries relating to ASB and low level violence. Visibility acts as a natural deterrent to these types of crimes. In addition, Police Scotland can only provide a collaborative approach and work in partnership of there are resources available to carry out

3

this kind of joint working. West Lothian has a good record of positive outcomes for communities by utilising joint working to maximum benefit.

West Lothian Council support this priority.

Serious Organised Crime

Serious organised crime has the potential to affect every community in Scotland. Our assessment indicates a threat linked to ongoing feuds, violence and firearms incidents between serious organised crime groups (SOCGs).

We will work in partnership to prevent harm caused to individuals, communities and businesses by serious organised crime.

In 2018/19 we will:
- Prevent **cybercrime** by working with partners to support the implementation of Scotland's Cyber Resilience Strategy, and disrupt those involved in cyber enabled and cyber dependent criminality.
- Disrupt and prevent **serious organised crime groups** activity.
- Develop an overarching Police Scotland **Drug and NPS** (New Psychoactive Substances) Prevention approach.
- Prevent **fraud** and protect those most at risk from current and emerging organised fraud threats.

> More Information box

*The 'More Information' link provides more detail. Once you have selected and read the material, **use the back arrow** to return to the survey. Do not select the red X in the top right corner as this will close the survey.*

Q2. The approach to dealing with the threat from 'serious organised crime' meets my expectation:

Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

If you would like to provide further comment, please do so here:

Police Scotland are part of the West Lothian Serious and Organised Crime group and the work is carried out in partnership with Police Scotland maintaining to be a lead partner, updating the group with both local and national intelligence and participating fully with current agenda, forward planning in areas that are becoming more high risk e.g/cyber crime. New Psychoactive Substances (NPS) and an increase in fraud have been areas of

4

crjme that have affected communities in West Lothian and will continue to be looked at within the SOCG partnership.

West Lothian Council support this priority.

Counter terrorism and domestic extremism

Terrorist attacks and disruptions across the UK, Europe and beyond continue to persist and the threat from extremist terrorist attacks in the UK remains high. The threat level was raised to 'CRITICAL' twice during 2017/18.

Tackling terrorism and domestic extremism is a national priority for Police Scotland and we will work with our partners to protect our communities by reducing and mitigating the threat and harm it causes.

In 2018/19 we will:
- **PURSUE** – *to stop terrorist attacks*
- **PREVENT** – *to stop people becoming terrorists or supporting terrorism*
- **PROTECT** – *to strengthen our protection against a terrorist attack*
- **PREPARE** – *to mitigate the impact of a terrorist attack*

> More Information box

*The 'More Information' link provides more detail. Once you have selected and read the material, **use the back arrow** to return to the survey. Do not select the red X in the top right corner as this will close the survey.*

Q3. The approach to dealing with the threat from 'terrorism and domestic extremism' meets my expectation:

Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

If you would like to provide further comment, please do so here:

Counter terrorism and domestic extremism is dealt with by the Counter Terrorism sub group for West Lothian of which Police Scotland is a very important partner. Information both local and national is supplied along with current updates on current trends and activities. It is important to have all this information and for it to be monitored closely to enable strategic planning and consideration to be given to any risks identified.

West Lothian Council support this priority.

Protecting people at risk of harm

The demand on police services is growing and is increasingly focused towards addressing vulnerability and the consequences of inequalities. Quantifying this is challenging, particularly when issues are under reported and less visible. Protecting people at risk of harm involves significant risk from very harmful types of crimes, the impact of which extends beyond victims and cannot be underestimated.

This is a national priority for Police Scotland and we will work with partners to protect people and prevent all forms of abuse, neglect and exploitation.

In 2018/19 we will:
- Reduce the harm caused by the **abuse and neglect of children**.
- Reduce the harm caused by **sexual crime**.
- Reduce the harm caused by abuse of **adults at risk of harm**.
- Reduce the harm caused by **human trafficking and exploitation**.
- Reduce the harm caused by **domestic abuse**.
- **Manage offenders** who pose a risk of serious harm.
- Focus on prevention and early intervention to improve the **safety and wellbeing** of individuals in public, private and virtual space.

> More Information box

*The 'More Information' link provides more detail. Once you have selected and read the material, **use the back arrow** to return to the survey. Do not select the red X in the top right corner as this will close the survey.*

Q4. The approach to dealing with the threat relating to 'protecting people at risk of harm' meets my expectation:

Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

If you would like to provide further comment, please do so here:

Protecting people at risk of harm is a priority that West Lothian Council would like to continue to support.

Whilst the categories listed of harm within the local police plan are not currently set out in the same manner as the community safety partnership the areas are all covered with the proactive partnership work undertaken. E.g. domestic abuse is categorised under the violence priority and human trafficking and exploitation is undertaken through the work carried out by the

6

serious and organised crime group. All the groups highlighted within the police plan highlight areas of risk for groups and individuals that West Lothian Council would continue to support as a priority.

Road safety and road crime

Serious collisions on our roads have a significant impact on Scotland's communities, both in terms of fatalities and personal injury, as well as the disruption caused by road closures. In addition, much criminal activity involves use of the road network and the illegal use of vehicles.

Keeping people safe on our roads and tackling road crime is a national priority for Police Scotland and we are committed to promoting road safety, improving driver behaviour and enforcing road traffic legislation in support of the Scottish Government Road Safety Framework to 2020.

In 2018/19 we will:
- Modify driver behaviour and **reduce injury** on Scotland's roads through engagement and proportionate enforcement of legislation.
- Detect and deter all types of **criminality on our roads** through efficient use of intelligence and analytical products.
- Develop and deliver a national road safety and road crime **calendar of activity**, which will be aligned to 'priority focus areas', as identified during the mid-term review of the Scottish Government's Road Safety Framework to 2020.

> More Information box

*The 'More Information' link provides more detail. Once you have selected and read the material, **use the back arrow** to return to the survey. Do not select the red X in the top right corner as this will close the survey.*

Q5. The approach to dealing with the threat of 'injury on our roads and road crime' meets my expectation:

Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree

If you would like to provide further comment, please do so here:

West Lothian Council supports this priority.

Road safety and road crime continues to be a priority across all the communities in West Lothian. The very geographic position of West Lothian

7

provides a transportation link across Scotland and from north to south, ensuring that access is gained to and from easily.   For this reason alone, community safety partners are aware that west Lothian is an easy target either for criminals to get away from after crime or to utilise as a through area from crime being committed in a neighbouring authority area and criminals wanting access to another.   West Lothian Council supports the road crime priority.

In addition, road safety remains to be a local priority for West Lothian Council with work ongoing to educate parents on safe parking at schools, maintaining support to publicans to promote anti drink/driving campaigns and with young drivers with education on safe driving skills and decisions.

Acquisitive Crime

Acquisitive crime is when the offender derives material gain from the crime, such as theft, fraud and robbery. It is a high volume crime group accounting for just under half of all recorded crimes in Scotland.

Instances of doorstep crime and fraud, particularly online fraud, are continuing to increase. These types of crimes can have a significant impact on victims, communities and the wider economy.

Tackling acquisitive crime is a national priority for Police Scotland and we will work with our partners to address the concerns of communities.

In 2018/19 we will:
- **Prevent acquisitive crime** and reduce the harm it causes.
- Develop our nationwide approach to prevent **doorstep crime** and the harm it causes.
- Work with partners to tackle **online fraud** and protect individuals and businesses from this threat.

> More Information box

*The 'More Information' link provides more detail. Once you have selected and read the material, **use the back arrow** to return to the survey. Do not select the red X in the top right corner as this will close the survey.*

Q6. The approach to dealing with the threat of 'acquisitive crime' meets my expectation:

8

Strongly Agree / <mark>**Agree**</mark> / Neutral / Disagree / Strongly Disagree

If you would like to provide further comment, please do so here:

<mark>Whilst West Lothian currently does not have a high crime rate for acquisitive crimes, the effect it can have on individuals and their families when it does occur. These types of crimes make this are of work more of a priority due to the risk on people's health, especially for those that are vulnerable. Acquisitive crime also has an impact on the rest of the community in terms of feeling safe. One of the more recent reasons criminals are turning to acquisitive crime is to acquire keys to high valued cars and motor vehicles.</mark>

<mark>In addition, doorstep crime and fraud remain to be a priority for community safety partners and our Financial Harm group is a result of the increase in this type of crime overall in recent years.</mark>

<mark>West Lothian Council supports this priority</mark>

Q7. Are there any other national priorities that you'd expect to see included in Police Scotland's Annual Police Plan?

YES / <mark>**NO**</mark>

Please provide further information:
<mark>Our local priorities are covered by the proposed local police plan.</mark>

Additional Questions:
Demographic info:
Age, gender, geographical location, ethnicity, disability, etc.

Would you be willing to assist Police Scotland further by joining one of our 'Citizen Juries'? <mark>**NO**</mark>

(This will help us to shape policing in the future by building a network of citizens across Scotland to engage with regarding important issues that affect you and your community.)

If yes, please provide a contact email address: (free text)

9

Violence, disorder and antisocial behaviour

We remain committed to maintaining a prevention, partnership and intelligence-led approach to reducing violent crime, disorder and antisocial behaviour. We have developed a range of tools to identify emerging trends and the geographical areas where issues are most prevalent.

Your View Counts
Respondents to our public survey rated antisocial behaviour as the number one priority for local communities, and violence as the third highest national priority.
www.scotland.police.uk/yourviewcounts

Impact
The impact of violent crime, disorder and antisocial behaviour has consequences that extend beyond victims; affecting families, communities and society as a whole.

In 2018/19 we will:

Commitment	Prevention and Protection	Communities	Knowledge and Innovation
Provide officers and staff with the knowledge and skills to enable them to target and **prevent violence, disorder and antisocial behaviour**.	We will work with partners to develop and deliver a collaborative approach to **preventing violence, disorder and antisocial behaviour.** In order to **reduce reoffending** we will develop the Positive Lifestyles approach, including post-prison support. This will build upon the success of the Teambuilding and Leadership course run at Polmont Young Offenders Institute and HMP	We will establish a short-life working group, involving key partners, to review the effectiveness of the **third party reporting** centre network and identify improvement opportunities, including working towards implementing recommendations from the Independent Advisors Group on Hate Crime, Prejudice and Community Cohesion. This will include working with	We will deliver **awareness training** relating to hate crime to all officers and staff. Additionally, training for Hate Crime Tactical Advisors will also be developed for delivery to local policing divisions. An **internal national review** of hate crime policy and procedures will seek to improve our recognition, recording and reporting of hate crimes.

10

	Grampian. This will aim to remove barriers between police and young offenders, resulting in a reduction in the severity and frequency of reoffending. We will positively engage with young people by delivering bespoke diversionary products designed to build trust and provide support and skills to help individuals become confident, effective contributors, successful learners and responsible citizens.	partners to raise awareness of third party reporting and highlight the various ways that people can report, including anonymously.	
Utilise National Intelligence Model (NIM) methodology to monitor and address **emerging threats**.	Through use of **National Intelligence Model** (NIM) methodology, we will ensure that current and emerging threats are identified, understood and addressed. We will continue to enhance the role of our National Safer Communities Task Force and Violence Reduction Unit to ensure **resources are deployed effectively** and efficiently across Scotland in a collaborative and planned manner.	Police Scotland's Safer Communities will establish a 'community reassurance cell' in response to any significant events which impact on our communities. This will enable appropriate **engagement and reassurance** messages to be conveyed to key community contacts, groups and partners across Scotland to raise awareness of hate crime through various media channels.	We will develop an **evidence-base** to inform activities to prevent violent crime, including working with Manchester Metropolitan University to develop our analysis of '**big data**', use of **academic research** through the Scottish Institute for Policing Research (SIPR) and use of the business intelligence toolkit. We will enhance the knowledge and skills of officers, staff and partners to prevent violence, disorder and antisocial

11

			behaviour.
Share information and develop **joint problem solving** initiatives with partners.	We will work with partners to develop joint problem-solving initiatives to **prevent violent crime**, reduce the fear of crime and increase public confidence. One aspect will be working in partnership with registered social landlords to develop an operating model to reduce violence and antisocial behaviour within communities.	We will continue to work with partners to deliver a national and local public **awareness raising campaigns** in 2018/19 to improve understanding of the nature and extent of hate crime.	We will work with Scottish Government and other partners to update guidance available to licensing boards and will be actively involved in evaluation of **minimum unit pricing of alcohol.** We will ensure officers and staff are fully informed of licensing legislation and tactical range of options by updating and refreshing the 'alcohol toolkit.'

12

Serious organised crime

Police Scotland will work in partnership to prevent harm caused to individuals, communities and businesses by serious organised crime.

Your View Counts	Impact
Respondents to our public consultation survey identified serious organised crime as the second highest national priority. www.scotland.police.uk/yourviewcounts	Serious organised crime has the potential to affect every community in Scotland. Our assessment indicates a threat linked to ongoing feuds, violence and firearms incidents between serious organised crime groups (SOCGs).

In 2018/19 we will:

Commitment	Prevention and Protection	Communities	Knowledge and Innovation
Prevent **cybercrime** by working with partners to support the implementation of Scotland's Cyber Resilience Strategy, and disrupt those involved in cyber enabled and cyber dependent criminality.	We will **prevent cybercrime** by working in partnership to implement Scotland's Cyber Resilience Strategy and deliver Scotland's Serious and Organised Crime Strategy. Our **cybercrime threat assessment** will develop our understanding of cyber threats and inform our activity to tackle this evolving area of criminality. We will enhance national and international partnerships to disrupt those involved in cyber enabled	We will establish a 'cybercrime safety, prevention and resilience unit' to enhance cyber incident reporting mechanisms and improve **support to communities**, public, private and third sector partners. We will equip officers and staff with the skills to respond to emerging trends and	We will deliver a structured training programme to equip officers and staff appropriately to recognise and respond to **cyber threats**. We will also continually update the information on our **cyber intranet site**; providing advice and current information regarding emerging threats and signposting officers and staff to further sources of national information / intelligence. The initial rollout of enhanced digital

13

	criminality and increase access to people with the right skills to respond to cyber threats.	provide **cybercrime prevention advice** and supporting materials to communities.	forensic infrastructure, including **cyber kiosks**, will support local investigations as officers will be able to promptly triage devices linked to cybercrime. The development of multi-agency **cyber hubs** across Scotland will enhance our capability to respond to emerging threats.
Disrupt and prevent **SOCG** activity.	Our national firearms and explosive licensing (NFEL) team will continue to enhance the partnerships and **prevention opportunities** to support the lawful firearms network by enforcing licensing standards and preventing opportunities for exploitation by SOCGs. We will utilise new proceeds of crime legislation, including account freezing, unexplained wealth orders and disclosure orders (Criminal Finances Act 2017) to **disrupt SOCG** activities and seize their cash and assets. We will further support the delivery of key strategies aimed at tackling serious and organised crime, including; UK Government's Prevent Strategy; Scottish Government's National Action Plan on Internet Safety; and Police	Our team of '**web constables**' are an effective conduit for engaging with local communities and will deliver appropriate preventative advice regarding SOCG activity, whilst sharing best practice nationally. We will also work with partners to develop **targeted messages** to firearms certificate holders and registered firearms dealers to raise awareness of the threats specific to use of firearms by SOCGs. We will support a UK-wide National Ballistic Intelligence	We will focus our **intelligence** gathering activity to support enforcement to disrupt and prevent SOCG activity. We will enhance our intelligence on the criminal use of firearms and utilise **new legislation** regarding the conversion of imitation firearms and raise the standards required when deactivating firearms to ensure they are put permanently beyond use. Our 'national firearms threat desk' will collate, assess, review and appropriately **share information and intelligence** with partners and through our local policing divisions.

14

	Scotland's Children and Young People 2016/20 – Our Approach.	Service led **firearms surrender campaign** to remove firearms from communities.	
Develop an overarching Police Scotland **Drug and NPS** Prevention approach.	We will develop a **prevention approach**, working with partners, including Scottish Government, to support the 'Road to Recovery' strategy; participate in the Partnership for Action on Drugs in Scotland (PADS); and develop a national drug 'problem profile'.

We will focus intelligence gathering and **enforcement activity** to disrupt individuals and SOCGs who supply controlled drugs and New Psychoactive Substances (NPS) and reduce the violence synonymous with SOCG drug supply, as well as acquisitive crime committed to feed drug addiction. | To support our communities and reduce the harm caused, we will work with the Scottish Government Substance Misuse Team to **identify emerging drug trends** and risks and, through consultation, agree appropriate and proportionate responses. | We will work with partners to improve the collation and **analysis of data** from partner agencies regarding the harm caused by drug misuse and contribute to the development of new and more effective approaches to reduce this harm.

We will **monitor drugs related deaths** to identify underlying trends and develop partnership approaches through PADS groups. |
| Prevent **fraud** and protect those most at risk from current and emerging organised fraud threats. | We will continue to support the Scottish Business Resilience Centre and implement a standardised national '**banking protocol**' to assist vulnerable people at risk of being targeted by fraudsters. | In collaboration with partners, including the financial sector, we will deliver targeted **prevention messages** to raise awareness within communities of current and emerging threats, such as vishing, pension liberation | We will expand the gathering of financial and business **intelligence** connected to financial crime committed by SOCGs. This will develop and deliver an enhanced disruption approach through innovative tactics with a focus on reducing SOCG's access to |

15

		fraud and advanced fee fraud.	specialist assistance and quasi-legitimate businesses.

16

Counter terrorism and domestic extremism

Tackling terrorism and domestic extremism is a national priority for Police Scotland and we will work with our partners to protect our communities by reducing and mitigating the threat and harm it causes.

Your View Counts
Respondents to our public consultation survey identified counter terrorism / national security as the top national priority.
www.scotland.police.uk/yourviewcounts

Impact
Terrorist attacks and disruptions across the UK, Europe and beyond continue to persist and the threat from extremist terrorist attacks in the UK remains high. The threat level was raised to 'CRITICAL' twice during 2017/18.

We will make effective use of intelligence and analysis to better understand all forms of terrorism and domestic extremism that pose a threat to Scottish communities and support delivery of the four key strands of the CONTEST strategy. In 2018/19 we will:

Commitment	Prevention and Protection	Communities	Knowledge and Innovation
PURSUE – *to stop terrorist attacks*	We are committed to pursuing and stopping those who aim to do our communities harm and we will work closely with a range of partners to deliver a **multi-agency approach** to tackling the threat from terrorism. This will include using a wider range of disruption and safeguarding tactics.	We will continue to **work with the community** to identify terrorist related activity and those who support it. We will maximise all opportunities to disrupt and detect these activities.	We will review our processes for capturing **intelligence** linked to potential terrorist activity with the aim of identifying best practice and adding value to the national and local response to terrorism.
PREVENT – *to stop people becoming terrorists or supporting terrorism*	We will use the PREVENT Case Management (PCM) and PREVENT Professional Concerns (PPC) processes to safeguard and support those most at risk	We will support **national campaigns** to deliver 'safeguarding messaging' to communities via a range of	Support to local policing colleagues will be channelled through the Divisional CONTEST

17

	of **radicalisation**. In partnership, we will tackle the influences of radicalisation and respond to the ideological challenge of terrorism. We will participate in key **multi-agency meetings**; including the UK Regional PREVENT Coordinators meeting, local Multi-Agency Prevent Case Management meeting, and Scottish Government's Prevent Sub-Group.	channels. Our team of '**web constables**' will also provide advice and information to our communities, including current and emerging threats, national sources of additional information and counter terrorism advice in relation to the use of social media.	Governance structure and the delivery of PREVENT strand **awareness training**.
PROTECT – *to strengthen our protection against a terrorist attack*	Counter Terrorism Security Advisors (CTSAs) will deliver a coordinated programme of **protective security advice** and support stakeholders, businesses, public and communities at key locations. This includes targeted patrols to **protect key sites** (critical national infrastructure; crowded places; and hazardous sites and sectors).	Our CTSAs will deliver nationally recognised **security training**, such as Project Griffin and Project Argus, alongside hostile reconnaissance reporting procedures, suspicious packages and mail handling security protocols. Our **advice to businesses and communities** will enhance security provision within Scotland.	We will work with our partners to **increase awareness** around cyber security and resilience, to counter the threat from cyber-related terrorist activity. We will also **upskill CTSAs** to deliver appropriate advice and training to communities and businesses on cyber-related matters.
PREPARE – *to mitigate the impact of a terrorist attack*	Develop, maintain and deploy specific capabilities to mitigate and respond to a terrorist attack**.** Review threat levels linked to **safety at public events** across Scotland and deliver the appropriate policing response.	We will work with partners and communities to plan, test and deliver **local, regional and national exercises** to ensure that Scotland is fully prepared to mitigate the impact from any terrorist incident.	We will establish Police Scotland as a centre for **'disruptive effects' training** and additional **training regarding the CT menu of tactical options** will be delivered at all levels across

18

			the organisation.

19

Protecting people at risk of harm

This is a national priority for Police Scotland and we will work with partners to protect people and prevent all forms of abuse, neglect and exploitation.

Your View Counts

Respondents to our public consultation survey identified child protection as one of the top five national priorities and domestic abuse and protecting vulnerable adults as local priorities.
www.scotland.police.uk/yourviewcounts

Impact

The demand on police services is growing and is increasingly focused towards addressing vulnerability and the consequences of inequalities. Quantifying this is challenging, particularly when issues are under reported and less visible. Protecting people at risk of harm involves significant risk from very harmful types of crimes, the impact of which extends beyond victims and cannot be underestimated.

Despite an increase in the reporting of rape and sexual crime; human trafficking; and abuse of a child or within a relationship, we know that abuse, neglect and exploitation, in whatever form it takes, remains under reported. We have a nationally coordinated and locally delivered policing response to those who are at most risk of harm and those who pose the greatest risk to our communities. In 2018/19 we will:

Commitment	Prevention and Protection	Communities	Knowledge and Innovation
Reduce the harm caused by the **abuse and neglect of children**.	We will identify opportunities, with partners, for improvement when undertaking **risk assessments and investigations** into all forms of abuse, neglect and exploitation of children. We will work with partners to identify new ways to **prevent sexual crime**	We will improve stakeholder and **public confidence to report all forms of abuse** whether physical, sexual or domestic, and explore opportunities to increase routes to receive feedback from victims, ensuring any	We will continue to develop our **understanding of the scale and scope** of the abuse of adults and children, sexual crime, human trafficking and exploitation in Scotland. We will implement a **national**

20

	involving children and young people and support national strategies to prevent young people becoming victims of online abuse, mitigating the harm it causes. Working with Social Work Scotland, we will design **national standards** for quality assuring; supervising and appraising staff undertaking joint investigative interviews and improve national statutory guidance.	learning is captured. This will include the development and delivery of an auditable online portal to receive '**Duty to Notify**' referrals from 'public bodies'. We will also work with our partners to increase use of **self-referral services**, availability of multi-agency sexual assault centres and increase access to support services at the point of need. We will develop guidance to support partners in **protecting women and girls** from female genital mutilation (FGM) and enable them to respond appropriately when working with survivors.	**process to record child inter-agency referral discussions** capturing decisions, risk factors and outcomes and work with partners to develop our understanding of threats.
Reduce the harm caused by **sexual crime**.	We will further improve our response to rape and sexual offences by working with partners who provide advocacy services and **support to victims**. New legislation and the use of preventative orders will inform our **prevention approach** to better understand the impact of interventions and shape future work, as outlined in the Equally Safe Action Plan. The next phase of our national '**We Can Stop it' campaign** will support a grass roots shift in attitudes towards rape and sexual crime.		We will explore opportunities to **capture feedback from victims** of sexual crime in order to improve our services, including the forensic service provision for victims. In collaboration with the Crown Office and Rape Crisis Scotland, we will **pilot the visual recording of victims'** initial statement in investigations.
Reduce the harm caused by abuse of	We will **share relevant information** with partners to protect and support adults		In partnership with key stakeholders, we will develop a

adults at risk of harm.	at risk and support local authorities in the increased use of preventative measures such as banning orders.		**national multi-agency framework** for adult protection Large Scale Inquiries (LSIs) establishing clear protocols for agency responsibilities.
Reduce the harm caused by **human trafficking and exploitation**.	We will raise awareness of the signs of human trafficking to **identify victims and tackle offenders**. We will utilise intelligence to **pursue the assets** of human traffickers' through proceeds of crime powers. We will maximise the use of **trafficking prevention** and risk order legislation and develop an inter-agency referral discussion approach to reports of human trafficking.	We will improve stakeholder and **public confidence to report instances of human trafficking** and exploitation and explore opportunities to increase routes to receive feedback from victims, ensuring any learning is captured.	We will improve our **knowledge of threats** relating to human trafficking, introducing means to record risk factors to assist problem profiling and **predictive analysis**. We will support **academic research** into human trafficking in Scotland to develop our evidence base for future activity.
Reduce the harm caused by **domestic abuse**.	We will ensure that our officers and staff are proficient in dealing with domestic abuse, including stalking incidents, and use the full complement of **new legislative powers** available to them. We will support rehabilitative and behaviour change programmes for offenders and develop risk assessment tools to **prevent reoffending**.	We will **support victims** of domestic abuse by working with partners to identify and fill gaps in service provision, e.g. **expand the victim notification process** to include notification to victims when perpetrators are released from police custody.	We will **equip officers and staff with the knowledge and skills** to effectively target those perpetrators who pose the greatest risk of harm, for example we will identify and implement suitable training prior to the introduction of the Domestic Abuse (Scotland) Act 2016. We will evaluate the impact of the Disclosure Scheme for Domestic

22

			Abuse Scotland (DSDAS) on the reduction / prevention of domestic abuse.
Manage offenders who pose a risk of serious harm.	Police Scotland is one of the authorities responsible for the management of registered sex offenders and those posing a risk of serious harm. We will work with relevant partners to **address future demand and progress joint-working** practices. Following a pilot and external evaluation, we will implement the **Police Risk Practice process** and share learning with partners. We will continue to undertake intrusive reviews and a rolling programme of divisional audits to ensure **best practice**.	We will **work with Multi-Agency Public Protection Arrangements (MAPPA) partners** and Scottish Government to deliver consistent and efficient practices in relation to the assessment of housing and management of offenders.	Develop a framework for identifying and **sharing learning** both internally and with external partners. We will also work with **academic researchers** to develop an evidence-base to inform prevention activities and reduce reoffending.
Focus on prevention and early intervention to improve the **safety and wellbeing** of individuals in public, private and virtual space.	We will develop a coordinated approach to training officers, including training on **Data Protection Reform**, to improve the impact and consistency of our policing services. In support of the Scottish Government's **Mental Health and Suicide Prevention** strategies, we will work with partners to develop Distress Brief Intervention	We will work effectively with partners and the public to **tackle inequalities** and deliver better outcomes for individuals and communities.	We will provide officers and staff with **'distress, mental health and vulnerability' training** to better equip them to respond and support individuals and communities.

23

	referrals to support individuals who present in distress or crisis.		

24

Road safety and road crime

Keeping people safe on our roads and tackling road crime is a national priority for Police Scotland and we are committed to promoting road safety, improving driver behaviour and enforcing road traffic legislation in support of the Scottish Government Road Safety Framework to 2020. A reduction in road casualties and accidents is set against a rise in vehicle numbers and levels of traffic.[1] This increasing volume of road and transport network users, particularly these identified high risk groups, presents a variety of possible challenges for policing and road / transport safety.

Your View Counts	Impact
Respondents to our public consultation survey identified road safety (including speeding, dangerous and antisocial driving) as the second highest local priority. www.scotland.police.uk/yourviewcounts	Serious collisions on our roads have a significant impact on Scotland's people and communities, both in terms of fatalities and personal injury, as well as the disruption caused by road closures. In addition, much criminal activity involves use of the road network and the illegal use of vehicles.

In 2018/19 we will:

Commitment	Prevention and Protection	Communities	Knowledge and Innovation
Modify driver behaviour and **reduce injury** on Scotland's roads through engagement and proportionate enforcement of legislation.	We remain committed to **reducing road casualties** in collaboration with our partners and meeting the Scottish Government's 2020 road casualty reduction targets. The mid-term review of the Scottish Government Road Safety	During the coming year, we will develop and deliver on the **Road Policing Divisional Tactical Plans**. These are developed in conjunction with and approved by the Local Policing Commander in line with their locally identified priorities.	We have identified portfolio leads for all priority focus areas, leading to the development of **new road safety schemes and sharing of good practice**. We will continue to use the independently produced Road

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[1] Scottish Government (2017) 'Reported Road Casualties Scotland 2016'

25

	Framework to 2020 identified the following priority areas for focused activity up to 2020; speed, motorcyclists, pre-drivers, young and older drivers and cyclists and pedestrians.		Safety Information Tracking Study on driver attitudes and behaviour to provide an independent measure of the impact of our delivery and inform ongoing activity. http://www.roadsafetyscotland.com/research/road-safety-information-tracking-study-rits/
Detect and deter all types of **criminality on our roads** through efficient use of intelligence and analytical products.	We will continue to **detect and deter** all types of criminality on our roads, working with partner agencies to remove drugs and counterfeit goods, together with the disruption of organised crime groups from the road network.	We understand that **antisocial use of vehicles** is a problem that impacts on community wellbeing. Where communities highlight concerns regarding driver behaviour such as speeding, careless driving and mobile phone misuse, we will take the appropriate action to tackle these problems.	We will implement **new Automatic Number Plate Recognition** (ANPR) technology to enhance our capabilities to tackle road crime and improve intelligence, analysis and detection.
Develop and deliver a national road safety and road crime **calendar of activity**, which will be aligned to 'priority focus areas', as identified during the mid-term review of the Scottish Government's Road Safety Framework	We will lead the Multi-Agency Tactical Options Working Group, to oversee development of the national road safety and road crime calendar of activity. This provides intelligence-led direction in support of **prevention-focused campaigns and initiatives**.	In partnership, we will support road safety campaigns, **engaging with and involving the public** in raising awareness and providing road safety advice.	We will develop and deliver a **communication toolkit** to support engagement with the public and media. This will provide consistent road safety information including a 'frequently asked questions' section. In support of this we will maintain and revise key messaging, hosted on our website.

26

to 2020.			

Acquisitive crime

Acquisitive crime is when the offender derives material gain from the crime, such as theft, fraud and robbery. It is a high volume crime group accounting for just under half of all recorded crimes in Scotland.

Your View Counts	Impact
Respondents to our public consultation survey identified theft of property and housebreaking among the top five local policing priorities. www.scotland.police.uk/yourviewcounts	Instances of doorstep crime and fraud, particularly online fraud, are continuing to increase. These types of crimes can have a significant impact on victims, communities and the wider economy.

Tackling acquisitive crime is a national priority for Police Scotland and we will work with our partners to address the concerns of communities. In 2018/19 we will:

Commitment	Prevention and Protection	Communities	Knowledge and Innovation
Prevent acquisitive crime and reduce the harm it causes.	Through our national Acquisitive Crime Tactical Board, we will collate, develop and **share intelligence** across Police Scotland and with external partners. This will inform our response to local and national issues and ensure potential partners are identified and engaged in the delivery of advice and support. We will use specialist national resources to support local officers and communities to address local issues, such as **tackling housebreaking**. This combined approach	We will develop **collaborative approaches** with partners and communities, through our local policing divisions, to raise awareness and share intelligence / information relating to emerging acquisitive crime trends. We will also use this collaborative approach to deliver best practice and reduce harm. We will continue to raise public awareness through **campaigns to**	We will deliver **awareness packages** to operational officers to aid in the identification of the key drivers of acquisitive crime. Within Police Scotland, we will continue to deliver workshops to provide staff with up to date information and share good practice within local divisions regarding **housebreaking**.

28

	has been successful across Scotland.	**prevent housebreaking**.	
Develop our nationwide approach to prevent **doorstep crime** and the harm it causes.	There are two main types of doorstep crime; 'bogus callers' who exploit vulnerable people within their own homes to steal cash/valuables or carry out fraudulent schemes; and 'rogue traders' who cold call at homes and over charge for unnecessary work, damage property deliberately and use intimidating behaviour to extort money. Perpetrators are often travelling criminals or members of SOCGs. Victims are often reluctant to report crimes, either through embarrassment, or fear of losing their independence and in some cases are unaware they are a victim. Prevention is key to reducing the impact of doorstep crime. We will work with a wide range of partners to identify best practice and also deliver a **national multi-agency initiative** to tackle the crime ('Operation Monarda').	We will work with communities to **raise awareness** of doorstep crime, and its impact, by developing a communication plan, using both traditional approaches and modern communication methods. This will incorporate prevention messages, practical advice and support targeted at those most vulnerable and also those who can intervene to protect potential victims.	We will capture and progress our use of **intelligence** relating to doorstep crime in order to inform prevention and enforcement activities.
Work with partners to tackle **online fraud** and protect individuals and businesses from	The complexity of cyber enabled fraud poses a significant challenge and we will work in partnership to effectively tackle it. In particular we will work with the Scottish Business Resilience Centre to target online	We will work together, across a variety of internal functions and disciplines, to **raise awareness** of the problem of fraud. Through our collective expertise, we will	We will equip officers with the necessary **skills** to recognise the drivers of economic crime and submit **intelligence** accordingly. This will enable us

29

this threat.	fraud and **protect individuals and businesses**.	encourage potential victims to take simple steps to secure themselves online.	to collaborate with private sector and **academia** to develop our understanding of emerging threats from fraud and theft. We will work with partners to develop effective methods to communicate those risks, share good practice and protect our communities.

30

![West Lothian Council logo]

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**	This report will have a positive impact on the following SOA indicators; SOA10 – We live in well designed, sustainable places where we are able to access the services we need SOA11 – We have strong resilient and

1

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 Safer Neighbourhood Team.

Local Updates

D1 **16 Days Of Activism against gender-based violence campaign.**
Tackling violence against women and children is everyone's roll in stopping these fundamental violations of human rights. Angela Constance, Equalities secretary stated that the campaign running 25 November – 10 December highlighted the Delivery Plan with 118 actions being taken forward in Partnership to achieve the change needed to ensure that men and women must work together to create a better, more equal society ad ensure that every woman and girl in Scotland lives free from violence and given the opportunity to prosper.

In west Lothian, the community safety partnership carried out:
- A march from Howden Park centre to the Civic Centre in Livingston which was well attended by members of the public, WLC school pipe band, Councillors, schools, Scottish Fire and Rescue Service, Police Scotland, NHS and service areas from West Lothian Council.
- Stalls in Livingston Shopping Centre that were staffed by the WLC DASAT and Police Scotland.
- Joint media strategy between Police Scotland and West Lothian Council.

Bystander Training
Staff from DASAT and Police Scotland delivered Bystander Training to licensees to promote safety of clientele and in particular, women. The training highlighted that it took people in the vicinity of a women on a night-out to help ensure her safety was not compromised. This included, bar staff, bouncers, taxi drivers and other customers as well as friends and family that were present.

Operation Jingle
The Christmas proactive Police Scotland operation this year was aimed at delivering prevention and utilising resources across high risk areas of the communities. The areas covered included officers taking part in;
- Drink Driving road safety campaign
- Proactive visits to: Domestic offenders, violent offenders, acquisitive crime offenders as well as enforcing warrants
- Providing information at an Information Stall at Livingston Centre and various town centres and areas of high footfall like Tesco
- Anti-violence prevention around the Night-time economy
- Drug prevention – delivering over 1000 'spikies' to licencees
- Theft Prevention by offering 'jingle bells' for purses and bags to the public
- CT prevention by carrying out high visibility patrols and strategic tactics at high profile events across West Lothian
   (Strategic placement of vehicles etc.)
- Torchlight processions in Town Centres

National Updates

Hate Crime Campaign was launched in October
During Hate Crime awareness Week in October, a new campaign was launched, backed by the Scottish Government, Police Scotland and the Crown Office and ran until the 26 November. The main aim of the campaign was to increase understanding of Hate Crime and how to report it. Although more than 5,300 cases of hate crime were reported in Scotland last year, agencies claim than many other incidents are going unreported. Hate Crime Has no Home in Scotland aimed to eradicate all aspects of Hate Crime and to empower people to recognise, report it, and help stop it.

Action for Terrorism (ACT)
Act is the key message to inform young people, particularly those aged 11-16 that in the event of a firearms, weapons or terrorism act to RUN, TELL, HIDE until the police turn up. This is the first time that this educational message has reached such young children.

2018 – The Year of Young People
The year of young people, a global first, will provide a platform to showcase personalities, talents and achievements of Scotland's young people. Young people have been involved in the design, and more than 500 have signed up as volunteers to be ambassadors. EventScotland will deliver a programme of events for all ages, and Young Scot, Children in Scotland, the Scottish Youth Parliament and Youthlink Scotland will lead youth participation throughout the year. It will give young people a new platform and new opportunities for their voice to be heard in all parts of our society and hopefully foster better relations, understanding, co-operation and respect between generations.

Minimum Unit Pricing (MUP) for alcohol.
The UK Supreme Court has ruled that the minimum pricing policy for alcohol, passed overwhelmingly in 2012 by the Scottish Parliament, is appropriately targeted, lawful and appropriate and therefore can now proceed. Prior to the policy being implemented, a consultation on the proposed 50p per unit price will take place and it is anticipated that the increase from 18p per unit to 50p per unit will take place from 1 May 2018.

3

Combined Drug and Alcohol Treatment Strategy
A new drug and alcohol treatment strategy will be published in Spring 2018 along with a £20 million / year commitment will ensure services to reduce alcohol and drug related harm reach people who are currently not receiving treatment.

Fairer Scotland Action Plan
Public Sector bodies now have a duty to consider what they can do to reduce poverty and inequality when making key decisions. The Fairer Scotland Duty, the first action in the action pan, comes into force in April 2018. Public Sector bodies including the Scottish Government, NHS and local authorities will all have a duty to tackle social and economic disadvantage in local areas.

Cyber Resilience Action Plan
The public sector cyber resilience action plan is aimed to encourage all public bodies to implement the same baseline standards of cyber security within their organisations to help ensure Scotland is ready to deal with all emerging threats.

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 (Table1.1) 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). There are a few numbers that are not reflected in table 1.4 and that is due to the fact that the incidents do not fall into these main categories (e.g. vandalism and graffiti, environmental Health complaint, tenancy management, boundary dispute). 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.

4

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. (Table1.7) 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: 20th February 2018

5

Appendix 1

Table 1.1 – Number of New Cases Opened each Month by SNT

	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Armadale and Blackridge	7	5	5	7	2	1	5	8	3
Bathgate	9	10	8	13	4	12	6	9	4
Broxburn, Uphall and Winchburgh	2	6	7	6	5	2	1	3	0
East Livingston	0	2	1	0	3	0	0	1	3
Fauldhouse and Breich Valley	6	4	2	3	1	3	8	4	4
Linlithgow	1	0	2	0	1	1	0	1	0
Livingston North	2	7	3	1	1	1	1	1	2
Livingston South	3	0	2	2	3	2	1	3	1
Whitburn and Blackburn	7	10	0	8	11	4	2	5	7
Total	**37**	**44**	**30**	**40**	**31**	**26**	**24**	**35**	**24**

Table 1.2 – Number of Active Cases managed each Month by SNT

Total Active Cases each Month									
	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
SNT Officer Cases	**87**	**78**	**83**	**91**	**92**	**69**	**76**	**76**	**64**

Table 1.3 – Number of Incidents Reported each Month to SNT

Incident by Ward in the Month									
	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Armadale and Blackridge	31	22	30	35	23	21	23	33	24
Bathgate	68	41	43	47	39	47	35	47	42
Broxburn, Uphall and Winchburgh	37	40	58	49	46	45	32	30	34
East Livingston	18	17	18	20	21	29	17	8	17
Fauldhouse and Breich Valley	42	51	27	47	39	35	39	37	38
Linlithgow	6	10	5	9	8	7	6	8	11
Livingston North	31	21	28	24	26	18	16	21	22
Livingston South	28	26	21	34	40	19	19	25	19
Whitburn and Blackburn	43	60	41	59	50	48	43	50	64
Total	**304**	**288**	**271**	**324**	**292**	**269**	**230**	**259**	**271**

6

Table 1.4 – Incidents Reported by Incident Category to SNT

Examples of Incident Category	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
ASB Part 2 Complaint	159	129	142	144	164	132	143	136	158
ASB Part 5 Noise Complaint	94	110	79	123	64	81	70	87	86
CSU Patrol	0	0	2	0	0	0	0	0	0
Dog Barking	2	2	5	2	2	2	1	0	1
ENV Health Complaint	8	5	7	6	4	10	3	5	6
Housing Scotland Act 2001	1	0	0	0	1	0	0	0	0
Non ASB Noise Complaint	4	6	6	5	1	1	2	4	6
SST Section 3 Tenancy Management	15	23	19	26	33	30	9	17	12
Youth Disorder	12	7	7	10	4	2	1	7	2
Grand Total	**295**	**282**	**267**	**316**	**273**	**258**	**229**	**256**	**271**

Table 1.5 – Noise Nuisance Actions taken by SNT

Noise Nuisance Action Taken:	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Number of noise nuisance complaints resolved using only a verbal warning	8	10	9	10	7	11	8	8	10
Environmental Health Complaints	0	0	0	2	0	0	1	5	6
Number of Warning Notices issued (Part V)	11	3	12	11	6	6	4	4	9
Number Noise Nuisance Visited with no further action required	26	39	30	34	18	22	21	16	16

Table 1.6 – Number of Cases Closed within Month

Cases Closed in the Month	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Armadale and Blackridge	0	7	1	6	3	7	1	1	4
Bathgate	1	6	3	9	7	16	3	6	8
Broxburn, Uphall and Winchburgh	1	2	2	4	3	9	2	2	2
East Livingston	2	0	0	1	2	1	1	0	2
Fauldhouse and Breich Valley	0	2	2	4	4	2	0	5	3
Linlithgow	0	0	0	0	1	1	1	0	2
Livingston North	0	1	2	1	2	4	0	0	2
Livingston South	0	1	1	1	0	1	3	0	5
Whitburn and Blackburn	0	3	5	9	6	11	6	4	4
Total	**4**	**22**	**16**	**35**	**28**	**52**	**17**	**18**	**32**

7

Table 1.7 – Number of Anti Social Behaviour Orders

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	5
Linlithgow	1
Livingston North	0
Livingston South	0
Whitburn and Blackburn	5
Total	**20**

8

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER OCTOBER TO DECEMBER 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 1st October to 31st December 2017.

B.   RECOMMENDATION

To note the current levels of activity relating to property turnover for the third 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, 6 had only 1 mainstream property to let and 18 had none
- That 65% of lets were allocated to people who were homeless or potentially homeless

C.   SUMMARY OF IMPLICATIONS

I   Council Values

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

III   Implications for Scheme of Delegations to Officers

IV   Impact on performance and performance Indicators

V   Relevance to Single Outcome Agreement

VI   Resources - (Financial, Staffing and Property)

VII   Consideration at PDSP

1

VIII   Other consultations

D.   **TERMS OF REPORT**

Quarterly Turnover

The number of permanent lets for the period 1st October to 31st December 2017 was 229 compared to the same quarter last year when 160 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 30 lets (14%), Broxburn with 28 lets (12%) and Armadale with 28 lets (12%) have the highest percentage of total lets.

- There were 8 sheltered housing properties let.

- Six communities had only one mainstream property available to let (Blackridge, East Whitburn, Kirknewton, Linlithgow Bridge, Stoneyburn, Westfield).

- Six communities had between two and four properties available to let (Addiewell,Breich,Dedridge,Uphall,West Calder,Whiteside)

  - The following Seventeen communities had no properties becoming available

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

Applicants can choose from all 47 communities. However those who choose l 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 82 (35%) followed by 4 in Block at 83 (37%). 55% of these were two bedroom properties, 31% were one bedroom properties and 14% were three bedroom properties.

2

Applicants

The 229 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)	65%
Unsatisfactory Housing (UH)	10%
General (GN)	3%
Transfer (TL)	22%
Outwith (OW)	0%

E.   **Conclusion -** The report provides information on the lets that took place in the Third 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**

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: 20th February 2018

Lets October to December 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Armadale	*Armadale*	Cottage	3	4	2	0	0	9	
		4 in Block	1	12	0	0	0	13	
		Flat	1	1	0	0	0	2	
	Armadale Total		**5**	**17**	**2**	**0**	**0**	**24**	
	Blackridge	Cottage	0	1	0	0	0	1	
		Flat	0	0	0	0	0	0	
		4 in Block	0	0	0	0	0	0	
	Blackridge Total		**0**	**1**	**0**	**0**	**0**	**1**	
	Torphichen	Cottage	0	0	0	0	0	0	
	Torphichen Total		**0**	**0**	**0**	**0**	**0**	**0**	
	Westfield	Cottage	0	0	1	0	0	1	
	Westfield Total		**0**	**0**	**1**	**0**	**0**	**1**	
	Ward Total		**5**	**18**	**3**	**0**	**0**	**26**	

Lets October to December 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Bathgate	*Bathgate*	Cottage	0	3	2	0	0	5	
		4 in Block	2	6	0	0	0	8	
		Flat	0	3	0	0	0	3	
		Sheltered	2	0	0	0	0	2	
	Bathgate Total		**4**	**12**	**2**	**0**	**0**	**18**	
	Boghall	Cottage	0	1	0	0	0	1	
		Flat	0	4	0	0	0	4	
		Sheltered	3	0	0	0	0	3	
		4 in Block	1	0	0	0	0	1	
	Boghall Total		**4**	**5**	**0**	**0**	**0**	**9**	
	Whiteside	4 in Block	1	0	1	0	0	2	
		Cottage	0	0	0	0	0	0	
	Whiteside Total		**1**	**0**	**1**	**0**	**0**	**2**	
	Ward Total		**9**	**17**	**3**	**0**	**0**	**29**	

Lets October to December 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Breich Valley	*Addiewell*	4 in Block	0	0	1	0	0	1	
		Cottage	3	0	0	0	0	3	
	Addiewell Total		**3**	**0**	**1**	**0**	**0**	**4**	
	Breich	4 in Block	0	1	0	0	0	1	
		Cottage	0	0	1	0	0	1	
	Breich Total		**0**	**1**	**1**	**0**	**0**	**2**	
	Fauldhouse	4 in Block	3	1	0	0	0	4	
		Flat	0	1	1	0	0	2	
		Cottage	0	0	2	0	0	2	
		Maisonette	0	5	0	0	0	5	
	Fauldhouse Total		**3**	**7**	**3**	**0**	**0**	**13**	
	Stoneyburn	Cottage	0	1	0	0	0	1	
		4 in Block	0	0	0	0	0	0	
	Stoneyburn Total		**0**	**1**	**0**	**0**	**0**	**1**	
	West Calder	4 in Block	1	0	1	0	0	2	
		Cottage	1	0	0	0	0	1	
	West Calder Total		**2**	**0**	**1**	**0**	**0**	**3**	
	Polbeth	4 in Block	0	1	0	0	0	1	
		Cottage	0	3	0	0	0	3	
		Flat	2	0	0	0	0	2	
	Polbeth Total		**2**	**4**	**0**	**0**	**0**	**6**	
	Ward Total		**10**	**13**	**6**	**0**	**0**	**29**	

Lets October to December 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Broxburn	Broxburn	Cottage	2	7	2	0	0	11	
		4 in Block	2	5	0	0	0	7	
		Maisonette	0	2	0	0	0	2	
		Flat	1	4	0	0	0	5	
	Broxburn Total		5	18	2	0	0	25	
	Uphall	Flat	3	0	0	0	0	3	
		4 in Block	0	1	1	0	0	2	
		Cottage	1	0	0	0	0	1	
		Maisonette	0	0	1	0	0	1	
	Uphall Total		4	1	2	0	0	7	
	Winchburgh	Cottage	1	1	1	0	0	3	
		4 in Block	0	1	1	0	0	2	
		Maisonette	0	0	0	0	0	0	
	Winchburgh Total		1	2	2	0	0	5	
	Dechmont	Cottage	0	0	0	0	0	0	
	Dechmont Total		0	0	0	0	0	0	
	Ward Total		10	21	6	0	0	37	
East Livingston	East Calder	Cottage	0	2	0	0	0	2	
		4 in Block	2	2	0	0	0	4	
	East Calder Total		2	4	0	0	0	6	
	Mid Calder	Sheltered	2	0	0	0	0	2	
		Cottage	0	1	0	0	0	1	
	Mid Calder Total		2	1	0	0	0	3	
	Kirknewton	Cottage	0	0	1	0	0	1	
	Kirknewton Total		0	0	1	0	0	1	
	Uphall Station	Cottage	0	0	0	0	0	0	
		4 in Block	0	0	0	0	0	0	
	Uphall Station Total		0	0	0	0	0	0	
	Ward Total		4	5	1	0	0	10	

Lets October to December 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Linlithgow	*Bridgend*	Cottage	1	0	0	0	0	1	
		4 in Block	0	4	0	0	0	4	
	Bridgend Total		**1**	**4**	**0**	**0**	**0**	**5**	
	Linlithgow	Flat	1	0	0	0	0	1	
		4 in Block	0	2	0	0	0	2	
		Maisonette	0	1	0	0	0	1	
	Linlithgow Total		**1**	**3**	**0**	**0**	**0**	**4**	
	Linlithgow Bridge	Cottage	0	0	0	0	0	0	
	Linlithgow Bridge Total		**0**	**0**	**0**	**0**	**0**	**0**	
	Ward Total		**2**	**7**	**0**	**0**	**0**	**9**	
North Livingston	*Deans*	Cottage	0	0	0	0	0	0	
		Flat	1	0	1	0	0	2	
		Maisonette	0	0	0	0	0	0	
	Deans Total		**1**	**0**	**1**	**0**	**0**	**2**	
	Eliburn/Livingston Vil	Cottage	0	1	0	0	0	1	
		4 in Block	4	4	0	0	0	8	
	Eliburn/Livingston Village Total		**4**	**5**	**0**	**0**	**0**	**9**	
	Knightsridge	Cottage	0	3	2	0	0	5	
		Flat	0	0	0	0	0	0	
	Knightsridge Total		**0**	**3**	**2**	**0**	**0**	**5**	
	Ward Total		**5**	**8**	**3**	**0**	**0**	**16**	

Lets October to December 2017 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
South Livingston	*Dedridge*	Cottage	2	0	0	0	0	2	
		Flat	1	0	0	0	0	1	
		Maisonette	0	0	1	0	0	1	
	Dedridge Total		3	0	1	0	0	4	
	Ladywell	4 in Block	0	1	0	0	0	1	
		Flat	0	0	0	0	0	0	
		Cottage	2	2	0	0	0	4	
	Ladywell Total		2	3	0	0	0	5	
	Ward Total		5	3	1	0	0	9	
Whitburn	*Blackburn*	Cottage	1	1	2	0	0	4	
		4 in Block	6	1	1	0	0	8	
		Flat	0	4	0	0	0	4	
		Maisonette	0	1	0	0	0	1	
	Blackburn Total		7	7	3	0	0	17	
	East Whitburn	4 in Block	0	1	0	0	0	1	
	East Whitburn Total		0	1	0	0	0	1	
	Whitburn	Cottage	1	3	0	0	0	4	
		4 in Block	6	2	0	0	0	8	
		Flat	4	3	0	0	0	7	
		Maisonette	0	8	2	0	0	10	
		Sheltered	1	0	0	0	0	1	
	Whitburn Total		12	16	2	0	0	30	
	Greenrigg	Cottage	0	0	0	0	0	0	
	Ward Total		19	24	5	0	0	48	
	Total		69	116	28	0	0	213	

Lets October to December 2017 Assisted Moves

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Armadale	Armadale	Cottage	0	0	0	0	0	0	
	Armadale Total		0	0	0	0	0	0	
	Ward Total		0	0	0	0	0	0	
Bathgate	Bathgate	Cottage	0	1	0	0	0	1	
			0	0	0	0	0	0	
	Bathgate Total		0	1	0	0	0	1	
	Ward Total		0	1	0	0	0	1	
Fauldhouse/Breich	Fauldhouse	4 in Block	0	0	0	0	0	0	
	Polbeth	Cottage	0	0	0	0	0	0	
	Addiewell	4 in Block	0	0	0	0	0	0	
	Breich Total		0	0	0	0	0	0	
	Ward Total		0	0	0	0	0	0	
Broxburn	Broxburn	Cottage	0	1	2	0	0	3	
	Broxburn Total	0	0	1	2	0	0	3	
	Winchburgh	Flat	0	0	1	0	0	1	
			0	0	0	0	0	0	
	Winchburgh Total		0	0	1	0	0	1	
	Ward Total		0	1	3	0	0	4	
Linlithgow	Linltighow Bridge	4 in Block	0	0	1	0	0	1	
	Linlithgow Bridge Total		0	0	1	0	0	1	
	Linlithgow	4 in Block	0	1	0	0	0	1	
	Linlithgow Total		0	1	0	0	0	1	
	Ward Total		0	1	1	0	0	2	
North Livingston	Deans	Cottage	1	3	0	0	1	5	
	Deans Total		1	3	0	0	1	5	
	Eliburn	Cottage	0	1	0	0	0	1	
	Eliburn Total		0	1	0	0	0	1	
	Ward Total		1	4	0	0	1	6	

South Livingston	*Dedridge*	Cottage	0	0	0	0	0	0
	Dedridge Total		**0**	**0**	**0**	**0**	**0**	**0**
	Ladywell	Flat	0	1	0	0	0	1
	Ladywell Total		**0**	**1**	**0**	**0**	**0**	**1**
	Ward Total		**0**	**1**	**0**	**0**	**0**	**1**
Whitburn	*Whitburn*	4 in Block	0	1	0	0	0	1
	Blackburn	Cottage	0	0	1	0	0	1
	Whitburn Total		**0**	**1**	**1**	**0**	**0**	**2**
	Ward Total		**0**	**1**	**1**	**0**	**0**	**2**
	Total		**1**	**8**	**5**	**0**	**1**	**16**

Reasons for Assisted Moves

Harassment	6
Medical A	4
Overcrowding	1
Property not suitable	1
Neighbour problems	1
Other	3
Total	16

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	771
	CRAIGSHILL	32
	DECHMONT	25
	ECCLESMACHAN	4
	UPHALL	215
	WINCHBURGH	243
		1,290
5	EAST CALDER	299
	KIRKNEWTON	39
	MID CALDER	55
	PUMPHERSTON	185
	UPHALL STATION	113
	WILKIESTON	5
		696
3	DEANS	567
	ELIBURN CO-OP	42
	ELIBURN KIRKTON	252
	THE RIGGS	142
	KNIGHTSRIDGE	506
		1,509
4	BELLSQUARRY	4
	DEDRIDGE	701
	LADYWELL	657
	HOWDEN	21
		1,383
6	ADDIEWELL	281
	BREICH	66
	FAULDHOUSE	594
	LONGRIDGE	89
	POLBETH	324
	STONEYBURN	242
	WEST CALDER	153
		1,749
7	EAST WHITBURN	46
	GREENRIGG	103
	WHITBURN	1,518
	BLACKBURN	912
	SEAFIELD	110
		2,689
8	BALLENCRIEFF	5
	BATHGATE	965
	BOGHALL	673
	WHITESIDE & BIRNIEHI	257
		1,900
9	ARMADALE	1,268
	BLACKRIDGE	217
	TORPHICHEN	26
	WESTFIELD	69
		1,580
	Total stock	**13,490**

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

RENT PRESSURE ZONES

REPORT BY HEAD OF HOUSING CUSTOMER AND BUILDING SERVICES

A.   PURPOSE OF REPORT

To update the panel on Scottish Government guidance on rent pressure zones.

B.   RECOMMENDATION

The panel is requested to:

1.   note that Scottish Government has now published rent pressure zone (RPZ) guidance;

2.   note that an application for a rent pressure zone requires specialist evidence on the actual rents that existing Private Residential Tenancy tenants are paying in the private rented sector. This evidence is not currently collected by the council and there is at present no budget identified for gathering the information;

3.   note that there may be an opportunity to participate with other local authorities, COSLA and the Scottish Government to develop a shared methodology for gathering evidence that complies with the requirements of government guidance to support rent pressure zone proposals; and

4.   note that a further report on the private sector rents in West Lothian will be reported to the panel in 2019.

C.   SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	None
III	**Implications for**	N/A

1

	Scheme of Delegations to Officers	
IV	Impact on performance and performance Indicators	N/A
V	Relevance to Single Outcome Agreement	Our economy is diverse and dynamic; and West Lothian is an attractive place for doing business.
		We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	Resources would be required to support research into private sector rents to obtain evidence to establish if there is a case for rent pressure zones in West Lothian. At present, no such funding has been identified.
VII	Consideration at PDSP	The PDSP considered a report on Private Sector Rents in West Lothian on 22 November 2016
VIII	Other consultations	Finance.

D.   TERMS OF REPORT

D.1   Background

The Private Housing (Tenancies) (Scotland) Act was passed by Scottish Government on 17 March 2016. The Act is intended to improve the security of tenure for tenants and provide appropriate safeguards for landlords, lenders, investors and tenants.

In November 2016, a report was put to PDSP that provided information on private rents in West Lothian. The report noted that the Scottish Government was preparing guidance in relation to rent pressure zones.

D.2   Rent Pressure Zones

On 1 December 2017, Section 35 of the Private Housing (Tenancies) Scotland Act 2016 took effect. The Act makes provision for local authorities to apply to Scottish Ministers for approval to designate an area as a Rent Pressure Zone (RPZ).

Scottish Government guidance for RPZs states that councils can apply to Scottish Ministers to have an area designated as an RPZ if they can prove that:

2

- rents payable within the proposed RPZ are rising by too much;
- the rent rises within the proposed RPZ are causing undue hardship to tenants
- the local authority within whose area the proposed zone lies is coming under increasing pressure to provide housing or subsidise the cost of housing as a consequence of the rent rises within the proposed zone.

The rent cap in rent pressure zones must be at least 1% above the Consumer Price Index. A higher increase is allowed for properties that have undergone improvement works.

Where the RPZ is applied, the cap can last for up to five years and will only apply to tenants who have private residential tenancies. The cap, if applied will only affect rent rises once tenancies have started. Initial rents for new tenancies are not affected by the cap and will continue to be market-led.

D.3   Rent Pressure Zone Evidence Required

The Scottish Government published guidance, Rent Pressure Zone (Private Housing Tenancies) (Scotland Act) 2016, on 16 November 2016. The guidance sets out the evidence that local authorities would have to submit to make an application of a RPZ.

The guidance states that "the provisions of the Act on rent pressure zones address the problem of rents rising by too much in hot-spot areas and that they are not intended to be applied to a whole local authority area." Rent controls will not apply to existing short assured or regulated tenancies. They will only apply to new Private Residential Tenancies entered in to after 30 November 2017.

Rent data must be collected from existing tenants who have had a rent increase (in the same properties) and be representative of the private rented sector profile in the area.

The council do not currently collect the evidence required to support an application for a rent pressure zone. It is a specialist area and new research would be required.

It is suggested in the guidance that councils might consider contracting with a third party with statistical and research expertise to support this application.
Appointing a third party to gather evidence would require resources to be made available.

The RPZ guidance requires local authorities to provide robust and complex
evidence in relation to the rent rises for existing tenants if they wish to pursue an
RPZ.

3

The type of information required to evidence an RPZ includes;
;
- quantitative and qualitative evidence including interviews with tenants (local authorities may consider using a consultant to collect this data)
- evidence that rent rises are causing undue hardship to tenants
- a profile of Private Rented Sector characteristics including house type, size, age, location and details of any changes to the profile impacting on rent charges
- time series of survey data and/or other research evidence showing the size of the rent increase for existing tenants in the same properties in a range of property types, sizes and ages
- surveys would need to be repeated on an annual basis to track rent rises
- information on the sample used to demonstrate the rent increase
- details of methodologies used to analyse this evidence and
- a statement based on this evidence to explain why the local authority believes that rents are rising too much.

D.4   RPZ Collaborative working

City of Edinburgh Council is proposing a collaborative approach to enable other local authorities, COSLA and the Scottish Government to agree a shared methodology for identifying and designating RPZs. This would include exploring the development of a consistent approach to collating verifiable data on rents.   They are considering commissioning further research on the link between localities, rents and incomes. Officers will explore if there is potential to work collaboratively with the City of Edinburgh Council and others on this piece of work.

E.   CONCLUSION

Designating an RPZ requires the gathering of a range of information to support an application.   This information is not currently gathered by the council and requires a specialist approach. There may be benefit to collaborative working with other authorities to determine a consistent and robust approach to collecting rent data and evidence that could support an RPZ application in the future.

As the new Private Residential Tenancy only came in to effect on 1 December 2017, there will at present be no information available on how existing rents have increased. Such information is unlikely to be available until early in 2019.

F.   BACKGROUND REFERENCES

Services for the Community PDSP Private Sector Rents in West Lothian November 2016
Rent Pressure Zone Guidance
https://beta.gov.scot/policies/private-renting/rent-pressure-zones/

Appendices/Attachments: None

Contact Person: Gillian Edwards, Planning & Coordination Officer 01506 281376 gillian.edwards@westlothian.gov.uk

Alistair Shaw Head of Housing, Customer and Building Services

Date of meeting: 20 February 2018

4

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

UPDATE ON HOME ENERGY EFFICIENCY PROGRAMMES FOR SCOTLAND:AREA BASED SCHEMES (HEEPS:ABS) 2017/18 AND 2018/19

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A.   PURPOSE OF REPORT

To provide an update on the progress made for the 2017/18 HEEPS:ABS programme of External Wall Insulation and advise of proposals for the 2018/19 programme.

B.   RECOMMENDATION

It is recommended that the panel:

1.   Notes that the final funding allocation for the 2017/18 HEEPS:ABS programme is £975,859;
2.   Notes that the Scottish Government has yet to officially launch the Scotland's Energy Efficiency Programme (SEEP) which will include HEEPS:ABS so funding for 2018/19 has not been finalised;
3.   Notes that it is proposed to increase the contribution to the EWI works from private home owners;
4.   Notes that it is proposed to provide HEEPS:ABS funding to home owners in the Deans area in conjunction with the EWI work the council will be doing to its own stock;
5.   Notes the recommendation for the continuation of delegated powers to the Head of Housing, Customer and Building Services for non-substantive changes following approval of the 2018/19 programme by Council Executive; and
6.   Notes that the views of the panel will be reported to Council Executive when it is asked to consider the proposed approach.

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; working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	No policy or legal risks have been identified and all Health and Safety and Risk Assessment issues will be managed by adhering to CDM Regulations
III	**Implications for Scheme of Delegations to Officers**	None

1

IV	Impact on performance and performance Indicators	Will assist in improving the energy efficiency of the general housing stock and reduce the number of households living in Fuel Poverty
V	Relevance to Single Outcome Agreement	Will help to reduce households living in Fuel Poverty
VI	Resources - (Financial, Staffing and Property)	A WLC capital budget of £1,726,000 to support the EWI work for the council owned houses was approved by West Lothian Council on 13th February 2018. Staffing costs are met through the HEEPS:ABS funding and a similar budget to 2017/18 of £900,000 is anticipated for 2018/19
VII	Consideration at PDSP	Services for the Community last considered a report on HEEPS:ABS in February 2017.
VIII	Other consultations	Finance

D.   TERMS OF REPORT

Background

The 2018/19 proposed HEEPS programme will be the sixth year HEEPS:ABS funding is available to West Lothian Council. The HEEPS:ABS programme has now been successfully managed in-house from January 2016 following the end of the management contract with Changeworks. By May 2018 a total of 958 privately owned properties will have received EWI through HEEPS funding; whilst an additional 221 WLC properties have received EWI as part of Capital upgrade programmes. Appendix 1 attached that summarises where these properties are as well as areas where further investment in EWI will be possible subject to funding being available.

The Scottish Government has yet to launch Scotland's Energy Efficiency Programme (SEEP) which, it has been proposed, will combine HEEPS:ABS with efforts to include energy efficiency projects in the non-domestic sector. Currently it is proposed that SEEP will be launched in April 2018. Scottish Government officers have advised council officers that it is envisaged that HEEPS:ABS will continue with a continued focus on Fuel Poor households; therefore this report has been developed based on the current situation which may change as a result of SEEP launching.

Sources of Funding

HEEPS:ABS brings together several sources of funding in order to deliver the EWI programme to streets of mixed tenure stock. The different funding sources are:

- HEEPS:ABS
- Energy Company Obligation (ECO)
- Warmer Homes Scotland (WHS)
- Home Owners Contribution
- WLC Capital Funding

HEEPS:ABS funding is provided by the Scottish Government to all Local Authorities on an annual basis to deliver energy efficiency improvement works, with a focus on

2

solid wall insulation, to privately owned homes to reduce levels of fuel poverty. Funding is capped at £7,500 for detached/semi-detached homes, £7,000 for terraced homes and £6,500 for flats. Funding cannot be used for a local authority's own stock.

ECO funding is provided by large utility companies (those with over 250,000 customers) to households to install energy efficiency measures in order to reduce CO_2 emissions and is a UK Government initiative. ECO funding can be used for any property regardless of tenure.

Warmer Homes Scotland has been developed to provide energy efficiency measures to private households determined to be the most vulnerable to living in fuel poverty. This is separate from the HEEPS:ABS programme, however it is possible for a household to receive grant funding for EWI through this scheme. There is a set of eligibility criteria that households have to meet (see Appendix 2) in order to receive support through Warmer Homes Scotland.

Home Owners are required to pay a contribution toward the works as, on average, the total cost of the EWI measure is not covered by the HEEPS:ABS and ECO funding alone.

The council's own Capital is used to meet the cost of the works to the council's own stock.

Progress on HEEPS:ABS 2017/18

For 2017/18 the council has been awarded £975,859 HEEPS:ABS funding which is being used to target privately owned properties of No Fines construction and will be fully spent in:

- Erskine and Gordon Way – Knightsridge
- Woodend Walk – Armadale
- Nelson Avenue – Howden

Everwarm Ltd has been awarded the contract to perform the External Wall insulation to the properties and work commenced on site the week commencing 8th January 2018.

A total of 111 owners will be offered HEEPS:ABS funding. A further £94,350 is anticipated in Energy Company Obligation (ECO) funding as well as £88,800 in contributions from home owners.

The council will be including 70 of its own properties in the project with £516,000 budgeted for in the Housing Capital Programme that will be fully spent by March 31st 2018. This bringing together of works will leverage a further estimated £59,500 in ECO funding.

Proposed programme for 2018/19

Due to SEEP not being officially launched and the HEEPS:ABS programme yet to be officially confirmed by Scottish Government, it is proposed to provide any HEEPS:ABS funding the council is awarded to support home owners where the council will be doing EWI to its own households of No Fines construction in the Deans area.

Officers have identified these properties requiring EWI in order to improve their energy efficiency performance in order to achieve compliance with the Energy

3

Efficiency Standard for Social Housing (EESSH). A Capital budget of £1.726m for 225 WLC properties has been approved for these works.

Including private home owners in the streets the council will be doing EWI will allow for increased economies of scale to be achieved and allow for more efficient contract management rather than running separate contracts for the same work in different areas.

In order to align this approach with the main focus of HEEPS:ABS, which is to address and reduce levels of fuel poverty, officers have assessed the streets proposed to be included to determine the most vulnerable households to fuel poverty; this is based on information from SIMD, the EPC Register, Council Tax Banding and Home Analytics.

It is proposed to prioritise funding to households in the streets that are identified to have the highest probability of households living in fuel poverty. It is proposed to prioritise funding to streets in the order below:

1. Lenzie Avenue
2. Kenmore Avenue
3. Elie Avenue
4. Jubilee Avenue
5. Deanswood Park
6. Huntly Avenue

It is recommended that the Head of Housing, Customer and Building Services retain delegated powers over the management of the programme for non-substantive changes, following approval of the programme by Council Executive.

Changes to Current Approach

In order to offer HEEPS:ABS funding to as many households as possible, it is proposed to initially direct home owners towards Warmer Homes Scotland so that those eligible will receive funding through the WHS scheme. By doing so, it is intended to identify those households not eligible for WHS funding so that they can be offered HEEPS:ABS funding and can then contact the council's Advice Shop to register their interest in the scheme. The combined use of these programmes would allow for more households to be offered funding overall.

Currently home owners are required to pay a contribution (inclusive of VAT at 5%) toward the works of £420 for flats/bungalows and £840 for houses. It is proposed to increase these contributions to £525 and £1050 respectively which will allow more households to be offered funding. By initially directing eligible households to the WHS those households not eligible are deemed "able to pay" a contribution towards the HEEPS:ABS programme. The Energy Saving Trust could provide an interest free loan to help home owners in meeting this contribution. Officers have consulted with neighbouring Local Authorities about owner contribution levels which range from £500 to £1,050.

In the event that HEEPS:ABS funding is not sufficient to allow for all home owners to be offered funding, it is proposed to initially target houses that are in the same terraces as the council's own stock as this will allow for contractual savings due to more efficient installation on site. There are a total of 408 private houses within the six streets listed above and it is unlikely that funding will be available to install EWI at all of these houses.

In 2019/20, through the Housing Capital Programme, it is proposed to begin a new

4

EWI scheme for council houses in Knightsridge. The focus for HEEPS:ABS funding for 2019/20 is therefore likely to be directed to Knightsridge to achieve economies of scale and continue with the area based approach.

E.   CONCLUSION

The council continues to successfully deliver the HEEPS:ABS scheme to help alleviate fuel poverty in West Lothian and officers have proposed minor changes in the way the scheme is managed in order to maximise the benefit from the funding received. This report is based on the information provided from Scottish Government and on the current situation with regards to SEEP and HEEPS:ABS which may change.

F.   BACKGROUND REFERENCES

Council Executive February 2017 - Update on Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) 2016/17 and SEEP Projects

Services for the Community PDSP February 2017 – Update on Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) 2016/17 and SEEP Projects

Services for the Community PDSP October 2016 – Update on Energy Efficiency Programmes and Proposals

Services for the Community PDSP June 2016 – Update on Energy Efficiency Programmes and Proposals

Council Executive November 2015 Home Energy Efficiency Programmes for Scotland (HEEPS) 2015/16

Council Executive June 2014 Home Energy Efficiency Programmes for Scotland (HEEPS) 2014/15

Services for the Community PDSP April 2014 Home Energy Efficiency Programmes for Scotland (HEEPS) 2014/15

Council Executive March 2014. Home Energy Efficiency Programmes for Scotland (HEEPS)

Services for the Community PDSP April 2013 Home Energy Efficiency Programmes for Scotland

Council Executive February 2015 – Home Energy Efficiency Programmes for Scotland (HEEPS)

Appendices/Attachments: Two

Contact Person: Euan Marjoribanks, Housing Investment Officer (Energy Efficiency), 01506 283766, euan.marjoribanks@westlothian.gov.uk

Alistair Shaw

Head of Housing, Customer and Building Services

Date of meeting: 20 February 2018

5

Appendix 1

AREAS OF NO FINES PROPERTIES RECEIVED EWI

Street	WLC Properties	Owner Properties	Area
East Glen Avenue	21	34	Deans
West Glen Avenue	9	26	Deans
Birkenshaw Way	29	75	Armadale
Woodend Walk	0	90	Armadale
McCallum Court	18	33	Armadale
Denholm Grove	5	27	Armadale
Peveril Rise	23	88	Dedridge
Templar Rise	4	38	Dedridge
Kirk Brae	20	29	Longridge
Heaney Avenue	22	46	Pumpherston
Erskine Way	38	19	Knightsridge
Gordon Way	31	31	Knightsridge
Calgary Avenue	0	38	Howden
Edmonton Avenue	0	34	Howden
Fergus Avenue	0	80	Howden
Labrador Avenue	0	9	Howden
Nelson Avenue	1	81	Howden
Quebec Avenue	0	14	Howden
Toronto Avenue	0	42	Howden
Vancouver Avenue	0	40	Howden
Granby Avenue	0	72	Howden
Cunigar Gardens	0	12	Mid Calder
TOTAL	221	958	

AREAS OF NO FINES SUITABLE FOR EWI

Street	WLC Properties	Owner Properties	Area
Lenzie Avenue	69	142	Deans
Jubilee Avenue	48	124	Deans
Huntly Avenue	44	79	Deans
Kenmore Avenue	33	59	Deans
Elie Avenue	30	73	Deans
Deanswood Park	29	169	Deans
Sutherland Way	87	234	Knightsridge
Ferguson Way	43	41	Knightsridge
Fells Rigg	32	103	Knightsridge
Davidson Way	26	28	Knightsridge
Camps Rigg	24	196	Knightsridge
Quentin Rise	29	73	Dedridge
Palmer Rise	21	69	Dedridge
Staunton Rise	13	139	Dedridge
Talisman Rise	4	66	Dedridge
Gowanbank	28	107	Ladywell
Eagle Brae	10	62	Ladywell
Quarry Road	19	98	Fauldhouse
Beech Place	32	101	Eliburn
Langside Gardens	59	239	Polbeth
Letham Grove	3	17	Pumpherston
TOTAL	683	2219	

Appendix 2

WARMER HOMES SCOTLAND

Who is the scheme for?

Warmer Homes Scotland is designed to help vulnerable people make their homes warmer and more comfortable by installing a range of energy saving measures. The Scottish Government is offering assistance to homeowners and private sector tenants struggling to heat their home, who have lived in their property for at least twelve months, and who meet the qualifying criteria. For more information about the scheme, and to check if you qualify, please contact Home Energy Scotland on **0808 808 2282** and an energy advisor will be happy to assist you.

What support is available?

The measures offered will depend on a survey of the property. If you have had assistance through a Government programme before, you can still apply for Warmer Homes Scotland if you meet the qualifying criteria.

Assessors will come to your home to survey it and will recommend measures suitable for the property, which could include a range of insulation and heating measures and in most cases costs will be met by the Scottish Government.

There will be a need for customer contributions in some instances for certain more expensive measures, such as solid wall insulation. If you are a private sector tenant your landlord will be made aware of the measures that are able to be funded by the Scottish Government and which ones they may be required to fund. Their permission is required to be given prior to any measures being installed.

Potential measures include:

- Wall insulation
- Loft insulation
- Draught-proofing
- Central heating
- Renewables

An interest free loan is available to help meet the costs of the customer contribution. The loan, which is managed by the Energy Saving Trust, is subject to a credit check, and successful loans will include an administration fee. Further details on the loan will be provided if your offer includes a customer contribution.

From 1 August 2017, restrictions will be applied to the measures available under Warmer Homes Scotland (WHS) to customers living in privately rented properties. Private Rented Sector properties covered by the statutory Repairing Standard will no longer receive measures that a landlord is legally obliged to provide. These customers will still be eligible for other measures available under the scheme if they are recommended for the property.

Who is eligible?

The eligibility criteria is summarised below. If you do not meet the criteria for Warmer Homes Scotland you might be eligible for assistance through the interest free loan scheme or one of the many area-based schemes. One call to Home Energy Scotland on 0808 808 2282 will put you in touch with an advisor who can advise on what support you can benefit from.

The household must meet all of the following criteria.

- Be homeowners or the tenants of a private-sector landlord;
- Live in the home as their main residence;
- Have lived there for at least 12 months (unless in receipt of a DS1500 certificate);
- Live in home with an energy rating of 64 or lower and which is not more than 230 square metres in floor size.

Meet one of the following conditions

- Be of pensionable age, have no working heating system and be in receipt of a passport benefit;
- Be aged over 75 and in receipt of a passport benefit;
- Pregnant and/or have a child under 16 and in receipt of a passport benefit;
- Have a disability and be in receipt of any level of Personal Independent Payment (PIP);
- Have a disability and be in receipt of high rate Disability Living Allowance (DLA) (care or mobility component);
- Have a disability and be in receipt of low/medium rate Disability Living Allowance (DLA) (care or mobility component) and be in receipt of an income related benefit;
- Be a carer in receipt of Carers Allowance;
- Have been injured or disabled serving in the Armed Forces and be in receipt of Armed Forces Independence Payment/War Disablement Pension;
- Have an injury or disability from an accident or disease caused by work and be in receipt of Industrial Injuries Disablement Benefit.

The passport benefits are:

- Guarantee element of the Pension Credit;
- Attendance Allowance;
- Universal Credit or any of the benefits due to be replaced by Universal Credit (Income Based JSA, Child Tax Credit, Working Tax Credit, Employment and Support Allowance, Income Support, Housing Benefit);
- Council Tax Reduction (excluding 25% discount for single occupancy);
- Carer's Allowance;
- Disability Living Allowance (DLA) or Personal Independence Payment (PIP)
- Armed Forces Independence Payment;
- War Disablement Pension;
- Industrial Injuries Disablement Benefit.

What is the process?

Simply call the **Home Energy Scotland hotline** on **0808 808 2282** to see what you are eligible for and they will guide you through the complete process that will include booking the survey of your property and referring you to the Warmer Homes Scotland managing agent (Warmworks Scotland).

![West Lothian Council logo]

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.

1

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, uses a simple traffic light system to show if progress is on target (green), in danger of falling behind target (amber), or below target (red).

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

Current Position

Of the eight performance indicators we are reporting, 5 are categorised as green and 2 are amber and 1 is red. This position for Q3 is the same from the last report for Q2 to PDSP in December 2017. 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: 20th February 2018

2

Services for the Community PDSP

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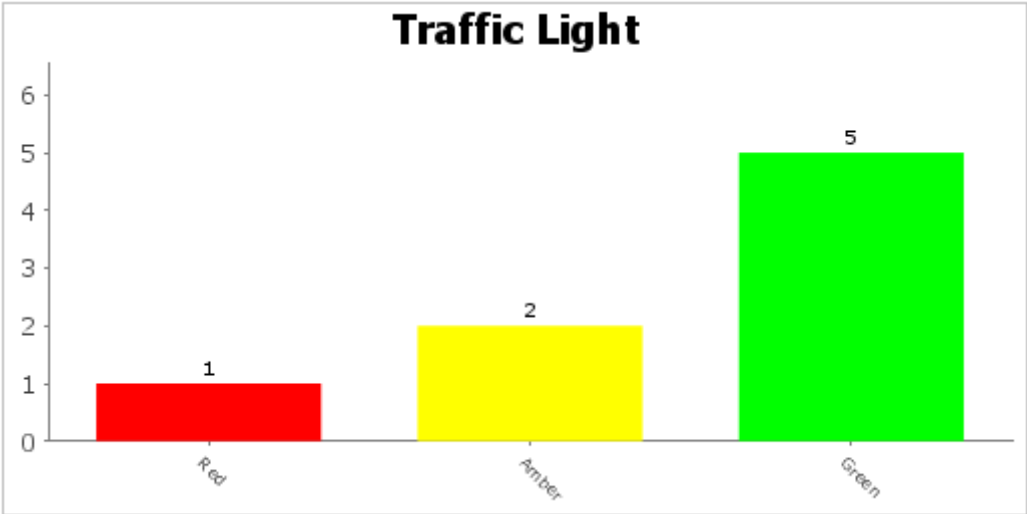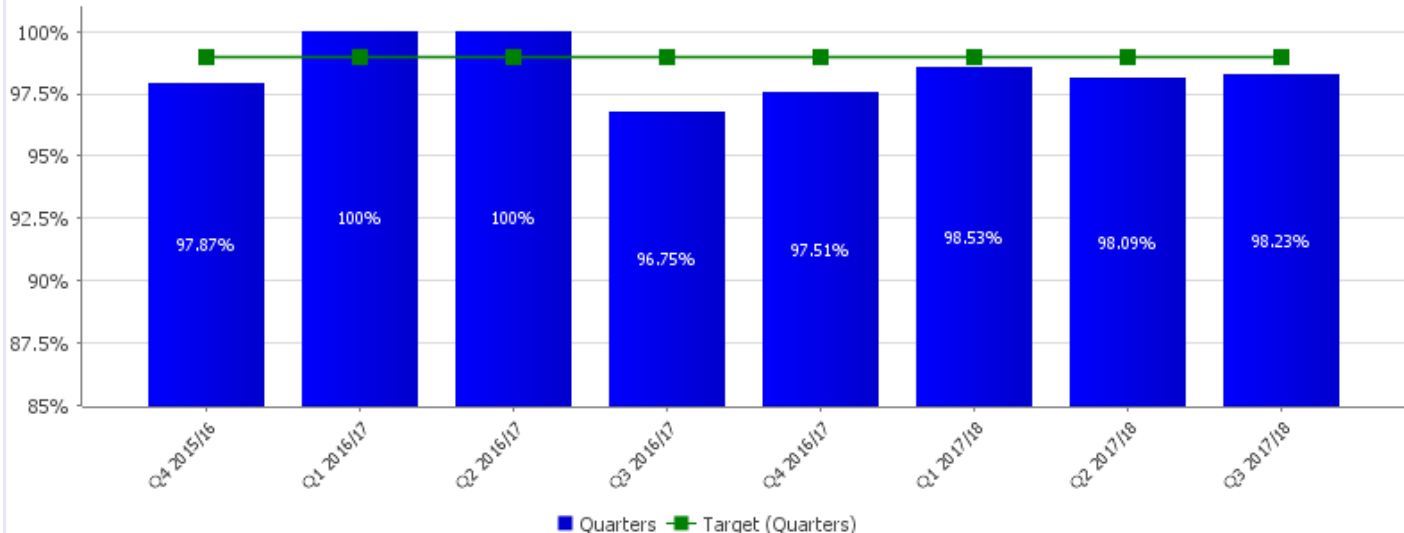
PI Code & Short Name	P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.	PI Owner	zBUS_PIAdmin; Grant Taylor
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed 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

		Last Update	Q3 2017/18
		Traffic Light Icon	✅
		Current Value	95.02%
		Current Target	95%

Percentage of Housing Repairs completed to timescale.

- 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%
- Q3 2017/18: 95.02%

■ Quarters ■ Target (Quarters)

Trend Chart Commentary:

The trend shows that performance since quarter 1 2016/17 has met target. The previous quarter 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 quarter 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.
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.

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.

Notes on Latest Data Entry

23-Jan-2018 The performance for quarter three has met target. In quarter three Building Services completed 11866 housing responsive repairs, 591 of these repairs were completed outside the service standards timescale. Overall four repair categories make up this indicator, with the exception of Routine Repairs achieving target. Continued analysis of routine repairs is underway to identify where

2

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.		improvements can be made. Emergency repairs - quarter three 99.96% - target 97% Routine repairs - quarter three 87.57% - target 95% Gas repairs - quarter three 100.00% - target 97% Standby repairs - quarter three 100.00% - target 97%

3

PI Code & Short Name	P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.	PI Owner	zBUS_PIAdmin; Grant Taylor
Description	This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys, personal digital assistants PDA or a number of customers are contacted by our customer contact centre. This indicator is the number of respondents who chose 'a positive response, as in Very and Fairly satisfied, as a percentage of the overall responses. Measuring customer satisfaction helps ensure that we continue to provide an excellent repairs and maintenance service that meets tenants' expectations. The results are analysed to identify improvements to the way the service is delivered to customers. In 2013/14 as part of the introduction of Scottish Housing Charter Building Services now report customer satisfaction using the 5 point scale responses. The categories are, Very satisfied, Fairly Satisfied, Neither or, Fairly Dissatisfied, Very Dissatisfied.	Data Collection Officer	Duncan MacPherson
Linked PIs		Gauge Format Type	Aim to Maximise
		Last Update	Q3 2017/18
		Traffic Light Icon	⚠
		Current Value	98.23%
		Current Target	99%

Percentage of customers who are satisfied with the overall housing repair service.

Q4 2015/16: 97.87%, Q1 2016/17: 100%, Q2 2016/17: 100%, Q3 2016/17: 96.75%, Q4 2016/17: 97.51%, Q1 2017/18: 98.53%, Q2 2017/18: 98.09%, Q3 2017/18: 98.23%

■ Quarters ■ Target (Quarters)

Trend Chart Commentary	**Notes on Latest Data Entry**
The new Mobile System was introduced in Quarter 3 2016/17 which has meant that more Customer surveys are being recorded directly from the Customers during the repair process. The results have shown an increase from around 100 respondents prior to the new system to around 1500 respondents after the implementation. In addition there has been over 200 paper copy surveys returned by Tenants who have not wanted to complete the survey at the time of repair. In 2016/17 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was	23-Jan-2018 In quarter three the performance did not meet target. 1127 surveys were recorded for quarter three. 20 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the

4
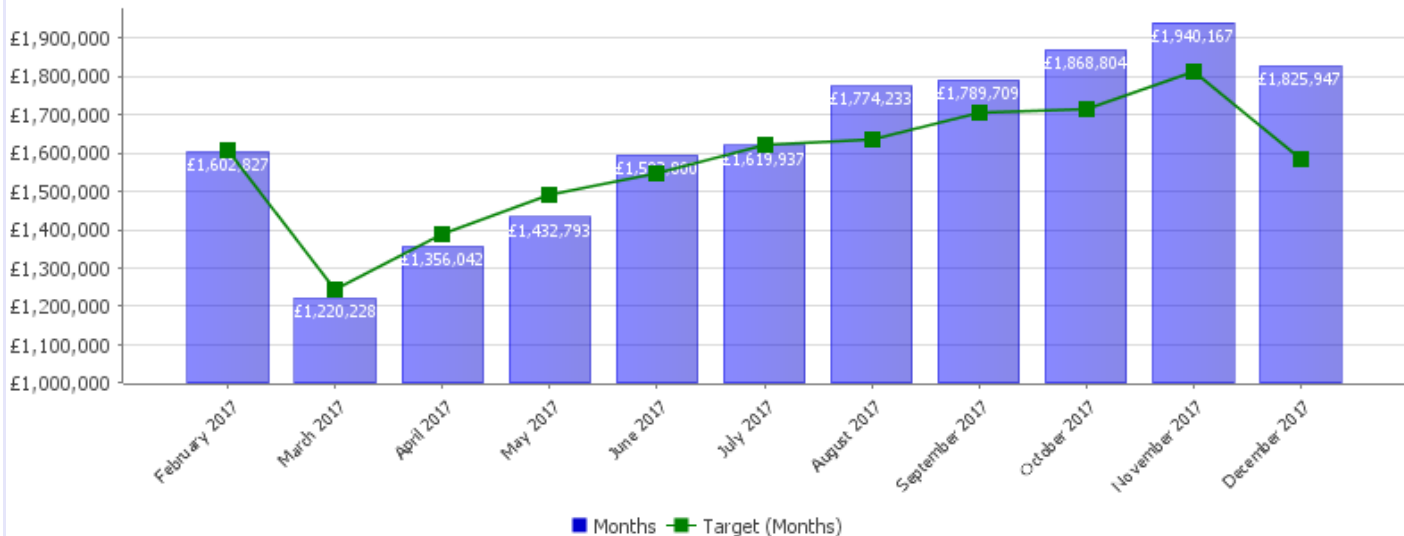
84.1% Surveys are being monitored to investigate negative responses to assess their relativity to the repairs processes. The dip in performance in quarters 4 of 2015/16 ties in with the dip in repairs completed within target for corresponding periods and a need to keep the customer updated throughout 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.

5

PI Code & Short Name	CP:HAS008_9b Number of new build social houses completed by Housing Association partners in West Lothian.	PI Owner	zHS_PIAdmin; 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

Number of new build social houses completed by Housing Association partners in West Lothian.

Last Update	2017/18
Traffic Light Icon	✅
Current Value	21
Current Target	21

Trend Chart Commentary

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 target of 21 RSL completions for 2017/18 was met. An increase in RSL completions is forecast from 2018/19.

Notes on Latest Data Entry	03-Jan-2018 The target of 21 completed units for 2017/18 has been met. 9 units were completed at Forth Drive, Livingston and 12 units were completed at Fouldshields, Stoneyburn.

6

PI Code & Short Name	HQSARR603_9b.1a The total amount of current tenant debt across all tenures		PI Owner	zHQSARR_PIAdmin; 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			Gauge Format Type	Aim to Minimise

HQSARR603_9b.1a The total amount of current tenant debt across all tenures

Last Update	December 2017
Traffic Light Icon	🛑
Current Value	£1,825,947
Current Target	£1,582,776

Trend Chart Commentary:

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.

In December 2017 total amount of current arrears across all tenures was £1,825,947, which is £243,171 above target and £373,070 above the December 2016 figure. Ongoing weekly monitoring continues as per the income and welfare reform activity and action plans.

In November 2017 the revised targets were put in place for this indicator. In this month the total amount of current arrears across all tenures was £1,940,167 which was £125,858 above target.

In October 2017 performance was £1,814,930 which was £100,547 above the set target.

In September 2017 performance was £1,819,228 which was £114,812 above the target set.

Notes on Latest Data Entry

7

In August 2017 performance was £1,799,392 which was £163,692 above the target set.

In July 2017 performance was £1,650,222 which was £27,502 above the target set.

The June 2017 performance was £1,626,186. This is £80,240 above the target set.

The May 2017 performance was £1,477,163. This is an increase of £84,613 from the April 2017 figure.
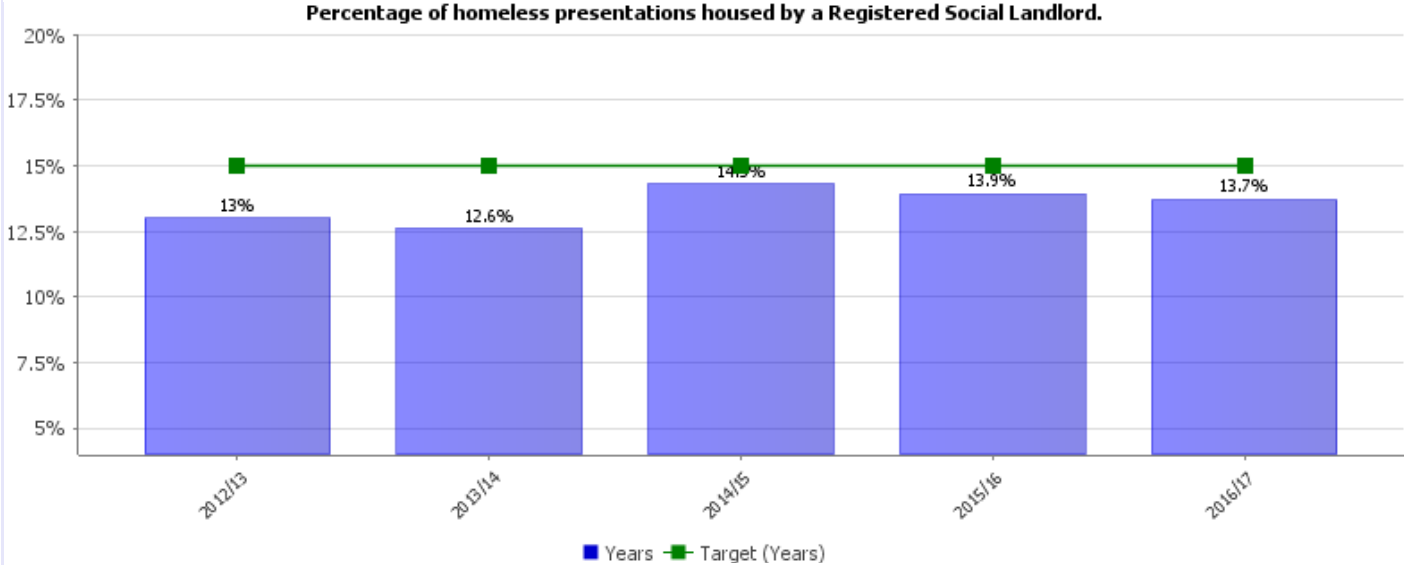
The target is set to vary throughout the year based of the previous year's performance and to reflect our understanding of the trend pattern. The targets have been set with the aim to reduce arrears. The targets were reviewed in September 2017 and revised targets were agreed from November 2017 onwards.

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.

8

PI Code & Short Name	**P:HQSHOM031_9a2a Percentage of repeat homeless presentations.**	**PI Owner**	zHQSHOM_PIAdmin; 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

Percentage of repeat homeless presentations.

Last Update	2016/17
Traffic Light Icon	✅
Current Value	1.7%
Current Target	3%

Trend Chart Commentary:
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%.
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.
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.
The 2013/14 figure demonstrated an improvement on the 2012/13 figure with repeat applications reducing by 1.6%.

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

9

PI Code & Short Name	**P:HQSHOM034_9b The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured.**	PI Owner	zHQSHOM_PIAdmin; 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

Last Update	2016/17
Traffic Light Icon	✅
Current Value	77.35%
Current Target	69%

Trend Chart Commentary:
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%

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%.

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

10

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

11

PI Code & Short Name	HQSHOM037_9b.1a Percentage of homeless presentations housed by a Registered Social Landlord.	PI Owner	zHQSHOM_PIAdmin; 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

Percentage of homeless presentations housed by a Registered Social Landlord.

Last Update	2016/17
Traffic Light Icon	(amber)
Current Value	13.7%
Current Target	15%

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.
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)
Target 15%
Peer group: Aberdeenshire, Dundee, East Ayrshire, Falkirk, North Ayrshire, Renfrewshire, The Highlands, West Dunbartonshire.

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%

12

PI Code & Short Name	HQSLETS001_9b Average length of time taken to re-let mainstream properties	PI Owner	zHQSLETS_PIAdmin; 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

Average length of time taken to re-let mainstream properties

Last Update	December 2017
Traffic Light Icon	✅
Current Value	21.06
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 quarter 3 of 2017/2018 the service has consistently reported being below the target set with housing teams and building services continuing to work together to have houses let as quickly as possible.

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

13

Item	Purpose		Frequency	Lead Officer
|			
**SftC PDSP – 20th February (13th February) - Q3 Performance**

Item	Purpose	Frequency	Lead Officer
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	Service Transformation (Presentation)	Once	David Lockhart
4	Community Safety	Community Safety Update Report	¼	Alison Smith
5	Community Safety	Police Scotland 2018/2019 Annual Plan Consultation	Once	Alison Smith
6	Housing Need	Property Turnover Report	¼	AnnMarie Carr
7	Housing Strategy	Rent Pressure Zone Guidance	Once	Colin Miller
8	Housing Strategy	Update of HEEPS: ABS 2017/18 and 2018/19	Once	Colin Miller
9	HCBS Performance	Performance Update Report	¼	Kenny Selbie
**Council Executive - 20th February (13th February)**				
1				
**Council Executive - 6th March (27th February)**				
1	Housing Strategy	Future New Build Sites	Once	Colin Miller
2	Community Safety	Police Scotland 2018/2019 Annual Plan Consultation	Once	Alison Smith

Item		Purpose	Frequency	Lead Officer
SftC PDSP – 27th March (20th March)				
1	Housing Strategy	Future New Build Sites	Once	Colin Miller
2	Housing Strategy	Fire Sprinklers in Social Housing Member's Bill	Once	Colin Miller
3	HCBS Performance	CIH Conference Feedback	Once	TBC
4	HCBS Performance	SHR Regulation Discussion Paper	Once	Kenny Selbie
Council Executive - 27th March (20th February)				
1	Housing Strategy	Fire Sprinklers in Social Housing Member's Bill	Once	Colin Miller
Council Executive – 17th April (10th April)				
1	Housing Strategy	Future New Build Sites	Once	Colin Miller