



Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

30 January 2019

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Tuesday 5 February 2019** at **2:00pm**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm Draft Minute of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 11 December 2018.
5. Community Safety Update - Report by Head of Housing, Customer and Building Services (herewith).
6. Property Turnover October - December 2018 - Report by Head of Housing, Customer and Building Services.
7. Affordable Housing Delivery Update - Report by Head of Housing, Customer and Building Services.
8. The Rental Exchange - Report by Head of Housing, Customer and Building Services (herewith).

DATA LABEL: Public

9. Housing Capital Investment Programme 2019/20 to 2022/23 - Report by Depute Chief Executive (herewith).
10. Housing Revenue Account Budget and Rent Level 2019/20 to 2022/23 - Report by Depute Chief Executive (herewith).
11. Performance Reporting - Report by Head of Housing, Customer and Building Services.
12. Workplan

NOTE **For further information please contact Eileen Rollo on 01506 281621 or email eileen.rollo@westlothian.gov.uk**

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 11 DECEMBER 2018.

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

Apologies – Councillor Peter Heggie, Alison Kerr, Tenants Panel Representative, Pamela Roccio, Voluntary Sector Gateway

In Attendance – Jessie Duncan, David Rintoul, John Rooney, Tenants Panel Representatives

1. DECLARATIONS ON INTEREST

Agenda Item 11 – West Lothian Rapid Rehousing Transition Plan - Councillor Frank Anderson declared a non-financial interest in that he was the Chair of Open Door.

2. MINUTE

The Panel confirmed the Minute of its meeting held on 30 October 2018 as a correct record. The Minute was thereafter 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 July – 30th September 2018.

The report recalled that the Council Executive had agreed that the monitoring of performance against the West Lothian Police Plan would be reported and considered by the Panel on a quarterly basis. The report covered the period 1st July – 30th September 2018.

Chief Superintendent Lesley Clark provided the panel with information on changes in personnel which included the appointment of Superintendent Angus McInnes who would be taking over the Partnership roll. Chief Superintendant Clark also advised of a forthcoming event that would be taking place in February 2019 looking at “Where we are now” and “Looking Forward”. Invitations would be extended to partners.

Chief Inspector Alan Williams then spoke to the report, amplifying aspects of the statistical information contained therein and expanded on the actions being taken by Police Scotland.

A number of questions were raised by members and answered by Chief Superintendent Clark and Chief Inspector Williams. Inspector Williams

undertook to provide an updated map for the next meeting.

The Panel was asked to note the contents of the report and performance document.

Decision

To note the contents 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 Service in West Lothian for the period 1 July 2018 to 30 September 2018.

David Lockhart, Area Manager updated the Panel on a number of personnel changes within the Strategic Leadership Team including the appointment of the new Fire Chief, Martin Blunden who would be taking over from Alistair Hay.

The seven objectives contained in the local Fire and Rescue Service Plan for 2014-17 were set out in the report. David Lockhart, Area Manager presented the report and highlighted a number of improvements in the reporting period compared to previous years. An appendix provided the Panel with additional information on action under each objective during the reporting period.

The Panel was informed that there had been a reduction of 15% in accidental dwelling fires in the year to date period when compared to the same period in the previous year. The report provided detailed information relating to these incidents.

The majority of deliberate fires continued to involve woodland/grassland and loose refuse including wheelie bins. SFRS attended 178 deliberate secondary fires which correlates to 82% of all deliberate fires in West Lothian council area during this reporting period, this was mainly due to a significant spike in July as a result of fair weather conditions.

In relation to non-domestic fires there was a 27% reduction for the same reporting period 2017-18 with the highest occurrences being in secure accommodation.

Questions raised by Panel members were then dealt with by the Area Manager.

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

Decision

To note the terms of the report.

5. TRANSFORMING YOUR COUNCIL – POLICE SCOTLAND FUNDING UPDATE

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the impact of the removal of funding for police officers as part of the budget setting in February 2018.

The report recalled that in setting the budget in February 2018 the council agreed to reduce the funding to Police Scotland by £658,000 through the removal of the contribution for funded officers, funded vehicles and the removal of an analyst posts. Officers were also instructed to undertake an assessment of the impact of removing funding and report back in 6 months and 12 months.

The Service Level Agreement in place at the time of the budget setting meeting between the council and Police Scotland provided for the continuation of the funded officer until 15 May 2018. On 16 May 2018 Police Scotland introduced a revised community policing model in West Lothian.

A summary of the changes were as follows:

- A new approach to delivering police activity in West Lothian, with the cessation of the Community Action Team, and the implementation of the Community Enquiry Team.
- The removal of the 21 funded officer posts, with the new model comprising of 24 constables.
- The removal of a full time School Link role.
- The implementation of four Locality Areas, aligned to Response Policing as follows:
 - Linlithgow, Broxburn, Uphall, Winchburgh, East Livingston and East Calder
 - Livingston North and Livingston South
 - Armadale, Blackridge and Bathgate
 - Whitburn, Blackburn, Fauldhouse and the Breich Valley

There were 4 Community Officers per locality Area.

Table 1 within the report provided an overview of recorded crime and changes in the levels of recorded crime for the period July to September 2018 compared to the same period in 2017/18.

Appendix 1 to the report set out the full detail of performance for Quarter 2 for 2018/2019. The performance data showed an increase in recorded crime compared to Q2 of 2017/18. It also provided a comparison of West Lothian in context of the overall Division.

In conclusion the report performance for Q2 2018/19 had seen an increase in 8 of the 10 crime categories when compared to the same period in 2017/18 and at division level there was an increase in 60 of the 10 crime categories.

The report recommended that the panel note the update on the revised community policing model introduced by Police Scotland and reported performance data since the implementation of the council funding reduction to Police Scotland.

Decision

To note the contents of the report.

6. COMMUNITY SAFETY UPDATE

A report had been circulated by the Head of Housing, Customer and Building Services highlighting strategic community safety developments and performance data from the Community Safety Unit of the Safer Neighbourhood Teams.

The report advised that the Community Safety Plan 2019 – 2021 was developed following on from the Community Safety Strategic Assessment and in consultation with Community Safety partners and was submitted to the Community Safety Board at its meeting on 10 December 2018.

The report also provided performance data from the Safer Neighbourhood Teams in relation to anti-social behaviour and noise nuisance. Officers and other community safety partners continued to provide early intervention to prevent the further escalation of incidents. Appendix 1 to the report examined performance data in detail.

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

Decision

To note the contents of the report.

7. DECORATION SCHEME FOR TENANTS

A report had been circulated by the Head of Housing, Customer and Building Services providing an update after the first year of operation of the Painting Pack that was introduced in October 2017.

The report recalled that the Council Executive on 18 September 2017 approved the introduction of Painting Packs as the replacement for non-compliant decoration voucher scheme and the deployment process commenced in October 2017.

A review of the tenant satisfaction information taken from the new tenant

survey showed that of the 195 tenants who responded 177 (91%) found the painting pack was useful while 18 (9%) did not.

The average annual budget to administer the former monetary Decoration Scheme was £95,000 which excluded the production of the monetary voucher by inprint and the costs associated to Housing staff time to administer the scheme.

The service estimated the budget for painting packs based on anticipated void turnover to be around £50,000. A review of the cost after the first year of operation showed that the service had spent £53,056.

In conclusion the Painting Pack was deployed in October 2017 and was assisting new tenants with painting materials to help decorate their home. The expenditure was within acceptable budget provision and the service had made efficiencies through the change from monetary decoration scheme to the provision of Painting Packs.

The panel was asked to note:

- The Painting Pack was deployed as per the agreed timeline and addressed the non-compliance of the previous monetary decoration scheme.
- The budget expenditure was within acceptable budget provisions.
- New tenants who had received the Painting Pack had responded positively finding the Painting Pack to be useful.
- Overall deployment of the Painting Pack had gone well over the first year of operation.

Decision

To note the contents of the report.

8. PROPERTY TURNOVER JULY - SEPTEMBER 2018

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 2018 to September 2018.

It was reported that the number of permanent lets for the period was 282 compared to the same quarter in the previous year when 216 properties were let.

Details of all lets and property numbers for the reporting period were provided in Appendix 1 and Council Stock figures by ward in Appendix 3. Appendix 2 showed assisted move lets.

The Panel was asked to note the current levels of activity relating to property turnover for the second quarter of 2018/19 and in particular to note:

- that there had been an increase in property lets compared to the same period in the previous year.
- that of the 47 communities in West Lothian, 4 had only 1 mainstream property to let and 19 had none.
- that 50% of lets had been allocated to people who were homeless or potentially homeless.

Decision

To note the contents of the report.

9. WEST LoTHIAN RAPID REHOUSING TRANSITION PLAN

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the progress of the preparation and development of the first iteration of the West Lothian Rapid Rehousing Plan (RRTP) which was required to be submitted to the Scottish Government by 31 December 2018.

The report recalled a high level overview of the requirement for local authorities to prepare 5 Year Rapid Rehousing Transition Plans to reduce homelessness was reported to the Services of the Community PDSP on the 18 September 2018 and the Council Executive on 9 October 2018.

The council and strategic partners prepared and developed the first iteration of the plan which was appended to the report.

The report set out the seven key elements to the West Lothian Rapid Rehousing Transition Plan as follows:

- Understanding West Lothian's Housing Market Context
- West Lothian's Homeless Position
- West Lothian's Temporary Accommodation Provision
- West Lothian's 5 Year Projections for Temporary Accommodation
- Identifying Support Needs
- Transitioning to a rapid Rehousing Approach in West Lothian
- Resources

The report set out four high level actions identified by the council and partners to transition from the current provision to the West Lothian vision. These actions would be taken forward through four Rapid Rehousing Transition Plan Work streams of early intervention/Prevention and Housing Options, Supply and Temporary Accommodation, Support and Supported Accommodation and Health and Wellbeing. Appendix 3

contained the action plan for the five years of the West Lothian Rapid Rehousing Transition Plan.

The proposed timescales for submitting the first iteration of the Rapid Rehousing Transition Plan to the Scottish Government were detailed in table 2 within the report.

In conclusion the report advised that significant progress had been made with West Lothian's Rapid Rehousing Transition Plan and was on target to meet the Scottish Government's deadline of 31 December 2018 for submission of the first iteration.

The panel was asked to:

1. Note and comment on the first iteration of the West Lothian Rapid Rehousing Transition Plan.
2. Note the proposed timeline for the governance arrangement of the plan to meet the implementation date of 1 April 2019.

Decision

To note the contents of the report.

10. WEST LOTHIAN LOCAL HOUSING STRATEGY 2018-2022 UPDATE

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on progress of the West Lothian Local Housing Strategy 2017-2022.

The report recalled that the West Lothian Local Housing Strategy 2017 – 2022, was approved by Council Executive on 24 October 2017 and since then a number of actions had been progressed and new actions identified. The report provided a summary of the key achievements and actions that had been progressed and identified a number of key challenges ahead. Appendix 1 to the report contained an updated action plan.

The report provided brief details on the Key Challenges and actions for 2019/20 and a number of topics such as:

- Housing Supply and Place Making
- Preventing and Addressing Homelessness
- Independent Living and Specialist Provision
- Private Rented Accommodation
- House Condition
- Fuel Poverty and Climate Change

The report concluded that good overall progress had been made on the

actions in the Local Housing Strategy. A key area of activity would be in relation to homelessness and developing a Rapid Rehousing Transition Plan. Improving housing quality was being addressed through the housing capital programme and liaison with private landlords.

The Panel was asked to note that good progress was being made implement the Local Housing Strategy and that the main new issue which had emerged during the first year of the strategy was the need to prepare a Rapid Rehousing Transition Plan for West Lothian.

Decision

To note the contents of the report.

11. PRIVATE LANDLORD REGISTRATION ENFORCEMENT – IMPLEMENTATION OF RENT PENALTY NOTICES

A report had been circulated by the Head of Housing, Customer and Building Services which set out the proposed processes for applying various enforcement tools in relation to unregistered and registered landlords.

All private landlords with some exceptions were required to apply for registration in the register of landlords. Appendix 1 to the report contained a list of landlord exemptions. The requirement enabled councils to remove disreputable landlords from the housing market in order to protect tenants and the wider community from the impact of antisocial behaviour and mismanaged property.

Under Part 8 of the Antisocial Behaviour, etc (Scotland) Act 2004, it was a requirement for all persons leasing residential property in Scotland to be registered with the local authority. It was a criminal offence for a landlord to enter into a lease or occupancy agreement without being registered.

In addition the local authority had the power to issue a “Rent Penalty Notice” under Section 94 of the 2004 Act, the effect of which was to prevent the landlord collecting rent from any residential properties whilst unregistered.

The Rent Penalty Notice would give a period of 28 days prior to commencement during which the landlord may still register. If the landlord registered during that period the Rent Penalty Notice would be revoked.

Implementing Rent Penalty Notices as an enforcement tool had notable benefits in terms of improving performance and compliance in private rented sector, however it was recognised that implementation was not without challenge and a clear process had been created.

The report concluded that West Lothian Council were the only local authority who did not use Rent Penalty Notices as an enforcement action against private landlords and therefore having available enforcement tools in place would ensure compliance with legislation, reduce corporate risk

and improve performance.

The panel was asked to note the enforcement process proposals.

Decision

To note the contents of the report.

12. PERFORMANCE REPORTING

A report had been circulated by the Head of Housing, Customer and Building Services reporting on the 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.

Performance of service activities was measured through the use of key performance indicators (KPIs). The key activities of the service were covered by KPIs, some of which were also specified performance indicators (SPIs)

The Panel was informed that of the ten performance indicators, 6 were categorised as green, and 4 as red. In the appendix to the report, information allowed the panel to measure current performance levels and actions being taken to address where current performance was below target.

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 contents of the report.

13. SCOTTISH HOUSING REGULATOR – REGULATION OF SOCIAL HOUSING IN SCOTLAND CONSULTATION

A report had been circulated by the Head of Housing, Customer and Building Services providing the proposed consultation response to the Scottish Housing Regulator – Our Regulation of Social Housing in Scotland.

The report advised that the Scottish Housing Regulator (SHR) provided regulatory functions for social housing providers in Scotland. They protect the interests of tenants, homeless people and other service users of social landlords.

They focus on the provision of services that secure good outcomes for tenants and services, they hold landlords to account and drive improvement in service provision.

They accomplish this through a regulatory framework known as the Annual Return on the Chart (ARC). This framework constitutes a number of key indicators and standards or service that all social landlords must adhere to.

In January 2018 the SHR launched a discussion paper on the future of housing regulation in Scotland. The intention was to drive discussion and debate about the current arrangements and what was required to support a successful social housing sector in the future.

Using feedback obtained and subsequent discussions with landlords and their representatives, the SHR proposed to reduce the list of indicators by over a third from 74 to 44. The report provided a list of the main proposed changes.

In conclusion the vision of the SHR was to continue to regulate to protect the interests of tenants, homeless people and others who used the services of social landlords. The review of the ARC framework in consultation with social housing providers ensured the framework enabled full scrutiny of the relevant activity, performance, governance and financial health of the social housing sector in Scotland.

It was recommended that the panel note the report and agree that it be forwarded to Council Executive for approval.

Decision

To note the contents of the report and agree that the report be forwarded to the next appropriate meeting of the Council Executive for approval.

14. 2018/19 FINANCIAL PERFORMANCE - MONTH 6 MONITORING REPORT

A report had been circulated by the Head of Finance and Property Services providing an update on the financial performance of the Services for the Community portfolio for the General Fund Revenue Budget.

The report advised that the council's revenue budget was operationally managed at a Head of Service level, and the financial position included within the current report was part of the overall council forecast upon which decisions had been approved by Council Executive. The report included the position with the delivery of approved budget reduction measures relevant to the Services for the Community portfolio for 2017/18.

A table within the report summarised the position in relation to service expenditure and provided an update on the draft outturn. The forecast overspend for the Services for the Community portfolio was £1,115,000. A number of key risks and service pressures had been identified and these were noted in the narrative for the relevant service area within the report.

The Panel noted that, within homelessness there an overspend of £1.239 million was forecast, primarily as a result of demand for Bed and Breakfast accommodation. This increased demand also anticipated a further overspend of £450,000 in Homelessness Transport, which was not part of the Services for the Community Portfolio but was noted in the financial performance update report to Education PDSP.

The council's approved Housing Capital programme included provision for additional housing stock through 1,000 houses new build project, open market acquisitions and the mortgage to rent scheme, all of which were intended to mitigate some of the pressures on the homelessness budget as more housing stock became available.

It was reported that for the Services for the Community portfolio savings of £752,000 in 2018/19 had been delivered in full. Various savings for 2019/20 and 2020/21 required further development and implementation at officer level, including staffing restructures in the Community Safety Unit.

Future budget issues specifically for the Services for the Community portfolio were the ongoing risks around levels of homelessness provision and the level of demand for accommodation compared to the available supply.

It was reported that, in order to reduce the continuing financial and operational pressures, the service was developing a range of approaches in order to mitigate pressures and improve the position. The key areas for operation changes included: closer engagement with Registered Social Landlords and Private Social Landlords to provide further accommodation, a review of the Allocations Policy, development of a new Emergency Accommodation Unit, a review of Bed & Breakfast accommodation in comparison to other local authorities, and a review of options for furniture storage.

It was recommended that the Panel:

1. Note the financial performance of the Services for the Community portfolio as at month 6;
2. Note that the Services for the Community portfolio at month 6 was part of the overall council budget position reported to Council Executive; and
3. Note any actions required to be taken by Heads of Service and budget holders to manage spend within available resources.

Decision

To note the contents of the report

15. WORKPLAN

A copy of the workplan had been circulated for information.

Decision

To note the workplan.



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 and Quarter 3 performance information for the Safer Neighbourhood Teams (SNT).

B. RECOMMENDATION

Panel members are asked to note the report and the Quarter 3 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 supportive communities, where people take responsibility for their actions and how they affect

VI	Resources - (Financial, Staffing and Property)	Expenditure managed with the overall General Fund Budget
VII	Consideration at PDSP	None
VIII	Other consultations	None

D. TERMS OF REPORT

This report provides an update on the Community Safety Plan 2019-2022 and performance data (Appendix 1) from Safer Neighbourhood Team for the period October – December 2018 (Q3).

D1 Community Safety Plan 2019 – 2022

The draft 3 year Community Safety Plan 2019-2022 was noted at the Community Safety Board meeting held on the 10 December 2018. The plan will be presented at the Community Planning Steering Group and then follow on to the Community Planning Partnership Board for final approval.

D2 Performance Data Quarter 2

Performance data is included 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 the further escalation of incidents.

The number of new antisocial behaviour cases (Table 1 – 2018 and Table 1.1 – 2017) 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 working with partners in the Community Safety Unit including the Housing teams.

The fluctuation in the number of active cases (Table 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 3 – 2018 and Table 3.1 - 2017 provides a breakdown of total incidents that are reported across each ward and a summary of the type of incidents (incident categories) received is set out in Table 4 and 4.1. Where the antisocial behaviour is resolved the incident will be closed off, however where further reports are received and occurs on two or more occasions causing fear, alarm and distress then SNT officer will open a case.

Officers close cases where possible within the 3 month target period where a resolution has been found, this information is set out in Table 6 and 6.1). 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 within Table 5 and 5.1 and 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. (Table7) 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 and modify their behaviour, that the Antisocial Behaviour Order is requested.

E. CONCLUSION

This report informs Panel Members of the development of the Community Safety Action Plan 2019-2022 and provides Quarter 3 performance data from Safer Neighbourhood Team.

F. BACKGROUND REFERENCES

None

Appendix 1 – Performance Data from the Safer Neighbourhood Team.

Contact Person:

Alison Smith, Housing Management & Community Safety Manager,
Housing, Customer and Building Services
Tel: 01506 281367
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CMT member: AnnMarie Carr

Date of meeting: 5 February 2019

Appendix 1

Safer Neighbourhood Team Performance - Quarter 3

2018

Table 1 - Cases opened each month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Armadale & Blackridge	3	2	4	4	0	1	1	1	0
Bathgate	2	7	3	5	8	8	6	9	8
Broxburn, Uphall & Winchburgh	0	1	4	6	0	0	1	3	2
Livingston East & East Calder	0	2	4	1	2	1	4	1	1
Fauldhouse and Breich Valley	5	4	4	4	5	1	5	8	2
Linlithgow	0	1	1	6	3	2	2	1	1
Livingston North	2	2	1	5	2	0	1	3	0
Livingston South	0	3	3	11	3	2	6	3	1
Whitburn and Blackburn	1	4	5	2	4	6	4	0	1
Grand Total	13	26	29	44	27	21	30	29	16

2017

Table 1.1 - Cases opened each month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Armadale & Blackridge	7	5	5	7	2	1	5	8	3
Bathgate	9	10	8	12	4	12	6	9	4
Broxburn, Uphall & Winchburgh	2	6	7	6	5	2	1	3	0
Livingston East & East Calder	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	9	11	4	2	5	7
Grand Total	37	44	30	40	31	26	24	35	24

Table 2									
Total Active Cases per month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SNT Officer Cases 2018	91	81	92	80	69	55	91	81	92
SNT Officer Cases 2017	87	78	83	91	92	69	76	76	64

2018

Table 3									
No of All ASB Incidents 2018	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Armadale and Blackridge	41	31	39	40	39	28	19	17	14
Bathgate	37	41	47	54	47	84	77	81	57
Broxburn, Uphall and Winchburgh	51	50	58	35	21	25	29	30	26
East Livingston	20	22	28	28	29	10	21	23	15
Fauldhouse and Breich Valley	34	22	42	53	39	23	41	39	19
Linlithgow	6	15	9	23	20	14	13	6	8
Livingston North	22	30	30	30	30	12	12	33	13
Livingston South	17	37	39	65	37	28	20	27	14
Whitburn and Blackburn	44	43	55	52	49	51	55	41	48
Grand Total	272	291	347	380	311	275	287	297	214

2017

Table 3.1									
No of All ASB Incidents 2017	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
Grand Total	304	288	271	324	292	269	230	259	271

2018

Table 4									
Examples of Incident Category 2018	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
ASB Part 2 Complaint	130	138	147	183	153	127	143	143	115
ASB Part 5 Noise Complaint	115	96	144	132	101	108	95	93	69
Dog Barking	1	2	1	1	3	0	1	3	3
ENV Health Complaint	3	10	13	14	7	4	6	7	5
Non ASB Noise Complaint	4	5	3	6	6	5	6	8	5
SST Section 3 Tenancy Management	12	28	25	30	27	25	21	36	14
Youth Disorder	3	6	7	7	4	4	9	3	1
Unauthorised Encampment	4	3	1	6	9	0	3	3	2
Unlicensed HMO	0	3	6	1	1	2	3	1	0
Grand Total	272	291	347	380	311	275	287	297	214

2017

Table 4.1									
Examples of Incident Category 2017	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
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
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	21	26	33	30	9	17	12
Youth Disorder	12	7	7	10	4	2	1	7	2
Reports not for SNT Action *	9	6	4	8	19	11	1	3	0
Grand Total	304	288	271	324	292	269	230	259	271

*Officers provided advice, assistance and signposting .

2018

Table 5									
Examples of Incident Outcomes in the Month 2018									
Incident Outcome	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Complainant Moved	8	0	0	0	0	0	0	2	0
Criminal Prosecution	4	9	7	5	4	3	1	1	0
In Custody	0	0	0	1	0	0	0	0	0
Instigate EPA S80 Investigation (Noise Abatement)	0	1	1	0	0	0	0	0	0
Insufficient Evidence	20	50	51	61	51	37	34	52	41
NFA Phone Call Only	116	79	98	100	109	106	127	114	96
NFA Visit Only	33	39	48	46	29	39	47	37	28
No Further Incidents	56	44	46	65	58	32	21	11	2
Noise Stopped	9	19	21	16	11	14	11	24	17
Perpetrator Moved	2	3	19	12	7	1	0	0	0
Reconciliation	0	1	3	0	0	0	0	0	0
RSL to Investigate	0	2	2	0	0	2	2	3	3
Successful Action	15	26	31	61	33	22	22	42	14
Warning Notice Issued	1	8	4	7	5	12	14	2	8
Warning Verbal Issued	6	9	16	4	3	7	6	8	5
Further Investigation (Legislation)	2	1	0	2	1	0	1	1	0
Criminal Investigation	0	0	0	0	0	0	1	0	0
Grand Total	272	291	347	380	311	275	287	297	214

2017

Table 5.1									
Examples of Incident Outcome in the Month 2017									
Incident Outcome	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Complainant Moved	2	0	1	1	1	0	0	0	0
Complaint Withdrawn	0	1	0	2	1	0	0	0	1
Criminal Prosecution	0	0	2	0	2	2	1	0	0
In Custody	0	0	0	1	0	0	0	0	0
Insufficient Evidence	63	26	31	31	43	34	34	29	31
Instigate EPA S80 Investigation	0	0	0	2	0	0	1	0	1
NFA Phone Call Only	99	89	91	106	101	88	71	99	114
NFA Visit Only	36	26	44	61	45	48	47	45	35

No Further Incidents	38	44	26	60	34	29	23	23	13
Noise Stopped	14	22	13	21	3	9	12	11	14
Perpetrator Moved	5	18	5	2	2	3	0	1	3
Reconciliation	0	0	0	0	6	4	0	2	1
RSL to Investigate	2	1	0	3	2	2	0	0	0
Successful Action	32	45	39	13	40	33	26	14	8
Warning Notice Issued	6	7	10	11	5	6	7	20	23
Warning Verbal Issued	7	9	9	10	7	11	8	15	27
Grand Total	304	288	271	324	292	269	230	259	271

2018

Table 6									
Number of Cases Closed in the Month 2018									
Area	Apr 2018	May 2018	June 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
Armadale and Blackridge	0	0	4	1	3	1	3	1	0
Bathgate	0	1	5	3	4	8	4	5	8
Broxburn, Uphall and Winchburgh	0	0	1	3	0	2	3	0	4
East Livingston	0	0	1	2	2	2	1	0	2
Fauldhouse and Breich Valley	1	0	4	3	4	4	3	4	7
Linlithgow	0	1	0	2	1	2	4	2	1
Livingston North	0	0	2	1	4	3	2	0	0
Livingston South	0	0	0	6	2	4	6	2	3
Whitburn and Blackburn	0	0	2	2	4	3	6	1	5
Grand Total	1	2	19	23	24	29	32	15	30

2017

Table 6.1									
Number of Cases Closed in the Month 2017									
Area	Apr 2017	May 2017	June 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Armadale and Blackridge	4	10	1	6	3	7	1	1	4
Bathgate	4	10	6	10	8	18	3	6	8
Broxburn, Uphall and Winchburgh	1	5	5	4	3	9	2	2	2
East Livingston	0	1	0	1	1	1	1	0	2
Fauldhouse and Breich Valley	7	4	3	5	6	2	0	5	3
Linlithgow	0	0	1	0	1	1	1	0	2

Livingston North	4	4	2	1	2	5	0	0	2
Livingston South	4	2	1	1	0	1	3	0	5
Whitburn and Blackburn	11	8	3	9	5	8	6	4	4
Grand Total	35	44	22	37	29	52	17	18	32

Table 7		
Number of ASBOs in each Ward		
Area	Dec 2018	Dec 2017
Armadale and Blackridge	5	5
Bathgate	2	3
Broxburn, Uphall and Winchburgh	1	1
East Livingston	0	0
Fauldhouse and Breich Valley	5	4
Linlithgow	0	1
Livingston North	0	0
Livingston South	0	0
Whitburn and Blackburn	5	6
Total	18	20



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER OCTOBER – DECEMBER 2018

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 third quarter, October – December 2018.

B. RECOMMENDATION

To note the current levels of activity relating to property turnover for the third quarter of 2018/19 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, 4 had only 1 mainstream property to let and 19 had none, and
- That 61% of lets were allocated to people who were homeless or potentially homeless.

C. SUMMARY OF IMPLICATIONS

I Council Values

- Focussing 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)

The Housing (Scotland) Act 1987 as amended and in accordance with the Homelessness (etc) (Scotland) Act 2003, Housing (Scotland) Act 2014 and West Lothian Council's Housing Allocation Policy

III Implications for Scheme of Delegations to Officers of None

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

D. TERMS OF REPORT

D.1 Quarterly Turnover

The number of permanent lets for the period 1st October – 31st December 2018 was 418 compared to the same quarter last year when 229 properties were let. Details of all lets and property numbers for the third quarter are provided in Appendix 1 and council stock figures by Ward in Appendix 3. The main points are:

- Broxburn with 61 lets (15%), Whitburn with 53 lets (13%) and Dedridge with 41 lets (10%) have the highest percentage of total lets.
- There were two sheltered housing property let.
- Three communities had only one mainstream property available to let (Linlithgow Bridge, Livingston Village, Longridge)
- Eight communities had between two and four properties available to let (East Calder, Eliburn, Greenrigg, Polbeth, Pumpherston, Seafield, Uphall, Westfield)

Table 1 identifies 19 communities which had no properties becoming available.

Table 1

Community	Number of properties remaining
Ballencrieff	5
Bellsquarry	4
Mid Calder	55
Ecclesmachan	4
East Whitburn	45
Eliburn Co-op	41
Kirknewton	39
Greenrigg	103
Uphall Station	111

Whiteside/Birniehill	251
Newton	12
Philipstoun	25
Stoneyburn	237
Dechmont	25
Howden	20
The Riggs	137
Wilkieston	5
West Calder	148
Torphichen	26

Applicants can choose from a total of 47 communities.

D.2 Type of property

The majority of properties that became available were Cottages at 154 (37%) followed by 4 in Block at 149 (36%). (52%) of these were two bedroom properties, (21.5%) were one bedroom properties and (17.4%) were three bedroom properties. The remaining 9% were four or five bedroom properties.

D.3 Applicants

The 418 properties let in the third quarter of 2018/19 were allocated in accordance with the council's Allocations Policy and group plus points system.

Performance for the third quarter is outline in Table 2 as follows:

Table 2:

Group	Percentage Met
Homeless (HL)	61%
Housing with Care	0%
Unsatisfactory Housing (UH)	15%
General (GN)	2%
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.

F. Background References

None

Appendices/Attachments: Appendix 1 – Lets excluding Assisted Moves

Appendix 2 – Assisted Move Lets

Appendix 3 – Total Housing Stock per area

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Annmarie Carr

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 5th February 2019

Lets October - December 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total
			1	2	3	4	5	
			2	6	4	0	0	12
Armadale	<i>Armadale</i>	Cottage	2	6	4	0	0	12
		4 in Block	4	22	1	0	0	27
		Flat	4	0	0	0	0	4
	<i>Armadale Total</i>		10	28	5	0	0	43
	<i>Westfield</i>	Cottage	0	2	1	0	0	3
	<i>Westfield Total</i>		0	2	1	0	0	3
	<i>Blackridge</i>	Cottage	0	3	0	0	0	3
		Flat	1	0	0	0	0	1
		Maisonette	0	3	0	0	0	3
	<i>Blackridge Total</i>		1	6	0	0	0	7
	<i>Ward Total</i>		11	36	6	0	0	53

Lets October - December 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total
			1	2	3	4	5	
Bathgate	<i>Bathgate</i>	Cottage	0	0	5	0	0	5
		4 in Block	1	5	0	0	0	6
		Flat	4	1	1	0	0	6
		Maisonette	0	0	1	0	0	1
	<i>Bathgate Total</i>		5	6	7	0	0	18
	<i>Boghall</i>	Cottage	0	2	0	0	0	2
		4 in Block	1	1	0	0	0	2
		Flat	0	8	0	0	0	8
	<i>Boghall Total</i>		1	11	0	0	0	12
	<i>WARD TOTAL</i>		6	17	7	0	0	30

Lets October - December 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total
			1	2	3	4	5	
Breich Valley	Addiewell	4 in Block	0	1	0	0	0	1
		Cottage	0	1	1	0	0	2
	Addiewell Total		0	2	1	0	0	3
Breich	Breich	4 in Block	0	4	0	0	0	
		Cottage	1	0	0	0	0	
	Breich Total		1	4	0	0	0	5
Fauldhouse	Fauldhouse	4 in Block	0	7	0	0	0	7
		Flat	1	3	2	0	0	6
		Cottage	1	1	1	0	0	3
		Maisonette	0	2	2	0	0	4
		Fauldhouse Total		2	13	5	0	0
Polbeth	Polbeth	4 in Block	0	0	0	1	0	1
		Flat	2	0	0	0	0	2
	Polbeth Total		2	0	0	1	0	3
West Calder	West Calder	4 in Block	0	4	0	0	0	4
		West Calder Total	0	4	0	0	0	4
	Stoneyburn	4 in Block	0	4	1	0	0	5
		Cottage	1	2	1	0	0	4
	Stoeyburn Total		1	6	2	0	0	9
Longridge	Cottage	1	0	0	0	0	1	
Longridge Total		1	0	0	0	0	1	
Ward Total		7	29	8	1	0	45	

Lets October - December 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total
			1	2	3	4	5	
Broxburn	Broxburn	Cottage	1	4	10	2	3	20
		4 in Block	13	8	0	0	0	21
		Flat	6	5	2	0	0	13
		Maisonette	0	4	2	0	0	6
		Broxburn Total		20	21	14	2	3
Uphall	Uphall	Cottage	1	1	0	0	0	2
		4 in Block	0	0	2	0	0	2
		Uphall Total	1	1	2	0	0	4
Winchburgh	Winchburgh	Cottage	0	6	0	0	0	6
		4 in Block	4	4	1	0	0	9
		Maisonette	0	0	1	0	0	1
		Winchburgh Total	4	10	2	0	0	16
Ward Total			25	32	18	2	3	80
East Livingston	East Calder	Cottage	0	2	0	0	0	2
		East Calder Total	0	2	0	0	0	2
	Pumpherston	Cottage	1	2	0	0	0	3
		4 in Block	0	1	0	0	0	1
		Pumpherston Total	1	3	0	0	0	4
Ward Total			1	4	1	0	0	6

Lets October - December 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total
			1	2	3	4	5	
Linlithgow	Bridgend	Cottage	0	0	0	0	0	0
		4 in Block	0	11	0	0	0	11
	Bridgend Total		0	11	0	0	0	11
	Linlithgow	Flat	1	1	1	0	0	3
		Cottage	0	1	0	0	0	1
4 in Block		0	1	0	0	0	1	
Linlithgow Total		1	3	1	0	0	5	
Linlithgow Bridge	4 in Block	0	1	0	0	0	1	
	Linlithgow Bridge Total		0	1	0	0	0	1
Ward Total			1	15	1	0	0	17
North Livingston	Deans	Cottage	4	0	2	0	0	6
		Flat	0	1	0	0	0	1
	Deans Total		4	1	2	0	0	7
	Eliburn/Livingston Vill	4 in Block	1	1	0	0	0	2
		Cottage	1	0	0	0	0	1
Eliburn/Livingston Village Total		2	1	0	0	0	3	
Knightsridge	Cottage	3	0	3	0	0	6	
	Flat	1	1	0	0	0	2	
Knightsridge Total		4	1	3	0	0	8	
Ward Total			10	3	5	0	0	18

Lets October - December 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
South Livingston	<i>Dedridge</i>	Cottage	0	13	8	0	1	22	
		Flat	2	0	0	0	0	2	
		Maisonette	0	0	2	0	0	2	
		4 in Block	4	4	0	0	0	8	
		<i>Dedridge Total</i>		6	17	10	0	1	34
	<i>Ladywell</i>	4 in Block	1	0	0	0	0	1	
		Flat	3	0	0	0	0	3	
		Cottage	1	1	2	0	0	4	
	<i>Ladywell Total</i>		5	1	2	0	0	6	
	<i>Ward Total</i>		11	18	9	1	1	40	
Whitburn	<i>Blackburn</i>	Cottage	1	1	1	0	2	5	
		4 in Block	4	5	4	0	0	13	
		Flat	0	9	2	0	0	11	
		Maisonette	0	4	2	0	0	6	
		<i>Blackburn Total</i>		5	19	9	0	2	35
	<i>Seafield</i>	Cottage	1	1	0	0	0	2	
	<i>Seafield Total</i>		1	1	0	0	0	2	
	<i>Whitburn</i>	Cottage	0	1	1	1	2	5	
		4 in Block	5	8	5	0	0	18	
		Flat	10	14	3	0	0	27	
		Maisonette	0	11	5	0	0	16	
		Sheltered	2	0	0	0	0	2	
	<i>Whitburn Total</i>		17	31	14	1	2	50	
	<i>Harthill</i>	Cottage	1	2	0	0	0	3	
	<i>Harthill Total</i>		1	2	0	0	0	3	
	<i>Ward Total</i>		24	53	14	0	2	93	
	<i>Total</i>		96	208	68	4	6	382	

Lets October - December 2018 Assisted Moves

Ward	Community	House Type	Number of Bedrooms			
			1	2	3	
			1	2	3	
Armadale	<i>Armadale</i>	Cottage	0	1	1	
		Four in Block	0	4	0	
		Flat	1	0	0	
		Maisonette	0	0	1	
	Armadale Total		1	5	2	
	Ward Total		1	5	2	
Bathgate	<i>Bathgate</i>	Cottage	0	1	1	
		Four in Block	0	1	0	
		Sheltered	1	0	0	
		Flat	1	0	0	
	Bathgate Total		2	2	1	
	<i>Boghall</i>	Cottage	0	0	1	
	Boghall Total		0	0	1	
	Ward Total		2	2	2	
Broxburn	<i>Broxburn</i>	Flat	1	0	0	
			1	0	0	
	Broxburn Total		1	0	0	
	Ward Total		1	0	0	
Linlithgow	<i>Linlithgow</i>	Cottage	0	0	1	
		<i>Bridgend</i>	Cottage	1	0	0
	Linlithgow Total		1	0	1	
			0	0	0	
			0	0	0	
	Ward Total		1	0	1	
North Livingston	<i>Deans</i>	Cottage	0	1	0	
		Deans Total	0	1	0	
		<i>Knightsridge</i>	Cottage	0	0	0
		Knightsridge Total	0	0	0	
		<i>Livingston Village</i>	Cottage	1	0	0
		Livingston Village Total	1	0	0	
		Ward Total	1	1	0	
South Livingston	<i>Dedridge</i>	Cottage	1	3	0	
		Dedridge Total	1	3	0	
			0	0	0	
	<i>Ladywell</i>	Cottage	0	0	0	
		Maisonette	0	1	0	
	Ladywell Total	0	1	0		
	Ward Total	1	4	0		

East Livingston	<i>East Calder</i>	Cottage	0	0	1
		Four in Block	1	0	0
	<i>East Calder Total</i>		1	0	1
	<i>Ward Total</i>		1	0	1
Breich Valley	<i>Polbeth</i>	Cottage	0	1	0
	<i>Polbeth Total</i>		0	1	0
	<i>West Calder</i>	Four in Block	0	1	0
	<i>West Calder Total</i>		0	1	0
	Fauldhouse	Four in Block	0	1	0
	<i>Fauldhouse Total</i>		0	1	0
	<i>Ward Total</i>		0	3	0
Whitburn	<i>Whitburn</i>	Cottage	0	1	0
		Four in Block	1	0	0
	<i>Whitburn Total</i>		1	1	0
	<i>Blackburn</i>	Cottage	1	0	0
	<i>Blackburn Total</i>		1	0	0
	<i>Ward Total</i>		2	1	0
	<i>Total</i>		9	16	6

4	5	Total	
1	0	3	
0	0	4	
0	0	1	
0	0	1	
1	0	9	
1	0	9	
1	0	3	
0	0	1	
0	0	1	
0	0	1	
1	0	6	
0	0	1	
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0	0	1
0	0	2
0	0	1
0	0	1
0	0	2
0	0	1
0	0	1
0	0	3
3	2	36

Council Stock Numbers		
Ward	Name	Number of properties
1	BRIDGEND	217
	LINLITHGOW	335
	LINLITHGOW BRIDGE	83
	NEWTON	12
	PHILPSTOUN	25
	THREEMILETOWN	6
		678
2	BROXBURN	844
	CRAIGSHILL	33
	DECHMONT	25
	ECCLESMACHAN	4
	UPHALL	207
	WINCHBURGH	275
		1,388
5	EAST CALDER	295
	KIRKNEWTON	39
	MID CALDER	55
	PUMPHERSTON	271
	UPHALL STATION	111
	WILKIESTON	5
		776
3	DEANS	610
	ELIBURN CO-OP	41
	ELIBURN KIRKTON	243
	THE RIGGS	137
	KNIGHTSRIDGE	481
	1,512	
4	BELLSQUARRY	4
	DEDRIDGE	706
	LADYWELL	639
	HOWDEN	20
	1,369	
6	ADDIEWELL	276
	BREICH	65
	FAULDHOUSE	609
	LONGRIDGE	89
	POLBETH	316
	STONEYBURN	237
	WEST CALDER	148
		1,740
7	EAST WHITBURN	45
	GREENRIGG	103
	WHITBURN	1,472
	BLACKBURN	843
	SEAFIELD	109
	2,572	
8	BALLENCRIEFF	5
	BATHGATE	1,003
	BOGHALL	650
	WHITESIDE & BIRNIEHI	251
	1,909	
9	ARMADALE	1,254
	BLACKRIDGE	217
	TORPHICHEN	26
	WESTFIELD	68
	1,565	
	Total stock	13,509



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

AFFORDABLE HOUSING DELIVERY UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the panel on various initiatives to increase the supply of affordable housing in West Lothian and to advise the panel of a contractor's withdrawal from developing 37 new build council houses at Deans South.

B. RECOMMENDATION

It is recommended that the panel:

- (1) note the progress being made on delivering 3,000 affordable homes in West Lothian over the period 2012-2022; and
- (2) note that Lovell Partnerships has withdrawn from developing 37 new build council houses at Deans South and that options for replacing these units are being explored.

C. SUMMARY OF IMPLICATIONS

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

We make the most efficient use of our resources by minimising our impacts on the built and natural environment.

VI Resources - (Financial, Staffing and Property)

The Housing Capital Programme 2018/19 to 2022/23 approved by West Lothian Council on 13 February 2018 approved £70.497 million for the New Build Council Housing Programme.

Scottish Government grant of £38.915 million will be available to support the delivery of affordable housing in West Lothian over the next three years. The Resource Planning Assumptions are £12.174 million for 2018/19, £12.984 million for 2019/20 and £13.757 million for 2020/21.

VII Consideration at PDSP

The Services for the Community PDSP last considered a report on affordable housing delivery on 18 September 2018.

VIII Other consultations

Finance and Property Services;

D. TERMS OF REPORT

D.1 Background

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

The council's Corporate Plan 2018 to 2023 commits the council to increasing the number of affordable homes through the New Build Council Housing Programme and working in partnership with Registered Social Landlords (RSLs).

D.2 Progress towards meeting the 3,000 affordable homes target

Since the beginning of 2012/13, 1,632 affordable homes have been built / acquired. A breakdown is provided in Table 1 below:

Table 1

	WLC new build completions	WLC acquisitions	RSL new build completions	RSL acquisitions
2012/13 – 2017/18	804	149	288	19
2018/19 (to 23/01/2019)	275	40	55	2
Total	1079	189	343	21

As can be seen from Table 1, the majority of the affordable homes provided in West Lothian since 2012/13 have been provided by West Lothian Council. However, the approved West Lothian Housing Strategy 2017-22 highlights the opportunity for other housing providers to make a greater contribution to affordable housing delivery over the period of the strategy.

From 1 April 2018 to 23 January 2019, 330 new build homes have been provided in West Lothian. The location of the new build completions during 2018/19 is shown in Table 2 below:

Table 2

Site	Housing Provider	No. of units
Eastfield Road, Fauldhouse	WLC	40
Redhouse, Blackburn	WLC	47
Almondell, East Calder	WLC	6
Kirkhill, Broxburn	WLC	72
Lammermuir, Livingston	WLC	44
Winchburgh	WLC	41
Mayfield	WLC	22
Bathville	WLC	3
Winchburgh	Dunedin Canmore	55
Total		330

D.3

Affordable homes currently under construction

Affordable homes are currently under construction at eight sites across West Lothian. Six of the sites are part of the council's new build programme and two of the sites are being developed by RSL's. A total of 513 houses are under construction.

A breakdown of the sites is provided in Table 3 below:

Table 3

Site	Housing Provider	No. of Units Under Construction
Kirkhill, Broxburn	WLC	93
Wester Inch, Bathgate	WLC	86
Almondell, East Calder	WLC	30
Deans South, Livingston	WLC	54
Drumshoreland, Pumpherston	WLC	86
Almondvale Stadium, Livingston	WLC	37
Jarvey Street, Bathgate	West Lothian Housing Partnership	42
Dixon Terrace, Whitburn	Dunedin Canmore	85
Total		513

D.4 Other sites programmed to commence in 2018/19

A number of new affordable housing sites are expected to commence during 2019. A breakdown of these sites is provided in the Table 4 below:

Table 4

Site	Housing Provider	No. of Units
Standhill South, Armadale	Castle Rock Edinvar	27
Quentin Court, Livingston	Castle Rock Edinvar	18
Polbeth Farm, Polbeth	West Lothian Development Alliance	25
Cloverbank, Ladywell (St Paul's Church), Livingston	West Lothian Development Alliance	12
Vion site, Broxburn	West Lothian Council	14
Brucefield, Livingston	West Lothian Council	33
Standhill, Bathgate	West Lothian Council	22
Craiginn Terrace, Blackridge	Cairn Housing Association	26
Mill Road (Waverley Garage site), Bathgate	Weslo	27
Waverley Street Depot, Bathgate	Weslo	14
Main Street, Bathgate	Weslo	12
Almondvale, Livingston	West Lothian Housing Partnership	146
Brotherton Farm, Livingston	Places for People / Castle Rock Edinvar	23
Kirk Lane, Livingston	Dunedin Canmore	6
Total		405

The above list is indicative and subject to change. The council is also planning to acquire more former council houses from the open market during 2019.

D.5 Withdrawal of contractor at Deans South

A development of 37 houses at Deans South, Livingston, is currently included in the council new build programme. In December 2018, Lovell Partnerships intimated to the council that they were withdrawing from developing this site. In light of this decision, various options are being explored to replace these units. The options include re-tendering for a new contractor, relocating the units to another site, negotiating with on-site suppliers and further open market acquisitions.

D.6 Update on the new WLC affordable housing programme comprising 250 units

Six sites for the new WLC affordable housing programme were approved on 17 April 2018. The sites and the indicative number of units for each site are as follows:

Site	Units
Eagle Brae, Livingston	30
Guildiehaugh, Bathgate	82 (changed from 79)
Vion, Broxburn	14
Mossend, West Calder	69
Standhill, Bathgate	22 (changed from 25)
Brucefield, Livingston	33
Total	250

A variety of procurement options are envisaged, including call offs from third party frameworks and traditional procurement, including directly negotiated contracts from on-site suppliers. The appropriate procurement approach for each site will be assessed on a case by case basis and where necessary to comply with standing orders, approval for contract awards will be sought from Council Executive.

HRA will take possession of the Eagle Brae depot site later this month and will progress with asbestos surveys prior to demolition of the existing buildings on the site.

At Guildiehaugh, site investigations have been undertaken and the consultant's final report is awaited.

In December 2018, Council Executive approved an award of contract to Bellway Homes for the construction of 14 new build council houses on the Vion site, Broxburn. A site start is expected in March.

The transfer of the affordable housing land at Mossend from the private housebuilder to the council is expected to conclude before the end of the month.

Hadden Construction has been appointed as the preferred contractor for the Standhill site and they will be submitting a planning application this month.

Regarding the Brucefield site, there is a possibility of negotiating a contract from an on-site supplier (Barratt). Discussions are on-going and if they progress a report will be presented to Council Executive for approval. Barratt submitted a planning application for 33 affordable homes on this site in December 2018.

E. CONCLUSION

Progress is being made with increasing the supply of affordable housing in West Lothian. Various delivery methods are being pursued.

The council's target is to deliver 3,000 affordable homes over a 10 year period to 2022. Since the start of 2012/13, 1,632 affordable homes have been delivered and a further 513 are under construction. Several new affordable housing developments are in the pipeline, including several sites for new build council housing.

Lovell has withdrawn from developing Deans South. Options for replacing these units are being explored.

F. BACKGROUND REFERENCES

Several reports to Council Executive and Services for the Community PDSP from 7 February 2012 to 9 October 2018

Housing Capital Investment Programme 2018/19 – 2022/23 – Report to West Lothian Council 13 February 2018

Appendices/Attachments: None

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AnnMarie Carr

Head of Housing, Customer and Building Services

5 February 2019



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

THE RENTAL EXCHANGE

REPORT BY HEAD OF HOUSING CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

To advise the Panel on how the service intends to respond to the motion raised at council on 22nd January directing Housing Customer and Building Services to prepare a report to explore the possibility of making The Rental Exchange initiative available to Council tenants wishing to participate in order to improve their credit rating.

B. RECOMMENDATION

The Panel is invited to note and comment on the proposed approach that will be taken by Housing, Customer and Building Services in assessing the viability of the scheme.

The panel is also asked to note that the service will return to PDSP in 2019 to present the findings of the report detailing the investigation into the scheme in depth, and the associated recommendations.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|---|
| I Council Values | <ul style="list-style-type: none">• Focusing on our customers' needs;• Being honest, open and accountable;• Providing equality of opportunity;• Making best use of our resources; and• Working in partnership |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>Existing policy review – HCBS approach to income management</p> <p>Equality relevance/impact assessment to be carried out as appropriate</p> |
| III Implications for Scheme of Delegations to Officers | None |
| IV Impact on performance and performance Indicators | The scheme helps with council performance indicators in dealing with council tenant income management and arrears. |
| V Relevance to Single Outcome Agreement | We live in resilient, cohesive and safe communities. People most at risk are protected |

and supported to achieve improved life chances.

VI Resources - (Financial, Staffing and Property)	None
VI Consideration at PDSP I	None
VI Other consultations II	None

D. TERMS OF REPORT

D.1 A motion was raised by at full council for officers to examine the potential of The Rental Exchange to operate in Housing, Customer & Building Services. The full motion is contained within Appendix 1.

The Rental Exchange is a partnership between the credit reference agency Experian and The Big Issue Invest: this is the social investment arm of The Big Issue Group.

The aim of the initiative is to help tackle some of the issues faced by rented sector tenants. This can include financial, digital and societal difficulty and exclusion. The premise of the initiative is that by treating rental data in a similar manner to mortgage data by incorporating tenant payment history into their private credit file, and claims to be able to unlock a range of benefits for tenants, housing providers and credit providers.

D.2 Detail of benefits realisation as outlined by the Rental Exchange are:

- Tenants – provision of online proof of identity enabling them to build a positive credit history and access to mainstream credit and goods.
- Social Housing Providers – supports the aim of financial inclusion and enabling tenants access to goods and services
- Credit providers – enables accurate, fair and informed decisions in evaluating new and existing customers for credit and lending purposes. The initiative widens their customer base.
- Landlords – encourages on-time rent payment

D.3 In order to assess the viability of The Rental Exchange as part of the Council's income management approach, officers will undertake an investigation into the initiative in greater detail. There are several factors that will be taken into account including – but not limited to – the following areas as a priority:

1. The claimed benefits of the scheme in practice on other organisations, to assess the impacts of deployment, the effects on the organisation, and how this would benefit tenants of the Council.
2. The ethical considerations of the initiative, the security and integrity of our tenant personal data, and the implicit consents required for tenants to derive the claimed benefits, and the range of protections in place to protect the privacy of data shared with a commercial organisation connected to lending organisations.
3. The ability of the initiative to interface and not disrupt existing digital systems and cross-service processes in place. The Council's objective is to deliver a robust, and balanced income management approach that protects our revenue stream, whilst enables an ethical and supportive position in managing the HRA revenue stream and the debt of those tenants experiencing financial difficulty.

As part of our continuous improvement and programme of service improvement, the service is currently undertaking a major project involving system development work that will bring anticipated benefits to existing processes and early interventions with tenants in arrears. This development of our income management practices is being carried out in partnership with best in sector partners and is scheduled to take place over the next six months.

E. CONCLUSION

Housing, Customer and Building Services will investigate the feasibility of introducing The Rental Exchange initiative as part of the income management approach in the service. A report with the findings will with be presented back to a future Services for the Community PDSP in 2019.

F. BACKGROUND REFERENCES

<https://www.experian.co.uk/rental-exchange.html>

Appendices/Attachments: One -

Contact Person: Sarah Kelly

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AnnMarie Carr

Interim Head of Housing Construction and Building Services.

Date of meeting: 5th February 2019

West Lothian Council SNP Group

Leader: Cllr Peter Johnston
Depute Leader: Cllr Frank Anderson
Secretary: Cllr Sarah King

*Dico Tibi Verum, Libertas Optima Rerum
Nunquam Servili!*



Motion

Rental Exchange Scheme

West Lothian Council SNP Group are concerned that many of our tenants may not have a credit rating or if they have, it may be poor. This could debar them from gaining access to credit. It is also more likely that many of our tenants will be unable to access better rates on mortgages (if they intend eventually to buy a house), loans, credit cards and their utility bills.

Using the Rental Exchange Scheme, a nationally recognised scheme, paying their rent on time helps build up a positive 'credit history'. This is recognised by one of the major Credit Reference companies currently, with the other two major players looking positively at the scheme.

West Lothian Council SNP Group therefore urges Council to prepare a report to explore the options of making this scheme available for any tenant who wishes to participate in aiming to 'improve their credit rating'. This report to be presented to the next Services for the Community PDSP, on 5th February.

Moved

F Anderson



V Johnston
11.25am



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

HOUSING CAPITAL INVESTMENT PROGRAMME 2019/20 to 2022/23

REPORT BY DEPUTE CHIEF EXECUTIVE

A. PURPOSE OF REPORT

To advise the Panel of the updated Housing Capital Investment Programme 2019/20 to 2022/23 and the proposed exemption for works under the terms of the Best Value Framework.

B. RECOMMENDATION

It is recommended that the Panel notes:

1. The updated 2019/20 to 2022/23 Housing Capital Investment Programme and related funding as detailed in the report;
2. The updated exemptions for works under the terms of the Best Value Framework, as outlined in section D.5 of the report.

C. SUMMARY OF IMPLICATIONS

I. Council Values	Focusing on customers' needs, being honest, open and accountable, making best use of our resources, working in partnership.
II. Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<p>The report on the updated Housing Capital Programme complies with the Housing (Scotland) Act 1987 and the council's Financial Regulations.</p> <p>An Equality Relevance Assessment has been carried out in compliance with the Equality Act 2010 and is included in Appendix 3.</p>
III. Implications for Scheme of Delegations to Officers	None.
IV. Impact on performance and performance Indicators	An effective housing capital and asset strategy is vital to service performance.
V. Relevance to Single Outcome Agreement	Outcome 10 – We live in well designed, sustainable places where we are able to access the services we need.
VI. Resources - (Financial, Staffing and Property)	Updated capital investment of £115.481 million for 2019/20 to 2022/23, with £40.250 million planned for 2019/20.
VII. Consideration at PDSP	None.
VIII. Other consultations	Consultation has taken place with the Tenants Panel and the Head of Finance & Property Services.

D TERMS OF REPORT

D.1 Background

The council approved a five year rent and capital investment strategy for 2018/19 to 2022/23 in February 2018. As reported to the Services for the Community Policy Development and Scrutiny Panel on 12 December 2017, the statutory consultation on the five year rent strategy with individual tenants and tenant groups indicated support for a future rent strategy with an annual rent increase to fund capital investment and to increase the housing stock. This report seeks approval of the updated four year Housing Capital Investment programme for 2019/20 to 2022/23.

D.2 2018/19 Housing Capital Outturn Position

A 2018/19 Housing Capital budget of £42.018 million was approved by Council on 13 February 2018. The programme encompasses both new build housing and major investment in the existing housing stock, with a number of large scale housing projects undertaken by Building Services. As reported to Council Executive on 14 November 2018, expenditure totalling £41.512 million is forecast for the 2018/19 programme. The month 6 projected expenditure represents a net slippage position of £506,000 against budgeted resources for 2018/19, and an updated month 9 forecast position will be reported to Council Executive on 26 February 2019. Any slippage or acceleration on projects in the 2018/19 programme will be rolled forward into the revised four year programme, and an updated programme will be presented to Council Executive for approval in June 2019.

D.3 Updated Housing Capital Investment Programme 2019/20 to 2022/23

The updated four year Housing Capital Investment Programme 2019/20 to 2022/23 will see total investment of £115.481 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 proposed programme is based on recent reports to Council Executive on the Strategic Housing Investment Plan and Local Housing Strategy, as well as the Housing Rent Consultation and Capital Investment Strategy which outlined proposals to be taken forward in relation to new housing supply and housing infrastructure.

The updated four year programme will see continued investment to increase housing supply and deliver the 3,000 affordable homes programme by 2022. External upgrading will continue in areas identified with greatest need and an increasing emphasis will be placed on the Energy Efficiency Standard for Social Housing (ESSH). The proposed investment programme is summarised in the table below. Individual projects comprised within each project heading are listed in Appendix 1 and further detail on work to be encompassed within the programme is contained in Appendix 2.

Table 1: Planned Capital Investment

Investment Area	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	TOTAL £'000
New Build & OMA	21,776	21,824	11,592	3,758	58,950
Major Refurbishment	1,760	580	65	0	2,405
Major Elemental Upgrades	3,995	3,571	2,710	2,690	12,966
Planned Programmes	3,397	3,080	3,080	3,245	12,802
Environmental Upgrading	450	330	330	330	1,440
Compliance Works	8,591	6,986	5,090	5,190	25,857
Miscellaneous	281	260	260	260	1,061
Total Expenditure	40,250	36,631	23,127	15,473	115,481

New Housing Supply

Significant resources will be invested in the creation and acquisition of new homes, with budgeted resources of £58.950 million factored into the investment programme. The new build programme includes the completion of the current new build programme and a further 250 new build council homes. The council remains committed to expanding the housing supply, and delivery of 3,000 new houses between the period 2012 to 2022 and, as such, it

is planned that over 60 Open Market Acquisitions will be progressed in the remaining four years of the programme. It is recommended that the budget for Open Market Acquisitions for 2019/20 is increased by £300,000 so that there can be a focus on buying larger properties in high demand areas. This will ensure that available resources are better directed at meeting current need and demand. The additional budget allocation can be accommodated from within the overall new supply budget. The council will continue to support applications that meet required criteria under the Scottish Government Mortgage to Rent Scheme.

As reported to Council Executive on 9 October 2018, Lovell Partnerships have withdrawn from developing the proposed site at Nelson Park in Armadale and the 26 new build units that were planned for that site are being replaced with 26 Open Market Acquisitions. Thirteen of these acquisitions have already taken place and it is anticipated that the balance will be acquired during 2019/20. Lovell Partnerships have withdrawn from developing 37 new build council houses at Deans South. Options for replacing these units are currently being explored.

Major Refurbishment

Significant improvements will include the completion of regeneration works at Bathville flats and the continuation of roof, render, stair and balcony works at the Lochs Scheme in Whitburn. A total of £2.405 million of major refurbishment works are planned, with estimated completion during financial year 2021/22.

Major Elemental Upgrades

Major Elemental Upgrades consist of long term maintenance work, where structural elements such as roof and external walls are beyond economical repair by routine maintenance. This work will continue to form an important part of the investment programme, with planned resources of £12.966 million to be invested in 21 individual projects during the period 2019/20 to 2022/23.

Continued evaluation of the external condition of the housing stock through the cyclical maintenance survey programme and monitoring of high cost repairs has resulted in the identification of two new projects, which will be funded from within existing approved resources. Roof and render works at Race Road and Glasgow Road are proposed to take place in 2019/20 and similar works in the Preston Area of Linlithgow will be a multiple year project commencing in 2021/22.

Due to a slowdown in participation by owner occupiers in improvement work projects, a revision of budget requirements for both the project in the Lanrigg area of Fauldhouse and the project in Glebe Road, Union Road, Armadale Road and Jubilee Road in Whitburn has been required. Officers will continue to work with owners to encourage participation, however it is anticipated that this trend will continue, and contingency plans are in place to accelerate works to the council's housing stock to fill any arising gaps.

Planned Programmes

Planned programmes cover a broad range of activities, including: energy efficiency measures, central heating replacements, electrical testing and repair, painting and fencing programmes. These works are of preventative maintenance in nature, and are scheduled and prioritised based on condition. Works to the value of £12.802 million are anticipated over the four year period.

The service continues to experience a high demand for kitchen and bathroom improvement projects in void properties and planned reactive works required to maintain the Scottish Housing Quality Standard. Progress to date in the five year investment programme has demonstrated a lower requirement than anticipated for painting, assisted decoration, common stair upgrades, rainwater goods and fencing works. This decrease is due to a service change to an inspection led process whereby works are only carried out where required, thus allowing the services to target resources at areas where there is increased demand such as planned reactive works and kitchen and bathroom works. The four year planned programme budgets have been updated to reflect these changes in demand.

Environmental / External Upgrading

Planned work, to the value of £1.440 million, will continue on general environmental improvements and external upgrading, including tenant led street improvement projects. Although many works are of a small scale, these projects can have a substantial impact on local amenities and the community.

Compliance Works

The introduction of Scotland's Energy Efficiency Standard for Social Housing (ESSH) regulations means that by the end of December 2020, any house in Scotland under the management of social landlords should meet a minimum energy rating. ESSH continues to be a major focus for project work. There will be enhanced investment in external wall insulation to target work in council houses in areas of mixed tenure, to maximise economies of scale where homeowners receive support through the Home Energy Efficiency Programme Scotland (HEEPS). A programme of central heating upgrades will also be taken forward to help meet ESSH. The total value of planned compliance works is £25.877 million within the five year programme.

Structural investigations have been carried out at the Orlit properties in Burns Avenue, Armadale and 1-27 The Vennel and 1-9 The Cross, both in Linlithgow. These surveys have identified minor works required and new projects are proposed to undertake those works, which will be funded from within existing approved resources. There has been a higher demand than anticipated for asbestos related projects, which has resulted in an increased budget requirement to meet the additional cost. The central heating and energy efficiency budgets have been reviewed to ensure that the Energy Efficiency Standard for Housing (ESSH) will be achieved within the required timescales. The four year compliance budgets have been updated to reflect these latest assumptions and circumstances.

Miscellaneous

Some of the most significant investment activities facing the service over the next four years will require focus on the synergies between housing investment, repairs and the wider community regeneration agenda. A range of capital projects and measures to support the work of the Housing Revenue Account, totalling £1.041 million, are encompassed within this heading, including feasibility studies and a range of home security measures, such as aids and adaptations, which support tenants to live safely and independently within their homes.

D.4 Updated Housing Capital Resources 2019/20 to 2022/23

The updated split of the £115.481 million resources to fund the updated 2019/20 to 2022/23 capital programme is detailed in Table 2. Financing of the programme will continue to be met largely through borrowing, with £67.124 million of borrowing planned over the four year investment period.

It should be noted that capital financing costs in respect of monies borrowed for the purpose of improving the housing asset stock, or acquiring new stock through new build or open market acquisition, must be charged to the HRA account under Schedule 15 of the Housing (Scotland) Act 1987. As such, the level of sustainable capital expenditure is coterminous with the Housing Rent strategy over the four year period and must be deemed as prudent and affordable, based on the Prudential Indicators contained within the General Fund Revenue Budget report. The level of capital financing charges and CFCR associated with the proposed programme are considered to be at an affordable level within the HRA Revenue Budget, based on an anticipated rent increase of 3% per annum. The projected ratio of gross rental income to capital financing charges will increase from 30.3% in 2019/20 to 33.6% by 2022/23.

Updated assumptions on Scottish Government grants and other contributions have also been factored into funding sources as the council completes the existing new build housing programme and enters into a new phase of funding. Scottish Government grant funding for all new build equates to £57,000 per unit, and for open market acquisitions the grant

available is £30,000 per unit. A total of £17.293 million is anticipated for 2019/20 to 2022/23, with £3.843 million anticipated to support both the new build programme and open market acquisitions in 2019/20.

With regards to other sources of financing, funding of £250,000 per annum is expected from developer contributions and £200,000 per annum from council tax on second homes, which will be directed towards the creation of new social housing. In total, £1.800 million is anticipated from these sources over the updated four year period 2019/20 to 2022/23. Legislative changes came into effect on 1 August 2016 that ended tenants' right to buy council houses therefore no further sales receipts are anticipated.

Table 2 below shows the updated capital resources available to fund the housing capital programme.

Table 2: Capital Funding

Investment Area	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	TOTAL £'000
CFCR	6,195	6,348	6,234	6,244	25,021
Borrowing	29,762	26,236	6,590	8,779	71,367
Government Grants	3,843	3,597	9,853	0	17,293
Developer Contributions	250	250	250	250	1,000
Council Tax 2 nd Homes	200	200	200	200	800
Total Funding	40,250	36,631	23,127	15,473	115,481

D.5 Governance

In setting the HRA capital budget, due cognisance must be made to the relevant statutory, regulatory and governance requirements. The Prudential Code requires the council to take into account a number of factors when agreeing capital spending plans. In overall terms, the updated Housing Capital Investment Programme for 2019/20 to 2022/23 is considered affordable, relative to gross rent levels and subject to appropriate management of capital risks and housing arrears. The revenue implications are incorporated within the HRA Revenue budget and loan charge projections continue to indicate that the Housing Capital Investment Programme is prudent, affordable and sustainable.

The council has continued to build a resilient culture of effective planning and governance, with strong evidence to demonstrate how the council meets the defined best value characteristics. The council's Best Value Framework, which was approved on 10 June 2014, ensures that the council complies with the provisions contained within the Local Government in Scotland Act 2003. The 2003 Act requires the council to:

- Secure best value in the performance of its functions;
- Balance the quality and cost of the performance of its function and the cost of council services to service users;
- Have regard to efficiency, effectiveness, economy and the need to meet equal opportunity requirements in maintaining that balance;
- Fully discharge its duty to secure best value in a way which contributes to the achievements of sustainable development.

All aspects of the Housing Capital Investment Programme are geared toward securing best value. The Best Value Framework requires works over a pre-determined threshold to be subject to competitive tendering. Under the 2003 Act, exemptions are permissible and the Council Executive approved exemptions relating to a number of identified projects undertaken by Building Services on 10 June 2014. A review of the Housing Capital Investment Programme for the period 2019/20 to 2022/23 has been undertaken to determine works that will be carried out by external providers and works to be carried out in-house to ensure compliance with the Best Value Framework. It is therefore proposed that works on Energy Efficiency and Roof and Roughcasting continue to be carried out by Building Services, as well as Electrical Periodic Inspections. The list of projects for exemption therefore include:

- Energy Efficiency – Gas Central Heating Upgrades
- Roofing and Roughcasting Works – various projects
- Electrical Periodic Inspections and installation of smoke detection upgrades

An Equality Relevance Assessment has been undertaken on the proposed four-year Housing Capital Programme. The assessment gave consideration to the three key general duties and it is deemed unnecessary that a full Equality Impact Assessment (EQIA) be carried out. Any further budgetary proposals or amendments to the Housing Capital Programme will be screened for EQIA relevance where required.

D.6 Corporate Asset Management and Future Capital Investment

The current Corporate Asset Management Strategy was agreed by the council in February 2018. Asset management provides appropriate structures and governance arrangements to ensure that the council's assets are utilised appropriately in support of service delivery. It is important that resources are prioritised on an ongoing basis to ensure investment has the maximum impact on the core assets required to sustain existing service delivery. The updated four year Housing Capital Programme forms a key part in the longer term approach to asset investment and planning, and considers expenditure required to improve and extend the council's assets for future years. Looking forward, investment plans will be updated annually to demonstrate best value, continuous improvement, sound performance management, partnership working and sustainable development.

E. CONCLUSION

This report sets out the proposed updated Housing Capital Investment Programme for 2019/20 to 2022/23, with proposed investment of £115.481 million. It builds on, and consolidates, local housing needs identified within the Strategic Housing Investment Programme and Local Housing Strategy. The investment proposals are framed on the outcome of the Housing Rent and Consultation Strategy reported to Services for the Community Policy Development and Scrutiny Panel on 12 December 2017 and agreed by Council on 13 February 2018, which indicated that the majority of responses from tenants supported a 3% rent increase per annum.

There is a strong focus within the programme on the creation of additional social housing including completion of the existing new build programme, delivering a further 250 new build homes and continuing with a programme of open market acquisitions. These measures will increase the availability of social housing within communities for both existing residents and future generations. Alongside investment in new and additional housing stock, there will be continued investment in existing council housing stock and the environment, to improve homes and local amenity. Energy efficiency is recognised as a continuing priority, with an emphasis on meeting the requirements of the Energy Efficiency Standards for Social Housing legislation.

Expenditure of £40.250 million is anticipated in 2019/20. The updated programme reflects movements reported to Council Executive in November 2018 and recognises the requirement to refine and rephase projects and expenditure. It also continues a new period of planned investment in our housing stock, ensuring that resources are prioritised effectively and reflect the investment needs of our housing stock.

Through the Housing Capital Investment Programme, the council continues 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.

F. BACKGROUND REFERENCES

Best Value Framework - Report to Council Executive on 10 June 2014.

West Lothian Strategic Housing Investment Plan 2019-2024 - Report to Council Executive on 9 October 2018.

Affordable Housing Delivery Update – Report to Council Executive on 9 October 2018.

2018/19 Period 6 Housing Capital Monitoring - Report to Council Executive on 13 November 2018.

Housing Revenue Account Budget and Rent Level 2019/20 to 2022/23 – Report to Services for the Community PDSP on 5 February 2019.

Appendices/Attachments: Three

Appendix 1 – Housing Capital Investment Programme Projects 2019/20 to 2022/23

Appendix 2 – Housing Capital Investment Programme Projects Further Information 2019/20 to 2022/23

Appendix 3 – Equality Relevance Assessment

Contact Person: Pamela Bell, Technical Accountant

pamela.bell@westlothian.gov.uk

Graeme Struthers
Depute Chief Executive
5 February 2019

Housing Capital Investment Programme 2018/19 to 2022/23

	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	Total £'000
NEW SUPPLY					
New Build	16,926	19,874	10,592	3,658	51,050
Open Market Acquisition Scheme	4,700	1,800	900	0	7,400
Mortgage to Rent	150	150	100	100	500
TOTAL NEW SUPPLY	21,776	21,824	11,592	3,758	58,950
REFURBISHMENT AND INVESTMENT					
Major Refurbishment					
Harrison Houses - Loch Scheme, Whitburn	515	580	65	0	1,160
Bathville Flats, Armadale	1,245	0	0	0	1,245
	1,760	580	65	0	2,405
Major Elemental Upgrades					
Lanrigg Area, Fauldhouse - Ogilvy Crescent & Scott Place	400	0	0	0	400
Glebe Rd, Union Rd & Dr, Armadale Rd, Jubilee Rd, Whitburn	687	0	0	0	687
Strathlogie, Westfield	380	0	0	0	380
Croftmalloch Estate - Harrison Houses, Whitburn	0	0	875	725	1,600
Almond View & Cousland Terrace, Seafield	0	0	0	750	750
Balbardie Av & Cres, Rosemary & Slate Roofs, Bathgate	772	0	0	0	772
Dedridge Area, Livingston	700	700	715	715	2,830
Fallas Place, Walker Road, Main Street, Fauldhouse (Flats)	0	600	620	0	1,220
Badallan Place, Fauldhouse	0	230	0	0	230
Mansefield Court & Waverley Street, Bathgate	0	981	0	0	981
Drummond Place, Blackridge	0	400	0	0	400
Church Place, Fauldhouse	0	110	0	0	110
Anderson Avenue, Armadale	0	550	0	0	550
Bedlormie/ Ogilface, Blackridge	756	0	0	0	756
Race & Glasgow Road Roof Upgrades	300	0	0	0	300
Preston Area - Linlithgow	0	0	500	500	1,000
	3,995	3,571	2,710	2,690	12,966
Planned Programmes					
Kitchens and Bathrooms	807	680	680	680	2,847
Windows & Doors Refurbishment / Renewal	400	400	400	400	1,600
Painting	180	200	200	200	780
Assisted Decoration & Internal Upgrade Scheme	350	350	350	350	1,400
Common Stair Upgrades	100	100	100	250	550
Common Access Door Upgrades	150	150	150	150	600
Rainwater Goods Testing & Upgrading	200	200	200	200	800
Fencing	100	100	100	115	415
Planned Reactive / HIO Investment	1,110	900	900	900	3,810
	3,397	3,080	3,080	3,245	12,802
Environmental / External Upgrading					
Tenant Environmental Projects	150	150	150	150	600
Almondell, Broxburn	50	0	0	0	50
Programmed Drainage	150	100	100	100	450
Play Areas	50	50	50	50	200
Aerial Upgrades	50	30	30	30	140
	450	330	330	330	1,440
Compliance Works (Direct and Assistive)					
BISF Ladeside, Blackburn	125	0	0	0	125
Firewalls	200	100	0	0	300
Hard wired smoke detectors	500	500	500	500	2,000
Renewal of walls and footpaths	100	0	0	0	100
Periodic testing and electrical upgrades	762	700	700	700	2,862
Central heating	2,350	2,300	2,300	2,300	9,250
Energy Efficiency/PV Panels	900	100	100	100	1,200
Energy Performance Certificates	170	170	100	100	540
External Wall Insulation	1,674	1,726	0	100	3,500
Aids and Adaptations - Building Services	450	450	450	450	1,800
Aids and Adaptations - Occupational Therapists	250	250	250	250	1,000
Asbestos Management	690	690	690	690	2,760
Legionella Upgrades	20	0	0	0	20
Orlit Remedial Upgrades	200	0	0	0	200
The Vennel Remedial Works	200	0	0	0	200
	8,591	6,986	5,090	5,190	25,857
Miscellaneous					
Deans South, Livingston	20	0	0	0	20
Feasibility Surveys	20	20	20	20	80
Home Safety Service	178	170	170	170	688
Home Security for Senior People	20	20	20	20	80
IT	43	50	50	50	193
	281	260	260	260	1,061
TOTAL REFURBISHMENT & INVESTMENT	18,474	14,807	11,535	11,715	56,531
TOTAL HOUSING CAPITAL INVESTMENT PROGRAMME	40,250	36,631	23,127	15,473	115,481

Housing Capital 4 Year Investment Programme 2019/20 to 2022/23 Further Information

1. New Build Supply

Major investment is to continue, providing new houses in areas across the district of different sizes and style; many are designed to support occupation by people with limited movement ability, including wheelchair users. Built to modern standards, they are well insulated and will substantially reduce heating bills of tenants while ensuring warmth and stable heat levels. Existing tenants are given priority to move into the new housing supply. Rents are slightly higher but should be more than offset by the reduction in heating costs. A priority will be to complete the existing 1,000 houses programme. Details of the sites which are to be completed are provided below.

Site	Units	Est. House Completions by 2019/20	Estimated site completion date
Drumshoreland	86	86	May 2019
Almondvale Stadium, Livingston	37	37	July 2019
Deans South (phase 1)	54	54	March 2019
Kirkhill, Broxburn	230	230	July 2019
Wester Inch, Bathgate	86	86	May 2019
Deans South (phase 2)	37	0	TBC – under review
Bathville (phases 4 & 5)	12	3	2020/21
Total	542	496	

Sites for a further 250 new build council houses were approved in 2018. These units will be constructed during the period of the four year programme.

The council will also add to its stock by purchasing houses; resources for acquisition of former council houses are included in the planned programme. The majority of these will be Open Market Acquisitions. Provision has also been made to continue with the Mortgage to Rent scheme.

2. Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (EESH)

One of the main objectives of the Housing Capital Programme is to invest in the existing housing stock to maintain the Scottish Housing Quality Standard (SHQS) and achieve compliance with the Energy Efficiency Standard for Social Housing (EESH) by 1 January 2021. A review of stock condition survey data has been undertaken, to provide an up to date assessment of stock condition and to inform the type and level of investment required. Investment in the existing housing stock has been categorised as Major Refurbishment or Major Elemental Upgrades, as well as Planned Programmes, Environmental Upgrading, Compliance and other Miscellaneous works. It is anticipated that the investment programme will ensure that all stock continues to meet with the SHQS and will also ensure that the stock meets with EESH requirements by 1 January 2021 and maintains that standard beyond 2021.

a) Major Refurbishment

The Major Refurbishment group of projects involves renewal and reconfiguration of multiple elements such as roof, render, stairs, balconies and external areas in a single project.

Lower Bathville

The works at Bathville are extensive, involving roof and external wall upgrades, new and more secure stairwells and environmental improvements. The works have been complicated by services such as gas and electricity which underlay the buildings. Despite considerable problems and delays, Building Services are making significant progress with the development. Currently the refurbishment work at phases one and two are complete, refurbishment at phase three is underway and refurbishment and three new build units are underway at phase four. Work at phase five has yet to start.

Harrison Houses

Due to ongoing maintenance issues, resulting in high cost roof repairs, major external and structural upgrades will take place at the Whitburn Harrison Houses. The streets to be encompassed in the project include: Gareloch Way, Loch Awe Way, Loch Earn Way, Loch Fyne Way, Loch Maree Way and Loch Trool Way. Despite their relative age, these properties have been assessed as being in greater need of upgrade, due to the impact on the day to day maintenance budget. This site is complex due to the large volume of privately owned properties and the need to engage with owners to encourage participation in the improvement programme. Housing is working with Environmental Health and Legal to maximise options and outcomes of the scheme.

b) Major Elemental Upgrades

The work involves long term maintenance work, where structural elements such as roof and external walls are identified as beyond economical repair through routine maintenance.

The work planned in 2019/20 to 2022/23 is detailed below:

	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	Total £'000
Lanrigg Area, Fauldhouse - Ogilvy Crescent & Scott Place	400	0	0	0	400
Glebe Rd, Union Rd & Dr, Armadale Rd, Jubilee Rd, - Whitburn	687	0	0	0	687
Strathlogie - Westfield	380	0	0	0	380
Croftmalloch Estate – Harrison Houses Whitburn	0	0	875	725	1,600
Almond View and Cousland Terrace, Seafield	0	0	0	750	750
Balbardie Avenue & Crescent, Bathgate	772	0	0	0	772
Dedridge Area	700	700	715	715	2,830
Fallas Place, Walker Road, Main Street - Fauldhouse (Flats)	0	600	620	0	1,220
Badallan Place – Fauldhouse	0	230	0	0	230
Mansefield Court & Waverley Street, Bathgate	0	981	0	0	981
Drummond Place – Blackridge	0	400	0	0	400
Church Place – Fauldhouse	0	110	0	0	110
Anderson Avenue – Armadale	0	550	0	0	550
Bedlormie/ Ogilface – Blackridge	756	0	0	0	756
Race & Glasgow Road Roof Upgrades	300	0	0	0	300
Preston Area – Linlithgow	0	0	500	500	1,000
TOTAL	3,995	3,571	2,710	2,690	12,966

c) Planned Programmes

Kitchens and Bathrooms

This category incorporates work which keeps Kitchens and Bathrooms in compliance with the Scottish Housing Quality Standard (SHQS). The budget funds around 100 full kitchen and bathroom installations each year.

Windows and Doors

Windows and Door upgrades to keep them in compliance with the Scottish Housing Quality Standard (SHQS) and contribute towards meeting Energy Efficiency Standard for Social Housing (ESSH). The budget funds around 90 full Window and Door Upgrades each year.

Cyclical Maintenance (CM)

CM work involves external and communal parts of the council housing stock and undertakes the required preparatory repairs and minor external upgrades. The work is done on a five year rolling programme. The programme plays a significant role within the council's capital programme planning processes linking key conditions information to overall investment planning.

All properties within the council stock are to be surveyed externally by a Housing Investment Officer (HIO) as part of the five year rolling programme. The survey programme is pre-determined as shown in the table below:

Year	Area's
2018/19	Broxburn, Uphall, Winchburgh & Linlithgow
2019/20	Armadale & Blackridge
2020/21	Fauldhouse & Brieche
2021/22	Blackburn, Whitburn & Bathgate
2022/23	Livingston South/ North, East Livingston & East Calder

The CM Programme is primarily made up from the following Capital Planned Maintenance Budgets:

- Painting
- Common Stair Upgrades
- Rainwater Goods Testing and Upgrading
- Fencing

Assisted Decoration and Internal Upgrade Scheme

In 2015 we introduced the Assisted Decoration Scheme to benefit tenants of West Lothian Council who are either senior citizens or of limited physical capacity and who are unable to decorate their home without assistance. Qualifying Tenants can apply for one room per household for the duration of the scheme. Since introducing this innovative scheme we have successfully assisted 653 tenants, and the approved 5 year programme is intended to assist a further 2,812 households.

Common Access Door Upgrades

This Budget undertakes work which keeps the properties in compliance with the Scottish Housing Quality Standard (SHQS). This requires Secure Door Entry System upgrades or replacements in order to keep them in compliance with the Scottish Housing Quality Standard (SHQS). The budget funds around 12 communal blocks each year.

Planned Reactive/ HIO Investment

This programme supports required individual upgrade investment out-with the named current capital projects and is commissioned by the Housing Investment Manager and Building Services Manager.

d) Environmental and External Upgrading

This category supports local environmental programmes which include; Tenant Led Environmental Projects, Programmed Drainage, Play Area, and Aerial Upgrades. These projects are delivered in consultation with NETS, Roads, Local Housing Offices, tenants and elected members. For example, the drainage programme supports the design and implementation of large works to multiple homes to prevent the flooding of homes and the damage to access paths. 162 council houses have been identified by SEPA (The Scottish Environment Protection Agency) as being at risk of flooding over time as climate change continues. The Flood Risk Management team are identifying the solution to these issues and will be putting them in place over the years.

	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	Total £'000
Tenant Environmental Projects	150	150	150	150	600
Almondell	50	0	0	0	50
Programmed Drainage	150	100	100	100	450
Play Areas	50	50	50	50	200
Aerial Upgrades	50	30	30	30	140
TOTAL	450	330	330	330	1,440

e) Compliance Works

BISF Ladeside, Blackburn

BISF Houses are steel framed and have steel walls. The upgrades are to protect the existing structure and to increase the energy efficiency of the homes, benefitting both the houses and the tenants. All other BISF council houses in West Lothian have been upgraded and this scheme will complete the programme.

Firewalls

This scheme will upgrade firebreaks in Winchburgh at: Midhope Place, Oakbank Place, Craigton Place, Main Street and Castle Terrace. The programme will see 70 properties upgraded over the 5 year planning period.

Hard Wired Smoke Detectors

A ten-year programme, which commenced in 2010/11, will continue and replace battery operated smoke detectors with hard wired smoke detectors and battery operated heat detectors. The outcome of the Scottish Government's consultation on Fire and Smoke Detectors has not been released yet. The programme may need to be reviewed to take account of any recommendations or legislative changes following the conclusion of the Government review.

Renewal of Walls and Footpaths

This budget is a part of the cyclical maintenance survey programme, and will address statutory compliance issues with the surface finishes or structure of external paths, ramps, paved areas, courts, laundry and drying areas associated with council housing. This Budget allocation will ensure properties stay in compliance with the Scottish Housing Quality Standard (SHQS).

Periodic Testing and Electric Upgrades

There is an obligation on the council as a landlord to electrically test each house at least every five years and additionally at the point of re-letting after a house is empty. These surveys identify any potential problems. The most important of these are electrical faults, earthing issues and asbestos in consumer units. This includes full electrical upgrading where required.

Central Heating

The central heating upgrades are in order to keep the properties in compliance with the Scottish Housing Quality Standard (SHQS) and meet The Energy Efficiency Standard for Social Housing (EESH) by 1 January 2021. The budget funds around 3,800 heating upgrades over 5 years.

Energy Efficiency/PV Panels

Local energy efficiency schemes will continue to be carried out, prioritising households in fuel poverty, in consultation with the local housing offices and the Advice Shop. It will also include PV panel schemes and replacement of existing insulation where required to meet The Energy Efficiency Standard for Social Housing (EESH) by January 2021.

Energy Performance Certificates

EPCs are required for circa 9,000 of the council's properties in order to ensure the council meets its legal requirements when renting a property as well as updating our Asset Management

Database. This will also help focus investment in the energy efficiency measures required to ensure the council complies with EESSH.

External Wall Insulation

External wall insulation will be fitted to 685 No Fines properties across the district in order to improve the properties' energy efficiency level and ensure the properties comply with EESSH. This improvement will make the properties cheaper to heat creating a saving in the tenant's fuel bills and will work towards reducing levels of fuel poverty in the district.

Aids and Adaptations

Aids and adaptations for both council housing and private sector housing are assessed by Occupational Therapists in Social Policy and are carried out based on individual need.

Asbestos Management

This budget funds surveys and removal work arising from those surveys.

Legionella Upgrades

This budget funds surveys and remedial work to installations of stored water in common areas. It also allows for upgrade and prevention works.

f) Miscellaeneous

Deans South

This budget funds ongoing maintenance work, pending any agreement on the long term future of the estate.

Feasibility Surveys

This budget will support a 5 year Stock Condition Programme aimed at updating the council's stock conditions information and providing cost information for future capital planning. The budget also supports detailed engineering reports on structural issues.

Home Safety Service

This provides an upgraded package of smart technology primarily for older people in their own homes. This technology can help in providing a safer and more secure long-term home environment.

Home Security for Pensioners

This scheme provides options including; the provision of locks, external lighting, door viewers, door chains, window locks and door intercom systems. To date around 3,000 council houses have had security measures fitted under this scheme.

Mortgage to Rent

This is a Scottish Government subsidy scheme to allow owners in extreme financial difficulty to sell their properties to the council and become council tenants.



West Lothian
Council

Equality Relevance Assessment

1. Policy details	
Policy title	Housing Capital Programme 2019/20 to 2022/23
Policy lead officer	AnnMarie Carr, Head of Housing, Customer and Building Services
Date relevance considered	25/01/2019
2. Does the council have control over how this policy will be implemented?	
YES	<input checked="" type="checkbox"/> X
NO	<input type="checkbox"/>
3. Do you have evidence or reason to believe that this policy will, or may potentially:	
General Duties	Level of impact (high , medium or low)
Reduce or increase discrimination, victimisation or harassment against people covered by the equality protected characteristics?	Low
Reduce or increase equality of opportunity between people who share an equality protected characteristic and those who do not?	Low
Provide opportunity to improve good relations between those who share an equality protected characteristic and those who do not?	Low
4. Equality impact assessment required? (All high and medium policies MUST be impact assessed)	
YES	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/> X
5. Decision rationale	
<p>The four year capital programme details where West Lothian Council intends to spend its capital receipts. The justification for this expenditure is on house (stock) condition as outlined by the Scottish Housing Quality Standard, new build council houses, as well as other additional non SHQS upgrades and improvements including externals, environmental work to aid in achieving energy efficiencies (in support of EESSH compliance) and equipment and adaptations.</p> <p>The focus on meeting the Scottish Housing Quality Standard will improve the condition of older stock to make it more secure, safe, accessible and energy efficient by design. The new build homes are being built to an exceptionally high specification and the selection of the designs at tender bid stage were made in partnership with members of the local equality groups to ensure the service had considered the needs of potentially vulnerable tenants from the formative stages of the project.</p>	

External upgrading will continue in areas identified as in greatest need and an increasing emphasis will be placed on the Energy Efficiency Standard for Social Housing (ESSH) over the coming year. Demographically, the communities in greatest need of housing improvements tend to include people who may face fewer life choices and decreased social mobility – these tenants benefit most from improvement projects. By improving the appearance and overall quality of stock in these areas as a priority the life chances of those living there are significantly improved, with benefits to education, health and wellbeing and community safety.

ESSH is intended to continue investment in external wall insulation to target work in council houses in areas of mixed tenure, where homeowners benefit from support through the Home Energy Efficiency Programme Scotland (HEEPS). The funding to help tenants achieve energy efficiency and keep fuel bills as low as possible will obviously aid those in most danger of fuel poverty and deprivation. This funding commitment allocated for improvements include boiler and heating system replacements and the installation of energy efficient loft and cavity wall insulation. The service intends to continue to focus on this area in recognition of the importance of tackling poorly insulated and heated homes to mitigate the threat of fuel poverty for those tenants most vulnerable to this threat. Improving the energy efficiency of our stock most in need of this work is a priority for the service.

One of the main drivers of the direction of capital funds is new build and housing supply. These programmes seek to address the gap in supply and demand issues for decent and affordable socially rented housing in the area. Provision of modern housing, exceeding the SHQS standard that is well supported by robust local infrastructure and services will benefit those most in need of housing and increase housing options for tenants and potential tenants. There is enormous housing demand pressure on all local registered social landlords; the capital programme priorities are directed towards alleviating some of this pressure and increasing the supply of affordable, socially rented accommodation.

This type of combined approach to meeting demand of increasing housing supply through new homes and improving older stock is continued in the proposed capital programme through the environmental upgrade works in communities, and the energy efficiency measures through the provisions made for increased spend on improving energy efficiency of properties. External environmental improvement projects support regeneration of communities most in need of works to improve the local environment.

The capital programme specifically budgets for needs based improvements to aid active living through provision of funding projections for adaptive equipment and adaptations to West Lothian Council's housing stock as determined by the health assessment process. Improvements made to meet the SHQS ensure all stock is more accessible at a basic level. The provision made for improvements to lighting, kitchen and bathroom renewals will also increase safety and quality of life for residents in older properties. This portion of the programme remains need-based and reactive in terms of service delivery in order to deliver improvements at the point of need to the tenant. A needs based investment approach prevents areas from becoming undesirable places to live, increases choice for potential tenants and encourages social mobility for existing residents, thereby increasing the social diversity of communities while seeking to prevent socio-economic deprivation.

The approach of making general structural and fixture/fittings improvements combined with specific adaptations where required enables tenants with mobility issues to remain independent in their own homes for longer and ensures that the adaptations that are made are tailored to the individual.

By budgeting for and recognising the importance of this type of improvement work to properties the proposals ensure the provision of needs based solutions for those who require it most. The policy on equipment and adaptations is centred on qualification via a set criteria applied by Occupational Therapy professionals; this has led to a straightforward process that is transparent and easy to access. Most requests meet the criteria and are approved.

By designing new build properties with the capacity for future aids and adaptations future proofs the supply of accommodation types in order to meet the needs of a diverse range of tenants. The decision to build one story bungalows is a result of responding directly to the needs of our local communities as expressed during consultation activity.

The service Group Accountant, HCBS Senior Management Team, Housing Strategy Officers, Special Projects Co-ordinator (responsible for the Capital Programme) and the service equality lead were involved in the consultation of this assessment. The details of the budget proposals within this report support these findings and it is unnecessary that a full EQIA be carried out.

It is recommended that any further budgetary proposals or amendments to the Capital Programme be screened for EQIA relevance where required.

- **No assessment required – process ends**
- **Assessment required – continue to next section**



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

HOUSING REVENUE ACCOUNT BUDGET AND RENT LEVEL 2019/20 to 2022/23

REPORT BY DEPUTE CHIEF EXECUTIVE

A. PURPOSE OF REPORT

The purpose of the report is to advise the Panel of the updated Housing Revenue Account (HRA) financial plan for the period 2019/20 to 2022/23, as well as the HRA budget, rent and service charges for 2019/20.

B. RECOMMENDATION

It is recommended that the Panel notes:

1. The 3% rent strategy for the period 2019/20 to 2022/23, encompassing HRA properties and garages, which will fund service needs and the 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 2019/20 to 2022/23;
3. A rent increase of 3% in 2019/20 and the updated 2019/20 to 2022/23 HRA budget.

C. SUMMARY OF IMPLICATIONS

- | | |
|--|--|
| I. Council Values | Focusing on customers' needs, being honest, open and accountable, making best use of our resources, working in partnership. |
| II. Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>This report complies with legal requirements under the Housing (Scotland) Act 1987. The HRA budget and associated rent increase is reported to the Council annually for approval.</p> <p>An Equality Relevance Assessment has been undertaken in compliance with the Equality Act 2010 and is included in Appendix 1.</p> |
| III. Implications for Scheme of Delegations to Officers | None. |
| IV. Impact on performance and performance Indicators | None. |
| V. Relevance to New Single Outcome Agreement | Outcome 10 – We live in well designed, sustainable places where we are able to access the services we need. |

VI. Resources - (Financial, Staffing and Property)	Continuation of the 3% per annum rent strategy agreed by Council on 13 February 2018 will deliver a balanced HRA Budget and a capital investment programme over the four year period 2019/20 to 2022/23.
VII. Consideration at PDSP	Not applicable.
VIII. Other consultations	A formal rent consultation has taken place with all tenants. Discussion with the Head of Finance and Property Services.

D. TERMS OF REPORT

D.1 GOVERNANCE

The Housing Revenue Account (HRA) budget setting process is subject to statutory, regulatory and governance requirements. Section 25 of the Housing (Scotland) Act 2001 requires landlords to give tenants at least four weeks' notice of any increased rent due to be paid, while section 53 of the Act requires a tenant participation strategy to be in place. The council's financial regulations state that the Depute Chief Executive – Corporate, Operational and Housing Services, is responsible for presenting an HRA Revenue Budget to a meeting of the full council.

The HRA Revenue Budget, alongside the Housing Capital budget, forms part of the council's integrated approach to financial strategy, corporate planning, delivery of outcomes and performance monitoring. The activity budget, along with service management plans, links activities, resources, outputs and outcomes which enables the council to demonstrate Best Value in the use of resources. The activity budget is published on the council's intranet.

The council has continued to build a resilient culture of effective planning and governance, with strong evidence to demonstrate how the council meets the defined best value characteristics. The council's Best Value Framework, which was approved on 10 June 2014, ensures that the council complies with the provisions contained within the Local Government in Scotland Act 2003. The 2003 Act requires the council to:

- Secure best value in the performance of its functions;
- Balance the quality and cost of the performance of its functions and the cost of council services to service users;
- Have regard to efficiency, effectiveness, economy and the need to meet equal opportunity requirements in maintaining that balance;
- Fully discharge its duty to secure best value in a way which contributes to the achievements of sustainable development.

In line with statutory and regulatory requirements, this report seeks formal council approval for the HRA revenue budget and rent levels for 2019/20, in line with the five year rent strategy approved by Council on 13 February 2018.

D.2 FIVE YEAR RENT STRATEGY

In developing the existing five year financial plan, and in line with the Housing (Scotland) Act 2001, a formal tenants' consultation was undertaken during 2017 on future housing rent and capital investment strategy. The outcome was reported to the Services for the Community Policy Development and Scrutiny Panel on 12 December 2017, and indicated that tenants favoured a 3% rent increase per annum over the five year period to 2022/23. Tenants also indicated they would be willing to fund future council housing investment and supply.

In line with statutory and regulatory requirements, Council approval is sought for the 2019/20 HRA budget and an associated rent rise of 3%, in line with the five year rent strategy approved on 13 February 2018. The 3% increase will apply to all HRA properties, garage and garage sites, as well as Sheltered Housing and Homeless properties and associated service and support charges for 2019/20.

An Equality Relevance Assessment has been undertaken on the updated four year rent strategy and related budget for 2019/20. The assessment gave consideration to the three key general duties and it is deemed unnecessary that a full Equality Impact Assessment (EQIA) be carried out.

In terms of managing disproportionate impact of rent levels on tenants, the income management approach and monitoring arrangements implemented by Housing, Customer and Building Services pay particular attention to the impact of Universal Credit full service on tenants' ability to pay rent. The service is in the first year of dealing with the impact of the introduction of full service, and the nature of the new claims process presents difficulties in identifying tenants moving to the new system of Universal Credit payments. The council's approach to managing this impact includes monitoring the historical and new arrears of tenants in receipt of Universal Credit.

Early indications are that the primary reason for new arrears is related to the time taken by the Department of Work and Pensions in processing new claims. This is currently an average of 9-10 weeks. Focus has been directed to early interventions in order to reduce the impact of arrears accrual during this processing time. As the full impact of Universal Credit full service is known, it may be necessary to conduct further EQIA in order to mitigate negative impacts on tenants with specific protected characteristics.

Any further budgetary proposals or amendments to the rent strategy or rent levels will be screened for EQIA relevance where required.

D.3 HRA PROPERTIES AND GARAGE AVERAGE RENT

A continuation of the 3% per annum rent strategy will enable delivery of a balanced HRA revenue budget over the period 2019/20 to 2022/23 and ensure continued investment in our housing infrastructure, improving existing homes and creating new affordable homes over the four year timeframe.

If the rent increase is approved, and based on the latest stock report as at 5 January 2019, the average weekly rental for homes will be £72.92 in 2019/20, increasing from £70.80 in 2018/19. The equivalent weekly figure for garages is £5.53 in 2019/20, increasing from £5.37 in 2018/19. The proposed rent increase compares favourably with Scottish councils, where the average rent increase is 3.2%.

The Scottish Housing Regulator Return on the Charter data has shown for three consecutive years, that West Lothian Council rents are lower than the national average (£76.20 in 2017/18), other medium sized local authorities, and significantly lower than other local Registered Social Landlords.

The indicative rent level for HRA properties and garages for 2019/20 is detailed in the table below:

Table 1: Average Weekly Rent

Average Weekly Rent	2018/19 (£)	Increase (£)	2019/20 (£)	Increase (%)
HRA Properties	70.80	2.12	72.92	3.00
Garages	5.37	0.16	5.53	3.00

D.4 HOUSING REVENUE ACCOUNT – UPDATED FOUR YEAR STRATEGY

In formulating the five year strategy approved in February 2018, it was assumed that there would be a 3% rent increase each year from 2018/19 through to 2022/23, in line with the outcome of the tenants' consultation. Consultation on the 3% strategy included housing network meetings, tenants, the tenants' panel and social media. The consultation carried out in 2017 as part of the strategy process showed that 69% of respondents were in favour of building more council houses even if this meant an increase to rent, 81% were in favour of investment in existing stock even if this meant an increase to rent, 73% felt that their rent was affordable, and 85% noted a preference for a 3% rent increase.

An updated rent consultation began in December 2018, specifically to determine views on the agreed rent increase for 2019/20, with tenant networks, the tenants' panel, the online focus group and across social media. There have been no additional comments made, with the panels and network members agreeing that the 3% agreed during the initial budget strategy consultation is still appropriate.

This rental increase, along with an increase in housing stock numbers, rising from 13,244 in March 2018 to around 14,303 in 2022/23, will generate additional income to the Housing Revenue Account and enable a balanced budget to be delivered. It will also support capital investment over the medium term. Income assumptions also take into account estimates of mortgage to rent, open market acquisitions, demolitions, as well as increases to the new housing supply. It is assumed that there will be no overall change in the number of void properties and temporary tenancies, with numbers being maintained at 2018/19 levels.

Budget assumptions have been updated to take account of latest information and circumstances, and Table 2 below shows the updated estimated allocation of revenue resources, and the associated funding generated through a 3% rent increase, throughout the remaining four year period covered by the HRA budget strategy.

Table 2: Summary Four Year HRA Budget

Expenditure	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000
Employee Costs	4,746	4,881	4,978	5,078
Premises Costs	16,546	17,232	17,945	18,692
Transport Costs	135	136	136	137
Supplies & Services	3,294	3,309	3,304	3,309
3 rd Party Payments	110	118	127	136
Transfer Payments	1,386	1,595	1,804	2,013
Central Support	2,552	2,552	2,552	2,552
Capital Financing	15,760	17,182	18,694	19,636
CFCR	6,195	6,348	6,234	6,244
Total Expenditure	50,724	53,353	55,774	57,797

Table 2: Summary Four Year HRA Budget

Funding	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000
Housing Rents	(49,725)	(52,300)	(54,677)	(56,669)
Garage Rents	(585)	(602)	(620)	(639)
Miscellaneous	(414)	(451)	(477)	(489)
Total Income	(50,724)	(53,353)	(55,774)	(57,797)

The key expenditure assumptions are as follows:

- A pay increase of 3% for employees in 2019/20 and 2020/21; followed by a 2% pay award in 2021/22 and 2022/23;
- An increase to employers' pension contributions of 2.4% per annum;
- Inflation of 5% per annum for Repairs, Gas Servicing, and Transport costs;
- A range of inflationary pressures of 2% to 3% per annum for insurance costs, council tax and void property costs;
- Increase in bad debt provision of £200,000 per annum, to take account of the potential impact of Universal Credit;
- Capital financing charges will increase by £3.9 million from 2019/20 to 2022/23 due to additional prudential borrowing to support a core housing maintenance and refurbishment programme for existing stock, averaging £15 million per annum, and to support an increase in the housing supply.

D.5 HRA REVENUE BUDGET 2019/20

The proposed HRA Revenue budget for 2019/20 is based on the 3% per annum rent strategy approved in February 2018, which will enable high quality and responsive housing services to be maintained for tenants and allow key priorities to be delivered. The 2019/20 budget will enable financial resources to be directed towards the efficient management of the council's housing stock and tenancies, with customer focused services delivered by local housing teams. Targeted resources will support tenant participation, including tenants' panels, networks and other groups, as well as tenant led inspections.

The service will continue to maximise rental income through effective management of council houses, work to mitigate the impact of welfare reform and, in particular, Universal Credit, which was implemented in West Lothian in May 2018. The service will be responsive to social housing regulation and inspection. West Lothian Council will continue to work to improve the quality of life for tenants; assisting individual households as well as playing an important role in promoting strong and sustainable communities.

West Lothian Council remains committed to providing high quality, value for money housing services. The programme of service development is focused on good outcomes for tenants, whilst achieving value for money, best practice and identifying possible efficiencies. Building Services continue to seek to modernise and deliver a more cost efficient service, while delivering well over 47,000 repairs per annum for our customers in 2018, with 100% of our properties receiving annual gas inspections and servicing. The service continues to work towards meeting the 2020 standard for home energy efficiency in Scotland through a programme of improvement and investment works. Some of the recognised achievements of the service in the past year have included:

- The Housing, Customer and Building Services range of initiatives to promote tenant digital engagement in 2017/18 won Tenant Information Service (TIS) National Excellence Awards 2018, under the Best Innovative Practice category.
- The service was shortlisted for the Scottish Home awards 2018 for the second consecutive year in partnership with McTaggart Construction where excellence in the Scottish homebuilding sector is recognised.
- Building Services were shortlisted in the APSE finals for best performing Building Services in the UK. This was the third year in a row that the service has made the final shortlist.

The service has delivered successful service development in areas of tenancy management around the internal standard of properties for new tenants with the launch of the new paint pack scheme, the introduction of the new five year Local Housing Strategy, and the full roll out of mobile working across Building Services.

Planned service developments and improvements continue for Housing, Customer and Building Services in 2019/20. Enablement of tenant led scrutiny across service development, finance and practice continues to be recognised as best practice in utilising user needs and views to shape services, and widening customer access in sharing views and experiences is a priority. There are plans to develop the digital transformation of the service to improve the options we offer tenants to meet their growing expectations. User and tenant experiences are key in our income management approach – this ensures that our processes and resources are appropriately targeted at prevention and intervention wherever possible.

The summary HRA Budget for 2019/20 of £50.7 million is shown in Table 3 below.

Table 3: 2019/20 HRA Budget

	2018/19 £'000	2019/20 £'000
Rents	48,767	50,310
Other Income	356	414
Total Funding	49,123	50,724
Employee Costs	4,660	4,746
Premises Costs	15,645	16,546
Transport Costs	154	135
Supplies & Services Costs	3,410	3,294
Third Party Payments	62	110
Transfer Payments	978	1,386
Support Services	2,552	2,552
Capital Financing Costs	21,662	21,955
Total Expenditure	49,123	50,724

As detailed in Section D.4, the proposed budget takes account of a number of cost pressures and assumptions including:

- 3% rental increase per annum for council houses and garages.
- A pay increase of 3% for employees and allowance for incremental pay progression.
- Indexation pressures, such as energy costs.
- Updated capital financing charges relating to the Housing Capital Programme.
- Ongoing impact of Welfare Reform and introduction of Universal Credit in May 2018.

While the Housing Scotland Act 1987 requires local authorities to maintain a ring fenced HRA, the HRA revenue budget also forms part of the council's integrated approach to corporate planning and performance management. In setting a balanced budget, the council is committed to delivering a well maintained housing stock and efficient management services to support tenants and their communities.

D.6 RISKS AND UNCERTAINTIES

In developing the 2019/20 HRA Budget, it is recognised that there are a number of risks and uncertainties that could impact on the level of financial resource required. This would include potential variances to pay and price indexation as well as capital borrowing requirements and associated interest rates. Resources for reactive repairs remain subject to demand for services and potential impact of winter weather.

The ongoing effect of Welfare Reform changes continue to present risk and uncertainty to all social landlords. While the council continues to actively pursue housing arrears as a priority activity, the balance of housing arrears as at 31 December 2018 was £2.5 million. The wider roll out of Universal Credit full service was implemented in West Lothian in May 2018 for all tenants. This has had a significant impact on arrears owed to the service, largely due to the average 8-10 week processing time for claims, and the claims process itself, where the service no longer has any involvement in ensuring the information on claims is correct which can lead to further delays in receipt of benefits for tenants, and rent payments for the service.

The Scottish Government have stated that they would wish to take advantage of provisions within the Scotland Act 2016 in relation to Welfare Benefits, however making these changes can take time to come into regulatory effect. As of 4 October 2017, Universal Credit claimants in Scotland have been able to request that payments are made every two weeks, instead of once a month, with the housing element of their payment sent directly to their landlord. The Scottish Government could also utilise its new welfare flexibilities, to effect change which could positively impact on plans to withdraw housing support to single people aged 18-21. The service takes a proactive approach by contacting tenants already in arrears who are moving to Universal Credit to ensure they understand the system of claims, and to suggest the direct payment and increased frequency options may be a better option for them to assist in budgeting and ensuring payment of rent.

Appropriate steps will be taken to mitigate against risks and contain expenditure within available resources during the financial year. Quarterly monitoring reports will be reported to Council Executive during 2019/20 to provide updates on the financial position and actions to ensure risks are appropriately managed.

D.7 HOUSING RESERVES

Local authority accounting standards require that, in setting budgets, the Council receives details of reserves, their proposed use and an opinion as to the adequacy of the reserves for the forthcoming year.

As reported to Council Executive on 13 November 2018, within the period 6 monitoring report, a breakeven position is forecast for the HRA revenue budget. It is therefore projected that the HRA reserve at 31 March 2019 will remain at £926,000 and there is no provision to augment this during 2019/20.

Given the inherent risk associated with the impact of Universal Credit, extreme weather conditions and other risks and uncertainties, it is recommended that this balance be maintained and the level is considered adequate to meet with unforeseen demands on resources. The proposed budget for 2019/20 does not assume any use of this reserve.

D.8 PRUDENTIAL CODE IMPLICATIONS

The Prudential Code provides the council with local discretion in investment levels for Housing, provided it ensures that capital spending and associated borrowing are at levels that are affordable, prudent and sustainable.

To demonstrate this, the Code sets prudential indicators that are designed to support and record local decision making. The Head of Finance and Property Services is responsible for reporting these indicators for both the General Fund and the HRA. For this reason, the Prudential Indicators will be reported in detail by the Head of Finance and Property Services in the 2019/20 General Fund Revenue Budget, presented to the Council budget setting meeting.

A key Prudential Indicator is affordability, which assesses the incremental impact of capital spending on rent levels. Under the proposed budget, increases to loans charges arising from borrowing are fully funded within the HRA. This area will continue to be closely monitored, particularly in relation to affordability of housing arrears and remaining procurement costs for the planned new build projects.

D.9 CONSULTATION

Under Section 25 of the Housing (Scotland) Act 2001, the council has a statutory duty to inform and consult tenants on its rent policy. Formal consultation on the five year strategy took place from 9 October to 8 December 2017. During the consultation period, meetings were held with Tenants Panels and Tenant networks, as well as specifically arranged drop in sessions and through a special edition of Tenant News.

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their core housing activities. Indicator 29 requires all landlords to establish what percentage of tenants feel that the rent for their property represents good value for money. In a two yearly survey, last completed in autumn 2017, 78.5% of tenant responses indicated that rent levels represented good value for money. Just under 1,800 tenants completed the survey, the highest response level to the tenant satisfaction survey to date.

E. CONCLUSION

The updated four year HRA Revenue budget strategy provides a balanced financial plan, incorporating a 3% per annum rent increase, which will allow the council to continue to provide value for money services to tenants and to be responsive to customers' needs. It also enables continued investment in existing housing stock and infrastructure, as well as to expand the supply of new housing.

The balanced budget for 2019/20 includes continued investment and funding of housing infrastructure, to meet the needs of existing and future tenants, as well as enabling the delivery of key priorities and allowing the people of West Lothian to continue to be supported to find a suitable place to live and have quality housing options available to them.

F. BACKGROUND REFERENCES

- Rent Consultation – Report to Services for the Community PDSP on 12 December 2017.
- Housing Revenue Account Budget and Rent Levels 2018/19 to 2022/23 – Report to Council on 13 February 2018.
- 2018/19 Housing Revenue Account Month 6 Monitoring - Report to Council Executive on 13 November 2018.
- Housing Capital Investment Programme 2019/20 to 2022/23 – Report to Services for the Community PDSP on 5 February 2019.

Appendices/Attachments: One

Appendix 1 – Equality Relevance Assessment

Contact Person: Pamela Bell, Technical Accountant

pamela.bell@westlothian.gov.uk

Graeme Struthers
Depute Chief Executive
5 February 2019



West Lothian
Council

Equality Relevance Assessment

1. Policy details	
Policy title	2019/20 to 2022/23 Housing Revenue Account Budget and Rent Level
Policy lead officer	Ann Marie Carr, Interim Head of Housing, Customer and Building Services
Date relevance considered	15/01/2019
2. Does the council have control over how this policy will be implemented?	
YES	<input checked="" type="checkbox"/> X
NO	<input type="checkbox"/>
3. Do you have evidence or reason to believe that this policy will, or may potentially:	
General Duties	Level of impact (high , medium or low)
Reduce or increase discrimination, victimisation or harassment against people covered by the equality protected characteristics?	Low
Reduce or increase equality of opportunity between people who share an equality protected characteristic and those who do not?	Low
Provide opportunity to improve good relations between those who share an equality protected characteristic and those who do not?	Low
4. Equality impact assessment required? (All high and medium policies MUST be impact assessed)	
YES	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/> X
5. Decision rationale	
<p>The Equality and Human Rights Commission (EHRC) Non-Statutory Guidance on "Making Fair Financial Decisions" 2015 outlines a duty to consider the impact of fiscal planning decisions on equality. The impact for tenants of the ongoing UK Government Welfare Reform Act roll-out, Universal Credit in particular, places a duty of care and an ethical obligation as a responsible landlord on the council to consider the social-economic impact of financial decisions on the local economic climate. In particular, there is a duty to consider the needs of those vulnerable to financial hardship or poverty as a result of these decisions. It should be noted that a separate EQIA has been conducted on the implementation of Universal Credit in West Lothian during May 2018.</p>	

Previous related rent setting proposals seeking formal committee approval and EQIA screened for relevance are as follows:

- Approval for the rent strategy consulted on with tenants setting out 3% increases from 2012-17;
- Approval for the HRA budgets over financial years 2013/14 to 2017/18;
- Approval for rent and garage charge changes over financial years 2013/14 to 2017/18;
- Changes to service and support charges for Sheltered Housing properties including rents, service and support charges for Homeless properties over financial years 2013/14 to 2017/18;
- The 2017 rent consultation with tenants on proposed rent changes over the period 2018/19 to 2022/23;
- The 2018/19 to 2022/23 HRA 3% rent strategy which will fund current service needs and a five year Housing Capital programme.

This assessment deals with the proposals for 2019/20 to 2022/23 which are as follows:

1. A rent increase of 3% in 2019/20 which will fund current service needs and the five year Housing Capital programme as agreed with tenants and approved by council in February 2018;
2. A 3% increase in garage rents in 2019/20;
3. An increase of 3% in rents and service and support charges for Sheltered Housing and Homelessness properties for 2019/20.

Rent Levels

The 5 year Rent Strategy has been fully consulted on with council tenants, individually and via tenant representative groups. The service engages with tenants each year on the annual increase to enable comment and feedback on any further impact. The HRA budget and rent levels being proposed for 2019/20 to 2022/23 remain in line with the previous strategy. The Council has undertaken significant investment in its housing stock over recent years. The 3% increase will enable delivery of a balanced HRA revenue budget, and will allow high quality and responsive housing services to be maintained for our tenants and ensure continued investment in our housing infrastructure, improving existing homes and new build programme all of which will have a positive impact on equality and support for those within various protected characteristics.

Delivering affordable, socially rented accommodation built to a high standard of specification helps the council meet some of the rising demand for such accommodation within the community and increases housing options for vulnerable people. By investing significantly in our existing stock to meet SHQS and EESSH standards, regenerating local communities, and investing in energy efficiency improvement works, the service will mitigate the effects of rent increases through improving the energy efficiency of older properties that cost more to heat – working towards the outcome of helping vulnerable tenants avoid the threat of fuel poverty.

If the rent increase is approved, and based on the latest stock report at 5th January 2019, the average weekly rental for homes will be £72.92 in 2019/20, increasing from £70.80 in 2018/19. The equivalent weekly figure for garages is £5.53 in 2019/20, increasing from £5.37 in 2018/19.

The indicative rent level for HRA properties and garages across the five year period is detailed in the table below.

Average Weekly Rent	2018/19 (£)	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)
HRA Properties	70.80	72.92	74.78	77.02	79.33
Garages	5.37	5.53	6.29	6.48	6.67

Service and Support Charges

In line with previously agreed strategies, it is proposed that service charges for Sheltered Housing properties will be increased by 3% in 2019/20. A 3% increase for support charges in relation to Homeless Properties for 2019/20 is also proposed.

Other Factors

As a result of either a freeze or minimal uprating for most working-age benefits from 2016 to 2020, the financial situation for benefit tenants will continue to be challenging in the coming year. However unlike rents in the private sector, through the Local Housing Allowance limits, if council rents go up by 3%, the eligible rent on which the Housing Benefit calculation is based will also go up by 3%, so those on full benefit will not suffer further financial detriment. Someone entitled to full Housing Benefit with a £100 rent whose rent increases to £103 will see their benefit increase to £103. While payment arrangements were impacted by the implementation of Universal Credit in West Lothian in May 2018, a range of initiatives were undertaken separately to manage and mitigate the impact of this. The service continues to monitor the impact of UC on our tenants weekly as part of our income management approach. Affordability in terms of council tenants on benefits is unlikely to be affected, but rather the process for payment.

Those on part benefit, who may have to pay a portion of their rent just now, will see that amount increase, and those already subject to under occupancy charge (bedroom tax) who currently have their £100 Housing Benefit award reduced by £14, will see their £103 award reduced by £14.42 – increased pressure continues to be placed on our Discretionary Housing Payment cash which WLC utilises to mitigate this shortfall. The HCBS focus on rent arrears from a preventative standpoint should assist those who are negatively impacted by the 3% raise as officers continue to work in partnership with the Advice Shop to maximise income and improve budgeting skills.

An exercise has been undertaken using the Scottish Federation of Housing Associations (SFHA) rent affordability tool to assess the impact of the proposed rent strategy. The affordability tool presumes that landlords are not able to set affordable rents for every single tenant, but examines the impact of rent on moderate incomes. A low affordability ratio, represented by 25% of net income, being the measure for affordability of social rents. Based on the current highest council rent, for one, two or three bedroom properties, all rents are viewed as being affordable for all household types. Assuming a rental increase of 3% per annum over five years, and a modest

income increase of 1% per annum, all average rents are judged to fall within the affordable range over the period of the rent strategy. This exercise has provided useful evidence to demonstrate the impact of the proposed rent strategy on council tenants going forward.

The ongoing effect of general economic conditions and Welfare Reform changes, including direct housing costs to tenants on Universal Credit, continue to present risk and uncertainty to all social landlords. Pressure on rent collection will be closely monitored following the implementation of Universal Credit within West Lothian.

The Council continues to actively pursue housing arrears. HCBS continues to focus effort on reducing arrears. A corporate approach to debt continues to be taken forward, to ensure resources are most appropriately targeted and that services are working in partnership to break the cycle of debt in complex and high level arrears cases where tenants have instances of multiple debts.

The service Group Accountant, HCBS Senior Management Team, Income Management staff and the service equality lead were involved in the consultation of this assessment. The details of the budget proposals within this report support these findings and it is unnecessary that a full EQIA be carried out.

It is recommended that any further budgetary proposals or amendments to the rent strategy or rent levels be screened for EQIA relevance where required.

- **No assessment required – process ends**
- **Assessment required – continue to next section**



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	N/A
VIII Other consultations	Tenants Panel and service staff.

D. TERMS OF REPORT

Introduction

The performance of service activities or ongoing tasks is measured through the use of key performance indicators (KPIs). The key activities of the service are covered by KPIs, some of which are also specified performance indicators (SPIs). The council's performance management system, Pentana, 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 10 performance indicators we are reporting, 6 are categorised as green and 4 as red. This position for Q3 is unchanged from that of that Q2. It should be noted that the one indicator - HNS003_9a Quarterly spend on additional homeless service costs will be updated when the data is available at the end of January when this is released to the service. Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

E. CONCLUSION

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

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: One

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

AnnMarie Carr

INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 5th February 2019

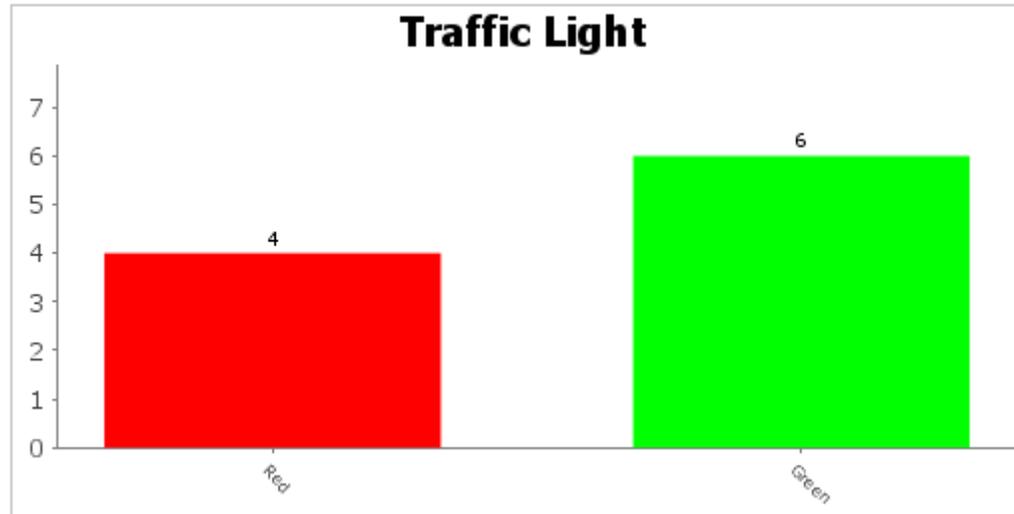
HCBS PDSP Report

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Report Author: Sarah Kelly

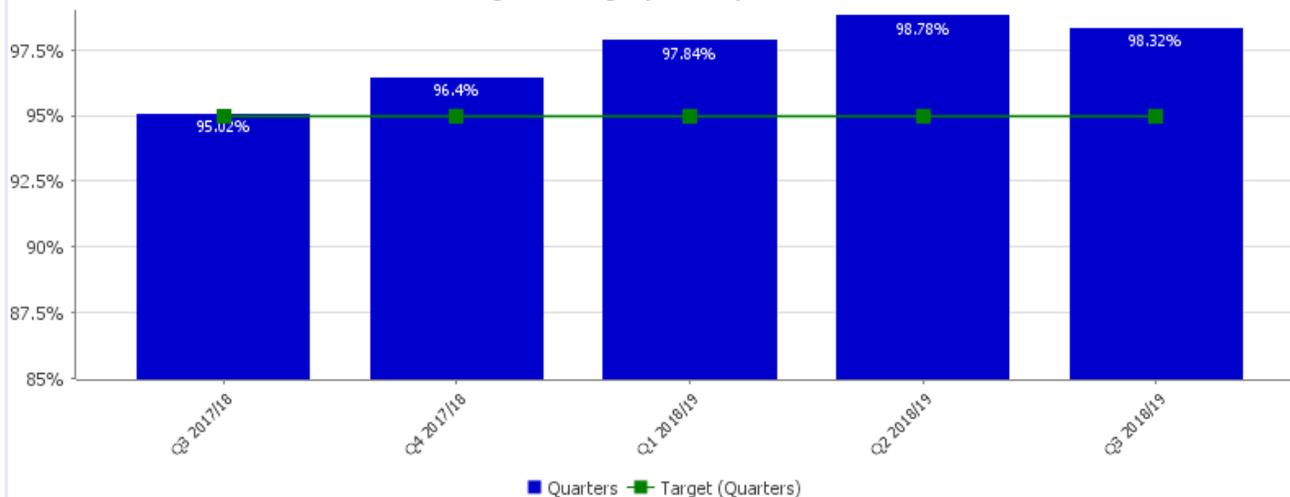
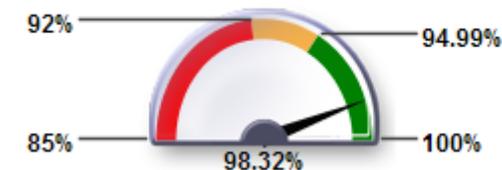
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PI Code & Short Name**P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.****Description**

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. Building Services has an expected Target of 95% for this performance indicator.

PI Owner(s): zBUS_PAdmin; Grant Taylor**Percentage of Housing Repairs completed to timescale.****Q3 2018/19 result****Last Updated:** Q3 2018/19**Status:** **Current Value:** 98.32%**Current Target:** 95%**Red Threshold:** 92%**Amber Threshold:** 94.99%**Categories:** PDSP_Services for the Community; PPR Public Performance Reporting**Trend Chart Commentary:**

In 2018/19 we have exceeded target in all quarters with the following results.

Q3 - 8670 housing responsive repairs, 146 of these repairs were completed outside the service standards timescale.

Q2 - 7954 housing responsive repairs, 97 of these repairs were completed outside the service standards timescale.

Q1 - 9044 housing responsive repairs, 195 of these repairs were completed outside the service standards timescale.

The trend chart shows that the performance since quarter 3 in 2017/18 has exceeded target for each quarter. In quarter 3 2017/18 we reviewed the process for repairs as a result of a decline in performance over quarter 2 - 3 of 2017/18. The impact has been shown with an improved performance in quarter 4 2017/18 to quarter 3 2018/19

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 and remains for 2018/19.

In 2017/18 the Scottish Housing Network (SHN) average for the year was 91.46% for similar sized Local Authorities of which we were placed 3rd highest of the 8 providing data.

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.

The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

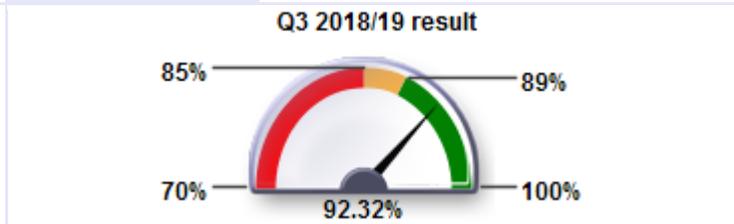
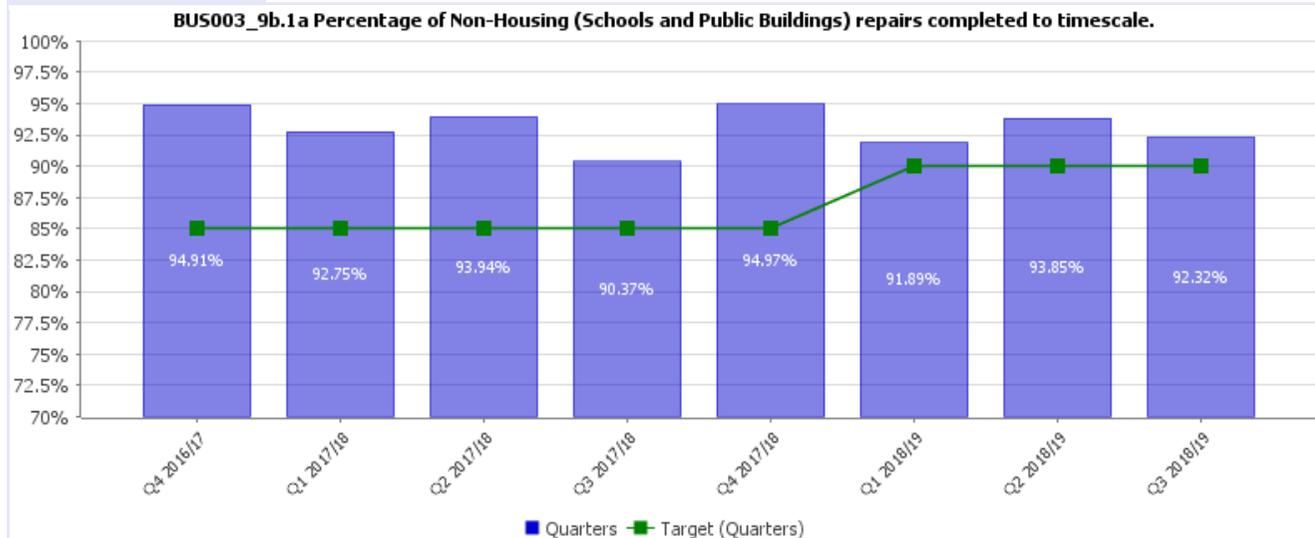
2017/18

Q4 - 10131 housing responsive repairs, 365 of these repairs were completed outside the service standards timescale.

Q3 - 11866 housing responsive repairs, 591 of these repairs were completed outside the service standards timescale.

PI Code & Short Name	BUS003_9b.1a Percentage of Non-Housing (Schools and Public Buildings) repairs completed to timescale.
Description	This performance indicator information is taken from our repairs system. The system records all repair types in Schools and Public Buildings and measures those jobs we have completed within the agreed timescales. The repair types include emergency and non-emergency repairs. Timescales can vary from attendance within 3 hours for an emergency to 20 days for a routine repair. Building Services has a reviewed target of 90% for this performance indicator.

PI Owner(s): zBUS_PIAdmin; Grant Taylor



Last Updated:	Q3 2018/19
Status:	✓
Current Value:	92.32%
Current Target:	90%
Red Threshold:	85%
Amber Threshold:	89%
Categories:	WLAM

Trend Chart Commentary:

The trend shows the target has been met in all quarters since quarter 4 of 2016/17.

Continued analysis of Non-Housing repairs is underway to identify where improvements can be made in respect of processes to maintain this level of performance.

Building Services had a target of 85% for this performance indicator for 2016/17 and 2017/18 after consultation with Construction Services. This has been reviewed further due to improved processes within planning of jobs and in agreement with EMT has been increased to 90% for 2018/19 to reflect the improved performance throughout 2017/18.

Performance can vary depending on the volume and complexity of repairs requested by our customers. Work has been ongoing with Construction Services to review the repair category timescales and as a result of this, from April 2015, the non housing emergency repairs have been placed within the housing ward teams. In conjunction with this a 'Planner' has been introduced to the team from the end of 2015/16 which has coincided with an increase in jobs complete within the agreed timescale.

2018/19
 Q3 - 1002 non housing repairs, 77 of these repairs were completed outwith the service standards timescale.
 Q2 - 975 non housing repairs, 60 of these repairs were completed outwith the service standards timescale.

Q1 - 1183 non housing repairs, 96 of these repairs were completed outwith the service standards timescale.

2017/18

Q4 - 975 non housing repairs, 49 of these repairs were completed outwith the service standards timescale

Q3 - 1070 non housing repairs, 103 of these repairs were completed outwith the service standards timescale.

Q2 - 1023 non housing repairs, 62 of these repairs were completed outwith the service standards timescale.

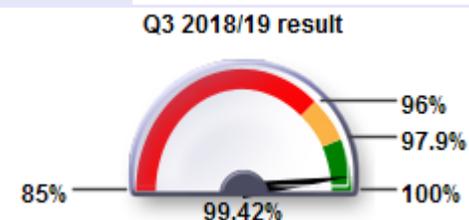
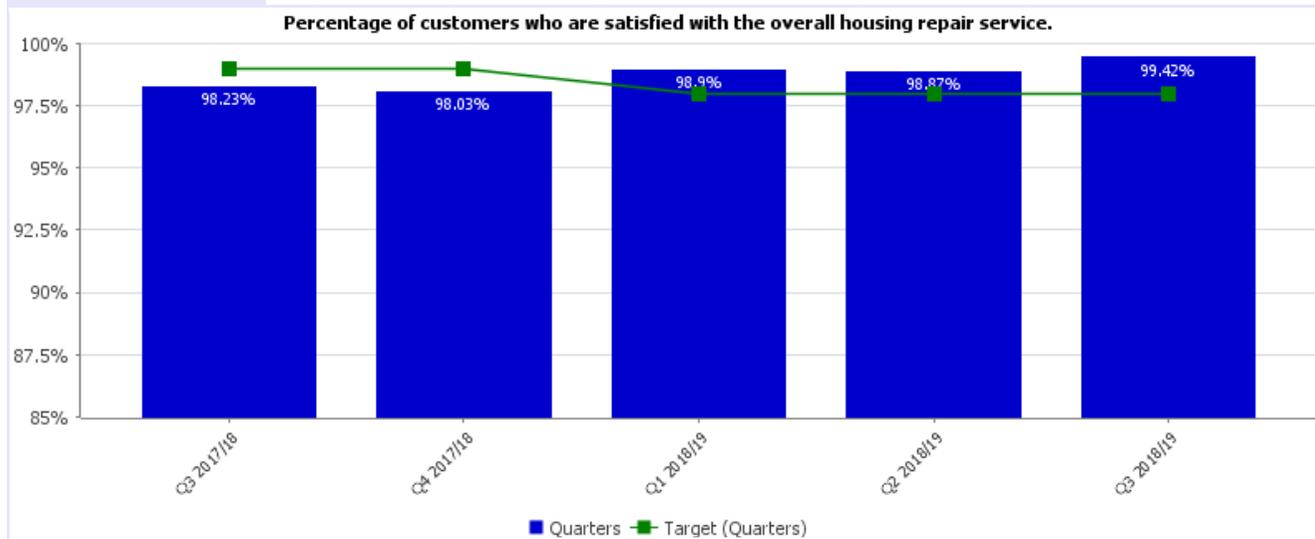
Q1 - 1434 non housing repairs, 104 of these repairs were completed outwith the service standards timescale.

2016/17

Q4 - 1669 non housing repairs, 85 of these repairs were completed outwith the service standards timescale

PI Code & Short Name	P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.
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.

PI Owner(s): zBUS_PIAdmin; Grant Taylor



Last Updated: Q3 2018/19

Status:

Current Value: 99.42%

Current Target: 98%

Red Threshold: 96%

Amber Threshold: 97.9%

Categories: PDSP_Services for the Community; PPR Public Performance Reporting

Trend Chart Commentary

In 2018/19 we have attained target in all quarters with the following results.

- Q3 - 694 surveys were recorded, 4 negative responses.
- Q2 - 888 surveys were recorded, 10 negative responses.
- Q1 - 544 surveys were recorded, 6 negative responses

The service introduced a new mobile working system in 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 1400 respondents per quarter 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 2017/18 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.3%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East

Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

In 2016/17 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.1%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

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

For 2018/19 the target has been agreed at 98% and is reviewed on a yearly basis.

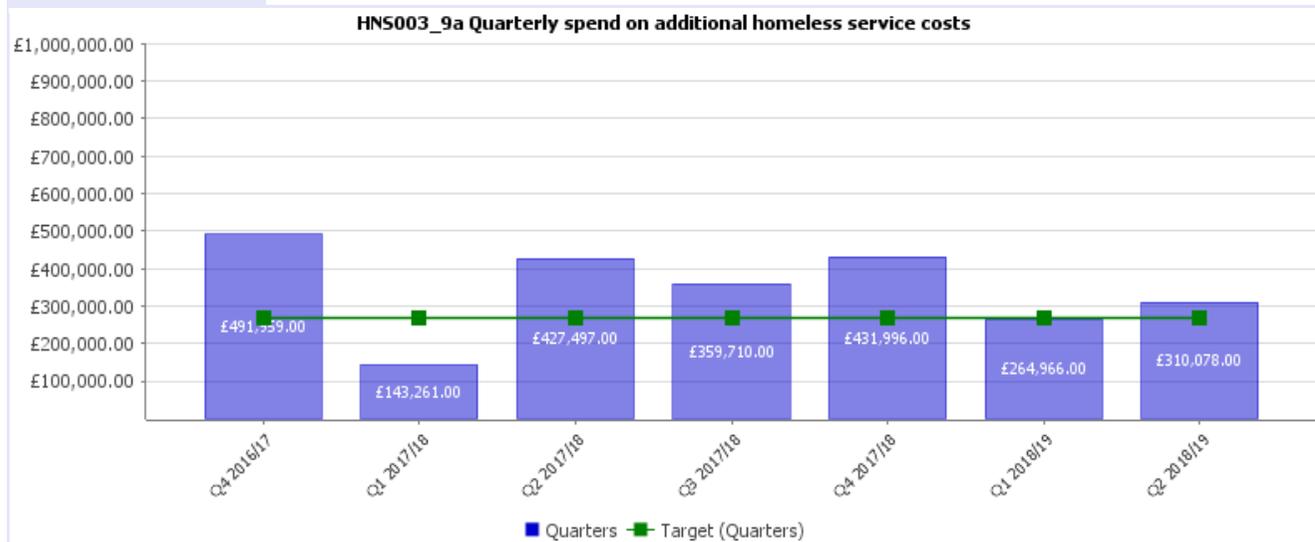
2017/18 Results

Q4 - 914 surveys were recorded, 18 negative responses.

Q3 - 1127 surveys were recorded, 20 negative responses.

PI Code & Short Name	HNS003_9a Quarterly spend on additional homeless service costs
Description	This measure is aiming to monitor quarterly spend on the additional homeless service costs, which are made up of Transport, Property Storage, Furniture, Council Tax and Voids. The aim is to reduce costs and ensure the service is within budget at year end. The target is the monthly budget multiplied by 12 months and divided into quarters.

PI Owner(s): zHQSHOM_PAdmin; AnnMarie Carr



Q2 2018/19 result

Last Updated: Q2 2018/19

Status: ●

Current Value: £310,078.00

Current Target: £267,280.00

Red Threshold: £267,280.00

Amber Threshold: £200,000.00

Categories: Management

Trend Chart Commentary

2018/19
 Q2 spend is £310,078 and is an increase of £45,112 but is a reduction on the same period of the previous year. It has to be noted however that normally the first of 2 council tax payments occur in this quarter, however due to late processing council tax payment is expected to fall into quarter 3. Overall costs continue to rise due to continued increased lengths of stay in temporary accommodation which in turn impacts on increased associated expenditure. These costs continue to be monitored closely and the service will be taking actions in the coming year as rapid rehousing action plan is implemented which should mitigate time spent in temporary accommodation and therefore associated costs are expected to reduce.
 Q1 spend is £264,966. This is a reduction of £167,030 from the previous quarter but shows an increase of £121,705 when compared to the same period of 2017/18. Target will remain at £267,280.00 as recent performance shows target was met in quarter 1 and only slightly exceeded in quarter 2.

2017/18
 Q4 2017/18 spend is £431,996. This is an increase of £72,286 from the previous quarter but shows a reduction of £59,963 when compared to the same period of 2016/17.
 Q3 2017/18 spend is £359,710 this comprised of Transport £114,859, Property £41,808 Furniture £173,020 Council Tax £0 and Void Loss £30,023. This quarter has fallen from the previous quarter however council tax is not charged in this quarter and despite this there is a rise in transport and furniture costs which reflects the rise in families accessing homeless services.
 Q2 2017/18 spend is £427,497.00 this comprised of Transport £61,030.00 Property Storage £41,992.00 Furniture £77,769.00 Council Tax £184,435.00 and Void Loss £62,271.00. This quarter is significantly higher

than the last with the highest increases being seen in Council Tax and furniture which is due to the forwarding of these costs from Q1 2017/18 as detailed below. However finance also report that the current quarter spend on furniture is low due to miscodings in the HRA for furniture charges and this will be rectified in the next quarter.

Q1 2017/18 spend is £143,261 this comprised of Transport £51,009, Property Storage £40,868, Furniture £11,249, Council Tax £nil and Void Loss £40,135. This quarter is significantly lower than the last as the last quarter was mainly attributed to year end. It has been identified that costings for this quarter for furniture are incorrect and will be rectified for the next quarter. Council tax will also be billed in the next quarter which will increase the overall cost. The target will remain the same as this has been set within the Homeless Plan which has determined the target required to keep the service within budget.

Q4 2016/17 spend is £491595.00 and is traditionally high as is year end and bi annual council tax payments fall into this quarter. It is expected that Q1 of 2017/18 will show a significant reduction in spend.

Q2 2018/19 £310,078.00

Q1 2018/19 £264,966.00

Q4 2017/18 £431,996.00

Q3 2017/18 £359,710.00

Q2 2017/18 £427,497.00

Q1 2017/18 £143,261.00

Q4 2016/17 £491595.00

Target £267,280.00

PI Code & Short Name

HQSARR700_9b.1a Total rent collection

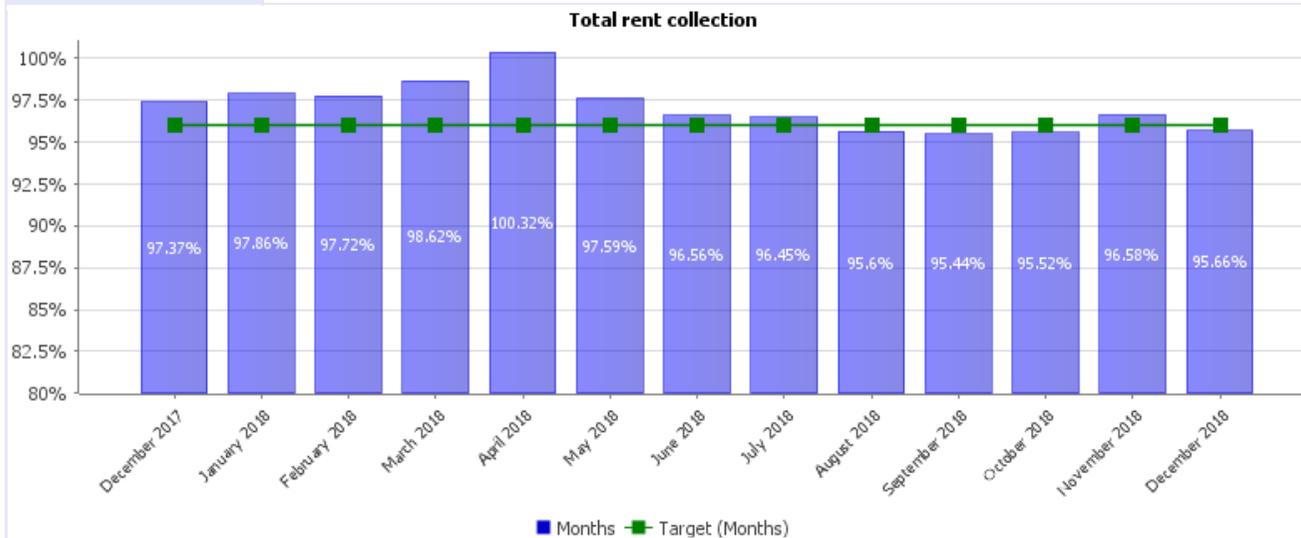
Description

This indicator measures the rate at which HCBS is collecting rent. This value is:

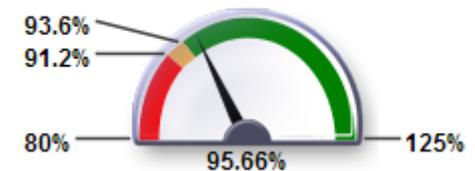
- . The cumulative sum of rental payments made so far in the financial year by current tenants (excluding garages),
- . divided by the cumulative charge we applied to rental accounts, to give us the year-to-date collection rate percentage.

This value emulates the collection value reported to the Scottish Housing Regulator (SHR) as part of the Annual Return on the Charter (ARC) which social landlords are required to complete each year. Please note this value will be slightly different as this is an operational value and does not include void loss as the reported figure would.

PI Owner(s): zHQSARR_PAdmin; Alison Smith



December 2018 result



Last Updated: December 2018

Status:

Current Value: 95.66%

Current Target: 96%

Red Threshold: 91.2%

Amber Threshold: 93.6%

Categories: High Level

Trend Chart Commentary

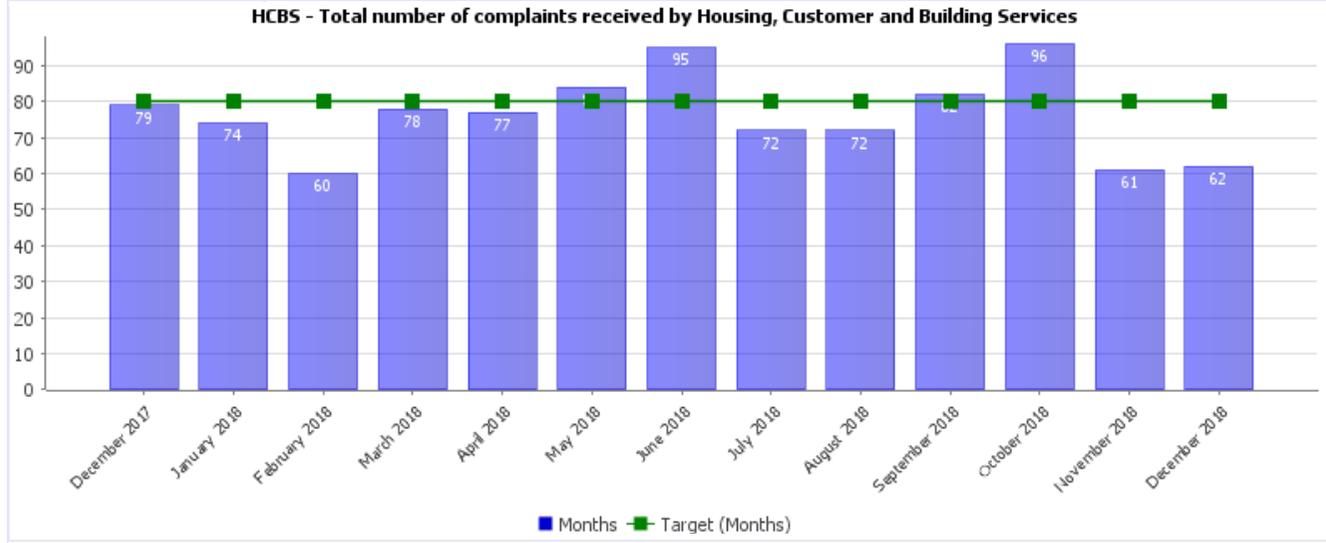
Since the beginning of the financial year the accelerated move of customers from Housing Benefit to Universal Credit has had an impact on the amount of rent collected. Our customer base has moved from 300 UC tenants to just over 1500 by December 2018. Each customer that transitions across experiences a break in income as they move from weekly payments to a monthly payment in arrears. This will in the short term in almost all cases generate a month's arrears. Customers on extremely low income will find this difficult to catch up within their income. This transition will decrease collection for the foreseeable future. Please note:

- . That due to the way customers pay there can be some large variation from month to month. Customers will invariably make their payments to suit, their income (wages, benefits).
- . There will be some extreme results each year in December and March; this is due to the fact that for most properties there are two non-collection weeks in each of these months. As a result customer payments vastly outweigh charges causing values well over 100%

Target: 96% (Based on historical data, the HCBS collection rate when calculated in this way averages at 96%. The service is monitoring the ongoing impact of Universal Credit on collection rate.)

PI Code & Short Name	HQSCOM006_6b.3 HCBS - Total number of complaints received by Housing, Customer and Building Services
Description	This indicator measures the total number of complaints received by Housing, Customer and Building Services (HCBS). It is the total number of complaints received by HCBS at stage one (complaints that the council aims to deal with within 5 working days) and those received directly at stage two (more complex complaints that the council aims to deal with within 20 working days).

PI Owner(s): zHQSCOM_PIAAdmin; Grant Taylor



Last Updated:	December 2018
Status:	✓
Current Value:	62
Current Target:	80
Red Threshold:	88
Amber Threshold:	84
Categories:	Management

Trend Chart Commentary

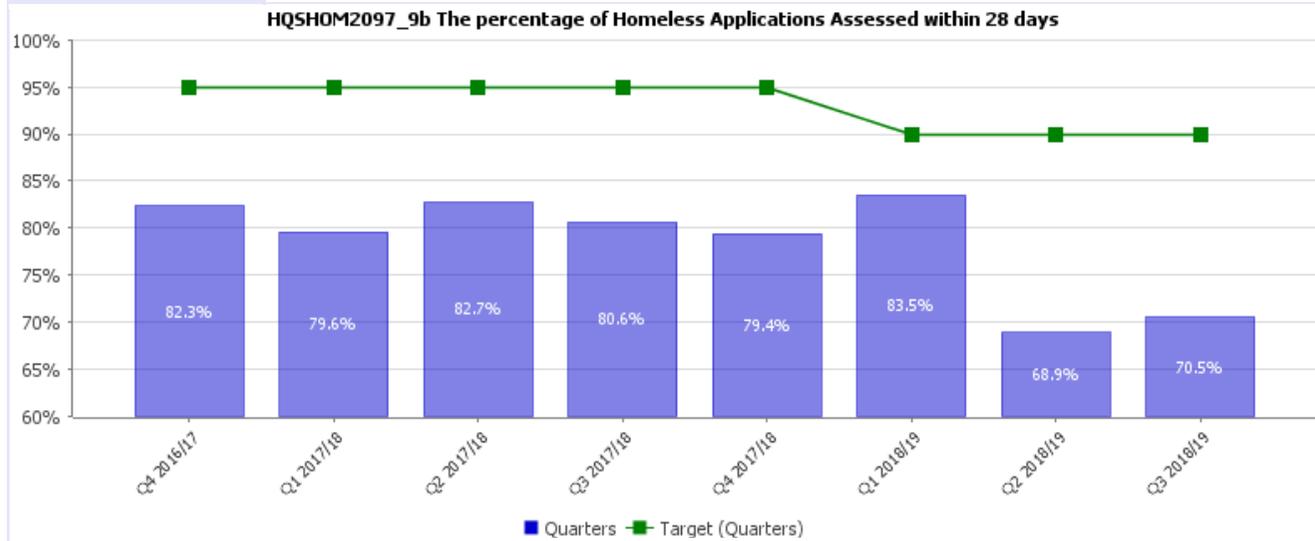
There is no particular trend on the number of complaints we receive on a monthly basis. The chart shows that we have been over target in May 2018, June, September, October . October 2018 shows the highest number of complaints, with 96 being received.

December 2018 complaints by WLAM Unit; Building Services 31 , Customer Service Centre 5, Customer and Communities Services 2, Housing Need 6 and Housing Operations 18.

The service continues to work on reducing the number of complaints received, and for those that are made, ensuring they are closed within the target timescale.

The target was the reviewed in May 2017 and has been increased to 80, from 60 to reflect the increase in incoming complaints. This target will be in place throughout 2018/19 and will be reviewed again in April 2019.

PI Code & Short Name	HQSHOM2097_9b The percentage of Homeless Applications Assessed within 28 days	PI Owner(s): zHQSHOM_PIAdmin; AnnMarie Carr; Kirsty McDonald
Description	This indicator measures the time taken to complete a homeless investigation, typically officers have 28 days from interviewing an applicant to reaching a decision regarding their homeless status. Performance in this area can be influenced by a number of factors which result in performance going out of target however this is generally in order to allow time for evidence to be received which allows the officer to make the correct decision for the customer.	



Average result for Q3 2018/19 as of December 2018

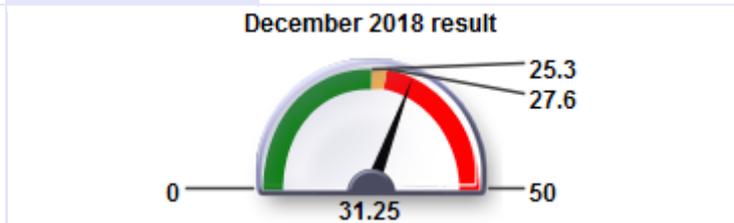
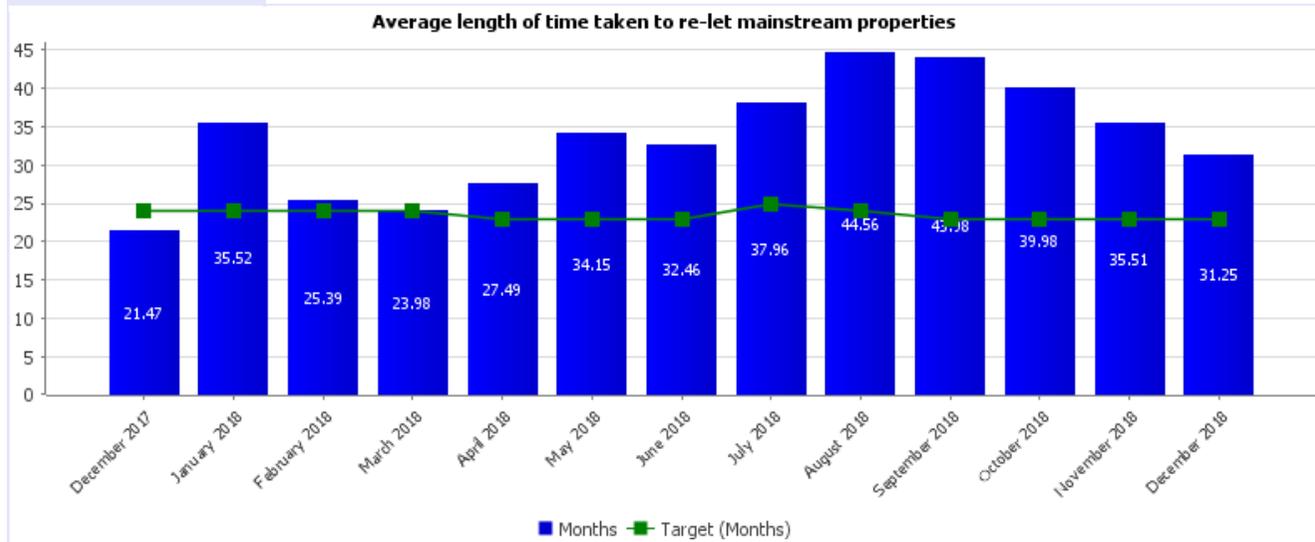
Last Updated:	Q3 2018/19
Status:	●
Current Value:	70.5%
Current Target:	90%
Red Threshold:	85.5%
Amber Threshold:	87.3%
Categories:	High Level

Trend Chart Commentary
 In Q3 of 2018/19 performance improved slightly on Q2 of 2018/19 and performance will continue to be monitored closely in Q4 of 2018/19 to ensure this improvement continues, with any cases likely to take more than 28 days due to their complexity being discussed with the Housing Needs Manager. Target will remain at 90% for Q4 and will be reviewed at end of Q4. Since Q3 of 2016/17 performance has fluctuated dipping to the current Quarter 2 2018/19 low of 68.9%. The dip in current performance is a result of a continued level of complex cases which needed in depth investigations requiring the provision of information from external sources. Whilst it is disappointing that the target was not met this is offset by ensuring that decisions are based on evidence gathered and are correct..Staff are required to discuss any cases likely to go over the 28day target with the Housing Needs manager and are closely monitored. Given the circumstances of some particularly complex cases it was recognised that the target should be reduced in quarter 1 of 2018/19 to 90%. Target will remain at 90% and performance will be closely monitored.
 Q3 2018/19 70.5% decisions made within 28 days
 Q2 2018/19 68.9% decisions made within 28 days
 Q1 2018/19 83.5% decisions made within 28 days
 Q4 2017/18 79.4% decisions made within 28 days
 Q3 2017/18 80.6% decisions made within 28 days
 Q2 2017/18 82.7% decisions made within 28 days
 Q12017/18 79.6% decisions made within 28 days
 Q4 2016/17 82.3% decisions made within 28 days

Target 90% is set as the sector as a whole is tasked with trying to achieve decisions on applications within 28 days.

PI Code & Short Name	HQSLETS001_9b Average length of time taken to re-let mainstream properties
Description	This performance indicator calculates the average length of time, in calendar days, to re-let a mainstream property in West Lothian.

PI Owner(s):	zHQSLETS_PIAAdmin; Alison Smith
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Last Updated:	December 2018
Status:	●
Current Value:	31.25
Current Target:	23
Red Threshold:	27.6
Amber Threshold:	25.3
Categories:	Management

Trend Chart Commentary
The target for 2018/19 is set at 23 average days to let which is a reduction of 1 day on previous year target. Although the Service achieved just under 21 days, the target only reduced to take into consideration the anticipated increase in lets due to the transfer led new build policy. Service anticipates an increase in overall lets over the year as a result.

In December 2018 (31.25 days) which is a slight decrease on the previous month but remains over the set target. Total number of properties let 79.

In November 2018 (35.51) days which is a slight decrease on the previous month and remains over the set target. Total number of properties let was 134 which is an increase of 32 on previous month. The Service is continually reviewing performance and the measures put in place to prioritise resources to progress void repair work and this has contributed to the number of properties being let within this month.

In October 2018 (39.98) days which is an improvement on previous month however over the set target. The number of properties let in this month is 102 which is an increase of 41. Service continually reviewing performance and measures have been put in place within Building Services to prioritise resources to progress with void repair works.

In September 2018 (43.98) days which is a slight decrease on previous month and over set target. The number of properties let in this month is 61 which is a decrease of 16 properties from previous month. On reviewing the average time taken to let properties there are a combination of factors including condition of properties and type of stock being let, general resourcing of certain trades and service is continually reviewing to make improvements on performance.

In August 2018 (44.56 days) which is an increase on previous month and over set target. The number of properties let in this month is 77 which is an increase of 23 properties from previous month.

In July 2018 (37.96 days) is an increase on previous month meaning a continuation of being over target in relation to this measure. The number of properties let 54 properties which is a decrease on previous month

In June 2018 (32.46 days) is a decrease on previous month. There were 63 let in June.

In May 2018 (34.15 days) is an increase on the previous month in the number of days to let a property and is over the target set of 23. Number of properties let 61

In April 2018 (27.49 days) is a an increase on the previous month in the number of days to let a property and is over the target set of 23. Number of propertie let 57.

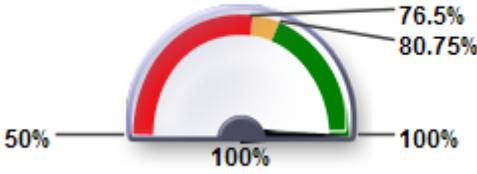
In March 2018 (23.98) is an improvement on the previous month in the number of days to let a property and is just under the set target of 24. The average time taken is currently showing 23 days however this will be confirmed once the year end reconciliation processes are completed. The target for 2018-19 will be reviewed and set thereafter.

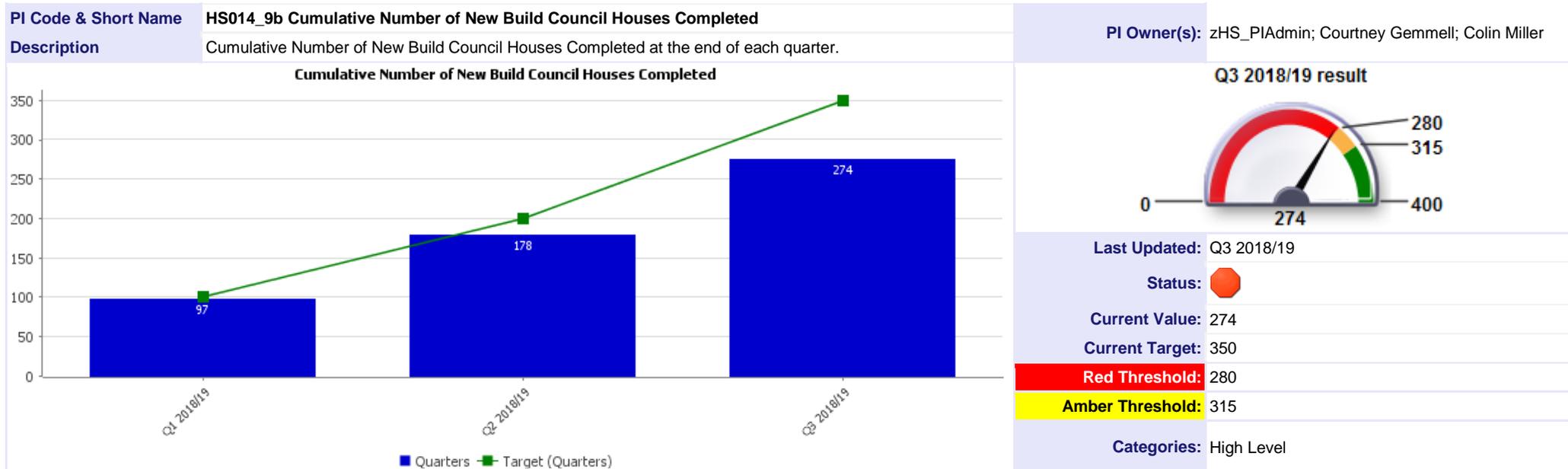
In February 2018 (25.4) is an improvement on the previous month in the number of days to let a property however slightly above the set target of 24 and significantly higher than the (18.3) reported in February 2017. Service continues to closely monitor void performance and working with Building Services to have houses repaired and let as quickly as possible.

In January 2018 (35.5), significant increase in the average number of days to let a property from the previous month, and significantly higher than (30.1) reported in January 2017. On reviewing the void situation with area housing managers and Building Services manager the key reasons for the increase is attributed to no one single factor but key points highlighted are - an increase time this period for fabric surveys, refusal of properties and time to re- allocate, resources over December and festive period that resulted in vacant houses taking longer to be dealt with under repair and to be let. January also saw a spell of poor weather conditions that restricted staff to progress with void activity. Joint meetings held to regularly review void position ongoing.

In December 2017 (21.4) slight increase however below target set.

The targets for 2018/19 are set to fluctuate during the year based on trends we recognise in delivering the letting service. The target is set at 23 days for most months. A marginally higher target has been set over summer and winter based on trends we recognise during these months of the year. The service anticipates an increase in re-lets during the year due to the allocation of new build homes and the baseline target of 23 days has been set based on last year's performance and to continue to challenge the effectiveness of the letting service.

PI Code & Short Name	HQSSAT2006_6a.7 Housing Options Survey - rate the overall quality of the service	PI Owner(s):	zHQSHOM_PAdmin; AnnMarie Carr; Kirsty McDonald																				
Description	The service aims to improve customer satisfaction with the overall quality of the service provided. This information is used to analyse overall good or excellent results. Information is collected from e survey on a quarterly basis. Customers complete this survey at the end of a housing options interview.		Q3 2018/19 result 																				
<p align="center">HQSSAT2006_6a.7 Housing Options Survey - rate the overall quality of the service</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>97.5%</td> <td>85%</td> </tr> <tr> <td>Q3 2017/18</td> <td>100%</td> <td>85%</td> </tr> <tr> <td>Q4 2017/18</td> <td>100%</td> <td>85%</td> </tr> <tr> <td>Q1 2018/19</td> <td>83.3%</td> <td>85%</td> </tr> <tr> <td>Q2 2018/19</td> <td>96.82%</td> <td>85%</td> </tr> <tr> <td>Q3 2018/19</td> <td>100%</td> <td>85%</td> </tr> </tbody> </table>		Quarter		Performance (%)	Target (%)	Q2 2017/18	97.5%	85%	Q3 2017/18	100%	85%	Q4 2017/18	100%	85%	Q1 2018/19	83.3%	85%	Q2 2018/19	96.82%	85%	Q3 2018/19	100%	85%
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Q1 2018/19	83.3%	85%																					
Q2 2018/19	96.82%	85%																					
Q3 2018/19	100%	85%																					
<p>Trend Chart Commentary</p> <p>Q2 2018/19 performance has improved and satisfaction with the service has increased to 96.8% on a return 61 surveys. Performance will continue to be monitored and target will be increased in quarter 3 if performance continues at current level.</p> <p>Q1 2018/19 performance has reduced to 83.3% , analysis of responses will be carried out to identify any issues which may inform service improvement</p> <p>Q4 of 2017/18 shows overall 100% satisfaction with the service provided and target was met</p> <p>Q3 2017/18 responses have dropped although at 100% and this is now being addressed with the team to identify ways to increase the overall results returned.</p> <p>The first results, Q2 2017/18, are very positive and show that 97.5% of customers were either satisfied or very satisfied with the overall service.</p> <p>Target has been set at 85%</p> <p>Q2 2018/19 96.8% of responses rated the service as excellent or good</p> <p>Q1 2018/19 83.3% of responses rated the service as excellent or good</p> <p>Q4 2017/18 100% of responses rated the service as excellent or good</p> <p>Q3 2017/18 100% of responses rated the service as excellent or good</p> <p>Q2 2017/18 97.5% of responses rated the service as excellent or good</p> <p>Target 85%</p>																							



Trend Chart Commentary

The annual target for new build completions in 2018/19 is 540 units.

We would expect 100 units in Q1, 200 units by Q2, 350 units by Q3 and the 540 target reached by the end of Q4. This has been calculated using both historic performance along with taking into account factors during 2018/19 which will impact performance.

In Quarter 1, there were 97 new build completions across 5 new build sites. This is good performance against the Q1 target of 100 handovers.

In Quarter 2, there were 81 additional handovers across 6 sites bringing the total to 178 completions. This is 22 units shy of the Q2 target. This can partly be attributed to a delay in handovers at Almondell Calderwood, as the developer has not been able to finalise the road surface and install street lighting which is causing delay to the handover of 30 units.

In Quarter 3, there were 96 new build completions which brings the total completions to 274. The target for Q3 was 350, therefore there is a shortfall of 76 units. The shortfall can partly be attributed to a delay in handovers at Almondell Calderwood, as the developer has not been able to finalise the road surface and install street lighting which is causing delay to the handover of 30 units. Furthermore, there has been an issue with levels and drainage at Wester Inch delaying handover of 46 units. If both of these sites had completed on time the quarterly target would have been reached. West Lothian Council continue to monitor this with the contractor.

Service for the Community PDSP 05/02/19 (A/S 29/01/19)				
1	Finance	Housing Capital Investment Programme 2019/20 to 2022/23	Annually	Graeme Struthers
2	Finance	Housing Revenue Account and Rent Levels 2019/20 to 2022/23	Annually	Graeme Struthers
3	Community Safety	Community Safety Performance Report (Q3)	¼	Alison Smith
4	Performance and Change	HCBS Performance Report (Q3)	¼	Sarah Kelly
5	Performance and Change	Rental Exchange Scheme	Once	Sarah Kelly
6	Housing Need	Property Turnover Report (Q3)	¼	Katy McBride
7	Housing Strategy	Affordable Housing Update	¼	Colin Miller
Council Executive 26/02/18 (A/S 18/02/19)				
Culture & Leisure PDSP (Customer Services) 28/02/19 (A/S 21/02/19)				
1	Customer & Community Services	Libraries Update- Book week Scotland	Bi-annual	AnneMarie Vance
Services for the Community PDSP 19/03/18 (A/S 12/03/19)				
1	Scottish Fire and Rescue	Performance Report Q3 18/19	¼	David Lockhart
2	Police Scotland	Performance Report Q3 18/19	¼	Adam Smith/ Alun Williams

Council Executive 26/03/19 (A/S 18/03/18)

Partnership & Resources PDSP (Customer Services) 05/04/19 (A/S 29/03/19)

Council Executive 23/04/19 (A/S 15/04/19)

Services for the Community PDSP 07/05/19 (A/S 30/04/19)

1	Community Safety	Community Safety Performance Report (Q4)	¼	Alison Smith
2	Performance and Change	Management Plan	Annually	Sarah Kelly
3	Performance and Change	HCBS Performance Report (Q4)	¼	Sarah Kelly
4	Housing Strategy	Affordable Housing Update	¼	Colin Miller
5	Housing Need	Property Turnover Report (Q4)	¼	Katy McBride
6	Building Services	Repairs Responsibilities	Once	Grant Taylor

Council Executive 21/05/19 (A/S 13/05/19)

Partnership & Resources PDSP (Customer Services) 07/06/19 (A/S 30/05/19)

Council Executive 11/06/19 (A/S 03/06/19)

Culture & Leisure PDSP (Customer Services) 20/06/19 (A/S 13/06/19)

1	Customer & Community Services	Libraries TYC Proposals	Once	Ralph Bell
2	Customer & Community Services	CIS Reduction in Hours TYC Proposals	Once	Ralph Bell
3	Customer & Community Services	Libraries Update	Bi-annual	AnneMarie Vance

Council Executive 25/06/19 (17/06/19)
