West Lothian Council

Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

21 May 2015

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, Civic Centre, Livingston** on **Tuesday 26 May 2015** at **2:00pm**.

For Chief Executive

BUSINESS

Public Session

1.   Apologies for Absence

2.   Order of Business, including notice of urgent business

3.   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.

4.   Confirm Draft Minute of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 21 April 2015 (herewith)

5.   Scrutiny of Scottish Fire and Rescue Performance Framework - Report by Head of Housing, Construction and Building Services (herewith)

6.   Scottish Fire and Rescue Strategic Plan 2016-2019 - Report by Head of Housing, Construction and Building Services (herewith)

7.   Service Level Agreement Between West Lothian Council and Police Scotland - Report by Head of Housing, Construction and Building Services (herewith)

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

9.   2014/15 Annual Return On the Charter - Report by Head of Housing, Construction and Building Services (herewith)

10.   Property Turnover January to March 2015 - Report by Head of Housing, Construction and Building Services (herewith)

11.   Workplan (herewith)

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

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, CIVIC CENTRE, LIVINGSTON, on 21 APRIL 2015.

Present – Councillors George Paul (Chair), Harry Cartmill, Lawrence Fitzpatrick, John McGinty, John Muir

Apologies – Alison Kerr (Tenants Panel Representative)

Absent – Frank Anderson

In Attendance – Chief Inspector Paul Cameron and Superintendent Angus MacInnes (Police Scotland); Gary Laing and Martin Riach (SFRS); Jessie Duncan (Tenants Panel Representative).

1.   DECLARATIONS OF INTEREST

        There were no declarations of interest made.

2.   MINUTE

        The Policy Development and Scrutiny Panel approved the minute of its meeting held on 3 March 2015. The minute was then signed by the Chair.

3.   SCRUTINY OF SCOTTISH FIRE AND RESCUE PERFORMANCE FRAMEWORK

        A report had been circulated by the Head of Housing, Construction and Building Services updating the Panel on the performance framework which would be used to enable members to scrutinise the work of the Scottish Fire and Rescue Service in West Lothian for the period 1 April – 31 December 2014.

        Prior to presenting his report, Local Senior Officer Gary Laing introduced the Panel to his colleague, Martin Riach.

        The Panel was reminded that within the Local Fire and Rescue Plan for West Lothian 2014-2017, seven objectives for the local Fire and Rescue Service to work towards had been identified as follows:-

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

        The report contained performance information on the six key performance

indicators where the service used quantative data to measure performance.

A number of questions were raised by Panel members and these were dealt with by Gary Laing and Martin Riach. The Panel heard details of a new policy aimed at reducing the number of false alarms due to equipment failure.

Decision

To note the terms of the report.

4.   SCOTTISH FIRE AND RESCUE SERVICE RESOURCE BASED CREWING ARRANGEMENTS

A report had been circulated by the Head of Housing, Construction and Building Services providing the Panel with an update on the way the Scottish Fire and Rescue Service (SFRS) deployed its resources through a Resource Based Crewing (RBC) model in West Lothian.

The Local Senior Officer presented the report, recalling that on 26 August, members of the Panel were advised of the introduction of a RBC model at Bathgate Fire Station for the crewing of the specialist appliance (ISU) that was stationed there. It had been agreed at that meeting that a review report would be provided to the Panel following six months of the introduction of Resource Based Crewing Arrangements. Appendix 1 to the report contained detailed information of the model deployment and the impact this had had on service delivery.

The Panel noted that in the period 1 September 2014 to 28 February 2015, the ISU had been mobilised 13 times to incidents in the West Lothian area in comparison to 47 times in the period 1 January to 31 July 2014. This reduction was as a result of changes that had been made to mobilising protocol for the ISU, where it was mobilised automatically to incidents where the equipment that it carried could be used for life saving purposes and 'on request' to all other incident types. The report went on to provide additional information concerning the 13 mobilisations of the ISU.

The Local Senior Officer concluded that, with the introduction of RBC at Bathgate Fire Station, there had been no significant reductions to frontline emergency service delivery in the Bathgate and West Lothian areas, as the physical resources (appliances) had remained in place and unchanged.

Finally, the Panel noted that the information before the Panel would be provided to the Council's Local Area Committees and to Bathgate Community Council.

In response to a question raised, the Local Senior Officer undertook to provide the Panel with further information concerning the 13 mobilisations of the ISU and the need for additional resources from the City of Edinburgh.

Decision

To note the terms of the report.

5.   SCRUTINY OF POLICE PERFORMANCE FRAMEWORK

A report had been circulated by the Head of Housing, Construction and Building Services updating the Panel on the performance framework which would be used to enable members to scrutinise the work of the Police Scotland in West Lothian for the period 1st April 2014 to 28 February 2014.

Chief Inspector Paul Cameron presented the report, providing additional information in relation to the following priorities:-

Priority 1 –   Protecting People
Priority 2 –   Reducing Antisocial Behaviour
Priority 3 –   Reducing Violence
Priority 4 –   Tackling Substance Misuse
Priority 5 –   Making Our Roads Safer
Priority 6 –   Tackling Serious Organised Crime
Priority 7 -   Tackling Acquisitive Crime

The Chief Inspector highlighted a number of areas where detection rates had significantly increased.

Questions raised by Panel members were then dealt with by the Chief Inspector and Superintendent Angus MacInnes.

In particular, it was noted that a further paper would be circulated by Police Scotland with updated performance figures, including information on Stop and Search (broken down by age group).

The Panel also heard that an analysis of complaints against Police Scotland was being developed and officers would consider how to bring this information to future meetings of the Panel.

Decision

To note the terms of the report.

6.   ARREARS PERFORMANCE - PRESENTATION

Elaine Byrne, Performance and Change Manager, gave a presentation on rent arrears levels at 21 April 2015.

It was noted that:-

- Arrears had fallen by £182k in 2014/15

- For the first time in three years, lower arrears value at end of

financial year than start

- 72% of tenants had clear or credit rent account

- Arrears caseload lowest point in three years.

- 'Serious' cases down 14% in 12 months

- Positive benchmarking results

- Additional DHP applied for 2013/14 legacy bedroom tax cases

The Performance and Change Manager informed that the Multi Service Task Group would continue and quarterly update reports would be provided to the Policy Development and Scrutiny Panel.

Decision

1. To note the presentation providing details of rent arrears; and

2. To note the positive Rent Campaign outcomes and to convey congratulations to all staff involved in the campaign.

7.   PROGRESS ON COMMUNITY SAFETY

A report had been circulated by the Head of Housing, Construction and Building Services informing the Panel on the strategic development of Community Safety in West Lothian and other local and national developments. The report also included performance information from the Community Safety Unit on the Safer Neighbourhood Teams and the Out of Hours Noise Nuisance Team for the period January to March 2015.

Appendix 1 to the report showed statistical returns from the Council's Safer Neighbourhood Team and Out of Hours Noise Nuisance Officers.

In response to a question raised concerning abstraction/sickness information, the Panel was informed of the development of a Service Level Agreement with Police Scotland. This would be brought to a future meeting of the Panel.

In relation to the information provided in Table 1.3 within Appendix 1, officers undertook to provide Panel members with an analysis of Closed Cases.

It was recommended that the Panel note the developments of partnership working in the field of community safety and to note the performance information detailed in the report.

Decision

To note the terms of the report.

8.   MEETING THE SCOTTISH HOUSING QUALITY STANDARD (SHQS)

A report had been circulated by the Head of Housing, Construction and Building Services outlining the position in relation to compliance with the SHQS.

The Panel was informed that 99.99% of stock complied with the SHQS as at 31 March 2015. This equated to 1 house failing. This house was in Armadale, where structural issues, thought to have been remedied some years ago, had recently re-occurred.

A detailed SHQS position and breakdown was attached as Appendix 1 to the report.

The Panel was informed that, due to deterioration over time, some properties would fall below the SHQS level. The council would therefore continue to invest in the condition of the stock.

On 1 April 2015, the Scottish Government had announced that meeting SHQS was now a requirement for social landlords, rather than a target.

A new standard called the 'Energy Efficiency Standard for Social Housing' (EESSH) had been introduced by Scottish Government in 2014. Social landlords would be expected to meet the standard by 2020. A link to the relevant website was provided in the report.

It was recommended that the Panel:-

- note that 99.99% of WLC housing stock met the SHQS standard as at 31 March 2015; and

- note that, on 1 April 2015, Scottish Government had announced that SHQS was a requirement for social landlords, rather than a target.

Decision

To note the terms of the report.

9.   SECOND CONSULTATION ON A NEW TENANCY FOR THE PRIVATE SECTOR

A report had been circulated by the Head of Housing, Construction and Building Services informing the Panel of a second Scottish Government consultation on a new tenancy for the private rented sector.

A proposed response to the consultation was attached as Appendix 1 to the report. A paper was then tabled providing an amendment to the response relating to Question 7(a).

The Head of Housing, Construction and Building Services explained that a number of the key proposals remained unchanged from the first

consultation. These were examined in detail within the report.

The Head of Housing, Construction and Building Services concluded that the new tenancy for the private sector outlined a number of changes designed improve security of tenure for tenants and safeguards for landlords. This would provide improvements to the sector to enable it to function more effectively for both tenants and landlords.

It was recommended that the Panel consider the proposed response to the consultation (Appendix 1 to the report) and note that any comments from the Panel would be reported to Council Executive when it considered the proposed response on 28 April 2015.

Decision

To agree that the report and consultation response, with suggested amendment to Question 7(a), be forwarded to Council Executive for approval.

10.   WELFARM REFORM: QUARTERLY UPDATE REPORT

A report had been circulated by the Head of Finance and Estates informing the Panel of the continuing implications of the ongoing programme of welfare changes.

The report set out the current position in relation to :-

- Discretionary Housing Payment Fund
- Bedroom Tax Legacy Arrears 2013/14
- Scottish Welfare Fund
- Universal Credit

The Head of Housing, Construction and Building Services concluded that the ongoing welfare changes presented significant challenges to the council's customers, its communities and to the council itself.

As the changes took effect, officers were assessing the cumulative effects in order to develop and shape work going forward. The results of this work would continue to be reported to elected members via the PDSP process and relevant action would be proposed by the council and partners to address issues arising.

Decision

To note the terms of the report.

11.   HOUSING,   CONSTRUCTION   AND   BUILDING   SERVICES
MANAGEMENT PLAN 2015/16

A report had been circulated by the Head of Housing, Construction and Building Services attaching a copy of the 2015/16 Management Plan for Housing, Construction and Building Services.

The Panel was informed that the Management Plan took account of corporate objectives, the single Outcome Agreement, the efficiency agenda, and the agreed level of budgetary provision.

It was noted that tenant representatives had been consulted on the performance targets and actions for 2015/16 and their comments had been incorporated into the final plan.

The Housing, Construction and Building Services Management Plan created a focus for the work of the service during the year. Its delivery would ensure the service continued to deliver high quality, efficient services to the council's customers and would contribute to the strategic aims of the council, enabling the council to meet its obligations.

Decision

To note the report and the 2015/16 Management Plan for Housing, Construction and Building Services.

12.   PERFORMANCE REPORTING

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

The Panel noted that, of the nine performance indicators reported, six were categorised as green, three were amber and there were no red. Each indicator in the appendix displayed the latest note which offered an explanation from the service on current performance levels.

The Panel was asked to note current performance levels and actions being taken to address where current performance was below target.

Decision

To note the terms of the report.

13.   WORKPLAN

A copy of the Workplan for 2015 had been circulated.

Decision

To note the Workplan.

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCRUTINY OF SCOTTISH FIRE AND RESCUE PERFORMANCE FRAMEWORK

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A.   PURPOSE OF REPORT

This report is to update Panel Members on the performance framework which will be used to enable members to scrutinise the work of the Scottish Fire and Rescue Service in West Lothian for the period year to date, 1 April 2014 – 31 March 2015.

B.   RECOMMENDATION

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

C.   SUMMARY OF IMPLICATIONS

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

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Partners, Elected Members.

D.   TERMS OF REPORT

As members will be aware a Police Scotland and Fire and Rescue Service for Scotland was established on 1st April 2013. Both Police and Fire and Rescue service have produced local police plans and local fire and rescue plans for 2014 - 2017 which have both been considered by PDSP and agreed by the Council Executive.

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

Council Executive has agreed that the monitoring of performance against the plans will be reported and considered on a quarterly basis by the Services for Community Policy Development and Scrutiny Panel. This report covers the period from 1 April 2014 – 31 March 2015.

E.   CONCLUSION

This report updates the Panel on the performance framework which will be used to enable members of the Services for the Community Policy Development and Scrutiny Panel (PDSP) to scrutinise the work of the Scottish Fire & Rescue Service. This report provides information on the SFRS prevention, protection and operational response activities in West Lothian during 2014-2015.

F.   BACKGROUND REFERENCES

Consultation on the Fire and Rescue Framework for Scotland 2014 - 2017, Services for the Community PDSP 25 February 2014.

Appendices/Attachments: 2

G.   Contact Person:

Alistair Shaw, Head of Housing Construction and Building Services.

Date of meeting: 26 May 2015

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Appendices

Appendix 1

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

A primary activity related to improving the safety of our communities is the carrying out of home fire safety visits. Evidence identifies that dwelling fires occur more frequently in those premises that are occupied by those who are most vulnerable such as the elderly and those with drug and alcohol dependencies.

As such, the focus of our Home Fire Safety Programme continues to focus on those premises identified as 'high' or 'medium' risk.

Home Fire Safety Programme visits completed Year to Date (YTD)

Year to Date Activity	Low	Medium	High	TOTAL
Total HFSVs	272	637	867	1776

During this reporting period, SFRS continue to work with multi-agency partners including social work, housing, NHS and West Lothian Telecare providers in order to target those most vulnerable within our communities.

We continue to develop new Home Safety Visit referral pathways.

As part of the SFRS commitment to safeguarding individuals, frontline SFRS staff submitted a number of 'Adult Protection' forms and also a 'Child Protection' form to our partners within the Social Work Department.

SFRS continue to focus on preventative approaches with partners and continue to improve on the quality and quantity of Home Fire Safety Visits requested and conducted.

Additional partnership activities carried out included Bogus Callers day in Livingston, Emergency Services open day at Livingston Fire Station, Blackburn Young Mothers Fun Day and Adult Protection Day.

Various community groups, such as Carers of West Lothian, Bathgate Strike Group & Broxburn family unit received valuable fire safety advice through presentations delivered by the Community Action Team.

Operational crews carried out PDIR activities engaging with communities after attending incidents.

Appendix 2

Reduction of 'All deliberate fires'

Tasking and Coordinating Group

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

This methodology enables immediate interventions to emerging issues and is evidencing positive outcomes for partners.

Youth Engagement

During this reporting period, SFRS delivered a 'Targeted Schools Programme', which focussed on deliberate fire setting and reducing fire related anti-social behaviour. This programme was delivered to P6 and S1 pupils from the targeted schools.

This process relied on effective multi-agency partnership working and primarily focussed on reducing deliberate fire setting and fire related anti-social behaviour to support the "Spring Season Thematic Action Plan (TAP).

We also delivered a Cooldown Crew course for pupils of Bathgate Academy and St Margarets High.

Station visits were carried out for local residents and youth groups across the area and one to one firesetter interventions were completed for known firesetters.

Spring Season Thematic Plan

In order to minimise seasonal operational demand and ensure the safety of people who live, work and visit Scotland during the peak spring period a local 'Spring Thematic Action Plan' (TAP) was devised and delivered from 2nd March and continues into the 27th April.

Statistical evidence indicates an increase in outdoor fires during early spring and extending into the school's Easter holiday period.

This TAP relies on effective multi-agency partnership working and primarily focusses on reducing deliberate fire setting and fire related anti-social behaviour. This included initiatives aimed at preventing fires within derelict properties, grassland fires and fires involving refuse and wheelie-bins.

Appendix 3

Reduction of 'All non domestic fires'

<u>Fire Safety Enforcement Activity</u>

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

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

Audits activity Year to Date 2014

FSEC Code	Premises Type	Number of premises in Local Authority area as of 31 March 2014	Number of premises subject to pre-planned audit 2014*	Number of premises audited 2014 YTD	% of Target Premises achieved YTD**
A	Hospital	10	10	10	100%
B	Care Home	46	46	46	100%
C	House of multiple occupation (HMD) Tenement	55	11	13	118%
E	Hostels	6	1	4	400%
F	Hotels	32	4	5	125%
H	Other sleeping accommodation	251	6	6	100%
J	Further Education	8	0	1	200%
K	Public Building	45	0	16	1600%
L	Licenced Premises	272	0	37	3700%
M	Schools	185	0	22	2200%
N	Shops	709	9	32	355%
P	Other premises open to public	161	0	16	1600%
R	Factories & Warehouses	245	0	29	2900%
S	Offices	383	0	13	1300%
T	Other Workplace	988	3	3	100%
	Total	**3394**	**90**	**253**	**281%**

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

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

Enforcement/Prohibition Notices

No enforcement or prohibition notices have been served this year within the West Lothian area.

Thematic Auditing

A number of Thematic Audits were carried out in Schools and Public Buildings during this reporting period.

During this period, a number of Licenced Premises were audited as part of the West Lothian 'Best Bar None' programme.

Appendix 4

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

Road Safety presentations 'Make it or Break it' were offered to all high schools across the area and have been delivered to pupils at Bathgate Academy during this period.

Appendix 5

Reduction of 'False Alarm - Equipment failure'

UFAS fall into a range of categories that include. Malicious, Failure of Equipment and Good Intent. The graphs below provide a breakdown of UFAS incidents the SFRS attended by category.

NB – The graphs below provide statistics collated on a monthly basis.

Malicious
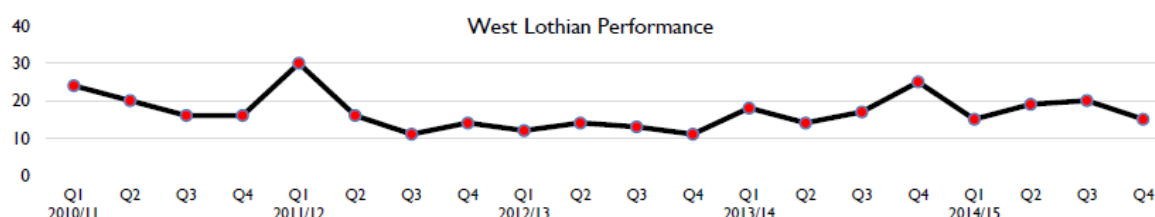
Equipment Failure
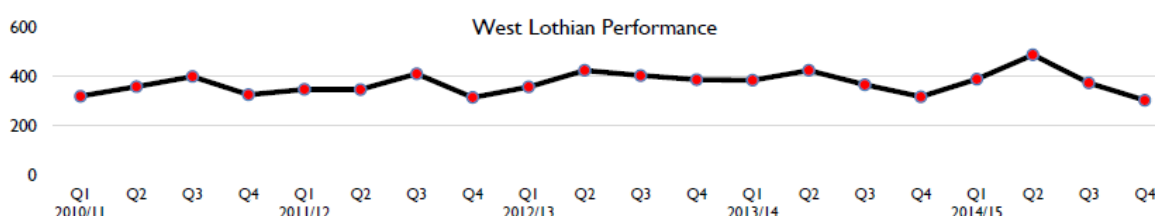
Good intent
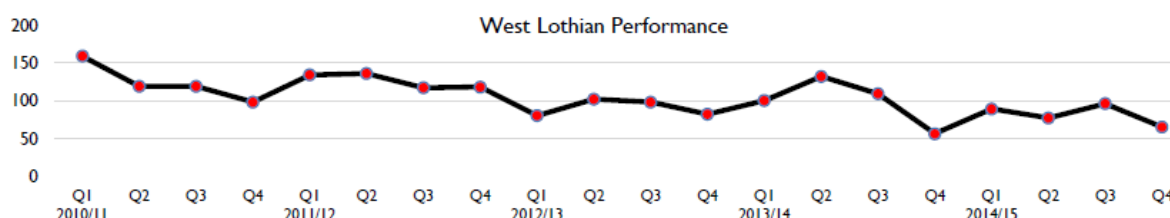
During this period, SFRS introduced a new 'Unwanted Fire Alarm Signal' policy. This policy sets out a management process for addressing unwanted fire alarms with premises. Through a staged approach to dealing with offender premises, SFRS aims to work with premises in order to identify and reduce UFAS calls.

As part of this process, local Fire Safety Enforcement Officers have engaged with a number of premises in relation to UFAS calls.

Glossary

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

CPP
Community Planning Partnership

Deliberate Fire
Fires where deliberate ignition is suspected

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

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

Major/Notable Events
All fires resulting in a fire fatality
Incidents requiring the involvement of a SFRS Gold Commander
Spate conditions that involve multiple incidents putting one or more regions under pressure
Large scale incidents where inter-area specialist resources have been requested
Large scale incidents where a multi-agency response is required
Any serious incident of a political or contentious nature that may attract media attention

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

RTC
Road Traffic Collision

SOA
Single Outcome Agreement

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

Special Services
Special Services are non-fire incidents requiring the attendance of an appliance or officer. The Fire (Scotland) Act 2005 placed a statutory duty on FRS to attend fires and road traffic

accidents. It also included an additional function order that covers non-fire incidents such as rescues from collapsed buildings or serious flooding

UFAS
Unwanted Fire Alarm Signals

Year to Date (YTD)
Year to date is calculated from 1st April on the reporting year.

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

Seasonal Community Safety Calendar 2015

LOCAL PLAN PERFORMANCE REPORT
FOR WEST LOTHIAN

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Year To Date Report , 1st April – 31st March, 2015

Working together
for a safer Scotland

West Lothian
Council

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Introduction

This performance report provides information on our prevention, protection and operational response activities within the West Lothian area during 2014/15.

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

The national priorities for the Scottish Fire and Rescue Service (SFRS) are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2013-2016 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

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

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

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

Priority 1. Local Risk Management and Preparedness

Priority 2. Reduction of Accidental Dwelling Fires

Priority 3. Reduction in Fire Casualties and Fatalities

Priority 4. Reduction of Deliberate Fire Setting

Priority 5. Reduction of Fires in Non-Domestic Property

Priority 6. Reduction in Casualties from Non-Fire Emergencies

Priority 7. Reduction of Unwanted Fire Alarm Signals.

Area Manager Gary Laing
Local Senior Officer for Falkirk & West Lothian
Gary.laing@firescotland.gov.uk

Performance Summary

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

| Key performance indicator | Apr to (& incl.) Mar | | | | | RAG rating |
	2010/11	2011/12	2012/13	2013/14	2014/15	YTD
All accidental dwelling fires	176	150	179	164	156	🟢
All fire casualties (fatal & non-fatal (incl. p/c's))	47	66	59	29	32	🔴
All deliberate fires	1038	869	498	608	551	🟢
Non domestic fires	98	103	75	82	88	🔺
Special Service Casualties - All	76	101	118	81	100	🔴
False Alarms - All	1972	1993	1982	1962	1946	🟢

RAG rating - KEY		
🔴	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
🔺	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
🟢	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

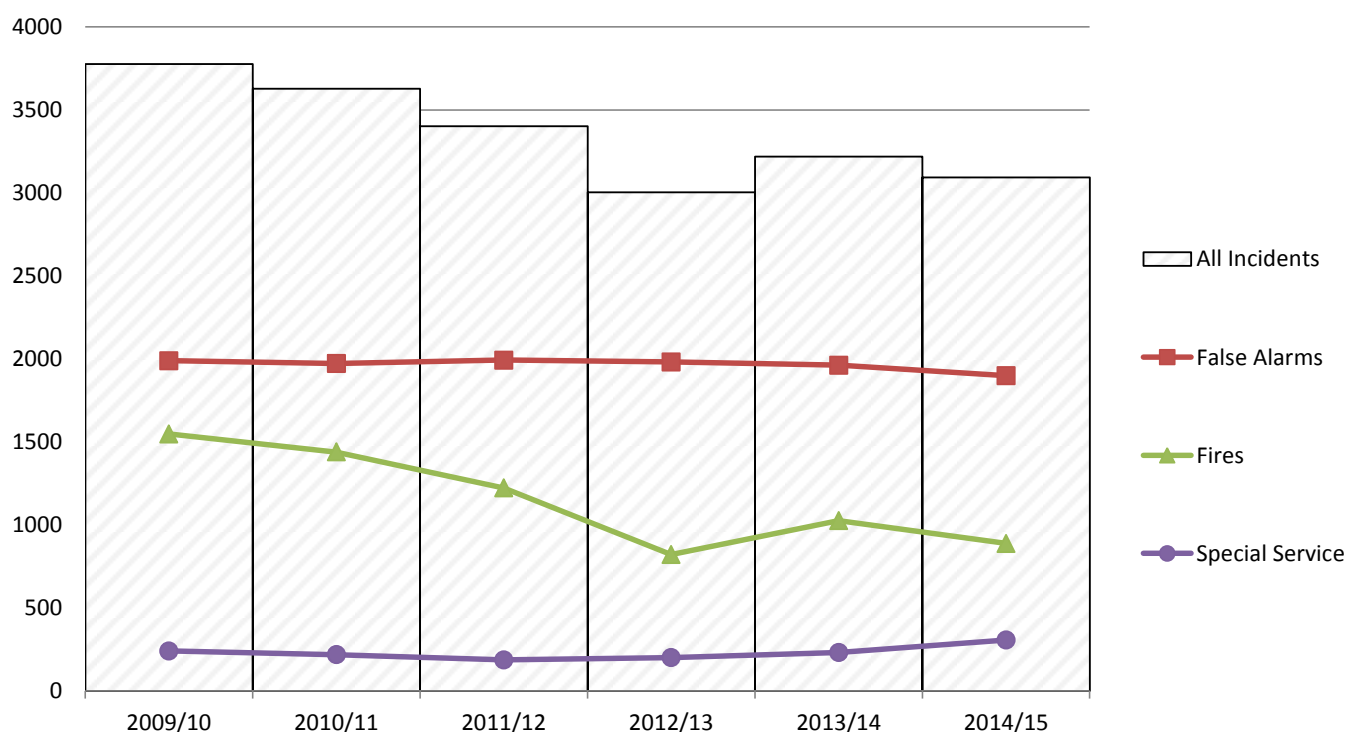| Note |
|---|
| Quarterly comparison RAG Rating = the reporting period compared to the average of the three previous quarterly reporting periods.

 Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year. |
| Incident Overview |
| During 2014/15, SFRS responded to a total of 3263 incidents within the West Lothian area.

 This is a reduction of 38 incidents representing 1.15% when compared to 2013/14. |

The chart below illustrates incidents YTD attended within West Lothian council over the last 6 fiscal years

Progress on local fire & rescue plan priorities
Local Risk Management and Preparedness

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

We said we would:

• train our staff to deal with our local risks

• gather and analyse risk information

• work with partners to mitigate risks

• deal with major events.

Train our staff to deal with our local risks

Our operational staff have continued to undertake routine and risk specific skill acquisition and maintenance training.

During 2014/15 all firefighters have participated within the Maintenance Phase Development Planner for firefighters. Completed modules during the year to date period are based around incidents involving: Chemicals, Commercial & Office Property, Lifts & Escalators, Rural Areas, Water & Flooding, Railways, Height, Flammable Liquids & Gases, High Rise Buildings, Collapsed Structures, Petro Chemicals, Explosives and Community Safety.

Gather and analyse risk information

Our operational staff continue to gather and analyse local risk information and operational intelligence which is used in our preparations to resolve incidents.

We conduct Post Incident Debriefs through the use of a Structured Debriefing process, to identify any lessons that can be learned from our preparedness and response to emergency events.

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

Work with partners to mitigate risks

We continue to be an active member of the Lothians and Borders Local Resilience Partnership.

We share information with local authority partners and other key stakeholders (e.g. Police Scotland) to ensure emergency event risks are mitigated.

Deal with major events

During this reporting period SFRS did not respond to any major fire events or significant emergcency events.

6

Reduction of 'All accidental dwelling fires'

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction. Reduction of Accidental Dwelling Fires contributes to the West Lothian CPP Single Outcome Agreement, SOA1304_14 Number of accidental dwelling fires per 100,000 population.

Results

We aim to reduce Accidental Dwelling Fires in West Lothian by 2% per year, which contributes towards the SFRS target of reducing Accidental Dwelling Fires by 10% per year, over a three-year rolling period. The target for 2014/15 was 160, we achieved 156. We have seen a 4.9% decrease in incidents attended compared to 2013/14 (2013/14 164 incidents, 2014/15 156 incidents, a decrease of 8 incidents). The long term trend based upon incidents/10,000 population is now moving lower than the Scotland and lower than a comparable local authority area.

Reasons

There has been a marked drop in incidents since Q3 2014/15. From analysing the causes of these incidents, it has been identified that nearly 61% were cooking related, 18% were electrical faults and 16% were due to combustibles articles being too close to a heat source.

Actions

The Post Domestic Incident Referrals (PDIR) target areas where accidental dwelling fires have occurred and are intended to reassure the local neighbourhood and prevent further incidents occurring in the surrounding area.The number of HFSV undertaken in private dwellings in West Lothian in 2014/15 was 1776.
Appendix 1 provides further details on our prevention activities in relation to this priority.

Five year data for West Lothian

YTD Incidents

Reduction of 'All accidental dwelling fires' per10000 head of population
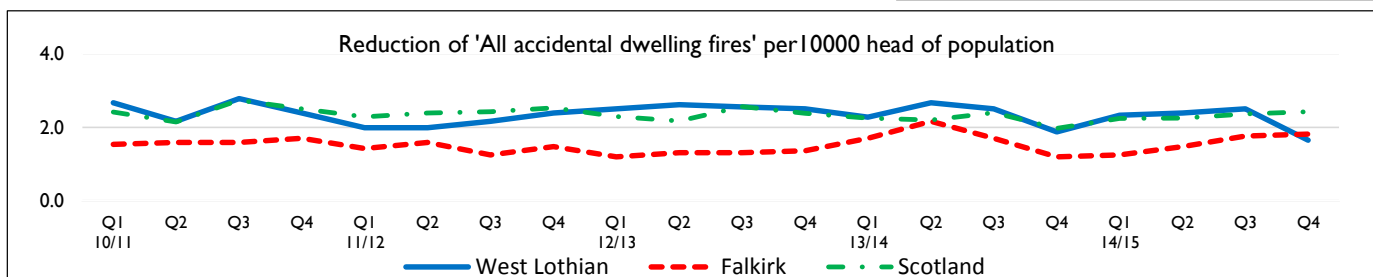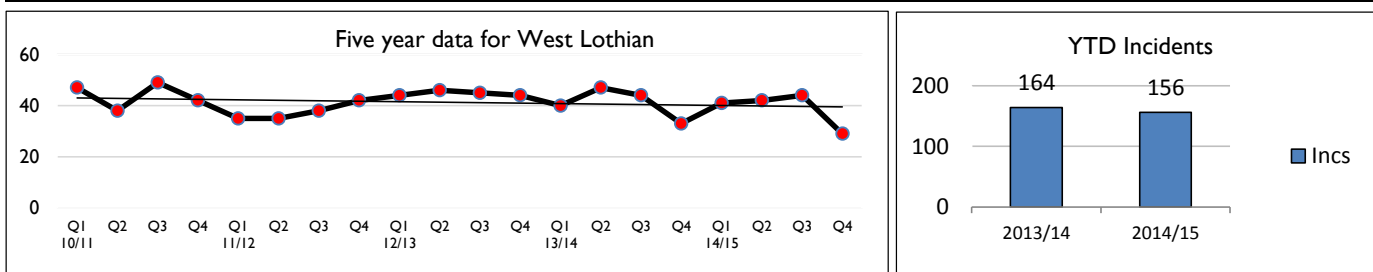
YTD ward ave. for West Lothian - 20	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
West Lothian	176	150	179	164	156	
Linlithgow	11	10	20	18	9	
Broxburn, Uphall and Winchburgh	23	19	19	18	13	
Livingston North	23	17	18	14	14	
Livingston South	15	18	22	18	22	
East Livingston and East Calder	33	22	17	23	14	
Fauldhouse and the Breich Valley	9	15	15	11	13	
Whitburn and Blackburn	29	18	28	31	35	
Bathgate	18	16	29	23	18	
Armadale and Blackridge	15	15	11	8	18	

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

Fire casualty and fatality rates provide an indication of the amount of serious, life-threatening injuries that occur due to fire. This can indicate not only the success of SFRS in reducing the number of life risk fires through community fire safety and similar activities, but also their success in response activity in saving lives.

Results

There were no reported Fire fatalities in West Lothian in 2014/15. We aim to reduce Fire Casualties in West Lothian by 5% per year, which contributes towards the SFRS target of reducing Fire Casualties by 5% per year, over a three-year rolling period. The target for 2014/15 was 28, SFRS in West Lothian attended to 32 fire casualties an increase of 4 casualties up 10% on 2013/14. The long term trend based upon casualties/1,000,000 population is generally going down however showed an increase in Q4 putting West Lothian above the Scottish trendline and that of a camparator local authority.
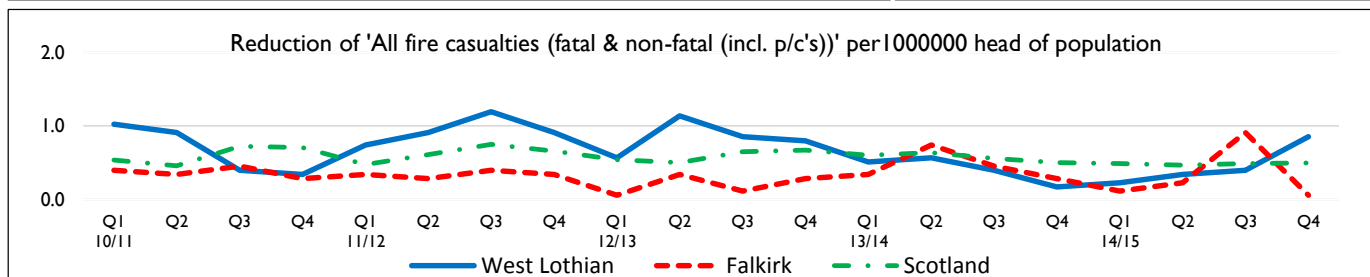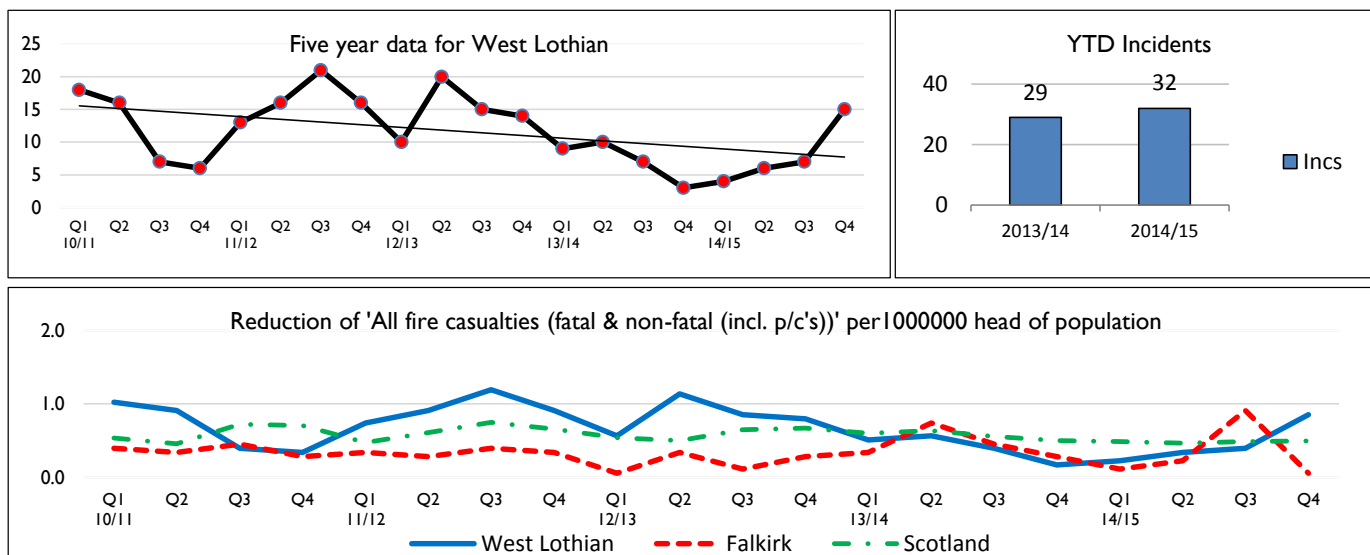
Reasons

The increase in Q4 can be directly attributed to 4 kitchen fires with multiple casualties all suffering slight smoke inhilation. SFRS Home Fire Safety preventative activities focuses upon the need to have an 'Escape Plan' and to 'Get out, Stay out and Call 999'; a targetted approach to the delivery of preventative activities and partnership working to identify and assist those who are 'most at risk from fire'.

Actions

During 2014/15 1776 Home Fire Safety Visits were completed in West Lothian. Based on evidence in Q4 we will target kitchen fires and specifically a chip pan fire initiative going forward.
Appendix 1 provides further details on our prevention activities in relation to this priority.

Five year data for West Lothian

YTD Incidents

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

YTD ward ave. for - 5	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
West Lothian	47	66	59	29	32	
Linlithgow	3	3	4	1	0	
Broxburn, Uphall and Winchburgh	4	2	8	4	2	
Livingston North	4	8	6	1	3	
Livingston South	12	10	5	1	12	
East Livingston and East Calder	5	6	6	4	0	
Fauldhouse and the Breich Valley	2	6	3	2	2	
Whitburn and Blackburn	7	13	18	6	5	
Bathgate	7	4	4	9	7	
Armadale and Blackridge	3	14	5	1	1	

9

10

Reduction of 'All deliberate fires'

Deliberate fire setting is a significant problem for the SFRS in West Lothian. In the main, deliberate fires are secondary fires categorised into either refuse, grassland or derelict buildings incidents. There is a close link between deliberate secondary fires and other forms of anti-social behaviour. Reduction of Deliberate Fire Setting contributes to the West Lothian CPP Single Outcome Agreement, SOA1304_13 Number of deliberate fires per 100,000 population.

Results

We aim to reduce Deliberate Fire Setting in West Lothian by 5% per year. The target for 2014/15 was 577. There were 551 deliberate fire incidents in West Lothian in 2014/15, we exceeded our target by 26 a reduction of 9.3% on 2013/14. The long term trend based upon Deliberate Fire Setting /10,000 population trendline is reflective of a comparator local authority and Scotland, which are all on a downward trajectory.

Reasons

82% of all deliberate fires in 2014/15 were 'deliberate secondary fires', 46% of these involved refuse/bins as the fuel.

Actions

We used a range of methodologies as part of the Autumn Thematic Action Plan to reduce Deliberate Fire Setting. Details of these are provided in Appendix 2.

Five year data for West Lothian

YTD Incidents

Reduction of 'All deliberate fires' per10000 head of population
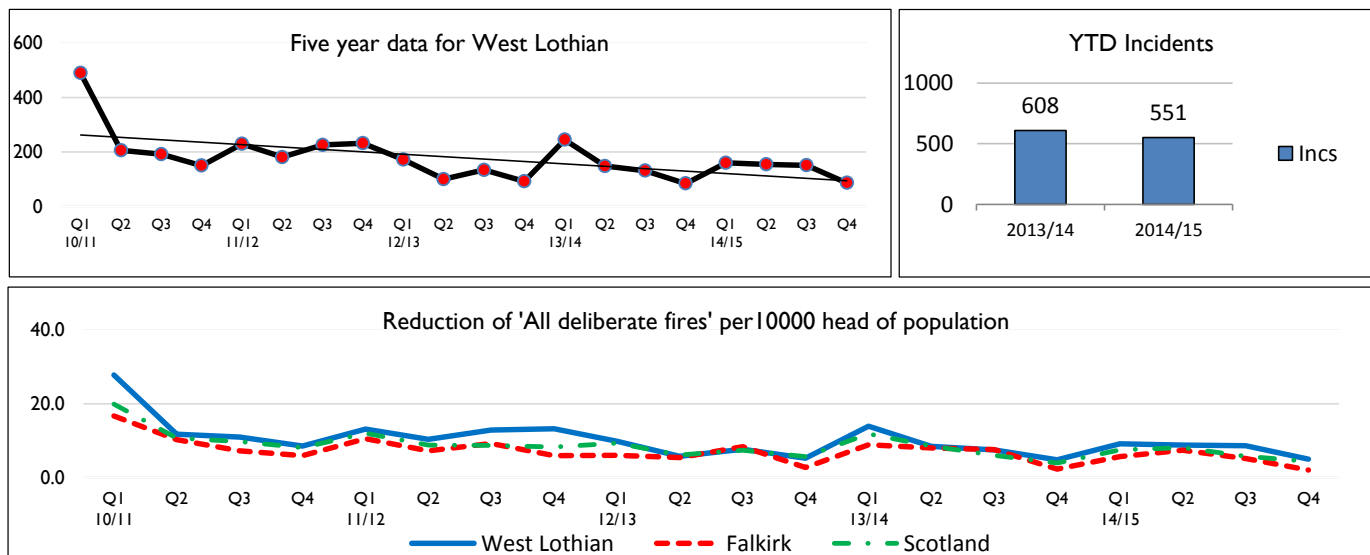
YTD ward ave. for - 115	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
West Lothian	1038	869	498	608	551	
Linlithgow	39	27	12	23	13	
Broxburn, Uphall and Winchburgh	62	47	26	30	58	
Livingston North	142	103	59	63	48	
Livingston South	126	134	66	109	122	
East Livingston and East Calder	146	112	63	106	91	
Fauldhouse and the Breich Valley	156	117	66	73	63	
Whitburn and Blackburn	131	170	55	78	69	
Bathgate	119	99	94	67	38	
Armadale and Blackridge	117	60	57	59	49	

11

Reduction of 'Non domestic fires'

Fires in Non-Domestic Property can have a detrimental affect on the built environment and the prosperity of the local area. Non-domestic fires are classed as fires which took place in buildings that are not domestic households. Reduction of Non Domestic Property contributes to the West Lothian CPP Single Outcome Agreement, SOA1304_13 Number of deliberate fires per 100,000 population.
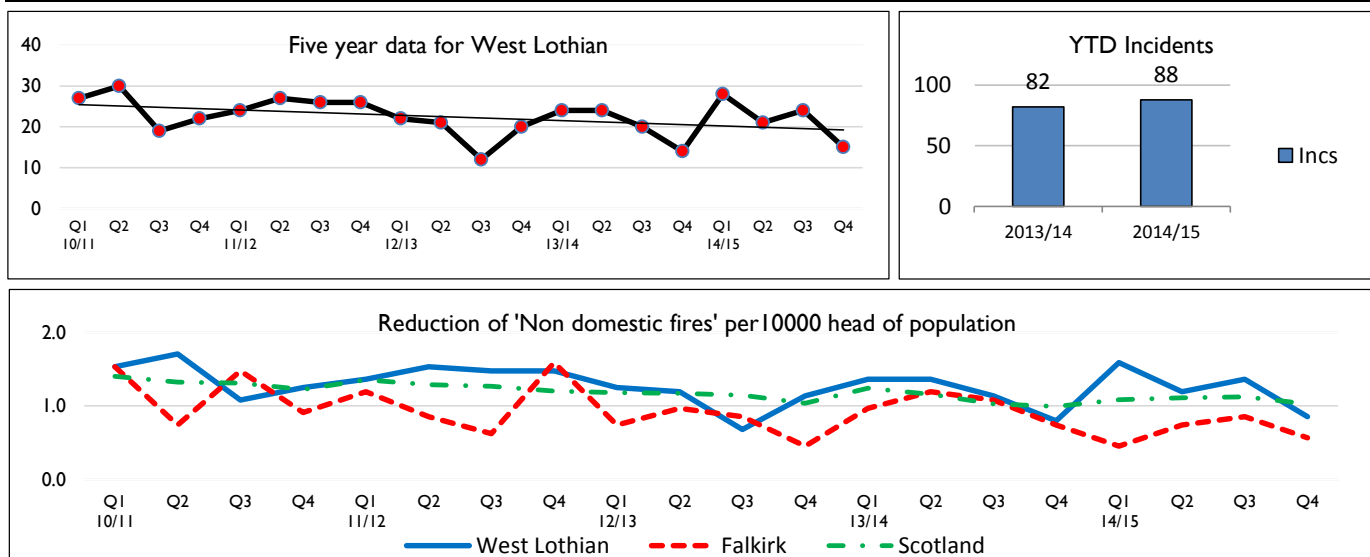
Results

Our target was to reduce Non-Domestic Premises Fires in West Lothian by 3% per year, which contributes to the SFRS target of continually reducing Non-Domestic Premises Fires. The target for 2014-15 was 79. SFRS attended 88 fires in Non-Domestic Premises during 2014/15, this was an increase of 6 fires which equates to a 7% increase from 2013/14 therefore our objective was not achieved. The long term trend based upon Fires in Non-Domestic Property /10,000 population trendline in West Lothian is higher than a camparator local authority but dipping below Scotland.

Reasons

It is difficult to pinpoint why we failed to achieve this target as there are no specific trends emerging from Fires in Non-Domestic Property and it may be part of a natural activity spike as the trend continues to fall.

Actions

We will explore the data fully to target initiatves in this area. Appendix 3 provides further details on our prevention activities in relation to this priority.

Five year data for West Lothian

YTD Incidents

Reduction of 'Non domestic fires' per10000 head of population

West Lothian — Falkirk — Scotland

YTD ward ave. for - 11	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
West Lothian	98	103	75	82	88	
Linlithgow	8	6	5	9	4	
Broxburn, Uphall and Winchburgh	9	7	5	12	11	
Livingston North	10	6	5	3	5	
Livingston South	21	19	20	19	25	
East Livingston and East Calder	13	14	11	5	11	
Fauldhouse and the Breich Valley	13	21	16	13	6	
Whitburn and Blackburn	12	18	6	7	10	
Bathgate	5	8	3	7	11	
Armadale and Blackridge	7	4	4	7	5	

13

Reduction of 'Special Service Casualties - All'

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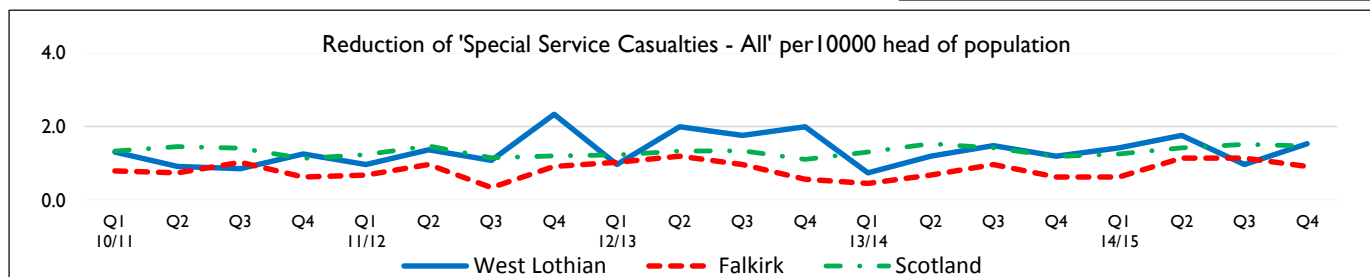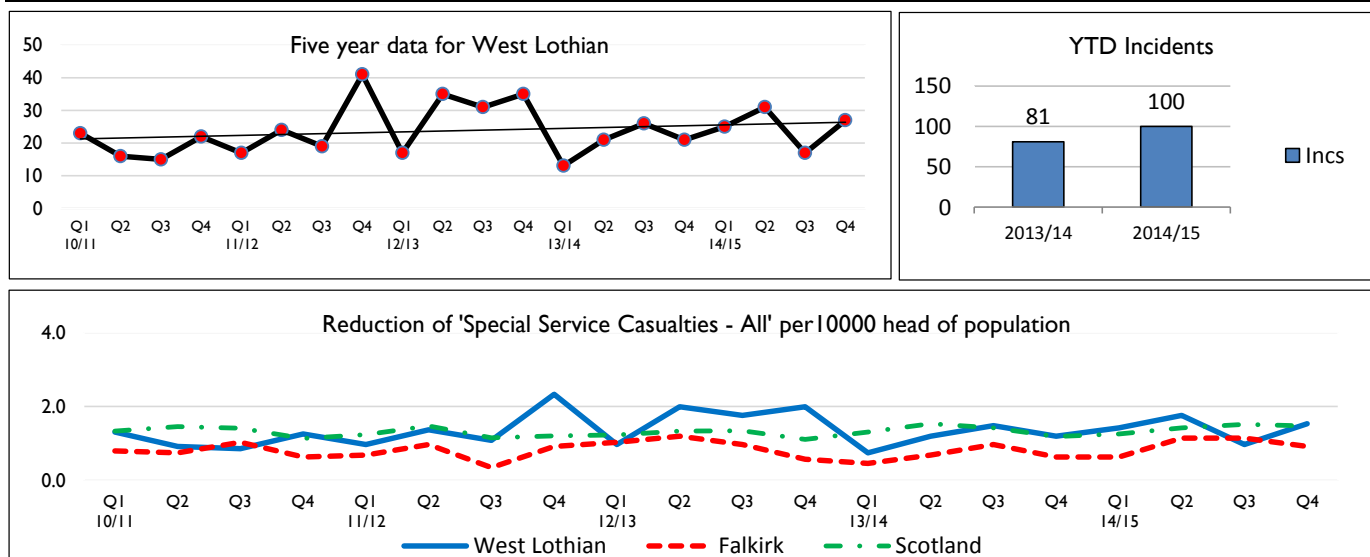
Results

We aim to reduce Casualties from Non-Fire Emergencies in West Lothian by 4% per year, which contributes to the SFRS target of reducing Casualties from Non-Fire Emergencies each year, over a three-year rolling period. The target for 2014/15 was 78, SFRS assisted with100 casualties from Special Services during 2014/15, this is up 19 from 2013/14 an increase of 23%. We failed to achieve this target.

Reasons

During 2014/15, 62 of the 100 Special Service Casualties were as a result of road traffic collisions and 22 were as a result of effecting an entry to assist other agencies. These 22 casualty outcomes could not be changed by the work the FRS carries out.

Actions

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

Five year data for West Lothian

YTD Incidents

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

YTD ward ave. for - 8	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
West Lothian	76	101	118	81	100	
Linlithgow	10	9	5	7	10	
Broxburn, Uphall and Winchburgh	4	3	18	9	8	
Livingston North	3	2	11	7	4	
Livingston South	9	30	13	7	10	
East Livingston and East Calder	6	12	19	15	7	
Fauldhouse and the Breich Valley	4	5	15	8	11	
Whitburn and Blackburn	22	23	15	12	22	
Bathgate	7	11	16	12	11	
Armadale and Blackridge	11	6	6	4	17	

15

16

Reduction of 'False Alarms - All'

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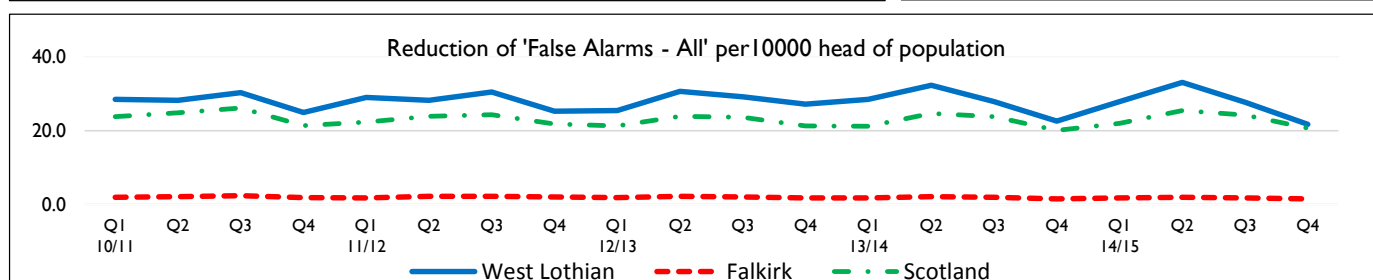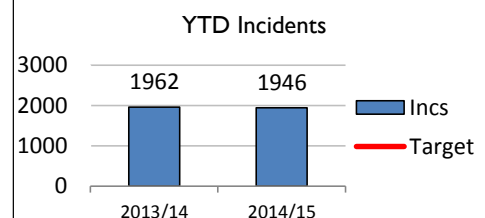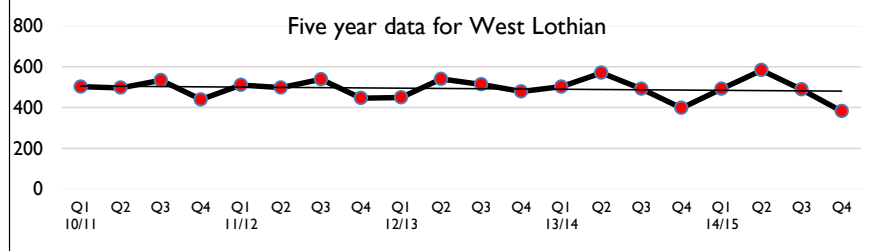
Results

We aim to reduce UFAS in West Lothian by 5% per year. The target for 2014-15 is 1863. SFRS attended 1946 UFAS incidents in West Lothian during 2014/15, this is a reduction of 16 from 2013/14 equating to 0.8%. Although we did not achieve this target the area still saw an overall reduction. It is noted that the the incident rate per 10,000 population of UFAS trendline in West Lothian is higher than that of a camparator local authority and Scotland.

Reasons

Nearly 80% of the UFAS incidents attended during this reporting period occured due to equipment failure within the Fire alarm system and nearly 20% of incidents occurred due to Human behavioural factors, where Fire alarm systems were not used appropriately or due care and attention was not taken when carrying out activities in the vacinity of a Fire alarm system.

Actions

We continue to proactively monitor UFAS incidents and our Fire Safety Enforcement Officers work closely with premises to reduce further UFAS incidents. This includes discussing technological, procedural and management solutions in order to prevent future UFAS incidents. In December 2014 SFRS introduced a new UFAS policy, designed to promote business continuity, reduce the road risk from 'blue light' journeys and reduce the demand placed upon SFRS by these types of incidents, we feel that given time this will assist in the reduction of UFAS Incidents.

Five year data for West Lothian

YTD Incidents

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

YTD ward ave. for - 219	2010/11	2011/12	2012/13	2013/14	2014/15	Sparklines
West Lothian	1972	1993	1982	1962	1946	
Linlithgow	112	159	101	127	118	
Broxburn, Uphall and Winchburgh	252	241	269	222	249	
Livingston North	210	202	216	188	195	
Livingston South	438	416	422	440	436	
East Livingston and East Calder	254	236	205	235	229	
Fauldhouse and the Breich Valley	168	196	157	170	143	
Whitburn and Blackburn	222	225	289	275	280	
Bathgate	197	221	214	190	201	
Armadale and Blackridge	119	97	109	115	95	

17

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCOTTISH FIRE AND RESECUE STRATEGIC PLAN 2016-2019

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A.   PURPOSE OF REPORT

The purpose of this report is to provide Panel Members with an overview of the Strategic Plan 2016 - 2019.

B.   RECOMMENDATION

Panel Members are asked to note the content of the report, noting that section D.2 forms the proposed council response to the FRS consultation questions and comment. Members are asked to recommend that the comments be passed for consideration and approval at Council Executive.

C.   SUMMARY OF IMPLICATIONS

I	**Council Values**	Being honest, open and accountable Focusing on our customers' needs Making best use of our resources Working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	The production and Council approval of the Local Police and Local Fire and Rescue Plan is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.
III	**Implications for Scheme of Delegations to Officers**	None at this stage.
IV	**Impact on performance and performance Indicators**	There is no direct impact however this report is part of the agreed process for strategic performance reporting.
V	**Relevance to Single Outcome Agreement**	This report will have a positive impact on the following SOA indicators; We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life changes.
VI	**Resources – (Financial, Staffing and Property**	The council contributes to directly and in partnership to the delivery of the plan
VII	**Consideration at PDSP**	26th May 2015

1

      VIII   Consultations   Council Executive, Community Planning
                                                    Partners, Elected Members.

D.   TERMS OF REPORT

D.1   Background

The Police and Fire Reform Act requires the Scottish Fire and Rescue Service (SFRS) to have in place a 3 year Strategic Plan. The Plan is required to be in place for April 2016 and will run until March 2019. Local Fire and Rescue Plans will be reviewed and revised in 2016 following publication of Strategic Plan 2016 – 19.

In developing the 2016 -19 Strategic Plan and assessing the future operating context for the Service, the SFRS will take cognisance of the developing landscape of public sector reform, which includes;

- On-going public sector financial pressures,
- Community Planning Partnership aspirations to deliver better outcomes for all,
- Health & Social Care Integration,
- Enhancing community empowerment,
- Building collaboration and stronger partnerships,
- Using total public service resources better,
- Focus on prevention as opposed to intervention,
- Tackling inequality,
- Promoting social justice and decentralisation.

In developing the Strategic Plan, the principles around the emerging strategic direction of travel for the Service includes;

- Stronger outcome focused services,
- More integration around partnership/ public service reform agendas,
- More efficient service provider,
- More effective and flexible national/ local service,
- Delivery focused on prevention and responsiveness,
- Enhanced engagement.

To support the desire to seek the views of others on the priorities of the Strategic Plan, a letter has been drafted that SFRS intends to circulate to relevant key partners, stakeholders and service users. (Appendix 2).

Whilst the SFRS is keen to seek any views that key partners, stakeholders and service users may have, 4 key questions have been posed to assist in
 the engagement process;

1. **What are the key strengths of the SFRS?**
2. **As a local partner what are our shared challenges and opportunities?**
3. **What do you think SFRS can do to help improve matters at local partnership level or nationally?**
4. **What really matters to our local communities?**

2

D.2   WLC Response

The draft responses to each of these 4 questions are:

1.   What are the key strengths of the SFRS?
The Scottish Fire and Rescue Service (SFRS) are considered to be a valuable partner to the council and the communities within West Lothian. The SFRS actively engages in a wide range of activities to identify, plan and deliver initiatives that are designed to improve outcomes for the community. It is recognised that SFRS directs resources towards preventing adverse events occurring whilst at the same time recognising the need to adequately resource intervention services should they be required.

2.   As a local partner what are our shared challenges and opportunities?
From a community safety perspective the shared challenges in West Lothian have been identified in the Community Safety Priorities 2015-18 and include;
•   Antisocial Behaviour including Hate Crime and Internet Safety
•   Road and Home Safety
•   Substance Misuse
•   Violence
•   Adults at Risk of Financial Harm

As some of these priorities may not be regarded as having interdependencies with traditional SFRS activities and actions, the SFRS needs to consider how it can direct its resources to work in partnership with the council and other partners to achieve improved outcomes for communities in relation to these priorities. However, in diversifying to direct resources at the priorities and some of the activities outlined in the SFRS transformational agenda, the SFRS should not lose sight of its core values and mission.

It is evident from performance data for 2014/15 that the SFRS is achieving success in reducing fires and fire fatalities and casualties across West Lothian and Scotland. This can be attributed to the preventative work that the council, SFRS and other partners have undertaken in recent years. The SFRS now needs to consider how it can now broaden its approach to community safety whilst at the same time continuing to deliver the core services required by the communities within West Lothian.

3.   What do you think SFRS can do to help improve matters at local partnership level or nationally?
The Local Senior Officer (LSO) needs the autonomy and authority to direct SFRS resources towards local priorities. Whilst it is recognised that at a national level issues such as staff numbers and the number and location of fire stations presents challenges for the SFRS, the council and communities within West Lothian require assurance that local needs are being met and addressed by the LSO.

4.   What really matters to our local communities?
In recognising that the SFRS is a national organisation that aspires to deliver services locally, any decisions to change or modify the resources in local areas should be done with early, full and meaningful dialogue with the council, local communities and other key stakeholders.

3

E.   CONCLUSION

This report updates Panel Members on the SFRS new Strategic Plan which will set out their strategic direction and outline their priorities.

It is the intention to release a draft Strategic Plan for formal consultation between October and December 2015 when stakeholders will be given the opportunity to engage with shaping the work of the SFRS at a local level.

F.   BACKGROUND REFERENCES

None

Appendixes 3

G.   Contact Person:

Alistair Shaw, Head of Housing Construction and Building Services.

Date of meeting: 26 May 2015

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Report to:

West Lothian Council Services for Communities Policy Development and Scrutiny Panel

SUBJECT: ENGAGEMENT ON THE DEVELOPMENT OF THE SCOTTISH FIRE AND RESCUE SERVICE STRATEGIC PLAN 2016 – 2019

1   INTRODUCTION

1.1   This report seeks to inform, and engage with, the Policy Development and Scrutiny Panel (PDSP) on the engagement that is currently underway regarding the development of the Scottish Fire and Rescue Service Strategic Plan 2016 - 2019.

2   BACKGROUND

2.1   The Police and Fire Reform Act requires the Scottish Fire and Rescue Service (SFRS) to have in place a 3 year Strategic Plan. The Plan is required to be in place for April 2016 and will run until March 2019. Local Fire and Rescue Plans will be reviewed and revised in 2016 following publication of Strategic Plan 2016 – 19.

2.2   As an overview of the current operating framework of the SFRS;

- SFRS came into being 1st April 2013,
- The 2015/16 SFRS resource budget is £ 259.2m, (which is approximately a 11% cash reduction on the initial 2013/14 budget),

1

- The 2015 -16 SFRS capital budget is £ 25.3m,
- The SFRS employs 8315 people, (3875 Wholetime Operational, 2952 Retained Duty System, 229 Control, 864 Support and 395 Volunteer),
- The SFRS operates from 357 stations across Scotland.

2.3 The SFRS delivers its services under a broad of framework of legislation including:

- Police and Fire Reform (Scotland) Act 2012 ;
- Fire (Scotland) Act 2005 Part 3 ;
- Fire and Rescue Framework for Scotland 2013 ;
- The Fire (Additional Function) (Scotland) Order 2005 ;
- The Civil Contingencies Act 2004 (Contingency Planning)(Scotland) Regulations 2005 ;
- Local Government Act 2003 ;

2.4 These legislative frameworks provide specific direction on how the SFRS designs and delivers its services through community fire safety prevention and protection activities, fires and other incident type intervention activities, and community planning activities. Working within these frameworks the SFRSs aims to deliver;

- An effective and efficient community safety intervention response,
- Effective and efficient community safety prevention services,

2.5 With the on-going reform of public services, there is increasing emphasis upon working with partners to improve outcomes for local communities. The service on its own, and whilst working in partnership with others, can undertake additional activities that are not traditionally viewed as the role of the Fire and Rescue Service, pilot examples of these activities include:

- OHCA – Out of Hospital Cardiac Arrest response;
- Firefighting at Sea;
- Reducing the occurrences of accidental harm, i.e. slips, trips and falls in the home;
- Working with partners to increase the safety of vulnerable persons in the home.

2

3   Developing the 2016 - 19 Strategic Plan.

3.1   In developing the 2016 -19 Strategic Plan and assessing the future operating context for the Service, the SFRS will take cognisance of the developing landscape of public sector reform, which includes;

- On-going public sector financial pressures,
- Community Planning Partnership aspirations to deliver better outcomes for all,
- Health & Social Care Integration,
- Enhancing community empowerment,
- Building collaboration and stronger partnerships,
- Using total public service resources better,
- Focus on prevention as opposed to intervention,
- Tackling inequality,
- Promoting social justice and decentralisation.

3.2   The timeline for developing the 2016 – 2019 Strategic Plan is;

May – June 2015	Stakeholder Engagement Period – national and local
September 2015	SFRS Board agree draft Strategic Plan for consultation
October – December 2015	Formal consultation period
February 2016	Submission of Strategic Plan for ministerial approval
March 2016	Strategic Plan laid before Parliament

3.3   In developing the Strategic Plan, the principles around the emerging strategic direction of travel for the Service includes;

- Stronger outcome focused services,
- More integration around partnership/ public service reform agendas,
- More efficient service provider,

3

- More effective and flexible national/ local service,
- Delivery focused on prevention and responsiveness,
- Enhanced engagement.

3.4 There are a number of key transformational projects that the SFRS is currently developing that will form part of the Strategic Plan. These projects include;

- Retained and Volunteers Duty System Futures Project
  - Work in consultation with part-time employees,
  - Use academic research to assess community risk,
  - Explore opportunities for closer integration,
  - Explore options for alternative delivery models and approaches.

- Emergency Cover Review
  - Build a comprehensive and robust picture of risk,
  - Analysis of fire station locations,
  - Examine service delivery in remote areas.

- Strategic Approach to National Risk Reduction
  - Identify existing and potential risks to communities,
  - Evaluate existing response arrangements,
  - Develop improvement options.

4. **Stakeholder Engagement**

4.1 In developing the 2016 – 2019 Strategic Plan, the Scottish and Fire and Rescue Service is keen to elicit the views of partners and stakeholders that are key to shaping the priorities of the Service for the coming years. It is anticipated that this bottom up approach will ensure that the services designed and delivered by the SFRS will meet the needs of service users and contribute toward improved outcomes for local communities and beyond.

4

4.2   To support the desire to seek the views of others on the priorities of the SFRS 2016 – 2019 Strategic Plan, a letter has been drafted that SFRS intends to circulate to relevant key partners, stakeholders and service users. (see Appendix I).

4.3   To assist key partners, stakeholders and service users is making informed decisions on what they think the SFRS 2016 – 2019 Strategic Plan should look like, a copy of the SFRs 2013 -16 Strategic Plan has been included in this report for reference purposes. (see Appendix II).

4.4   Whilst the SFRS is keen to seek any views that key partners, stakeholders and service users may have, 4 key questions have been posed to assist in the engagement process;

- What are the key strengths of the SFRS ?
- As a local partner what are our shared challenges and opportunities ?
- What do you think SFRS can do to help improve matters at local partnership level or nationally ?
- What really matters to our local communities?

5   Recommendations

5.1   The PDSP is invited to note the contents of this report and consider making a response to the request for feedback on the development of the SFRS 2016 – 2019 Strategic Plan.

5.2   The PDSP is invited to consider and advise of any other local key stakeholders and partners that should be engaged with on the development of the SFRS 2016 – 2019 Strategic Plan.

Gary Laing
Local Senior Officer
Falkirk and West Lothian

May 2015

5

6

SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Telephone

E-mail

If phoning or
calling ask for:

Dear

SCOTTISH FIRE AND RESCUE SERVICE - STRATEGIC PLAN 2016 – 2019 DEVELOPMENT

The Scottish Fire and Rescue Service is required by the Police and Fire Reform (Scotland) Act 2012 to produce a new Strategic Plan which will set our strategic direction and outline our priorities. The next 3 year Strategic Plan is to be published by April 2016.

This year, throughout May and June, we will carry out a programme of engagement with our partners and stakeholders to inform and help shape our future ambitions. We would like to extend an invitation to meet with you to present an overview of our current operating environment and to exchange views on local and national priorities, shared areas of interest and mutual challenges.

We intend to release a draft Strategic Plan for formal public consultation between October and December 2015. You are welcome to use this opportunity to provide further feedback on the direction we have taken.

Our Strategic Plan will inform the development of Local Fire and Rescue Plans for each local authority area. During 2016 the existing Local Plans will be reviewed and you will be provided with further opportunity to engage with us in the shaping of our work at a more local level.

If you are unable to meet with us at this time we would still be grateful if you could get in touch. In particular we would be interested to hear about what your expectations of the Scottish Fire and Rescue Service are and how you think we can improve our contributions to improved outcomes on a national and local basis.   You can return your response to our local office, contact details as noted above, or you can submit your views online at SFRS.Strategicplan@firescotland.gov.uk

We look forward to hearing from you.

Yours sincerely

Local Senior Officer

Working together for a safer Scotland

STRATEGIC PLAN
2013-2016

SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

CONTENTS

Foreword

As Chair, it gives me great pleasure to introduce the first strategic plan for the Scottish Fire and Rescue Service.

The 1st of April 2013 was a significant milestone for Scotland's fire and rescue services. Establishing a single national service provides us with a unique opportunity to build on best practice from the previous eight and, through ambition and innovation, develop into a world-leading fire and rescue service.

This first strategic plan sets out how we will develop the service over the three-year period and meet the expectations within the Scottish Government's Fire and Rescue Framework for Scotland. The plan will be formally reviewed in three years' time. However, we will periodically undertake interim reviews to ensure our strategic aims and activities remain fit for purpose. This plan sets the strategic direction for the service and will be complemented with detailed annual operating plans that will focus on our functional and operational priorities for each of the three years.

My colleagues on the board, with our senior managers and staff, are committed to ensuring that the journey of reform meets all of our aspirations. We aim to deliver high quality and cost effective services across Scotland that break down geographical boundaries and reduce complexity. This will enable us to maximise the use of our resources, skills and expertise to better meet the diverse needs of our communities.

Improving the safety of our communities and staff is at the heart of this plan. We will be a modern and outward-looking service that will play a leading role in ensuring community safety. Working alongside our partners across the public, private and voluntary sectors, we want to make Scotland safer and more secure. We want to encourage and support resilient communities, where people are aware of, and prepared for, risks such as fire and flooding. We will work with our local authority and community partners to ensure that the way we deliver our services is fit-for-purpose and flexible so they can meet changing risk and demand. We will also take a proactive approach to engaging with the business community to improve safety, minimise the economic impact of fire and support sustainable economic growth.

Finally, through working in partnership with our staff we will embed a culture of continuous improvement. We will benchmark with other services to identify best practice and we will ensure that we establish sound financial and governance arrangements for our service. In the current and foreseeable economic landscape this will be critical. As we meet the financial challenges ahead, we will develop and test innovative and effective solutions to ensure we provide cost effective and high quality services.

The building blocks for this journey are already in place. We have skilled and motivated staff ready to take up the challenge. Our job now is to galvanise their commitment and support everyone as we work to achieve our common aims.

Our overarching purpose is to improve the safety and wellbeing of people throughout Scotland. Our strategic plan sets out how we will achieve that over the next three years.

Pat Watters CBE
Chair
Scottish Fire and Rescue Service

◣ Introduction

As Chief Officer of the Scottish Fire and Rescue Service, I welcome this, our first strategic plan. In the coming years, I look forward to working with my team and the board to deliver its vision and ambition.

I feel extremely honoured and privileged to lead the service through its formative years. This will undoubtedly be a challenging period of change. However, I know that the people who work within the service are committed to meeting these challenges and will adapt to change in a positive way. As we change, we will put improving our services at the heart of everything they do.

As a strategic leadership team, we are developing a strong working relationship with the board. I am confident that, through constructive challenge, we will develop a service that will improve outcomes for our communities. We will also deliver the expected benefits of reform as set out in the Fire and Rescue Framework for Scotland.

As the chair mentions in his foreword, effective partnership working will be important. Our service is not alone in facing the financial challenges associated with cuts in public spending. I believe that the quality of public services can be sustained and enhanced if we improve the way we work in partnership and adopt an approach that shares our people and financial resources. It is not about focussing on the input from service providers, but on the outcomes we want to achieve by targeting our shared resources to make the improvements we are collectively seeking. Working together for a safer Scotland is much more than simply meeting with partners. It is about true integration of public services to deliver tangible improvements across Scotland.

To enable us to improve outcomes for communities at the local level, we need to develop a better understanding of the diverse needs of our communities. We need to be flexible in our approach to delivering our services so we can adapt what we do to tailor them to meet specific local risk and concerns. No two communities are the same, so we have structured our delivery model in a way that will better take account of the differences. We have established a connection with all 32 local authorities in Scotland through our local senior officer arrangements. They will establish strong local partnerships with public, private and third sector colleagues that will collectively focus on improving outcomes.

I mentioned earlier the key role our people will play in delivering this plan. Our people are our greatest asset. We have established a ground-breaking industrial relations partnership model to ensure their needs are considered. This model will help us all focus on meeting our shared challenges and develop innovative and shared solutions by working together. This approach has already contributed to the successful delivery of fire reform to date. I am committed to continuing this partnership approach as we now focus on developing the service to meet our vision.

Partnership will be the key contributor to delivering success. However, we must never lose focus on what success looks like in the context of this plan.

Success is about improving the safety of our communities and staff and I will ensure that all of the activities we undertake help us to deliver this success.

Alasdair Hay QFSM
Chief Officer
Scottish Fire and Rescue Service

The main purpose of the Scottish Fire and Rescue Service is to work in partnership with communities and with others in the public, private and third sectors on prevention, protection and response to improve the safety and wellbeing of people throughout Scotland.

Section 1: A Scottish Fire and Rescue Service

The Scottish Fire and Rescue Service (SFRS) was established on 31 August 2012 when our Chair was appointed. We took on our full range of functions on 1 April 2013. The SFRS replaces the eight previous fire and rescue authorities and joint fire and rescue boards. This major reform of fire and rescue services in Scotland presents a range of opportunities and challenges for the new single service, bringing together the best from the previous services. We will create a service that continues to respond effectively, but has greater flexibility and is free from geographical boundaries. We will also provide more equitable access to our services and resources, such as specialist equipment and teams, across the country.

The primary statutory duties of the service have not changed. Our partners and employees will continue to see a service focused on:

- protecting our communities by working to encourage people and businesses to take action to prevent fires happening
- being equipped and ready to respond to emergencies.

Audit Scotland and HM Fire Service Inspectorate will audit and inspect us and the services we provide. They have agreed a Memorandum of Understanding. This agreement in principle sets out their distinct powers and responsibilities and outlines how they will work together on certain aspects of their audits and inspections.

How we contribute to the Scottish Government's aims for public services

The Scottish Government publication 'The Fire and Rescue Framework for Scotland 2013) sets out Scottish ministers' expectations for us. It sets out how we should bring together the best from the former eight fire and rescue services, to create a modern, effective and efficient fire service.

It also stresses that this is a continual process.

The Framework sets out 58 priorities for us. These include areas such as:

- working in partnership with local communities and organisations
- **prevention:** for example, identifying people at particular risk of fire and targeting activities to tackle the risk
- **protection:** for example, protecting communities by enforcing fire safety laws and standards
- **response:** for example, working with other agencies to assess the risk of major incidents and how to prepare, plan for, and recover from these.

Our activities also contribute to the following Scottish Government priorities and strategies:

- **Scotland's 16 national outcomes:** These describe what the Scottish Government wants to achieve for Scotland. While we will contribute to all of the Government's national outcomes, the Framework ensures that our focus is on the contribution we can make to the following four:
  - We live our lives free from crime, disorder and danger;
  - We have strong, resilient and supportive communities where people take responsibility for their own actions and the ways in which they affect others;
  - Our public services are high quality, continually improving, efficient and responsive to local needs;
  - We live longer and healthier lives;

- **Corporate expectations:** These set out how Scottish Ministers expect public bodies to continue improving the services they deliver
- **Strategy for justice:** This stresses how public services should work in partnership to continue improving the services they deliver

There are many challenges lying ahead for us as we reform fire and rescue services in Scotland. However, the challenges of meeting increased demand on our services within an ever-tightening financial framework are not unique to fire and rescue. By working together and delivering on the aims of reform, we will reduce the risk to our communities and make Scotland a safer place.

Prevention

Response

Partnership

Safety

Workforce

Protection

Environmental Responsibility

Equality & Diversity

We must understand Scotland's risk profile to help us continuously improve all aspects of our service.

Section 2: **The Scottish operating context**

We must understand Scotland's risk profile to help us continuously improve all aspects of our service.

To do this, we have carried out a comprehensive strategic assessment of risk using a wide variety of information sources including incident data and trend analysis[1].   This is the first step in the process of integrated risk management planning. This process helps us identify and forecast risk in specific communities including economic, demographic and environmental changes. This could include the risk of flooding or properties where frail or elderly people live. We have used this information to develop this strategic plan and are using it to produce the 32 local fire and rescue plans we are developing for each local authority area.

From that assessment we describe the operating context for our service in the following way.

Scotland is a country of contrasts, with a diverse culture and geography. A range of features give Scotland its distinctive risk profile as captured in the Scottish Community Fire Safety Study "Scotland Together" [2] published in 2009. This includes the following features.

The Built Environment

- Densely inhabited towns and cities that present different challenges: a significant proportion of accidental fire deaths occur in single occupancy households and flatted accommodation

- Three major international airports, two operating nuclear power stations, a number of significant petro-chemical complexes, several large sea ports, major road and rail networks, and the home base of the UK's fleet of nuclear submarines offer specific risks.

Geography

- Scotland has very large expanses of rural countryside and remote land. This requires us to work closely with landowners and managers to ensure we and they understand and reduce the fire risks we face.

- While fire incidents in the sparsely populated part of our extensive coastline and inhabited islands are rare, they present a challenge for the service in delivering an appropriate response.

Industry

- Major industries making a significant contribution to the economy of Scotland. The impact of fire in these industries can have immediate and long-term consequences for the local and national economy.

[1]*Strategic Assessment of Scotland*

[2]*Scotland Together (http://www.strathclydefire.org media/42937/Scotland_Together_07_09_09.)*

Communities

- Our population is diverse in its makeup and widely geographically spread, albeit 70% of our people live in the central belt. Large areas of Scotland are remote and rural, and these locations pose their own challenges in terms of risk and on our ability to provide effective fire and rescue services.
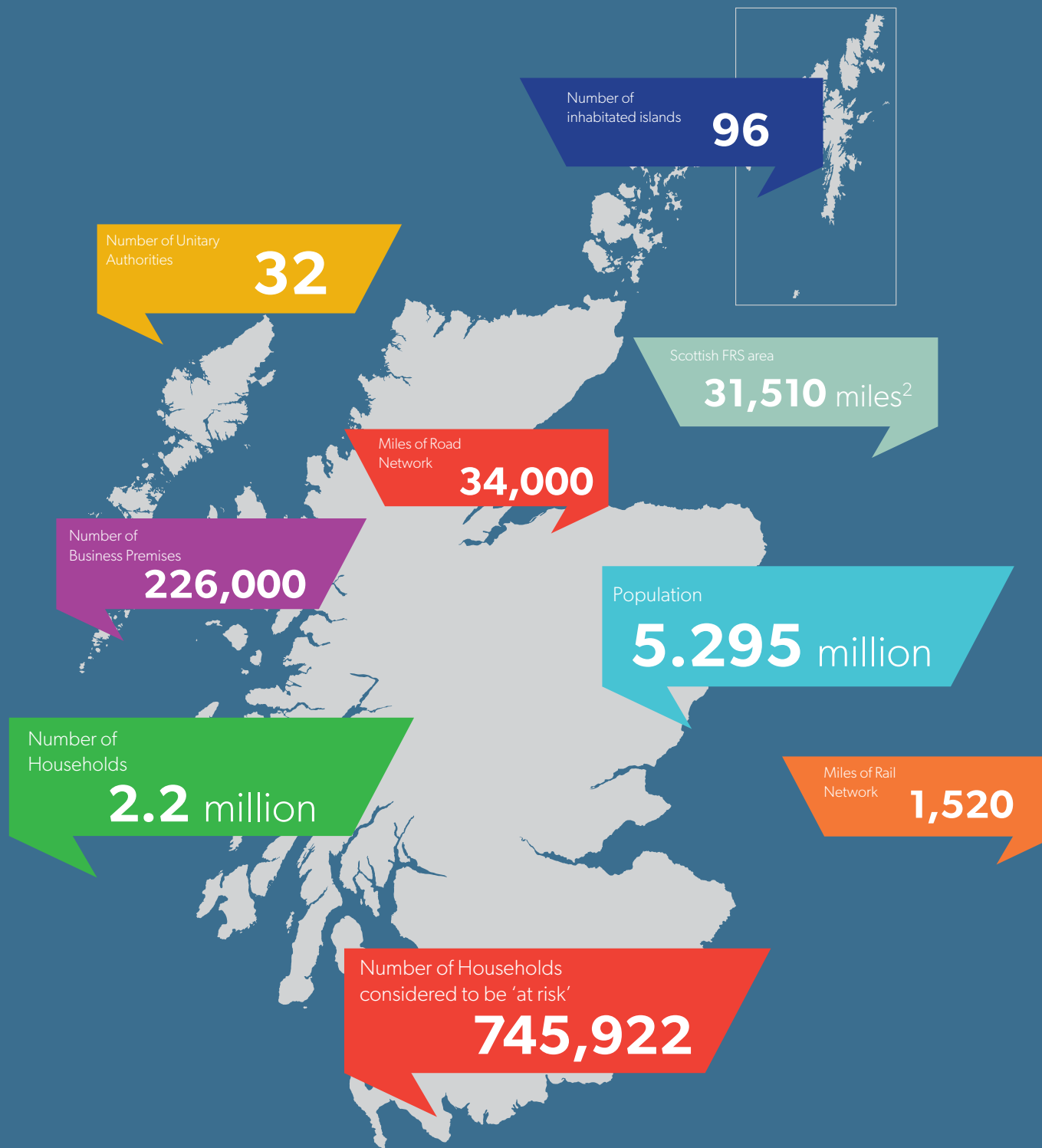
  The Government's Scottish Index of Multiple Deprivation (SIMD) allows us to analyse which geographic areas are the most deprived in the country, in terms of employment levels, average income, health, education, crime levels and a number of other indicators. Using SIMD alongside other information sources will enable us to comprehensively assess the risk so we can target the most vulnerable people in any area.

  Scotland's population is growing. This is partly because people are living longer. An increase in age does not in itself increase the risk from fire. However, other contributing factors do, for example, mobility problems, disability, mental health issues and alcohol dependence. Scotland also has an increasing number of people living alone, and levels of drug and alcohol misuse are high compared to neighbouring countries. All these factors may have a bearing on the number of fire deaths and injuries we experience in Scotland.

Tourism

- Because Scotland is an important tourist destination, we must consider the safety of a significant number of visitors throughout the year, but especially at seasonal peak times. The country has numerous buildings of both political and cultural significance and also hosts large sporting and cultural events. Along with other agencies, we play a critical part in protecting our heritage and preparing for large scale events, ensuring that we can respond effectively to any emergency incident if required.

Number of inhabited islands **96**

Number of Unitary Authorities **32**

Scottish FRS area **31,510** miles^2

Miles of Road Network **34,000**

Number of Business Premises **226,000**

Population **5.295** million

Number of Households **2.2** million

Miles of Rail Network **1,520**

Number of Households considered to be 'at risk' **745,922**

We will be a world leading Fire and Rescue Service that others look to because our approach of **working together for a safer Scotland** is delivering real improvements in our communities. As a valued partner we will work with the communities of Scotland to make them safer and stronger; helping them to help themselves; continuously improving our services to meet local needs and responding when required.

Section 3: **Our vision**

Our vision is bold and aspirational. The journey of reform gives us the opportunity to build on best practice and deliver, through our partnerships, real improvements to the health, safety and well-being of Scotland's communities.

A world leading service

Our aim is to deliver the best service we can 24 hours a day, seven days a week and to keep challenging ourselves to continuously improve it. Our people are well trained to very high standards and we continually seek out new approaches to firefighter training so that we can adopt best practice to maintain those standards.

In addition to this, we will be innovative and creative in looking for better ways to do things, in challenging our own thinking and in challenging the thinking of our partners. We will work in partnership with our communities to develop services. By removing geographical boundaries and reducing organisational complexity we will make sure we have the right resources, such as equipment and people, in the right places to manage risk effectively.

We will strive for excellence and explore new ways to help us develop a fire and rescue service that is recognised as a world leader. We will do this, for example, by exploring how we can best use the available technology to improve our service or develop specialist skills in our workforce.

OUR VALUES

We will develop a values framework which fully aligns with our aspirations for the new service. We will work on this with our staff and our partners. Our values will reflect our role as a modern 21st century public service and, with our supporting behaviours, will define how we will work to achieve our vision. In our first strategic plan, we have identified what we believe to be important from the predecessor services' values statements. These are values that have been consistently demonstrated and constantly reinforced.

Safety

The safety of the communities we serve is at the core of our values. We will do our utmost to enhance and preserve it. In doing so, firefighters must often work in dangerous conditions. We also place a very high value on their safety.

Dignity

We will respect the dignity and worth of every individual within both the communities we serve and in our workplaces. We will be sensitive to individuals' circumstances, particularly those who are most vulnerable in our society.

Excellence

We will strive for quality in everything we do and will act reliably and responsibly at all times. We will behave professionally and take pride and ownership in everything we say and do. We will be a learning organisation, taking on board the lessons learned from our own experiences and comparable organisations.

Diversity

We recognise and value the diversity of our workforce and Scotland's communities. We will implement working practices that will be attractive to and meet the needs of those diverse groups. We will take steps to ensure equality of access to our community safety and fire prevention services and equality of impact in the delivery of emergency response. We will encourage participation in public life by engaging with diverse community groups and their representatives.

Fairness

We will treat people fairly and not prejudge any individual or situation. We will be consistent and considerate in the development and implementation of our policies and practices.

Integrity

We will be open and honest in our dealings with colleagues and with the public. We will not compromise on our commitment to act professionally and deliver greater safety and security to the communities we serve.

Equality

We will remove unlawful discrimination, harassment, victimisation and other conduct prohibited in the Equality Act 2010. We will promote equality of opportunity through our employment practices, service delivery and engagement activities. We will ensure that our corporate decision-making processes are used to identify and remove barriers and bias that would prevent equitable access and quality of service.

Respect

We will listen to and respect the communities we serve, as well as each other. We will deal with criticism constructively and respect and value each other's contributions. We will respect the views of partners and members of the public, endeavouring to understand their perspectives to improve our quality of service.

During 2012 we worked closely with the Scottish Government to establish the Scottish Fire and Rescue Service and to develop structures and plans for the reform of the service.

Section 4: Our aims for the development of the service

The Scottish Government has identified three benefits of reform for us to deliver. They are:

- to safeguard and improve local services, despite budget reductions, by reducing duplication and maintaining frontline outcomes.

- to create more equal access to specialist support services and national expertise and equipment wherever and whenever they are needed.

- to strengthen the connection between the fire service and the communities it serves by creating a new formal relationship with all 32 local authorities. This will create opportunities for many more councillors to have a formal say in fire and rescue services in their areas. It will also allow for better integration with Community Planning Partnerships.

To deliver our vision, the benefits of reform and meet the expectations set out within the Fire and Rescue Framework, we have developed the following four strategic aims.

1. Improved safety of communities and staff
2. More equitable access to fire and rescue services
3. Improved outcomes through partnership
4. Culture of continuous improvement

Strategic aims

Safety of our communities is the single most important strategic aim of the service. Our three further strategic aims help to ensure we deliver this in an efficient, effective and equitable manner.

This period of reform presents some large-scale and exciting challenges for us to:

- deliver a more equitable fire and rescue service
- develop partnerships to help improve outcomes
- develop our new service-based on the government's principle of best value.

As a result, we have established strategic aims in these areas to acknowledge the importance of the work involved and the significant part each will play in realising our vision.

Strategic aim 1

Improved safety of our communities and staff

We will focus on understanding the diverse needs of our communities through aligning our national and local plans with those of key partners. By sharing information and establishing agreements for joint working with partners, we will tailor our approaches in preventing, protecting and responding to incidents and emergencies. This will help us reduce risk across the country, nationally and locally, deliver improved services and reduce organisational complexity. It is also important for us to help communities to help themselves. We will work with communities to help them become more resilient; that is, ready to deal with emergencies. We can do this through education and by giving them access to resources they may need.

An example would be an area that floods each year. We can work with local people to help them better prepare for flooding, for example by making sure they know where to get sandbags when heavy rain is expected. We will continue to focus our education and marketing activities to change people's behaviour. We can do this through effective public safety campaigns, including linking with national campaigns for safer communities and through targeted intervention, such as checking business premises after a fire and providing residents with home safety advice immediately following an incidence of a house fire in their street.

We also have more work to do to ensure safety of our communities and staff when they are responding to emergency incidents. We will deploy our people and equipment in a way that reflects Scotland's risk profile. We have developed this risk profile using information we have about previous incidents and our response to them and from information from other national and international sources.

This risk profile can help us to make decisions about what equipment or number of emergency responders, for example, we need in a particular area. This approach means we can:

- offer a more flexible and effective response to our communities
- develop an audit strategy for our organisation based on these risks
- put in place a planning programme that focuses on protecting lives and Scotland's critical assets and heritage.

We also need to establish national approaches for crewing, mobilising emergency vehicles and resolving emergency incidents. These national approaches will help ensure that when we are called to respond to incidents, we can offer a consistently high level of response across the country.

We are currently developing two strategies on "Prevention and Protection" and "Response and Resilience", which we aim to publish in late 2013. These will set out more detailed information on how we will:

- work to help people in Scotland prevent and protect themselves from fires by becoming more resilient
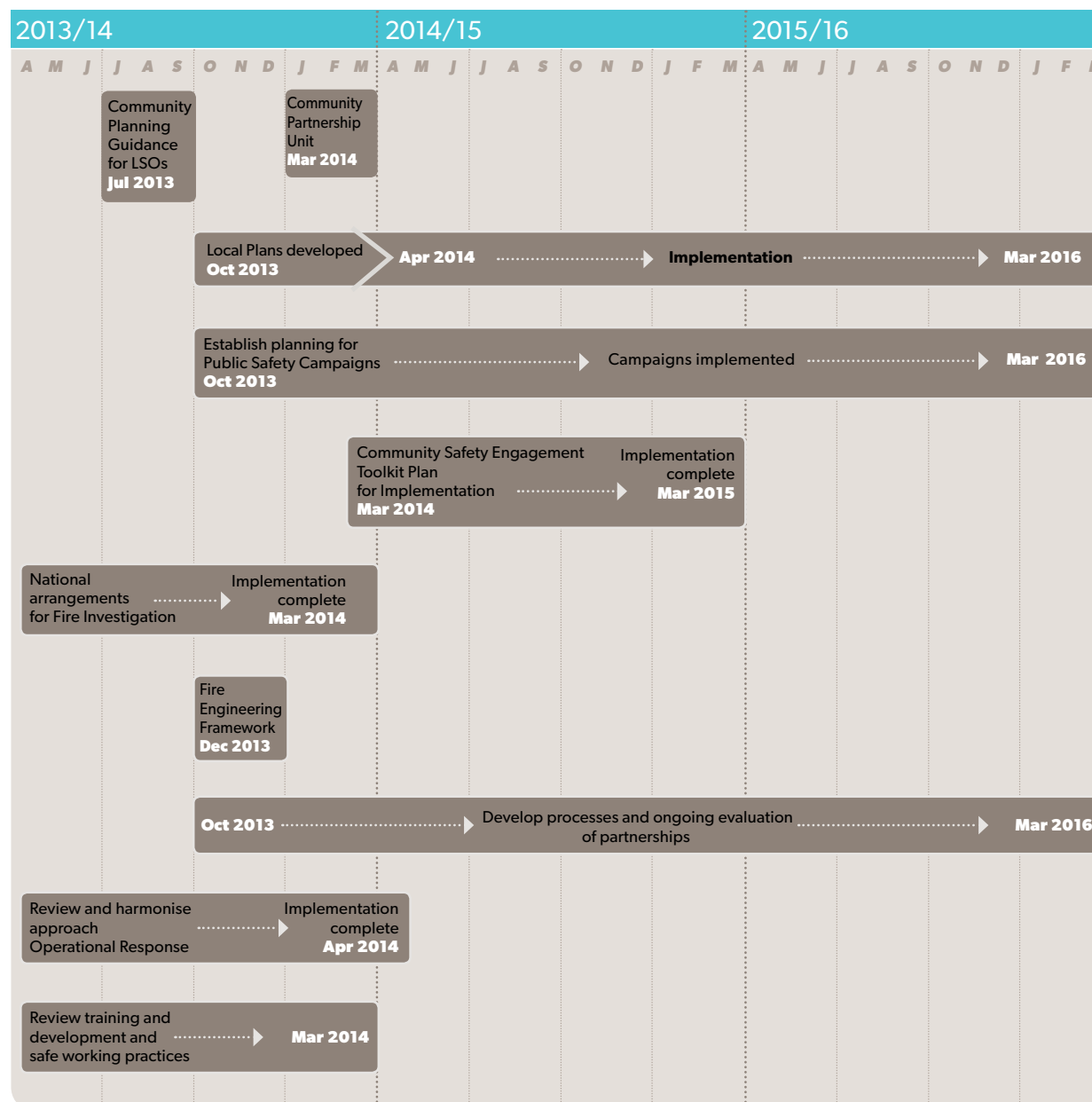- respond more effectively to emergencies in the future

A highly motivated workforce will allow us to service the needs of our communities better. We will ensure that staff are trained to high standards and will continuously work to improve those standards and develop and maintain competence. We will actively encourage a culture of continued professional learning and offer clear pathways for career progression where possible. A development programme will ensure our leaders and managers are capable and confident.

We will develop world-class training facilities to ensure they are a valuable asset to the service. Our performance management and appraisal approaches will recognise and reward good performance and deal fairly and consistently with poor performance. We will also continue to improve the health, safety and wellbeing of our staff.

What we will do:

- Work with our partners in developing safer communities and improved outcomes

- Educate and empower our diverse communities

- Enforce Fire Safety Legislation and Investigation

- Evaluate partnerships

- Ensure a safe and effective response to incidents

- Develop a highly motivated workforce

How we will do it:

2013/14	2014/15	2015/16
A M J J A S O N D J F M	A M J J A S O N D J F M	A M J J A S O N D J F M

Community Planning Guidance for LSOs
Jul 2013

Community Partnership Unit
Mar 2014

Local Plans developed **Oct 2013** .... **Apr 2014** .... **Implementation** .... **Mar 2016**

Establish planning for Public Safety Campaigns **Oct 2013** .... Campaigns implemented .... **Mar 2016**

Community Safety Engagement Toolkit Plan for Implementation **Mar 2014** .... Implementation complete **Mar 2015**

National arrangements for Fire Investigation .... Implementation complete **Mar 2014**

Fire Engineering Framework **Dec 2013**

Oct 2013 .... Develop processes and ongoing evaluation of partnerships .... **Mar 2016**

Review and harmonise approach Operational Response .... Implementation complete **Apr 2014**

Review training and development and safe working practices .... **Mar 2014**

Contribution to targets:

- Reduce fire casualties, by 5% each year

- Reduce special services casualties (these are incidents that are not fire-related, for example road collisions)

- Reduce accidental dwelling fires, by 10% each year

- Reduce the number of non-domestic fires

- Reduce firefighter injuries

- Improve staff attendance levels at work

Strategic aim 2

More equitable access to fire and rescue services

By equitable access we mean that, as a single service, we can provide communities with access to skills and services that may not previously have been readily available to them.

We will ensure effective operational arrangements are in place for fire and rescue services in all 32 local authority areas. The LSO will take a lead role in working with partners, including Community Planning Partnerships, to share and gather knowledge. This will ensure that our and our partners' understanding of community requirements is based on evidence. LSOs will develop a local plan flowing from this Strategic Plan for each area to meet local needs and exploit opportunities, for example, working with the Police to reduce wilful fire raising.

Importantly, we will combine this local information with the risk profile of Scotland and our own risk information to determine the most effective location of resources and services, such as staff and specialist equipment.

We will be working with the other emergency services and voluntary groups with an interest in specialist rescue. This will allow us to identify resources, such as skills and equipment, available nationally and take a lead role in championing access to specialist rescue services .

This work will ensure we can make good use of resources to provide an effective and equitable standard of response and recovery from emergencies and incidents across the country. This will reduce risk and improve the quality of our services for successful outcomes for local communities.

What we will do:

- Enable access to the right resources based on community risk profile

- Work with our partners for safer communities and improved outcomes

- Work to reduce risk nationally, for example, the risk of fire and non-fire casualties

- Ensure a safe and effective response to incidents

How we will do it:

2013/14	2014/15	2015/16
A M J J A S O N D J F M	A M J J A S O N D J F M	A M J J A S O N D J F M

Review specialist and national resources
Sep 2013 .... **Implementation** .... **Mar 2016**

Review location of control rooms
Sep 2013

Review and implement Mobilising arrangements
Nov 2013

Local Plans developed
Oct 2013 **Apr 2014** .... **Implementation** .... **Mar 2016**

Ensure full contribution to effective national resilience
Apr 2013 and ongoing .... **Mar 2016**

Review and harmonise approach Operational Response
Implementation complete
Apr 2014

Develop multi-agency asset register
Sep 2013

Contribution to targets:

- Reduce fire casualties, by 5% each year

- Reduce special services, that is, non-fire, casualties, such as people injured in road traffic collisions

- Reduce accidental dwelling fires, by 10% each year

- Reduce the number of non-domestic fires, for example in businesses

- Reduce firefighter injuries

- Improve staff attendance levels at work

Strategic aim 3

Improved outcomes through partnership

At the heart of our vision for the service is a focus on making our communities safer. Achieving our vision will require tailored approaches for fire safety locally, linking those approaches to national priorities, and working with our communities to explore and develop how to achieve improved outcomes.

The role of the Local Senior Officer is critical in this. The LSO will work in a way that will bring people together in the local area and will explore opportunities to work with partners across all sectors in the development of the local plan. In partnership working, members of the SFRS Board will provide support to each LSO. This is unique in the public sector. This joint approach will ensure that the contribution of the fire and rescue service makes a real difference to community outcomes. We will build on the new formal relationship with local authorities and actively seek better integration with Community Planning Partnerships to understand and address the root causes of problems. The local plan will require to be approved by the local authority and through our partnership approach we will work proactively through the development stages of the plan to help facilitate that approval. We expect to be held to account through our local planning mechanisms for our contribution to CPPs and for the delivery and development of new Single Outcome Agreements.

We will involve communities in planning, delivering and evaluating our services, eg through neighbourhood surveys, and public meetings. We will respond positively to ideas from local communities on how the service can better meet their needs.

We will work with the Business Engagement Forum set up by the Chief Fire Officers Association Scotland. It has been established to help the business community in complying with fire safety law, reducing the demand on the fire and rescue service and promoting fire safety awareness. Local Senior Officers will support this work on the ground, working with businesses in their area to benefit economic growth by minimising the economic impact of fire.

Working in partnership also extends to our staff and we will inform, consult and involve our people on issues that affect them. Adopting a partnership approach to employee relations has made a crucial contribution to the reform process and we will continue to build on our partnership work with employee representative bodies.

We will continue to build on our close working relationships with the other emergency services. This includes putting arrangements in place to help them when needed, and to ask for their help if we need it.

We will also further explore opportunities to share services and assets, to improve both the services we provide and outcomes. We will work with other emergency responders and public agencies in the context of Civil Contingencies legislation to ensure that emergency planning and response arrangements continue to operate effectively and that we are able to:

- support each other effectively during incidents
- act flexibly
- communicate quickly.

What we will do:

- Work in partnership with communities

- Make partnership working an integral part of all of our business

- Develop our approaches and ability to consult, listen to and respond to the public, and communicate with stakeholders

How we will do it:
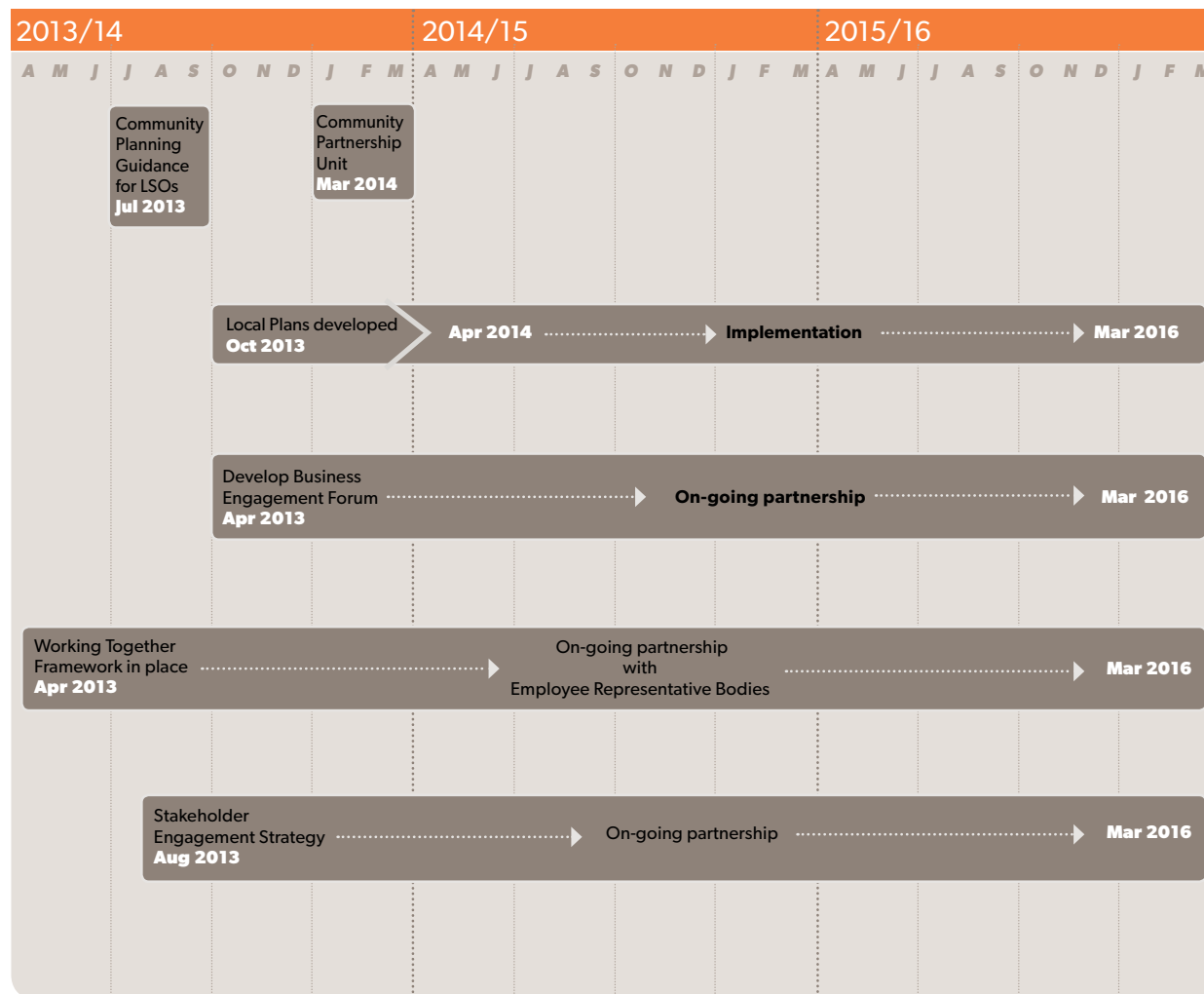
2013/14	2014/15	2015/16
A M J J A S O N D J F M	A M J J A S O N D J F M	A M J J A S O N D J F M

Community Planning Guidance for LSOs Jul 2013

Community Partnership Unit Mar 2014

Local Plans developed Oct 2013 — Apr 2014 ·········· **Implementation** ·········· **Mar 2016**

Develop Business Engagement Forum Apr 2013 ·········· **On-going partnership** ·········· **Mar 2016**

Working Together Framework in place Apr 2013 ·········· On-going partnership with Employee Representative Bodies ·········· **Mar 2016**

Stakeholder Engagement Strategy Aug 2013 ·········· On-going partnership ·········· **Mar 2016**

Contribution to targets:

- Reduce fire casualties, by 5% each year

- Reduce special services, that is, non-fire, casualties

- Reduce accidental dwelling fires, by 10% each year

- Reduce the number of non-domestic fires, for example in businesses

- Reduce firefighter injuries

- Improve staff attendance levels at work

Strategic aim 4

Develop a culture of continuous improvement

The new national Scottish Fire and Rescue Service inherits a track record of strong performance. However, the financial pressures we face are likely to require significant changes to our services. It is, therefore, essential that we establish strong arrangements for governance, for example, how we manage our business, how we perform as an organisation and how we make information available to the public. Similarly we need to manage our resources, deliver change and work effectively with communities and staff. We need these arrangements to ensure that strategic and operational change not only achieve the necessary efficiencies, but result in effective services for our communities.

We will ensure that we use our resources effectively and efficiently by further developing good practice in how we manage our finances and our performance, reducing complexity and duplication in our systems and processes. In doing so, we will adopt processes for research and benchmarking models of best practice, to draw on the best practice available. We will analyse risk, identifying options for change and improvement, developing appropriate and sound business cases in support of any change.

We will create an inclusive workplace: that is, one that values equality and diversity and providing evidence on how we are meeting our statutory obligations in these areas. To build up a highly skilled and motivated workforce, we will ensure our people, policies and procedures all work towards helping us to achieve our vision.

Our workforce strategy will cater for the range of staff roles and working patterns involved in delivering our services. These include whole-time, retained duty, volunteer and non-uniformed staff. We will use this strategy to:

- **build leadership and management skills**
- **put our values at the heart of all that we do**
- **develop open and transparent governance arrangements.**

Importantly, the workforce strategy will set out a new approach to delivering services to remote and rural areas.

We will develop a consistent approach to health, safety and wellbeing of all staff by developing a health and safety policy and associated processes. We will develop an occupational health wellbeing and fitness service.

We will develop a comprehensive learning and development strategy that integrates with other workforce strategies and shows our commitment to strategically driven, high quality learning and development for staff.

We will also develop as a learning organisation, ensuring effective knowledge management arrangements are in place to learn from opportunities, encouraging contributions from staff, and helping to ensure we deliver consistently high standards of service across all areas of Scotland.

What we will do:

- Develop an innovative structure that enables us to deliver highly valued and effective services

- Deliver a high performing workforce

- Ensure equal opportunities for our staff and communities

- Improve the quality of our services for successful outcomes

- Minimise the impact of our activities on the environment

How we will do it:

2013/14	2014/15	2015/16
A M J J A S O N D J F M	A M J J A S O N D J F M	A M J J A S O N D J F M

Organisational structure in place .... **March 2016**

Culture and Values Framework
Apr 2014

New HR and Payroll System
Nov 2013 .... Implementation complete **Mar 2015**

ICT Strategy
Oct 2013

New Pensions Administration Arrangements
Mar 2015

Review Occupational Health & Wellbeing Services
Feb 2014

Sep 2013 .... **Rationalisation of the SFRS estate** .... Mar 2016

Planning and Performance Framework
Jul 2013

Implement Learning and Development Strategy
Aug 2014 .... Mar 2016

Strategic Assessment
Oct 2013

Mar 2014 .... **Develop Knowledge Management Framework** .... Mar 2016

Communications Strategy
Aug 2013

Mar 2014 .... **Develop Improvement Capability** .... Mar 2016

Contribution to targets:

- Reduce fire casualties, by 5% each year

- Reduce special services, that is, non-fire, casualties

- Reduce accidental dwelling fires, by 10% each year

- Reduce the number of non-domestic fires, for example in businesses

- Reduce firefighter injuries

- Improve staff attendance levels at work

Section 5: **Meeting our targets**

We have agreed targets in the following areas, to reflect the range of activities we provide.

- Reduce fire casualties, by 5% each year
- Reduce special services casualties, that is, from non-fire incidents
- Reduce accidental dwelling fires, by 10% each year
- Reduce the number of non-domestic fires
- Reduce firefighter injuries
- Improve staff attendance levels at work

Reducing fire casualties

Since 2004, real progress has been made in reducing the number of fires and casualties in Scotland. Our predecessors used Integrated Risk Management Planning (IRMP), which is a structured approach to identifying risks in communities and prioritising how to use available resources such as staff and equipment. This has helped place an increasing focus on fire prevention. Much of this has taken place in partnership with other public sector bodies, such as police, housing services and schools. Over this period, the number of fires and casualties has steadily reduced, with around 23 per cent fewer house fires and 33 per cent fewer casualties than a decade ago. As a result, around 30 fewer people die in fires each year.

However Scotland still has a higher rate of dwelling house fires than other areas in the UK, and a high number of casualties result from fire in the home[3]. There is a need to identify why this is still the case. We need to further analyse the risk and incident profile of Scotland as a whole to help us understand the cause and effect of these incidents. We can then focus our efforts in working with communities through programmes of increased awareness, education and tailored intervention, for example, fitting sprinklers in vulnerable people's homes. This, in turn, would decrease risk and reduce casualties and deaths. Through continual monitoring and realising opportunities to promote community safety we will strive to maintain an appropriate balance between prevention and intervention.

Reducing special services casualties

Special services is a collective term for the non-fire related incidents the service attends. They include road traffic collisions (RTCs), people who are trapped, rope rescue and water rescue incidents. The trend over the last three years has been for casualties and deaths from RTCs and water incidents to decrease. Although there are no reported fatalities from flooding, the number of incidents is on the increase and will require our attention to reduce the impact on individuals, communities and the economy.

Our priority over the next three years will be to maintain our efforts to reduce the number of special services incidents and casualty rates through joint campaigns and education initiatives with partner organisations. We

[3]SFRS Strategic Plan Section 2: The Scottish operating context

will also ensure our staff have the specialist skills they require to deal with these incidents effectively.

We will work with people to develop tailored solutions for community resilience, helping them understand local risks and be better prepared to support each other to respond to them.

Reducing accidental dwelling fires

The number of accidental dwelling fires in Scotland has been steadily decreasing over the last ten years. However dealing with dwelling fires remains a significant area of our work. And as a result, reducing the numbers of accidental dwelling fires and their impact on communities, from year to year, will continue to be a high priority area. We will further develop our education activity in communities and establish a targeted approach for completion of home fire safety visits across the country, prioritising those most at risk.

Reducing the number of non-domestic fires

Non-domestic properties include businesses, schools and hospitals. The Scottish Government has recently started working to develop a greater understanding of the economic cost of fire. This work is still in its early stages and we do not yet have reliable data on financial losses. However we will ensure we continue to work with the business community to reduce the number of non-domestic fires in workplaces and public buildings. The aim is to reduce the impact on the business community and the economy. We will focus on extending a fire advisory service for business and we will work proactively to promote fire safety in the business community.

Reducing firefighter injuries

The number of firefighter injuries in Scotland is currently low. We ensure our firefighters receive high quality training and development throughout their career and that they are issued with high quality personal protective equipment and specialist equipment as required. We will continue to develop our training and development programmes to maintain consistently high levels of knowledge and skills for staff across the country. We will continuously focus on firefighter safety and work toward reducing firefighter injuries further.

Improve staff attendance levels at work

The number of days lost to sickness absence has been reducing significantly over the last three years. We aim to reduce absence through sickness even further through our absence management policies. We also plan to extend support for staff, including developing an occupational health, wellbeing and fitness service.

We aim to be a world leading fire and rescue service delivering real improvements in our communities. We are starting out as a modern, forward-looking organisation with highly skilled staff and we aim to develop and improve to provide the people of Scotland with the best possible fire and rescue service.

Section 6: **Developing and improving the service**

We aim to have the best staff, equipment, systems and technology serving our communities. We will continue to build on our strengths and develop our learning as an organisation, building and using our knowledge and information to help us develop our services for improved community safety.

The current financial climate will require us to make significant savings maintaining and improving the effectiveness of the services we provide. This will focus our attention on:

- achieving efficiencies and savings
- making the best use we can of our resources to improve outcomes for the people we serve.

We will work in collaboration and consultation with communities and stakeholders, led by the Local Senior Officers, with support from our board members. This will focus on developing an understanding of community priorities and allow us to develop local plans for the services we provide. Along with the risk profile information, this will help us identify the skills and resources required for prevention, protection, resilience and response in each area. This will also help us to identify other areas within communities where we can potentially add value, for example, tackling anti-social behaviour.

Additionally, in looking to improve our services we will develop our research and development skills to improve our knowledge of the work of others to help benchmark best practice.

Our immediate priorities in Year 1 will be to continue the merger and harmonisation of the previous eight services into one, developing a strong foundation for efficiencies and improved practice.

In Year 2, we will continue to change and improve the service, through innovative approaches and removing unnecessary duplication. Year 3 will bring a focus on improving our services.

We will reform the service using a Service Transformation Programme, encompassing the whole service, to deliver the improvements needed for us to achieve the benefits of reform.

Organisational development

We will improve outcomes in how we deliver services and for our communities by consulting with, investing in and involving our people. This will include focusing on the role of retained duty staff and developing our approach to ensure that the system is fit for purpose.

To achieve our goals we will develop the Organisational Development Framework to show how we will:

- develop and support a culture of continuous improvement through modern and creative approaches to improving the knowledge and skills staff need in their careers
- ensure we always act in accordance with a common set of values across the new single service
- develop our organisation to increase capacity, capability and accountability.

Information systems and technology

We already operate with some of the best technology available to us. Over the next few years technology will continue to play a significant part in supporting our services as we continue the transformation from eight services into one. To achieve our goals, we will develop an information and communications technology (ICT) strategy. This will show how we will develop our ICT systems that will help us to continuously improve our services.

Communications and working with stakeholders

Working in partnership to improve the safety of our communities is critical to the success of our strategy. We will develop a communications strategy and a stakeholder engagement strategy to set out how we will:

- consult, listen and respond to our partners and communities
- establish and manage our communications

- raise awareness and keep staff, partners, communities and other stakeholders informed of our messages, plans and progress towards achieving the benefits of our strategic programme
- actively encourage two-way communication with our staff, partners, communities and other stakeholders
- use comments and feedback we receive from staff, partners, communities and other stakeholders
- deliver our prevention message.

Finance

Sound financial and asset management are key operating principles for the SFRS. We will develop our financial systems and processes so that they contribute to best value. We will develop a finance strategy to show how we will:

- ensure sound financial and asset management arrangements are in place
- make best use of the money at our disposal to help us achieve our strategic aims and realise the benefits of reform
- ensure our procurement systems and practices meet best practice standards.

To set the financial context for the service, the budgetary position for the next three years is as follows.

Resource budget
2013/14

Our resource budget covers day-to-day operations; our predecessor organisations used the term "revenue budget". Their revenue budgets totalled £291m. Our

equivalent budget in 2013/14 is £273m. We have also had to absorb cost increases, notably:

- £6.5m to cover the additional cost of VAT caused by losing local authority VAT status
- £1.7m to cover a 1% pay award, which is anticipated for all staff during the year
- £0.2m in contractual pay increments for staff.

The net impact of these is that we have to reduce our operating costs by £26m compared with the final year of previous services.

2014/15 and 2015/16

In 2014/15 the resource budget is set to fall by at least a further £12m to £265m and by a further £7m in 2015/16.

Over our first three years, our resource funding is set to reduce by over 10%. Taking account of foreseeable, unavoidable cost increases, we currently anticipate that we will have to achieve a cumulative cost base reduction of £43.5million, or around 15%.

Capital budget

2013/14

The capital budget pays for assets such as equipment and buildings. Our predecessors' combined capital budgets were £22million in 2012/13, including capital grant of £16.4m. Our capital budget for 2013/14 is £15.3m, a reduction of £1.1m on the capital grant. However this is supplemented by committed reserves of £2.64m carried forward from the predecessor authorities for projects that had started but were not complete by 31 March 2013.

2014/15 and 2015/16

The capital budget is set to rise by £6.9m to £22.2m for 2014/15. This is in line with the Scottish Government's commitment to infrastructure investment. We anticipate a further increase of £1.8m for 2015/16 to £24m.

Governance

In March 2013, the Scottish Government, published a 'Governance and Accountability Framework'[4]. It sets out the broad governance structures within which we will operate.

These structures cover areas including how we are held accountable, how we take decisions and how we perform as an organisation.

The governance infrastructure of the service is developing through the establishment of our Board and its four standing committees:

- Audit and Risk Assurance
- Local and Stakeholder Engagement
- Service Transformation
- Employee Partnership Forum.

We have also set up a committee to deal with staffing issues. It is an ad hoc committee, meeting as and when needed.

We will agree standing orders and an interim scheme of delegation. These will govern how we operate and conduct meetings, and outline the powers, duties and authorisations delegated to specific employees.

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[4]*Governance and Accountability Framework*
  http://www.scotland.gov.uk/Publications/2013/03/2213

Service Transformation Programme

We will develop our Service Transformation Programme to manage how we achieve the crucial improvements our service is to deliver. It will be the means by which we will ensure we realise the benefits of reform. We will deliver the programme over the next three years through four workstreams, which are in line with our strategic aims. These are as follows:

- Improved safety of our communities and staff
- More equitable access to fire and rescue services
- Improved outcomes through partnership
- Develop a culture of continuous improvement.

A Programme Board, will manage the delivery of the Programme. The Programme Board will report on progress, risk and issues to the Service Transformation Committee. This will ensure oversight and good governance of the programme.

- The Service Transformation Committee will make recommendations to our board;
- Stakeholders will be involved throughout the process of delivering the programme. We will also develop a comprehensive programme of communication and consultation with stakeholders.
- We will publish an annual operating plan with detailed actions.

Scottish Fire and Rescue Service Board

SFRS Strategic Leadership Team

Service Transformation Committee

Programme Board

Improved safety of our communities and staff

More equitable access to fire and rescue services

Improved outcomes through Partnership

Develop a culture of continuous improvement
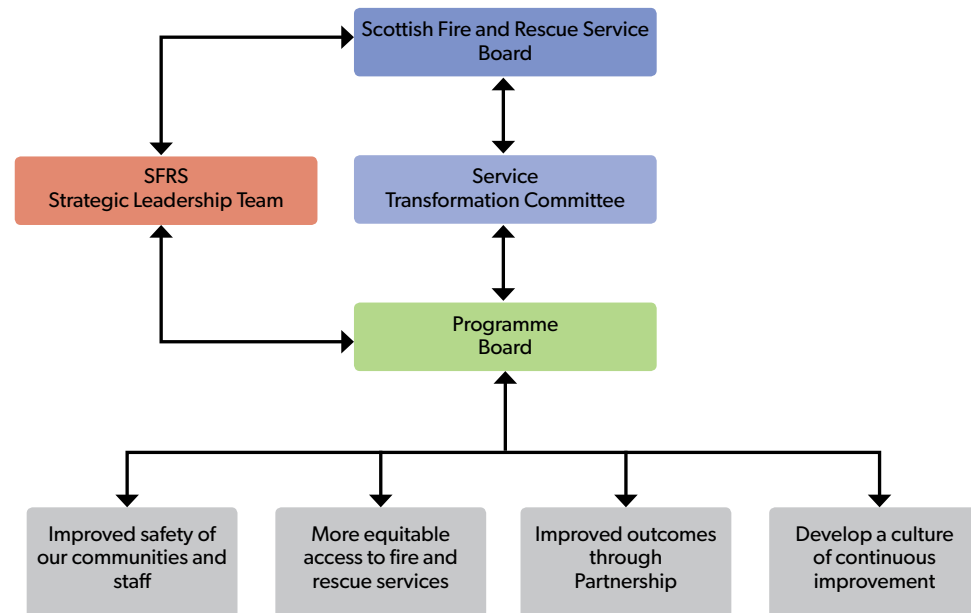
Audit and Scrutiny

Audit Scotland and HM Fire Service Inspectorate in Scotland (HMFSI) have developed a Memorandum of Understanding, agreeing to co-ordinate their audit and inspection activity of the SFRS. HMFSI has said that it will carry out an inspection in 2013 to:

- assess the impact of transition on how we deliver services
- assess the effectiveness and ability of the new management and supervision arrangements to monitor performance and provide quality assurance
- gauge the extent and with what degree of clarity we have set out our plans to deliver the agreed benefits of reform.

Although this is very early in the life of the new service the service transformation programme will attempt to show that the right structures and processes are in place to track progress against the benefits of reform.

In addition, Audit Scotland conducted a Best Value Review of the previous eight services and has presented us with several challenges to consider including:

- how we will respond to Audit Scotland findings that the cost of providing Scotland's fire and rescue services is relatively expensive compared to the rest of the UK
- standardising approaches to how we deploy the resources available to us
- sharing services with other emergency responders
- better consultation with local communities and the workforce
- better targeted preventative work.

Each of these challenges features in the strategic plan. We will consider each in the context of potential areas where we can improve our services.

Section 7: **Delivering our strategic aims**

Delivering our strategic aims will require us to have reliable and effective national and local plans in place. These need to ensure partners and everyone in the service understands how we will work together to achieve agreed goals and to manage our performance effectively.

The strategic plan will help us to develop our annual operating plan and individual business unit plans and local plans. These will specify delivery targets in more detail, stating how we will achieve them, in what timescales, and how we will monitor and review our performance.

Our Planning and Performance Management Framework will set out:

- how we will use the strategic plan to help us develop local plans
- how we will monitor and manage plans from year to year
- how we will ensure there is a link with team and personal development plans
- how we will continue to improve organisational performance and effectiveness through using our sophisticated approaches to performance management
- how we will further develop management information systems to help us to manage how we perform, plan and develop our services effectively.

We will develop a performance map linking our strategic aims and delivery targets with expected outcomes. This will set out key performance indicators that we can use to monitor how well we are performing.

SUPPORTS DELIVERY

SETS DIRECTION

STRATEGIC PLAN

ANNUAL OPERATING PLAN

FUNCTIONAL PLANS

LOCAL PLANS
SOAs   COMMUNITY PLANS

TEAM/ PERSONAL DEVELOPMENT PLANS

◤ Contact us

This Strategic Plan supports the work of the Scottish Fire and Rescue Service in providing the best possible service for our communities and for the people of Scotland.
We know that the way in which we deliver our services can have a great impact on the local community, and we value every opinion in striving to achieve the highest of standards.

If you have something to tell us, no matter how important or trivial it may seem, please do not hesitate to get in touch using any of the lines of communication below:

- Use the electronic feedback form on our website.
- Contact your local community fire station. You will find details listed on our website or in your local telephone directory.
- Contact our HQ by telephone or letter at the address below:

  Scottish Fire and Rescue Service HQ
  5 Whitefriars Crescent,
  Perth,
  PH2 0PA
  Tel: 01738 475260
  Email: strategicplan@firescotland.gov.uk

- Our website can be found at
  www.firescotland.gov.uk

Contact details:

If you would like a copy of this document in a different format or a version in another language please contact:

Scottish Fire and Rescue Service HQ
5 Whitefriars Crescent,
Perth,
PH2 0PA
Tel: 01738 475260
Email: strategicplan@firescotland.gov.uk

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FIRE AND RESCUE SERVICE
Working together for a safer Scotland

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SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SERVICE LEVEL AGREEMENT BETWEEN WEST LOTHIAN COUNCIL AND POLICE SCOTLAND

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A.   PURPOSE OF REPORT

This report is to enable Panel Members to consider a revised Service Level Agreement (SLA) between West Lothian Council and Police Scotland which is reflective of new working practices and their requirements.

B.   RECOMMENDATION

Panel members are asked to consider the contents of the report and a recommendation that this paper is sent to the Council Executive for approval.

C.   SUMMARY OF IMPLICATIONS

I	**Council Values**	Being honest, open and accountable Focusing on our customers' needs Making best use of our resources Working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Local Policing Plan Antisocial Behaviour etc. (Scotland) Act 2004
III	**Implications for Scheme of Delegations to Officers**	None at this stage.
IV	**Impact on performance and performance Indicators**	
V	**Relevance to Single Outcome Agreement**	This report will have a positive impact on the following SOA indicators; We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life changes.
VI	**Resources – (Financial, Staffing and Property**	The council contributes to directly and in partnership to the delivery of the plan

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| | **VII** | **Consideration at PDSP** | Yes |
| **VIII** | **Consultations** | Police Scotland. |

D.   TERMS OF REPORT

West Lothian Council provides £785,976 of funding to Police Scotland for the provision of locally based Safer Neighbourhood Police Officers. These officers play a key role to deliver the local agreed priorities and to support local communities.

A Service Level Agreement (SLA) was drawn up between West Lothian Council ('The Council') and then Lothian & Borders Police following the creation of the Safer Neighbourhood Teams in 2009 and just prior to the creation of the Community Safety Unit. West Lothian's approach to community safety has evolved considerably, particularly around the development of advanced approaches to early and effective intervention and Tasking and Co-ordinating at a daily and monthly level.

The creation of a single 'Police Scotland' has taken place and the Council's Delivering Better Outcomes Agenda is underway. Community Safety Partners are meeting currently to agree priorities based upon the new Community Safety Strategic Assessment for 2015-18.

Given these factors, it is timely and relevant that the Council and Police Scotland develop and agree a revised Service Level Agreement to meet current requirements, specifically around the work to be carried out by the funded police officers.

In developing the revised SLA, officers have approached a number of neighbouring authority areas in order to research similar arrangements.

In particular the revised SLA closely defines the role of the funded police officers, their availability and resourcing. It defines the expectations of the council in relation to partnership working with the Police Safer Neighbourhood Team officers, including joint briefing, patrolling, regular sharing of information, and considers community expectations. The SLA outlines the roles of a number of support posts such as the Partnership Analysts, the School Link Officers and Voluntary Sector support.

The SLA outlines the requirements for deployment, accountability, Dispute Resolution and Performance Management.

E.   CONCLUSION

This report advises the Panel of the development of a revised Service Level Agreement between West Lothian Council and Police Scotland and recommends that the paper is considered at the Council Executive for its approval.

F.   BACKGROUND REFERENCES
None

Appendix 1: Service Level Agreement between West Lothian Council and The Lothian and Scottish Borders Division, Police Scotland.

G.   Contact Person:

Alistair Shaw, Head of Housing Construction and Building Services.

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Date of meeting: 26 May 2015

SERVICE LEVEL AGREEMENT

between

WEST LOTHIAN COUNCIL

and

THE LOTHIANS AND SCOTTISH BORDERS DIVISION, POLICE SCOTLAND

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THIS AGREEMENT is dated ……………………

1. **Parties**

   The parties to this service level agreement (Agreement) are:

   (1)   West Lothian Council

   and

   (2)   Police Scotland

   Both located at West Lothian Civic Centre, Howden South Road, Livingston, EH54 6FF

   Together "the Parties" and each a "Party"

2. **Background**

   (A) The Council has agreed to pay funding to the Police Service of Scotland "Police Scotland" to assist it in carrying out certain services, in line with Council priorities.

   (B) This agreement represents the clear intentions of the parties in relation to the funding and the activities of Safer Neighbourhood Team Police Officers in West Lothian in respect of Antisocial Behaviour, Violence, Substance Misuse, Road and Home Safety, Financial Harm and Serious Organised Crime & Counter Terrorism and in line with agreed local priorities and in supporting local communities.

   (C) This agreement sets out the terms and conditions on which the funding is provided by the Council to Police Scotland.

   (D) These terms and conditions are intended to ensure that the funding is used for the purposes for which it is provided by the Council.

   (E) The agreement refers solely to the provision of additional funded officers and does not reflect core-policing services delivered by Police Scotland.

3. **Payment of Funding**

   The Council shall pay to Police Scotland the sum of £785,976 by way of quarterly instalments following the submission of invoices from Police Scotland to the Council.

   Breakdown Includes:
   21 funded Safer Neighbourhood Teams Police Officers
   Contribution to Motor Vehicles
   Partnership Analysts

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3.1   Purpose of Funding

Police Scotland shall use the funding only for the delivery of the services in accordance with the terms and conditions set out in this Agreement. The funding shall not be used for any other purpose without the prior written agreement of the Council.

4.   West Lothian Community Safety Partners

4.1   The West Lothian Community Safety Partnership (full membership listed at Appendix A) was created in 2007 and consolidated in 2009 when a joint tasking process was established.

4.2   The CSU has responsibility for prevention activity relating to all aspects of community safety within the Community Safety Partnership.

4.3   The Community Safety Partnership will focus on the following priorities as identified through the 2015 Community Safety Strategic Assessment process.

- Community Safety
- Anti Social Behaviour
- Community Engagement

4.4   Community Safety Unit (CSU) Staff

There are two distinct management roles within the CSU: These are:

- CSU Police Sergeant with line management responsibility for police staff within the Unit
- Council Manager with responsibility for line management of Council staff within the CSU

The post of CSU Police Sergeant is paid for by Police Scotland, as they are a Police Scotland employee. The post of Council Manager is paid for by West Lothian Council as this post is held by a council employee.

4.5   The Police Sergeant and Council Manager share responsibility for and have the authority to Chair the Daily Tasking & Co-ordinating Process (T&CG)

4.6   Both the Police Sergeant and Council Manager work to achieve the same outcomes and objectives, however both have a distinctive role in terms of managing the respective 'caseloads' of their staff. Both will also have a range of responsibilities out-with the immediate and day-to-day business of the CSU which represent their positions within their wider organisations.

5.   Roles and Responsibilities

The following roles are funded as part of this Service Level Agreement.

5.1   Safer Neighbourhood Team Police Officers

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The following defines the role and responsibilities of the Safer Neighbourhood Team Police Officers who are the funded officers and to define expectations around abstractions from duty.

5.2 The provision of Safer Neighbourhood Team Police Officers across West Lothian will include named posts that will support the implementation of this agreement and have a specific focus on Community Engagement, Community Safety and Antisocial Behaviour.

5.3 There should be named Safer Neighbourhood Police officers for each Ward area so that council officers have dedicated points of contact. Where a Safer Neighbourhood Team Police officer leaves their post, or is unavailable due to long term sickness absence or other absence, a named individual will be identified to take up this post within one month.

5.4 The sharing of information between both agencies regarding antisocial behaviour and community safety issues should be regular and integral and will be done so under the terms of the existing Information Sharing Protocol. The process of sharing information and any consequential tasks will be managed through the current structure of daily and monthly Multi Agency Tactical and Coordinating meetings, with oversight being maintained through the quarterly Community Safety Strategic Steering Group.

5.5 Safer Neighbourhood Team Police Officers should be subject to certain caveats regarding training/promotion prospects they may undertake when in this role. Police Officers who have undergone specialist training, and by virtue of that training are significantly more likely to be abstracted from core duties will not routinely be considered as suitable for a funded position.

5.6 Safer Neighbourhood Team Police Officers will focus on:

- Patrols within their designated ward, focussing on issues identified through the daily partnership tasking process, weekly briefing, and on issues raised by communities and through Elected Members. Therefore these patrols will respond to local police priorities as well as to intelligence. These patrols will provide community reassurance, visibility and engagement, deter offences in known hotspots and detect and apprehend offenders.

- Appropriate attendance at the Monthly Tasking Group where further priorities and actions may be identified.

- Active Participation in the development of a localised Safer Communities programme alongside Community Planning partners in known areas of high anti-social behaviour

- Support of and engagement with the Early and Effective Intervention (EEI) process in respect of youth diversion/youth concerns and identification of youths for consideration of this process.

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- Being aware of the need to make referrals for vulnerable individuals/individuals at risk.

- Attendance at meetings of various Community Groups (detailed programme to be agreed within 2 months of the SLA being signed)

- Supporting council Safer Neighbourhood Team officers in their investigation of Antisocial Behaviour (ASB) through being regularly available for joint visits, joint patrols, and through provision of Disclosure of Information (Mi11) requests to support the application process for Antisocial Behaviour Orders (ASBO's) and evictions.

- A period of joint briefing or 'parading' on at least a weekly level with council Safer Neighbourhood Team Officers so that information can be effectively shared and priorities formulated.

- A period of joint patrolling of identified 'hotspot' areas on at least a weekly basis

- It will be necessary at times to provide a 'differentiated' service, whereby, while there will be a model of universal SNT cover, funded officers will be able to concentrate on particular operations on identified 'hotspot' areas i.e. floor-walks, fire-initiatives etc.

- Communities to be provided with a list of local Safer Neighbourhood Team Police officers that they can identify as being the officers that the Council wholly funds. This should assist residents' perception of the successful joint work that takes place within communities to tackle anti-social behaviour and provide them with a point of contact

5.7 Safer Neighbourhood Team Police Officers will work with Council Road Safety services to develop and implement road safety action activity across the county, focusing on priority groups and issues identified from the analysis of road casualty data and local consultation and engagement through the Community Planning process.

This may include:

Prevent road crime and protect communities, including contributing to casualty reduction, through detecting a range of road traffic offences including dangerous driving, careless driving, drink / drug driving, speeding, seat belt and mobile phone offences and dealing with significant, recurring or problematic traffic obstructions that present a hazard (i.e. dangerous or inconsiderate parking, abandoned vehicles etc)

5.8 Safer Neighbourhood Team Police Officers will be involved in:

- Active participation in activities developed to divert individuals, particularly young people, away from involvement in serious organised

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crime. This should include diversionary activity at community level and within school environment.

- Work with Community Planning Partners to develop community based responses to serious organised crime, primarily to reduce the demand for counterfeit goods and illicit drugs

- Work with Community Planning Partners to reduce public space violence within West Lothian.

- Safer Neighbourhood Team Police Officers will not normally be involved in responding to Level 1 or 2 calls, other than by exception. The number of Level 1 and 2 calls responded to will be reported on by the Local Area Commander on a monthly basis through the agreed process.

5.9 Partnership Analysts and Researcher

These posts are paid for by West Lothian Council.

The two Partnership Analysts will analyse a wide range of data taken from across the partnership primarily dealing with Antisocial Behaviour, Fires, Alcohol and Young People. They identify trends and provide information to all Community Safety Partners which can be used in briefings by Police and partnership staff, assist resource deployment and can highlight additional opportunities for the partnership to deal with problems timely.

5.10 Provide analysis on a day-to-day and monthly basis dealing with short to medium-term issues and also supply documents that allow Community Safety partners to maintain a proactive strategic approach, providing sustainable solutions to issues in the community.

5.11 The Partnership Researcher assists the analysts in preparing daily and monthly documents whilst maintaining data sets to assist in the analysis of Community Safety issues. This post is currently vacant.

5.12 West Lothian Council continue to fund the provision of 6 additional vehicles to support the work of the Safer Neighbourhood Teams.

5.13 School Link Officers

There are currently 3 School Link officers (SLOs) in West Lothian who provide a high visibility presence within the school environment and local neighbourhood and adopt an early intervention approach in partnership with Education Welfare Officers, Guidance Staff and other agencies. Where relevant they use a restorative justice approach to dealing with matters of discipline within the school and through partnership working, develop proactive strategies to reduce truancy and exclusion.

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In addition to this the community safety partnership is supported by mainstream services from both parties and resources from other organisations that form part of the wider community safety partnership.

5.14 West Lothian Council Safer Neighbourhood Team Officers will work closely and in day-to-day partnership with their Police Safer Neighbourhood Team officers to identify, investigate and tackle complaints of an anti–social nature within their Ward areas in West Lothian. They will carry out a wide range of activities, including joint patrolling activities, joint briefing and information-sharing with their police colleagues, to prevent Antisocial Behaviour and bring about a resolution to complaints including where appropriate, application of the full powers contained within the Housing (Scotland) Act and the Antisocial Behaviour (Scotland) Act.

5.15 The Out of Hours Service deals with complaints of antisocial noise nuisance and behaviour at identified key and peak time. The team also deal with a range of issues around environmental noise, namely house and vehicular alarms, entertainment and construction noise. The team have significant powers to address antisocial and environmental noise where appropriate including the use of fixed penalty tickets and seizure of equipment.

5.16 Voluntary Sector support

A Safer Neighbourhood Youth Worker is seconded to the CSU from West Lothian Youth Action Project (WLYAP)

A Victim Support Scotland Antisocial Behaviour Co-ordinator works closely with the CSU to receive and deal with referrals.

5.17 The recruitment, selection and appointment of the 27 Safer Neighbourhood Team Police Officers will be the responsibility of Police Scotland, although funding for 21 posts will be the responsibility of West Lothian Council.

6. Deployment

6.1 Safer Neighbourhood Team Police Officers are regarded as an enhancement to the core police resource. In this respect it has to be recognised that the Safer Neighbourhood Team Police Officers are deployed to deal with the Community Safety priorities signed off in this SLA and are not to be sent routinely to Level 1 and 2 calls. These officers are a part of the Community Policing Teams within West Lothian.

6.3 Deployment and team complement will be made subject to an intelligence led approach based on analysis and intelligence available. With a primary focus on antisocial behaviour and quality of life issues, the Safer Neighbourhood Team's will be a taskable resource for actions generated through Daily Tasking (Managed by the CSU) and the West Lothian Joint Tasking Group, which meets on a monthly basis. The Strategic Steering Group will provide scrutiny and oversight on a quarterly basis.

6.4 The Safer Neighbourhood Officers of both Police and Council will operate within ward boundaries, and on a daily basis their work will be coordinated by

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Community Team Sergeants taking operational direction from Ward Community Inspectors, and in accordance with the principles contained with Service Level Agreement.

6.5 Additionally, Police Safer Neighbourhood Police Officers will have a wider ward remit to take responsibility for generic antisocial behaviour and quality of life related matters and West Lothian Council Safer Neighbourhood Officers will also have council generated caseloads in relation to antisocial behaviour issues around neighbour disputes.

7. Accountability

7.1 Unless there are exceptional circumstances, Police Safer Neighbourhood Officers will not be routinely abstracted from their core role, whose functions are specified in Section 5 of this document. For the purposes of this agreement the term 'abstraction' means that when Police Scotland Safer Neighbourhood Team Police Officers are 'on duty' they will not be routinely utilised in any other capacity other than their core function as agreed within this service level agreement and will not be utilised outwith West Lothian.

7.2 Such exceptional circumstances should constitute a genuine emergency (such as an incident of domestic terrorism, or unexpected period of exceptionally high demand without prior agreement with the council).

7.3 In the event of all potential foreseeable disruption to the delivery of core Services, Police Scotland shall provide as much notice as is reasonably practicable of such potential disruption to the relevant Authorised Council Officers.

7.4 Any exception will be recorded and included in the Police Scrutiny Performance Information that is taken quarterly to the Services for the Community Policy and Development Scrutiny Panel (PDSP).

7.5 Police Scotland shall provide the Council with information relating to staff abstractions on a monthly basis as detailed within paragraph 5.8 of this agreement.

7.6 In the event that Police Scotland has carried out a staff abstraction that does not meet the criteria above or has not been agreed in advance with an Authorised Council Officer, the Council shall be entitled to reduce or recover a proportionate part of the Funding where disruption to the Services has taken place.

7.7 Should it be the case that police SNT Officers within a particular Ward/s are 'abstracted' to deal with other operations within the specification above, every effort should be made to ensure that a police SNT officer remains available to assist council colleagues. All abstractions will be included in the monthly report provided by the Local Area Commander.

7.8 Police Scotland Officers and Staff will remain under the direction of the Chief Constable, who retains the exclusive rights over the deployment of resources, having regard to prevailing wider operational demands and requirements.

9

7.9   Police Scotland will identify the senior Police officer(s) responsible for supervising these matters ("Authorised Police Officer(s)"). For the purpose of this Agreement, this officer is the West Lothian Area Commander, on behalf of the Divisional Commander. In the absence of the West Lothian Area Commander the Divisional Commander will ensure a named deputy carries out the function.

7.10   The Council shall pay Police Scotland for the Services delivered to West Lothian Community Safety Partnership in accordance with the terms of this Agreement.

7.11   The Council shall set out in writing, for Police Scotland, a statement of the quarterly sums due taking into account any deductions or credit arising as a result of this Agreement.

7.12   Police Scotland shall submit an invoice to the Council in respect of the Services provided on a quarterly basis based on the statement issued by the Council who shall pay all or any undisputed sums within 10 business days of the receipt of the invoice from Police Scotland.

8.   Dispute Resolution

8.1   In the event of any dispute between the parties, either party may serve a notice on the other party outlining the terms of the dispute and proposing a time and a place for a meeting between the parties' representatives where the parties' representatives shall attempt to resolve the dispute. The other party shall respond to such a notice within five working days of receipt. If the dispute is not resolved within ten working days of service of the notice, the matter may be referred by any party to the appropriate senior officer of each party for resolution. If the dispute remains unresolved for a further ten working days then the issue shall be escalated for resolution to the Council's Chief Executive and Police Scotland's Local Area Commander.

9.   Information

9.1   The information to be reported by the Parties shall relate to the priorities identified by the current Strategic Assessment.

9.2   Both services shall act reasonably in requesting additional or ad hoc information.

9.3   The CSU shall manage the provision of information to ensure the integrity and corporacy of data provided.

10.   Information Governance

10.1   The parties shall comply with the requirements of the Information Sharing protocol.

10.2   All parties will report all incidents of data loss and breach of confidence in accordance with the Information Sharing Protocol. Appendix D

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11. Performance Management

11.1 Each Party shall identify a named lead to act as contact point for the management of this Agreement.

11.2 Within 2 months of the agreement being signed, a detailed performance matrix will be agreed. The matrix will reflect the West Lothian Local police Plan and the priorities of the priorities of the West Lothian Community Safety Strategic Assessment.

11.3 The Parties shall meet quarterly to review the performance of this agreement. Either Party can submit matters for discussion at the review meeting.

11.4 A written record of the review meeting shall be agreed and circulated.

11.5 Where performance of the Services and/or any other obligations under this Agreement falls below the service requirements or priority outcomes in this Agreement or could be reasonably expected from a Party to this Agreement, then a corrective action plan will be agreed by the Parties setting out the improvement in performance that should be achieved prior to the next performance review meeting.

11.6 A record of any corrective action plan and any consequence exercised and actions completed shall be recorded in the written record of the review meeting.

12. Intellectual property

12.1 Except as set out expressly in this Agreement no Party shall acquire the intellectual property rights of the other Party.

12.2 Intellectual property will not be shared without the express consent of the party concerned, outwith the Community Safety Partnership and is governed by the information sharing protocol.

13. Term and termination

13.1 This Agreement shall commence on the date of signature by both Parties and shall be reviewed on an annual basis.

13.2 Recognising the staffing commitment, Police Scotland will require a minimum of 12 months notice in writing to terminate the funding of any officers provided to meet the needs of the community safety partnership.

14. Charges and liabilities

14.1 Except as otherwise agreed, the Parties shall each bear their own costs and expenses incurred in complying with their obligations under this Agreement.

14.2 Both Parties shall remain liable for any losses or liabilities incurred due to their own or their employee's actions and neither party intends that the other Party shall be liable for any loss it suffers as a result of this Agreement.

11

Signed for and on behalf of [West Lothian Council]	
Signature:	....
Name:	....
Position:	....
Date:	....
Signed for and on behalf of [Police Scotland]	
Signature:	....
Name:	....
Position:	....
Date:	....

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Appendix A

West Lothian Community Safety Partnership – List of Members

Statutory Bodies

West Lothian Council incorporating:

- Housing Construction and Building Services
- Social Policy
- Education Services
- Operational Services
- Area Services
- Environmental Health and Trading Standards
- Corporate Services

Police Scotland

Scottish Fire and Rescue Service

NHS Lothian

Crown Office and Procurator Fiscal Services

Criminal Justice Authority

Scottish Prison Service/Sodexo Criminal Justice Services (Addiewell Prison)

Voluntary Sector

West Lothian Drug & Alcohol Services

West Lothian Youth Action Project

Victim Support Scotland

Appendix B – Key Performance Indicators

Performance Indicators

P.I.	Y.T.D	L.Y.T.D.	% change on last quarter	Context and Actions/Response
No. of ASB Joint Visits with Council Staff				
No of joint patrols undertaken with Council staff where agreed as a priority				
No of Eviction Action/ Visits with Council staff				
Abstraction rate				
Joint communications and engagement activities				
No. of community meetings attended				
No. of Level 1 and 2 calls in West Lothian				
No of Level 1 and 2 calls responded to in by funded officers				

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West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORTING

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A.   PURPOSE OF REPORT

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

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D. TERMS OF REPORT

Introduction

The performance of service activities or ongoing tasks is measured through the use of key performance indicators (KPIs). The key activities of the service are covered by KPIs, some of which are also specified performance indicators (SPIs). The council's performance management system, Covalent, uses a simple traffic light system to show if progress in 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, Construction and Building Services indicators that fall within the remit of this PDSP.

Current Position

Of the nine performance indicators we are reporting, eight are categorised as green and one is red. This is an improved position from my last report when there were six green and three amber indicators. 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, with the majority at green status. 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: **Elaine.Byrne@westlothian.gov.uk** Tel No.01506 281968

ALISTAIR SHAW
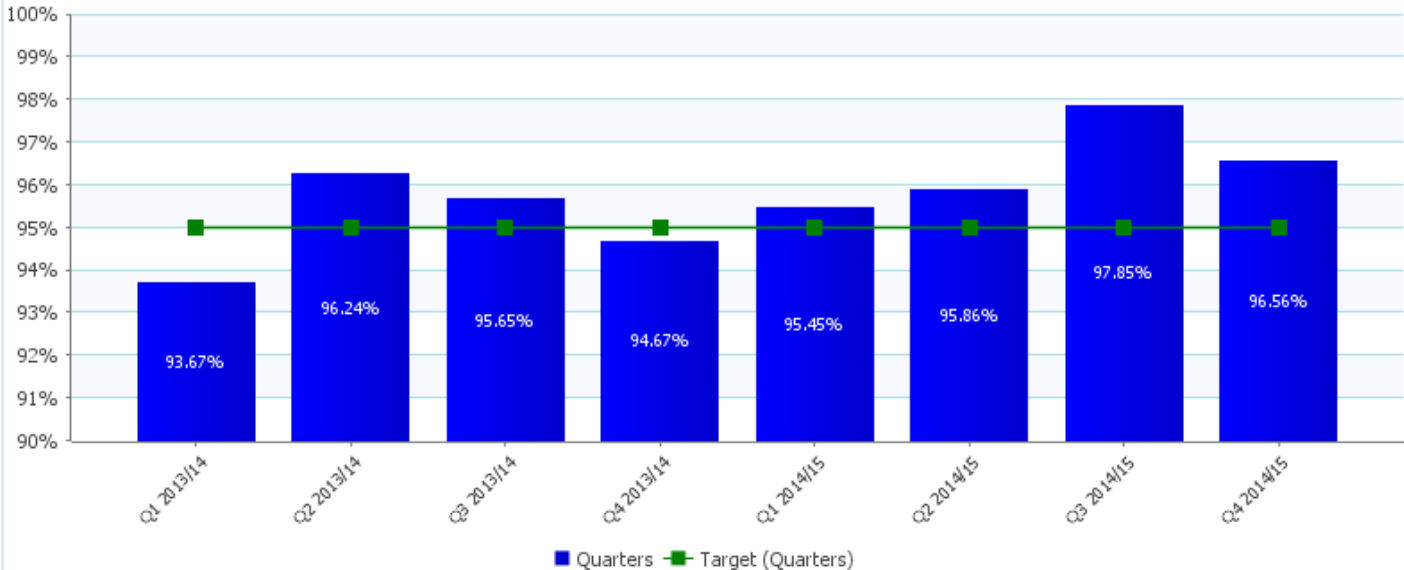
HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

Date: 26 May 2015

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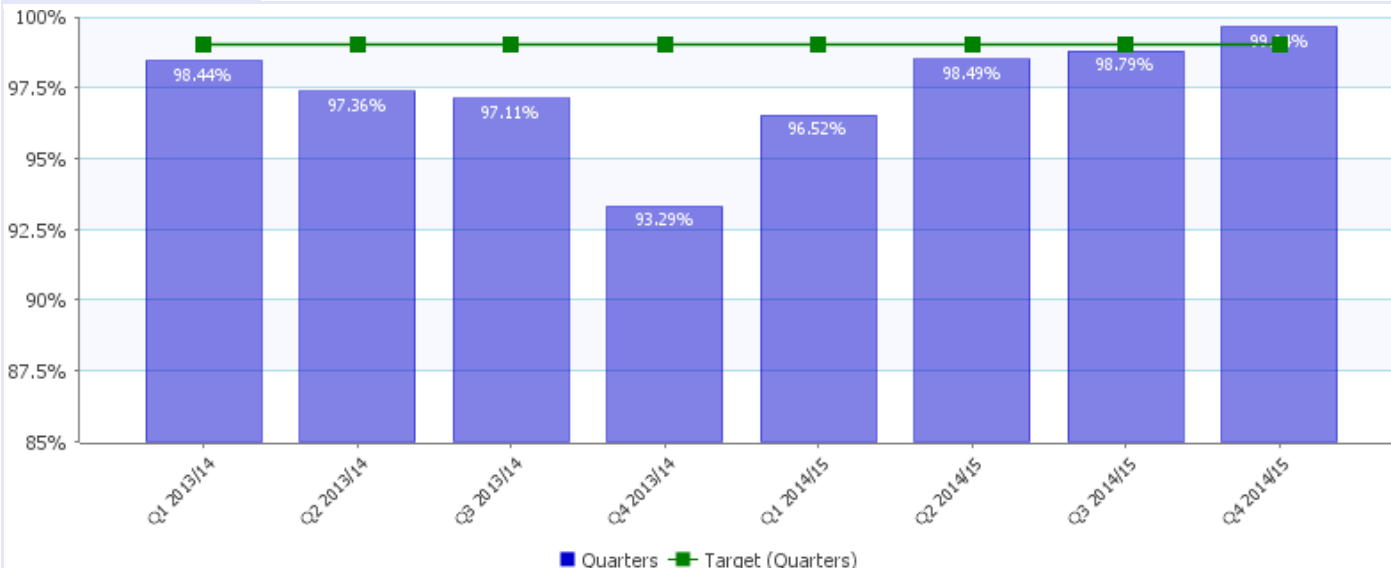
2015-05-26 Services for the Community PDSP

Report Author: Elaine Byrne
Generated on: 11 May 2015 14:00
Report Layout: .PDSP_PIs_All_For Committee_G

1

PI Code & Short Name	**P:BUS002_6b.3 Percentage of Housing Repairs completed to timescale.**	PI Owner	zBUS_PIAdmin; Grant Taylor
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency and non-emergency repairs including gas repairs and the councils out of hours emergency service. Timescale can vary from 24 hours for an emergency repair to 15 days for a routine repair. Building Services has an expected Target of 95% for this performance indicator.	Traffic Light Icon	✅
Linked PIs		Current Value	96.56%

		Current Target	95%

Chart data:
- Q1 2013/14: 93.67%
- Q2 2013/14: 96.24%
- Q3 2013/14: 95.65%
- Q4 2013/14: 94.67%
- Q1 2014/15: 95.45%
- Q2 2014/15: 95.86%
- Q3 2014/15: 97.85%
- Q4 2014/15: 96.56%

Legend: ■ Quarters — Target (Quarters)

Notes on Latest Data Entry

28-Apr-2015 The performance for quarter four has met target. In quarter four Building Services completed 12,313 housing responsive repairs, 423 of these repairs were completed outwith the service standards timescale. Overall four repair categories make up this indicator, 3 indicators met target. Further analysis of routine repairs is underway to identify where improvements can be made.

Emergency repairs - quarter four 98.92% - target 97%
Routine repairs - quarter four 93.54% - target 95%
Gas repairs - quarter four 99.84% - target 97%
Standby repairs - quarter four 99.64% - target 97%

Trend Chart Commentary:

Performance for quarter four in 2014/15 has exceeded the target, 96.56%. Building Services completed 12,313 reactive repairs in quarter four with 11,890 complete within the agreed timescales. The trend shows for the 4th quarter in a row Building Services has met target within performance on this indicator.

During 2014/15 Building Services carried out 44,669 repairs jobs, a reduction of 4,651 jobs from the previous year. The yearly figure for this PI is 96.44% of all repairs completed within target, an increase of 1.45%.

2

PI Code & Short Name	P:BUS005_6a.7 Percentage of customers who are satisfied with the housing repair service.	PI Owner	zBUS_PIAdmin; Grant Taylor
Description	This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys, personal digital assistants PDA or a number of customers are contacted by our customer contact centre. This indicator is the number of respondents who chose 'a positive response, as in Very and Fairly satisfied, as a percentage of the overall responses. Measuring customer satisfaction helps ensure that we continue to provide an excellent repairs and maintenance service that meets tenants' expectations. The results are analysed to identify improvements to the way the service is delivered to customers. In 2013/14 as part of the introduction of Scottish Housing Charter Building Services now report customer satisfaction using the 5 point scale responses. The categories are, Very satisfied, Fairly Satisfied, Neither or, Fairly Dissatisfied, Very Dissatisfied.	Traffic Light Icon	✅
Linked PIs		Current Value	99.64%
		Current Target	99%

| | | Notes on Latest Data Entry | 28-Apr-2015 In quarter four the performance met target. 559 surveys were recorded for quarter 4. 2 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. The repair teams are continually monitoring the returns to improve the service delivery to our customers. |

Trend Chart Commentary

In 2014/15 the trend shows performance has increased throughout the year. In quarter four performance has met target, an increase of 0.85% from the previous quarter. The repair team's analyse all feedback and arrange to contact all customers who provide non positive responses to discuss ways of improving the service.
The customer service centre will increase the number of surveys carried out in 2015/16. The repair teams analyse all survey feedback and look to see where improvements can be made.

3
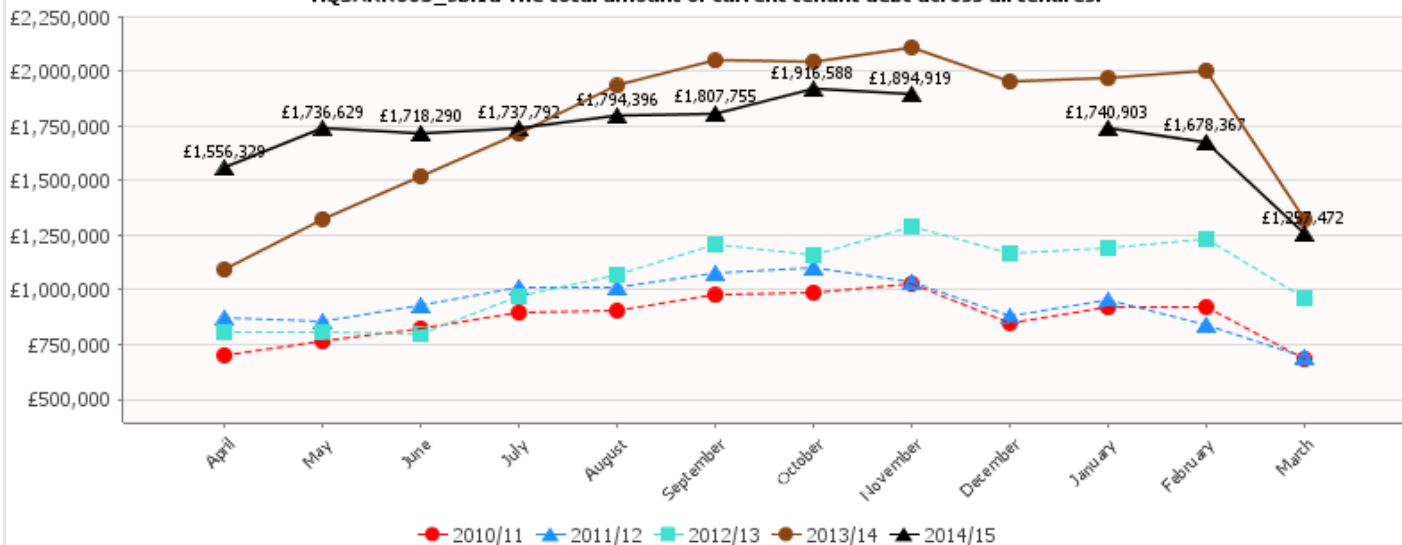
PI Code & Short Name	HAS008_9b Number of new build social houses completed by Housing Association partners in West Lothian.	PI Owner	zHAS_PIAdmin; Colin Miller
Description	This indicator provides information on the number of new social rented properties built by our partner landlords.	Traffic Light Icon	✅
Linked PIs		Current Value	59
		Current Target	59
		Notes on Latest Data Entry	11-May-2015 The target for 2014/15 was met.

Legend: ■ Years ■ Target (Years) ▲ Red Threshold (Years) ● Amber Threshold (Years)
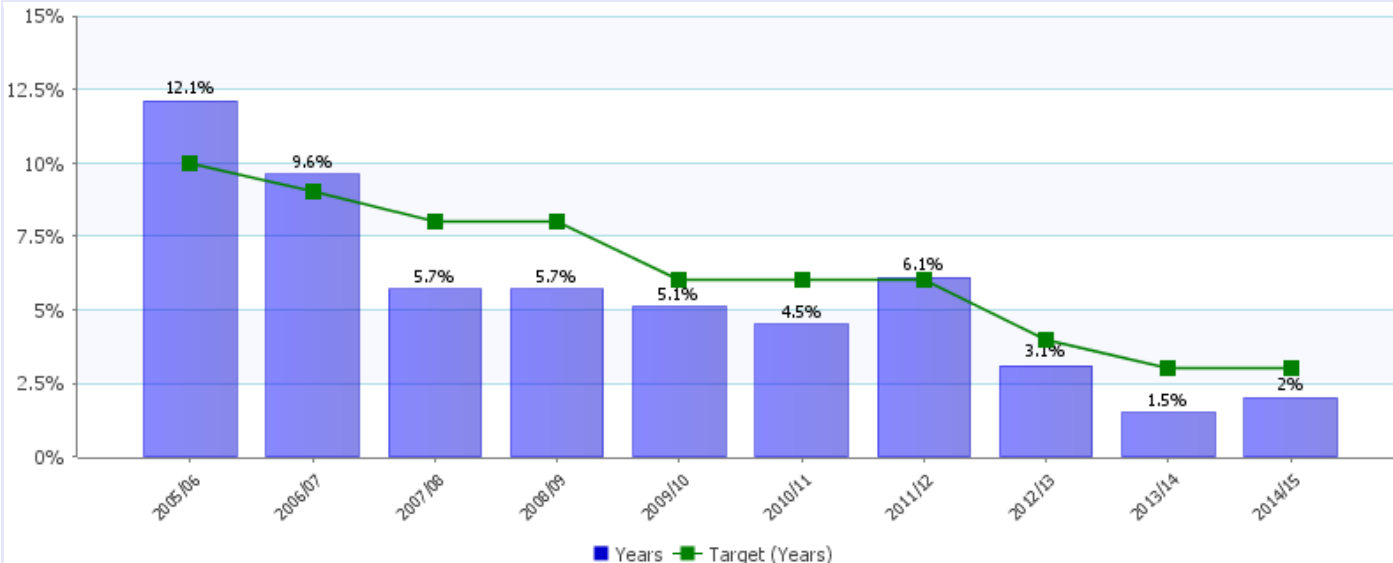
<u>Trend Chart Commentary</u>
The target number of completions for 2014/15 was met although was slightly below the level achieved in the previous year. The number of new build completions by registered social landlords (RSLs) varies from year to year and depends on the amount of Government subsidy available and how this is allocated between RSLs new build programmes and the council housing programme. Over the performance period, RSL completions peaked at 171 in 2009/10. Completions in recent years have been much lower than the peak of 2009/10. Over the performance period, the only year when the RSL target was not met was 2012/13. This was because a number of RSL developments were delayed and were not completed in the timescale expected.

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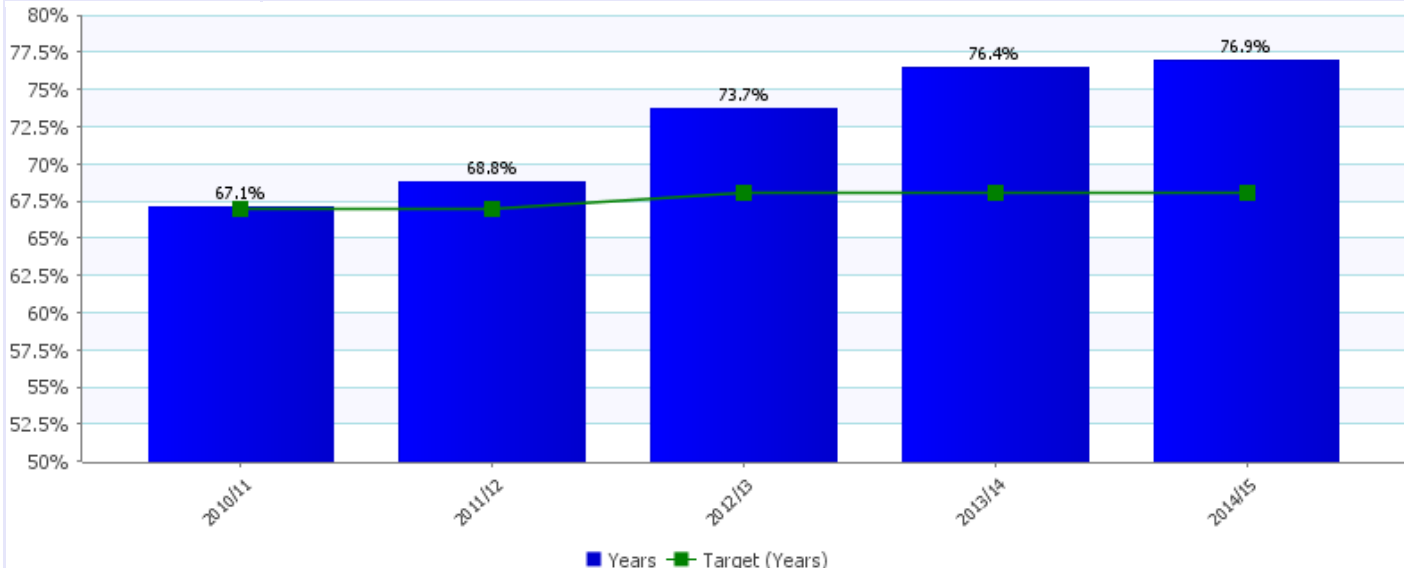
PI Code & Short Name	HQSARR603_9b.1a The total amount of current tenant debt across all tenures.	PI Owner	zHQSARR_PIAdmin; Siobhan Mullen
Description	This graph shows the rolling arrears total for all current tenants in mainstream, temporary and emergency accommodation and also includes garage rents.	Traffic Light Icon	✅
Linked PIs	HQSARR600_9b; HQSARR601_9b; HQSARR602_9b	Current Value	£1,257,472
		Current Target	£1,333,792

Notes on Latest Data Entry

11-May-2015 In recent years we have experienced higher arrears levels and this mirrors the national trend. To address this, an Arrears Task Group, led by HCBS was established in October 2013 and work with the group remains on-going. The Arrears Task Group agreed a £1m target for 2014-15 that was based on a number of factors being introduced and progressed. Most of the actions are complete and this has had a positive impact on our arrears. However, the action to address legacy bedroom tax arrears took longer than anticipated and as a result the £1m overall target was not reached. At the end of March 2015 our mainstream arrears caseload was 3,493 and totalled £1,207,750. Although we did not meet the agreed £1m target, as of the end of 2014-15 72% of tenants have either a clear or credit rent account and the arrears caseload is also at its lowest point in over three years. For 2015-16 the Arrears Task Group will implement a new Rent Strategy and propose a continuation of current actions as well as introducing new initiatives to ensure rent arrears continue to fall. Preparations are in place to mitigate further increases, in particular from the introduction of Universal Credit. For Discretionary Housing Payments, we have confirmation that it is the Scottish Governments intention to continue to
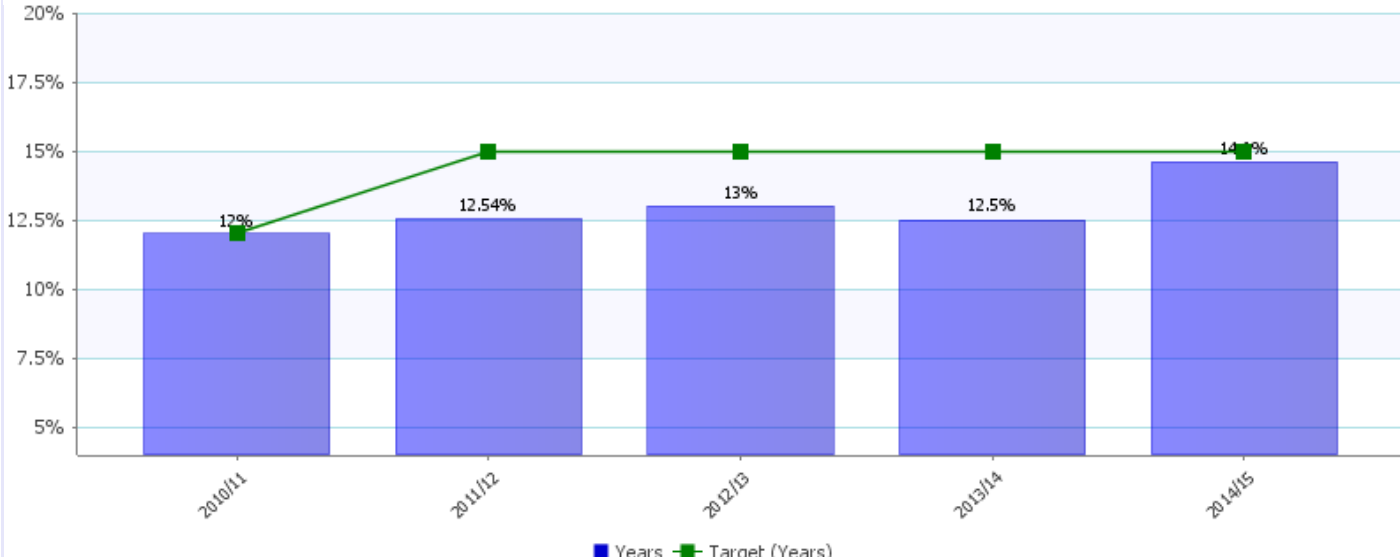

HQSARR603_9b.1a The total amount of current tenant debt across all tenures.

£1,556,329 £1,736,629 £1,718,290 £1,737,792 £1,794,396 £1,807,755 £1,916,588 £1,894,919 £1,740,903 £1,678,367 £1,257,472

Legend: 2010/11, 2011/12, 2012/13, 2013/14, 2014/15

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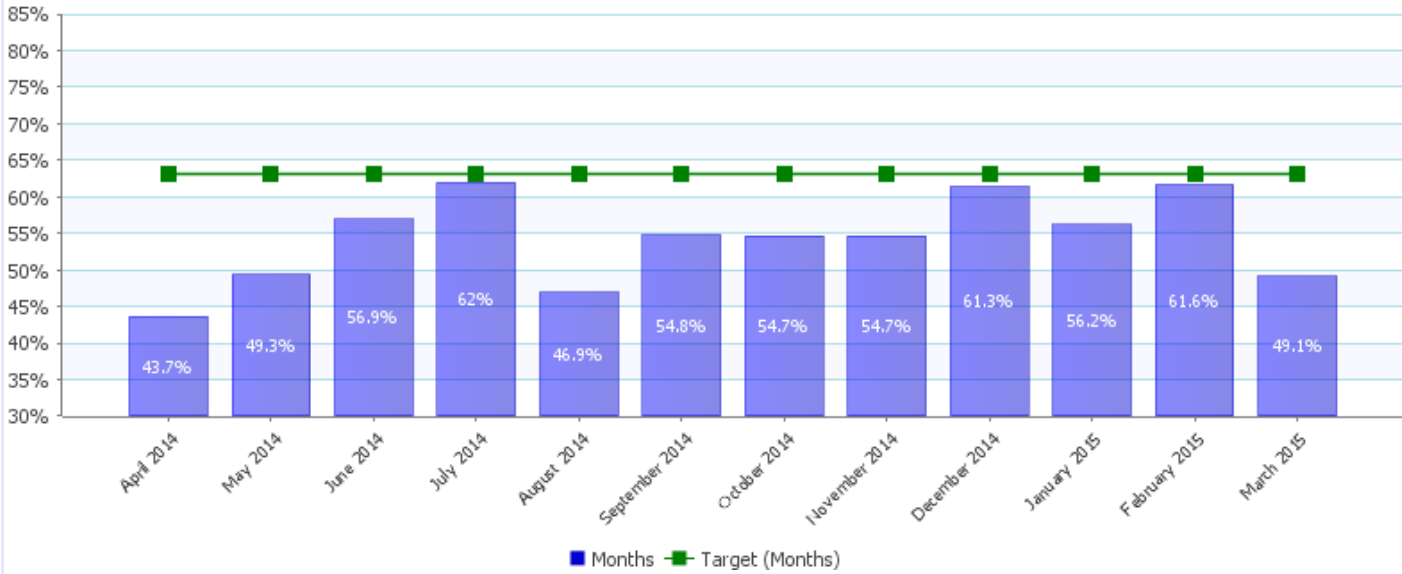|	mitigate the under occupancy shortfall for this financial year.

Trend Chart Commentary:
The level of rent arrears varies considerably through the year, but follows a similar pattern from one year to the next. Using the trend information from this chart, we see that arrears generally increase over the summer holiday months and after Christmas and decrease during the free week rental periods in December and March. The target is set to vary throughout the year to reflect our understanding of the trend pattern. The percentage of tenants in serious arrears has increased which is reflective of the current economic downturn and the hardship our tenants are experiencing due to reduced income levels. Our focus is to sustain people in their homes by ensuring support and assistance is provided and where possible income is maximised through welfare benefits, however 25 tenants lost their homes through eviction.

6

PI Code & Short Name	**HQSHOM031_9a.2a Percentage of repeat homeless presentations.**	PI Owner	zHQSHOM_PIAdmin; AnnMarie Carr
Description	Percentage of same households who are assessed as homeless within 12 months of being assessed as homeless previously. Unlike the Statutory Performance Indicators, this indicator includes both homeless households to whom we have a duty to provide permanent accommodation and those to whom we have a duty to provide temporary accommodation,	Traffic Light Icon	✓
Linked Pls		Current Value	2%
		Current Target	3%

Notes on Latest Data Entry	11-May-2015 This is an annual indicator. Performance information for 14/15 has been reported and verified by the Scottish Govt. Performance for the year has risen slightly from 1.5% to 2% but still remains within target of 3%.The number of repeat cases accepted where it has been assessed that there has been a material change in their circumstances within the 12 months since duty was discharged, has increased from 11 in 2013/14 and to 22 in 2014/15. Further detail of the 22 repeat cases has been requested from the Scottish Government to allow a review of the reasons for repeat and allow for quality check against process.

Trend Chart Commentary:
There has been a significant reduction in repeat homeless presentations over the last four years due to the focussed work undertaken by the Housing Needs service. There was slight increase in 2011/12 and each case contributing to this rise has been reviewed to establish the reasons for the repeat presentation and has allowed appropriate strategies to be put in place to improve performance.
Performance for 2012/13 demonstrated a significant improvement in our position with repeat performance at 3.1% compared to a year end position in 2011/12 of 6.1 %. The 2013/14 figure demonstrated a further improvement in our position.
Following verification from the Scottish Government the 2014/15 figure identifies an increase of 0.5% on the previous year with 22 cases where applications were accepted as repeat , having been assessed as having undergone a material change in circumstances. Further detail of these cases has been requested from the Scottish Government to allow for review of reasons and quality check against process.

7

PI Code & Short Name	CP:HQSHOM034_9b The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured.	PI Owner	zHQSHOM_PIAdmin; AnnMarie Carr
Description	This indicator measures the percentage of homeless cases that are found permanent accommodation. The aim is to exceed the target and maximise the percentage of homeless cases that are found permanent accommodation.	Traffic Light Icon	✅
Linked PIs		Current Value	76.9%
		Current Target	68%
		Notes on Latest Data Entry	11-May-2015 This is an annual indicator. The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured increased in the last financial year.

Trend Chart Commentary:
Performance in 2014/15 in the proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured, increased to 76.9%. This upward trend is a continuation of improving trends over a five year period with increasing numbers of applicants securing and sustaining settled accommodation. This increasing trend has been supported by the increase in new build housing in West Lothian which has had a positive impact through increasing numbers of properties available for letting.

8

PI Code & Short Name	HQSHOM037_9b.1a Percentage of homeless presentations housed by a Registered Social Landlord.	PI Owner	zHQSHOM_PIAdmin; AnnMarie Carr
Description	Percentage of people who apply as homeless where the final outcome is that they are housed by a Housing Association.	Traffic Light Icon	✅
Linked PIs		Current Value	14.6%
		Current Target	15%

| | | Notes on Latest Data Entry | 11-May-2015 **This is an annual indicator. The validated figure from the Scottish Govt shows an improved position from the previous year with an increase of 2.1%. Work continues with our RSL partners in regards to review and monitoring of performance through nomination agreements and Section 5 protocols with aim of continued increase in outcomes moving forward.** |

Trend Chart Commentary:
In 2009/10 there was an increase in the percentage of homeless people housed by a Registered Social Landlord (RSL) in West Lothian. In 2010/11 performance dropped as a result of the reduced numbers of new houses being built by RSLs and therefore a reduction in the number available for nomination to the council's housing list. The percentage from 2011/12, 2012/13 and 2013/14 demonstrated consistent performance . Performance for 2014/15 has increased by 2.1% from 2013/14,and is as a result of continued strong partnership arrangements with all social landlords in West Lothian. Targets for this indicator are agreed in conjunction with service users.

9

PI Code & Short Name	**P:HQSLETS004_9b Percentage of mainstream vacant properties (i.e. the empty houses let for permanent housing, including New Build) let in 0-2 weeks.**	PI Owner	zHQSLETS_PIAdmin; Siobhan Mullen
Description	This monthly indicator records our mainstream empty houses including new build lets, that is empty homes for permanent let and how quickly we re-let them. We aim to have the majority of our properties re-let within 0-2 weeks. The information is taken from the council's housing management system.	Traffic Light Icon	🛑
Linked PIs	HQSLETS4195_9b; HQSLETS608_9b	Current Value	49.1%
		Current Target	63%
		Notes on Latest Data Entry	11-May-2015 There were 89 properties let in March and 36 or 40% of these properties were let in in 0-2 weeks. Overall there were 37 properties let in the Bathgate which includes 21 new build lets. There were 24 properties let in the Whitburn/ Blackburn ward and 19 properties let in the Armadale area. Following the trend of previous months, the void figure for properties let in 0-2 weeks has been impacted due to the requirement for a full asbestos check to be carried out while the property is empty and before any repair work is carried out. In addition, we are seeing an increase in the number of abandoned properties which means that properties are immediately in the 0-2 weeks rent loss period. We are currently liaising with officers in Construction Services and Building Services to ensure that void properties are being returned timeously after asbestos surveys and repair works. Housing Managers and Building Services Team Leader's meet regularly to ensure that properties are returned within the agreed timescale after the void repair work is carried out.

Trend Chart Commentary:
This is a monthly indicator. Whilst in recent years we have been Scotland's top ranking authority when it comes to re-letting our houses, our performance in this area has changed and we are taking longer to relet our mainstream housing. There are a number of reasons for the change in performance. There has been an increase in the number of secondary lets as a result of the new build programme that has had an impact on our re-

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let times. More importantly however, during the void period we carry out extensive asbestos checks and electrical checks which while it improves health and safety for the new tenant, have had an impact on the void turnaround time. The information for this indicator is no longer collected by Audit Scotland, however in the Annual Return of the Charter (ARC) for 2013-14, we took 21 days to relet our homes compared to the Scottish average of 35.7 days.

11

PI Code & Short Name	**P:HQSPROP033_9b Percentage of council houses meeting the Scottish Housing Quality Standard (SHQS).**	PI Owner	zHQSPROP_PIAdmin; Colin Miller
Description	All council houses must conform to the Scottish Housing Quality Standard (SHQS) by 2015. This indicator measures our progress towards this target.	Traffic Light Icon	✅
Linked PIs		Current Value	99.99%

		Current Target	100%
		Notes on Latest Data Entry	23-Apr-2015 At 31 March 2015, only one of the council houses in West Lothian did not comply with the SHQS.

Trend Chart Commentary:

The Scottish Government expects all homes rented from social landlords to meet the Scottish Housing Quality Standard (SHQS) by 31 March 2015. Since 2006, the Housing Capital Programme has been aligned with a delivery plan aimed at ensuring that all council housing stock meets the SHQS by 31 March 2015. The performance chart shows a year on year improvement in the percentage of the housing stock meeting the SHQS. Significant progress has been made each year and at the end of 2014/15 only one house did not comply with SHQS.

In 2012/13, West Lothian Council was ranked 8th out of 26 Scottish Local Authorities who have a council house service, an improvement of three places from the previous year. In 2013/14, West Lothian's position improved to 3rd out of 26 Scottish Local Authorities. The position for 2014/15 will be confirmed in late summer 2015.

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![West Lothian Council logo]

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

2014/15 ANNNUAL RETURN ON THE CHARTER

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A. **PURPOSE OF REPORT**

To advise the Services for the Community Policy Development and Scrutiny Panel on the service's performance against the Annual Return on the Charter, prior to submission to the Scottish Housing Regulator on 31 May 2015.

B. **RECOMMENDATION**

The panel are asked to note the performance that will form part of our return to the Scottish Housing Regulator.

C. **SUMMARY OF IMPLICATIONS**

I	**Council Values**	• Focusing on our customers' needs • Being honest, open and accountable • Making best use of our resources
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Housing (Scotland) Act 2010
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**	• Percentage of tenants satisfied with the management of the neighbourhood they live in. • Percentage of council tenancies that are sustained after 12 months for previously homeless people • Percentage WLC housing stock meeting the Scottish Housing Quality Standard
VI	**Resources - (Financial, Staffing and Property)**	None
VII	**Consideration at PDSP**	Yes

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	VIII	Other consultations	Service staff and Housing Networks

D. TERMS OF REPORT

Introduction

The Scottish Social Housing Charter (the Charter) came into force on 1 April 2012.The Charter is a requirement of the Housing (Scotland) Act 2010 which sets out its functions, powers and duties. It provides a clear statement of what tenants and other customers can expect from social landlords and it helps to make landlords more accountable.

The Charter describes outcomes and standards that landlords should achieve. It is the basis of landlord self-assessment and is used by the Scottish Housing Regulator (SHR) to monitor, assess and report on Registered Social Landlords performance.

The Annual Return on the Charter (ARC) is the vehicle which landlords must use to submit the requisite performance information to the SHR. The standard Charter indicators allow effective benchmarking amongst registered social landlords across Scotland. There are eight Charter themes with multiple indicators and contextual indicators and the SHR provides detailed technical guidance to support landlords in calculating these.

The first ARC was submitted by 31 May 2014 and reported information for the financial year 2013/14. In conjunction with our tenants we published our landlord report, Performance Matters, ([Landlord-Report](#)) and the SHR published their Charter key findings report for tenants, ([Charter Key Findings Report for Tenants](#)) in April 2015.

2014/15 Annual Return on the Charter

Officers have been collating information in preparation for our submission and Appendix 1 provides the 2014/15 results that will form part of our submission to the SHR. The appendix also provides detail on the comparative results for 2013/14 as well as indication on whether performance has improved (↑), dipped (↓), or remained the same (↔).

Of the 48 indicators in Appendix 1, 29 have improved from the previous year, 11 have dipped, with some only slightly, six have remained the same and we are awaiting information to complete two indicators but these will be complete by the 31 May 2015 deadline. For the 11 that have dipped we will implement improvement plans during the course of 2015/16. In addition to our improvement plans we will be in a position to benchmark our 2014/15 results once the SHR publishes all landlord datasets in August 2015.

E. CONCLUSION

The service will submit the second Annual Return on the Charter prior to the deadline of 31 May 2015. The appendix to this report provides detail on the indicators that will form part of our submission as well as providing comparative information from 2013/14. The vast majority of indicators show an improved position but where there has been a dip in performance this will be addressed by the implementation of action plans during 2015/16. We will use the SHR's complete dataset, once available in August 2015, to benchmark our full results.

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F.   BACKGROUND REFERENCES

None

Appendices/Attachments: One

Contact Person: **Elaine.Byrne@westlothian.gov.uk** Tel No.01506 281968

ALISTAIR SHAW

HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

Date: 26 May 2015

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Indicator	2013/14 Results	2014/15 Results	Movement
Charter Theme: Overall Satisfaction			
Percentage of tenants satisfied with the overall service provided by their landlord	88.14%	89.52%	⬆
Charter Theme: The Customer/Landlord Relationship			
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	84.99%	86%	⬆
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	72.63%	72%	⬇
Charter Theme: Housing Quality and Maintenance			
Percentage of stock meeting the SHQS at the end of the reporting year	94.23%	99%	⬆
Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS at the end of the reporting year	99.39%	100%	⬆
Percentage of tenants satisfied with the standard of their home when moving in	84.99%	75%	⬇
Percentage of tenants satisfied with the quality of their home	82.79%	83.82%	⬆
Charter Theme: Repairs, Maintenance and Improvements			
Average number of reactive repairs completed per occupied property	4.23	3.89	⬆
Average length of time taken to complete emergency repairs	11.26 hours	7.91 hours	⬆
Average length of time taken to complete non-emergency repairs	10.28 days	8.74 days	⬆
Percentage of reactive repairs carried out in the last year completed right first time	91.19%	93.93%	⬆
Percentage of repairs appointments kept	99.66%	99.39%	⬇
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	99.28%	98.47%	⬇
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	86.13%	85.44%	⬇

Charter Theme: Neighbourhood and Community			
Percentage of 1st stage complaints on other issues upheld by the landlord	22.79%	54.17%	⬆
Percentage of 2nd stage complaints on other issues upheld by the landlord	28.88%	40%	⬆
Percentage of 1st stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales	54.66%	61.06%	⬆
Percentage of 2nd stage complaints on other issues responded to in full by the landlord within SPSO CHP timescales	81.99%	90.14%	⬆
Percentage of tenants satisfied with the management of the neighbourhood they live in	77.01%	78.22%	⬆
Percentage of tenancy offers refused during the year	61.30%	65.27%	⬇
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	52.72%	24.69%	⬇
Percentage of the court actions initiated which resulted in eviction because rent had not been paid	4.46%	7.14%	⬆
Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%	0.00%	↔
Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%	0.00%	↔
Percentage of the court actions initiated which resulted in eviction	4.46%	7.14%	⬆
Charter Theme: Housing Options and Access to Social Housing			
Percentage of lettable houses that became vacant in the last year	7.37%	6.28%	⬆
Average time to re-let properties in the last year	21.14 days	23.03 days	⬇
Percentage of approved applications for medical adaptations completed during the reporting year	99.45%	To Be Confirmed	
Average time to complete approved applications for medical adaptations in the reporting year	24.43 days	To Be Confirmed	
Percentage of new tenancies to existing tenants sustained for more than a year	91.11%	94.86%	⬆
Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	83.33%	82.98%	⬇
Percentage of new tenancies to applicants from the landlord's housing list sustained more than a year	85.80%	86.54%	⬆

Charter Theme: Homeless People			
Average length of time in temporary or emergency accommodation (ordinary local authority dwelling)	162.16 days	134.65 days	⬆
Average length of time in temporary or emergency accommodation (RSL dwelling)	175.10 days	162.12 days	⬆
Average length of time in temporary or emergency accommodation (local authority-owned hostel)	112.96 days	97.92 days	⬆
Average length of time in temporary or emergency accommodation (bed and breakfast)	5.37 days	8.6 days	⬇
Average length of time in temporary or emergency accommodation (women's refuge)	0.00 days	0.00 days	⬌
Average length of time in temporary or emergency accommodation (private sector lease)	657.00 days	0.00 days	⬆
Average length of time in temporary or emergency accommodation (other)	0.00 days	0.00 days	⬌
Average length of time in temporary or emergency accommodation (all types)	79.67 days	72.85 days	⬆
Percentage of households requiring temporary or emergency accommodation to whom an offer was made	100.00%	100.00%	⬌
Percentage of offers of temporary or emergency accommodation refused (all types)	2.56%	4.11%	⬇
Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation	66.07%	89.49%	⬆
Charter Theme: Getting Good Value from Rents and Service Charges			
Percentage of tenants who feel that the rent for their property represents good value for money	81.45%	83.53%	⬆
Rent collected as percentage of total rent due in the reporting year	97.01%	99.62%	⬆
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	5.78%	5.12%	⬆
Percentage of rent due lost through properties being empty during the last year	0.57%	0.51%	⬆
The percentage average weekly rent increase to be applied in the next reporting year	3%	3%	⬌

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT & SCRUTINY PANEL

PROPERTY TURNOVER JANUARY TO MARCH 2015

REPORT BY HEAD OF HOUSING, CONSTRUCTION & BUILDING SERVICES

A.   PURPOSE OF REPORT

The purpose of this report is to inform the Panel of the property turnover for the quarter January to March 2015.

B.   RECOMMENDATION

To note the current levels of activity relating to property turnover for the fourth quarter of 2014/2015 and in particular to note:

- That there has been an increase in property lets compared to the same period last year
- That of the 47 communities in West Lothian, 7 had only 1 mainstream property to let and 15 had none
- That 58% of lets were allocated to people who were homeless or potentially homeless

C.   SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs
		Being honest, open and accountable
		Providing equality of opportunities
		Making best use of our resources
		Working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	None
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	None
V	**Relevance to Single Outcome Agreement**	Outcome 7 - We have tackled the significant inequalities in West Lothian society

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		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**	
VIII	**Other consultations**	Consultation takes place with the Housing Networks as well as individual tenant groups

D. TERMS OF REPORT

Quarterly Turnover

The number of permanent lets for the period 1 January to 31 March was 248 compared to the same quarter last year when 232 properties were let.

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

- Whitside/Birniehill with 63 lets (25%), Whitburn with 27 lets (11%) and Armadale with 21 lets (8%) have the highest percentage of total lets

- There were no Sheltered Housing properties let

- Seven communities had only one mainstream property available to let (Ballencrieff, Eliburn/Livingston Village, Greenrigg, Linlithgow, Newton, Philpstoun and Winchburgh)

- Twelve communities had between two and four properties available to let (Addiewell, Blackridge, Breich, Deans, Dedridge, East Calder, Knightsridge, Longridge, Polbeth, Seafield, Stoneyburn and Uphall)

- The following fifteen communities had no properties becoming available:

Community	Number of properties remaining
Bellsquarry	4
Dechmont	27
East Whitburn	48
Ecclesmachan	4
Eliburn Co-op	42
Kirknewton	42
Linlithgow Bridge	70
Mid Calder	57
Pumpherston	176
Threemiletown	6
Torphichen	28
Uphall Station	118
West Calder	156
Westfield	70
Wilkieston	6

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

Type of property

The majority of properties that became available were four in a block at 95 (38%) followed by cottage at 94 (38%). 53% of these were two bedroom properties, 27% were one bedroom properties and 16% were three bedroom properties.

Applicants

58% of lets were allocated to those with homeless points.

E.   CONCLUSION

The report provides information on the lets that took place in the 4th quarter of this financial year. The report also highlights that there continues to be some communities where there is no movement in vacant properties at all.

F.   BACKGROUND REFERENCES

None

Appendices/Attachments: Appendix 1 – Lets excluding Assisted Moves

Appendix 2 – Assisted Move lets

Appendix 3 – Total housing stock per area

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

Alistair Shaw, Head of Housing, Construction and Building Services

Date: 26th May 2015

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Lets January to March 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	Points
			1	2	3	4	5	Total	Points
Armadale	*Armadale*	Cottage	3	3	1	1	0	8	500-200
		4 in Block	0	8	1	0	0	9	1,250-400
		Flat	1	1	0	0	0	2	400
	Armadale Total		**4**	**12**	**2**	**1**	**0**	**19**	
	Blackridge	Cottage	0	2	0	0	0	2	400
	Blackridge Total		**0**	**2**	**0**	**0**	**0**	**2**	
	Ward Total		**4**	**14**	**2**	**1**	**0**	**21**	

Lets January to March 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						Points
			1	2	3	4	5	Total	
Bathgate	*Ballencrieff*	Cottage	0	0	1	0	0	1	400
	Ballencrieff Total		**0**	**0**	**1**	**0**	**0**	**1**	
	Bathgate	Cottage	0	2	2	0	0	4	700-400
		4 in Block	5	4	0	0	0	9	450-200
		Flat	2	0	0	0	0	2	400
	Bathgate Total		**7**	**6**	**2**	**0**	**0**	**15**	
	Boghall	Cottage	0	3	1	0	0	4	400
		Flat	1	8	0	0	0	9	400-200
	Boghall Total		**1**	**11**	**1**	**0**	**0**	**13**	
	Wester Inch	Flat	2	2	0	0	0	4	400-300
	Wester Inch Total		**2**	**2**	**0**	**0**	**0**	**4**	
	Whiteside/Birniehill	Cottage	0	17	11	2	0	30	400-100
		4 in Block	15	12	0	0	0	27	250-0
	Whiteside/Birniehill Total		**15**	**29**	**11**	**2**	**0**	**57**	
	Ward Total		**25**	**48**	**15**	**2**	**0**	**90**	

Lets January to March 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						Points
			1	2	3	4	5	Total	Points
Breich Valley	*Addiewell*	Cottage	0	1	0	0	0	1	400
		4 in Block	0	1	0	1	0	2	400-100
	Addiewell Total		**0**	**2**	**0**	**1**	**0**	**3**	
	Breich	Cottage	1	0	0	0	0	1	400
		4 in Block	0	1	0	0	0	1	400
	Breich Total		**1**	**1**	**0**	**0**	**0**	**2**	
	Fauldhouse	Cottage	1	2	0	0	0	3	650-400
		4 in Block	3	4	0	0	0	7	400
		Flat	0	1	0	0	0	1	400
		Maisonette	0	5	0	0	0	5	400
	Fauldhouse Total		**4**	**12**	**0**	**0**	**0**	**16**	
	Longridge	Cottage	1	1	0	0	0	2	400
	Longridge Total		**1**	**1**	**0**	**0**	**0**	**2**	
	Polbeth	Cottage	2	1	0	0	0	3	400-150
		4 in Block	0	1	0	0	0	1	400
	Polbeth Total		**2**	**2**	**0**	**0**	**0**	**4**	
	Stoneyburn	4 in Block	0	2	1	0	0	3	400-300
	Stoneyburn Total		**0**	**2**	**1**	**0**	**0**	**3**	
	Ward Total		**8**	**20**	**1**	**1**	**0**	**30**	

Lets January to March 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	Points
Broxburn	*Broxburn*	Cottage	0	2	2	0	0	4	400
		4 in Block	1	0	0	1	0	2	600-400
		Flat	4	2	0	0	0	6	400
		Maisonette	0	1	0	0	0	1	400
	Broxburn Total		**5**	**5**	**2**	**1**	**0**	**13**	
	Uphall	Cottage	1	0	0	0	0	1	400
		4 in Block	1	1	0	0	0	2	400
	Uphall Total		**2**	**1**	**0**	**0**	**0**	**3**	
	Winchburgh	Cottage	0	1	0	0	0	1	400
	Winchburgh Total		**0**	**1**	**0**	**0**	**0**	**1**	
								0	
	Ward Total		**7**	**7**	**2**	**1**	**0**	**17**	
East Livingston	*East Calder*	Cottage	1	0	0	0	0	1	400
		4 in Block	0	0	2	0	0	2	400
	East Calder Total		**1**	**0**	**2**	**0**	**0**	**3**	
	Ward Total		**1**	**0**	**2**	**0**	**0**	**3**	

Lets January to March 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	Points
			1	2	3	4	5		
Linlithgow	*Bridgend*	4 in Block	0	4	2	0	0	6	400-0
	Bridgend Total		**0**	**4**	**2**	**0**	**0**	**6**	
	Linlithgow	4 in Block	1	0	0	0	0	1	400
	Linlithgow Total		**1**	**0**	**0**	**0**	**0**	**1**	
	Newton	Cottage	0	1	0	0	0	1	400
	Newton Total		**0**	**1**	**0**	**0**	**0**	**1**	
	Philpstoun	Flat	1	0	0	0	0	1	400
	Philpstoun Total		**1**	**0**	**0**	**0**	**0**	**1**	
	Ward Total		**2**	**5**	**2**	**0**	**0**	**9**	
North Livingston	*Deans*	Cottage	0	1	0	1	0	2	500-400
		Flat	0	1	0	0	0	1	400
	Deans Total		**0**	**2**	**0**	**1**	**0**	**3**	
	Eliburn/Livingston Vil	4 in Block	1	0	0	0	0	1	150
	Eliburn/Livingston Village Total		**1**	**0**	**0**	**0**	**0**	**1**	
	Knightsridge	Cottage	1	0	0	0	0	1	400
	Knightsridge Total		**1**	**0**	**0**	**0**	**0**	**1**	
	Ward Total		**2**	**2**	**0**	**1**	**0**	**5**	

Lets January to March 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						Points
			1	2	3	4	5	Total	Points
South Livingston	*Dedridge*	Cottage	1	0	0	0	0	1	200
	Dedridge Total		**1**	**0**	**0**	**0**	**0**	**1**	
	Ladywell	Cottage	1	1	1	1	0	4	450-250
		4 in Block	1	0	0	0	0	1	400
		Flat	0	1	0	0	0	1	400
	Ladywell Total		**2**	**2**	**1**	**1**	**0**	**6**	
	Ward Total		**3**	**2**	**1**	**1**	**0**	**7**	
Whitburn	*Blackburn*	Cottage	1	0	3	0	0	4	400-300
		4 in Block	2	1	2	2	0	7	450-400
		Flat	0	3	1	0	0	4	400-100
		Maisonette	0	4	0	0	0	4	400
	Blackburn Total		**3**	**8**	**6**	**2**	**0**	**19**	
	Greenrigg	Cottage	0	1	0	0	0	1	400
	Greenrigg Total		**0**	**1**	**0**	**0**	**0**	**1**	
	Seafield	Cottage	0	1	1	0	0	2	400
		4 in Block	0	1	0	0	0	1	400
	Seafield Total		**0**	**2**	**1**	**0**	**0**	**3**	
	Whitburn	4 in Block	0	4	5	0	0	9	400
		Flat	5	1	0	0	0	6	400
		Maisonette	0	11	1	0	0	12	400-100
	Whitburn Total		**5**	**16**	**6**	**0**	**0**	**27**	
	Ward Total		**8**	**27**	**13**	**2**	**0**	**50**	
	Total		**60**	**125**	**38**	**9**	**0**	**232**	

Lets January to March 2015 Assisted Moves

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Armadale	*Armadale*	4 in Block	0	2	0	0	0	2	
	Armadale Total		**0**	**2**	**0**	**0**	**0**	**2**	
	Ward Total		**0**	**2**	**0**	**0**	**0**	**2**	
Bathgate	*Bathgate*	4 in Block	0	1	0	0	0	1	
	Bathgate Total		**0**	**1**	**0**	**0**	**0**	**1**	
	Whiteside/Birniehill	Cottage	0	2	3	0	0	5	
		4 in Block	1	0	0	0	0	1	
	Whiteside/Birniehill Total		**1**	**2**	**3**	**0**	**0**	**6**	
	Ward Total		**1**	**3**	**3**	**0**	**0**	**7**	
North Livingston	*Deans*	Cottage	0	0	1	0	0	1	
	Deans Total		**0**	**0**	**1**	**0**	**0**	**1**	
	Knightsridge	Cottage	2	0	1	0	0	3	
	Knightsridge Total		**2**	**0**	**1**	**0**	**0**	**3**	
	Ward Total		**2**	**0**	**2**	**0**	**0**	**4**	
South Livingston	*Dedridge*	Cottage	1	1	1	0	0	3	
	Dedridge Total		**1**	**1**	**1**	**0**	**0**	**3**	
	Ward Total		**1**	**1**	**1**	**0**	**0**	**3**	
	Total		**4**	**6**	**6**	**0**	**0**	**16**	

Reasons for Assisted Moves

Harassment	7
Medical A	6
Property not suitable	3

Council Stock Numbers				
Ward	Name	Number of properties		
1	BRIDGEND	224		
	LINLITHGOW	354		
	LINLITHGOW BRIDGE	70		
	NEWTON	12		
	PHILPSTOUN	21		
	THREEMILETOWN	6		
		687		
2	BROXBURN	676		
	DECHMONT	27		
	ECCLESMACHAN	4		
	UPHALL	224		
	WINCHBURGH	242		
		1,173		
5	EAST CALDER	252		
	KIRKNEWTON	42		
	MID CALDER	57		
	PUMPHERSTON	176		
	UPHALL STATION	118		
	WILKIESTON	6		
		651		
3	DEANS	638		
	ELIBURN CO-OP	42		
	ELIBURN KIRKTON	245		
	THE RIGGS	145		
	KNIGHTSRIDGE	513		
		1,583		
4	BELLSQUARRY	4		
	DEDRIDGE	721		
	LADYWELL	667		
		1,392		
6	ADDIEWELL	292		
	BREICH	67		
	FAULDHOUSE	589		
	LONGRIDGE	95		
	POLBETH	326		
	STONEYBURN	266		

	WEST CALDER	156		
		1,791		
7	EAST WHITBURN	48		
	GREENRIGG	107		
	WHITBURN	1,528		
	BLACKBURN	814		
	SEAFIELD	111		
		2,608		
8	BALLENCRIEFF	5		
	BATHGATE	941		
	BOGHALL	675		
	WHITESIDE & BIRNIEHI	262		
		1,883		
9	ARMADALE	1,263		
	BLACKRIDGE	223		
	TORPHICHEN	28		
	WESTFIELD	70		
		1,584		
	Total stock	**13,352**		

Services for the Community Policy and Scrutiny Panel and Council Executive – Work Plan 2015

	Item	Purpose	Frequency	Group	CE	Lead Officer
		Council Executive – 26th May (1030)				
1	Affordable Housing	Mortgage to Rent scheme	Once			CM
2	New Build	Progress update on 1,000 new houses project	Once	✓		Colin Miller
		PDSP – 26th May (1400)				
1	Fire and Rescue Service	Quarterly performance report update (Q4)	Quarterly			Gary Laing
2	Fire and Rescue Service	Report on the FRS strategic plan	One			Gary Laing
3	Police SLA	Report on the service level agreement between WLC and Police Scotland	Once			Alistair Shaw
4	HCBS Performance	Report on service performance (Q4)	Quarterly			Elaine Byrne
5	Scottish Housing Regulator	Report on the service annual SHR ARC submission	Annually			Elaine Byrne
6	Property Turnover	Statistical information on property turnover (Q3/Q4)	Quarterly			Annemarie Carr
		Council Executive – 30th June (1030)				

1