



West Lothian
Council

Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

1 October 2015

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within **Council Chambers, Civic Centre, Livingston** on **Tuesday 6 October 2015 at 1:00 p.m.**

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 the Services for the Community Policy Development and Scrutiny Panel held on Tuesday 26 May 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 Service - Out of Hospital Cardiac Arrest Trial - Report by Head of Housing, Construction and Building Services (herewith)
7. Rent Arrears Update - Presentation

8. Progress on Community Safety - Report by Head of Housing, Construction and Building Services (herewith)
9. Welfare Reform: Quarterly Update - Report by Head of Finance and Estates (herewith)
10. Property Turnover April to June 2015 - Report by Head of Housing, Construction and Building Services (herewith)
11. Homeless Performance 2014-15 - Report by Head of Housing, Construction and Building Services (herewith)
12. New Build Council Housing Update - Report by Head of Housing, Construction and Building Services (herewith)
13. Consultation on a Draft Statutory Code of Practice and Training Requirements for Letting Agents in Scotland - Report by Head of Housing, Construction and Building Services (herewith)
14. Mixed Tenure Estates - Financial Arrangements with Private Owners - Report by Head of Housing, Construction and Building Services (herewith)
15. Local Housing Strategy Update - Report by Head of Housing, Construction and Building Services (herewith)
16. Deans South Update - Report by Head of Housing, Construction and Building Services (herewith)
17. Mortgage to Rent Scheme - Report by Head of Housing, Construction and Building Services (herewith)
18. Review of Joint Housing Delivery Plan for Scotland and Commission on Housing and Well Being - Report by Head of Housing, Construction and Building Services (herewith)
19. Performance Reporting - Report by Head of Housing, Construction and Building Services (herewith)
20. Scrutiny of Police Performance Framework - Report by Head of Housing, Construction and Building Services (herewith)
21. Workplan (herewith)

NOTE **For further information please contact Anne Higgins on 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 26 MAY 2015.

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

In Attendance – Danny Mullen and Jessie Duncan (Tenants Panel Representatives)

Apologies – Alison Kerr (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 21 April 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 Service providing performance information for the period 1 April 2014 to 31 March 2015.

The report contained information on the SFRS prevention, protection and operational response activities within the West Lothian area during 2014/15. The seven objectives for the local Fire and Rescue Service to work towards were identified in the report and Area Manager Gary Laing amplified aspects of the information contained in the report.

It was noted that during the reporting period, SFRS had delivered a 'Targeted Schools Programme', which focussed on deliberate fire setting and reducing fire related anti-social behaviour. This programme had been delivered to P6 and S1 pupils from the targeted schools. The service had also delivered a Cooldown Crew course for pupils of Bathgate Academy and St Margaret's High School.

The Panel then heard details of the Home Fire Safety Programme visits completed to date. SFRS continued to work with multi-agency partners including social work, housing, NHS and West Lothian Telecare providers in order to target those most vulnerable within West Lothian communities. The service also continued to focus on preventative approaches with partners and continued to improve on the quality and quantity of Home Fire Safety Visits requested and conducted.

Finally, SFRS officers responded to questions raised by Panel members.

Decision

To note the terms of the report.

4. SCOTTISH FIRE AND RESCUE STRATEGIC PLAN 2016-2019

A report had been circulated by the Head of Housing, Construction and Building Services providing the Panel with an overview of the Strategic Plan 2016-2019.

The report explained that SFRS was seeking views of others on the priorities of the Strategic Plan and a letter had been drafted that SFRS intended to circulate to relevant key partners, stakeholders and service users. The letter was attached as Appendix 2 to the report. A copy of the Strategic Plan 2013-2016 was also attached as an appendix to the report.

The four key questions posed to assist in the engagement process were:-

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?

The report provided a draft Council response to each of these four questions.

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

It was recommended that Panel Members note the content of the report and that section D.2 formed the proposed council response to the FRS consultation questions. Members were asked to recommend that the comments be passed for consideration and approval at Council Executive.

The Chair invited comments from Panel members and it was noted that the following comments would be included in the report to the Council Executive:-

Response to Question 4 – Councillor McGinty considered that any reduction in services would be unacceptable to the Council.

Response to Question 3 – Councillor Anderson considered that the Council should explore opportunities to work jointly and in co-operation with SFRS.

Finally, it was noted that the Local Senior Officer (SFRS) would provide a response to a question raised by the Chair concerning the figure of 745,922 (which represented the number of households considered to be 'at risk') as noted on page 10, Appendix 2.

Decision

1. To note the report and the proposed council response to the FRS consultation questions.
2. To agree that the report be forwarded to the Council Executive for approval and that the report should include a note of comments made by Panel members.

5. SERVICE LEVEL AGREEMENT BETWEEN WEST LOTHIAN COUNCIL AND POLICE SCOTLAND

A report had been circulated by the Head of Housing, Construction and Building Services providing a Service Level Agreement between West Lothian Council and Police Scotland for the Panel's consideration.

The report informed the Panel that the Council provided £785,976 of funding to Police Scotland for the provision of locally based Safer Neighbourhood Police Officers. These officers played a key role to deliver the local agreed priorities and to support local communities.

It was now considered 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.

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

It was recommended that the Panel consider the contents of the report and agree that the paper be sent to the Council Executive for approval.

Decision

1. To note the report enclosing a Service Level Agreement between WLC and Police Scotland.
2. To agree that, prior to forwarding the report to Council Executive for approval, Panel members be provided with clarification of the terms of the 12 month notice period (paragraph 13.2, SLA page 11).

6. PERFORMANCE REPORTING

A report had been circulated by the Head of Housing, Construction and Building Services examining current levels of performance for indicators

that were the responsibility of the Services for the Community Development and Scrutiny.

The Panel was informed that, of the nine performance indicators reported, eight were categorised as green and one was red. This was an improved position from the previous report when there were six green and three amber indicators. Each indicator in Appendix 1 displayed the latest note which offered an explanation from the service on current performance levels.

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

Decision

To note the terms of the report.

7. 2014/15 ANNUAL RETURN ON THE CHARTER

A report had been circulated by the Head of Housing, Construction and Building Services advising the 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.

The Panel was informed that the Annual Return on the Charter (ARC) was the vehicle which landlords used to submit the requisite performance information to the Scottish Housing Regulator. The standard Charter indicators allowed effective benchmarking amongst registered social landlords across Scotland. There were eight Charter themes with multiple indicators and contextual indicators and the SHR provided detailed technical guidance to support landlords in calculating these.

The first ARC had been submitted by 31 May 2014 and reported information for the financial year 2013/14. Officers had been collating information in preparation for the submission and Appendix 1 provided the 2014/15 results that would form part of the submission to the SHR. The appendix also provided detail on the comparative results for 2013/14 as well as indication on whether performance had improved, dipped, or remained the same.

The Panel noted that, of the 48 indicators in Appendix 1, 29 had improved from the previous year, 11 had dipped, with some only slightly, six had remained the same and the service was awaiting information to complete two indicators but these would be complete by the 31 May 2015 deadline. For the 11 that had dipped, the service would implement improvement plans during the course of 2015/16. In addition to improvement plans, the service would be in a position to benchmark its 2014/15 results once the SHR published all landlord datasets in August 2015.

The Head of Housing, Construction and Building Services recommended that the Panel note the performance that would form part of the return to

the Scottish Housing Regulator.

Decision

1. To note the terms of the report.
2. To agree that the Annual Return on the Charter be submitted to the Scottish Housing Regulator by end May 2015, but subject to a minor amendment as follows:- Court Actions Resulting in Eviction – remove arrow as Panel members did not consider this to be an improvement.
3. To note that two indicators required to be updated as advised by the Performance and Change Manager.

8. PROPERTY TURNOVER JANUARY TO MARCH 2015

A report had been circulated by the Head of Housing, Construction and Building Services informing the Panel of the property turnover for the quarter January to March 2015.

Details of all lets and property numbers for the quarter were provided in Appendix 1 and Council Stock figures by Ward were detailed in Appendix 3. Appendix 2 provided details of Assisted Move lets.

The report provided a table showing fifteen communities that had no properties becoming available.

It was recommended that the Panel note the current levels of activity relating to property turnover for the fourth quarter of 2014/15 and in particular:-

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

Decision

To note the terms of the report.

9. WORKPLAN

A copy of the Workplan had been circulated for information.

Decision

To note the Workplan.



SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCRUTINY OF 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 April – June 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 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 – 31 June 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 is the second quarter performance and scrutiny reports to be considered.

F. BACKGROUND REFERENCES

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

Appendices/Attachments: 1

Appendix 1: Local Plan Performance Report for West Lothian April –June 2015 and performance reports

G. Contact Person:

Alistair Shaw, Head of Housing Construction and Building Services.

Date of meeting: 6 October 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 – 30th June, 2015

**Working together
for a safer Scotland**



**West Lothian
Council**

quoted are internal management information published in the interests of transparency and openness.
The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

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

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Introduction

This performance report provides information on our prevention, protection and operational response activities within the West Lothian area 1st April - 30th June 2015.

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

	Apr to (& incl.) Jun					RAG rating
Key performance indicator	2011/12	2012/13	2013/14	2014/15	2015/16	YTD
All accidental dwelling fires	35	44	40	41	28	●
All fire casualties (fatal & non-fatal (incl. p/c's))	13	10	13	4	10	◆
All deliberate fires	230	172	245	160	250	◆
Non domestic fires	24	22	24	27	20	●
Special Service Casualties - All	17	17	13	25	18	●
False Alarms - All	511	449	502	492	456	●

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.

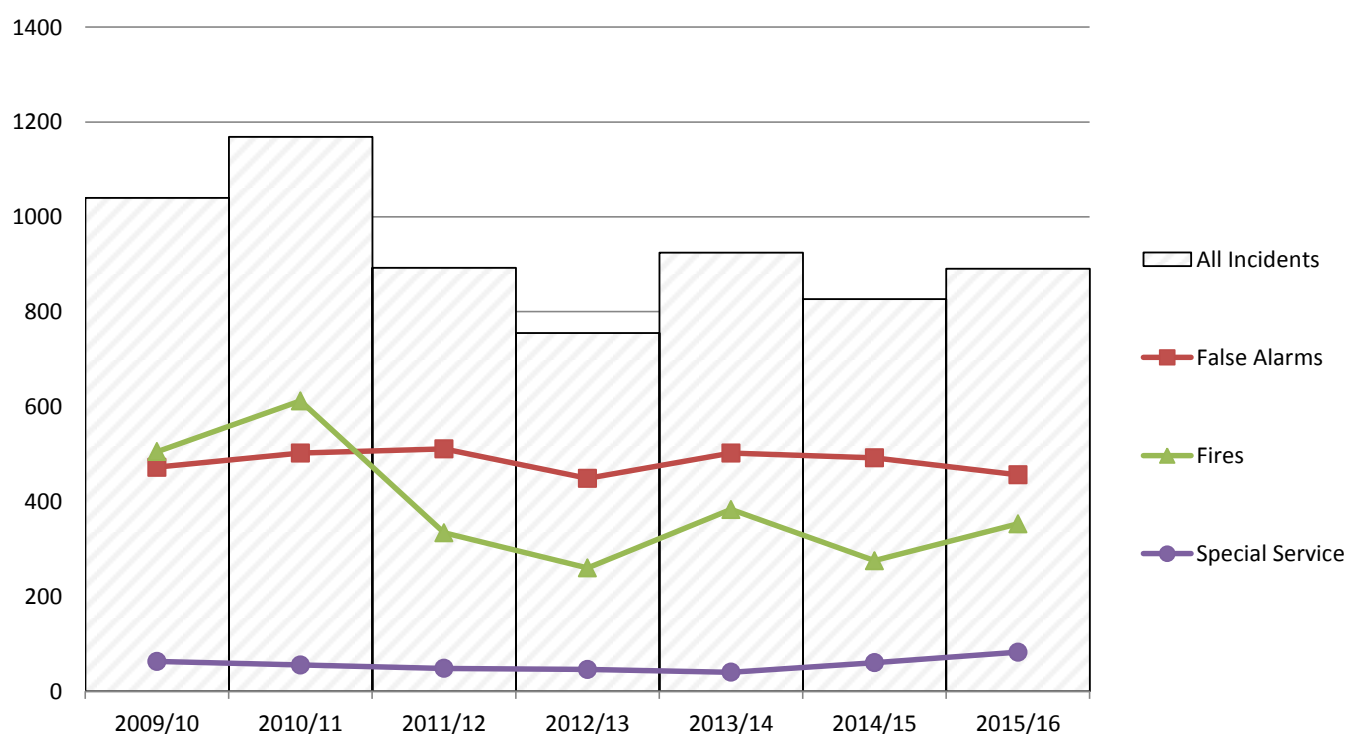
Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

During this period, SFRS responded to a total of 782 incidents within the West Lothian area.

This is an increase of 38 incidents from the corresponding period 2014/15

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
<p>The Service must identify, prioritise and plan to meet the risks in each local community.</p> <p>We said we would:</p> <ul style="list-style-type: none"> • train our staff to deal with our local risks • gather and analyse risk information • work with partners to mitigate risks • deal with major events.
<u>Train our staff to deal with our local risks</u>
<p>Our operational staff have continued to undertake routine and risk specific skill acquisition and maintenance training.</p> <p>During 2015-16 all firefighters will participate within the Maintenance Phase Development Planner for firefighters. Completed modules during the year to date period are based around incidents involving: aircraft, silos, trenches and pits & wells. Firefighter safety is always a priority and this theme is underpinned within all activities. Theoretical inputs are confirmed with practical sessions and exercises. Our firefighters continue to exercise at local venues that present a risk in order to prepare for any operational emergency.</p>
<u>Gather and analyse risk information</u>
<p>Our operational staff continue to gather and analyse local risk information and operational intelligence which is used in our preparations to resolve incidents.</p> <p>We conduct Post Incident Debriefs through the use of a Structured Debriefing process, to identify any lessons that can be learned from our preparedness and response to emergency events.</p> <p>We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information.</p>
<u>Work with partners to mitigate risks</u>
<p>We continue to be an active member of the Lothians and Borders Local Resilience Partnership.</p> <p>We share information with local authority partners and other key stakeholders (e.g. Police Scotland) to ensure emergency event risks are mitigated.</p>
<u>Deal with major events</u>
<p>During this reporting period SFRS did not respond to any major fires or other emergency events, however we regret to report that our crews did attend a fatal fire in the East Livingston and East Calder ward area.</p>

Reduction of 'All accidental dwelling fires'

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We 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 10,000 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. For this this period the number of incidents has reduced by 13. We attended 41 incidents in 2014/15 period YTD and 28 incidents this year. This is a reduction of 31.7% The five year trendline for West Lothian is on a downward trajectory. The long term trend based upon the number of accidental dwelling fires /10,000 population is also going down with West Lothian below the Scottish trendline and that of a comparator local authority.

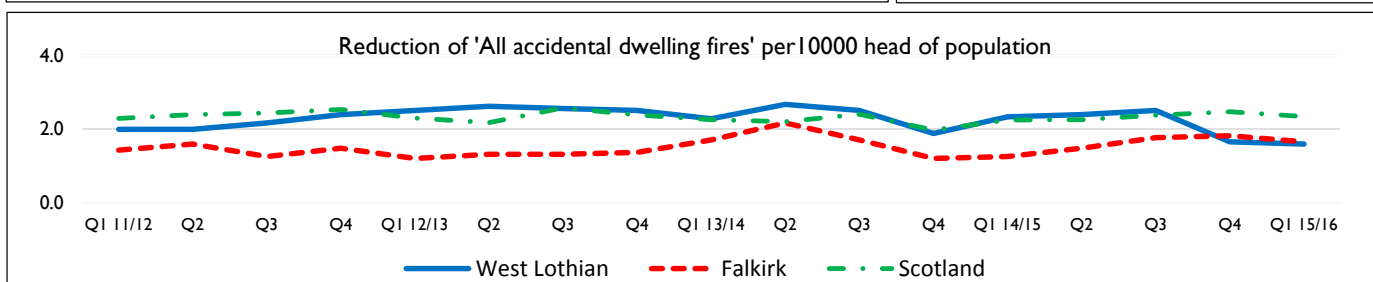
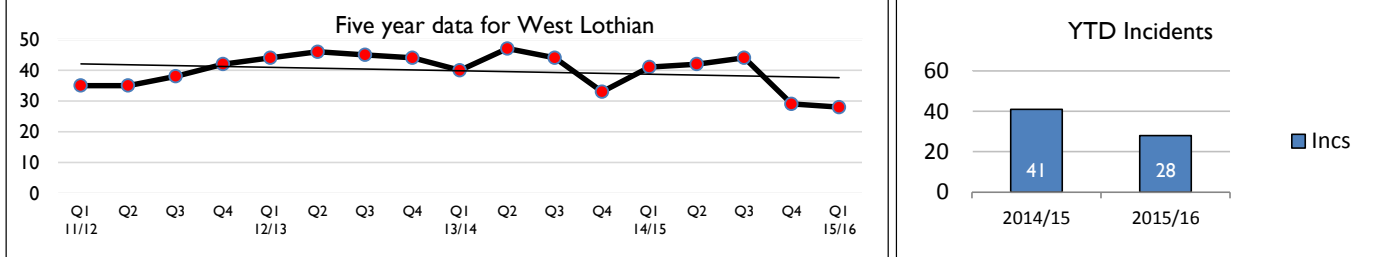
Reasons

There has been welcome reduction in all accidental fire across the West Lothian area. 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

We continue to deliver our Home Fire Safety Visit programme in an attempt to access all domestic properties within the West Lothian area. 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 YTD is 490

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



YTD ward ave. for West Lothian - 3	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
West Lothian	35	44	40	41	28	
Linlithgow	2	7	8	3	1	
Broxburn, Uphall and Winchburgh	4	4	5	3	3	
Livingston North	7	9	4	3	2	
Livingston South	1	4	1	4	4	
East Livingston and East Calder	3	4	4	6	4	
Fauldhouse and the Breich Valley	2	6	3	3	2	
Whitburn and Blackburn	5	4	10	11	3	
Bathgate	7	5	5	4	6	
Armadale and Blackridge	4	1	0	4	3	

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 was one fire fatality in this reporting period. 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 SFRS also reported an additional 9 fire casualties in West Lothian YTD which is an increase of 6 compared to the same reporting period last year. The West Lothian trendline continues to fall overall. The long term trend based upon casualties/1,000,000 population is equal to the Scottish trendline but slightly higher than that of a comparator local authority.

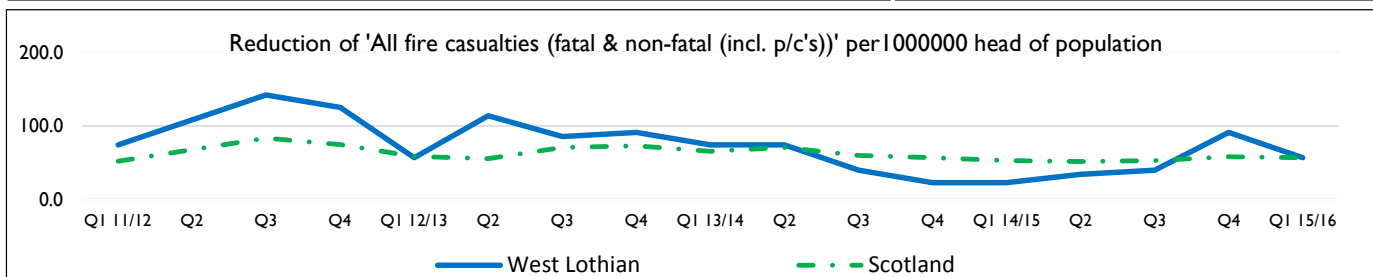
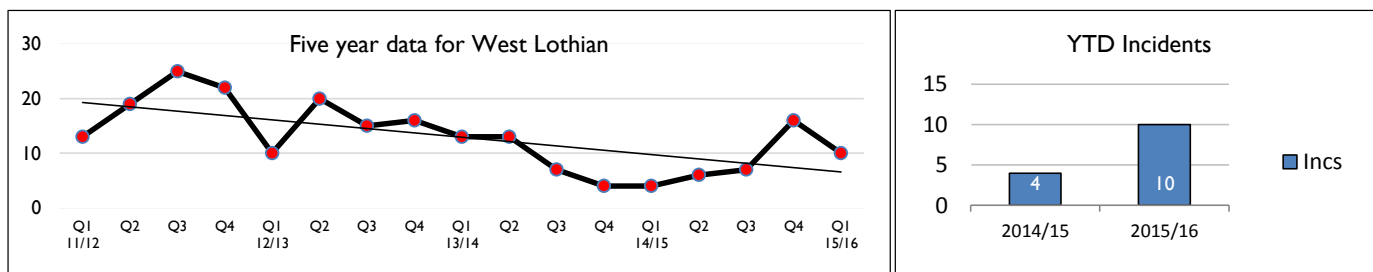
Reasons

The fire fatality occurred in the East Livingston area. Fire and Police investigations into this tragic event are ongoing. A multi agency case conference forum will be analysing the potential contributing factors which may have influenced this outcome, with an aim of ensuring partner agencies work together as proactively as possible to prevent and reduce the incidence of fire deaths and casualties. All casualties for this reporting period were a consequence of smoke fires involving cooking materials. Most individuals suffered smoke inhalation with 2 person sustaining slight burns.

Actions

In addition to the number of HFSVs carried out across the area YTD, the SFRS also carried out a 'week of action' which focused on providing fire safety advice to those most at risk within the community. This was a national initiative, allowing local crews to identify and target vulnerable individuals in their respective station/ward areas across West Lothian.

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



YTD ward ave. for West Lothian - I	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
West Lothian	13	10	13	4	10	
Linlithgow	1	2	0	0	2	
Broxburn, Uphall and Winchburgh	0	1	0	0	1	
Livingston North	2	1	0	0	0	
Livingston South	0	1	0	0	2	
East Livingston and East Calder	2	2	3	0	1	
Fauldhouse and the Breich Valley	0	0	0	1	0	
Whitburn and Blackburn	4	1	8	0	0	
Bathgate	1	2	2	3	3	
Armadale and Blackridge	3	0	0	0	1	

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 10,000 population.

Results

We aim to reduce Deliberate Fire Setting in West Lothian by 5% per year. In the first quarter of 2015/16 we attended 250 incidents. This was an increase of 90 incidents compared to the same reporting period last year. This reflects a 56.25% rise. 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.

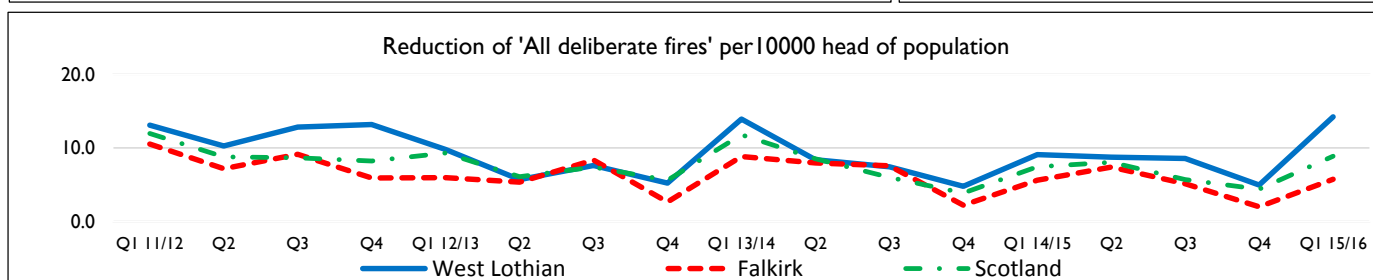
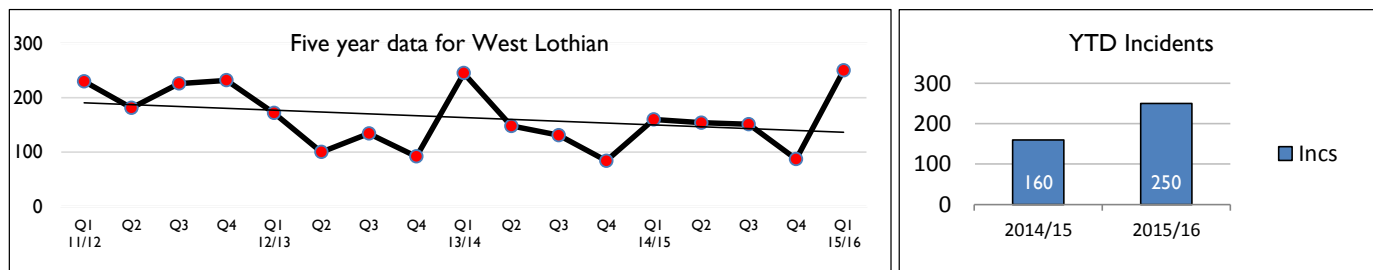
Reasons

83% of all deliberate fires in 2014/15 were 'deliberate secondary fires', 22% of these involved refuse/bins as the fuel. There is often a rise in this type of incident during the spring/summer months. This is due to more daylight hours, children on school holidays and more opportunities to start deliberate fires.

Actions

We used a range of methodologies and local initiatives as part of the Spring Thematic Action Plan in an attempt to reduce Deliberate Fire Setting.

Details of our continue efforts and determination to reduce this priority is provided in Appendix 2.



YTD ward ave. for West Lothian - 28	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
West Lothian	230	172	245	160	250	
Linlithgow	6	3	5	3	6	
Broxburn, Uphall and Winchburgh	18	9	12	17	42	
Livingston North	19	21	35	12	27	
Livingston South	41	18	30	16	28	
East Livingston and East Calder	32	17	33	34	39	
Fauldhouse and the Breich Valley	32	24	48	30	33	
Whitburn and Blackburn	36	21	20	20	25	
Bathgate	25	33	27	10	18	
Armadale and Blackridge	21	26	35	18	32	

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 10,000 population.

Results

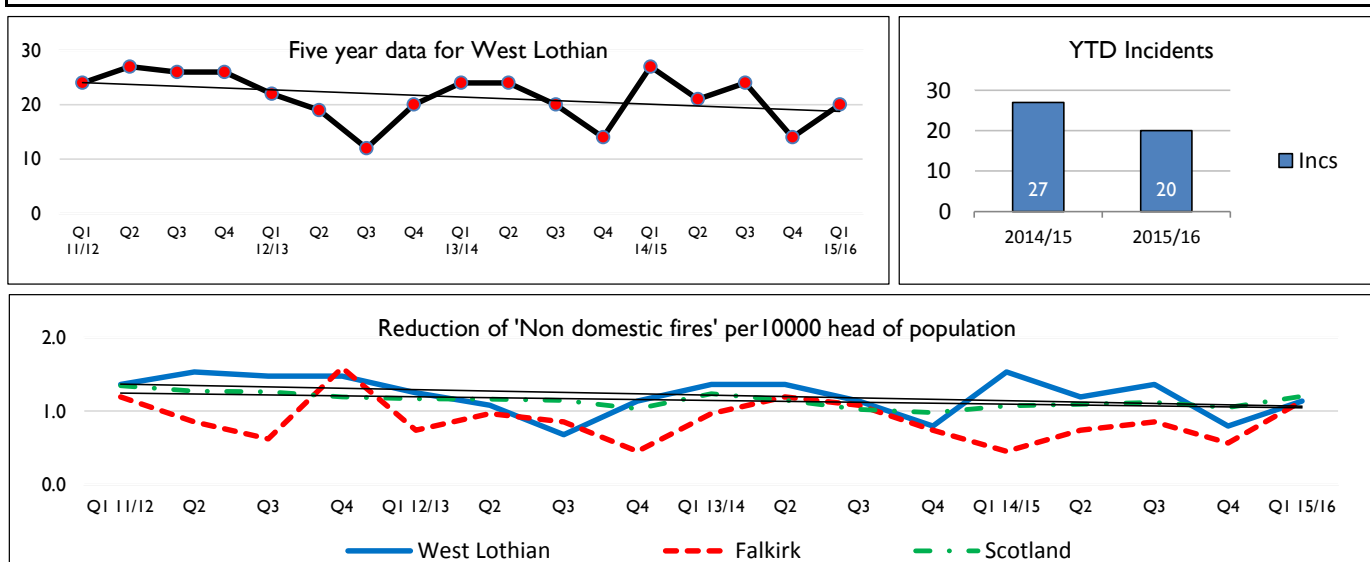
Our target to reduce non domestic fires in West Lothian is 3% per year, which contributes to the SFRS target of continually reducing this category of fire. For YTD 2015/16, the SFRS attended 20 incidents relating to non domestic fires. This equates to a 26% reduction, 7 incidents less than the same reporting period last year 2014/15. The 5 year West Lothian trend is showing a downward trajectory. The long term trend based upon Fires in Non-Domestic Property /10,000 population trendline in West Lothian is higher than a comparator local authority but dipping slightly below Scotland.

Reasons

It is encouraging to note the reduction in number of non domestic fires. Our Fire Safety Enforcement Officers supported by local crews continue to provide education and advice to non domestic property holders.

Actions

Appendix 3 provides further details on our prevention activities in relation to this priority.



YTD ward ave. for West Lothian - 2	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
West Lothian	24	22	24	27	20	
Linlithgow	0	0	3	2	1	
Broxburn, Uphall and Winchburgh	2	2	6	3	5	
Livingston North	3	2	2	1	0	
Livingston South	4	7	4	6	7	
East Livingston and East Calder	3	3	1	6	4	
Fauldhouse and the Breich Valley	6	6	3	2	1	
Whitburn and Blackburn	3	1	0	1	1	
Bathgate	1	1	4	4	0	
Armadale and Blackridge	2	0	1	2	1	

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

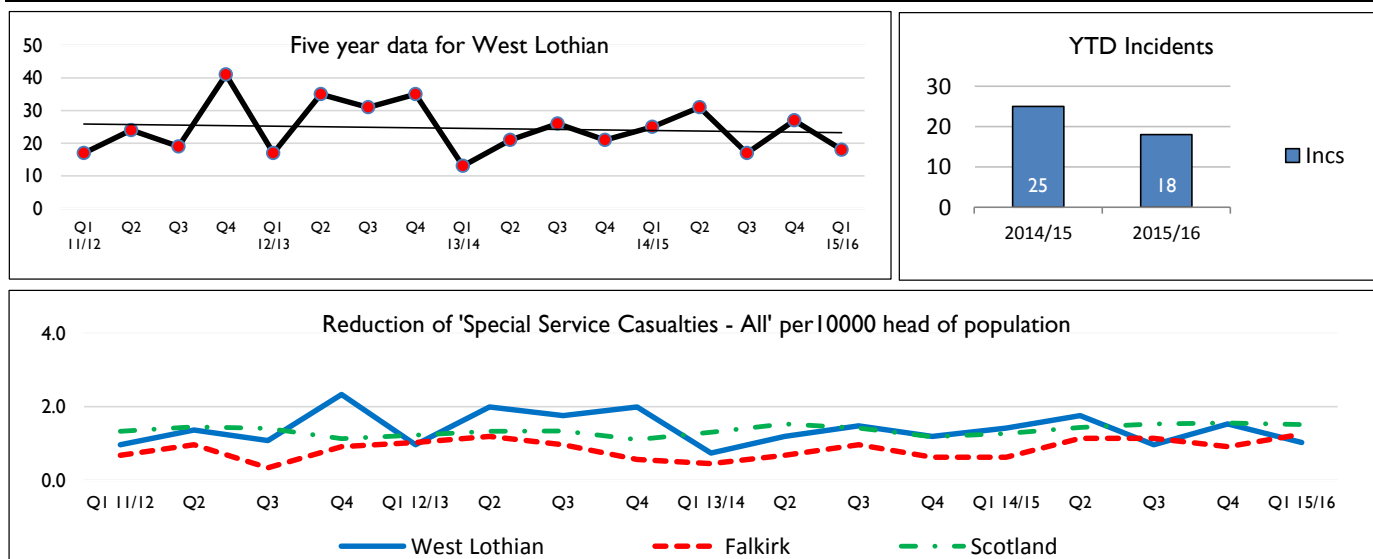
We aim to reduce Casualties from Non-Fire Emergencies in West Lothian by 4% per year, which contributes to the SFRS target of reducing Casualties from Non-Fire Emergencies each year, over a three-year rolling period. It is pleasing to report that the number of Special Service casualties reduced by 28% compared to the same reporting period last year. In 2014/15 we attended to 25 casualties, whilst this year the number was 18.

Reasons

Most Special Service casualties were a result of Road Traffic Collisions, with one fatality and 8 non fatal casualties. 4 casualties related to an incident that required rescue from height. The SFRS are experiencing more calls to medical emergencies, primarily relating to the use of Automatic External Defibrillators (AED) and this accounted for the other 5 reported casualties.

Actions

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



YTD ward ave. for West Lothian - 2	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
West Lothian	17	17	13	25	18	
Linlithgow	2	2	2	2	3	
Broxburn, Uphall and Winchburgh	2	2	1	3	4	
Livingston North	0	0	1	0	0	
Livingston South	0	1	2	2	1	
East Livingston and East Calder	3	5	2	1	5	
Fauldhouse and the Breich Valley	1	2	1	3	1	
Whitburn and Blackburn	5	1	1	4	2	
Bathgate	2	3	1	1	2	
Armadale and Blackridge	2	1	2	9	0	

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

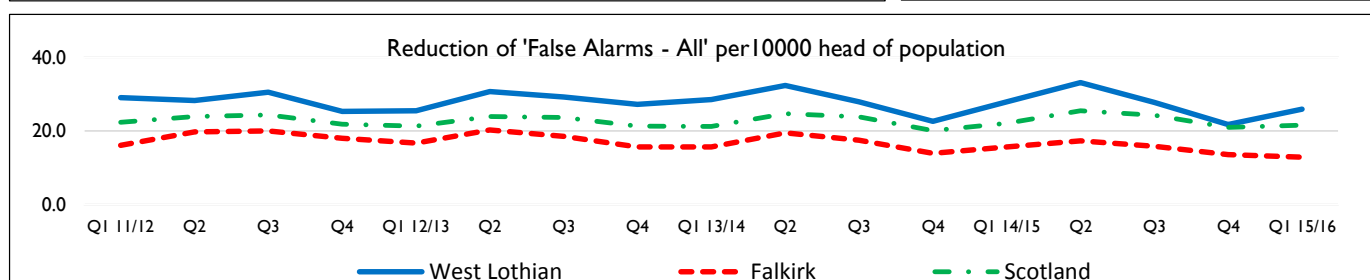
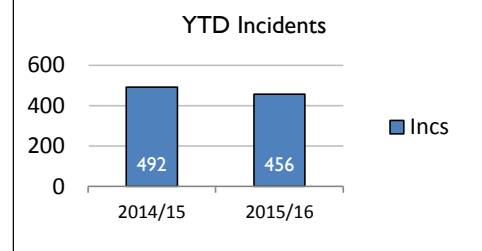
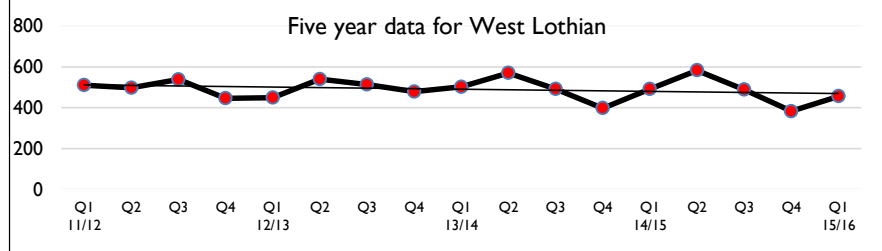
We aim to reduce UFAS in West Lothian by 5% per year. We are pleased to report a 7.3% reduction for this reporting period. The number of incidents for Quarter 1 this year is 456, compared to 492 for the same period 2014/15. It is noted that the incident rate per 10,000 population of UFAS trendline in West Lothian is higher than that of a comparator local authority and Scotland.

Reasons

Equipment failure continue to represent the majority of false alarm incidents we responded to for this period with 350 related incidents, just over 75%. This occurs when Fire alarm systems are not used appropriately or due care and attention was not taken when carrying out activities in the vicinity 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. The number of false alarms remain high, however, the new the UFAS policy and actions are beginning to have a positive impact.



YTD ward ave. for West Lothian - 51	2011/12	2012/13	2013/14	2014/15	2015/16	Sparklines
West Lothian	511	449	502	492	456	
Linlithgow	34	27	43	26	26	
Broxburn, Uphall and Winchburgh	63	57	51	66	63	
Livingston North	45	52	43	56	37	
Livingston South	100	95	116	102	113	
East Livingston and East Calder	76	54	53	54	41	
Fauldhouse and the Breich Valley	60	34	41	33	32	
Whitburn and Blackburn	45	60	69	70	82	
Bathgate	61	43	54	59	45	
Armadale and Blackridge	27	27	32	26	17	

Appendices

Appendix 2

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. SFRS delivered the 'Cooksafe initiative' in a number of sheltered housing complexes across West Lothian. This assisted residents in staying safe and reduced the carbon footprint of SFRS when making blue light journeys whilst attending AFA.

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	40	50	400	490

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.

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. This gave the re-assurance to local residents and also attracted HFSVs.

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 in the West Lothian area, the summer Thematic Action Plan' (TAP) was delivered.

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'

Fire Safety Enforcement Activity

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

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

Audits activity Year to Date 2015

FSEC Code	Premises Type	Number of premises in Local Authority area as of 31 March 2015	Number of premises subject to pre-planned audit 2015*	Number of premises audited 2015 YTD	% of Target Premises achieved YTD**
A	Hospital	10	10	3	30%
B	Care Home	46	46	23	50%
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.

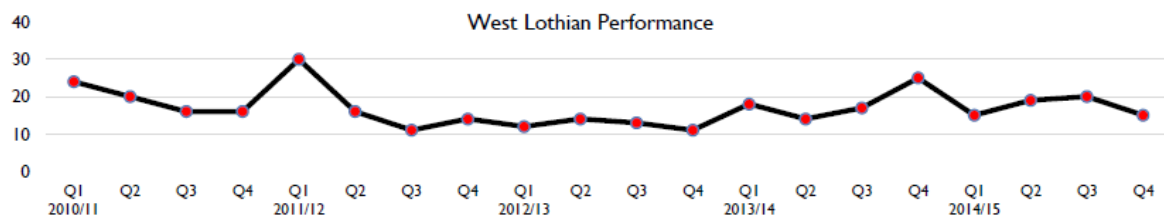
Appendix 5

Reduction of 'False Alarm - Equipment failure'

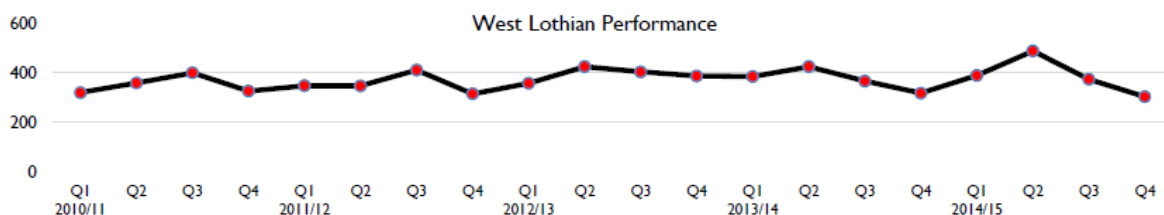
UFAS fall into a range of categories that include. Malicious, Failure of Equipment and Good Intent. The graphs below provide a breakdown of UFAS incidents the SFRS attended by category.

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

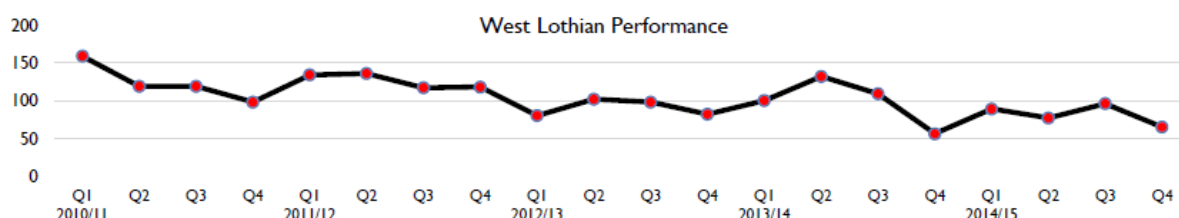
Malicious



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.





SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCOTTISH FIRE AND RESCUE SERVICE – OUT OF HOSPITAL CARDIAC ARREST TRIAL

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 a trial which is due to commence in West Lothian on Out of Hospital Cardiac Arrest.

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

I Council Values	Being honest, open and accountable Focusing on our customers' needs Making best use of our resources 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	<p>This report will have a positive impact on the following SOA indicators;</p> <p>We live in resilient, cohesive and safe communities.</p> <p>People most at risk are protected and supported to achieve improved life changes.</p>
VI Resources – (Financial, Staffing and Property)	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

D. TERMS OF REPORT

The creation of the Scottish Fire and Rescue Service (SFRS) has provided an opportunity for the new Service to review legacy service delivery arrangements, working practices and all aspects of how an efficient emergency service is delivered to the whole of Scotland.

In December 2015 the Local Senior Officer for Falkirk and West Lothian presented a Scottish Fire and Rescue Service (SFRS) futures paper to the Services for the Community PDSP that intimated that in the future the SFRS would be progressing a trial project relating to Service's involvement Emergency Medical Response activities.

In March 2015 the Scottish Government Health Department launched a national strategy to improve survival for patients who experience Out-of-Hospital Cardiac Arrest (OHCA).

The National Joint Council (NJC), which consists of representatives of the employers and the Fire Brigades Union have agreed a series of medical/ health related trials across the United Kingdom and that the SFRS will be part of that trial. The trials in Scotland would focus on preventing fatalities linked to cardiac arrests.

The SFRS in junction with key stakeholders has identified 3 areas in Scotland where SFRS will participate in an OHCA trial, these areas being Mid Lothian and the Scottish Borders, Aberdeenshire and West Lothian. The trials are planned to be undertaken working out of fire stations based in these areas and in West Lothian the fire stations selected for the trials are Bathgate whole time duty system fire station and Linlithgow retained duty system fire station.

Fire service personnel involved in the trials are receiving specific training on cardiac arrest intervention/ treatment techniques. The SFRS are developing procedures for crews to follow when attending OHCA incidents and a Memorandum of Understanding is currently being developed between SFRS and the Scottish Ambulance Service to clarify mobilising criteria, and interagency working protocols.

The OHCA trial is due to commence on the 16 October and it is anticipated that the trial will run for approximately 6 months with periodic reviews within that time period.

E. CONCLUSION

Panel Members are asked to note the content of the report on the Out of Hospital Cardiac Arrest Trials that are due to commence on the 16 October in West Lothian.

F. BACKGROUND REFERENCES

Futures Report, Services for the Community PDSP, 20 January 2015

Appendix 1: Scottish Fire and Rescue Service, Out of Hospital Cardiac Arrest Trial

G. Contact Person:

Alistair Shaw, Head of Housing Construction and Building Services.

Date of meeting: 6 October 2015



Report to:

**West Lothian Council Services for Communities
Policy Development and Scrutiny Panel**

***SUBJECT: SCOTTISH FIRE AND RESCUE SERVICE, OUT OF HOSPITAL
CARDIAC ARREST TRIAL***

1 INTRODUCTION

- 1.1 This report seeks to inform and advise, the Policy Development and Scrutiny Panel (PDSP) on a trial that is about to commence in the West Lothian area relating the Scottish Fire and Rescue Services involvement in Out of Hospital Cardiac Arrest (OHCA) response and treatment.

2 BACKGROUND

- 2.1 In December 2015 the Local Senior Officer for Falkirk and West Lothian presented a Scottish Fire and Rescue Service (SFRS) futures paper to the PDSP that intimated that in the future the SFRS would be progressing a trial project relating to Service's involvement Emergency Medical Response activities.
- 2.2 In March 2015 the Scottish Government Health Department launched a national strategy to improve survival for patients who experience Out-of-Hospital Cardiac Arrest (OHCA). This strategy was launched at the Scottish Cardiac Arrest Symposium, the aim being to save 1,000 additional lives by

2020 and equip 500,000 people with the skills to perform Basic Life Support (BLS), creating a 'nation of lifesavers'. As part of the commitments made by a number of stakeholders in this strategy, the SFRS undertook to implement the following:

- The integration of health awareness such as cardiac arrest risk factors and provision of CPR training within SFRS prevention work including Home Safety Visits,
- The offering of a network of Fire Stations as locations for training members of the public and voluntary groups in CPR and if appropriate will enable SFRS staff to become CPR trainers,
- To work closely with SAS to pilot a SFRS response to OHCA in agreed geographic areas, learn lessons from the pilot and expand as appropriate,
- To work closely to ensure all SFRS defibrillators are mapped on to the SAS database and are placed in locations where evidence suggests they can add most value,
- To agree appropriate and validated training for SFRS responders with SAS under the ethos of shared clinical governance,
- To work with SAS to assess how best to support Community First Responders and promote enhanced Community Resilience,
- To ensure that the SFRS workforce and their representatives form part of the planning and implementation to support the OHCA strategy,
- The SFRS will aim to train 100% of its support staff in CPR.

2.3 From an industrial relations UK national perspective the NJC (National Joint Council), which consists of representatives of the employers and the Fire Brigades Union have agreed a series of medical/ health related trials across the UK which include,

- Working in conjunction with police and ambulance services, providing a response to high volume, low priority calls, such as falls in the home and incidents relating to mental health whilst also promoting the reduction of risk. Risk reduction to be delivered through a prevention/education service in the homes of those identified as being 'at risk' from a range of issues such as fire, falls, crime and general deterioration in health and wellbeing,

- Assisting health services in the movement of bariatric patients,
- Training in the use of defibrillators (for example) to the wider community,
- Road safety awareness provision for new drivers, speed safety awareness courses for those caught speeding (currently undertaken, for example, by the AA and police),
- Fire stations being open to the wider community for a number of health related initiatives including; fitness training, engagement with the elderly,
- Safe fitting of car child seats.

2.4 It has been agreed by the NJC that the SFRS will be part of the UK based trial and that the trials in Scotland will focus on preventing fatalities linked to cardiac arrests.

3 DEVELOPING THE TRIAL

3.1 Within the range of medical health related topics highlighted above, the SFRS in junction with key stakeholders has identified 3 areas in Scotland where SFRS will participate in an OHCA trial, these areas being Mid Lothian and the Scottish Borders, Aberdeenshire and West Lothian. The trials are planned to be undertaken working out of fire stations based in these areas and in West Lothian the fire stations selected for the trials are Bathgate whole time duty system fire station and Linlithgow retained duty system fire station.

3.2 The principles of the OHCA trials are that SFRS resources (fire appliances and crews) will be mobilised and attend incidents where members of the community have suffered cardiac arrest and the competencies and specialist equipment held on fire appliances can be used to render immediate life-saving treatment until specialist medical teams attend the incident.

3.3 To ensure the trials are as successful as possible and achieve the desired positive effect, fire service personnel involved in the trials are currently received specific training on cardiac arrest intervention/treatment techniques. The SFRS is also developing procedures for crews to follow when attending

OHCA incidents and a Memorandum of Understanding is currently being developed between SFRS and the Scottish Ambulance Service to clarify mobilising criteria, and interagency working protocols.

- 3.4 At this time it is difficult to predict the amount of activity the OHCA trial will generate, however the SFRS intends to fully monitor the trial and to develop a suite of performance indicators to monitor and manage OHCA activity.
- 3.5 The OHCA trial is due to commence on the 16th of October 2015 and it is anticipated that the trial will run for approximately 6 months with periodic reviews within that time period.
- 3.6 Lessons learned and evaluations from/of the OHCA trial will inform SFRSs future involvement in this and other aspects of Emergency Medical Response activities.

4 RECOMMENDATIONS

- 4.1 The PDSP is invited to note and consider the contents of this report.
- 4.2 The PDSP is invited to consider and advise of any updates that would be required in relation to the trials in West Lothian.

Gary Laing
Local Senior Officer
Falkirk and West Lothian

September 2015



West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT SCRUTINY PANEL

PROGRESS ON COMMUNITY SAFETY

REPORT BY HEAD OF HOUSING CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to inform Panel Members on the strategic development of Community Safety in West Lothian and other local and national developments. In addition, the report includes performance information from the Community Safety Unit on the Safer Neighbourhood Teams (SNT) and the Out of Hours Noise Nuisance Team from April to June 2015.

B. RECOMMENDATION

To note the developments of partnership working in the field of community safety and to note the performance information detailed for the Safer Neighbourhood Team and the Noise Nuisance Team.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs
	Being honest, open and accountable
	Making best use of our resources
	Working in partnership
	Providing equality of opportunity)
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Antisocial Behaviour etc (Scotland) Act 2004 applies
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	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;
	SOA10 – We live in well designed, sustainable places where we are able to access the services we need
	SOA11 – We have strong resilient and

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

D. TERMS OF REPORT

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

In addition, the report provides performance data (Appendix 1) from the Community Safety Unit for the period April 2015 – June 2015.

NATIONAL UPDATES

- D1** The Scottish Government have agreed a further one year grant to support the delivery of the Scottish Community Safety Network (SCSN) Strategic Plan.
<http://www.safercommunitiesScotland.org/Documents/Strategic%20plan.pdf>

The government are looking for SCSN to support the Building Safer Communities Programme through the collation and sharing of practice and providing support to the sector through training, events and toolkits.

- D2** On 28 April Police Scotland held a Crime Prevention Conference on '21st Century Solutions to 21st Century Problems', hosted by Chief Constable Sir Stephen House.

The focus of the conference was Police Scotland's aim to improve the safety and wellbeing of people, places and communities in Scotland. Through strong working partnerships with multiple agencies they want to ensure that Police Scotland is equipped to combat emerging threats. To achieve this they recognise that partnerships with communities and a broad range of agencies are essential to effective crime prevention.

- D3** A Public Space CCTV meeting was held over the summer to discuss current issues discussed a 'research tender' to be submitted to the Scottish Government in a bid to secure funding for its delivery. It is hoped that the research will be the first stage in a journey towards developing a public space CCTV network in Scotland which is financially sustainable, technologically competent and future-proofed and which, importantly, has a clear purpose agreed by all partners.

If successful in securing funding it is anticipated that a full report will be available in autumn 2015.

- D4** On 22 April at the Scottish Youth Theatre in Glasgow, the NKBL in partnership with YouthLink Scotland held a network event providing partners from around Scotland the opportunity to come together and discuss NKBL best practice and national updates. The event contained sessions from The Leith Agency on the new “One knife, many victims” film; and peer education projects.

For more information visit their website or click: <http://noknivesbetterlives.com/>

- D5** On 27 April representatives from Local Authorities, RoSPA, Scottish Community Safety Network and Electrical Safety First met at a Home Safety Scotland Meeting. Following the recent call by the European Public Health Association for a paper on the safety of E-cigarettes, the meeting considered the Electrical Safety First’s guidance on charging E-cigarettes safely and the Child Safety Week nicotine poisoning poster campaign. The meeting also discussed older people and falls prevention, the formulation of a scalds campaign and Child Safety Week.
- D6** I am Me is an award winning community project which works in partnership with Police Scotland to raise awareness of Disability Hate Crime (recognised as one of the most under report crimes in the UK). The project is also working to develop a ‘Keep Safe’ initiative aimed at working with local business to create safe areas for people feeling vulnerable in the community.

The project aims to raise awareness with local young people and disability groups through a drama production aimed at challenging attitudes and behaviours towards disabled people. Since launched in September 2013, the performance has been delivered to over 10,000 people, including High schools, disability groups, staff groups, the police training college and the Scottish Parliament.

A new DHC Training Pack 2015 and I Am Me Film have been developed which can be used as a free resource by any school, group or staff base in Scotland.

- D7** The Counter Terrorism and Security Act 2015 came into force following Royal Assent earlier this year with the primary aim of disrupting terrorism by addressing issues such as travel, those who pose a threat and tackling underlying ideology that feeds, supports and sanctions terrorism.

The Act is divided into seven parts with each making provisions for England, Scotland, Wales and Northern Ireland. The Act empowers authorities with legislative powers aimed at reducing the ability of individuals to become involved in terrorism,

The part of the Act that will impact local authorities the most is Part 5 which calls upon local authorities, criminal justice, educational and child care, health and social care and the Police to actively identify anyone deemed vulnerable who would be open to radicalisation and terrorism. Scotland’s authorities will be charged with a duty to prevent people from being drawn into terrorism for which detailed guidance has been provided

- Doorstep Crime
- Scams
- Illicit Trade
- New Psychoactive Substances

- D8** Community Safety Priorities for 2015-18 – Action Plans
Community Safety Partners are busy meeting to discuss Action Plans for our new Community Safety Priorities for 2015-2018. These action plans will have attached performance indicators that will show the achievements made and progress gained towards the aims and objectives set. The performance indicators will be set on

Covalent, the Council performance system that is utilised to show the Community Safety targets.

D9 Reducing Hate Crime in Businesses

Hate Crime remains to be a priority for Community Safety Partners in West Lothian. Police Scotland are delivering an array of training sessions to local Business Partners with the aim of increasing Hate Crime awareness. It is training is intended to prevent incidents from occurring it also provides reassurance that Hate Crime will not be tolerated in West Lothian and reports are taken and investigated thoroughly.

Police Scotland and the Community Safety Partnership Analysts have identified a list of local businesses that are at (further) risk of Hate Crime. Police Scotland has begun to re-issue the use of body worn CCTV cameras along with providing suitable crime prevention advice and where necessary, carrying out detailed security surveys for businesses at risk of Hate Crime. A newly written document has been drafted, detailing the various aspects of Hate Crime and what preventative measures can be carried out to minimise the risks and if an incident occurs, what Crime Prevention advice can be provided in order to report it to the Police and what support and advice is available. Police Scotland is awaiting approval so that locally, this information /advice leaflet can be circulated. In addition, it may have approval for national distribution.

D10 Performance Information

The data in the table below shows performance data from April 2015 to June 2015, from the council's Safer Neighbourhood Teams in relation to Antisocial Behaviour and the Out of Hours Team in relation to noise nuisance.

The officers and other Community Safety Partners work to resolve antisocial behaviour and prevent crimes from occurring and the further escalation of incidents. Where the opportunity exists, officers engage with a variety of groups and provide early interventions for preventing antisocial behaviour.

The number of open antisocial behaviour cases (Table1.1) varies across West Lothian with some wards having more cases than others. This reflects some of the antisocial behaviour reported to the Police and West Lothian Council in each community. There is no definite reason for the level of numbers being reported from ward to ward and demographic variations and house type can all contribute to the way in which behaviour from others is tolerated or becomes intolerable to others.

The fluctuation in the number of cases across a ward is continually monitored with a view to ascertain the causal factor. The numbers of cases open is only an indicative number of the level of antisocial behaviour occurring as often, incidents are closed with early intervention and a case is not required. (Table1.2) Equally when cases are required, they can be opened for more than one month and this information is counted on a rolling month on month basis.

Officers close cases where possible within the 3 month target period where a resolution has been found. Investigations often involve conducting mediations, referring individuals to victim support and patrolling ward areas.

The Out of Hours Service carry out enquiries to reduce noise nuisance and provide advice and assistance to communities across West Lothian. (Table1.3)

The officers attend when incidents are ongoing in an order to prevent them from escalating. Over April, May and June, The Out of Hours Night Noise Team received 393 incidents of antisocial behaviour of which, they were able to provide advice over the telephone on 88 occasions and attended 144 visits in order to reach a resolution

for the complainers. The vast majority of complaints refer to Part 5 of the Antisocial Behaviour (etc) (Scotland) Act 2004 which relates to complaints of noise.

The number of Antisocial Behaviour Orders (ASBO) remains relatively low. (Table 1.4) These are deemed as a last resort to all other methods of curtailing antisocial behaviour within communities. It is only when particular individuals refuse to heed warnings issued, that the Antisocial Behaviour Order is requested.

E. CONCLUSION

This report informs Panel Members on the strategic development of Community Safety and ongoing developments across the Community Safety partnership. Panel Members are asked to note the performance information for the period April – June 2015 that is contained within Appendix 1 of the report.

F. BACKGROUND REFERENCES

None

Appendix 1 – Statistical Returns for Quarter 1, April, May and June 2015 from the WLC Safer Neighbourhood Team and Out of Hours Noise Nuisance Officers.

Siobhan Mullen, Customer Services Manager, Housing, Construction and Building Services.

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Alistair Shaw, Head of Housing, Construction and Building Services

Date of meeting: 6th October 2015

Appendix 1

Statistical Returns for Quarter 1, April, May and June 2015

Table 1.1

New open cases per ward	April	May	June
Armadale & Blackridge	3	5	6
Bathgate	2	9	5
Broxburn Uphall & Winchburgh	2	2	3
Fauldhouse & Breich Valley	4	3	6
Linlithgow	1	0	0
Livingston East & East Lothian	3	0	8
Livingston North	2	0	3
Livingston South	2	4	0
Whitburn & Blackburn	4	3	5
Total	23	26	36

Table 1.2

Closed cases per ward	April	May	June
Armadale & Blackridge	3	1	4
Bathgate	3	5	7
Broxburn Uphall & Winchburgh	0	2	0
Fauldhouse & Breich Valley	4	0	2
Linlithgow	0	1	0
Livingston East & East Lothian	3	0	0
Livingston North	1	1	0
Livingston South	0	3	0
Whitburn & Blackburn	7	0	1
Total	21	13	14

Table 1.3

Out of Hours Service	April	May	June
Number of complaints received monthly	128	119	142
Number of noise nuisance complaints visited.	51	48	52
Number of Warning Notices issued.	7	11	6
Number of Fixed Penalty Notices issued.	1	0	0
The number of noise nuisance complaints resolved using only a verbal warning	9	8	19
Number of occasions on which equipment seized	1	0	0
Number of Environmental Health Complaints received	0	0	0

Table 1.4

Number of ASBO's current in each Ward.	
Linlithgow	1
Broxburn Uphall & Winchburgh	1
Livingston North	0
Livingston South	2
East Livingston & East Calder	0
Fauldhouse & Breich Valley	3
Whitburn & Blackburn	1
Bathgate	4
Armadale & Blackridge	4
Total	16



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

WELFARE REFORM: QUARTERLY UPDATE REPORT

REPORT BY HEAD OF FINANCE AND ESTATES

A. PURPOSE OF REPORT

To inform the Panel of the continuing implications of the ongoing programme of welfare changes.

B. RECOMMENDATION

It is recommended that the Panel notes the impacts of the welfare changes in West Lothian and the action which the council is taking in response.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership.
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Welfare Reform Act 2012 provided for significant changes to Housing Benefit, a Benefit Cap, and the introduction of the Council Tax Reduction scheme and the Scottish Welfare Fund, both administered by local authorities in Scotland. In addition further Department for Work and Pensions (DWP) led welfare changes are continuing to be introduced.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Corporate and service performance indicators are being reviewed as implications of the reforms become clear.
V	Relevance to Single Outcome Agreement	Outcome 1 - Our children have the best start in life and are ready to succeed Outcome 2 - We are better educated and have access to increased and better quality learning and employment opportunities

	Outcome 3 - Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business
	Outcome 4 - We live in resilient, cohesive and safe communities
	Outcome 5 - People most at risk are protected and supported to achieve improved life chances
	Outcome 7 - We live longer, healthier lives and have reduced health inequalities
VI Resources - (Financial, Staffing and Property)	The Anti-Poverty Strategy Development Group is continuing to assess the financial and staffing implications for the council.
VII Consideration at PDSP	The initial impacts of Welfare Reform were reported to the Partnership and Resources Policy Development and Scrutiny Panel (PDSP) on 13 May 2012. Regular quarterly updates have been reported since that time. This paper was presented to the P&R PDSP on 18 September 2015.
VIII Other consultations	With services, through the Anti-Poverty Strategy Development Group, ongoing consultations with the voluntary sector and other partners

D. TERMS OF REPORT

D.1 Overview

The Welfare Reform Act 2012 provided for the introduction of several major changes to the welfare system.

The implementation and administration of many of the initial changes were the responsibility of local authorities. These changes were implemented within the timescales laid down by the DWP and are now operational. These include:

- The abolition of Council Tax Benefit and its replacement with the Council Tax Reduction Scheme from 1 April 2013.
- The introduction of the Scottish Welfare Fund, replacing the DWP Discretionary Social Fund on 1 April 2013.
- The many changes to the Housing Benefit scheme, including the introduction of size criteria for social housing (aka "Removal of the Spare Room Subsidy" or "Bedroom tax"), on 1 April 2013.
- The consequent major expansion of the LA-administered Discretionary Housing Payment (DHP) scheme.
- The administration of the Absolute Benefit Cap, set at £26k, from 15 July 2013

The Welfare Reform Act 2012 also provided for major DWP-led reforms to the welfare system, notably the introduction of Universal Credit which will replace six current working age benefits/credits, and the introduction of the Personal Independence Payment (PIP) to replace Disability Living Allowance (DLA.)

These changes are ongoing. It is becoming clear that there are now three main drivers impacting upon the change agenda:

- The DWP's Welfare Reform Agenda.
- The Smith Commission Agreement on further devolution of welfare to Holyrood.
- HM Treasury pressure to reduce welfare spending over the course of this parliament.

The UK Government's Welfare Reform programme is having a significant impact in West Lothian. Recent revised research into the effects of the welfare changes, by Sheffield Hallam University, which was published by the Welfare Reform Committee of the Scottish Parliament in March 2015, found that the cumulative effects of welfare changes will result in an estimated loss of £53 million per annum in West Lothian.

This figure is £2 million less than the previous estimate as the research focusses on the impact on the communities affected, not on the public purse. It now takes into account the mitigation of the "bedroom tax" in Scotland, and the fact that local authorities and the Scottish Government, jointly, make up the 10% shortfall in the DWP funding of the Council Tax Reduction Scheme.

D.2 Discretionary Housing Payment Fund

As previously reported to the Panel, the Discretionary Housing Payment (DHP) Fund can provide additional support to households where a tenant is entitled to Housing Benefit but where there is a shortfall between their rent and the amount of Housing Benefit paid.

DHP can be paid to alleviate short term hardship, or to assist those most affected by the welfare changes, particularly those affected by the size criteria restrictions (also termed the spare room subsidy or the bedroom tax) in the social rented sector.

The council's DHP spend in 2015/16 as at 3 August 2015 is £713,918. This is summarised as follows:

	Number of Awards	Expenditure £'000
Benefit Cap	9	4
Removal of Spare Room Subsidy	3543	665
Local Housing Allowance restrictions	8	2
Combination of reforms	7	2
Other	122	39
Total	3689	713

D.3 Scottish Welfare Fund

The Scottish Welfare Fund (SWF) is a national scheme covering the whole of Scotland, but delivered by local authorities who are responsible for administering Community Care Grants and Crisis Grants.

The council's current SWF spend in 2015/16 as at 31 July 2015 is £263,163. This is summarised as follows:

	Number of Awards	Expenditure £'000
Crisis Grants	801	51
Community Care Grants	388	212
Total	1189	263

D.4 Universal Credit

Universal Credit involves the integration of six core benefits and tax credits into a single payment. The Universal Credit payment brings together: income-based (means-tested) Job Seekers' Allowance; income-based Employment Support Allowance; Income Support; Housing Benefit; Child Tax Credit and Working Tax Credit.

Universal Credit is delivered by the DWP. Local authorities will not have a role in the administration of Universal Credit, however it is now recognised by the DWP that local authorities will be important partners in assisting customers to make and maintain a Universal Credit claim and to manage the requirements that Universal Credit will bring.

Roll Out of Universal Credit in West Lothian

The accelerated British-wide expansion of Universal Credit began in February 2015. The expansion will take place in four tranches. West Lothian is included in tranche three of this roll out. The council has received confirmation from DWP that Broxburn, Bathgate, and Livingston Job Centres will begin taking Universal Credit claims from new claimants from 16 November 2015. These will be simple claims only, from single new Jobseekers, and the numbers, initially, will be small.

Preparing for Universal Credit

A Universal Credit sub-group meets regularly to prepare for the introduction of Universal Credit.

Senior management from DWP met with council officers on 24 July 2015 to discuss the preparations for the implementation of Universal Credit in West Lothian. A Universal Credit Operational Delivery Group (ODG) will be set up, jointly chaired by the council's Head of Housing, Construction and Building Services, and the DWP External Relations Manager.

The ODG will comprise of representatives from various council services including, Revenues and Benefits, Housing, Employability, and Area Services, in addition to DWP colleagues, and representation from the Registered Social Landlords in the area.

The ODG will also negotiate a Delivery Partnership Agreement (DPA). The DWP and local authorities will be equal lead partners in the DPA set up within the context of the Community Planning Partnership arrangements that exist in Scotland to plan and deliver holistic local support service packages tailored to meet local needs.

In organising services, the Delivery Partnership will build on existing services where appropriate, avoiding duplication where possible. A limited degree of funding, as yet unspecified, will be provided by DWP. DWP local caseload data and statistics will be used to estimate the likely Universal Credit caseload in the first year of implementation in West Lothian.

The service being delivered under the DPA arrangements will aim to meet the following outcomes:

- Raised awareness, so that people understand the implications of Universal Credit for them and their families.
- Early identification of those who need support, so they are made aware of the support on offer, and are supported to move into or closer to work.
- Provision of access to services quickly and conveniently.
- Effective design and delivery of support for the most vulnerable groups.
- Provision of alternative payment arrangements for those claimants who cannot manage financially (for example paying the housing support element of Universal Credit direct to the landlord).

The DPA will also support Digital Inclusion and Financial Inclusion, and will seek to ensure that the rate of error or delay in Universal Credit applications is consistently reduced.

D.5 Future Developments in Welfare

D.5.1 Chancellor's Summer Budget of 8 July 2015

Although full details have yet to emerge, and many of the Regulations are yet to be laid, it is clear that the measures outlined in the Chancellor of the Exchequer's Budget statement will have major implications for the welfare system in the future.

The stated commitment is to reduce spending on welfare by £12 billion over the course of the Parliament.

Household Benefit Cap

The Budget confirmed that the UK Government will proceed with plans to reduce the household benefit cap from the current level of £26,000 per annum. However the previously discussed projected new limit of £23,000 applies only to London. The cap will now be set at £20,000 for those households outside London.

The household benefit cap is the ceiling on total payments per household, applying to the sum of a wide range of benefits for working age claimants.

The number of people currently affected in Scotland is relatively small; however the amount of benefit loss for the individual households is significant. The most recent research, published by the Welfare Reform Committee of the Scottish Parliament in March 2015, indicates that the total number of households affected by the current £26,000 benefit cap in Scotland is 900. The average loss per household is £4,600 per annum. Those affected are usually large out-of-work families living in high rent areas

In total 63 households in West Lothian have been affected by the £26,000 household benefit cap; of these 41 remain affected currently. With the reduction in the cap to £20,000 per annum it is clear that more households will be affected but as yet there have been no estimates as to the likely numbers involved.

Housing Support for 18 to 21 year olds

The Chancellor announced that automatic entitlement to Housing Benefit, or the Housing Support element of Universal Credit, for jobless 18 to 21 year-olds will be scrapped.

As the measure is debated, more details will emerge, but already it is suggested that the use of the word “automatic” is significant, and that some in this age group will remain entitled to claim Housing Support. This could include vulnerable young people where it is not possible for them to remain in the family home for reasons of safety, or indeed because they do not have one – e.g. care-leavers. Also it is suggested that those who need care, or indeed care for others e.g. a single parent under the age of 21, will still be able to claim Housing Support.

On 17 August 2015 the DWP issued a statement attempting to clarify the position, although full details have yet to emerge. The new rules will apply from April 2017 to new claims for Universal Credit from 18 to 21 year olds who are out of work. The government will remove the automatic entitlement to housing support for these claimants. However they will, “... ensure that vulnerable young people who are in need of support for their housing needs continue to receive it”.

Benefit/Credit Freeze

The previously proposed two-year freeze on working age benefits, including Tax Credits and Local Housing Allowance, is now to be extended to four years, beginning in April 2016 and lasting until the 2019/20 financial year. This is expected to save £4bn a year by then. It will not affect payments to the sick and disabled.

Tax Credit Changes

From 2016/17, only the lowest-income families will be able to claim Tax Credits. Together with changes to entitlement to Universal Credit, this will cut £2.9bn from the welfare bill in the next financial year and £3.4bn a year by 2020/21.

The income threshold for Tax Credits is to be reduced from £6,420 to £3,850. From April 2016, anyone earning more than £3,850 a year will have their Working Tax Credit reduced.

For Universal Credit, which is replacing six working age benefits including tax credits, the figures will be £4,764 for those without housing costs and £2,304 for those with housing costs.

The rate of withdrawal will also increase in April 2016, from a 41% taper to a 48% taper.

As a result of the changes, it is estimated that, for the UK as a whole, 500,000 households will move off Tax Credits and 300,000 off Universal Credit.

Larger families, particularly, will be hit by tax credit changes if they have children from April 2017. Claimants will see support through child tax credits and Universal Credit limited to the first two children. This move will be introduced in April 2017 and will save £1.35bn by the 2020/21 financial year.

It is stated that it will not affect the 870,000 families with three or more children currently claiming these benefits and child benefit will not be affected. However, families who have a third child after April 2017 could be affected if the recipient has an increase in earnings which removes them from Tax Credit or UC entitlement for more than six months, and then their circumstances change and they need to claim again. As a “new” claimant they will be affected by this rule.

D.5.2 Smith and Devolution of Welfare

As previously reported to the Panel, the Smith Commission Agreement of 26 November 2014 set out that the Scottish Government should be given the administrative power to change the frequency of Universal Credit payments, vary the existing plans for single household payments, and pay social landlords direct for housing costs in Scotland.

In order to minimise rent arrears and safeguard the cash flow of social landlords, COSLA supports a default position in Scotland that the housing element of Universal Credit should be paid direct to social landlords, unless the tenant opts to have it paid to them.

In addition, under the Smith proposals, the Scottish Parliament would have the power to vary the housing cost elements of Universal Credit, including varying the under-occupancy charge (or “bedroom tax”), the local housing allowance rates for those renting in the private sector, the eligible rent, and the deductions from housing support for non-dependants in the household.

These provisions were included in the Command paper published on 23 January 2015, which contained the draft legislative clauses included in the proposed legislation to implement the Smith Agreement, currently being considered by the Westminster Parliament.

The Smith Commission also agreed that a further eleven benefits should be devolved in full. Details of these benefits were reported to the Panel on 5 June 2015 and are also included in Appendix One of this report.

The UK Parliament is currently considering the Scotland Bill intended to enact the recommendations of the Smith Agreement.

The Welfare Reform Committee of the Scottish Parliament is currently considering how the new devolved powers over welfare should be used to improve the outcomes for those most affected by the welfare changes.

Council officers have been involved in the discussions around COSLA’s August 2015 submission to the Welfare Reform Committee regarding the implementation of the Smith Commission proposals. COSLA believes there should be a creative and innovative approach in how the new powers transferring to the Scottish Parliament are used, taking the opportunity to develop real synergies with existing devolved services in a way that simplifies access, strengthens outcomes and provides more local and personalised services.

COSLA intends to discuss with the Scottish Government how some of the devolved benefits are handled.

Given that the DWP’s Discretionary Social Fund, comprising Community Care Grants and Crisis Loans (sic), was devolved in April 2013 and became the Scottish Welfare Fund (SWF), designed by the Scottish Government but administered, successfully, by local authorities, it would seem logical and cost-effective to use the same approach to the delivery of certain devolved benefits. This may be especially appropriate for the DWP Regulated Social Fund, comprising the Winter Fuel Payment, Cold Weather Payments, Funeral Payments and Sure Start Maternity Grants, which are to be devolved. COSLA believes that there may be merit in developing synergies with the Scottish Welfare Fund or other local authority services. The key objective is to integrate the administration of the devolved benefits with local services in order to avoid creating an additional bureaucracy and to simplify customer access and provide support when and where needed as the customer faces challenging circumstances.

These discussions are continuing.

E. CONCLUSION

As the welfare changes are rolled out, and as further welfare changes take effect, officers will assess the cumulative effects of these challenges in order to develop and shape work going forward.

The results of this work will continue to be reported to elected members via the PDSP process and relevant action will be proposed by the council and community planning partners to address issues arising.

F. BACKGROUND REFERENCES

None

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Donald Forrest
Head of Finance and Estates
6 October 2015

The eleven benefits to be devolved to Scotland as agreed by the Smith Commission:

Benefit	Primary Purpose
Attendance Allowance	To help with personal care for individuals aged 65 or over with a physical or mental disability.
Carer's Allowance	To help an individual look after someone with substantial caring needs. To be eligible the individual must be 16 or over and spend at least 35 hours a week caring for them.
Disability Living Allowance (DLA)	<p>Help if a person's disability or health condition means one or both of the following are true:</p> <ul style="list-style-type: none"> • They need help looking after themselves • They have walking difficulties <p>DLA is closed to <i>new</i> working age claimants and is being replaced by Personal Independence Payment (PIP).</p>
Personal Independence Payment	Helps with some of the extra costs caused by long-term ill-health or disability for individuals aged 16 to 64. The replacement for DLA for working age individuals.
Industrial Injuries Disablement Benefit	For individuals who are ill or disabled as a result of an accident or disease caused by work or while on an approved employment training scheme or course.
Severe Disablement Allowance	For working age individuals who are unable to work due to illness or disability. SDA has been replaced, for new claimants, by Employment Support Allowance (ESA).
Cold Weather Payment	A payment for individuals on certain benefits when the temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days.
Funeral Payment	For individuals on low income and needing help to pay for a funeral they are arranging.
Sure Start Maternity Grant	A one off payment of £500 to help towards the costs of having their first child - for individuals who are in receipt of certain benefits.
Winter Fuel Payment	A tax-free payment to help pay for heating bills for those born on or before 5 July 1952 (Current State Pension Age for women).
Discretionary Housing Payments	Additional help for those in receipt of Housing Benefit and having difficulty meeting their rent payments. Paid at the discretion of the Local Authority.



West Lothian
Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT & SCRUTINY PANEL

PROPERTY TURNOVER APRIL TO JUNE 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 April to June 2015.

B. RECOMMENDATION

To note the current levels of activity relating to property turnover for the first quarter of 2015/2016 and in particular to note:

- That there has been an decrease in property lets compared to the same period last year
- That of the 47 communities in West Lothian, 8 had only 1 mainstream property to let and 13 had none
- That 74% 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

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 April to 30 June was 158 compared to the same quarter last year when 202 properties were let.

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

- Whitburn with 20 lets (13%), Armadale with 19 lets (12%) and Boghall with 16 lets (10%) have the highest percentage of total lets
- There were two Sheltered Housing properties let
- Eight communities had only one mainstream property available to let (Addiewell, Breich, East Whitburn, Kirknewton, Pumpherston, The Riggs, Uphall Station and West Calder)
- Thirteen communities had between two and four properties available to let (Blackridge, Bridgend, East Calder, Eliburn/Livingston Village, Greenrigg, Knightsridge, Ladywell, Linlithgow Bridge, Polbeth, Stoneyburn, Uphall, Westfield and Winchburgh)
- The following thirteen communities had no properties becoming available:

Community	Number of properties remaining
Ballencrieff	5
Bellsquarry	4
Dechmont	26
Ecclesmachan	4
Eliburn Co-op	42
Longridge	94
Mid Calder	57
Newton	12
Philipstoun	21
Seafield	111
Threemiletown	6
Torphichen	28
Wilkieston	6

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 cottages at 58 (37%) followed by block of four at 53 (34%). 47% of these were two bedroom properties, 35% were one bedroom properties and 17% were three bedroom properties.

Applicants

74% of lets were allocated to those with homeless points.

E. CONCLUSION

The report provides information on the lets that took place in the 1st 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: 3/10/2015

Lets April to June 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	Points
			1	2	3	4	5		
Armada	Armada	Cottage	2	0	1	0	0	3	1500-400
		4 in Block	1	10	2	0	0	13	400-150
		Maisonette	0	0	1	0	0	1	400
	Armada Total		3	10	4	0	0	17	
	Blackridge	Maisonette	0	2	0	0	0	2	400
	Blackridge Total		0	2	0	0	0	2	
	Westfield	Cottage	0	3	0	0	0	3	400
	Westfield Total		0	3	0	0	0	3	
	Ward Total		3	15	4	0	0	22	

Lets April to June 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	Points
Bathgate	Bathgate	Cottage	0	0	2	0	0	2	590-400
		4 in Block	2	2	0	0	0	4	450-250
		Flat	5	1	0	0	0	6	400
	Bathgate Total		7	3	2	0	0	12	
	Boghall	Cottage	0	3	1	0	0	4	450-400
4 in Block		0	1	0	0	0	1	400	
Flat		0	9	0	0	0	9	400	
Sheltered		1	0	0	0	0	1	HWC	
	Boghall Total		1	13	1	0	0	15	
	Whiteside/Birniehill	Cottage	0	1	3	0	0	4	550-100
		4 in Block	1	1	0	0	0	2	400
	Whiteside/Birniehill Total		1	2	3	0	0	6	
	Ward Total		9	18	6	0	0	33	

Lets April to June 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	Points
			1	2	3	4	5		
Breich Valley	Addiewell	4 in Block	0	1	0	0	0	1	400
	Addiewell Total		0	1	0	0	0	1	
	Breich	4 in Block	0	1	0	0	0	1	400
	Breich Total		0	1	0	0	0	1	
	Fauldhouse	Cottage	0	1	0	0	0	1	400
		4 in Block	4	4	0	0	0	8	400-350
		Flat	1	2	0	0	0	3	400
		Maisonette	0	1	1	0	0	2	400-100
	Fauldhouse Total		5	8	1	0	0	14	
	Polbeth	Flat	1	0	1	0	0	2	400
	Polbeth Total		1	0	1	0	0	2	
	Stoneyburn	Cottage	0	1	0	0	0	1	400
		4 in Block	0	1	0	0	0	1	400
	Stoneyburn Total		0	2	0	0	0	2	
	West Calder	4 in Block	1	0	0	0	0	1	400
	West Calder Total		1	0	0	0	0	1	
	Ward Total		7	12	2	0	0	21	

Lets April to June 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	Points
			1	2	3	4	5		
Broxburn	Broxburn	Cottage	0	1	2	0	0	3	550-450
		4 in Block	1	0	0	0	0	1	400
		Flat	1	0	0	0	0	1	400
	Broxburn Total		2	1	2	0	0	5	
	Uphall	4 in Block	1	0	0	0	0	1	400
	Uphall Total		1	0	0	0	0	1	
	Winchburgh	Cottage	1	0	0	0	0	1	400
		4 in Block	0	1	1	0	0	2	450-400
	Winchburgh Total		1	1	1	0	0	3	
							0		
	Ward Total		4	2	3	0	0	9	
East Livingston	East Calder	4 in Block	1	0	0	0	0	1	350
	East Calder Total		1	0	0	0	0	1	
	Pumpherston	Cottage	1	0	0	0	0	1	400
	Pumpherston Total		1	0	0	0	0	1	
	Uphall Station	4 in Block	1	0	0	0	0	1	400
	Uphall Station Total		1	0	0	0	0	1	
	Ward Total		3	0	0	0	0	3	

Lets April to June 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	Points
Linlithgow	Bridgend	Cottage	1	1	0	0	0	2	400
		4 in Block	0	2	0	0	0	2	400
	Bridgend Total		1	3	0	0	0	4	
	Linlithgow	4 in Block	0	1	0	0	0	1	400
		Flat	2	1	0	0	0	3	400
		Maisonette	0	1	1	0	0	2	400
	Linlithgow Total		2	3	1	0	0	6	
	Linlithgow Bridge	Cottage	0	1	0	0	0	1	250
		Flat	1	0	0	0	0	1	400
	Linlithgow Bridge Total		1	1	0	0	0	2	
	Ward Total		4	7	1	0	0	12	
North Livingston	Deans	Cottage	3	1	0	0	0	4	500-150
	Deans Total		3	1	0	0	0	4	
	Eliburn/Livingston Vill	4 in Block	1	0	0	0	0	1	250
		Flat	1	0	0	0	0	1	400
	Eliburn/Livingston Village Total		1	0	0	0	0	1	
	Knightsridge	Cottage	1	0	3	0	0	4	500-400
	Knightsridge Total		1	0	3	0	0	4	
	The Riggs	Cottage	1	0	0	0	0	1	400
	The Riggs Total		1	0	0	0	0	1	
	Ward Total		6	1	3	0	0	10	

Lets April to June 2015 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total	Points
			1	2	3	4	5		
South Livingston	Dedridge	Cottage	2	1	0	0	0	3	400
		Flat	2	0	0	0	0	2	400
		Maisonette	0	0	1	0	0	1	400
	Dedridge Total		4	1	1	0	0	6	
	Ladywell	Cottage	0	0	0	1	0	1	300
		4 in Block	1	1	0	0	0	2	400
Ladywell Total		1	1	0	1	0	3		
Ward Total		5	2	1	1	0	9		
Whitburn	Blackburn	Cottage	0	3	0	0	0	3	400
		4 in Block	2	0	1	0	0	3	400
		Flat	0	1	0	0	0	1	400
	Blackburn Total		2	4	1	0	0	7	
	East Whitburn	Cottage	0	1	0	0	0	1	250
		East Whitburn Total		0	1	0	0	0	1
Greenrigg		Cottage	0	1	1	0	0	2	400
	Greenrigg Total		0	1	1	0	0	2	
	Whitburn	Cottage	0	2	0	1	0	3	400
4 in Block		3	3	0	0	0	6	400	
Flat		5	0	0	0	0	5	400	
Maisonette		0	2	1	0	0	3	400	
Sheltered		1	0	0	0	0	1	100	
Whitburn Total		9	7	1	1	0	18		
Ward Total		11	13	3	1	0	28		
Total		52	70	23	2	0	147		

Lets April to June 2015 Assisted Moves

Ward	Community	House Type	Number of Bedrooms					Total	
			1	2	3	4	5		
Armadale	Armadale	Cottage	0	1	1	0	0	2	
	Armadale Total		0	1	1	0	0	2	
	Ward Total		0	1	1	0	0	2	
Bathgate	Bathgate	Cottage	0	1	0	0	0	1	
	Bathgate Total		0	1	0	0	0	1	
	Boghall	Cottage	0	0	1	0	0	1	
	Boghall Total		0	0	1	0	0	1	
	Ward Total		0	1	1	0	0	2	
Broxburn	Uphall	Cottage	0	0	1	0	0	1	
	Uphall Total		0	0	1	0	0	1	
	Ward Total		0	0	1	0	0	1	
East Livingston	East Calder	Cottage	0	1	0	0	0	1	
	East Calder Total		0	1	0	0	0	1	
	Kirknewton	Cottage	1	0	0	0	0	1	
	Kirknewton Total		1	0	0	0	0	1	
	Ward Total		1	1	0	0	0	2	
North Livingston	Deans	Cottage	0	0	2	0	0	2	
	Deans Total		0	0	2	0	0	2	
	Ward Total		0	0	2	0	0	2	
Whitburn	Whitburn	Cottage	1	0	0	0	0	1	
		4 in Block	0	1	0	0	0	1	
	Whitburn Total		1	1	0	0	0	2	

	Ward Total		1	1	0	0	0	2	
	Total		2	4	5	0	0	11	

Reasons for Assisted Moves

Harassment	3
Medical A	2
Overcrowding	4
Other	1
Property not suitable	1

Council Stock Numbers				
Ward	Name	Number of properties		
1	BRIDGEND	224		
	LINLITHGOW	352		
	LINLITHGOW BRIDGE	70		
	NEWTON	12		
	PHILIPSTOUN	21		
	THREEMILETOWN	6		
		685		
2	BROXBURN	676		
	DECHMONT	26		
	ECCLESMACHAN	4		
	UPHALL	224		
	WINCHBURGH	243		
		1,173		
5	EAST CALDER	252		
	KIRKNEWTON	42		
	MID CALDER	57		
	PUMPHERSTON	176		
	UPHALL STATION	118		
	WILKIESTON	6		
		651		
3	DEANS	642		
	ELIBURN CO-OP	42		
	ELIBURN KIRKTON	245		
	THE RIGGS	144		
	KNIGHTSRIDGE	514		
		1,587		
4	BELLSQUARRY	4		
	DEDRIDGE	722		
	LADYWELL	667		
		1,393		
6	ADDIEWELL	292		
	BREICH	67		
	FAULDHOUSE	588		
	LONGRIDGE	94		
	POLBETH	326		
	STONEYBURN	248		
	WEST CALDER	155		
		1,770		
7	EAST WHITBURN	47		
	GREENRIGG	107		
	WHITBURN	1,527		
	BLACKBURN	813		
	SEAFIELD	111		
		2,605		
8	BALLENCRIEFF	5		
	BATHGATE	940		
	BOGHALL	675		
	WHITESIDE & BIRNIEHI	262		
		1,882		
9	ARMADALE	1,263		
	BLACKRIDGE	223		
	TORPHICHEN	28		
	WESTFIELD	70		
		1 of 2 1,584		

	Total stock	13,330		
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SERVICES FOR THE COMMUNITY POLICY, DEVELOPMENT AND SCRUTINY PANEL

HOMELESS PERFORMANCE 2014-15

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report informs the Panel of West Lothian Council's annual Homeless Performance outcomes for 2014/15 compared to the National position as outlined by the Scottish Government in their recent publication 'Operation of the Homeless Persons Legislation in Scotland 2014-15.

B. RECOMMENDATION

1. To note the performance in the delivery of services for Homeless applicants for the period 2014/15 as compared with the national average contained in appendix 1.
2. To note and consider the following: The slight increase in homeless applications this year. The significant number of applications from young people and the high numbers of applications from those who lose non secure accommodation due to breakdown in relationship.
3. To note the council continues to meet its responsibilities as set out in legislation to all those who apply for homeless assistance.
4. To continue to monitor the numbers in temporary accommodation and aim to reduce length of stay in this accommodation.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs Being honest, open and accountable
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	In accordance with the Homelessness (etc) Scotland Act 2003, and the Homeless (Abolition of Priority Need Test) (Scotland) Order 2012 the Council achieved the 2012 target, of the abolition of the priority need resulting in the right of all unintentionally homeless applicants to settled accommodation.
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	Outcome 4 – We live in resilient, cohesive and safe communities People most at risk are protected and supported to achieve improved life chances

VI Resources - (Financial, Staffing and Property) None

VII Consideration at PDSP

VIII Other consultations None

D. TERMS OF REPORT

Background

West Lothian Council has a statutory duty to assist people who are either homeless or threatened with homelessness. Performance is regularly monitored locally and via quarterly reporting to the Scottish Government.

The Housing Needs Service continues to measure progress against national comparators annually, using the Scottish Government publication 'Operation of the Homeless Persons Legislation in Scotland', Scottish Government Statistical reports and ARC return. This information indicates the national position across all Scottish local authorities and allows the service to benchmark against the national average and individual council reported performance to achieve better outcomes for homeless people.

This paper reports under the following headings

- Applications
- Statutory Decision
- Temporary accommodation
- Final outcomes of applications
- Sustainability
- Repeat Homeless applications
- Prevention
- ARC return

Homeless Applications

West Lothian Council has seen a 3% rise in homelessness applications in 2014/15 from the 13/14 reported figure. There were 1331 applications, compared to 1289 in 2013/14 which is an increase of 42 applications, however given that in 13/14 the council recorded its lowest total applications in 15 years, performance in this respect is still good. Nationally, the number of homelessness applications fell in 2014/15 by 4% from the previous year. This reduction in homelessness applications is attributed to the housing options work being undertaken by local authorities in Scotland. The aim of the housing options approach is to assist and support those in housing need to find and sustain settled housing outcomes, therefore reducing the need to make crisis homeless applications. In West Lothian the housing options service and prevention team has been in place since December 2011. The team has enhanced the service's proactive approach to assisting customers either to remain in their current accommodation or to identify appropriate alternative housing options they may wish to consider in preference to making a homeless presentation. As a result the number of homeless applications has fallen year on year since its inception in December 2011, with a levelling off of applications in the current year.

In West Lothian the majority of applications, as with the national trend, are made by single people, who are mostly male, followed by single parents, most being female. In total 64% (859 households) of all homeless applications in 2014/15 were from single person households. Homeless households continue to have a young age profile, with the 26- 59 year old age group followed by the 16 – 25 year old age group making the majority of applications. It is notable that applications from the 16-25 age group are

11% higher than the national average.

In 2014/15 family/relationship breakdown continues to be the most common reason for homelessness both locally and nationally. In West Lothian however the numbers recorded in the category “asked to leave” are significantly higher than the national average which has been a continuing trend for a number of years. This category is mainly young new forming households being asked to leave the family home.

It is significant that of all Homeless applications to the council (1331), 1203 were made by those who either had been living with a partner or friends and family and had been asked to leave. Of the applications where the reason for application was that the household had lost or ended their own tenancy or owned accommodation, 128 applications in total, 106 of these (82%) were because of “other action by landlord” or “termination of tenancy/mortgage due to arrears or default on payments

Statutory Assessment Decision

All homeless applicants are assessed in order that a decision on their individual circumstances can be made. This assessment since 31st December 2012 comprises 3 ‘tests’.

1. Homeless – determines if the applicant is, homeless or potentially homeless. In 2014/15 the council assessed 80% of all those applying under the homeless persons legislation as homeless. The National average is also 80%.
2. Intentionality – determines whether the applicant deliberately did or failed to do something in consequence of which they became homeless. The percentage of applicants assessed as intentionally homeless in West Lothian has remained steady at 63 cases in 2014/15 the same number of cases as the previous year. This represents 4.8% of those applicants who were assessed in 2014/15. This remains lower than the national average of 6.25% of applicants assessed who were found to be intentionally homeless.
3. Local Connection – establishes if the applicant has any links with West Lothian.

From 31st December 2012 all unintentionally homeless households have been entitled to be offered settled accommodation. For those found to be intentionally homeless the Council’s legal duty is to provide them with temporary accommodation and advice and assistance for a reasonable period to allow them to find their own accommodation. For those who apply to West Lothian but on assessment are found to be homeless but have no local connection, the council must provide accommodation and refer the applicant to the council they have connection with.

Homeless Prevention

The creation of the prevention team in December 2011 has had a significant impact in reducing the numbers of applicants presenting as homeless. The team’s role is to assist customers either to remain in their current accommodation or to identify appropriate alternative housing options they may wish to consider in preference to making a homeless presentation. In all circumstance customers are advised of their rights to make a homeless application should they choose to do so. The aim of the service is to assist the customer to avoid where practical the crisis of homelessness by early intervention, identifying options and solutions for the customer which focuses on the needs of the household ensuring that housing solutions are sustainable. In 2014/15 the prevention team assisted 1545 households, with 470 (29%) making a Homeless application as a result of the approach. This compares to 2055 approaches in Falkirk with 1030 (50%) making a Homeless application as a result of the approach.

The recording of prevention work has been developed by the Scottish Government and the national recording system (Prevent 1) commenced on 1st April 2014. Further information on comparator Councils are contained in appendix 1. It should be noted, as only 1 full year of data has been collected by the Scottish Government's statistics team they have been published as "experimental statistics". The definition of "experimental statistics" is as follows. They are "*new official statistics undergoing evaluation*". "*They are published in order to involve users and stakeholders in their development and as a means to build in quality at an early stage*" and have not yet been assessed by the UK Statistics Authority and are not designated as "National Statistics". Information provided in the appendix on prevent 1 statistics should therefore be treated with an element of caution.

Temporary Accommodation

Homeless applicants may be placed in temporary accommodation while the council assess their application or while awaiting an offer of settled accommodation. Those deemed to be Intentionally homeless are also entitled to be provided with temporary accommodation and advice and assistance for a reasonable period to allow them to secure their own accommodation. A wide-range of good quality furnished temporary accommodation is available throughout West Lothian, with housing support provided where required. However the authority has identified an over reliance on the use of hotel accommodation to meet the temporary accommodation duty due to reduction in numbers of units. This reduction in available units has come about as a result of the closure of Quentin Court hostel which resulted in the loss of 27 units of single person accommodation. This shortfall is being addressed and provision increased by securing 73 properties to be used as temporary accommodation. This in turn will provide an additional 139 bed spaces.

Information provided on temporary accommodation is now provided for three statistical returns. The Scottish Governments HL2 data collection which informs the Scottish Government on the number of households in temporary accommodation at the end of each quarter, the Annual ARC return for the Scottish Housing Regulator and from the 1st of April 2016 the Scottish Government will collect data on all households who have occupied temporary accommodation HL3.

HL2 return

The HL2 figure is a snapshot of the number of households in temporary accommodation on a specific date and should be treated as such. In quarter ending 31st March 2015 WLC had 317 households residing in temporary accommodation. This represents a 5% decrease on the previous year. It should be noted however that this decrease is as a result of a reduction of accommodation available for use as temporary accommodation. The number of households in temporary accommodation has remained broadly static in West Lothian over the last 3 years, however nationally for the first time since 2011 overall numbers in temporary accommodation have increased (by 2%). The increase in numbers nationally may be as a result of a number of factors including the removal of the spare room subsidy which may have resulted in less homeless households wishing to be considered for housing which is larger than their needs. This would cause greater lengths of stay in temporary accommodation due to the lack of appropriately sized housing.

ARC Return

The ARC return on temporary accommodation is measured by three indicators. These indicators report on all closed cases of temporary accommodation usage at the 31st March 2015. It does not track individual households as it only records occurrences of accommodation usage at the point the stay in the accommodation provided ends. It

therefore does not provide the current picture of those residing in temporary accommodation and does not provide a total or average length of stay per household. In order to provide current information on temporary accommodation a report run on 14th September 2015 which excludes those in hotels gave an average length of stay for current occupants of 267 units of temporary accommodation of 133 days.

The three ARC indicators are :Indicator 25, indicator 26 and Indicator 27

Indicator 25 is the average length of time (days) in temporary accommodation by type.

Length of stay varies by accommodation type (see Appendix). Taking account of all accommodation types the overall average length of stay for temporary accommodation in West Lothian is 100 days. This is broken down by property type rather than by household.

Average length of stay per property type are as follows:

Ordinary local authority temporary tenancy 134 days

RSL leased temporary tenancy 162 days

Local authority hostel 98 days

Hotel 8.6 days

For comparison purposes Falkirk Council recorded the following lengths of stay by accommodation type.

Ordinary local authority temporary tenancy 125 days

RSL leased temporary tenancy 106 days

Local authority hostel 95 days

Falkirk did not accommodate any households in Hotel accommodation

Indicator 26 is the percentage of households requiring temporary or emergency accommodation to whom an offer was made.

In West Lothian in 2014/15 this was 100%. It should be noted that not all applicants assessed as unintentionally homeless require temporary accommodation provided by the council, as some are able to source their own temporary accommodation until they can be given an offer of housing.

Indicator 27 is the percentage of temporary or emergency accommodation offers refused in the last year by accommodation type.

Over the course of the year a total of 1167 offers were made with only 48 (4.1%) offers of accommodation being refused. As the ARC statistics do not track households it is not possible to state how many households these offers equate to, but it should be noted that some applicants may receive more than one offer.

In 2014/15 1094 households occupied temporary accommodation. 556 of these were accommodated in hotels initially and will then have occupied a temporary tenancy resulting in an element of double counting of the overall total of households accommodated.

Final Outcomes of Applications

If accepted as unintentionally homeless, West Lothian Council has a duty to secure a settled outcome for applicants. This is measured in the main, in relation to the number of homeless applicants who secured a local authority or housing association tenancy as the final outcome of their application. In 2014/15, 42% of West Lothian's homeless applicants secured a local authority tenancy which is the same as the previous year and 14% secured an RSL tenancy an increase of 2% on the previous year. When comparing the Council's position against the national figure, West Lothian matches the national outcome in securing a local authority tenancy but it is 10% below the national figure in securing housing association tenancies as a final outcome. We continue to work with our partners to ensure they assist the Council to house homeless applicants

and in the past year the performance of RSL's in this respect has improved by 1.5%.

The overall percentage of Council lets to homeless households has increased from 51.3% in 2013/14 to 61.3 % in 2014/15. This is a reflection of the relative need of homeless applicants.

Sustainability

In 2014/15 86% of homeless applicants who accepted permanent accommodation maintained their tenancy for more than a year. This compares favourably with the National figure of 87% for tenancy sustainment of formerly homeless households, and is on a par with Falkirk 87%, and better than Renfrewshire 81% and North Ayrshire 74% .

Tenancy sustainment in West Lothian remains consistent with the previous year and is part of a steady increase in sustainment since 2009/10. The sustainability figure reflects the council's person centred approach to ensuring where possible homeless applicants are made offers of accommodation in areas of West Lothian which are sustainable. In addition the councils housing support service continue to assist homeless applicants settle into their new homes.

Repeat Applications

The Scottish Government defines repeat homelessness cases as:

The number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed and both cases involving the same adults and family composition. In West Lothian in 2014/15 2% of all applications were repeat applications this compares favourably with the national average of 7.2% of all applications being repeat applications.

E. CONCLUSION

West Lothian has placed homelessness prevention and sustainable outcomes for homeless applicants at the core of its service. The levelling off this year after significant reductions in previous years in the number of households presenting homeless is as a result of the work of the prevention team and the housing options approach has been instrumental in allowing the Council to achieve the 2012 target. The Council will continue to work with those in greatest housing need to secure appropriate temporary and permanent accommodation and thus ensure the provision of sustainable, settled outcomes for people that are homeless or threatened with homelessness.

F. BACKGROUND REFERENCES

A National Statistics Publication for Scotland (30th June 2015) Operation of Homeless Persons Legislation in Scotland: 2013-14

<http://www.gov.scot/Resource/0048/00480524.pdf>

Appendices/Attachments:

Appendix 1 West Lothian Council / National Statistics 2014/15

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Alastair Shaw

Head of Housing, Construction and Building Services

Date: 6th October 2015

West Lothian Council/National Statistics 2014/15

Introduction

This paper provides a snapshot of West Lothian Council's Homelessness Performance in 2014/15, with comparisons to 2013/14 and 2012/13 data. West Lothian Council's 2014/15 outcomes are also compared with national figures, with commentaries provided where possible.

Statistics have been taken from the HL1 system, the HL2 quarterly returns on temporary accommodation, the Scottish Government National Statistics Publication for Scotland (30th June 2015) <http://www.gov.scot/Resource/0048/00480524.pdf> and Scottish Housing Regulators ARC statistical return

The paper covers the following:

- Applications made under the homeless persons legislation
- Statutory assessment decision
- Temporary accommodation usage
- Final outcomes of applications
- Sustainability
- Repeat homeless applications

1. Applications Made Under the Homeless Persons Legislation

Homeless person's applications reached a peak in West Lothian in 2010/11. This coincided with increased rights of homeless applicants to be provided with temporary accommodation brought about by The Housing (Scotland) Act 2001 and The Homelessness etc (Scotland) Act 2003. The 2003 Act was implemented in phases and is the legislation which brought an end to the assessment of priority need by 31st December 2012

Indicator	Statistics	Comparison
Number of homeless applications	<p>WLC: 14/15= 1331 13/14= 1289 12/13 = 1413 11/12 = 1727 10/11 = 1937</p> <p>National: 14/15= 35,764 13/14= 36,457 12/13= 39,827 11/12 = 45,322 10/11 = 55,663</p>	<p>From its peak in 2011, Homeless Persons applications have been on a downward trend in West Lothian. Reducing by 33% from 2010/11 to 13/14 (the lowest number of applications in 15 years). 2014/15 shows a slight increase in applications of 3% (42 applications) on the 13/14 applications.</p> <p>Nationally, trends in homelessness applications continue to reduce with a 4% reduction in 14/15. This follows the steady decline of previous years of a 13% reduction in 2012/13 and a further 7% in 13/14. Nationally in 2014/15 the number of applications have reduced by 41% compared to the peak applications received in 2005/06 when 61,000 applications were made. However the rate of reduction is slowing with the effect of housing options reducing over time.</p> <p>The overall national 4% reduction in applications is not reflected uniformly across all authorities. In 2014/15 The number of applications has fallen in 19 of the 32 local authorities, however there have been increases in applications in 13 local authority areas including West Lothian. The most significant increases have been in East Ayrshire 58%, Stirling 24% Falkirk 15% and Aberdeen City 14%.</p>
Household composition of homeless applications	<p>WLC: 14/15 Single Person =64% (mostly male) Single Parent =21% (mostly female) 13/14 Single Person = 64% (mostly male) Single Parent = 22% (mostly female)</p> <p>12/13 Single Person = 60% (mostly male) Single Parent = 23% (mostly female)</p>	<p>The percentage of applications from single people continues remain constant at its current level of 64% of all those who applied as homeless. Adding single parents to this, results in 85% of all homeless applications in 2014/15 being from a single person or parent household.</p> <p>West Lothian continues to have a slightly lower % of single person applications compared to the national average. In</p>

	<p>National 14/15 Single Person=66% Single Parent =21% 13/14 Single Person = 67% (mostly male) Single Parent = 21% (mostly female) 12/13 Single person =65% (mostly male) Single Parent =23% (mostly female)</p>	<p>2014/15 single person applications nationally were 66% of total applications. Single parent households made up 22% of all applications,</p>
Applications by age of lead applicant	<p>WLC: 14/15 26 – 59= 57% 16 – 25 = 40% 13/14 26 - 59 = 56% 16 – 25 = 41% 12/13 26 - 59 = 57% 16 – 25 = 34% National: 14/15 26 - 59 = 67% 16 – 25 = 29% 13/14 26 - 59 = 64% 16 – 25 = 31% 12/13- 26 – 59 = 62% 16- 25 = 35%</p>	<p>The majority of applications both locally and nationally consist of the 26 – 59 year old age group. However given the wide age range within this category this would be expected.</p> <p>It is of note that Nationally the percentage of lead applicants under 25 is significantly less than in West Lothian (11%)</p> <p>The national picture reflects the young age profile of homeless applicants. Nationally almost half (47 %) of lead applicants are under 30 years old.</p>
Reason for homeless application	<p>WLC: 14/15 Dispute within the household=16% Asked to leave=61% Loss of non secure accommodation all other reasons= 9% 13/14 Dispute within the household=17% Asked to leave=63% Loss of non secure accommodation all other reasons=9% 12/13 Dispute within the household =25% Asked to leave =43% Loss of non secure accommodation all other reasons = 20% National: 2014/15 Dispute within the household =29% Asked to leave =25% Loss of accommodation all other reasons =13%</p>	<p>In West Lothain 91% of all applicants reason for application is risk of losing non secure accommodation with only 9% giving reason as risk of losing some form of secure accommodation</p> <p>The figures opposite give information on the 91% of households who applied as homeless as a result of <u>losing non secure accommodation</u>. The figures do not take account of those who lost their own home or tenancy.</p> <p>In west Lothian in 2014/15 a significant majority of those applying as homeless did so as they had lost non secure accommodation 86%, with only 14% applying due to loss of secure accommodation.</p> <p>Nationally in 2014/15, 67% applied as a result of losing non secure accommodation, while 33% applied as a result of losing secure accommodation.</p>

	<p>13/14 Dispute within the household =27% Asked to leave =26% Loss of accommodation all other reasons =18%</p> <p>12/13 Dispute within the household= 28% Asked to leave=26% Loss of accommodation all other reasons = 16%</p>	<p>West Lothian has a significantly higher percentage of applications from people who have lost non secure accommodation than the national average, with those "asked to leave" making up a significant proportion of the applications.</p> <p>Of the 9% in West Lothian who applied as a result of losing some form of secure accommodation(128 cases) 106 were as a result of action by the landlord/ mortgage provider due to arrears or default on payment.</p>
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Housing options/ Homeless prevention interviews.

The first full year of recording housing options work/ homeless prevention has been completed for 2014/15. As only 1 full year of data has been collected by the Scottish Government's statistics team they have been published as "experimental statistics". The definition of "experimental statistics" is as follows. They are "*new official statistics undergoing evaluation*". "*They are published in order to involve users and stakeholders in their development and as a means to build in quality at an early stage*" and have not yet been assessed by the UK Statistics Authority and are not designated as "National Statistics". Information provided in this appendix should therefore be treated with an element of caution.

Applications and number of outcomes which were "made homeless application"

Local Authority	Number of approaches	Outcomes "made homeless application"
West Lothian	1545	450 (29%)
Falkirk	2055	1030 (50%)
North Ayrshire	1910	685 (36%)
Aberdeenshire	2035	820 (40%)
Dundee City	2375	1270 (53%)
East Ayrshire	145	10 (7%)
Highland	1545	635 (41%)
Renfrewshire	1980	695 (35%)
West Dunbartonshire	1610	1240 (77%)

It should be noted that there is no standard definition of what constitutes an approach for prevent 1 recording.

2. Statutory Assessment Decision

All homelessness applicants are assessed to allow a decision on their individual circumstances to be made. This assessment comprises of 3 'tests' or 'hurdles'.

1. Homeless

Determines whether the applicant is homeless or potentially homeless.

2. Intentionality

Did the applicant deliberately do something which made them homeless?

3. Local Connection

Establishes if the applicant has any links with the area. If the applicant doesn't have a local connection they may be referred to another area.

Assessments	Statistics	Comparison
Percentage of all applicants assessed as Homeless or potentially homeless	WLC 14/15=80% 13/14=80% 12/13=77% 11/12=76% 10/11=77% National 14/15=80% 13/14 78% 12/13=80% 11/12=77% 10/11=76%	The percentage of applications assessed as homeless or potentially homeless has remained broadly similar both Nationally and in West Lothian for the past 3 years.
Percentage of Homeless/ potentially homeless applicants assessed as intentionally homeless	WLC: 14/15=4.6% 13/14=4.8% 12/13= 3.6% 11/12= 2.8% 10/11=2.6% National 14/15 = 6.25% 13/14=6% 12/13 = 6% 11/12 = 5% 10/11= 3%	The numbers of applicants assessed as intentionally homeless has always been particularly small. The figures appear to be steady over the last 2 years in West Lothian but remain below the national average. It is however interesting to note that since the introduction of legislation increasing the rights of homeless applicants that this number nationally has been gradually increasing. This may be as a result of the abolition of the priority need test since previously only those homeless applicants in priority need were tested for intentionality. Now all those found to be homeless or potentially homeless are tested for intentionality.

3. Temporary Accommodation Usage

Homeless applicants may be placed in temporary accommodation while the council assesses their application or while awaiting an offer of settled accommodation. Those assessed as intentionally homeless must be offered temporary accommodation and advice and assistance for a reasonable period to allow them to secure their own alternative accommodation.

The following data is taken from the HL2 return which is sent to the Scottish Government every quarter. This provides a snapshot of households in temporary accommodation on a specific date, i.e. as at 31.03.14. Therefore, it does not provide the full picture of the total numbers in temporary accommodation throughout the year, which continues to be used at maximum capacity.

In addition to the HL2 data, new data collection on temporary accommodation was required for the Scottish Housing Regulator for the first time in 2013/14 and gives a fuller picture on the usage of temporary accommodation.

Temporary Accommodation	Statistics	Comparison
Number of households in temporary accommodation as at 31.03.13	WLC: 31.03.15=317 31.03.14=332 31.03.13= 320 31.03.12 = 332 31.03.11 = 380 31.03.10 = 385 National: 31.03.15=10,488 31.03.14=10,281 31.03.13= 10,471 31.03.12 = 10,743 31.03.11 = 11,254 31.03.10 = 10,815	West Lothian has seen a 5% decrease in the number of households living in temporary accommodation, compared to last year. It should be noted that the figure is more a reflection on the units of temporary accommodation the council had available at the time than demand for temporary accommodation which remains significant. Nationally temporary accommodation has increased (2% on previous year) for the first time in four years. Overall the picture of numbers in temporary accommodation is mixed with increases in 12 councils and decreases in 20

Scottish Housing Regulator indicators on temporary accommodation.

For the first time in 2013/14 new indicators on temporary accommodation usage were required to be submitted. Unlike the HL2 which is a snapshot of temporary accommodation usage at a point in time, the following indicators give temporary accommodation usage for the financial year.

Comparison is provided with all councils within West Lothian's peer group as set by the Scottish Housing Regulator.

The 3 indicators concerning Homeless households are :

Indicator 25 the average length of time (days) in temporary accommodation by type.

West Lothian's average length of stay in temporary accommodation (all types) is 100 days. This is broken down in the table below into the different accommodation types and is compared with West Lothian's peer group councils.

	Local Authority	14/15	13/14
Average days households spent in temporary or emergency accommodation - ordinary local authority dwelling	West Lothian	134	162.2
	Falkirk	125	131
	North Ayrshire	109	116
	Aberdeenshire	187	168.6
	Dundee City	114	82.8
	East Ayrshire	58	48.9
	Highland	139	115.8
	Renfrewshire	44	43.3
	West Dunbartonshire	88	93.7
Average days households spent in temporary or emergency accommodation - RSL dwelling	West Lothian	162.1	175.1
	Falkirk	105.6	163.6
	North Ayrshire	0	0
	Aberdeenshire	203	262.9
	Dundee City	80.7	71.9
	East Ayrshire	0	0
	Highland	186.8	137
	Renfrewshire	89	81
	West Dunbartonshire	0	121.7
Average days households spent in temporary or emergency accommodation - local authority-owned hostel	West Lothian	98	113
	Falkirk	95	70.6
	North Ayrshire	16	15.5
	Aberdeenshire	81	76.3
	Dundee City	44	33.4
	East Ayrshire	41	27.5
	Highland	0	88
	Renfrewshire	0	N/a
	West Dunbartonshire	45	34.7
Average days households spent in temporary or emergency accommodation - RSL-owned hostel	West Lothian	0	0
	Falkirk	0	0
	North Ayrshire	25	32.5
	Aberdeenshire	0	0
	Dundee City	53	50.8
	East Ayrshire	130	N/a
	Highland	0	N/a
	Renfrewshire	0	N/a
	West Dunbartonshire	115	216.7
Average days households spent in temporary or emergency accommodation - other hostel	West Lothian	0	0
	Falkirk	44	69
	North Ayrshire	101	74.1
	Aberdeenshire	0	230.3
	Dundee City	52	52.5
	East Ayrshire	0	N/a
	Highland	0	N/a

	Renfrewshire	0	N/a
	West Dunbartonshire	103	94.2
Average days households spent in temporary or emergency accommodation - bed and breakfast	West Lothian	8.6 days	5.4
	Falkirk	0	15
	North Ayrshire	0	N/A
	Aberdeenshire	50	52
	Dundee City	0	N/a
	East Ayrshire	0	N/a
	Highland	79	97
	Renfrewshire	0	10
	West Dunbartonshire	11.9	22.4
Average days households spent in temporary or emergency accommodation – women’s refuge	West Lothian	0	N/A
	Falkirk	0	N/A
	North Ayrshire	82	101.5
	Aberdeenshire	241	N/a
	Dundee City	114	66.4
	East Ayrshire	51.5	N/a
	Highland	0	N/a
	Renfrewshire	0	N.a
	West Dunbartonshire	128.5	97.8
average days households spent in temporary or emergency accommodation - private sector lease	West Lothian	0	657
	Falkirk	115	117.9
	North Ayrshire	0	N/A
	Aberdeenshire	0	157.2
	Dundee City	0	N/a
	East Ayrshire	0	N/a
	Highland	200	186.6
	Renfrewshire	43	N/a
	West Dunbartonshire	0	N/a
Average days households spent in temporary or emergency accommodation - other	West Lothian	0	N/A
	Falkirk	0	N/A
	North Ayrshire	0	N/A
	Aberdeenshire	206	177.4
	Dundee City	0	N/a
	East Ayrshire	0	N/a
	Highland	0	N/a
	Renfrewshire	99	139.1
	West Dunbartonshire	49	83.4
Satisfaction with temporary accommodation	West Lothian	89%	66.1%
	Falkirk	98%	90%
	North Ayrshire	98%	98.7 %
	Aberdeenshire	92.3%	88.1%
	Dundee City	95%	92.4%
	East Ayrshire	96%	57.4%
	Highland	77%	N/a
	Renfrewshire	92%	87.9%
	West Dunbartonshire	86%	95.9%

Indicator 26 The percentage of households requiring temporary or emergency accommodation to whom an offer was made. In west Lothian in 2014/15 this was 100%

Indicator 27 The Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type.

In 2014/15 **1167** offers of temporary / emergency accommodation were made.

In 2013/14 **1131** offers of temporary / emergency accommodation were made.

The table below gives the percentage and number of offers made by property type, the number refused, the percentage refused per property type and the percentage of all offers made which were refused.

Instances of temporary accommodation where an offer was made

Type of temporary accommodation

	2013/14 number offered	accepted	refused	percentage refused
LA ordinary dwelling - offered	462	442	20	4.3
Housing association / RSL dwelling - offered	38	36	2	5.3
Hostel - local authority owned - offered	74	67	7	9.5
Hostel - RSL - offered	0	0	0	0
Hostel - other - offered	0	0	0	0
Bed and breakfast - offered	557	557	0	0
Womens refuge - offered	0	0	0	0
Private sector lease - offered	0	0	0	0
Other placed by authority - offered	0	0	0	0
Total (ALL)	1131	1102	29	2.5

Additional SHR Data

Information is given below on the number of households who resided in temporary accommodation in 2014/15. This information is only available for West Lothian and is included for information only. It is not an ARC indicator

Temporary Accommodation SHR data	Statistics	Comparison
Number of households who occupied each type of accommodation	LA Ordinary dwelling = 487 Housing Association dwelling=51 Hostel LA owned =12 Bed & breakfast/ Hotel=556 Private sector lease=0 Total number of households in temporary accommodation in 2014/15 =1106	It should be noted that there will be double counting of the total number of households in temporary accommodation as a single household may have been in more than 1 type of temporary accommodation during their homeless journey. E.g hotel stay, then stay in temporary tenancy.

4. Final Outcomes of Applications

The table below provides information on homeless applicants whose final outcome was either a Council or Registered Social Landlord tenancy. The figure is based on all those who make a homeless application regardless of whether they are assessed as homeless or not homeless.

Final outcomes of all applications regardless of assessment decision	Statistics	Comparison
Percentage of all homeless applicants who secured a Local Authority tenancy, Housing Association tenancy as the final outcome of their application	<p>WLC: 14/15=42% (LA Tenancy) =14% (RSL tenancy) 13/14 =45%(LA Tenancy) =12.5% (RSL tenancy) 12/13 =42% (LA tenancy) =13% (RSL tenancy) 11/12 = 47% (LA tenancy) = 16% (RSL tenancy) 10/11 = 46% (LA tenancy) = 17% (RSL tenancy)</p> <p>National: 14/15=41.6%(La tenancy) =23.1% (RSL tenancy) 13/14 =42% (LA tenancy) =24% (RSL tenancy) 12/13 =40.6% (LA tenancy) =24% (RSL tenancy) 11/12 = 35% (LA tenancy) = 22% (RSL tenancy) 10/11 = 33% (LA tenancy) = 21% (RSL tenancy)</p>	West Lothian continues to secure a higher % of LA tenancies for homeless households as a final outcome, regardless of assessment decision compared to the national average. Our lets by RSL partners although up by 1.5% on the previous year remain less than the national average.
Percentage of Council lets to homeless applicants	<p>WLC: 14/15=61.3 % ARC figure 13/14= 51.3 ARC Figure 12/13= 59% 11/12 = 69.5% 10/11 = 64% 09/10 = 67%</p> <p>National: 14/15 = 38% 13/14= 37% 12/13 = 41% 11/12= 42% 10/11 =46% 09/10 = 44%</p>	<p>The percentage of lets to homeless households as a percentage of all lets to housing applicants in west Lothian has increased by 10% on the previous year and is a reflection of the relative housing need of homeless applicants.</p> <p>The national homeless lets as a percentage of all social lets is significantly less than the percentage of lets to homeless households in West Lothian.</p>

5. Sustainability

Sustainability is calculated in West Lothian with all those formerly homeless households who maintained their accommodation for more than 12 months.

Sustainability	Statistics	Comparison
The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	WLC: 14/15 86% 13/14=88% 12/13=88.3% 11/12 = 86% 10/11 = 82% 09/10 = 81% National: 14/15= 87% (ARC return) 13/14=not available 12/13 = not available 11/12 = not available 10/11 = 85% 09/10 = 82%	WLC: The tenancy sustainment of previously homeless applicants has been relatively constant over the last 4 years and reflects this years national average as per the ARC return.

Repeat Homeless Applications

*The Scottish Government defines repeat homelessness cases as:

'Number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed and both cases involving the same adults and family composition

Repeats	Statistics	Comparison
Percentage of cases reassessed as homeless or potentially homeless using the Scottish Government Definition*	WLC: 14/15=2% 13/14=1.5% 12/13=3.3% 11/12 = 6.1% 10/11 = 4.5% 09/10 = 5.1% National: 14/15= 7.2% 13/14= 6.2% 12/13= 5.6% 11/12 = 5.8% 10/11 = 5.6% 09/10 = 6.11%	In West Lothian, repeat homeless applications have increased by 0.5% to 2%, but is still the 3 rd lowest council in Scotland for repeat applications and significantly lower than the national average



SERVICE FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

NEW BUILD COUNCIL HOUSING UPDATE

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the panel on the 1,000 New Build Council Houses Programme.

B. RECOMMENDATION

It is recommended that the panel:

1. Note the progress being made on individual sites as set out in Appendix 1;
2. Note that 6 houses are complete; 371 are under construction; and that starts are expected at all other sites before June 2016;
3. Note that the process of obtaining statutory consents is well underway with 28 planning permission being granted, 4 building warrants being granted, 4 road construction consents being granted and Scottish Water technical approval being granted for 5 sites;
4. Note that three private sites require to be transferred from developers and that progress is being made with all of these transactions;
5. Note that it is proposed to add a site at Glendevon to the reserve list of sites for the project;
6. Note the position set out in section D.7 of the report on the infrastructure projects which are required to facilitate parts of the new build programme; and
7. Notes that based on the tender returns received to date and the projected costs for the remaining phases, the new build programme remains affordable.

C. SUMMARY OF IMPLICATIONS

I Council Values

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

II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	<p>The policy of building new council houses is covered in the West Lothian Local Housing Strategy.</p> <p>Some of the sites proposed for new build council housing are allocated for residential development in the adopted West Lothian Local Plan.</p> <p>Environmental and equality assessments will be carried out as appropriate.</p>
III Implications for Scheme of Delegation to Officers	None.
IV Impact on performance indicators	None.
V Relevance to Single Outcome Agreement	<p>Our economy is diverse and dynamic and West Lothian is an attractive place to do business.</p> <p>We live in resilient, cohesive and safe communities.</p> <p>We make the most efficient use of our resources by minimising our impacts on the built and natural environment.</p>
VI Resources - (Financial, Staffing and Property)	<p>The Housing Capital Programme 2013/14 to 2017/18 approved by West Lothian Council on 29 January 2013 approved £90 million for the New Build Council Housing Programme.</p> <p>Taking account of Government Grant and other sources of funding, a total budget of £104.0191m has been identified. The position will continue to be assessed for further developer contributions and government funding.</p> <p>Land to the value of £8.396m has been transferred from General Services to HRA to support the new build programme. Scottish Government has approved the transfer of 14 sites to HRA.</p>
VII Consideration at PDSP	<p>The Services for the Community PDSP considered reports on the new build programme on 7 February 2012, 17 June 2013, 8 April 2014 and 20 May 2014.</p>
VIII Other consultations	<p>Planning & Economic Development, Finance and Estates, Legal Services.</p>

D. TERMS OF REPORT

D.1 Background

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

Council Executive approved an initial list of eight sites on 26 February 2013 with potential to accommodate 603 houses.

On 25 June 2013, Council Executive approved a further list of 14 sites capable of accommodating 371 houses.

On 15 April 2014, Council Executive approved a revised list of sites for the new build programme capable of accommodating 1,000 houses.

On 19 June 2014, Council Executive approved additional sites for the reserve list.

On 19 August 2014, Council Executive approved several changes to the programme. Further changes to the programme were approved by Council Executive on 26 May 2015.

The full list of approved sites is attached as Appendix 1.

D.2 Tenders

Contractors have now been appointed for all five Lots (950 houses). This is a significant milestone within the programme. Lovell Partnerships is the successful contractor for Lots 1, 2, 3 and 5 and McTaggart Construction is the successful contractor for Lot 4.

Tenders will be issued for 9 houses at Bathville and 8 houses at the Former Winchburgh Day Centre before the end of the year.

D.3 Progress on site

Development is underway at West Main Street (Broxburn), Pumpherston Old School, Kirkhill (Broxburn), Redhouse (Blackburn) and Glasgow Road (Bathgate).

The conversion of an existing property at 43-47 Adelaide Street to six flats was completed in September 2014.

D.4 Statutory Consents

Obtaining statutory consents, including planning permission, building warrant, Road Construction Consent (RCC) and Scottish Water Technical Approval, is critically important to the success of the programme and will determine when developments can start on site. An overview is provided below. Site specific information is contained in Appendix 1.

Planning

38 planning permissions (including listed building consents) are required for the programme. 28 consents have been issued; 8 planning applications are currently under consideration; and 2 planning applications have still to be submitted.

At this stage, having regard to the complexity of some of the sites, progress is satisfactory. The fact that a site start has been made at the largest site in the programme at Kirkhill, Broxburn, is a highlight.

Building Warrant

33 building warrants are required for the programme. 4 warrants have been issued; 21 applications are currently under consideration; and 8 applications have still to be submitted.

At this stage, progress is satisfactory.

Road Construction Consent (RCC)

25 RCCs are required for the programme. 4 consents have been issued; 15 applications are currently under consideration; and 6 applications have still to be submitted.

At this stage, progress is satisfactory.

Scottish Water Technical Approval

29 technical approvals are required from Scottish Water. 5 approvals have been issued; 14 applications are currently under consideration; and 10 applications have still to be submitted.

Progress with obtaining Technical Approval from Scottish Water has thus far taken longer than expected. Discussions are on-going with Scottish Water to try to reduce the timescale for processing applications.

D.5 Transfer of land via Affordable Housing Policy

At the start of February 2015, a site at Raw Holdings for 17 new build houses was transferred to the council by the CDA developer, Walker Group (Scotland).

Three sites within the programme remain in the ownership of developers and require to be transferred to the council via planning obligations. The three sites are:

- Appleton Parkway, Livingston (10 units)
- Winchburgh CDA (41 units)
- Almondell, East Calder (36 units)

It is expected that these three sites will be transferred to the council before the end of the year. A planning appeal from Gladman Developments which sought to avoid the Appleton Parkway site being transferred to the council was dismissed by Scottish Government earlier this year.

D.6 Proposed new reserve site

Earlier this year the council completed the demolition of flats at Glendevon, Winchburgh. It is proposed to add this site to the list of reserve sites for the new build programme. A plan showing the site is attached as Appendix 2.

D.7 Infrastructure update

The new build programme requires several infrastructure projects to be completed in order that development constraints are removed. An update is provided below:

Drumshoreland distributor road – construction of the road will commence on 28 September 2015 and the road is expected to be complete early in 2016.

Access road and drop off at Glasgow Road, Bathgate – this was completed in September 2015. .

St. Nicholas Primary School extension – work commenced at the start of May 2015 and is on track for completion in time to serve the proposed new build development.

St. Anthony's Primary School extension – work has started and the extension is expected to be handed over by June 2016.

3G pitch at Fauldhouse partnership centre – work has started and the pitch is expected to be completed by the end of the year.

At this stage, the progress with infrastructure projects is satisfactory.

D.8 Funding and expenditure

The financial model for the programme continues to be updated to reflect changed circumstances. At this stage, the programme remains affordable. A further update of the model will be undertaken when further tenders are returned.

E. CONCLUSION

Excellent progress has been made with the tendering of the new build council houses programme. Contractors have been appointed for all Lots within the Framework Agreement and there has been no legal challenges resulting in delay.

Good progress is being made with obtaining statutory consents. The one area where there is some concern about progress is with obtaining Scottish Water Technical Approvals.

The timescales for delivery of the new build programme remains challenging.

F. BACKGROUND REFERENCES

New Build Council Housing Programme – Council Executive report 25 June 2013.

New Build Council Housing Programme – Council Executive report 26 February 2013

New Build Council Housing Programme – Services for the Community PDSP 17 June 2013

Funding for Phase 3 of Council new build houses for rent – Services for the Community PDSP report 7 February 2012

2014/15 to 2017/18 General Services Capital Programme update

New Build Council Housing Programme – Services for the Community PDSP report 8 April 2014

New Build Council Housing Programme – Council Executive Report 15 April 2014

New Build Council Housing Programme – Services for the Community PDSP report 20 May 2014

New Build Council Housing Programme – Council Executive 19 June 2014

New Build Council Housing Programme – Council Executive 19 August 2014

New Build Council Housing Programme – Council Executive 26 May 2015

Appendices/Attachments: Two

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Alistair Shaw

Head of Housing, Construction and Building Services

6 October 2015

Appendix 1 - New build council housing update

Site	Ward	Comment
Nelson Park, Armadale (26 units)	Armadale and Blackridge	Contract awarded to Lovell Partnerships. Planning permission has been granted. Flooding issue requires to be resolved.
Mayfield, Armadale (22 units)	Armadale and Blackridge	Contract awarded to Lovell Partnerships. Planning permission has been granted. Drainage study to be undertaken to meet Scottish Water requirements.
Bathville Cross, Armadale (18 units)	Armadale and Blackridge	Four phases of new build are proposed. Planning permission has been granted for all phases. Phases 1-3 will be developed by West Lothian Council Building Services. Phase 4 will be tendered in October 2015.
Wester Inch, Bathgate (86 units)	Bathgate	Contract awarded to Lovell Partnerships. Planning permission has been granted. Start of grouting work is imminent.
Glasgow Road, Bathgate (9 units)	Bathgate	Contract awarded to Lovell Partnerships. Access road has been constructed.
West Main Street, Broxburn (18 units)	Broxburn, Uphall and Winchburgh	Contract awarded to Lovell Partnerships. Under construction. Due for completion February 2016.
Kirkhill, Broxburn (230 units)	Broxburn, Uphall and Winchburgh	Contract awarded to Lovell Partnerships. Planning permission has been granted. Development started August 2015.
Winchburgh CDA (41 units)	Broxburn, Uphall and Winchburgh	Contract awarded to McTaggart Construction. Planning permission has been granted.
Former Day Centre, Winchburgh (8 units)	Broxburn, Uphall and Winchburgh	Planning permission and listed building consent has been granted.

Appendix 1 - New build council housing update

Adelaide Street, Livingston (6 units)	East Livingston and East Calder	Complete
Almondell, East Calder (36 units)	East Livingston and East Calder	Contract awarded to Lovell Partnerships. Planning application has been submitted.
Raw Holdings, East Calder (16 units)	East Livingston and East Calder	Contract awarded to Lovell Partnerships. Planning permission has been granted.
Former school site, Pumpherston (14 units)	East Livingston and East Calder	Contract awarded to Lovell Partnerships. Development commenced 16 March. Due for completion December 2015.
Drumshoreland, Pumpherston (86 units)	East Livingston and East Calder	Contract awarded to McTaggart Construction. Planning application has been submitted.
Eastfield, Fauldhouse (40 units)	Fauldhouse and Breich Valley	Contract awarded to Lovell Partnerships. Planning permission has been granted.
Mill Road, Linlithgow (15 units)	Linlithgow	Contract awarded to McTaggart Construction. Planning permission has been granted.
Auldhill, Bridgend (5 units)	Linlithgow	Contract awarded to McTaggart Construction. Planning permission has been granted.
Philpstoun Bowling Green, Bridgend (5 units)	Linlithgow	Contract awarded to Lovell Partnerships. Planning application submitted.
Deans South Phase 1 (46 units)	Livingston North	Contract awarded to McTaggart Construction. Planning permission for phases 1a and 1b has been granted. A new planning application has been submitted to alter parts of the layout.
Deans South Phase 2 (10 units)	Livingston North	This site was brought in to the programme earlier this year. A planning application will be submitted in early 2016.

Appendix 1 - New build council housing update

Appleton Parkway, Livingston (10 units)	Livingston North	Contract awarded to Lovell Partnerships. A planning application will be submitted before the end of the year.
Former Lammermuir site, Livingston (62 units)	Livingston South	Contract awarded to Lovell Partnerships. Planning application permission has been granted. The demolition of Lomond House is nearing completion.
Almond Link Road, Livingston (20 units)	Livingston South	Contract awarded to Lovell Partnerships. Planning permission has been granted.
Trim Track, Livingston (36 units)	Livingston South	Contract awarded to Lovell Partnerships. A planning application has been submitted.
Almondvale Stadium, Livingston (36 units)	Livingston South	Contract awarded to Lovell Partnerships. Two planning applications have been submitted. Drainage study needed to meet Scottish Water requirements.
Redhouse, Blackburn (100 units)	Whitburn and Blackburn	Contract awarded to Lovell Partnerships. Development started in August 2015.



Glendevon Park, Winchburgh.

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SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

CONSULTATION ON A DRAFT STATUTORY CODE OF PRACTICE AND TRAINING REQUIREMENTS FOR LETTING AGENTS IN SCOTLAND

REPORT BY HEAD OF HOUSING CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

To report to the Panel on the Scottish Government consultation on a draft statutory code of practice and training requirements for letting agents in Scotland. The consultation is due to end on 15th November 2015.

B. RECOMMENDATION

The Panel is requested to note that the Scottish Government has issued a consultation on a draft statutory code of practice and training requirements for letting agents in Scotland.

It is recommended that the Panel considers the proposed response to the consultation which is set out in Appendix 1 and notes that any comments from the panel will be reported to Council Executive when it considers the proposed response on 13 November 2015.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	None
V	Relevance to Single Outcome Agreement	We live in resilient, cohesive and safe communities.

VI	Resources - (Financial, Staffing and Property)	None
VII	Consideration at PDSP	None
VIII	Other consultations	The Tenants' Panel have been informed of the consultation. The Landlords Forum have been informed of the consultation and Letting Agents and Landlords have been informed of the consultation through the Homechoice website.

D. TERMS OF REPORT

D.1 Background

The Scottish Government is keen to ensure that the private rented sector provides good quality homes and management standards. Scottish Government is responsible for the regulation and monitoring of Letting Agent activity.

The PRS is growing in size and is becoming an increasingly important part of the Scottish housing system. It is now home to many tenants who want to settle in it in the longer term, as well as to those who continue to use it for its flexibility.

Letting Agents are important in ensuring the private rented sector is professional and well managed. Scottish Government has developed a draft statutory Code of Practice to improve standards, provide good services to landlords and tenants, empower consumers and increase consumer confidence.

Section 46 of the Housing (Scotland) Act 2014 allows Scottish Ministers to set out a code of practice all Lettings Agents must comply with

- the standards of practice
- the handling of tenants' and landlords' money and
- the professional indemnity arrangements to be kept in place.

The code draws on the existing industry codes of practice and aims to clearly set out the standards of practice that tenants and landlords should expect. The Code will be vital to the effective regulation of letting agents as landlords and tenants can raise complaints (through the new First-Tier Tribunal) if a letting agent fails to comply with the code.

D.2 The Proposals in detail

The Code applies to every person who carries out letting agency work and will also help landlords and tenants understand the standards of practice they can expect from a letting agent. The Code forms part of a broader regulatory framework for Letting Agents, which the 2014 Act also introduced. The framework's main features are:

- a mandatory register for letting agents, with an associated "fit and proper" person test;
- powers for Scottish Ministers to set training requirements that must be met before an applicant can be accepted on the register;
- a means of redress for breaches of the Code to the First-Tier Tribunal for landlords and tenants; and

- powers for Scottish Ministers to obtain information, and powers of inspection to help them monitor compliance and enforcement

The Code has been structured to follow the lettings process – from taking instructions from a landlord, letting and managing a property to the ending of a tenancy.

The consultation covers the following areas of work and training that letting agents undertake;

- Overarching standards of practice
- Engaging landlords
- Lettings
- Management and maintenance
- Ending the tenancy
- Communications and resolving complaints
- Handling landlords' and tenants' money, and insurance arrangements
- Training Requirements
- Qualifications which must be held by the applicant or other persons
- Timescale for training

The overarching standards cover communication standards, fair treatment of landlords and tenants, record keeping, complaints handling and dealing with issues that arise in relation to repairs or tenancy matters.

Engaging landlords requires letting agents to be clear about the services they provide and the charges. The requirement to set out written agreements and undertake identify checks and arrangements for ending the agreement.

The section in the code on lettings covers marketing and advertising, giving correct advice to applicants, charging fees, viewings, offers, references and checks. It also covers the Tenancy Agreement, Tenancy deposits and Moving in.

In regard to Management and Maintenance this relates to standards on rent collection, property access and visits, carrying out repairs and maintenance, use of contractors and contingency arrangements.

Ending the Tenancy sets out the requirement for written procedures for bringing the tenancy to an end, the need for an inventory check out and agreement on tenancy deposits.

Communications and complaints set out the standards for communication and dealing with complaints including the requirement to have a written complaints procedure.

Handling landlords' and tenants' money and insurance arrangements this section sets out Letting Agents role in relation to holding clients' money, the type of bank accounts that are required. Membership of a clients' money protection scheme is required. There is a requirement to have a written procedure for debt recovery. Letting agents must also have Professional indemnity arrangements. If the Letting Agent provides insurance products they must be authorised to do so and procedures must be in place.

Scottish Government propose that Letting Agents must have training on the following matters:

- Legal obligations on letting agency work and landlords and tenants' rights and responsibilities;
- Handling of tenants' and landlords' money;
- Arranging and managing a tenancy;
- Managing repairs and maintenance;
- Customer communications, complaint handling and equality issues

Persons who must have undertaken the training:

- the most senior person in the applicant's organisation, unless they have no input in the letting agent's day to day running;
- all persons directly concerned with managing and supervising the applicant's letting agency work.

Scottish Government propose the phased introduction of a mandatory qualification at SCQF level 6 (equivalent of highers) or above. This means that those subject to the requirement would:

- need to have obtained a relevant qualification by the end of three years from the date the Letting Agent Register comes into force in order to be admitted to the register or to renew their registration.

Period within which the training must have taken place. – this sets out the requirement to have the qualification, the requirement for additional training if the qualification is more than three years old, A minimum of 20 hours of training over the previous 3 years is required. There is a transition period that will allow training to be undertaken before the mandatory qualification comes into place.

D.3 What happens if a letting agent does not comply with Code?

Complaints must be made in writing by the landlord or the tenant to the agent. If the complaint can't be resolved then the landlord or tenant can apply to the First Tier Tribunal. Scottish Ministers may also apply to the Tribunal where they have concerns that a letting agent has failed to comply with the Code.

The Tribunal will look at whether the agent's own written agreements, policies and procedures comply with the Code and whether they have kept to them. If the Tribunal decides the Letting Agent has failed to comply with the Code, it must issue an enforcement order setting out the steps that must be taken to rectify the problem and the timescale. An enforcement order may require the Letting Agent to pay compensation.

E. CONCLUSION

The draft statutory code of practice and training requirements for letting agents in Scotland sets out the standard of service and training required to ensure that Letting Agents carry out their responsibilities effectively. This should provide improvements to the sector to enable it to function more effectively for both tenants and landlords.

F. BACKGROUND REFERENCES

Services for the Community PDSP February 2014 – WLC response to Scottish Government on the Proposed Housing Bill

Council Executive March 2014 – WLC response to Scottish Government on the Housing Bill

Appendices/Attachments: 1

Contact Person: Gillian Edwards 01506 281376 gillian.edwards@westlothian.gov.uk

Alistair Shaw

Head of Housing Construction and Building Services

6 October 2015

Consultation on a draft Statutory Code of Practice and training requirements for Letting Agents in Scotland



RESPONDENT INFORMATION FORM

Please note: this form **must** be returned with your response to ensure that we handle your response appropriately

1. Name/Organisation

Organisation Name

West Lothian Council

Title Mr ☐ Ms ☐ Mrs ☒ Miss ☐ Dr ☐ **Please tick as appropriate**

Surname

Edwards

Forename

Gillian

2. Postal Address

West Lothian Council

Housing Construction and Building Services

Howden South Road

Livingston

Postcode EH54
6FF

Phone 01506
281376

Email
gillian.edwards@westlothian.gov.uk

3. Permissions - I am responding as...

Individual

/

Group/Organisation

☐

Please tick as appropriate

☒

- (a)** Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government web site)?

Please tick as appropriate

☐ **Yes** ☐ **No**

- (b)** Where confidentiality is not requested, we will make your responses available to the public on the following basis

- (c)** The name and address of your organisation **will be** made available to the public (in the Scottish Government library and/or on the Scottish Government web site).

Are you content for your **response** to be made available?

Please tick ONE of the following boxes

Please tick as appropriate

☒ **Yes** ☐ **No**

Yes, make my response, name and address all available ☐

or

Yes, make my response available, but not my name and address ☐

or

Yes, make my response and name available, but not my address ☐

- (d)** We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Please tick as appropriate

☒ **Yes**

CONSULTATION ANSWER FORM

Consultation On A Draft Statutory Code Of Practice And Training Requirements For Letting Agents In Scotland

Part 1 – Draft letting agent code of practice

Question 1a: Does the introduction tell you enough about the broader regulatory background?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

This sets out clearly the rationale for developing the code.

Question 1b: Please specify any more information about the regulatory background we should include.

This seems concise and informative.

Question 2a: Do the overarching standards we have listed reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

The overarching standards are clear and concise and cover the main activities that Lettings Agents undertake. It is particularly important that the Code of Conduct reflects the need to communicate clearly, to respond to complaints in writing and to inform landlords and tenants of important issues such as repairs. The standards should help to prevent disputes arising between letting agents, landlords and tenants and this may assist in the prevention of homelessness.

Question 2b: Please specify any other overarching standards of practice the Code should include.

The standards covered seem sufficient and should help to address some of the issues that arise regarding communication between tenants and landlords.

Question 3a: Do the standards of practice proposed in the section on engaging landlords reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

It is important that the standards are set out clearly as the relationship between Letting Agent and Landlord is critical to the success of the tenancy management. The responsibility for management of the tenancy is critical and the roles need to be clearly defined. The standards ensure that services and fees are set out in writing as well as procedures for complaints handling.

Question 3b: Please specify any other standards the Code should include on engaging landlords.

The standards appear to cover the main areas where there is likely to be conflict between letting agents and landlords.

Question 4a: Do the standards of practice proposed in the section on letting reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

The standards on lettings seem clearly to set out the information that Letting Agents should provide to tenants in relation to their tenancy. This is important because there are many cases where disputes arise because Letting Agents and Tenants have differing interpretations of what is required. It is useful to see that the requirements are set out in relation to references as this can cause issue. The inventory check is particularly important so that all parties understand what items are included with the tenancy and what condition the property is in at the outset.

Question 4b: Please specify any other standards the Code should include in the section on lettings.

This seems comprehensive.

Question 5a: Do the standards of practice proposed on management and maintenance services reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

Yes, there are clear standards on the main responsibilities including rent collection, property access and repairs and maintenance. It is good to see that there is a requirement to report repairs to the landlord in writing and obtain consent to proceed with the work in writing. This could help to resolve some of the difficulties that arise when a tenant reports a repair to the Letting Agent but the repair request is not passed on or the landlord claims they have not known of the repair.

Question 5b: Please specify any other standards the Code should include on management and maintenance services.

This seems comprehensive.

Question 6a: Do the standards of practice proposed in the section on ending the tenancy reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

Question 6b: Please specify any other standards the Code should include in the section on ending the tenancy.

Section 6.6. - It might be beneficial to suggest that there is pre check out visit at least a week before the tenant leaves. This would give time for both parties to address any issues. Checkouts should not be done after the tenant leaves as it is too late to rectify the situation or agree a compromise.

Question 7a: Do the standards of practice proposed in the section on communications and resolving complaints reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

It is important that there is reference in the standards to timescales being reasonable for responses to complaints and the requirement to have a procedure for complaints handling. It is useful that the requirement to retain information in the event of referral to the Tribunal is included.

Question 7b: Please specify any other standards the Code should include on communications and resolving complaints.

The standards seem sufficient.

Question 8a: Do the standards of practice proposed in the section on handling landlords' and tenants' money reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

It is good to require Letting Agents to set out written procedures for handling clients' money and debt recovery.

Question 8b: Do the standards of practice proposed on insurance arrangements reasonably reflect the standards that should be expected of letting agents operating in Scotland?

Yes ☒ No ☐ Don't know ☐

Please explain your answer, referring to the sub-section your comments apply to.

It is important for landlords and tenants that insurance details are explained clearly and it is helpful that the standards include reference to this.

Question 8c: The draft Code includes a requirement that you have client money protection insurance. This is a distinct type of insurance that protects the money of landlords and tenants against theft or misuse by the letting agency while it is in their control.

Should the Code require letting agents to have client money protection insurance?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

This would be beneficial for all parties involved in the letting of property.

Question 8d: Please specify any other standards of practice the Code should include on the handling of landlords' and tenants' money and on insurance arrangements.

The standards seems sufficient.

Question 9: Do you have any other comments about our proposed draft Letting Agent Code of Practice?

The standards seem comprehensive for Letting Agents. These standards will help improve the quality of the sector. Although there is recourse the Tribunal, it is not clear from the standards what will happen by way of monitoring and enforcement on the part of Scottish Government to ensure that Letting Agents abide by the Code. This may come forward in further guidance but there needs to be some explanation of this.

Part 2 – Training requirement

Question 10a: Does Proposal 1 appropriately reflect the matters on which staff should undertake training on?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

It is critical that Letting Agents are adequately trained on their responsibilities in regard to legal obligations, handling of tenants' money, arranging and managing a tenancy and communications. It is not only good practice but it is beneficial to the business to have highly trained staff.

Question 10b: Please specify any other training matters we should include in regulations.

This seems sufficient.

Question 11a: Proposal 2 suggests placing a training requirement on:

- the most senior person in the applicant's organisation, unless they have no input to the letting agency's day-to-day running; and
- all persons directly concerned with managing and supervising the letting agency's work.

Do you think these are the relevant people?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

The main point is to ensure that staff who have direct dealings with landlords and tenants are adequately trained to undertake their duties effectively. This will help to resolve any issues that might arise.

Question 11b: Who else, if anyone, should have to comply with the training requirement?

Please explain your answer.

There would be benefit in rolling out to training to key senior people in the Letting Agency so that there is an understanding throughout the organisation of requirements.

Question 11c: Should we include another requirement that there must be at least one person trained per office?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

This is a good proposal.

Question 12a: Proposal 3 suggests the phased introduction of a mandatory qualification. Do you think we should introduce a mandatory qualification?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

This would raise the quality and standards in the sector.

Question 12b: If we decide to introduce a mandatory qualification, we propose this would come into force three years from the date the Letting Agent Register comes into force.

Do you think this is an appropriate timeframe for a mandatory qualification's introduction?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

Three years could be regarded as maximum but the earlier this can be achieved the better provided the training is adequate.

Question 12c: We propose to set the mandatory qualification at Scottish Credit and Qualifications Framework level 6.

Do you think this is the right level?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

It may be beneficial too to consider advanced qualification for some staff once the basic training has been undertaken

Question 12d: Those applying to the Letting Agent Register will need to have met the requirement to be admitted.

What type of evidence should applicants provide to show they have met the requirement?

Training qualification certificate, evidence of attendance at training. It may be useful for a training log to be kept so that they can record evidence of good practice in their day to day work in dealing with landlords and tenants.

Question 12e: When would you want this evidence to be provided – for example, with every application or on request from the Scottish Government when it appears an applicant or registered letting agent is not complying?

This evidence should be provided with every application.

Question 13a: Proposal 4 says that if we were to introduce a mandatory qualification requirement, those with an existing relevant qualification more than three years old would also need to have undertaken at least 20 hours of training in the previous three years.

Do you think 20 hours of training is appropriate to enable a relevant agent to keep their knowledge and skills up to date?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

This would seem an adequate amount of training that Letting Agents could reasonably commit to in relation to their business. It would be important that the training is provided by an appropriate organisation with the relevant knowledge, skills and expertise to undertake effective training.

Question 13b: Do you think three years is a reasonable time for people to complete this additional training?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

This should be achievable in three years.

Training requirements transitional arrangements

Question 14a: Before the qualification comes into force we propose that those subject to the requirement, who have not obtained the mandatory qualification, would need to have undertaken at least 30 hours of training, covering all the matters prescribed by Ministers, in the previous three years. This would be to ensure that all letting agents admitted to the register had undertaken relevant training on all the areas identified as essential to the effective management of a letting agency.

Does our proposal ensure that those subject to the requirement will have had sufficient training in this initial period before the mandatory qualification is introduced?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

Yes, again subject to the training being delivered by suitably qualified organisation. This would ensure consistency in the level of training delivered.

Question 14b: Is it appropriate that those subject to the requirement must have undertaken training on all of the matters (see Proposal 1) set by Ministers?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

It is essential that these key areas of work are covered in the training.

Question 14c: Do you think 30 hours of training is appropriate?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

Yes, this should be sufficient.

Question 14d: Do you think three years is a reasonable timeframe for relevant training to count towards meeting the requirement?

Yes ☒ No ☐ Don't know ☐

Please explain your answer.

Three years should be adequate but sooner if possible to ensure that tenants and landlords work with Letting Agents that are fully trained in all the requirements.

Draft partial equality impact assessment

Question 15: Do you have any comments on the partial Equality Impact Assessment?

No

Draft partial business and regulatory impact assessment

Question 16a: To assist us in determining the impact of the training requirement we are interested in the current level of training by those we are proposing covering by the training requirement. Please provide us with any information or comments you have that could help to inform this.

Letting Agents will be best placed to set out the training that they currently undertake.

Question 16b: Do you have any comments on the partial Business and Regulatory Impact Assessment?

No



**West Lothian
Council**

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

MIXED TENURE ESTATES – FINANCIAL ARRANGEMENTS WITH PRIVATE OWNERS

REPORT BY HEAD OF HOUSING CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

To review the policy and existing arrangements on working with owners in mixed tenure housing estates and to ensure appropriate financial arrangements are in place where work is undertaken to recover monies from private homeowners.

The policy is to exclude privately owned property from council projects where possible to do so. However in some situations where it is mutually advantageous for work to be jointly undertaken involving owners and the council, then this will be properly arranged and accounted for.

B. RECOMMENDATION

The Panel is invited to note the current position in managing investment in mixed tenure housing estates and the proposed policy guidance to staff. The Panel is asked to note the policy in dealing with owners in mixed tenure estates as follows;

- Advise all owners well in advance of any proposed work in their neighbourhood.
- Exclude owners from council housing capital projects where it is possible to do so.
- Discuss proposals with owners where their property needs to be included in works and seek their formal agreement to pay their share of the costs. The cost will be subsidised and will be the equivalent of the cost of repair. If it is not possible to reach agreement with an owner, then formally notify them that work to their property will proceed and that they will receive a bill for their share of the repair works. In terms of the conditions in the owners' title deeds they are required to pay an equitable share of the repair costs of common parts such as roofs of flatted properties. Individual title deeds will be checked at the appropriate time.
- To introduce a single process for recovery of costs from all homeowners, with a standard security taken on all relevant works where owners agree to this.

C. SUMMARY OF IMPLICATIONS

I Council Values

Focusing on our customers' needs

Being honest, open and accountable

Making best use of our resources

Working in partnership

- | | |
|---|---|
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | <p>The report seeks to review operational details of established policies on working arrangements to enable investment in council housing on mixed tenure housing estates to continue.</p> <p>Legal advice is that the council do not have powers to compel owners to participate in council investment projects except where there are clearly identified problems of disrepair or issues of amenity.</p> <p>The policy meets the requirements set out in the Prudential Code and guidance on the operation of Housing Revenue Accounts.</p> |
| III Implications for Scheme of Delegations to Officers | <p>The implementation of the approach will continue to be delegated to the Head of Housing, Construction and Building Services</p> |
| IV Impact on performance and performance Indicators | <p>It is intended that the approach will help the council deliver the Housing Capital Programme which invests in council stock and help maintain the Scottish Housing Quality Standard (SHQS.) It should be noted that this change in approach will increase the level of debt shown on Service Accounts.</p> |
| V Relevance to Single Outcome Agreement | <p>Relevant to;</p> <p>Outcome 10 We live in well designed, sustainable places where we are able to access all the services we need.</p> <p>Outcome 11 We have strong, resilient and supportive communities where people take responsibility for their actions and how they affect others</p> <p>Outcome 12 We value and enjoy our built and natural environment and protect it and enhance it for future generations.</p> |
| VI Resources - (Financial, Staffing and Property) | <p>The introduction of a standardised process for recovery of costs from private homeowners will help ensure all monies due to the council are received. The</p> |

proposal is for a single standard process for recovery of cost in line with corporate procedures.

VII Consideration at PDSP

The subject was discussed at the Services for the Community PDSP in June 2011 and October 2012.

VIII Other consultations

Internal Consultation with Legal and Finance & Estates services.

D. TERMS OF REPORT

D.1 Background

The subject was last discussed by Council Executive in December 2012, in relation to the ongoing housing capital programme and investment in mixed tenure housing estates. The approach of excluding privately owned houses from council investment projects where it was possible to do so was confirmed. However, in some situations, it is impractical in adjoining properties to carry out works without mutual agreement. This applies particularly in the case of roughcasting and roof renewal in four in a block flats.

A council policy on this was agreed by Council Executive in August 2011 and December 2012. This approach requires early discussion with owners on projects and where it is mutually beneficial for joint involvement the council would offer to carry out works for the owner through council contracts at a subsidised rate. In order to encourage owner involvement, this rate would be the equivalent cost of repair rather than the full cost of improvement.

With large numbers of former council houses now being in private ownership there is a question about the extent to which council contracts should offer the facility for owners to participate in improvement and modernisation works. The current policy is to offer this opportunity only where the nature of the proposed work means that it is technically impossible to exclude adjoining properties.

To promote participation, owners were offered the option to make payment on completion of works, or to defer charges until the property was sold, with the council taking a legal security over the property.

D.2 Current Experience

As reported in December 2012, this approach is generally working well and numbers of owners are agreeing to participate in council contracts, paying a share based on the marginal cost or equivalent cost of repair works (whichever is the lesser). A number of owners are also taking up the option of a deferred charge which is secured on their property. This charge will be discharged when payment in full is received.

Again, as previously reported, there are still some points arising which can make it difficult for the council to proceed with improvement works to its own houses;

- In situations where the council would like everyone to agree, some owners remain unwilling to sign up to council arrangements to have work done even when this is offered at a subsidised rate. This can make it impossible to do comprehensive work to benefit council tenants. While each situation can vary on site, this may mean that less work is carried out to affected properties than on neighbouring properties. Particular examples of this include roofing work,

work to external walls and improving cavity wall insulation. The current council policy, has been to try to do the work as far as possible after due discussion with the owner and seek to recover the equivalent cost of a repair even where the owner does not formally agree to it.

- Sometimes the council gets requests from owners to participate in projects where the owners are willing to pay the full cost. To date the council has not agreed to this where it is technically possible to exclude a property. To include a property requires the council to manage that work and give standard guarantees. It could however be argued that the council should do more in certain circumstances to facilitate physical improvements and investment in an area, such as using powers in the Housing (Scotland) 2006 Act to comprehensively improve a community.
- Recent HRA Guidance indicates that councils should not only charge private owners for their share of any works carried out, but should also be able to agree an affordable repayment period where owners experience financial hardship. In order to comply with the guidance, and to ensure all monies are fully recovered, it is recommended that a single payment process is introduced, Security would be taken by the council as standard, a bill would be raised for all capital work undertaken and private homeowners would be offered an option to make full payment, adopt a repayment plan or defer the charge until the time the property was sold at which time a Standardised National Interest Rate would be applied on the monies due.

D.3 Future Policy

The present approach seeks to take a middle line between owners responsibilities to invest in their property and costs to the Housing Revenue Account. Current government policy and legislation makes it clear that maintenance and investment in their property is the responsibility of owners. Government guidance on operation of the HRA is clear that monies should be recovered from private homeowners where applicable, but recognition of financial hardship should be taken into account when determining the payment period.

Given the need to review arrangements, it was felt that the existing process could be streamlined to provide one single process for recovery of monies, whilst also strengthening the system to ensure that standard security was taken over all properties (where appropriate) to ensure that the council had a mechanism in place to allow recovery of the cost of capital works. It should be noted however that even this more comprehensive procedure cannot guarantee payment to the Council, particularly if there are higher ranking charges secured on the property.

E. CONCLUSION

The management of mixed tenure estates and housing capital investment is a difficult topic. Home owners ultimately have the responsibility to maintain and invest in their property. It is recognised that for many people this is a difficult practical and financial decision. In many well established public sector housing estates the council is often no longer the majority owner.

While the council does have a strong interest in investment in housing and making sure as far as possible that people do live in quality environments the council does not have the resources to do this unilaterally. It is desirable that a clear and consistent approach on investment in mixed tenure housing estates is established and reviewed as necessary.

F. BACKGROUND REFERENCES

Council Executive December 2012. Mixed Tenure Estates – Housing Capital Programme

Council Executive August 2011 Housing Capital Programme – Owner Occupiers in Mixed Tenure Estates

Services for the Community PDSP June 2011 Housing Capital Programme – Owner Occupiers in Mixed Tenure Estates

Council Executive May 2010, West Lothian Scheme of Assistance for Private Sector Housing.

Policy Partnership and Resources Committee December 2002 and June 2002, Modernisation Work to Communal Flats and Implications for Owner Occupiers.

Appendices/Attachments: None

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Alistair Shaw

Head of Housing Construction and Building Services

Date: 6th October 2015



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

LOCAL HOUSING STRATEGY UPDATE

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

To update the Panel on progress on the Local Housing Strategy.

B. RECOMMENDATION

It is recommended that the panel:

- (1) Notes the progress with implementing the Local Housing Strategy as set out in Appendix 1.
- (2) Notes that the key achievements during 2014/15 include:
 - Completing 156 new build council houses and 59 Housing Association houses;
 - First site starts on the 1000 new build council housing programme;
 - Providing high levels of assistance to families through Homechoice and the housing options approach to prevent homelessness;
 - 99.9% of West Lothian council housing now meets the Scottish Housing Quality Standard;
 - Progressing new housing developments at Broxburn and Bathgate that will be suitable for people with particular needs;
 - A reduction in fuel poverty levels.
- (3) Notes that the challenges for 2015/16 include:
 - Welfare reform and the potential impact on rent arrears;
 - Continuing to progress the new build council housing programme
 - Developing the approach to health and social care integration; and
 - Continuing to address fuel poverty.
- (4) Notes that the actions that will be undertaken in 2015/16 will include:
 - Progressing the new build council housing programme
 - Improving support services to prevent people from becoming homeless; and
 - Developing projects to address energy efficiency standards in social housing

C. SUMMARY OF IMPLICATIONS

I Council Values

Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making

best use of our resources; and working in partnership

II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	Performance indicators have been included in the LHS.
V	Relevance to Single Outcome Agreement	<p>Our children have the best start in life and are ready to succeed.</p> <p>Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business.</p> <p>We live in resilient, cohesive and safe communities.</p> <p>People most at risk are protected and supported to achieve improved life chances</p> <p>Older people are able to live independently in the community with an improved quality of life.</p> <p>We live longer, healthier lives and have reduced health inequalities.</p> <p>We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.</p>
VI	Resources - (Financial, Staffing and Property)	Resources will be required to implement the Strategy, primarily within the Housing capital programme.
VII	Consideration at PDSP	An update on the LHS is reported to PDSP annually.
VIII	Other consultations	The Local Housing Strategy update has involved input from a number of services throughout the council including Planning and Economic Development and Community Health and Care Partnership.

D TERMS OF REPORT

D.1 Background

The West Lothian Local Housing Strategy was approved by Council Executive in February 2012 and an update was provided to the Services for the Community Policy Development and Scrutiny Panel in August 2014. Since then, a number of actions have been progressed and new actions identified. The report provides a summary of the key achievements and actions that have been developed. The report also identifies a number of key challenges ahead in terms of delivering the outcomes identified in the Local Housing Strategy. Appendix 1 attached provides an update on actions since August 2014 and Appendix 2 is an updated action plan.

D.2 LHS Themes and achievements 2014/15

Meeting Housing Need and Demand:

- 156 New build council houses have been completed 59 RSL homes have been completed.
- Sites for 1,000 new build council houses have been agreed and the first developments are underway.
- Private sector housing development has increased in West Lothian, particularly in the Core Development Areas.

Housing Options

- Work to Blackburn homeless unit will complete in October 2015
- Working with RSLs on Rent and Deposit Guarantee scheme. This scheme is now run by the council.
- Review of the allocations policy is complete.
- Development of the accommodation strategy for temporary, interim and emergency accommodation for homeless people.

Independent Living:

- Site start at former school at West Main Street, Broxburn housing for older people and people with disabilities. 18 new homes will be built, due for completion in February 2016.
- Rosemount Court commenced on site. This is a new build development of 30 units and refurbishment of existing housing.
- Review of sheltered housing provision carried out. New models of housing and support are being developed by some RSLs.

Improving Communities

- Demolitions completed at Glendevon Park, Winchburgh and Redcroft Place, Bents.
- Regeneration project at Bathville Cross, Armadale will commence in late 2015
- Deans South- site identified for 56 new council homes with redevelopment due to commence in 2016.
- Acquisition of 35 homes at Westgate Towers, Bathgate by West Lothian Development Alliance. This enabled the development to be completed and fully occupied.

House Condition

- At 31 March 2015, 99.9% of the council's stock met the Scottish Housing Quality Standard. Only one house failed to meet the standard.

D.3 LHS Themes and achievements 2014/15

Fuel Poverty and Climate Change

- Fuel poverty levels have decreased from 30% in 2008-10 to 23% in 2011-2013.
- HEEPs projects are underway assisting households in West Lothian to access energy efficiency measures.

There are a number of challenges ahead in terms of delivering the Local Housing Strategy and the council and its partners are developing responses to these challenges.

D.4 Key Challenges 2015/16

- Monitoring the effects of welfare reform and the impact this has on rent arrears. Reductions in the amount of rental income will threaten investment in new or existing housing stock and in areas targeted for regeneration.
- Achieve site starts for the 1,000 new build council housing programme.
- Developing the approach to the integration of health & social care particularly in relation to housing services that facilitate independent living
- Continue to make progress in relation to addressing homelessness through housing options approach.
- Developing the approach to private sector housing to ensure improvements in quality and standards.
- The 2012 Scottish House Condition survey highlights that 23% of households in West Lothian were in fuel poverty, with 4% of those classed as being extremely fuel poor. Whilst this compares well with Scotland average figures (36% and 10% respectively), fuel poverty remains a major concern.
- Continue to progress HEEPs projects

D.5 Actions 2015/16

- Progress new build council housing.
- Continue to work with RSLs to provide affordable housing.
- Improving support services to prevent people from becoming homeless including providing mediation, counselling, personal housing plans and rent deposit schemes.
- Complete work at Rosemount Court, Bathgate.
- Complete work at West Main Street, Broxburn.
- Complete new build development at Pumpherston.
- Address the integration of health & social care through joint working with social policy.
- Continue to develop proposals at Deans South with a site start in 2015/16.
- Commence regeneration of council housing and new build at Bathville Cross.
- Develop the approach to private sector housing including enforcement measures as required.
- Develop the approach for meeting the Energy Efficiency Standard in Social housing.
- Reducing levels of fuel poverty through continued advice, information and support via the Advice shop.
- Continue to develop projects through HEEPs to reduce levels of fuel poverty.

E. CONCLUSION

Overall, good progress has been made on the actions in the Local Housing Strategy. There remain a number of key challenges but the council and its partners are addressing these challenges so that the local housing strategy outcomes can be met.

F. BACKGROUND REFERENCES

West Lothian Local Housing Strategy Report to Services for the Community Policy Development and Scrutiny Panel 26th August 2014

West Lothian Local Housing Strategy Report to Services for the Community Policy Development and Scrutiny Panel 10 September 2013

West Lothian Local Housing Strategy Report to Council Executive 21 February 2012

West Lothian Local Housing Strategy Report to Services for the Community Policy Development and Scrutiny Panel 7th February 2012

Appendices/Attachments: 1

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Date of meeting: 6th October 2015

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1. West Lothian Local Housing Strategy 2012 -2017

September 2015 Update

The West Lothian Local Housing Strategy was approved by Council Executive in February 2012. Since last year's update, The Local Housing Strategy outcomes identified in 2012 remain relevant and also align with the council priorities. Good progress has been made in regard to a number of actions identified in the LHS, particularly in relation to affordable housing completions, meeting the needs of those people at risk of homelessness, and improving housing quality. There are a significant number of projects underway that are improving communities including refurbishment of properties, redevelopment of derelict sites and projects to give support to local communities. There is a strong track record now of delivery across each of the 6 themes although challenges remain in a number of areas.

2. Strategic Context

2.1 Strategic Planning In West Lothian

Since the approval of the Local Housing Strategy in February 2012 West Lothian Council has approved a new corporate plan and converged the community planning and single outcome agreement arrangements. The approach ensures that the council and its partners have a shared set of priorities which are driven down through every level of the planning framework in West Lothian.

The council's Corporate Plan, Delivering Better Outcomes, 2013/17 sets the council's strategic direction and priorities for the next 4 years. The plan was influenced by extensive consultation which reflects the views and aspirations of the growing West Lothian community with the overall aim **'to improve the quality of life for people in West Lothian'**. The outcome of the consultation was the identification of 8 priorities (See Table 1 below) which are critical factors to positive change to deliver this aim. The 8 local priorities have been translated into the outcomes of the new West Lothian Single Outcome Agreement, Achieving Positive Outcomes 2013/23. This sets out the West Lothian Community Planning Partnership's long term vision with its key theme being **'tackling inequality'**. West Lothian local outcomes are consistent with the 6 national priority areas with a clear linkage evidenced between the national priorities, local priorities and local outcomes. Table 1 below illustrates that the LHS outcomes will help deliver against 7 of the 8 priorities and SOA outcomes for West Lothian.

Table 1: Alignment of Local Policy Priorities with LHS Outcomes

Priorities for West Lothian 2013/2017	West Lothian SOA Outcomes 2013/23	West Lothian LHS Outcomes 2012/2017
1. Early years	Our children have the best start in life and are ready to succeed.	People in West Lothian can find a suitable place to live and have quality options available to them Homelessness is prevented for people in West Lothian. Effective advice and support is in place for people who become homeless.
2. Improving job opportunities, especially for young people	Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business.	Our communities are attractive and safe places to live and work
3. Improving qualifications	We are better educated and have access to increased and better quality learning and employment opportunities.	
4. Improving the quality of life for older people	Older people are able to live independently in the community with an improved quality of life.	People in West Lothian can access the appropriate range of care and support services enabling them to live independently in their own homes
5. Minimising the effects of poverty and deprivation and promoting equality	People most at risk are protected and supported to achieve improved life chances.	People facing fuel poverty can access the help and support they need. Homelessness is prevented for people in West Lothian. Effective advice and support is in place for people who become homeless.
6. Reducing crime and improving community safety	We live in resilient, cohesive and safe communities.	Our communities are attractive and safe places to live and work
7. Improving people's health	We live longer, healthier lives and have reduced health inequalities	Improve house condition in West Lothian
8. Looking after the environment	We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.	People in West Lothian live in energy efficient housing and improve sustainability of existing council stock

2.2 Population

The 2014 population for West Lothian was 177,150, an increase of 0.6% from 2013. The population of West Lothian accounts for 3.3% of the total population of Scotland.

By 2037 the population of West Lothian is projected to be 196,664, an increase of 11.7% compared to the population 2012. The population of Scotland is estimated to increase by 8.8% between 2012 and 2017.

The total number of households in West Lothian is projected to change from 73,847 in 2012 to 86,487 in 2037. This is an increase of 17%, the same percentage as for Scotland as a whole.

The results of the 2011 Scottish Census also support the above demographic forecasts. Additional local demographics results from the 2011 Scottish Census of significance are;

- 19% of the population in West Lothian at census date were under 5 years – higher than any other LA in Scotland
- WL as a whole has the 3rd highest percentage in Scotland of people born in Poland – 1.7% (after Aberdeen 2.9% and Edinburgh 2.4%).

2.3 Planning for Housing in West Lothian

Critical to the evidence base for the Local Housing Strategy and Development Plan process is the SESplan Housing Need and Demand Assessment (HNDA) prepared by the core Housing Market Partnership. HNDA2 is the second SESplan HNDA, covering the six administrative areas of South East Scotland. It will provide accurate data on housing need and demand to inform the Main Issues Report (MIR) for the second Strategic Development Plan (SDP2) and subsequent Local Development Plans (LDPs) and Local Housing Strategies (LHSs). HNDA2 received robust and credible status from Scottish Government in March 2015.

The purpose of SESplan HNDA2 is to provide estimates of future housing need and demand over the period 2012 – 2032. The process considers information on population; households; economy; housing stock and specialist provision over the last decade to inform current profiles. This evidence is then used to help consider possible household projections; economic forecasts and assessments of affordability and enable informed thinking in relation to which projections and forecasts are likely. Key information in relation to future housing supply for West Lothian is summarised below

- Households are projected to increase by 30.1% in West Lothian compared with 32.5% across the SESplan area
- Smaller households are projected to increase in West Lothian with 1 adult households projected to increase by 70.5% and 1 adult + 1 child households by 71.2%.
- Larger households sizes in West Lothian are projected to decline with 2 adults + 1 child expected to decrease by 23.2% and 3+ adults by 36.7%.
- West Lothian has a significant aging population with people living longer with increasing number of older people living alone.

The report estimates that from 2012-32, between 114,876 and 159,160 additional new units of housing are required across the SESplan area for households that currently need housing and future households. West Lothian's share of this is between 11,336 and 14,223 new homes. Housing Supply Targets will be developed for inclusion in the Strategic Development Plan 2. These targets will inform the development of the next local housing strategy 2016-2021.

There is a tenure breakdown based on the likely growth scenarios. This indicates that the largest amount of growth is likely to be in the rental sector (both social and private) with growth in owner occupation being modest. The estimate for West Lothian is for 'modest increases' with a 3.6% average annual growth rate in rental prices compared with a 3.5% average annual growth rate in house prices.

The current development plan for West Lothian comprises the Strategic Development Plan for Edinburgh and South East Scotland (June 2013) and the West Lothian Local Plan (WLLP) adopted by the council in January 2009. The WLLP will in time be replaced by the West Lothian Local Development Plan (LDP) and will cover the period 2014-2024 and beyond. The LDP Proposed Plan has been prepared and sets out where development is proposed and the policies that will guide decision-making on planning applications.

The Proposed Plan is due to be submitted to Scottish Ministers in the early part of 2016. It is hoped that the proposed plan will be adopted no later than mid 2017.

To deliver this the main spatial strategy set out in the Proposed Plan continues with the current development strategy of supporting development in the core development areas and other strategic sites such as Winchburgh and Heartlands, Whitburn. The Proposed Plan a growth scenario that will provide an opportunity to allocate long term housing allocations in support of the preferred development strategy. The strategy would allow sites for a total of 26,347 houses (of all tenures) over the period of the LDP. The affordable housing policy forms part of the current WLLP and is beginning to deliver a number of sites that will be included in the council's new build housing programme. The LDP proposes that in some areas, the requirement for affordable housing should increase from 15% to 25%.

2.4 Health and Social Care Integration

The full integration of Health and Social Care Services in Scotland has taken a crucial step forward with the Public Bodies (Joint Working) Act receiving royal assent in April 2014. The Act has been introduced to address challenges associated with the current health and social care system in Scotland, and in particular the need to respond to an ageing population which will put increasing strain on demand led budgets and services.

The draft West Lothian Integration Scheme for the establishment of a Health and Social Care Partnership was published in December 2014. This sets out the formal agreement between the NHS Board and the Council on a range of matters including governance arrangements, delegation of function, operational delivery, financial arrangements and performance. In relation to housing, the key functions that the council will delegate to the board in relation to housing are those duties in the Housing Scotland Act 2001 and 2006 that relate to the needs of people with disabilities and who require an aid or adaptation.

A key aim of integration is to shift the balance of care from acute to community-based settings, and to ensure services and resources can be used more flexibly to better meet need, including through earlier intervention to take future demand out of the system. The Act and the draft regulations recognise in various ways the importance of people's homes to their health and wellbeing and vital role played by housing in improving people's health and wellbeing. There are 4 areas where the proposals are of particular significance to the housing sector and the Local Housing Strategy:

- (a) Functions, currently undertaken by local housing authorities, which may or must be delegated to the new integrated authorities
- (b) National health and wellbeing outcomes, and how these connect with the quality of people's homes and the contribution of the housing sector
- (c) Arrangements for strategic planning by the new integrated authorities, and their relationship with housing strategic planning
- (d) Arrangements for locality planning, and how housing organisations will be involved.

Links between the LHS and health and social care are currently established in the Independent Living Section of the current LHS and also in the Housing Contribution Statement which forms part of the West Lothian CHCP Joint Commissioning Plan for Older People 2013- 23. The Housing Contribution Statement will require to be updated during 2015.

2.5 Welfare Reform

The UK Government's Welfare Reform programme is having a significant impact on customers and communities in West Lothian. According to the Welfare Reform Committee of the Scottish Parliament the major changes including reforms to the incapacity benefit, child benefit and the 1% uprating of working age welfare benefits will result in an estimated loss of £55 million per annum in West Lothian. A number of approaches have been developed to assist people faced by welfare reform including the implementation of the anti-poverty strategy, provision of discretionary housing payment to assist tenants affected by the bedroom tax and provision of advice and assistance through the Advice Shop in relation to maximising income. The DHP total for West Lothian was in excess of £1million in 2014/15.

2.6 The Scottish Social Housing Charter

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. In West Lothian both the council and RSLs have submitted performance information to the Scottish Housing Regulator, the regulatory body who will assess and report on how well landlords are performing against the charter outcomes. The Charter is about improving the quality and value of the services that social landlords provide and the customer's experience of using a landlord's service.

The Charter has six sections including equalities; the customer/landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges. There are 48 indicators in West Lothian. Between 2013/14 and 2014/15, there has been an improvement in 29 of the charter areas measured, 11 have dipped and 6 have remained the same. (2 areas have yet to be collated). Those areas where performance has dipped will be addressed by the implementation of an action plan during 2015/16.

Key areas of performance improvement between 2013/14 and 2014/15

- Percentage of tenants satisfied with the overall service of the landlord.
- Average length of time taken to complete emergency repairs
- Percentage of tenants satisfied with the management of the neighbourhood they live in.
- Percentage of new tenancies to applicants from the landlord's housing list sustained for more than 1 year
- Average length of time in temporary or emergency accommodation (all types).
- Percentage of tenants who feel that the rent for their property is good value for money

Key areas where performance has dipped between 2013/14 and 2014/15

- Percentage of tenants satisfied with the standard of their home when they move in
- Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service
- Percentage of tenancy offers refused during the year
- Average length of time in temporary or emergency accommodation (bed and breakfast)

Meeting Housing Need & Demand

- 156 New build council houses were completed
- The site at Little Boghead was completed and the first 6 homes of the 1000 new build council house programme were completed.
- 59 RSL homes were completed.
- 26 Sites for 1000 new build council houses were agreed.
- There are sites in every council ward.
- Planning consent in place for 22 sites, with 28 applications submitted.
- Development proposals are being worked on for the other sites.
- Private sector housing completions have increased in West Lothian, particularly in the Core Development Areas.

Housing Options

- New flats were completed to add to the supply of temporary accommodation
- An extension to Blackburn homeless unit commenced and is due for completion in October 2015.
- A new strategy to increase the number of homes for temporary accommodation is being developed.
- Review of the Joint Strategy Group for homelessness has been carried out and a new meeting structure is in place.
- Review of customer satisfaction has been undertaken to align with Scottish Social Housing Charter.
- A new web based diagnostic tool has been developed to allow people to examine their housing options.
- 64 families have been supported through the Rent Deposit Guarantee scheme.
- Statutory assessments being carried out.
- Review of the Allocation Policy is ongoing with the policy to be finalised in Autumn 2015. Homeless procedures are being revised in line with the allocation policy.

Independent Living

- Site start on Broxburn housing for older people due for completion in February 2016.
- Site start on Rosemount Court, for older people, due for completion in 2016.
- Review of Joint Care Group Commissioning Plans 2012-2015.
- Implemented the delivery of Self Directed Support across Adults, Older People and Child Disability services Tender of Specialist Care@Home & Housing Support.
- Introduction of Integrated Care Fund in 2015/16 to support delivery of improved outcomes from health and social care integration.
- A needs assessment has been commissioned for Learning Disabilities and Physical Disabilities, commencing May 2015.

Improving Communities

- Regeneration proposals for Bathville Cross, Armadale are being developed with an anticipated site start in late 2015.
- Demolition at Glendevon Park, Winchburgh complete.
- Demolition at Bents, all three blocks are now demolished.
- Deans South – progress being made in relation to buy back of owners houses Development proposals being prepared for 56 homes.
- West Lothian Development Alliance have purchased properties at Westgate Towers, Bathgate that had been incompleted for a number of years.

House Condition

As of March 2015, 99.9% of WLC housing met the SHQS. 147 Houses are reported as either in abeyance or as exemptions. This included the flats still to be demolished at that time, and homes where tenants had not given permission for inspectors to do a final check on condition. Some delayed work is also being completed. The single house reported to be failing the standard is a house in Armadale where a recurrence of foundation issues causing substructure cracking requires us to carry out long term monitoring and potentially very substantial repairs on top of previous underpinning of the property.

Overall, the council housing in West Lothian is in good to very good condition for its age, and there are only a handful of houses where urgent interventions are required. The Investment programme is therefore able to work on area upgrading, rather than widespread and disparate pockets of individual house disrepair, and this means that the Capital Programme has a major impact on areas, improving roofs, render, windows, doors and environment, as well as new heating, electrical checks repairs and upgrades, as well as providing for a fully responsive and funded investment in Aids and Adaptations for the vulnerable and infirm, along with safety and security programmes for older people.

Fuel Poverty and Climate Change

The most recent figures from the Scottish House Condition Survey (SHCS) 2013 found that both fuel poverty and extreme fuel poverty have reduced in recent years. It is estimated that roughly two thirds of this decrease is due to improved insulation standards, e.g. fitting loft or cavity wall insulation. The SHCS found that 23% of households in West Lothian were in fuel poverty (reduced from 30% in 2008-2010), and within that 4% of households are in extreme fuel poverty (reduced from 7% in 2007-2009). The reduction in fuel poverty in West Lothian in recent years is in line with the national trend.

Climate Change – Heat mapping is being undertaken to assess the potential for district heating in areas of West Lothian.

4. Key Challenges 2015/16

- Progressing the 1000 new build council housing programme. Obtaining planning consent and site starts for all developments.
- Completion of the homeless assessment unit at Blackburn
- Developing the approach to the integration of health & social care
- Development of a joint accommodation strategy to address specialist provision.
- Continuing to improve and invest in council housing stock
- Continued provision of advice and assistance to those at risk of fuel poverty

5. Key Actions 2015/16

- Continue to progress new build council housing programme
- Continue to work with RSLs to provide affordable housing
- Review of the Affordable Housing Policy during 2015/16
- Delivery of the allocation policy
- Provision of additional temporary accommodation to meet need and demand
- Create a performance Management Framework for the service for gypsy/travellers.
- Address the integration of health & social care through joint working with social policy.
- Commence regeneration projects at Bathville Cross.
- Progress new build at Deans South so that the area can be regenerated.
- Developing the approach to private sector housing including enforcement measures as required.
- Reducing levels of fuel poverty through advice information and support via the Advice shop
- Facilitating energy efficiency improvements through Home Energy Efficiency Project Area Based

6. LHS Update

Theme 1: Meeting Housing Need and Demand

LHS Outcome: People in West Lothian can find a suitable place to live and have quality options available to them.

Achievement 2014/15	Challenge	Future Actions
Affordable Housing Completions		
<p>150 houses at Little Boghead were completed and handed over. This completes the 8 sites that were included in the second phase of the council's new build programme.</p> <p>6 homes have been completed of the council's 1000 new build council housing programme.</p> <p>A total of 26 sites are to be developed with site starts made on 2 sites during 2014/15.</p> <p>Developers have been appointed to build on all sites within the framework agreement.</p> <p>59 new build homes RSL properties were completed</p>	<p>Developing the new build Council housing by April 2017.</p> <p>Identifying suitable sites for RSL development.</p>	<p>Monitoring feedback from tenants on all new build sites.</p> <p>Continue to progress the projects and aim for site starts on most sites during 2015/16</p> <p>Continued liaison with RSL on development opportunities</p>
A number of affordable housing policy sites have now come forward. Five of these sites are proposed to be included in the council new build development programme	Legal agreements have been reached on the Council obtaining sites for new build council housing through the affordable housing policy.	Review of the affordable housing policy and further development of procedures in relation to affordable housing sites.
<p>Low Cost Home Ownership 122 Households in West Lothian were assisted by the Scottish Government's Open Market Shared Equity scheme to buy property. This was of particular assistance to residents moving out of Deans South.</p> <p>257 Households in West Lothian were assisted through the Help to Buy (Scotland)</p>	<p>Availability of Scottish Government funding.</p> <p>The funding for the Help to Buy (Scotland) programme managed by Scottish Government was exhausted in 2014/15</p>	Liaise with Scottish Government Housing Supply Division and monitor progress with current initiatives.

Private Sector Housing completions		
There were 609 private sector housing completions in 2014/15.	There is progress on the Core Development Areas. Completion levels are beginning to increase	The council will continue to engage with private developers to enable sites to be developed

Theme 2: Housing Options

LHS Outcome: Homelessness is prevented for people in West Lothian as far as possible. Effective advice and support is in place for people who become homeless.

Achievement 2014/15	Key Challenges	Suggested Future Action
Information and Advice Working in partnership with RSLs to advertise shared ownership and difficult to let properties Housing options web based tool partially complete Establishment of an Addiewell Prison Officer to provide an assessment and re-settlement service to offenders leaving prison.	Improving the effectiveness of promoting Housing Options to prevent people becoming homeless in the first place and continue to reduce the number of homeless presentations. Funding to be identified for this to continue.	Providing housing information and advice on housing options to help people access appropriate housing; sustain existing housing and prevent homelessness.
Housing Options Prevention of homelessness activity ongoing	Universal credit and welfare reform likely to present considerable challenges to people at risk of homelessness.	Improving our support services to prevent people from becoming homeless including providing mediation, counseling, personal housing plans and rent deposit schemes.
Legislative Change Statutory assessments being carried out. The work of support staff has been realigned to provide support to homeless Reporting system developed to capture detail of assessments.	Develop systems to enable submission of quarterly Prevent 1 return to Scottish Government.	Decisions, restrictions, review and temporary accommodation procedures revised. Prevention approach to dealing with applicants in financial difficulties being developed. Tool for recording prevention outcomes is being developed
Allocations Policy Review Review of the Allocation Process – underway	Development of an Allocation Policy that supports the challenges of Homeless Prevention, Welfare Reform and 1,000 new build council homes.	Delivery of an inclusive approach to allocation of properties, taking into account the proposed changes of the new Housing Bill, and the drivers of demand and Welfare Reform.

	Promoting sustainable communities by ensuring that, where possible, housing need can be met in a planned manner and people do not feel that the only way to get their housing needs met is to go down the homelessness route.	
Achievement 2014/15	Key Challenges	Suggested Future Action
Temporary Accommodation Identified need for 73 units of temporary accommodation and solutions being developed Work to Blackburn Homeless Unit commenced. Development of the Accommodation Strategy for Temporary, Interim and Emergency accommodation for the homeless	Ensuring sufficient supply of temporary and permanent accommodation to meet legislative duties. Flexibility in size of temporary accommodation to mitigate the mismatch between the size profile of temporary accommodation and the composition of homeless households.	Allocating temporary and permanent accommodation. Managing 24 hour emergency accommodation at four units
Partnership working with RSLs RSLs encouraged and supported in their duties through roll out of Web Options module; new nomination agreements and section 5 protocol.	Working with Registered Social Landlord (RSL) partners to review and enhance membership of the Common Housing Register. Working towards a common housing allocation policy and improving RSL performance in meeting the needs of homeless people.	Agreement with RSLs to a single Allocation Policy.
Improve Quality in the Private Rented Sector E-newsletter developed for private landlords. Progression of web portal to enable sharing of property:	Developing relationships with private landlords to maximize opportunities to prevent homelessness and discharge of homelessness duty through the private rented sector (where appropriate).	Provision of information and advice to private sector tenants and landlords.

through enhancements to West Lothian Home Choice (WLHC) as part of diagnostic roll through Housing Options Hub.		
Achievement 2014/15	Key Challenges	Suggested Future Action
<p>Improve access to the Private Rented Sector</p> <p>Implementation of WL Homechoice for homeless applicants to allow applicant to choose whether housing in the Private Rented Sector would be preferable.</p> <p>Homechoice extended to accommodation for single people under 35 years.</p> <p>Web portal developed to enable sharing of property through the housing options web based tool.</p>	<p>Developing and managing private sector "Homechoice".</p> <p>Enhance the role of the private sector and other partner agencies to promote sustainable outcomes.</p>	
<p>Mortgage to rent</p> <p>Mortgage to rent scheme has been reviewed so that houses should not be acquired if major investment is required (over £8,500) 6 properties were acquired under the scheme in 2014/15</p>		
<p>Rent Deposit Guarantee Scheme</p> <p>Working with RSLs on the Rent and Deposit Guarantee Scheme from September 2013. This has operated in-house from 1/4/14. 304 referrals to the scheme.</p> <p>64 deposits guaranteed</p> <ul style="list-style-type: none"> • 40 open (carried over to this year) • 24 closed • Of the 24 closed 9 paid deposit in full, 7 moved away and 8 were closed with the full deposit not paid but the landlord happy to keep in the property 	<p>Developing and managing the Rent Guarantee Schemes</p>	<p>Working with RSLs on the Rent and Deposit Guarantee Scheme.</p>

<p>2 claims have been made from sign ups in this financial year totaling claims of £775 which were paid in full to the landlords. Claim rate of 3.2%</p> <p>Since 2012/13 170 GUARANTEES</p> <ul style="list-style-type: none"> • 16 CLAIMS IN TOTAL • AVERAGE OF 57 GUARANTEES A YEAR • AVERAGE OF 5.3 CLAIMS A YEAR • CLAIM RATE OF 3% A YEAR. 		
Achievement 2014/15	Key Challenges	Suggested Future Action
Housing Support	To help vulnerable tenants sustain their tenancy and support vulnerable homeless people in securing a sustainable housing solution.	
Health and Homeless Action Plan	Delivering housing support services to vulnerable tenants, residents and homeless people.	Assessing, planning and intervening to help people develop improved coping strategies and identify those who need specialist contacts, reducing hospital admissions and/or longer term inpatient stay.
<p>Gypsy/Travellers Community in WL</p> <p>Full set of procedures for Travelling Persons have been developed and implemented.</p> <p>Travelling Person Liaison Officer now leading monthly liaison meeting involving internal partners (Planning, Education, Environmental Health and Housing Services) as well as Police Scotland and NHS. Aims to ensure Travelling People have access to a range of appropriate services.</p> <p>Travelling Person Liaison Officer attending the quarterly Site Managers Scotland Meetings which provide information sharing between Councils on innovation, legislation and best practice. Meetings are attended by</p>	Manage performance of service provision performance in relation to gypsy/travellers.	Create a performance Management Framework for the service for gypsy/travellers. Consider options for further research into the housing needs of Gypsy/Travellers

Police Scotland who have a pivotal role in information sharing at a national level. Scottish Government, Trading Standards and SSPCA also contribute to these meetings.		
<p>Service User Involvement</p> <p>Customer Satisfaction Survey undertaken and a strategy for consultation is now in place.</p> <p>Surveys reviewed to improve efficiency and effectiveness and ensure compliance with SSHC, approved by Tenants Editorial Panel.</p> <p>New Homeless Network group established and meeting regularly. The group has developed a workplan. An action plan has been developed to meet the requirements of the Care Inspectorate.</p> <p>All current and potential service user involvement streams being identified evaluated and reviewed by the Housing Needs Management Team.</p>	All current and potential service user involvement streams being identified, evaluated and reviewed by Housing Needs Management Team.	Review of other methods of service used involvement.

Theme 3 – Independent Living

LHS outcome: People in West Lothian can access the appropriate range of care and support services enabling them to live independently in their own homes where they choose to do so.

Achievement 2014/15	Challenges	Suggested Future Actions
<p>Strategy/Policy</p> <p>West Lothian CHCP joint Health & Care Commissioning Strategy 2011-21. It provides the framework for the strategic commissioning approach for health and social care services through the development of 5 year joint care group commissioning plans</p>		
<p>Review of Joint Care Group Commissioning Plans 2012-2015 have been undergoing a process of review. As a result of this process a number of actions have been identified to inform future plans. For example:</p> <ul style="list-style-type: none"> • A needs assessment has been commissioned for Learning Disabilities and Physical Disabilities, commencing May 2015. • A joint review of mental health services is being undertaken. <p>Moving forward all Joint Care Group Commissioning Plans will require to reflect the updated position in relation to Health & Social Care Integration.</p> <p>Future housing contribution templates to be considered for all Joint Care Group Commissioning Plans in line with JIT/SG guidance.</p>	<p>To conclude the needs assessments and consider actions required.</p>	<p>To ensure that the impact of the Integration of Health and Social Care is considered and included within all plans.</p>

Achievement 2014/15	Challenges	Suggested Future Actions
<p>Commence development of a Joint 5 year Accommodation Strategy between Housing Construction & Building Services and Social Policy.</p>	<p>Increase in demographics Increase in expectations of residents, service users and carers. Finite availability of housing stock</p>	<p>Ongoing review and update of strategy to ensure meeting changing needs of all residents of West Lothian</p>
<p>Formal decisions have been made in relation to the future commissioning intentions of care and support contracts to ensure a unified approach to providing flexibility and choice.</p> <ul style="list-style-type: none"> • Tender of Specialist Care@Home & Housing Support <p>To achieve a suitable solution to the requirement to tender housing support contracts with a joint approach to ensure that services are commissioned that meet the operational requirements of all involved. An opportunity to provide services that are strategically relevant whilst being flexible enough to meet the differing needs of individuals and flexible enough to allow the provider to do so.</p> <p>Successful tender process to introduce a Framework Arrangement for the provision of outreach housing support for Mental Health services.</p> <p>Successful tender process to in respect of outreach housing support for individuals who are deemed to be Vulnerable due to Young Age. A Public Social Partnership (PSP) Approach for Older People's Services commenced in October 2014. This provides an</p>	<p>The PSP approach will take up to three years and will result in a full tender process to commission appropriate services.</p>	<p>The full PSP process will be complete by Sept 2017</p>

<p>opportunity to work in collaboration with partners to facilitate a complete redesign of future services which will provide flexibility and choice.</p> <p>Progress has been quicker than anticipated not least due to the commitment, time and resources of the providers who have been involved in the process. Five providers have agreed to work collaboratively to deliver a pilot service under the auspices of the PSP for a 12 month period as of 1st April 2015.</p>	<p>Challenges include: forming good working relationships, trust, clear responsibilities and sustainability</p>	<p>Undertake meaningful evaluation of the Pilot Service</p> <p>Full consultation exercise</p>
Achievement 2014/15	Challenges	Suggested Future Actions
<p>The Social Care (Self Directed Support)(Scotland)Act 2013 came into effect on 1st April 2014. SDS aims to help people get the right support for them by giving them more choice and control over how their support needs are met and by whom.</p> <p>We have:</p> <ul style="list-style-type: none"> • Implemented the delivery of SDS across Adults, Older People and Child Disability services. • Introduced an outcomes-focused assessment, care and support planning and review framework across Adults and Older People's services. • Implemented a new Child's Assessment and Child's Plan to enhance our approach to Getting it Right for every Child (GIRFEC). • Developed a process for resource 	<p>A key challenge on the horizon concerns the implications for SDS of health and social care integration.</p> <p>There are three significant challenges for health and social care sector:</p> <ul style="list-style-type: none"> • Demographic change • Reduction in budgets • Rising expectations from citizens 	<p>We will:</p> <ul style="list-style-type: none"> • Monitor and review our new assessment, support planning and review processes to ensure they are fit for purpose. • Monitor and review our processes for allocating resources to ensure they are equitable and affordable. • Continue to work in partnership with service users, families and carers to promote and support SDS. • Continue to work in partnership with service users families and carers to promote and support SDS. • Continue to support and deliver workforce development and partnership working. • Continue to provide and develop information and support to promote delivery of SDS.

<p>allocation across Adults, Older People and Child Disability services.</p> <ul style="list-style-type: none"> • Trained our workforce to ensure they are prepared to deliver SDS. • Engaged with people who use our services, their families, parents and carers and our partner agencies to inform our SDS planning and delivery. 		
Achievement 2014/15	Challenges	Suggested Future Actions
<p>The Public Bodies (Joint Working) (Scotland) Act 2014, passed by the Scottish Parliament in February 2014, requires Health Boards and Local Authorities to integrate planning for, and delivery of, certain adult health and social care services. The principal aim of the new legislation is to improve health and wellbeing outcomes.</p> <p>Development of a draft Integration Scheme with submission to the Scottish Ministers by 31st March 2015.</p> <p>Consultation undertaken in relation to the aforementioned Scheme between 15th January 2015 – 20th February 2015.</p> <p>Introduction of Integrated Care Fund in 2015/16 to support delivery of improved outcomes from health and social care integration. The new integrated Care Fund will be accessible to local partnerships to support investment in integrated services for all adults.</p>	<p>The Integration of Health & Social Care. Ensuring that services are maintained and that opportunity for changes in working arrangements continue to meet customer requirements</p>	<p>The integration arrangements as set out in the Act, Orders and Regulations, must be in place and responsibility for the functions delegated according to the Integration Scheme. The Act provides for flexibility for the integration start date to be determined locally but in any case by 1 April 2016.</p>

Achievement 2014/15	Challenges	Suggested Future Actions
<p>Development</p> <p>Development of housing for older people and people with disabilities in West Main St, Broxburn started on site in April 2014.</p> <p>Development of Housing with Care development at Rosemount Court, Bathgate will started site in Summer 2014. There will also be refurbishment of adjacent properties. There are 30 1 bedroom 2 person flats and each flat allows for independent living. The communal facilities are a restaurant, a café, a hairdresser, a launderette, 2 multipurpose rooms and 3 offices. There are 13 bedsits that are being refurbished at Rosemount Sheltered Housing to self-contained one bedroomed flats.</p>	<p>Some delays in the construction but the homes should be complete for February 2016.</p> <p>This development is being done in conjunction with Hubco set up by the Scottish Government to enable efficiencies in the procurement process.</p>	<p>The development should be completed by December 2015.</p> <p>New build is due to complete in November 2015 with the refurbishment completed by May 2016</p>
<p>Adaptations</p> <p>In 2014/15 there were 248 major adaptations to Council properties and 860 minor adaptations (such as hand rails). and 248 major adaptations to private sector houses.</p>	<p>To continue to resource adaptations to property to enable people to live independently.</p>	

Theme 4: Improving Communities

LHS outcome: Our communities are attractive, safe places to live and work

Achievement 2014/15	Challenge	Suggested Future Actions
<p>Community Regeneration</p> <p>Housing Construction and Building Services are delivering a number of housing projects that will help to regenerate communities.</p> <p>Adelaide Street, Craigshill Conversion of the vacant Drug and Alcohol addiction centre at 43-48 Adelaide Street into 6 flatted properties for temporary accommodation.</p> <p>Bathville Cross, Armadale refurbishment proposals have been designed that will greatly improve the blocks and amenity of the area.</p> <p>Deans South, Livingston – significant progress has been made with the majority of homeowners now finding alternative housing through funding support from the Council and the Scottish Government. Proposals are being developed for 56 homes to be built on the site. The developers have been appointed. Demolition will be underway to some of the properties that are remaining over the coming months.</p>	<p>To ensure that our communities remain safe, secure and attractive.</p> <p>To ensure engagement with tenants and residents throughout the process.</p> <p>To find solutions for the remaining homeowners and implement redevelopment proposals for the entire site.</p>	<p>Further projects will be identified as part of the Asset Management Strategy</p> <p>To commence refurbishment of the blocks during 2015/16</p> <p>Continue discussions with remaining homeowners and consider long term options further redevelopment of the estate.</p>

Achievement 2014/15	Challenge	Suggested Future Actions
<p>West Lothian Development Alliance (WLDA) Is developing Whitdale Annexe and Primary School in Whitburn. This development of 49 homes is due to complete in 2015/16.</p> <p>WLDA purchased housing at Westgate Towers, Bathgate, a previously stalled private sector development to enable the completion of this estate. The houses have now been let.</p>	<p>To continue to identify opportunities for RSL development to improve neighbourhoods.</p>	
<p>Private Sector Housing – continuing to develop a joined up approach. There are now more than 5,000 registered private landlords and over 26 accredited landlords and 29 accredited agents . The landlord’s newsletter (Letting Matters) is now issued to over 270 landlords sharing good practice in letting and managing houses.</p>		<p>Continue to develop the joined up approach to private sector housing including reviewing enforcement measures.</p>
<p>Premises at Kirkton Business Centre and Buchanan House, Livingston Village are currently vacant. Planning applications have been submitted for both sites.</p>	<p>The premises are continually vandalised and are a risk to those entering the properties unlawfully.</p> <p>A process is in place to highlight any issues regarding Kirkton Business Centre and regular contact is made with the owners of Buchanan House to ensure that the perimeter is secure whilst proposals for development is ongoing and currently with the Planning Department. Meanwhile, Community Safety Partners carry out joint checks and safety visits to the sites to ensure the properties are as safe and secure as they can be, to eradicate antisocial behaviour and reduce the risk of young people entering</p>	<p>Maintain contact and communication with owners / partners and young people re security until new developments for the buildings are underway.</p>

	the buildings.	
Achievement 2014/15	Challenge	Suggested Future Actions
Young People at Risk The Community Safety Unit (CSU) are promoting FEARLESS through schools in West Lothian in order that children get over the 'fear' of reporting to official agencies such as Police or Crimestoppers.	Children and Young People are often too scared to report incidents they know are wrong and which affect them or others they know.	Maintain communication with partners and young people and involving schools,
3rd Party Hate Crime Reporting. Police Scotland within the CSU recently trained WLC employees so that they can cascade their learned skills to others, including those working in the voluntary sector and members of the public.	<p>People in West Lothian are still subject to Hate Crimes.</p> <p>Hate Crimes will not be tolerated and Community Safety Partners encourage members of the community to report all instances to the Police. For those who are reluctant to call Police Scotland, they can do so by 3rd party reporting</p>	Continue to cascade training and monitor the numbers of Hate Crimes being reported.

Theme 5: House condition

LHS outcome: Improve house condition in West Lothian

Achievement 2014/15	Challenge	Suggested Future Actions
<p>At the end of 2014/15 99.9% of council housing met the Scottish Housing Quality Standard.</p> <p>Garibaldi Row, Fauldhouse, significant investment is being planned to upgrade properties to enable high quality housing to be provided. This is now underway with an aim to be complete in February 2016.</p> <p>Demolition of blocks at Glendevon Park, Winchburgh was completed</p> <p>Demolitions at all of the three blocks at Bents were completed.</p> <p>Good progress is being made on the regeneration of Bathville Cross with the work to the first block due to start in November 2015.</p>	<p>To ensure that works are carried out to the one failure to ensure it complies with the SHQS.</p>	<p>To maintain the houses at this level and to achieve the EESSH standard.</p>

Theme 6: Fuel Poverty and Climate Change

LHS outcome: People facing fuel poverty can access the help and support they need. People in West Lothian live in energy efficient housing. Improve sustainability of existing housing.

Achievement 2014/15	Challenge	Suggested Future Actions
<p>The council completed 156 new build homes that meet high energy efficiency standards. At 31s March 2015 99.9% of council housing stock met the SHQS.</p> <p>A substantial amount of work is carried out every year to improve the energy efficiency of our housing stock including improving heating systems and controls and accessing funding for insulation and other measures through schemes such as ECO. These schemes are particularly effective in reducing energy consumption in households</p>	<p>To ensure that all new build homes meet high energy efficiency standards The new Energy Efficiency Standard for Social Housing (EESH) will require investment in Council housing to enable all housing to meet the EESH by 2020. The council house types most likely to require investment to meet the 2020 EESH milestones are off-gas houses, timber houses and no-fines concrete houses.</p>	<p>Monitoring feedback from tenants on energy efficiency of new build homes.</p> <p>The vast majority of West Lothian council housing is already meeting the energy efficiency standard in Social Housing. The council will consider methods of improving the rating of some houses, particularly off-gas areas, timber and concrete houses and determine what funding is available to assist in implementing them.</p>
<p>HEEPS (2015/16) allocated £1,870,609 to West Lothian. Area based projects in Armadale, Whitburn, Deans and Breich. This included West Lothian wide cavity insulation and external wall insulation at projects in Howden, Deans and Armadale.</p>	<p>To ensure that the HEEPS funding continues to be maximised for West Lothian.</p> <p>Because of the way fuel poverty is calculated, i.e. spending more than 10% of your available income on energy means that every rise of £1 in energy prices would need £10 in income increases to remain stable.</p> <p>Therefore, despite the massive investment both by councils and by the Scottish Government, in association with funding from Utilities (added to customers' bills) means that the rises in energy process have ten times the negative impact on Fuel Poverty and income increases have a positive effect on the numbers of the Fuel Poor.</p>	<p>It is important to note that numbers of people in fuel poverty locally are going down, and we will continue to invest in improving insulation, in efficient heating, in renewables and in the Advice Shop that works directly with the household to ensure that they get the assistance, benefits and grants to which they are entitled. We also invest in promoting local business, to improve local employment and incomes. While all this investment may not impact significantly on the fuel poverty headline issues, it will directly improve the life and health of families. We are proud of our historical investment and the condition of the homes which our tenants live in. We are proud to pioneer unique services and technologies and a level of service and investment which helps improve the lives of those we serve.</p>

<p>The average Energy Efficiency Rating is 64.3 for all dwellings in West Lothian. This is higher than the Scottish average of 62.0.</p> <p>The most recent figures from the Scottish House Condition Survey (2013) found that both fuel poverty and extreme fuel poverty have reduced in recent years. In West Lothian the percentage of households in both fuel poverty and extreme fuel poverty is below the Scottish percentage.</p> <p>The SHCS found that 23% of households in West Lothian were in fuel poverty (reduced from 26% in 2012) 4% of households are in extreme fuel poverty (reduced from 6% in 2012).</p> <p>Fuel Poverty Advice The Advice shop provided advice and assistance to people in West Lothian to enable them to reduce their energy consumption and save money on fuel bills. In 2014/15 the amount of savings as a result of reduced fuel consumption was £314,227.</p>	<p>Continue to aim for a higher Energy Efficiency Rating.</p>	<p>Promote energy saving projects supported by the council like the free home insulation scheme.</p> <p>Self-help guides will be developed to include accessing sites to make informed choices around saving money, a key element of this will be energy saving.</p>
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Achievement 2014/15	Challenge	Suggested Future Actions
<p>Climate Change</p> <p>Good progress continues to be made in relation to funding being made available to address energy efficiency and climate change through HEEPs. Area based projects in Armadale, Whitburn, Deans and Breich were set up and in relation to the provision of insulation measures. Funding for external wall insulation was made available in Howden, Deans and Armadale</p> <p>Advice and information is available to West Lothian residents to address fuel poverty through the Advice Shop, Home Energy Scotland and Changeworks and through the Landlords' forum.</p> <p>Council houses have been demolished where they have not been able to meet the SHQs</p> <p>Project implemented in Howden partnering with Almond Housing Association to provide external wall insulation.</p> <p>The new build council housing programme of 1000 new homes will ensure that high standards of energy efficiency are achieved. All the new build housing will have a minimum SAP rating of 85. Sustainability of the developments is being addressed through flood prevention measures such as SUDS, porous pavements.</p>	<p>To continue to bid for HEEPs funding to support energy efficiency measures in West Lothian</p> <p>Ongoing monitoring of property condition to identify any properties that may not meet required standards including the energy efficiency standard for social housing.</p> <p>Continuing to work with partners to deliver energy efficiency measures.</p> <p>To progress the new build council housing programme and complete the first sites.</p>	<p>The council has developed a climate change strategy. This will inform the development of the LHS in the future as the outcomes of both strategies become aligned.</p>

<p>LED street lighting will be also be used.</p> <p>All new build council housing will comply with the council's residential design guide which provides guidance on sustainable design.</p> <p>Rosemount Court, Bathgate new build and upgrading of properties underway that will meet high standards of energy efficiency meeting the Scottish Government Silver Standard.</p> <p>West Lothian Council is committed to installing PV panels on council houses in some areas.</p> <p>"Heat map" of West Lothian Council which maps fuel poverty has been developed.</p> <p>.</p>	<p>To identify 50 suitable properties for PV panels each year.</p> <p>To join up information sources on areas of fuel poverty, deprivation and sources of renewable energy e.g. heat from factories. This would enable projects to be developed that would make use of renewable energy sources to provide energy to households that are fuel poor.</p> <p>Flood prevention – there is a better understanding of areas in West Lothian at risk of flooding and this will help to identify measures to mitigate the risk of flooding</p>	
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Appendix 1

Update on actions since September 2014

Theme	Action	Progress
Meeting Housing Need & Demand	Completing the final site in phase 2 of new build council housing. Continued liaison with RSLs on development opportunities.	Little Boghead completed in March 2015. Site starts on 4 sites of 1000 new build council housing programme. West Lothian Development Alliance developed 17 units for mid-market Rent at Westgate Towers, Bathgate in 2014/15
	Review of the Affordable housing policy Continued engagement with private developers to enable sites to be developed.	Review of the affordable housing policy is underway. Increase in number of private sector housing sites and completions.
Housing Options	Provision of information and advice to prevent homelessness.	New web based system developed and in operation to enable people to access housing options
	To continue to examine opportunities to increase the supply of temporary accommodation.	The Council is seeking to engage with private landlords to secure private sector housing for temporary accommodation. A new strategy is being developed to increase the supply of temporary accommodation. New Allocation Policy developed and approved. Assessment Centre opened with provision for emergency homeless accommodation. Work to Blackburn Homeless Unit commenced and is due for completion in October 2015. Since 2011 69 households have been assisted to remain in their homes through the mortgage to rent scheme, preventing homelessness and enabling the council to increase housing supply.

	Allocations policy has been reviewed	New allocations policy will come into effect in Autumn 2015. Homeless procedures reviewed in light of allocation policy.
	Rent deposit guarantee scheme is operated by WLC and is available to RSLs	There were 64 rent deposit guarantees in 2014/15
	Service User Involvement	Action plan developed for service user involvement.
Independent Living	Public Social Partnership (PSP) approach for older people's services is underway. Work has commenced on site at Rosemount Court and West Main Street with completions due in 2015/16	A joint accommodation strategy is being developed to address the need for specialist housing provision in West Lothian.
Improving Communities	To progress work at Bathville Cross, Armadale To develop proposals for Deans South. Development of WLDA projects at Whitburn and Bathgate Continue to develop the approach to private sector housing.	Work at Bathville Cross, Armadale is due to commence in late 2015. This includes refurbishment of existing blocks and new build housing. Proposals are being developed for new build council housing at Deans South. A first phase of 56 homes are to be developed commencing later in 2016. WLDA completed developments at Westgate Towers, Bathgate. Development of 49 homes at Whitdale Annexe, Whitburn is underway and due for completion in 2015. Private sector housing activity is being reviewed to improve housing quality in the sector.
House Condition	Meet SHQS Demolition of blocks at Glendevon Park, Winchburgh and Bents	99.9% of WLC housing meets the SHQS Blocks have been demolished.
Fuel Poverty and Climate Change	The council will develop its approach to meeting the Energy Efficiency Standard for Social Housing Progress the Home Energy Efficiency Programme to target areas with properties in all tenures that require insulation measures.	Work continues in regard to exploring the options to improve the energy rating for properties that are off-gas grid. Contractor appointed to carry out area based insulation projects. External wall insulation projects have been progressed. Funding of £1.73million secured for 2014/15 and £1.082million for 15/16

	The Advice Shop is continuing to provide advice and assistance for people to save money on their fuel bills and to reduce energy consumption ,	Over £300k was saved by clients of the advice shop due to advice on energy efficiency.
Welfare Reform	To provide advice, support and guidance to council tenants in West Lothian affected by welfare reform and specifically those affected by additional charges due to under-occupying their property. The preparation for Universal Credit continues. A multi service task group continues to operate.	<p>A review of policies and procedures in response to Welfare Reform with particular focus on the impact of Universal Credit and budgeting skills.</p> <p>The objective of this is to minimise the impact of Welfare Reform on our customers and improve customer engagement. A total of 3,903 awards have been made to mitigate, as far as possible, the bedroom tax. This amounted to £1.7million as at January 2015.</p> <p>The annual Scottish Welfare Fund budget for West Lothian in 2014/15 was £1,066,391 and by Dec 14, 71% of the budget had been spent.</p> <p>Universal credit is likely to be rolled out in West Lothian by the end of 2015</p> <p>The council was exposed to the national pressure of increasing rent arrears during 2013/14 and into 2014/15. The results of the task group have ensured that initial forecasts were vastly improved upon and the council has managed to reduce arrears further in 2014/15 which is contrary to the national trend. 2014/15 was the first time in three years that our rent arrears were lower at the end of the financial year than the start. Another significant achievement is that our caseload at the end of 2014/15 was the lowest it has been in three years.</p> <p>Our 2014/15 reported current rent arrears indicators, that form part of the Annual Return on the Charter to the Scottish Housing Regulator, have also shown an improved position from the 2013/14 results. A rent arrears strategy for 2015/16 is in place to build on previous years' successes.</p>

		In 2014/15 there were 4,980 households with rent arrears amounting to £1.6million. The number of serious cases of rent arrears has reduced by 15% and there has been an overall case load reduction of 1000.
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Appendix 2 – Action Plan

Meeting Housing Need and Demand – Outcomes, Indicators, Progress and Actions								
National Outcome	WLC Single Outcome Agreement	LHS Outcome	Indicator	Data/Frequency / Type	Baseline	Target/Timescale	Progress 2012 -2014	Progress 2014/15
We live in well-designed, sustainable places where we are able to access the amenities and services we need.	We make the most efficient use of resources by minimising on the built and natural environment	People in West Lothian can find a suitable place to live and have quality housing options available to them. Our children have the best start in life and are ready to succeed	Number of new homes built in West Lothian	Annual completions	800 affordable homes completed 2003-2010	1000 new Affordable Homes by 2017	66 RSL completions in 2012/13 136 WLC completions in 2012/13 215 Private sector completions in 2012/13 76 RSL completions in 2013/14 249 WLC completions in 2013/14 387 Private sector completions in 2013/14	59 RSL completions 156 WLC completions 609 Private sector completions in 2015/16

Action Plan	Action	Responsibility	Timescale	Action Plan Update September 2015
Provide Affordable Housing	Build a minimum of 1000 new affordable homes	WLC & RSL	By 2017	202 homes completed in 2012/13 325 homes completed in 2013/14 215 homes completed in 2014/15
Policy Interventions	Review the Affordable Housing Policy	WLC	By end 2015	The Affordable housing policy is being reviewed.
Zone land specifically for affordable housing		WLC	Ongoing	Not being progressed in LDP proposed plan.
Council Infrastructure Fund		WLC	Ongoing	Ongoing
Develop projects to facilitate flat sharing		WLC and other agencies	Ongoing	Being developed by other agencies and considered through the Welfare Reform Action Plan
New Sources of Finance	More mixed tenure developments – encourage greater cross subsidy of developments by Registered Social Landlords Evaluate new models of affordable housing that become available	WLC and RSLs WLC and RSLs	TBC Ongoing	10 of the 66 RSL units completed in 2012/13 were for shared equity 18 of the 76 RSL units completed in 2013/14 were for Mid-Market Rent 17 of the 59 RSL units completed in 2014/15 were for Mid-Market Rent Some RSLs are examining options to fund housing without subsidy National Housing Trust models have been considered but have not been regarded as a priority for investment in West Lothian The priority is for social rented housing,

Action Plan	Action	Responsibility	Timescale	Action Plan Update September 2015
New build Council Housing	Continue to support new build Council housing through prudential borrowing	WLC	Phase 2 Completed in 2014/15	In 2012/13 136 new build Council homes were built. In 2013/14 a further 249 council homes were completed. In 2014/15 156 homes were completed. The final site in phase 2 new build was completed at Little Boghead. A further 1000 homes are planned to be developed between 2014-2017. 26 Sites have been identified. The first 6 homes were completed in 2014/15. Work has started on site on three of the 26 sites to be developed.
	Regeneration – demolition and new build where there are significant issues with the condition of Council stock or where there is low demand.	WLC	Ongoing	Regeneration projects are ongoing at Bents, Winchburgh and Bathville Cross. All three blocks at Bents have been demolished. The 2 blocks at Winchburgh were demolished in Summer 2014. Refurbishment of blocks at Bathville Cross will commence in November 2015.
Assistance to Housing Associations	Look at ways to assist Housing Associations to deliver affordable housing	WLC	Ongoing to 2017	Discussions are ongoing with RSLs in relation to the availability of sites for development including sites that become available through the affordable housing policy. There may be further opportunity subject to the outcome of the review of the affordable housing policy. Some RSLs are looking to raise funding directly that will enable them to build with limited subsidy.

Housing Options LHS – Outcomes, Indicators, Progress and Actions

National Outcome	WLC Single Outcome Agreement	LHS Outcome	Indicator	Baseline	Target/Timescale	Progress 2014/15
We have tackled the significant inequalities in Scottish society	Our children have the best start in life and are ready to succeed People most at risk are protected and supported to achieve improved life chances	Homelessness is prevented for people in West Lothian as far as possible. Effective advice and support is in place for people who become homeless.	Number of homeless presentations within West Lothian	1930	1728 2011/12 1413 2012/13 1289 2013/14	1331 2014/15
			The proportion of unintentionally homeless applicants for whom permanent accommodation was secured where the Council had a duty to secure permanent accommodation, for whom permanent accommodation was secured) Annual HL1 returns	67% (% of cases closed)	68.8% 2011/12 84% 2012/13 86% 2013/14	79.2% 2014/15

Housing Options Action Plan	Action	Update June 2015	Commitment by Partners	Timescale	Progress
Information and Advice	Make use of new technologies in relation to information and advice	Working in partnership with RSLs to advertise shared ownership and difficult to let properties	WLC	Dec 2012 – ongoing	New Information and Advice database has been developed within the new WL Online website to improve access to information.
	a) Open Housing; develop and introduce the Advice and Assistance module to capture activity and outcomes of the Prevention Team	Bedding in of Housing Options Process.	WLC	Dec 2013	Open Housing Phase complete
	c) Web Based Housing Options Diagnostic Tool almost complete.		WLC & Edinburgh & Lothians Housing Hub		Development stage underway.
	Review and update intranet Housing Need Procedures to reflect recent restructure and changes to the service	Reporting system developed to capture detail of assessments.	WLC	Dec 2013	Decisions, restrictions, review and temporary accommodation procedures revised. Prevention approach to dealing with applicant in financial difficulties. Tool for recording prevention outcomes is being developed.
	Implement any outcomes of consultation on relating to Affordable Rented Housing: Creating Flexibility for Landlords and better outcomes for communities		WLC	TBA Once outcomes of the consultation are known	Being implemented through the changes to the Allocations policy.

Housing Options Action Plan	Action	Update June 2015	Commitment by Partners	Timescale	Progress
Allocations Policy Review	Review the Allocations Policy ensuring it is linked to the prevention of homelessness	Review of the Allocation Process – complete	WLC	Sept 2013	New Allocations Policy in operation to be in operation by Autumn 2015.
Increase Housing Supply	Complete second phase of Council new build programme. Progress 1000 new build council houses programme. Support RSL development.		WLC	By 2015 Complete by 2017	All 8 sites completed in second phase of council new build. 26 sites identified for a further 1000 houses. 3 sites started. First 6 completions being used as temporary accommodation.
Temporary Accommodation	New developments underway looking at alternative models to provide 73 temporary accommodation units. Furnished and part furnished accommodation to be available.	Quentin Court Hostel closed and Assessment Centre opened with provision for emergency homeless accommodation.	WLC	Summer 2015	Blackburn homeless unit being extended. .
	Review of other models of accommodation		WLC	Nov 2013	More detailed investigation to be undertaken into the options considered to be potentially viable.
	Develop an Accommodation Strategy for temporary, interim and emergency accommodation	Accommodation Strategy for Temporary, Interim and Emergency being developed. accommodation for homeless people Joint Accommodation Strategy being developed for specialist provision with Social Policy	WLC	April 2016	

Housing Options Action Plan	Action	Update June 2015	Commitment by Partners	Timescale	Progress
Partnership Working					
RSL	Encourage and support RSLs in their duties regarding their approach to provision of housing for people at risk of homelessness.	RSLs encouraged and supported in their duties through roll out of Web Options module; new nomination agreements and section 5 protocol.	RSLs/Joint Strategy Group/WLC	Ongoing	Ongoing agreement by RSLs to meet further to discuss homeless prevention activity that can be shared.
	Develop Performance Monitoring Systems to demonstrate RSL role in meeting housing need	Initial meeting with CHR partners to discuss Framework.	RSLs/Joint Strategy Group/WLC	Aug 2013	Further work is scheduled to Identify indicators and measures.
	Working with partners in the common housing register to review the existing CHR agreement and examine the possibility of introducing a common allocations policy. Encourage more landlords to participate in the common housing register.	Underway.	WLC/RSLs	March 2014	Common Housing Register RSLs reviewing Allocations policies with aim to agree one Allocations approach and or common needs approach. Aim to increase membership of Common Housing Register
	Review of existing lease arrangement with RSLs with regard to properties used as temp accommodation	Meetings scheduled with RSLs	WLC/RSLs	April 2013	Legal Services examining leases.

Housing Options Action Plan	Action	Update June 2015	Commitment by Partners	Timescale	Progress
Partnership Working Private Landlords					
Improve knowledge and understanding of the private rented sector	Work with Landlord's Forum. Develop staff training on private rented sector.	Ongoing.	Private Landlords	Ongoing	Ongoing. Landlord Forum meetings held at least twice a year. Sharing of best practice and standards
Improve Quality in the Private Rented Sector	Publicise and Promote Landlord Registration and HMO Licensing. Provide Landlords with access to Landlord Accreditation Training. Encourage the use of longer leases.	Ongoing.	WLC	Ongoing	E-newsletter developed and issued for private landlords Implementation of web portal to enable sharing of property. through enhancements to WLHC as part of diagnostic roll through Housing Options Hub. 47 Landlords are now accredited.
Improve Access to the Private Rented Sector	Implement West Lothian Homechoice for housing applicants to allow applicant to choose whether housing in the PRS would be preferable.	Information and Advice: Continue to work with landlords and offer advice through e-newsletter and private landlord forum. Establish private sector tenants newsletter and forum. Involve private tenants in network of current WL tenant groups and supported by Housing Officer.	WLC	June 2013	New private housing website based on WL Home Choice website to allow customers to search for housing across Edinburgh and Lothians to improve housing options.

Housing Options Action Plan	Action	Update June 2015	Commitment by Partners	Timescale	Progress
Rent Deposit Guarantee Scheme	Carry out full review of current scheme and examine alternative forms of delivering this to assist homeless applicants with deposits for PRS accommodation	Working with RSLs on the Rent and Deposit Guarantee Scheme from September 2013. This has operated in-house from 1/4/14	WLC/RSLs	Oct 2013	The Council now operates the Rent and Deposit Guarantee Scheme.
Mortgage to Rent	Continue to make use of mortgage to rent in the prevention of homelessness	Scheme implemented and Council buy-back process reviewed in line with mortgage to rent process	WLC/RSLs	Ongoing	Council buy back process being reviewed in line with mortgage to rent
Health & Homeless Action Plan	Continue to deliver actions and monitor outcomes of Health and Homeless Action Plan	Creation of Homeless Health Team, Moving into Health, an NHS and Housing Services partnership offering clinical interventions to people presenting with mental health difficulties. Pamper Yourself 2015 held in February 2015 (10 th Annual Health Promotion Event for Homeless People in West Lothian)	WLC/NHS	For the lifetime of the plan.	Assessing, planning and intervening to help people develop improved coping strategies and identify those who need specialist contacts, reducing hospital admissions and/or longer term inpatient stay. Over the past few years referrals to the service have continued to increase, referrals come from both primary and secondary services. <ul style="list-style-type: none"> • 227 Referrals received in the year 2013/14. • 25 Hospital Discharges using protocol 2013/14 • 63 Liaison Enquiries 2013/14 (Awaiting information for 14/15)

Housing Options Action Plan	Action	Update June 2015	Commitment by Partners	Timescale	Progress
Gypsy / Traveller Community living in West Lothian can access the appropriate range of support services enabling them to live independently.	<p>We will work with our strategic partners to deliver support services which assist in achieving outcomes at both an individual and community level. To achieve this we will develop an Action Plan to:</p> <p>Ensure Liaison Officer takes the lead to ensure access to health, education, support, housing, life skills, advice and assistance.</p> <p>Ensure inclusion in relevant consultations to improve service delivery</p> <p>Tackle discrimination.</p> <p>Improve performance information to ensure needs are met.</p> <p>Keep up to date with relevant legislation including equalities.</p> <p>Investigate opportunity to share services with other local authorities across</p>	<p>New Travelling Person Liaison Officer appointed.</p> <p>Demolition of former travellers' site completed</p> <p>Full set of procedures for Travelling Persons have been developed and implemented.</p> <p>Travelling Person Liaison Officer now leading monthly liaison meeting involving internal partners.</p> <p>Aims to ensure Travelling People have access to a range of appropriate services.</p> <p>Travelling Persons Liaison Officer attending quarterly Site Managers meetings which provide information sharing between Councils on innovation, legislation and best practice and Police Scotland</p>	WLC/ Police Scotland/NHS/ SSPCA	June 2013	Support work is ongoing.

	Central Scotland				
Housing Options Action Plan	Action	Update June 2015	Commitment by Partners	Timescale	Progress
Service User Involvement	Review of other methods of service used involvement	Ongoing	WLC	Sep 13	All current and potential service user involvement streams being identified, evaluated and reviewed by Housing Needs Management Team
Regulation and Inspection	Care Inspectorate Action Plan being developed for all support provision	Commenced	WLC	By early 2016	

3. Independent Living Outcomes, Indicators, Progress and Actions

National Outcome	Single Outcome Agreement	LHS Outcome	Relevant Indicators	Data/ frequency	Base-line	Update 2012/13	Update 2013/14	Update 2014/15
<p>Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it</p> <p>We have tackled the significant inequalities Scottish society</p>	<p>Older people are able to live independently in the community with an improved quality of life</p>	<p>People living in West Lothian can access the appropriate range of care and support services enabling them to live independently in their own homes where they choose to do so.</p> <p>People to live more independently and avoid institutional care where not needed</p>	<p>Number of people receiving free personal care at home.</p>	WLC/ Annual	2252	2332	2650	
			<p>Number of people receiving a housing support service</p>	WLC/Annual		7771	2400	
			<p>% of people aged 65+ with intensive needs receiving care at home.</p> <p>% of people with intensive needs receiving personal care.</p>	<p>WLC/Annual</p> <p>WLC/Annual</p>	<p>34.6%</p> <p>38.7%</p>	<p>36.8%</p> <p>41.3%</p>	<p>40.9%</p> <p>40.7%</p>	

.			<p>Number of adaptations to houses in West Lothian to assist people with disabilities.</p> <p>Number of adaptations to houses in West Lothian to assist people with disabilities.</p>	WLC/Annual		<p>2012/13 106 major adaptations to Council properties.</p> <p>2012/13 250 major adaptations to private sector houses.</p> <p>2013/14 878 adaptations to Council properties.</p> <p>2013/14 195 major adaptations to private sector houses.</p>	<p>2014/15 248 major adaptations for Council 248 major adaptations for Private Sector housing.</p>	<p>2014/15 3,500 per annum to 2017. Note this includes all adaptations.</p> <p>2014/15 248 major adaptations for Council.</p>
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Independent Living Action Plan	Action	Update August 2014	Commitment by Partners	Timescale	Progress
We will work with our strategic partners to deliver care and support services which assist in achieving outcomes at both an individual and service level	Review of sheltered housing commenced 2012/13	Review of sheltered housing completed.	WLC/West Lothian CHCP	Ongoing	Providers are changing their models of support towards retirement housing.
Commissioning plans will be developed	Commissioning plans will be completed by October 2014	Older people's Joint Strategic Commissioning Plan has been developed	WLC/West Lothian CHCP	By October 2014	Ongoing
The Public Bodies (Joint Working) (Scotland) Act 2014 has a requirement for councils and health boards working together to submit an integration scheme for ministerial approval by 31 March 2015		CHCP to lead on this.		By 31 March 2015	

4. Improving Communities - Outcomes, Indicators, Progress and Actions

National Outcome	WLC Single Outcome Agreement	LHS Outcome	Relevant Indicators	Data/frequency	Baseline/Progress	Targets/Timescale
We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others	We live in resilient, cohesive and safe communities	Our communities are attractive, safe places to live and work	Community Safety activity No of cases: Safer Neighbourhood Team	Annually. Hate crime figures ratified.	2011/12 - 4595 2012/13 - 3332 2013/14 - 4008 2014/15 - 479 (ratified)	Aim to reduce reported number of incidents of antisocial behaviour over the 5 years of the LHS.
			Number of referrals to victim support	Annually	2011/12 - 467 2012/13 - 124 2013/14 - 61 2014/15 - 77	Aim to increase the numbers of referrals to Victim Support over the 5 years of the LHS
				On line survey night noise team	2011/12 - 69.2% 2012/13 - 69.2% 2013/14 - 92.6% 2014/15 - 79.7%	
We live our lives safe from crime				Annually		

disorder and danger			Resident satisfaction levels with the out of hours noise nuisance service			Aim to increase levels of satisfaction with out of hours noise nuisance service over the 5 years of the LHS
We take pride in a strong, fair and inclusive national identity			Landlord Registration Numbers registered		3,553 - Jan 2011 4105 - Jan 2012 4,447 - Jan 2013 5,133 - Jan 2014	68 landlords have now received landlord accreditation.

Improving Communities	Action	Update
Improve architectural liaison between the Police and planning on new developments	The development of the latest new build Council housing programme has involved input from the Police architectural liaison officer on secured by design considerations. There is also engagement with private sector developers in relation to secured by design.	Over the duration of the Strategy The work on architectural liaison is progressing as new developments come forward. This good working practise continues and shows real benefits in maintaining good communication and ALO involvement at an early stage in the process
Examine the options for dealing with antisocial behaviour in the private rented sector and consider appropriate interventions.	This will be done as part of the development of the Council's approach to private sector housing. The Scottish Fire and Rescue Service are contacting private landlords to reduce fire hazards in their property. Secure bin locks and other Bin Safety measures have been provided for those tenants deemed most at risk of bin fires.	Over the duration of the Strategy.
Develop projects to address the appearance of neighbourhoods	Ongoing through the Housing Capital programme. Environmental improvements being carried along with larger regeneration projects such as Bathville Cross. Aesthetics are taken into account during environmental scanning for Community Safety Architectural Liaison Officer advice. Police Scotland undertake Environmental scans as required across the community safety partnership. These identify areas of persistent complaint and alleviates identified risks in communities ranging from littering, unsafe scaffolding. Community groups are engaged in litter picking, planting etc to generate community well being. Tailored packages are developed to meet the needs of the community.	Ongoing. Work to Bathville Cross to commence in 2015/16.

5. House Condition Outcomes, Indicators Progress and Actions

National Outcome	Single Outcome Agreement	LHS Outcome	Relevant Indicators	Data/frequency	Baseline	Targets-Timescales	Progress 2012/13	Progress 2013/14	Progress 2014/15
We live in well-designed, sustainable places where we are able to access the amenities and services we need.	We live longer healthier lives and have reduced health inequalities.	Improve Housing Quality in West Lothian	% of private sector properties requiring urgent repairs	Scottish House Condition Survey	28%	Maintain or reduce by 2017	29% in 2009-2011 Scottish Average is 37%	30% in 2012 2012 Scottish Average is 38%	28%/ in 2013 Scottish Average is 38%
			Number of private sector empty homes	WLC	276	Maintain or reduce by 2017	250 long term private sector houses identified. 16 brought back	250 long term private sector houses	250 long term private sector houses 4 Empty properties brought back into use
			% of WLC Housing meeting SHQS	WLC	65%	99% by 2015	73.1% at end of 2011/12 85.25% 2012/13 92% 2011/12 87.5% 2012/13	94.7% at end of 2013/14	99.9% at end of 2014/15 (actual)
			% RSL stock meeting SHQS	Scottish Housing Regulator	73%	99% by 2015		96.5% at end of 2013/14	100% by end of 2014/15 (projected)

House Condition Action Plan	Action	Responsibility	Timescale	Progress 2012/13	Progress 2013/14	Progress 2014/15
Owner Occupied Housing	Review the Private Sector Approach including enforcement activity	WLC	In progress. Recommendations to be developed for Summer 2013	Ongoing	Enforcement activity being examined as part of the Delivering Better Outcomes approach.	Action plan being developed for enforcement activity to improve private sector house condition.
	Continue to monitor complaints in regard to property condition to identify Below Tolerable Standard properties	WLC	Ongoing	Ongoing	Ongoing	Ongoing
Making Best Use of Existing stock	Examine options for bringing empty properties back into use	WLC	Empty Homes Shared Service ceased in 2015. Empty Homes work continuing ongoing by WLC staff.	16 empty properties brought back into use. Advice provided to empty homes.	Empty homes officers were in post in 2013/14 and assisted in bringing properties back into use.	Four properties brought back into use during 2014/15

House Condition Action Plan	Action	Responsibility	Timescale	Progress 2012/13	Progress 2013/14	Progress 2014/15
Private Rented Sector	<p>Promote and encourage landlord registration including application of all relevant requirements.</p> <p>Effective co-ordinated regulation of the Private Rented Sector in West Lothian</p>	WLC	In progress as part of the development of the approach to private sector housing.	March 2013 4447 registered landlords and 5623 registered properties.	Jan 2014 5133 registered landlords and 6485 registered properties	April 2015 5445 registered landlords 6917 registered properties

House Condition Action Plan	Action	Responsibility	Timescale	Progress 2012/13	Progress 2013/14	Progress 2014/15
Private Rented Sector	Promote and encourage HMO licensing	WLC	In progress as part of the development of the approach to private sector housing.		Being considered as part of the Delivering Better Outcomes approach	Action plan being developed for enforcement activity to improve private sector house condition
	Improve the coordination between Council services dealing with the private rented sector and join up reporting systems	WLC	In progress as part of the development of the approach to private sector housing. Recommendations to be developed for Summer 2013		Enforcement action being examined as part of the Delivering Better Outcomes approach. Best practice advice through Homechoice, Landlord's newsletter, Council run regeneration projects require	Action plan being developed for enforcement activity to improve private sector house condition Best practice advice through the Landlord's forum

					engagement with owners on an individual basis to progress projects.	Owners continue to be encouraged to take part in mixed tenure improvements to blocks.
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6. Fuel Poverty - Outcomes, Indicators, Progress and Actions

National Outcome	Single Outcome Agreement	LHS Outcome	Relevant Indicators	Data/frequency	Baseline	Targets Timescale	Progress 2012/13	Progress 2014/15
We reduce the local and global environmental impact of our consumption and production	We make the most efficient use of resources by minimising our impact on the built and natural environment.	People facing fuel poverty can access the help and support they need.	% of households in extreme fuel poverty	Available annually from SHCS	7% (SHCS 2007-2009)	Maintain or decrease by 2017	8% (SHCS 2009-2011). 6% (SHCS 2010-12)	4% (SHCS 2011-2013)
			% of households in fuel poverty	Available annually from SHCS	30% (SHCS 2008-2010)	As above	26% (SCHCS 2012/13) 23% (SHCS 2009-2011)	23% SHCS2011-13)
			Proportion of Council stock and RSL meeting SHQS standard on energy efficiency		2010/11 65% Council 73% RSL	99% by 2015	94.7% Council 96.5% RSL 2013/14 2012/13: 85.25% Council; 92% RSL 2011/12:73% Council;	99.9% Council 100% RSL(estimated)

Action Plan	Action	Responsibility	Target/Timescale	Progress 2012-2014	2014/15
Actions to alleviate the effects of fuel poverty	<p>Money saved through energy advice interventions via the Advice shop</p> <p>Meet targets set in 2011 Universal Home Insulation Scheme (UHS) bid for Fauldhouse and Breich Valley and Livingston South</p> <p>Progress HEEPs (Home Energy Efficiency Projects) to improve energy efficiency.</p>	<p>Advice shop</p> <p>WLC</p>	<p>£30,000 per month</p> <p>2010/11</p>	<p>£275,000 saved in 2013/14</p> <p>Project Completed</p> <p>UHS targets exceeded for 2011/12 560 new loft insulation measures, 1257 loft top ups, 363 cavity wall installations, 133 referrals for the Energy Assistance Package. 2012/13 2,431 households assisted across West Lothian. 398 new loft installation measures 797 loft top up 724 cavity wall installations</p> <p>HEEPs</p>	<p>£324,000 saved in 2014/15</p> <p>2014/15 HEEPs Area based projects in Armadale, Whitburn, Deans and Breich. This included West Lothian wide cavity wall insulation and external wall insulation projects in Howden, Deans and Armadale. 1500 referrals to</p>

				superceeded UHIS Area based work ongoing in relation to insulation measures in all tenures £1.73million awarded further area based work in West Lothian	trusted schemes by Home Energy Scotland 743 referrals for HEEPs schemes
	Improve energy efficiency of private sector homes		No of measures installed annually 250 target pa to 2017 Loft insulation measures Owner occupied Private rented Cavity wall insulation measures Owner occupied Private rented	No of measures since 2008 8713 586 8496 217	

6a. Climate Change Outcomes, Indicators, Progress and Actions - Scottish House Condition Survey now measures energy efficiency with SAP rating and the new ratings are noted below from 2011-2013 Scottish House Condition Survey Local Authority Analysis. (A SAP rating of 54 is considered to be energy inefficient)

National Outcome	WLC Single Outcome Agreement	LHS Outcome	Relevant Indicators	Data/frequency	Baseline	Targets	Time scale	Progress 2012 /13	Progress 2013/14	SAP
We reduce the local and global environmental impact of our consumption and production	We make the most efficient use of resources by minimising our impact on the built and natural environment	People in West Lothian live in energy efficient housing.	Average energy rating (all tenures)	SHCS 2009-2011	NHER 6.7	NHER 8	2017	NHER 7.0	NHER 7.2	SAP 64.3 (Scotland 62)
			Average energy rating private sector	SHCS 2009-2011	NHER 0-5 23% NHER 6-10 77%	NHER 0-5 – 20% NHER 6-10 – 80%	2017	NHER 0-5 16% NHER 6-10 84%	NHER 0-5 10% NHER 6-10 90%	SAP 60.5 PRS SAP 60,8 O/O
			Average energy rating (social rented sector)	SHCS 2009-2011	NHER 0-5 13% NHER 6-10 87%	NHER 0-5 – 5% NHER 6-10- 95%	2015	NHER 0-5 15% NHER 6-10 85%	NHER 0-5 11% NHER 6-10 89%	SAP 65.8 Social Rent Hsg

National Outcome	WLC Single Outcome Agreement	LHS Outcome	Relevant Indicators	Data/frequency	Baseline	Targets	Time scale	Progress 2012 -13	Progress 2013 -14	Progress 2014-2015
		Improve sustainability of existing housing	Carbon Saving from energy efficiency measures and advice	Annually from Change works		13320	2017			
			Installed renewables	Annually		42pa			19	

Action Plan	Action	Commitment by Partners	Timescales	Progress 2012 - 2013	Progress 2013-14	Progress 2014/15
Advice and information	Signposting to relevant agencies via the Scheme of Assistance for Information on renewables	The Advice Shop, Changeworks and Energy Action Scotland and the Energy Savings Trust provide information and advice on energy efficiency.	Ongoing	As above regarding measures and enquiries on fuel poverty		
New Build Council Housing	<p>SAP ratings in excess of 85 for 545 units</p> <p>Reduction of carbon emissions 15% above that required by Building Regulations</p> <p>Sustainable Urban Drainage on systems (SUDS) to be used on five of the eight sites.</p> <p>SUDS to be used on 2 of the largest new build sites in 1000 new build Council</p>	<p>All 545 homes completed</p> <p>Completed</p> <p>Completed</p> <p>Ongoing</p>	<p>Completion by 2015</p> <p>Completed</p> <p>Completed</p> <p>Completion by 2017</p>	<p>167 homes completed to 2012/13, 3 sites are completed</p>	<p>249 homes complete in 2013/14</p>	<p>156 homes completed all 8 sites in phase 2 are now complete</p>

	housing programmes					
Action Plan	Action	Commitment by Partners	Timescales	Progress 2012/13	Progress 2013/14	Progress 2014/15
		Energy Advice Projects		<p>UHS This has had significant results with many households receiving assistance. In 2012/13 all households in West Lothian were eligible for UHS funding and the take up of measure has been high. The Home Energy Efficiency Programme is now being set up that will target energy efficiency measures to households in areas of multiple deprivation. Funding has been increased and there is opportunity to source funding through the Energy Company Obligation. (ECO) The Council will be working with Changeworks and RSL partners to ensure energy efficiency measures</p>	<p>HEEPS As noted above in relation to fuel poverty section Feasibility study underway in relation to gas supply at Westfield.</p>	<p>There were area based HEEPS projects in Armadale, Whitburn, Deans and Breich. This included West Lothian wide cavity insulation and external wall insulation at projects in Howden, Deans and Armadale.</p>

				are made available to those in need.		
Action Plan	Action	Commitment by Partners	Timescales	Progress 2012/13	Progress 2013/14	Progress 2014/15
	Monitor requirements on drainage			Each new build council housing sites is assessed and Drainage Impact Assessments undertaken as required. SUDS installed as required.	Drainage assessments will continue as part of the new build.	



SERVICE FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

DEANS SOUTH UPDATE

REPORT BY HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide an update on the position at Deans South and to outline the next steps towards a long term solution for the regeneration of the estate.

B. RECOMMENDATION

It is recommended that the panel:

1. Note that only 10 of the houses at Deans South remain in private ownership;
2. Note that the purchase of 37 Castle Rock Edinvar houses is imminent;
3. Note that a contract for the demolition of 13 vacant blocks has been awarded and the contractor took possession of the first block to be demolished on 29 September 2015;
4. Note that officers will continue to engage with the remaining owner occupiers to establish their needs and discuss the options available;
5. Note that it is proposed to continue the OMSE scheme until 31 March 2016;
6. Note that as part of the council's new build 1,000 new build houses programme McTaggart Construction has been appointed to build 46 new build council houses on part of the site. Planning permission has been granted for these houses but a further planning application has been submitted to alter parts of the approved layout;
7. Note that as part of the council's 1,000 new build houses programme Lovell Partnerships has been appointed to construct 10 new build council houses on part of the site;
8. Note that Council Executive has approved the West Lothian Local Development Plan (Proposed Plan) for publication and that the plan identifies the Deans South estate as an area for comprehensive redevelopment for housing; and
9. Note that it is proposed to have a planning brief prepared for the estate; have a masterplan prepared for the estate; obtain an updated valuation for the estate and undertake a development appraisal; and submit planning applications for the parts of the estate which do not already have planning permission.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs;• Being honest, open and accountable;• Providing equality of opportunity;• Making best use of our resources; and• Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Offers the opportunity to move forward with redevelopment proposals on the Deans South estate.
III Implications for Scheme of Delegation to Officers	None.
IV Impact on performance indicators	None.
V Relevance to Single Outcome Agreement	<p>We live in resilient, cohesive and safe communities.</p> <p>We make the most efficient use of our resources by minimising our impacts on the built and natural environment.</p>
VI Resources - (Financial, Staffing and Property)	<p>The council has approved resources of £400,000 per annum from 2015/16 to 2017/18 for Deans South within the Housing Capital Programme.</p> <p>£5.5 million is also allocated for new build council housing at Deans South for the period to 2017/18.</p>
VII Consideration at PDSP	The Services for the Community PDSP has previously considered several reports on Deans South.
VIII Other consultations	Planning & Economic Development, Finance and Estates, Legal Services.

D. TERMS OF REPORT

D.1 Background

On 12 November 2013, the Council Executive approved a report setting out a revised offer for the remaining 46 privately owned houses at Deans South with a view to obtaining a long term solution to the difficult situation on the estate. The offer was available until 1 May 2014.

In January 2014 Council Executive agreed to minor revisions to the offer being made to home owners on the Deans South estate. It was agreed that the council would work with eligible home owners who wished to take up the Scottish Government's Open Market Shared Equity Scheme (OMSE) and move to another house.

The offer was based on a professional valuation (carried out by the Valuation Office Agency) of the individual property together with a £15,000 additional payment plus a disturbance allowance of £1,500 where a house was occupied.

The OMSE scheme was originally made available until 31 December 2014, and in December 2014, the Council Executive agreed to extend the OMSE scheme until 31 August 2015. At the same time the Council Executive agreed that a further report on the long term options for Deans South should be submitted for consideration in due course.

D.2 Scottish Government OMSE Scheme

Since November 2013 the council has acquired 36 properties on the estate. A total of 19 home owners have moved using the OMSE scheme and 17 properties have been cash sales. This leaves 10 privately owned houses on the estate.

Whilst the terms of the OMSE scheme have remained open there has been no further expression of interest from the remaining owners on this offer, and whilst the council has remained open to dialogue, contact has been limited.

The OMSE scheme for Deans South ended on 31 August 2015, however the Scottish Government has agreed that the scheme can continue to 31 March 2016. It is therefore proposed that the availability of the OMSE Scheme on preferential terms would continue to 31 March 2016.

D.3 Deans South Estate Development Update

As previously reported, Castle Rock Edinvar Housing Association has agreed to transfer their remaining 56 properties/plots to the council. The purchase of 37 properties from Castle Rock Edinvar is imminent.

The remaining 19 properties will transfer to the council once Castle Rock Edinvar complete negotiations with their lender on the removal of the standard securities associated these properties.

A demolition contractor has been appointed to demolish 13 blocks at Deans South. The contractor took possession of the first block to be demolished on 29 September 2015 and will complete the demolition work over a period of 20-24 weeks. A further 3 blocks will be demolished once the 19 secured properties are transferred to the council from Castle Rock Edinvar.

Two planning permissions in principle have been granted for the redevelopment of parts of the Deans South estate. One for a 1.7ha site at the west end of the site; the other is for a 1.2ha site at the east end of the site. Both sites are included in the 1,000 houses new build programme.

Full planning permission has been granted for 46 new build council houses on the west side of the estate. This site is to be developed by McTaggart Construction. The layout has been revised to avoid the properties/plots which are owned by Castle Rock Edinvar and have a standard security in favour of their lender. The planning application for the new layout was registered on 26 August 2015.

Lovell Partnerships has been appointed to build 10 council houses on the east end of the estate. The planning application will be submitted during November 2015.

Both new build developments are expected to start in spring 2016. Appendix 1 shows the two sites for new build housing and the location of the properties which remain in private ownership.

The council has a responsibility to maintain the condition of the properties within its ownership and in response to concerns raised on the condition of certain roofs, the council recently commissioned an external survey of the roofs on all of the council properties that are adjacent to the remaining privately owned properties.

The report has identified a number of issues that require to be addressed. All immediate repairs have been undertaken and other works recommended in the survey report will be scheduled as required.

D.4 Deans South Estate Future Development

In September 2015, the Council Executive approved the Deans South estate being identified as a site for comprehensive redevelopment in the West Lothian Local Development Plan (LDP) (Proposed Plan). The total capacity of the site is 240 houses. This includes the 56 new build council houses currently proposed by the council.

An Examination of the LDP is expected in mid-2016, and it is anticipated that the LDP will be adopted by mid-2017.

To support the redevelopment of the entire estate, additional primary school capacity is likely to be needed at Deans Primary School and at St. John Ogilvie Primary School if further family housing is proposed at Deans South. The scale and timing of school extensions will depend on the proposed housing mix to be brought forward at Deans South and other sites within the catchment areas.

The Council Executive has previously decided that the estate should be redeveloped primarily for council housing, and the council's current resources for new build council housing are currently fully committed for the 1,000 new build council houses programme, and Deans South will provide 56 of these houses. Other tenures could be explored to help find solutions for the remaining home owners.

In order to progress options for the future development of the estate it is proposed that:

- Planning Services produce a planning brief for the estate;
- The District Valuer provides an updated valuation of the estate;
- The council undertakes a development appraisal for the redevelopment of the estate; and
- Officers seek approval from the Council Executive to submit planning applications for residential development for the parts of the site which do not already have planning permission.

D.5 Resources

Housing capital resources of £400,000 per annum are available to 2017/18 for the ongoing maintenance of the Deans South Estate, however as previously intimated there is no further funding available beyond the current commitment to deliver 56 houses as part of the 1,000 houses programme. Budget of £5.5 million is available for the 56 new build houses at Deans South that are included in the 1,000 houses programme.

E. CONCLUSION

Good progress has been made at Deans South since November 2013. However, a number of the houses on the estate remain in private ownership and no sales to the council are in the pipeline.

It is proposed that officers continue to seek to engage with the remaining owners to try to find solutions that will enable the comprehensive redevelopment of the estate to proceed.

F. BACKGROUND REFERENCES

Council Executive, Deans South - February 2010, August 2009, February 2009, November 2007, November 2013, January 2014, December 2014

Services for the Community PDSP, Deans South – September 2013, June 2013, August 2009, December 2008, May 2008,

Council Executive, New Build Council Housing Programme – April 2014, June 2014, August 2014, May 2015

Appendices/Attachments: One

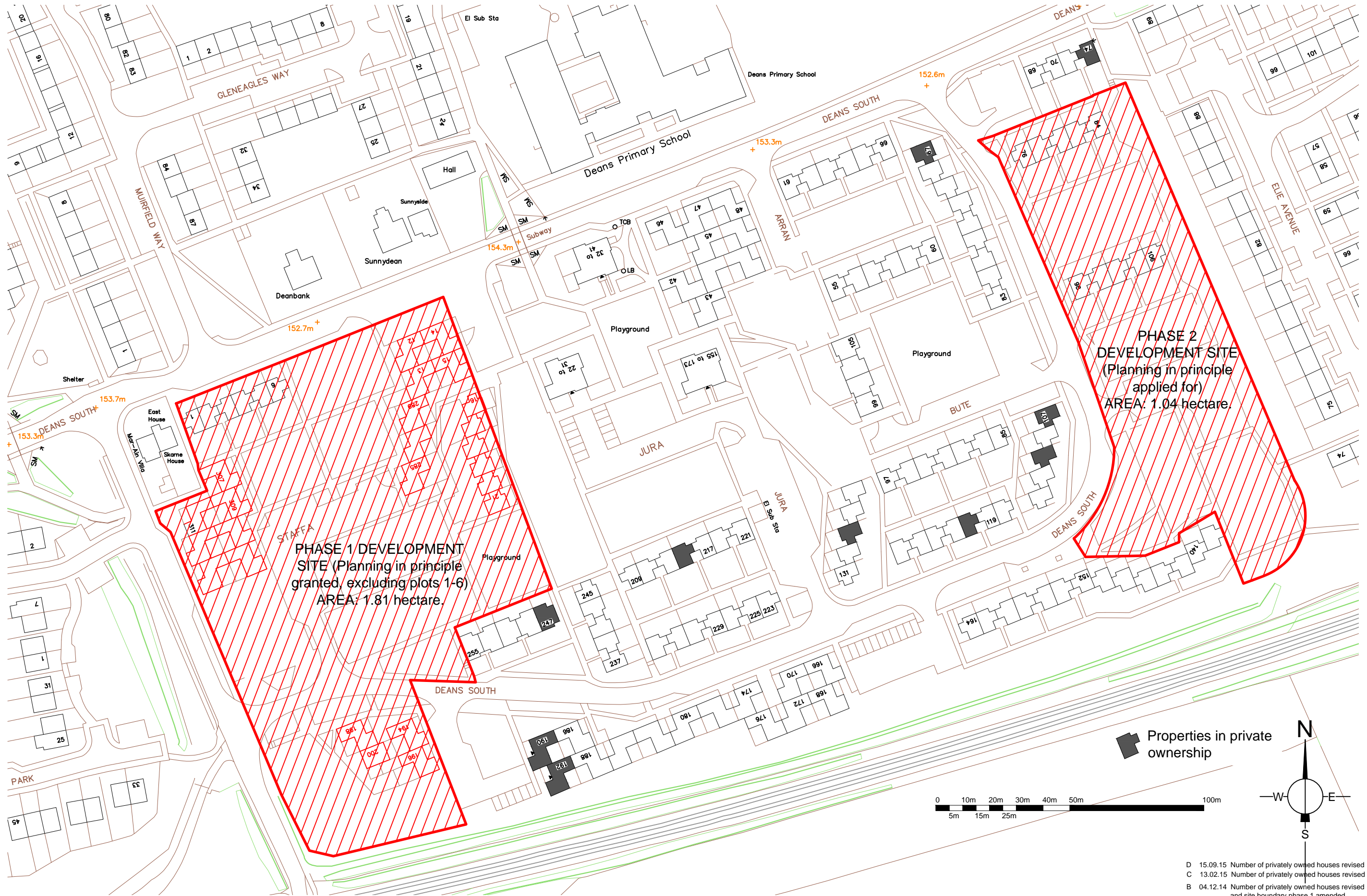
Contact Person: Colin Miller, Housing Strategy and Development Manager, 01506 281379

Email: colin.miller@westlothian.gov.uk

Alistair Shaw

Head of Housing, Construction and Building Services

6 October 2015



Construction Services
Construction Design
West Lothian Civic Centre
Howden South Road,
Livingston EH54 6FF



PROJECT :
Deans South - New Housing

• all dimensions to be checked on site

DRAWING :
APPENDIX 1
Current Status Plan

• do not scale from drawings

D 15.09.15		Number of privately owned houses revised	
C 13.02.15		Number of privately owned houses revised	
B 04.12.14		Number of privately owned houses revised and site boundary phase 1 amended	
A 04.12.14		No. of privately owned houses revised	
issue	date	details	
1	26.11.2014	1:1250 @ A3	BS
2			BS
3			BS
4			BS
5			BS
6			BS
7			BS
8			BS
9			BS
10			BS
11			BS
12			BS
13			BS
14			BS
15			BS
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SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

MORTGAGE TO RENT SCHEME

REPORT BY HEAD OF HOUSING CONSTRUCTION AND BUILDING SERVICES

A. PURPOSE OF REPORT

To update the Panel on rental charges to be applied to new Mortgage to Rent properties following Scottish Government changes to the scheme, effective from 1 April 2015, and to clarify the rent to be applied to subsequent tenancies.

B. RECOMMENDATION

The Panel is invited to note:

- (1) the changes introduced by Scottish Government on 1 April 2015 which impacts on the level of subsidy paid to West Lothian Council;
- (2) that an individual rent will be calculated for each new Mortgage to Rent property, which will be lower than the Scottish Government benchmark rent applied prior to 1 April 2015 but higher than the local West Lothian average social rent to ensure that the scheme remains financially neutral for existing council tenants;
- (3) that when a former Mortgage to Rent property becomes available for subsequent tenancies, rents will default to the standard West Lothian Council applicable rent, based on location and size of property.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Existing policy review.
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	The scheme helps with council performance indicators in dealing with homelessness.

V	Relevance to Single Outcome Agreement	We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life chances.
VI	Resources - (Financial, Staffing and Property)	Provision has been made in the 3 year Housing Capital Programme of £600,000 per annum through to 2017/18.
VII	Consideration at PDSP	Services for the Community PDSP March 2009, May 2009, June 2010, June 2012 and 3 March 2015.
VIII	Other consultations	Legal and Financial Services.

D. TERMS OF REPORT

- D.1** An update was provided to the Policy Development and Scrutiny Panel on 3 March 2015, on council participation in the Scottish Government's Homeowners Support Fund, Mortgage to Rent scheme. The scheme enables home owners to remain in their home, when faced with financial difficulties and repossession, by selling their home to a public sector landlord and becoming a tenant of that landlord.

A report to the Council Executive on 26 May 2015 indicated that 123 properties had been acquired under the existing Mortgage to Rent scheme (MTR), and summarised changes coming into effect. It was noted that from 1 April 2015 Scottish Government purchase subsidies would be calculated by reference to average rental charges for social properties within each local authority area, rather than by reference to a national benchmark rent. The consequent effect would be for a greater subsidy to be awarded by Scottish Government and lower rents for prospective MTR tenants.

It was noted in the Council Executive report that an average social rent for West Lothian would be applied to new MTR properties and for subsequent tenancies.

D.2 Current Position

The revised scheme has now been in operation for a number of months. It is noted that the revised scheme does attract a marginally higher purchase subsidy from Scottish Government, but also that the subsidy level is capped at a maximum of 60% of the purchase price. Given the capping arrangement, if the council applies the average social rental figure (i.e. the same rental figure used by Scottish Government to calculate the purchase subsidy) to the prospective MTR tenancy, a funding shortfall is created which will require to be met from within the Housing Revenue Account (HRA).

The MTR scheme should be financially neutral for existing tenants. It is therefore proposed that the rent should be individually calculated for each new MTR property, taking into account the new funding arrangements and purchase subsidy level, to ensure that there is no detrimental impact on the HRA. The rent level applied to new MTR tenancies will be lower than the Scottish Government benchmark rate applied prior to 1 April 2015, but is likely to be marginally higher than the average social rental figure within the local authority area.

It is further proposed that for subsequent tenancies, where the former MTR property becomes available for future tenants, then the rent defaults to standard West Lothian Council average rent for that property size and location.

Appendix 1 provides an example of how it is proposed to calculate the rent for new mortgage to rent properties.

E. CONCLUSION

The mortgage to rent scheme provides a valuable safety net for a number of owner occupiers who, for a variety of reasons, get into serious financial difficulties and face repossession. The changes to the scheme introduced by Scottish Government on 1 April 2015 continue to be welcomed.

However, as outlined in this report, it is necessary to consider the rent level to be applied to new MTR properties to ensure that there is no detrimental impact to the HRA and existing tenants. It is therefore proposed that the rent level for each new MTR property is calculated individually to ensure that the scheme remains financially neutral to the HRA. It is also recommended that where a former MTR becomes available for subsequent tenancies, that rents default to the average West Lothian Council level, according to property size and location.

BACKGROUND REFERENCES

- F.** Services for the Community PDSP 3 March 2015 Council Executive August 2012 - The Future of Right to Buy in Scotland; A Consultation.

Scottish Government web site "Homeowners Support Fund"

Appendices/Attachments: One

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Alistair Shaw,

Head of Housing, Construction and Building Services

6 October 2015

Appendix 1 - Example of Rent Calculation
(before and after Scottish Government changes)

	<u>Prior to 1 April 2015*</u>		<u>Effective from 1 April 2015**</u>
Open Market Value	80,000.00		80,000.00
Repairs	6,256.00		6,256.00
Administration	900.00		900.00
Total approved cost	87,156.00		87,156.00
	3,872.84		3,686.40
	net rent as per SG Benchmark £75.23 pw		net rent required £71.61 pw
capitalised rent	68,041.55		64,766.00
Management allowance	330.00		330.00
Maintenance allowance	959.00		959.00
Major repairs allowance	576.00		576.00
Operating costs	1,865.00		1,865.00
Capitalised operating costs	32,766.00		32,766.00
To be funded by rents (borrowing)	35,275.55		32,000.00
Grant available	51,880.45	(capped)	55,156.00
Total income	87,156.00		87,156.00
Purchase price	87,156.00		87,156.00
Shortfall	-	Shortfall	0.00

*Scottish Government Benchmark Rent applied prior to 1 April 2015.

** Individual rent calculated from 1 April 2015, with reference to available subsidy and to achieve financially neutral position for HRA.



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT SCRUTINY PANEL

**REVIEW OF JOINT HOUSING DELIVERY PLAN FOR SCOTLAND AND COMMISSION
ON HOUSING AND WELL BEING REPORT**

REPORT BY HEAD OF HOUSING BUILDING AND CONSTRUCTION SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to provide the panel with a review of the Joint Housing Delivery Plan for Scotland (2015) and the Commission on Housing and Well Being Report (2015) and acknowledge their recommendations in a West Lothian context.

B. RECOMMENDATION

1. To note the key recommendations of the Joint Housing Policy and Delivery Group for delivery of current housing policies.
2. To note the key recommendations the Commission on Housing and Wellbeing in relation to importance of housing for overall wellbeing in Scotland.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; providing equality of opportunities; making best use of our resources; and working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	None.
V Relevance to Single Outcome Agreement	<p>This report will have a positive impact on the following SOA indicators:</p> <p>Outcome 6: Older people are able to live independently in the community with an improved quality of life.</p>

Outcome 7: We live longer, healthier lives and have reduced health inequalities.

Outcome 8: We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.

VI Resources - (Financial, staffing and Property)	None.
VII Consideration at PDSP	These reports have not previously been reported to PDSP.
VIII Other consultations	None.

D. TERMS OF REPORT

D.1 Joint Housing Delivery Plan for Scotland (2015-2020)

The 'Joint Housing Delivery Plan for Scotland' was produced in May 2015 by the Joint Housing Policy and Delivery Group, which comprises the Scottish Government (SG), the Convention of Scottish Local Authorities (CoSLA), and a wide range of housing stakeholders. It came about from the work of the Housing Policy Advisory Group (HPAG).

The Plan states that there is a need to refresh and refocus the delivery of current housing policies focusing on mutual public and private objectives to deliver the ambition for housing: *that all people in Scotland live in high quality sustainable homes that they can afford and that meet their needs.*

The plan sits within the context of *Homes fit for the 21st Century (2011)* while taking into account the changes and pressures on the housing system since 2011; including the ongoing effects of the 2008 financial crisis. The plan emphasises the need for high quality affordable housing and outlines 34 priority actions (appendix 1) designed to refresh the delivery of existing Government strategies over the next five years.

There are two themes in the plan;

Home and Place which focuses on supply, investment and planning, sustainability and place making.

Housing journey and support which relates to independent living, housing options and the private rented sector.

All of the work which contributed to the Delivery Plan was based on the principle of *co-production*. This encourages participation by as many people and organisations as possible. Discussion about the development of the plan took place primarily at a major Housing Event in 2014, where delegates worked in groups to propose actions which were then refined by the Joint Housing Policy Delivery Group. Further information and material relating to the Housing Event can be found on the Scottish Government website.

The 34 actions identified as priorities in the Plan do not represent every aspect of housing

policy delivery that the Scottish Government and stakeholders are taking forward. However they do capture those actions that were brought forward through the co-production process. For each action, the plan sets out the purpose, resources available, the lead agency, possible partners, the timescale and what can be done to deliver the action.

The plan has a lifetime of 3-5 years to match the *Homes fit for the 21st Century* however the process must be flexible to take into account change in circumstance and demographics over time. The plan will continue to be monitored by the Joint Housing Policy and Delivery Group who will oversee the implementation of the actions, and produce an annual review of progress, including identifying barriers to delivery.

KEY ACTIONS AND WEST LoTHIAN COUNCIL

Key actions in the delivery plan reflect many of those already in the West Lothian Local Housing Strategy (LHS) 2012-2017. For example, new build housing and regeneration (Actions 2, 17, 18), climate change and fuel poverty (Actions 14-16), and reduction in homelessness (Action 29). Other actions such as faster delivery of housing through speedier consents (Action 6), bringing more empty homes into use (Action 20), joint working between health and social care (Actions 21-25), and the growth of the private rented sector (Actions 30-34) are actions which may be considered further in West Lothian Council's upcoming LHS (2016-21).

D.2 Blueprint for Scotland's Future (2015)

The Commission on Housing and Wellbeing was established by Shelter in 2013. It is an independent evidence-based assessment of the importance of housing and wellbeing in Scotland. The members of the commission are from a wide range of backgrounds including housing providers, voluntary organisations, professional bodies and private sector representatives. 'A blueprint for Scotland's future' was published by the Commission on Housing and Wellbeing's in June 2015. The purpose of the Commission's report was to make an evidence-based assessment, of the importance of housing for overall wellbeing in Scotland. The Commission identified the following main issues:

- Need to build more homes
- Need to ensure that existing housing is kept in good condition
- Homes should be in well-designed neighbourhoods

The Commission describes their report as a "call to action" and concludes that there is "very clearly a homes crisis" setting out 47 recommendations and 18 'priority tasks' (Appendix 2) to address the issues under seven main themes:

- Wellbeing
- Housing as "Home"
- Neighbourhood and Community
- Economic Wellbeing (Employment and Income)
- Health and Education
- Environmental Sustainability
- Delivery, Implementation and Resources

Although eighteen of the recommendations are stressed as priority, all of them are considered important to improving the well-being of the Scottish population and creating an

improved environment to live better lives. The final recommendation suggests that there should be an independent advisory body to report annually to the Scottish Parliament on the condition of Scottish housing and what that means for Scottish people's wellbeing.

KEY ACTIONS WEST LOTHIAN COUNCIL

Much like the actions in the Joint Housing Delivery Plan for Scotland, there are a number of recommendations in the Commission's report relate to West Lothian Council's Local Housing Strategy. Such as building new homes, improving current stock and regeneration, addressing homelessness, and the provision of energy efficient homes. Some priority asks, such as; expanding intermediate tenures, mid-market rent into the private sector; Scottish Government funding for adaptations; and regulations requiring home owners to insulate their own homes; should be considered and taken forward in the forthcoming LHS.

E. CONCLUSION

This report has reviewed and summarised 'Joint Housing Delivery Plan for Scotland' and 'A Blueprint for Scotland's Future'. The Joint Plan calls for co-working between public and private organisations to refresh and refocus the delivery of current housing policies. The Commission's report 'A Blueprint for Scotland's Future' claims there is a 'homes crisis' and calls for action on a range of tasks which are intended to improve Scottish housing and in turn the wellbeing of the Scottish population. Both papers acknowledge that the actions need to be flexible to reflect any social, economic and demographic changes and there should be annual reports on progress. There are recommendations in both papers which are relevant to West Lothian's current and future local housing strategy which can be taken on board.

F. BACKGROUND REFERENCES

Commission on Housing and Wellbeing – A Blueprint for Scotland's Future. 2015. Available [online] at: <http://housingandwellbeing.org/assets/documents/Commission-Final-Report.pdf> Date Accessed: 06/07/15

Scottish Government – Joint Housing Policy and Delivery Group. 2015. Joint Housing Delivery Plan for Scotland. Available [online] at: <http://www.gov.scot/Resource/0047/00477306.pdf> Date Accessed: 06/07/15

Appendices/Attachments: Two

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Date of Meeting: 6th October 2015

APPENDIX ONE: 34 KEY RECOMMENDATIONS FROM THE JOINT HOUSING DELIVERY PLAN FOR SCOTLAND

Investment, Supply and Planning – Actions 1 - 13

1. The supply of new affordable housing for those in greatest need, including older people and those with disabilities remains a priority action for delivery. In particular, the effective operation of the Affordable Housing Supply Programme subsidy framework is central to this objective, and a commitment to a review important.

2. A key factor in increasing affordable housing supply is access to good quality long term private finance for housing associations to complement the subsidy framework detailed at Action 1. This action identifies measures to overcome current issues in delivering private finance and also extends to examining how to assist small builders and developers who face many of the same problems.

3. Although self-build and custom build homes are not currently major contributors to housing supply in terms of numbers, they are valuable mechanisms to help people to house themselves, particularly in rural areas. These projects also support small builders through work to construct homes and provide benefits for the local economy. This action looks to expand provision by this route.

4. For delivery of housing supply at scale, the provision of infrastructure such as schools, roads, sewers and water, has to take account of current and future demands to make the best use of investment. Opportunities to collaborate should be consistent and effective.

5. There are many practical examples of financing and delivering infrastructure within housing developments in Scotland which have overcome impediments to building new homes. This also applies to strategic infrastructure delivery. This action uses existing experience and knowledge to increase the speed of development through national promulgation and pilots.

6. The processes and timescales associated with obtaining separate planning and roads consents can be impediments to the speed at which developments can move forward. While both require to go through due process there remains scope to streamline the way in which developers interact with local authorities and the engagement between planning and roads teams when seeking consents.

7. Housing development has an impact over many generations and requires to encompass forward thinking on a long term basis. Often short term considerations skew housing delivery and impact on community support for development. This action embeds the need for people to engage in and shape long term master plans and visions for where they live or want to live.

8. A major impediment to the delivery of housing supply has been a lack of information about how quickly and realistically some sites identified for housing development can be built on. There are many reasons why progress is delayed but it is important that the planning process can identify those developments with good prospects for new homes within a reasonable timescale.

9. Scotland has a large mass of land, but identifying an effective land supply for housing development within the Development Plan process can be controversial. This action is to draw together public and private sector experience and views as to how we identify and agree what is an effective land supply, to ensure best practice informs the planning process.

10. Important recommendations have been identified in the work undertaken by the Land Reform Review Group and the RICS Commission on Housing in Scotland. This action allows in-depth consideration of these reports, particularly views on land assembly and use of statutory powers, in the light of further work on CPOs being undertaken by the Scottish Law Commission.

11. Small scale builders and developers in Scotland have found particular problems during the economic crisis in continuing to build homes. They require measures to support their activities because of the local employment they provide, the choice they offer to individuals and the areas in which they operate. This action identifies such measures.

12. Increasing the supply of new housing also depends on capacity within the development industry and supply chains which can deliver the resources required. The economic crisis has seen many people leave the construction industry and this action considers ways to get the skills we need to deliver. It also looks at issues within the industries that literally supply the bricks and mortar.

13. How people can access their own home through home ownership has changed profoundly since the economic crisis, with larger deposits and tightening credit making access to affordable home ownership difficult. The Scottish Government is working with the public and private sectors to provide financial and other measures to assist home ownership and this action will ensure on-going review of these.

Sustainability Actions 14 – 16

14. Actions on sustainability in housing are central to combating global climate change and mitigating fuel poverty and the detrimental health and social impacts of cold, damp and poorly heated homes. The 2013 Sustainable Housing Strategy sets out a 'route map to 2030'. This action is to expand on the route map and embed long term planning measures into how we deal with these priorities and to ensure clear accountability for delivery and resources across all sectors and housing tenures.

15. Fuel poverty is prevalent in all parts of Scotland, but the availability of mains gas and standard tariffs varies, such that many rural and island areas are unable to use these fuel sources resulting in significantly higher heating costs. Yet many energy efficiency and fuel poverty measures are "one size fits all". This action focuses on what can be done to tackle this problem.

16. Peoples' decision making about what kind of home they want to rent or buy is not necessarily influenced by its energy efficiency, despite the use of Home Reports with energy performance certificates. Likewise energy efficiency is not a high priority for people when investing in and improving their homes. This action recognises that the

general public and professionals need to change how they view energy efficiency so it becomes a key consideration when moving home or undertaking improvements.

Place making Actions 17 – 20

17. People want to influence what happens in their neighbourhood but often regeneration and new housing can appear to happen despite community wishes and concerns. Planning processes now include community consultation and there are examples of where good quality housing, integrated to the wider infrastructure and place, has worked well and been supported by all.

18. Scotland is a nation of small towns and burghs which over the centuries have provided places where people have lived and worked. Expansion has seen homes move out of town centres and the different way we now shop has seen in some instances, decline. New housing for a range of needs can bring life back into town centres and this action is to deliver specific demonstration projects.

19. Town centre housing provision has many challenges, not least of which is maximising the use of any sites to achieve viability. This has equated to the construction of flats, which while they address need, is not always the best regeneration outcome. This action promulgates examples of solutions which maintain density, but expand diversity and the range of households.

20. While Scotland's waiting lists for housing of all tenures is ever present, there remain in many cities, villages and towns, empty homes which could potentially be brought into good use to house people. In many cases this is not a simple process and requires intensive work by agencies to support owners and tenants. This action is to build on the good work being done by local authorities and others such as Shelter.

Independent Living Actions 21 - 25

21. An ageing population needs ways of staying at home where appropriate for as long as possible without jeopardising safety or care needs. The pace of change of technology means that there is an opportunity to work with universities and others to test and develop new, simple and practical, ways of delivering care and support. This action will help people with disabilities too.

22. The ageing population also requires more options in terms of housing, to facilitate downsizing from family homes, supporting higher care needs and encouraging choice. To rely on state provided older people's housing to meet all need is not realistic and this action encourages other options and tenures, particularly as equity in existing homes can be utilised to provide new suitable supply.

23. Health and social care integration is well under way with the setting up of local health and social care partnerships and joint integration boards. This will make a fundamental shift in how services are delivered to people. Housing providers have an important role in providing the stability of a good quality affordable and well heated home which can prevent crisis health and social care interventions.

24. Joint working between health, social care and housing professionals needs to be as effective as possible to deliver the benefits of the integration agenda. This can be best achieved if there are opportunities for different professionals to learn about their colleagues' different roles, all of which will combine to improve understanding, respect and knowledge about what people do in their respective discipline. This action promotes joint training.

25. Clear frameworks for delivery of the housing component of health and social care integration must start from full and robust information about the contribution to be made by the housing sector, in each locality. A shared strategic vision is essential and this action seeks to embed housing contribution statements and better communication within the new national integration bodies.

Housing Options Actions 26 - 29

26. Peoples' housing needs change throughout their lives, along with changes to their relationships and families, their employment, financial resources and health. However, while there is public concern about shortages, affordability and house condition, public discussion about housing policy rarely recognises this complexity. This action seeks to harness all involved in housing in Scotland to raise public awareness of the diverse and changing requirement for housing throughout all our lives

27. Housing Options Scotland has been operational for some time providing a proactive service to older people and those with disabilities, helping them to find appropriate housing. Around 400 people per annum draw on their services to secure housing solutions across all tenures – rented and ownership. This action has links to housing supply and good quality information to inform planning for new housing.

28. Adaptations to people's homes to allow them to live independently and safely for as long as possible, has for many years been a successful and cost effective measure. However, an independent review has highlighted how significant changes in delivery of adaptations could make better use of resources and improve the service to people. This action will ensure effective delivery of the recommendations

29. The alleviation of homelessness is a major Scottish Government housing priority and while significant inroads have been made in reducing the numbers of homeless people in Scotland, there is no room for complacency. The housing options approach in relation to prevention of homelessness through the operation of local authority hubs has been successful, but further work is required to improve effectiveness.

Private Rented Sector Actions 30 - 34

30. The structural changes to the mortgage market post 2008 have seen the demand for private rented housing increase, as ownership is not an option for those who cannot raise a sufficient deposit or meet stricter credit requirements. This has led to the need to review how the Private Rented Sector (PRS) tenure operates to provide a fair balance between the rights of tenants and encouraging landlord investment.

31. The development of a new tenancy will also lead to the requirement to review the regulation of private sector tenancies and to consider improvement in standards in management, condition and energy efficiency (mainly in existing stock and with homes owned by small scale private sector landlords). This action will build on the work already being undertaken by the sector to raise awareness and standards of good practice.

32. Scotland's private rented sector is in the main owned by small scale landlords with one or two homes in management. This contrasts with continental Europe and the US, where large scale professional private rented sector provision is common and attracts significant investment to build new homes. This action is to facilitate provision and test projects at scale, to demonstrate how it can work in Scotland.

33. The public sector recognises that the private rented sector is now an integral part of the Scottish Housing System and will continue to be a major resource for Scotland to house people of all ages and circumstances. It is therefore important that all opportunities are taken for the public and private sectors to identify new provision jointly and work on good practice.

34. Common repairs to property owned by a number of owners such as a tenement can be fraught and difficult, despite recent legislation to improve on the previous feudal system. The situation is further complicated where ownership is mixed between a number of tenures – public and private – with different levels of resources, priorities and timescales. This action focuses work on improving how common repairs are undertaken.

APPENDIX TWO:

18 KEY RECOMMENDATIONS OF A BLUEPRINT FOR SCOTLAND'S FUTURE

1. The Scottish Government should adopt an indicative national target for new house building, initially for the period up to 2020. The figure of 23,000 new houses each year, built to last with a high standard of energy efficiency, would be an interim target until national estimates can be made from forthcoming local Housing Need and Demand Assessments.
2. The Scottish Government should increase the level of new building funded by the Affordable Housing Investment Programme to 9,000 houses each year over the period up to 2020. The social rented new build programme should be increased to 7,000 houses each year (an increase of 3,000 over the current level) and there should be a doubling of the mid-market rental new build programme which, together with the existing level of grants for new owner occupied houses, would provide 2,000 new houses each year.
3. The mid-market rental new build programme should be opened up to private landlords – including private estate owners in rural Scotland – providing that they agree to suitable contractual terms and conditions with the Scottish Government.
4. Community anchors should be established in all housing renewal programmes and in areas where there is significant dissatisfaction with the quality of the local neighbourhood.
5. Effective partnership arrangements should be established at the working level within neighbourhoods; initially, these might be ad hoc informal arrangements, although local neighbourhood Community Planning Partnerships could provide a more formal structure in priority areas.
6. The Scottish Government should develop an improved property tax to replace the Council Tax in Scotland. Properties would be re-valued at least every three years using an agreed formula.
7. The UK Government or Scottish Government (depending on whether it is to be a national or local tax) should introduce a regularly re-valued land valuation tax, with further work being carried out to investigate whether it should be organised as a national tax or as a local alternative to the Council Tax.
8. The proposals of the RICS Commission and the Land Reform Review Group for a Scottish Land Corporation or Delivery Agency with powers to acquire, service and sell land on to developers should be carried forward.
9. The proposals of the RICS Commission for improving the performance of planning authorities - including increasing the effective supply of land from five to ten years' supply of land, improving the training for planners and reviewing existing consents - should be implemented.
10. If the Smith Commission proposals are implemented, the Scottish Government should - as soon as practicable following enabling legislation - permanently end the 'bedroom tax'.
11. Serious consideration should be given to practical ways to shift the balance from personal subsidies towards funding subsidies that support the supply of houses. Any

changes should be implemented in such a way as to minimise any negative impacts on those in receipt of Housing Benefit.

12. Housing should be a full and equal partner in health and social care partnerships. The new bodies should be accountable for a joint budget, which would include funding for all relevant housing services and be given challenging targets that reflect the housing contribution to relevant National Outcomes.
13. There should be a strengthening of the emphasis on the prevention of homelessness and repeat homelessness through early intervention and joint agency working involving various statutory bodies/departments and voluntary sector partners. This should be linked to an extension of the housing options approach, including identifying health and social needs as part of the same process.
14. The Scottish Government should provide more resources for housing services, such as help with handyman tasks and small repairs for older households, which can help to reduce demands on the NHS.
15. The Scottish Government should press ahead with the rationalisation of funding for the provision of adaptations.
16. The Scottish Government should review the funding required to meet its 2030 milestone of delivering a step change in the provision of energy efficient homes. This will require much more progress with solid wall insulation as well as further improvements in cavity wall and loft insulation. The estimated budget for grants and loans should take account of a realistic assessment of the likely contribution from owners.
17. Regulations requiring owners to insulate their homes should have a part to play in securing the necessary improvement in insulation standards. Regulation should be directed at achieving stretching but practical levels of insulation, although there may need to be a system of exemptions for properties that cannot be improved up to that level without disproportionate cost. Assistance should be available for low-income owners. Owners on low incomes but with significant assets might be offered loans to be repaid when the house is sold.
18. The Scottish Government should establish an independent advisory body, chaired by the Minister, consisting of people not only from the housing profession and organisations, but also from a range of backgrounds and expertise which are relevant in considering housing, homes and wellbeing in the round. This body should report annually to the Scottish Parliament on the state of Scottish housing and the implications for wellbeing.



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

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 is on target (green), in danger of falling behind target (amber), or below target (red).

Each Policy Development and Scrutiny Panel is allocated areas of responsibility for overseeing performance within their remit. The information contained in Appendix 1 gives details on the Housing, 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: sarah.kelly@westlothian.gov.uk Tel No: 01506 281877

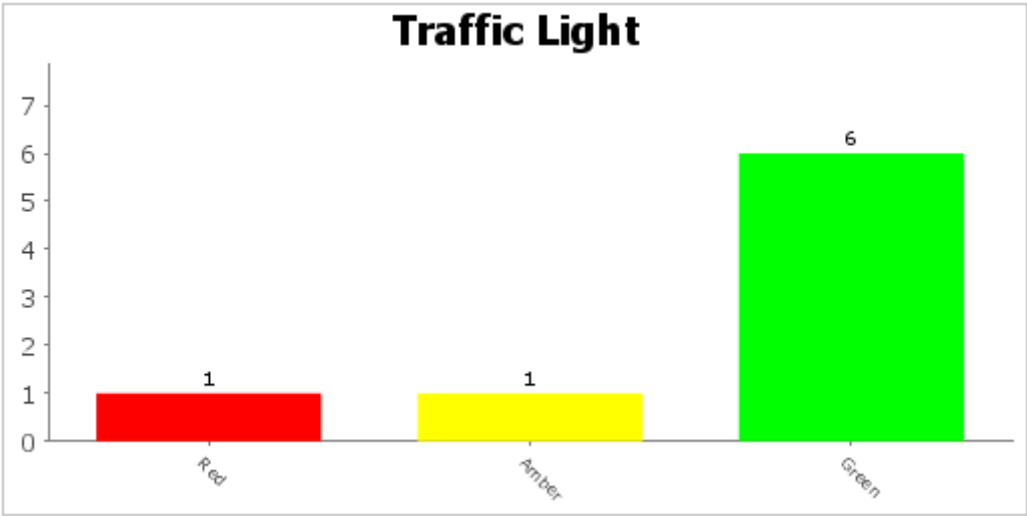
ALISTAIR SHAW

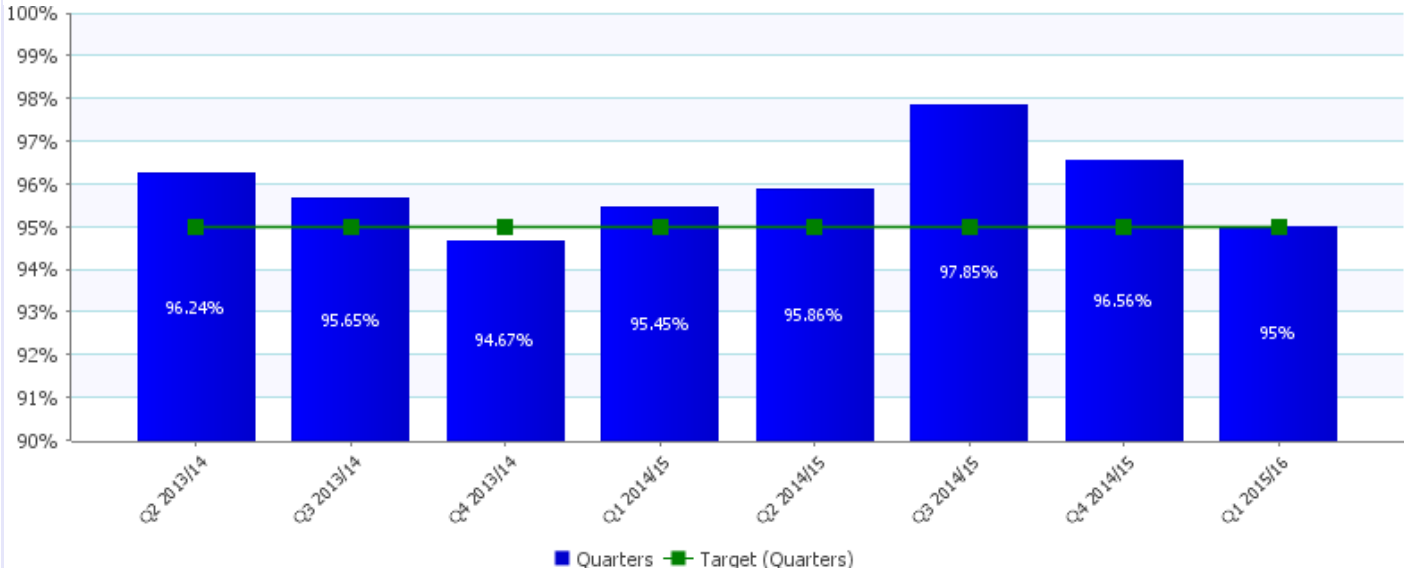

HEAD OF HOUSING, CONSTRUCTION AND BUILDING SERVICES

Date: 6TH SEPTEMBER 2015

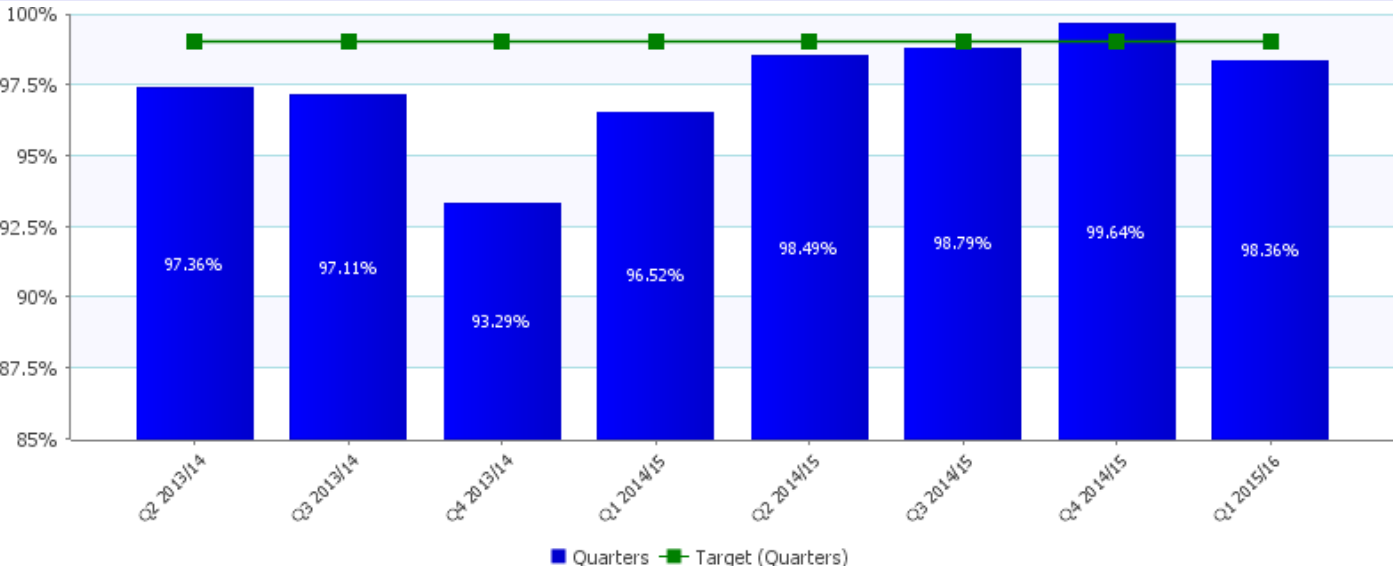

Services for the Community PDSP - sarah

Report Author: Sarah Kelly
Generated on: 29 September 2015 11:21
Report Layout: .PDSP_PIs_All(Detail, NO gauge, NO thresholds)_G



PI Code & Short Name	P:BUS002_6b.3 Percentage of Housing Repairs completed to timescale.	PI Owner	zBUS_PIAAdmin; Grant Taylor
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency and non emergency repairs including gas repairs and the council's out of hours emergency service. Timescale can vary from 24 hours for an emergency repair to 15 days for a routine repair. Building Services has an expected Target of 95% for this performance indicator.	Data Collection Officer	Duncan MacPherson
Linked PIs		Gauge Format Type	Aim to Maximise
 <p>■ Quarters ■ Target (Quarters)</p>		Last Update	Q1 2015/16
		Traffic Light Icon	
		Current Value	95%
		Current Target	95%
<u>Trend Chart Commentary:</u> Performance for quarter one in 2015/16 has met target, 95.00%. Building Services completed 10,624 reactive repairs in quarter one with 10,093 complete within the agreed timescales. The trend shows for the 5th 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%. Performance trends over the past 3 years 2013/14 94.99% of all repairs were complete within target		Notes on Latest Data Entry	20-Jul-2015 The performance for quarter one has met target. In quarter one Building Services completed 10624 housing responsive repairs, 531 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 one 98.92%

2012/13 95.25% of all repairs were complete within target		- target 97%
2011/12 93.9% of all repairs were complete within target		Routine repairs - quarter one 90.88% - target 95%
		Gas repairs - quarter one 99.84% - target 97%
		Standby repairs - quarter one 99.33% - target 97

PI Code & Short Name	P:BUS005_6a.7 Percentage of customers who are satisfied with the housing repair service .		PI Owner	zBUS_PAdmin; Grant Taylor																												
Description	This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys, personal digital assistants PDA or a number of customers are contacted by our customer contact centre. This indicator is the number of respondents who chose 'a positive response, as in Very and Fairly satisfied, as a percentage of the overall responses. Measuring customer satisfaction helps ensure that we continue to provide an excellent repairs and maintenance service that meets tenants' expectations. The results are analysed to identify improvements to the way the service is delivered to customers. In 2013/14 as part of the introduction of Scottish Housing Charter Building Services now report customer satisfaction using the 5 point scale responses. The categories are, Very satisfied, Fairly Satisfied, Neither or, Fairly Dissatisfied, Very Dissatisfied.		Data Collection Officer	Duncan MacPherson																												
			Gauge Format Type	Aim to Maximise																												
Linked PIs			Last Update	Q1 2015/16																												
 <table><thead><tr><th>Quarter</th><th>Actual Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q2 2013/14</td><td>97.36%</td><td>99%</td></tr><tr><td>Q3 2013/14</td><td>97.11%</td><td>99%</td></tr><tr><td>Q4 2013/14</td><td>93.29%</td><td>99%</td></tr><tr><td>Q1 2014/15</td><td>96.52%</td><td>99%</td></tr><tr><td>Q2 2014/15</td><td>98.49%</td><td>99%</td></tr><tr><td>Q3 2014/15</td><td>98.79%</td><td>99%</td></tr><tr><td>Q4 2014/15</td><td>99.64%</td><td>99%</td></tr><tr><td>Q1 2015/16</td><td>98.36%</td><td>99%</td></tr></tbody></table>			Quarter	Actual Performance (%)	Target (%)	Q2 2013/14	97.36%	99%	Q3 2013/14	97.11%	99%	Q4 2013/14	93.29%	99%	Q1 2014/15	96.52%	99%	Q2 2014/15	98.49%	99%	Q3 2014/15	98.79%	99%	Q4 2014/15	99.64%	99%	Q1 2015/16	98.36%	99%	Traffic Light Icon		
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Q1 2015/16	98.36%	99%																														
			Current Value	98.36%																												
			Current Target	99%																												
Trend Chart Commentary			Notes on Latest Data Entry	20-Jul-2015 In quarter one the performance has not met target. 305 surveys were recorded for quarter one. 5 responses indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. The repair teams are continually monitoring																												
For the first Quarter of 2015/16 we have shown a slight decrease in performance with 98.36% Customer satisfaction but still maintaining a high level of consistency.																																
In 2014/15 the trend shows performance has increased throughout the year. In quarter four the performance has met target with 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.

the returns to improve the service delivery to our customers.

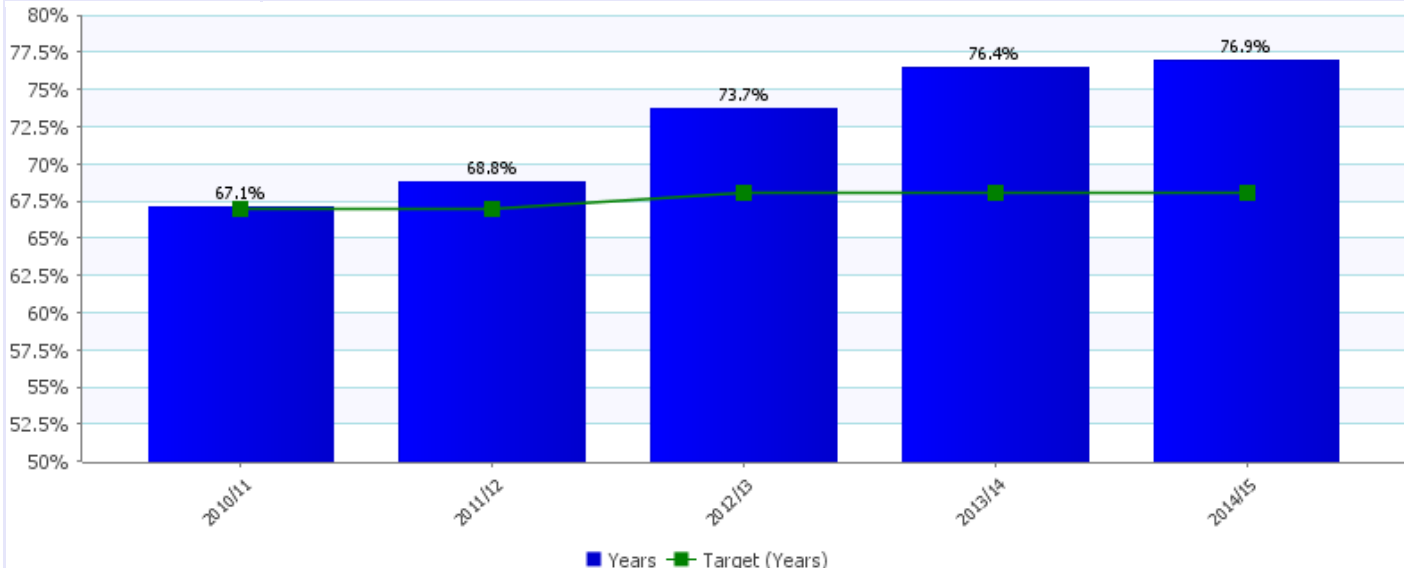

PI Code & Short Name	HAS008_9b Number of new build social houses completed by Housing Association partners in West Lothian.	PI Owner	zHAS_PIAAdmin; Colin Miller
Description	This indicators provides information on the number of new social rented properties built by our partner landlords.	Data Collection Officer	Colin Miller
Linked PIs		Gauge Format Type	Aim to Maximise
 <p>■ Years ■ Target (Years) ▲ Red Threshold (Years) ● Amber Threshold (Years)</p>		Last Update	2014/15
		Traffic Light Icon	🟢
		Current Value	59
		Current Target	59
Trend Chart Commentary 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 fo RSL developments were delayed and were not completed in the timescale expected.		Notes on Latest Data Entry	11-May-2015 The target for 2014/15 was met.

PI Code & Short Name	HQSARR603_9b.1a The total amount of current tenant debt across all tenures.	PI Owner	zHQSARR_PIAAdmin; 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.	Data Collection Officer	HC&BS Housing Managers																																																																														
Linked PIs	HQSARR600_9b; HQSARR601_9b; HQSARR602_9b	Gauge Format Type	Aim to Minimise																																																																														
<div>HQSARR603_9b.1a The total amount of current tenant debt across all tenures.</div> <table><caption>Estimated Data from Chart (Arrears in £)</caption><thead><tr><th>Month</th><th>2011/12</th><th>2012/13</th><th>2013/14</th><th>2014/15</th><th>2015/16</th></tr></thead><tbody><tr><td>April</td><td>850,000</td><td>800,000</td><td>1,100,000</td><td>1,600,000</td><td>1,438,292</td></tr><tr><td>May</td><td>850,000</td><td>800,000</td><td>1,300,000</td><td>1,750,000</td><td>1,559,811</td></tr><tr><td>June</td><td>900,000</td><td>800,000</td><td>1,500,000</td><td>1,700,000</td><td>1,671,751</td></tr><tr><td>July</td><td>1,000,000</td><td>950,000</td><td>1,700,000</td><td>1,750,000</td><td>1,749,942</td></tr><tr><td>August</td><td>1,000,000</td><td>1,050,000</td><td>1,900,000</td><td>1,750,000</td><td>1,822,560</td></tr><tr><td>September</td><td>1,100,000</td><td>1,200,000</td><td>2,100,000</td><td>1,800,000</td><td></td></tr><tr><td>October</td><td>1,100,000</td><td>1,150,000</td><td>2,100,000</td><td>1,950,000</td><td></td></tr><tr><td>November</td><td>1,050,000</td><td>1,300,000</td><td>2,150,000</td><td>1,900,000</td><td></td></tr><tr><td>December</td><td>850,000</td><td>1,150,000</td><td>1,950,000</td><td>1,650,000</td><td></td></tr><tr><td>January</td><td>900,000</td><td>1,200,000</td><td>1,950,000</td><td>1,750,000</td><td></td></tr><tr><td>February</td><td>800,000</td><td>1,200,000</td><td>2,000,000</td><td>1,700,000</td><td></td></tr><tr><td>March</td><td>650,000</td><td>950,000</td><td>1,300,000</td><td>1,250,000</td><td></td></tr></tbody></table>		Month	2011/12	2012/13	2013/14	2014/15	2015/16	April	850,000	800,000	1,100,000	1,600,000	1,438,292	May	850,000	800,000	1,300,000	1,750,000	1,559,811	June	900,000	800,000	1,500,000	1,700,000	1,671,751	July	1,000,000	950,000	1,700,000	1,750,000	1,749,942	August	1,000,000	1,050,000	1,900,000	1,750,000	1,822,560	September	1,100,000	1,200,000	2,100,000	1,800,000		October	1,100,000	1,150,000	2,100,000	1,950,000		November	1,050,000	1,300,000	2,150,000	1,900,000		December	850,000	1,150,000	1,950,000	1,650,000		January	900,000	1,200,000	1,950,000	1,750,000		February	800,000	1,200,000	2,000,000	1,700,000		March	650,000	950,000	1,300,000	1,250,000		Last Update	August 2015
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Traffic Light Icon		Current Value	£1,822,560																																																																														
Current Target	£1,788,725																																																																																
<div>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.</div>		Notes on Latest Data Entry	16-Sep-2015 There has been an increase in the level of current debt when compared to the same period last year. The high profile rent arrears focus will continue 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. Tenants are encouraged to engaged with the council, either through support and advice in relation to applying for Housing Benefit, referrals to the Advice Shop where they can get																																																																														

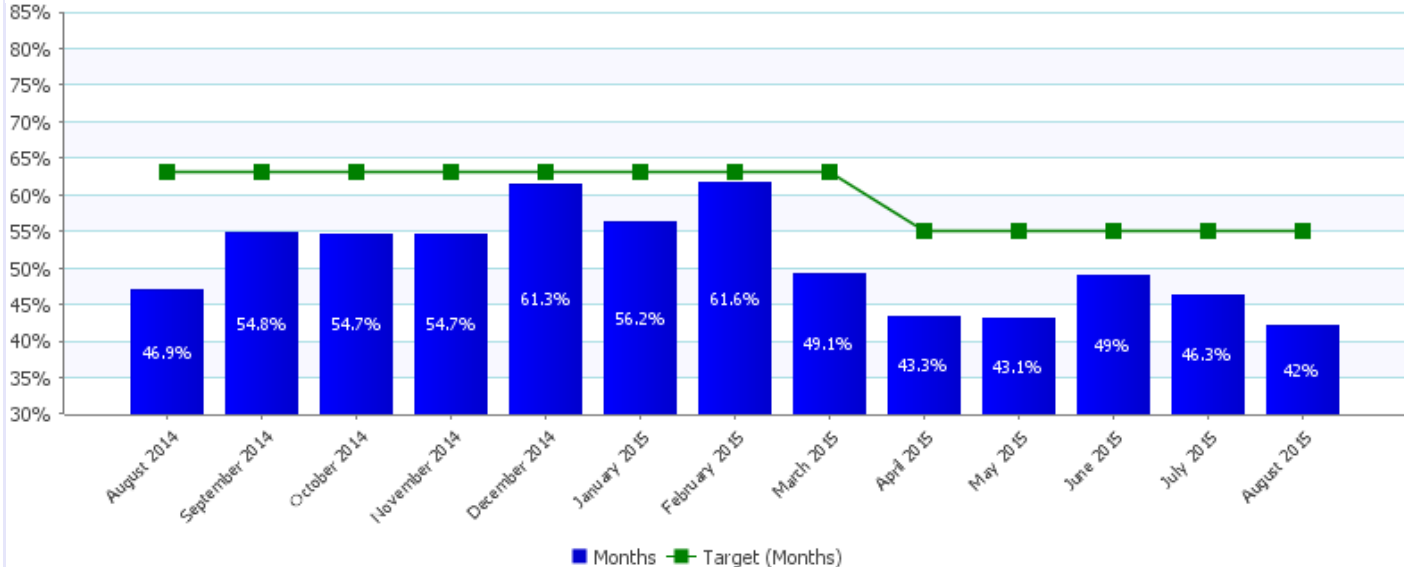

	Money Advice and in making a realistic sustainable payment arrangements and referrals to the Corporate Debt Team who can assist.
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PI Code & Short Name	HQSHOM031_9a.2a Percentage of repeat homeless presentations.	PI Owner	zHQSHOM_PIAAdmin; AnnMarie Carr																		
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,	Data Collection Officer	Iain Mclean																		
Linked PIs		Gauge Format Type	Aim to Minimise																		
<table><thead><tr><th>Year</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>2010/11</td><td>4.5%</td><td>6.1%</td></tr><tr><td>2011/12</td><td>6.1%</td><td>6.1%</td></tr><tr><td>2012/13</td><td>3.1%</td><td>3.1%</td></tr><tr><td>2013/14</td><td>1.5%</td><td>2.5%</td></tr><tr><td>2014/15</td><td>2%</td><td>2.5%</td></tr></tbody></table>		Year	Actual (%)	Target (%)	2010/11	4.5%	6.1%	2011/12	6.1%	6.1%	2012/13	3.1%	3.1%	2013/14	1.5%	2.5%	2014/15	2%	2.5%	Last Update	2014/15
		Year	Actual (%)	Target (%)																	
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		2011/12	6.1%	6.1%																	
		2012/13	3.1%	3.1%																	
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2014/15	2%	2.5%																			
Traffic Light Icon																					
Current Value	2%																				
		Current Target	3%																		
Trend Chart Commentary: <p>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 however, following verification from the Scottish Government the 2014/15 figure identifies a slight 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.</p> <p>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.</p> <p>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.</p>		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.
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PI Code & Short Name	CP:HQSHOM034_9b The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured.	PI Owner	zHQSHOM_PIAAdmin; 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.	Data Collection Officer	HC&BS Housing Managers; Iain Mclean																		
Linked PIs		Gauge Format Type	Aim to Maximise																		
 <table><thead><tr><th>Year</th><th>Actual Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>2010/11</td><td>67.1%</td><td>68%</td></tr><tr><td>2011/12</td><td>68.8%</td><td>68%</td></tr><tr><td>2012/13</td><td>73.7%</td><td>68%</td></tr><tr><td>2013/14</td><td>76.4%</td><td>68%</td></tr><tr><td>2014/15</td><td>76.9%</td><td>68%</td></tr></tbody></table>		Year	Actual Performance (%)	Target (%)	2010/11	67.1%	68%	2011/12	68.8%	68%	2012/13	73.7%	68%	2013/14	76.4%	68%	2014/15	76.9%	68%	Last Update	2014/15
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2014/15	76.9%	68%																			
Traffic Light Icon																					
Current Value	76.9%																				
		Current Target	68%																		
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.		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.																		

PI Code & Short Name	HQSHOM037_9b.1a Percentage of homeless presentations housed by a Registered Social Landlord.	PI Owner	zHQSHOM_PIAAdmin; AnnMarie Carr																		
Description	Percentage of people who apply as homeless where the final outcome is that they are housed by a Housing Association.	Data Collection Officer	Iain Mclean																		
Linked PIs		Gauge Format Type	Aim to Maximise																		
<table><caption>Percentage of homeless presentations housed by a Registered Social Landlord</caption><thead><tr><th>Year</th><th>Years (Actual)</th><th>Target (Years)</th></tr></thead><tbody><tr><td>2010/11</td><td>12%</td><td>-</td></tr><tr><td>2011/12</td><td>12.54%</td><td>15%</td></tr><tr><td>2012/13</td><td>13%</td><td>15%</td></tr><tr><td>2013/14</td><td>12.5%</td><td>15%</td></tr><tr><td>2014/15</td><td>14.6%</td><td>15%</td></tr></tbody></table>		Year	Years (Actual)	Target (Years)	2010/11	12%	-	2011/12	12.54%	15%	2012/13	13%	15%	2013/14	12.5%	15%	2014/15	14.6%	15%	Last Update	2014/15
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<p>Trend Chart Commentary:</p> <p>In 2014/15 there was a further increase in the percentage of homeless people housed by a Registered Social Landlord (RSL) in West Lothian. 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.</p> <p>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 .</p> <p>Targets for this indicator are agreed in conjunction with service users.</p>		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.																		

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_PAdmin; 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.	Data Collection Officer	HC&BS Housing Managers																																										
Linked PIs	HQSLETS4195_9b; HQSLETS608_9b	Gauge Format Type	Aim to Maximise																																										
 <table><thead><tr><th>Month</th><th>Months (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>August 2014</td><td>46.9%</td><td>63.5%</td></tr><tr><td>September 2014</td><td>54.8%</td><td>63.5%</td></tr><tr><td>October 2014</td><td>54.7%</td><td>63.5%</td></tr><tr><td>November 2014</td><td>54.7%</td><td>63.5%</td></tr><tr><td>December 2014</td><td>61.3%</td><td>63.5%</td></tr><tr><td>January 2015</td><td>56.2%</td><td>63.5%</td></tr><tr><td>February 2015</td><td>61.6%</td><td>63.5%</td></tr><tr><td>March 2015</td><td>49.1%</td><td>63.5%</td></tr><tr><td>April 2015</td><td>43.3%</td><td>55.0%</td></tr><tr><td>May 2015</td><td>43.1%</td><td>55.0%</td></tr><tr><td>June 2015</td><td>49%</td><td>55.0%</td></tr><tr><td>July 2015</td><td>46.3%</td><td>55.0%</td></tr><tr><td>August 2015</td><td>42%</td><td>55.0%</td></tr></tbody></table>		Month	Months (%)	Target (%)	August 2014	46.9%	63.5%	September 2014	54.8%	63.5%	October 2014	54.7%	63.5%	November 2014	54.7%	63.5%	December 2014	61.3%	63.5%	January 2015	56.2%	63.5%	February 2015	61.6%	63.5%	March 2015	49.1%	63.5%	April 2015	43.3%	55.0%	May 2015	43.1%	55.0%	June 2015	49%	55.0%	July 2015	46.3%	55.0%	August 2015	42%	55.0%	Last Update	August 2015
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Trend Chart Commentary: Historically we have been Scotland’s top ranking authority when it comes to re-letting our houses. However in the last 13 months there has been a general decline in performance albeit the most recent month we have seen improvement. An extensive void analysis exercise is underway to review recent lets that have gone beyond the desired 0-2 weeks timeframe. An improvement plan will be agreed based on the resultant findings. In our 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. 2014/15 benchmarking data will be available in Autumn 2015.		Notes on Latest Data Entry	22-Sep-2015 There were 50 properties let in August and 21 or 42% of these properties were let in in 0-2 weeks. Following the trends of previous months the void figure for properties let in 0-2 weeks has been impacted due to the requirement for a full fabric survey to be carried out while the property is empty and before any repair work is carried out. Void analysis work is underway to review where the blockages are for mainstream lets with a view of agreeing a service wide improvement plan from																																										

the resultant findings.



SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCRUTINY OF POLICE 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 Police Scotland in West Lothian for the period April – June 2015.

B. RECOMMENDATION

Panel members are asked to note the contents of the report covering the period April to June 2015.

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

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 2013/14 which have been considered by the PDSP and agreed by Council Executive.

Both 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 for 2013-2014 and are 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.

E. CONCLUSION

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

F. BACKGROUND REFERENCES

Consultation on Draft Strategic Police Plan, Services for the Community PDSP 18th February 2013.

Appendix 1: West Lothian Policing Scrutiny Report June 2015

G. Contact Person:

Alistair Shaw, Head of Housing Construction and Building Services.

Date of meeting: 6 October 2015

Scrutiny Report 01 Apr 2015 - 30 Jun 2015

West Lothian



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

There may be minor amendments between the information in this report and the final statistics – for example: due to delayed reporting or recording of crimes, road crashes or incidents. It would not therefore be accurate or appropriate to refer to, quote or use the data in this report as official statistics.

WEST LOTHIAN PRIORITIES

Keeping People Safe is the main focus of everything undertaken by Police Scotland.

The following summary details the activities Police Scotland has completed in working to address the West Local Policing Plan priorities as well as the Local Area Policing Priorities.

Protecting People

- Local officers prevent crime through visible foot patrols,
- Victims are target hardened by providing personal and property safety advice and involving partners in providing support.
- Reported crimes are investigating, suspects arrested and criminal activity disrupted.

Reducing Antisocial Behaviour

- Identified areas for vandalism and Anti Social Behaviour are police with increased patrols of dedicated units and local officers.
- Fire raising is an ongoing issue. All instances are assessed and dealt with through our partnership-tasking group, which includes SFrS, WLC and Education.
- Test purchases campaigns for both alcohol and tobacco have been undertaken throughout West Lothian and will continue as a both a deterrent and enforcement technique.

Reducing Violence

- Domestic violence is a priority for Police Scotland and demands a significant resource to address this High Risk Area.
- There have been numerous events in West Lothian. In response, extra officers have been seconded in to assist with policing these events.
- High Visibility patrols have been carried out in all identified problem areas, with particular focus placed on youth ASB and nighttime economy - both of which are triggers for violent crime.

Tackling Substance Misuse

- Drug search warrants have been served throughout West Lothian resulting in significant drugs seizures and numerous charges.
- Local officers support school staff and pupils by addressing the issue of drug abuse at a school assemblies and class inputs.
- Licensed premises visits & inspections are a routine part of local policing especially for premises identified as requiring closer scrutiny.
- Local Officers continue to issue tickets for all persons caught drinking in public and reports reviewed daily with actions passed to the Youth Action Street Work Team.

Making our Roads Safer

- Parking tickets and education are used by local officers in areas identified by the local Community as having parking safety issues.
- Off-road motorcycles and quad bikes remain an issue and are being targeted through education and 'Name and Shame' leaflet drops in problem areas.
- Speed checks are conducted throughout West Lothian but are only used where we have information that there is a speeding problem.

Tackling Serious Organised Crime

- Local Police are included in Disruption and Intervention activity against Organised Crime Groups. Local awareness and ownership has allowed for greater success in disrupting these groups.

Note -

Scrutiny report data is obtained from the Scottish Management Information system (ScOMIS).
local area committee data is obtained from various police / non police data systems.

Priority 1 - Domestic Abuse:

Increase detection rates for crimes of domestic abuse by 1% (Target = 81.5%)

Note - End of year figure 2014-2015 = 80.5%

Current situation

The detection rate for domestic abuse crimes is currently 83% which is above the target of 81.5%. The detection rate is 20.5% higher than at this point last year. In total 371 domestic crimes were recorded during Q1 compared to 376 crimes for the same period last year.

Reasons

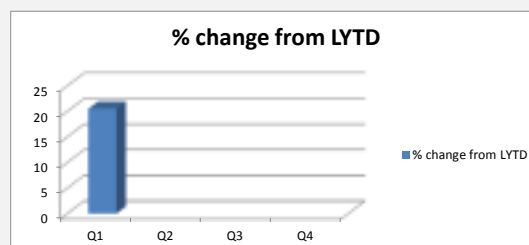
Domestic abuse continues to be a difficult area of policing to address as the majority of the incidents occur in private. Through a robust management approach at West Lothian more and more victims are now feeling confident about coming forward to report domestic violence, this change should be welcomed. The current processes have contributed to the increase in detection rate.

What are we doing

Domestic abuse crimes are scrutinised on a daily basis with the Area Commander tasking a dedicated number of officers to complete enquiries into domestic violence reports that may still be outstanding. A dedicated Sergeant takes ownership of these enquiries to ensure all opportunities are explored to bring those responsible to face justice at the earliest opportunity. This is done in connection with our colleagues within the Domestic Abuse Investigation Unit (DAIU). In addition high tariff offenders are reported to the Division MATAC group who sit on a fortnightly basis to review all high risk domestic abuse offenders. This ensures a coordinated approach takes place. In addition, we continue to proactively complete Domestic Abuse bail checks.

Indicator - Domestic detection rate within West Lothian - YTD to 30th June 2015

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
82.8%	80.6%	83.30%	62.80%	up 20.5%



Priority 2 -Antisocial behaviour:

Reduce the number of Antisocial behaviour incidents by 1% (Target = 10,343)

Note - End of year figure 2014-2015 = 10,448

Current situation

The level of ASB incidents has reduced by 16% compared to the same period last year. There have been 493 fewer calls than at this stage last year and the volume of calls is ahead of target.

Reasons

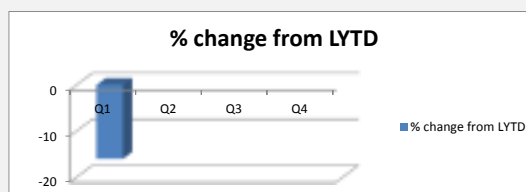
The only ward to see an increase in ASB calls is Armadale & Blackridge (292 calls compared to 281 calls last year). This has been caused by a high number of calls regarding youth disorder involving specific youths who have subsequently been taken into care following a meeting requested by the Local Area Commander to address this situation on behalf of the community. Calls during the seasonal Gala days showed a reduction compared to these occasions last year. Youth disorder as a whole has reduced by 5% but there remain issues in East Calder and Craigshill with stonethrowing in Craigshill and general disorder and fires in East Calder. This ward has seen 134 youth calls compared to 114 last year, an increase of 18%.

What are we doing

Antisocial behaviour continues to be monitored on a daily basis by the partnership tasking group. Action has been taken against repeat offenders with ASBOs granted against three high tariff offenders. A partnership group involving youth justice services is working with a number of high volume youth ASB offenders in Craigshill to reduce their offending behaviour. Party houses continue to be monitored by community teams on a weekly basis and dwellings are regularly visited to reduce the risk of disorder. In addition we carry out regular joint patrols with our colleagues from West Lothian Council Safer Neighbourhood Teams which ensures a coordinated approach takes place. Every Friday & Saturday night West Lothian now has in place two disorder vehicles that are available as an emergency response to any calls of disorder across West Lothian, this fast response has driven down the number of ASBO complaints being received.

Indicator - Levels of ASB incidents within West Lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
83755	6646	2586	3079	down 16%



Priority 3 - Violent crime:

Reduce the level of violent crime by 1% (Target = 184)

Note - End of year figure 2014-2015 = 186 crimes

Current situation

Violent crime covers Group 1 crime, which consists primarily Murder, Serious Assaults and Robberies. Serious assaults have increased compared to last year with 9 more crimes reported and this is the main reason for the increase in the level of violent crime. The number of robberies have increased by one crime. Public space violence during 8pm-6am has decreased for three of the first four months in 2015/16 compared to the similar period in the previous year and recorded a slight increase in June 2015.

Reasons

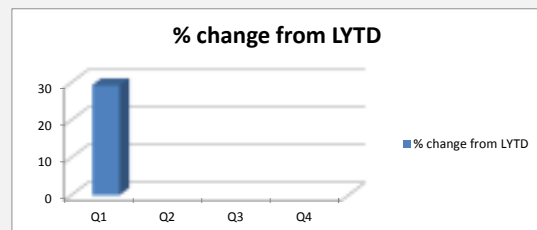
All crimes are examined for any patterns in relation to offenders or locations with a view to reducing the risk to perpetrators and victims accordingly. No identified patterns exist. When required and mostly at weekends, an operational support division is deployed to provide additional Police resources on the streets along with officers now on CAV (campaign against violence) days to assist with operational support.

What are we doing

Police Officers also now provide a home visit to known violent offenders on release from Prison to discuss their previous offending behaviour and consequences of this continuing. This proactive communication is thought to be beneficial in preventing crimes from occurring. A special team has also been available who make enquiries into named suspects for robberies and those with a history of violence or similar offences. Where there are outstanding warrants, priority is being given to those perpetrators who have a history of robbery or violence to ensure the warrants are executed. Every Friday & Saturday night additional disorder patrols take place around our problematic licensed premises in an effort to reduce alcohol fuelled violence. In relation to Bathgate where historically we have experienced the majority of violence it is now a regular occurrence for West Lothian to be supported by additional officers from across Police Scotland using CAV or OSD resources, these resources are a welcome boost and have played an integral part in helping to address night time economy violence.

Indicator - Levels of Violent crimes within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
1625	108	53	41	up 29.3%



Priority 4 - Tackling substance misuse :

Increase the proportion of positive stop and search for drugs by 1% (Target = 18.5%)

Note - End of year detection rate from drug searches that resulted in drug finds in 2014-2015 = 17.5% crimes

Current situation

Police Scotland is undergoing a test phase on a new stop and search database which went online on 1 June 2015. Validation and testing of the data is still ongoing and data collected for the period 1-30 June 2015 will appear in the August scrutiny board reports.

Reasons

What are we doing

West Lothian remain committed to ensuring that the correct people are being searched based on intelligence-led policing tactics.

Indicator - Levels of Stop search for drugs within West Lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change

Priority 5 - Making our roads safer:

Reduce the number of people killed on our roads in line with National targets (Target is less than 9)
Note - End of year figure 2014-2015 = 9

Current situation

There have been no recorded deaths through road collisions within the West Lothian during the reporting period. This is a reduction from the level of one death in the same period in 2014.

Reasons

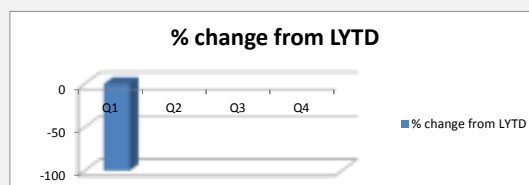
Using a combination of Trunk Roads Policing, Divisional Road Policing and West Lothian Police officers we have ensured a clear message has been given to motorists intent on breaking road traffic laws.

What are we doing

West Lothian officers continue to be deployed, with speed detection devices to known hotspot areas for road accidents . This high visibility approach has played an integral part in our strategy to reduce the number of people killed on our roads. This approach will continue for the remainder of this financial year in line with current Multi Member Ward agreements.

Indicator - Levels of Fatal accidents within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
49	5	0	1	down 100%



Priority 5 - Making our roads safer:

Reduce the number of people seriously injured on our roads in line with National targets (Target is less than 39)

Note - End of year figure 2014-2015 = 39

Current situation

15 people have been seriously injured in vehicle accidents this year, compared to 7 for the same period last year. West Lothian is currently not on target for the current year total.

Reasons

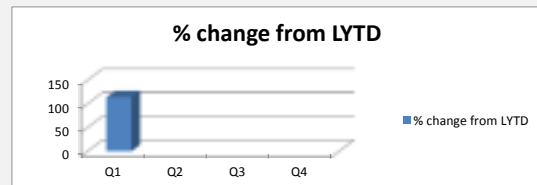
Several accidents have involved either motorbikes or pedal cycles. 6 people have been injured as a result of motorbike accidents which are mainly due to the rider losing control of their bike. Three cyclists were injured after being hit by vehicles that failed to see them whilst manoeuvring

What are we doing

Through data analysis Roads Policing identify key locations for serious collisions and implement a targeted patrol matrix based on this information. Community policing teams are now being trained in the use of hand held radar devices and are deployed in areas identified as being problematic, this has led to an increase in speeding offences in West Lothian. In addition a dedicated unmarked car is now deployed on a daily basis crewed by community police officers who have local knowledge of problematic areas to target. This comes to our attention via numerous Local Area Committees that we attend.

Indicator - Levels of Serious injury within West Lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
345	44	15	7	up 114.3%



Priority 5 - Making our roads safer:

Reduce the number of Child killed or seriously injured on our roads in line with National targets (Target is less than 6)

Note - End of year figure 2014-2015 = 6

Current situation

There have been two child serious casualties and no child fatalities in West Lothian this year. This is compared to none at this stage last year and is above the target figure.

Reasons

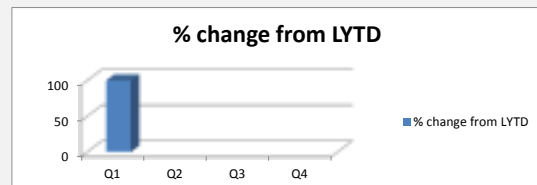
Both incidents occurred in June, in one a child cyclist sustained a broken elbow after being struck by a car, whilst the other incident involved a child being knocked down.

What are we doing

In partnership with West Lothian Council the Community Safety Unit are looking at any road safety measures that can be taken. In addition our Community Safety Unit has delivered another event of WestDrive to our young people across West Lothian. This is to educate them about the dangers of not paying attention to other road users.

Indicator - Levels of child killed or seriously injured within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
N/a	N/a	2	0	up 100%



Priority 5 - Making our roads safer:

Increase the number of people detected for drink/drug driving offences by 1% to 171

Note - End of year figure 2014-2015 = 169

Current situation

There has been an increase of 35% (13 offences) from 37 to 50 in the number of drink/drive offences in West Lothian this year compared to last year.

Reasons

Through intelligence led policing tactics a number of drink drivers who continue to offend, have been identified.

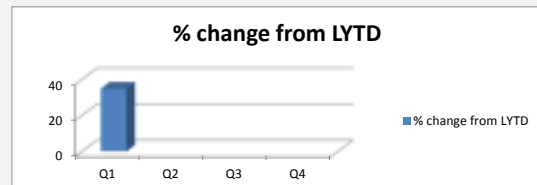
What are we doing

The national summer drink driving campaign tackled this issue throughout West Lothian and increased public awareness of Police Scotland's commitment to tackling this issue.

In addition our community police officers who undertake road policing duties, within their communities using an unmarked vehicle, ensure all opportunities are explored in an effort to capture/prevent drink driving from taking place.

Indicator - Levels of Drink or drug drive offences within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
N/a	121	50	37	UP 35.1%



Priority 6 - Tackling serious and organised crime

Increase the number of cash seizures and restraints through the Proceeds of Crime Act (POCA) legislation by 1% to £378,302 (based on address of nominal)
Note - End of year figure 2014-2015 = £378,301

Current situation

£16,588 has been seized in West Lothian under POCA legislation this year to date.
Whilst this is currently below the target for West Lothian, as a whole, Lothian and Scottish Borders division is ahead of target for this year.

Reasons

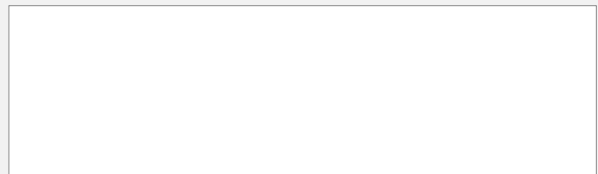
Whilst the YTD figure is below target for this quarter, operations into SOCG activity tend to be prolonged compared to conventional criminal enquiries and therefore it is difficult to place too much emphasis on a single quarter figure. This has been borne out in West Lothian where Restraining Orders obtained subsequent to this reporting period now exceed £640,000 and will within the next quarter significantly exceed the annual target.

What are we doing

Police Scotland continue efforts to identify and assess the scale and impact of serious organised crime, and to manage the threat posed by those SOCGs in West Lothian.
Information sharing protocols are now in place in respect of Landlord Registration and Procurement, the latter having already proved its value in facilitating the exchange of information regarding bidders in a number of contracts.
Police Scotland have worked closely with West Lothian Council in the development of a wide ranging action plan to deliver the objectives under the 4D strands of the national strategy to tackle Serious Organised Crime.

Indicator - Levels of cash seizures and restraints within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
N/a	£771,698	£16,558	£53,591	N/a



Priority 6 - Drugs supply:

Increase the number of people detected for supplying drugs by 1% to 189

Note - End of year figure 2014-2015 = 187

Current situation

Drug supply charges have reduced by 7.7% (4 offences) compared to last year and are currently under target at the end of Q1.

Reasons

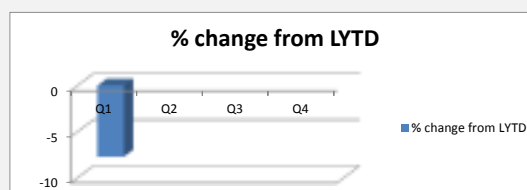
Intelligence continues to be received and progressed with high risk nominals being targeted. Several cannabis cultivations were recovered throughout West Lothian. Approximately £88,000 worth of heroin was also recovered in West Lothian

What are we doing

Cannabis cultivations continue to be targetted and work is underway to promote a better understanding of the signs of cultivations amongst partnership agencies. A significant amount of work has taken place with our colleagues from media services to educate the public and send out a clear message to those intent on committing offences that we will take a robust approach to all intelligence received from the public about possible drug dealing. Whenever children have been involved, we have been charging those responsible for the drug offences with additional offences under the Children & Young Persons (S) Act for exposing the child to danger.

Indicator - Drug supply detections within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
N/a	94	48	52	down 7.7%



Priority 7 - Tackling Acquisitive crime :

Housebreaking dwelling house: Reduce the number of Housebreaking dwelling house crimes by 1% to 267
Note - End of year figure 2014-2015 = 270

Current situation

There has been a 25% increase in housebreakings compared to last year with 65 crimes recorded compared to 52 at this time last year. Broxburn (9 crimes) and Mid Calder (7 crimes) areas of West Lothian have been targeted and show increases in crime compared to last year.

Reasons

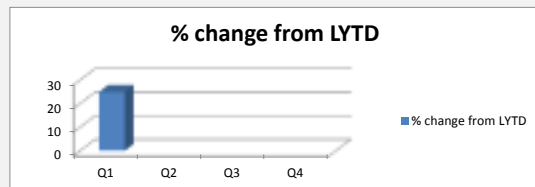
Three separate specific teams of housebreakers have targetted West Lothian in the past few months. These individuals have now been arrested for multiple crimes and are awaiting trial.

What are we doing

There has been a notable decrease in housebreaking crimes since the apprehension of recivist housebreakers, a focussed approach on this activity has seen considerable time and resources working on this issue in West Lothian. We will continue with a dedicated number of officers assigned specifically to address this issue. We have carried a number of media campaigns in an effort to better educate members of the public on the tactics being used by the offenders for this crime type, in addition we will continue to provide security advice to anyone who requests/needs this service through our officers within Community Safety.

Indicator - Housebreaking Dwelling house reports within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
	163	65	52	up 25%



Priority 7 - Tackling Acquisitive crime :

Increase the detection rate for break-ins to dwelling houses by 1% to 32.5%

Note - End of year figure 2014-2015 = 31.5%

Current situation

Detection rate for residential housebreakings is 66.2% which is an increase of 25.8% compared to the same period last year. In total there were 43 housebreakings detected during Q1. This figure is well above target.

Reasons

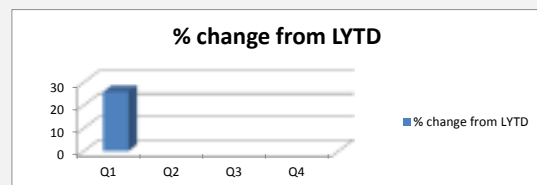
Several nominals have been arrested for domestic housebreaking and have been reported for numerous offences. One male was reported for 8 separate housebreakings and subsequent thefts of motor vehicles. Two other groups of known housebreakers were also charged with multiple offences in the Broxburn and Livingston sector areas. A further prolific offender was also charged with 11 housebreakings in various locations throughout West Lothian.

What are we doing

Operation RAC continues to target domestic housebreakings. Crime prevention surveys continue to be provided to all victims of housebreaking crimes.

Indicator - Housebreaking Dwelling house reports within West lothian

Force TYTD	Division TYTD	WL TYTD	WL LYTD	WL Change
	57.1%	66.2%	40.4%	up 25.8%



Public Confidence - Number of complaints against the Police : [YTD 2015](#)

Number of complaints	43	Number of Complaints per 10,000 Police Incidents	33.6
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	On duty	off duty	Qualtiy of service allegations	Total Number of allegations
Total allegations recorded	48	0	8	56

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

Item	Purpose	Frequency	Group	CE	Lead Officer	
PDSP – 6 th October (22/24 th Oct) – Q1 Performance						
1	Scottish Fire and Rescue Service	Performance Update Report (Q1)	¼	N	N	Gary Laing/David Gerrity
2	Scottish Fire and Rescue Service	Report on the pilot of out of hospital cardiac arrest trail	Once			Gary Laing
3	Police Scotland	Performance Update Report (Q1)	1/4	N	N	Paul Cameron/Gillian Imrey
4	Rent Arrears	Presentation (Q1)	¼	N	N	Sarah Kelly
5	Community Safety	Performance Update Report (Q1 – for noting)	¼	N	N	Siobhan Mullen
6	Welfare Reform	Performance Update Report (Q1 - for noting)	¼	N	N	Siobhan Mullen
7	Property Turnover	Performance Update Report (Q1 – for noting)	1/4	N	N	AnnMarie Carr
8	Housing Need	National statistics performance comparison	Annual	N	N	AnnMarie Carr
9	New Build	Progress Update Report on 1,000 new houses	¼	Y	Y	Colin Miller
10	Housing Strategy	WLC response to Scottish Government consultation on the regulation of letting agents	Once	Y	Y	Colin Miller
11	Housing Capital Programme	Report on Mixed Tenure Estates	Once	N	Y	Colin Miller
12	Housing Strategy	Local Housing Strategy Update	Annual	N	N	Colin Miller
13	Deans South	Progress update on Deans South – to be tabled next week	¼	N	Y	Colin Miller
14	Mortgage to rent	Report on proposals to update the scheme	Once	Y	Y	Colin Miller
15	Joint Housing Policy and Delivery Group consultation	Report on review of Joint Housing Delivery Plan for Scotland and Commission on Housing and Wellbeing Report	Once	N	N	Alistair Shaw
16	HCBS Performance	Performance Update Report (Q1 – for noting)	1/4	N	N	Sarah Kelly

Item		Purpose	Frequency	Group	CE	Lead Officer
Council Executive – 13th October (7th Oct)						
	New Build	Progress Update Report on 1,000 new houses	¼	Y	Y	Colin Miller
	Housing Strategy	WLC response to Scottish Government consultation on the regulation of letting agents	Once	Y	Y	Colin Miller
	Housing Capital Programme	Report on Mixed Tenure Estates	Once	N	Y	Colin Miller
	Deans South	Progress update on Deans South – to be tabled next week	¼	N	Y	Colin Miller
	Mortgage to rent	Report on proposals to update the scheme	Once	Y	Y	Colin Miller
Council Executive – 27th October (21st Oct)						
Council Executive – 17th November (11th Nov)						
PDSP 1st December (25th Nov) - Q2 Performance						
	Scottish Fire and Rescue Service	Performance Update Report (Q2)	¼	N	N	Gary Laing/David Gerrity
	Police Scotland	Performance Update Report (Q2)	1/4	N	N	Paul Cameron/Gillian Imrey
	Rent Arrears	Presentation	¼	N	N	Sarah Kelly
	Community Safety	Performance Update Report (Q1)	¼	N	N	Siobhan Mullen
	Welfare Reform	Performance Update Report (Q2 for noting)	¼	N	N	Siobhan Mullen
	Property Turnover	Performance Update Report (Q2)	1/4	N	N	AnnMarie Carr

Item		Purpose	Frequency	Group	CE	Lead Officer
	New Build	Progress Update Report on 1,000 new houses	¼	Y	N	Colin Miller
	Capital Programme	Joint Accommodation Strategy	Once	y	y	Colin Miller
	HCBS Performance	Performance Update Report (Q2)	1/4	N	N	Sarah Kelly
Council Executive – 8th December (2nd Dec)						
Council Executive – 22nd December (16th Dec)						
Council Executive – 19th January (13th Jan)						
Council Executive – 2nd February (27th Jan)						
PDSP – 9th February (3rd Feb)						
	Tenant Satisfaction	Report on the results of the annual tenant satisfaction survey				
	Benchmarking	Annual report on the SHBVN housing provider benchmarking results				
Council Executive – 16th February (10th Feb)						

Item	Purpose	Frequency	Group	CE	Lead Officer
Council Executive – 1 st March (24 th Feb)					
Council Executive – 15 th March (9 th Mar)					
Council Executive – 29 th March (23 rd Mar)					
PDSP – 19 th April (13 th Apr) Q3 Performance					
Council Executive – 26 th April (20 th Apr)					
Council Executive – 10 th May (4 th May)					
Council Executive – 7 th June (1 st Jun)					

Item		Purpose	Frequency	Group	CE	Lead Officer
Council Executive – 21 st June (15 th Jun)						
PDSP – 28 th June (22 nd Jun) – Q4 Performance						