DATA LABEL: Public

Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

5 December 2018

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Tuesday 11 December 2018** at **2:00pm**.

For Chief Executive

BUSINESS

1. Apologies for Absence

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

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

Public Session

4. Confirm Draft Minute of Meeting of the Services for the Community Policy Development and Scrutiny Panel held on Tuesday 30 October 2018 (herewith).

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

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

7. Transforming Your Council - Police Scotland Funding Update - Report by Head of Housing, Customer and Building Services (herewith)

DATA LABEL: Public

8. Community Safety Update - Report by Head of Housing, Customer and Building Services (herewith)

9. Decoration Scheme for Tenants - Report by Head of Housing, Customer and Building Services (herewith)

10. Property Turnover July-September 2018 - Report by Head of Housing, Customer and Building Services (herewith)

11. West Lothian Rapid Rehousing Transition Plan - Report by Head of Housing, Customer and Building Services (herewiht).

12. West Lothian Local Housing Strategy 2017-2022 Update - Report by Head of Housing, Customer and Building Services (herewith)

13. Private Landlord Registration Enforcement - Implementation of Rent Penalty Notices - Report by Head of Housing, Customer and Building Services (herewith)

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

15. Scottish Housing Regulator - Regulation of Social Housing in Scotland Consultation - Report by Head of Housing, Customer and Building Services (herewith)

16. 2018/19 Financial Performance - Month 6 Monitoring Report - Report by Head of Finance and Property Services (herewith)

17. Workplan (herewith)

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

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 30 OCTOBER 2018.

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

In attendance –
Tenants Panel Representatives: Jessie Duncan, Alison Kerr, David Rintoul and John Rooney; Voluntary Sector Gateway West Lothian Representative: Pamela Roccio.

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The Panel approved the minute of its meeting held on 18 September 2018. The minute was then signed by the Chair.

3. TENANTS NETWORK REPRESENTATIVES

A report had been circulated by the Head of Housing, Customer and Building Services advising of two new Tenants Network representatives to join the Services for the Community Policy Development and Scrutiny Panel (PDSP).

The report recalled that the council's Tenant Participation Strategy outlined that up to four members of the Tenants Network could attend and take part in discussion at the Services for the Community PDSP. Only two tenants had been representing the Network at PDSP for some time. The Network recently selected John Rooney (Whitburn) and David Rintoul (Livingston) to join existing representatives Alison Kerr and Jessie Duncan.

The Panel was asked to note the decision of the Tenants Network to have two new PDSP representatives.

Decision

To note the contents of the report and to welcome the Tenants Network Representatives to the meeting.

4. INCOME MANAGEMENT

A presentation was given by Alison Smith, Housing Management & Community Safety Manager and Kate Ward, Area Housing Manager,

providing an overview of the operational journey of housing staff to maximise collection and recover council charges.

The Panel was advised that West Lothian Council's current collection rate was 95%. Details of the current tenant's arrears were provided with information relating to the current position against the 2018-2019 targets, broken down at ward levels.

Housing officers continued to engage with tenants, providing appropriate advice and support to customers experiencing financial hardship, helping them to maximise their income. Since Universal Credit was introduced to West Lothian on 16 May 2018 there has been an increase in referrals to the Advice Shop. As of week 28, 1,142 tenancies were identified as Universal Credit households with 88% of those in arrears. On average 50 tenancies were moving onto Universal Credit per week with numbers varying by ward.

Housing officers supported tenants to engage with the process when rent arrears started, following up with actions when tenants failed to pay or follow up with the advice provided. Arrears collections were a high priority workload for the housing team. Early intervention work continued to be a priority supporting tenants with rent arrears and other council debt.

The Area Housing Manager then provided the Panel with details of two case studies carried out. One related to a tenant who failed to engage with the service. The other related to a tenant who received a number of interventions over a ten month period, who eventually engaged with the service resulting in his account being in credit.

Finally, members were given an overview of the work carried out by the service which included promoting the Tenant Portal and placing articles in the Tenant News.

Officers then responded to a number of questions from members of the Panel.

The Chair, on behalf of the Panel, thanked the officers for their informative presentation and acknowledged the excellent work carried out by Housing Services and the impact Universal Credit has had on households within West Lothian.

Decision

To note the presentation.

5. SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

A report had been circulated by the Head of Housing, Customer and Building Services providing an update on the Local Plan Performance for the Scottish Fire and Rescue Service in West Lothian for the period 1st April to 30th June 2018.

Within the Local Fire and Rescue Plan for West Lothian 2018, seven objectives for the Scottish Fire and Rescue Service to work towards were identified for 2018 onwards, which were outlined within the report. David Lockhart, Area Manager, presented the report and highlighted a number of improvements in the reporting period compared to previous years. He was pleased to report a positive picture across all performance indicators at this stage in the reporting period. An appendix provided the Panel with additional information on action under each objective during the reporting period.

The report outlined the progress made on local fire and rescue plan priorities. Operational staff would continue to gather and analyse local risk information and operational intelligence was used to ensure the successful resolution of operational incidents.

Questions raised by Panel members were then dealt with by the Officers in attendance at the meeting. An update was provided on SFRS responses to a number of significant wildfires in the Fauldhouse area. At the height of the response the crews of 12 fire appliances were actively involved in firefighting. Members were advised that the community support within the Fauldhouse area was excellent.

Finally, the Panel was advised that Officers within the SFRS would continue to work with partners to mitigate risks.

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

Decision

To note the contents of the report.

6. CARE SERVICE INSPECTION REPORT - HOUSING SUPPORT SERVICE

A report had been circulated by the Head of Housing, Customer and Building Services informing the Panel of the Care Inspectorate inspection report for the Housing Support Service. The Care Inspectorate Inspection Report was attached as an appendix to the report.

The report explained that the Care Inspectorate regulates care services in Scotland. The Housing Support Service provided short term housing support to people living in their own homes and in temporary tenancies including residential/hostel style emergency accommodation and hotels.

On 25 July 2018 the service was inspected by the Care Inspectorate. This was an announced (short notice) inspection carried out over four visits where the inspector was given access to all areas of the service, staff and customers.

The Customer Service Manager (Housing Needs) advised the Panel that inspections were able to grade services on up to three different quality themes. The inspection carried out was on the following two themes:

- Quality Theme 1: Quality of Care and Support
- Quality Theme 3: Quality of Management and Leadership

The other theme of "Quality of Staff" was inspected previously in 2017 and was graded as 4 – good.

A brief summary of the findings was outlined within the report. The following gradings were received:

- Quality of Care and Support – Grade 5 Very Good;
- Quality of Management and Leadership – Grade 5 Very Good.

The Housing Need Service focuses on meeting needs and aims to provide Housing Support services that were practical services to assist people to maintain independent living in community and support living settings. No requirements or recommendations were made by the Care Inspectorate. However, some suggestions on how the service could do better were made. All suggestions contained within the report would be actioned to ensure improvements were made in service performance and drive forward the council's priorities around modernisation, integration, early intervention and empowerment.

The Chair, on behalf of the Panel, congratulated staff within the Housing Support Service for the excellent work carried out, which was evidenced by the improved gradings given by the Care Inspectorate.

The Panel was asked to note the terms of the inspection report which was attached as appendix to the report.

Decision

To note the terms of the report.

7. WORKPLAN

A copy of the workplan had been circulated for information.

Decision

To note the workplan.

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCRUTINY OF POLICE SCOTLAND PERFORMANCE IN WEST LOTHIAN

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to update Panel Members on the Performance of Police Scotland in West Lothian for the period 1st July 2018- 30th September 2018.

B. RECOMMENDATION

Panel members are asked to note the contents of the report covering the period 1st July 2018- 30th September 2018..

C. SUMMARY OF IMPLICATIONS

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

Partners, Elected Members.

D. TERMS OF REPORT

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

Council Executive has agreed that the monitoring of performance against the plans will be reported and considered on a quarterly basis by the Services for Community Policy Development and Scrutiny Panel. This report covers the period from 1st July 2018-30th September 2018.

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 Police Scotland.

F. BACKGROUND REFERENCES

None.

Appendix 1: West Lothian Policing Scrutiny Performance Report.

G. Contact Person:

Ann Marie Carr, Interim Head of Housing Customer and Building Services.

Date of meeting: 11th December 2018

West Lothian Area Command

Report for the

Policy Development and Scrutiny Panel

Quarter 2 – 2018/2019

The data provided in this report is for information purposes to allow Partnership Members to conduct their scrutiny responsibilities. Due to delayed reporting or recording of crimes, incidents or road accidents there may be minor amendments between the information in this report and the final Police Scotland statistics. The extraction date from recording systems can also differ so it would not be appropriate to refer to, quote or use any data in the report as official statistics.

Data contained in this report should only be used to identify trends as figures are likely to change over time.

Our Vision

Sustained excellence in service and protection.

Our Purpose

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

Our Values

Integrity, Fairness and Respect.

INTRODUCTION

This document is intended to provide a summary of the performance of West Lothian Area Command for the reporting period of Quarter 2 2018/2019 (1st July 2018 – 30th September 2018).

The document will be submitted to the West Lothian Policy Development and Scrutiny Panel for the meeting on 11th December 2018.

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

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

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

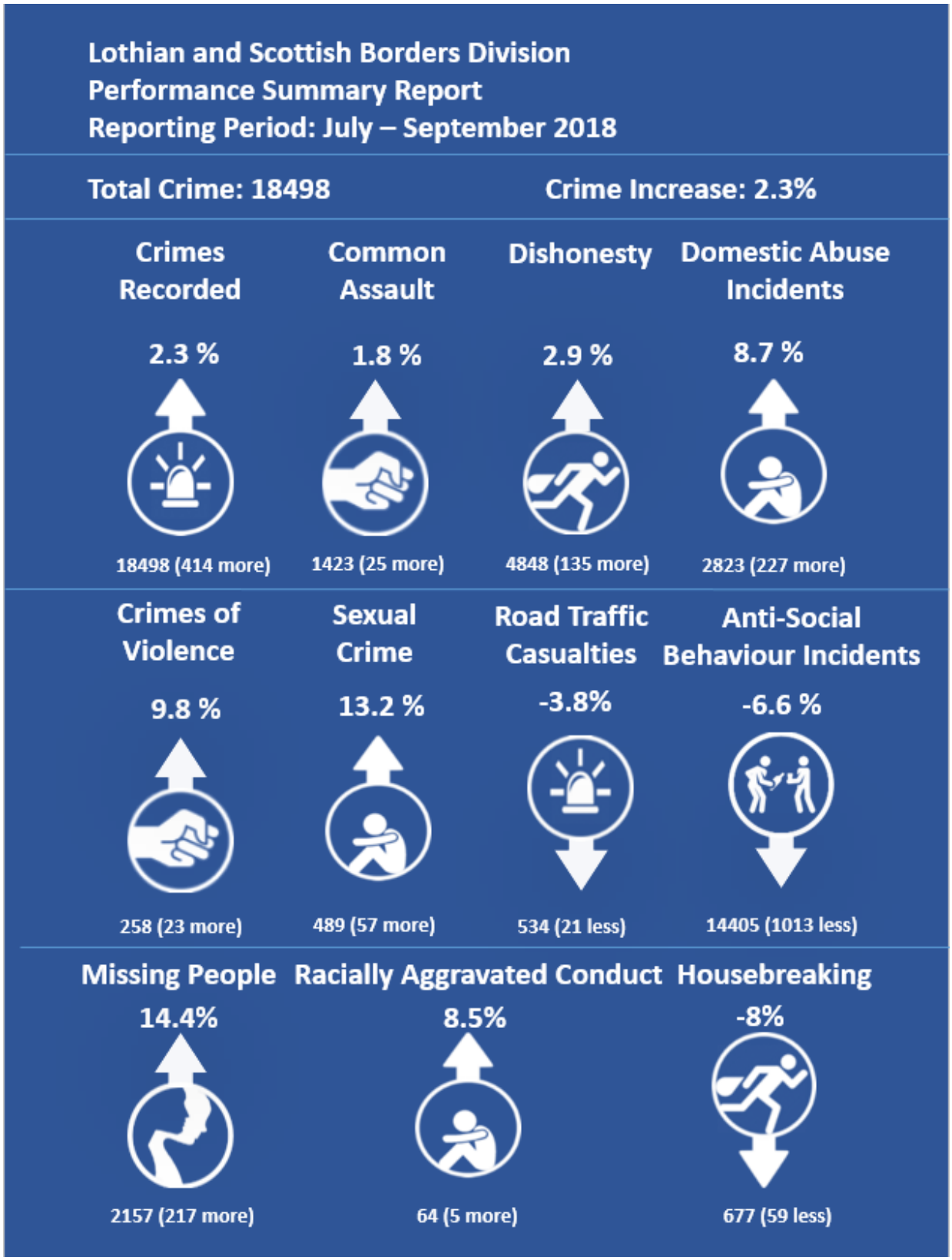
- Protecting People

We live in resilient, cohesive and safe communities:

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

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

West Lothian Area Command
Performance Summary Report
Reporting Period: July – September 2018
Total Crime: 7149
Crime Increase: 3%
Crimes Recorded
3 %
7419 (216 more)
Common Assault
-4.7 %
951 (47 fewer)
Dishonesty
20.5 %
1862 (317 more)
Domestic Abuse Incidents
7%
1150 (75 more)
Crimes of Violence
2.75 %
112 (3 more)
Sexual Crime
17.3 %
197 (29 more)
Road Traffic Casualties
3 %
202 (6 more)
Anti-Social Behaviour Incidents
-8.1 %
5408 (480 fewer)
Missing People
8.7 %
924 (74 more)
Racially Aggravated Conduct
16.1%
36 (5 more)
Housebreaking
35.6 %
244 (64 more)


Lothian and Scottish Borders Division
Performance Summary Report
Reporting Period: July – September 2018
Total Crime: 18498
Crime Increase: 2.3%
Crimes Recorded
2.3 %
18498 (414 more)
Common Assault
1.8 %
1423 (25 more)
Dishonesty
2.9 %
4848 (135 more)
Domestic Abuse Incidents
8.7 %
2823 (227 more)
Crimes of Violence
9.8 %
258 (23 more)
Sexual Crime
13.2 %
489 (57 more)
Road Traffic Casualties
-3.8%
534 (21 less)
Anti-Social Behaviour Incidents
-6.6 %
14405 (1013 less)
Missing People
14.4%
2157 (217 more)
Racially Aggravated Conduct
8.5%
64 (5 more)
Housebreaking
-8%
677 (59 less)

EXECUTIVE SUMMARY

<table>
<tr><th colspan="2">People most at risk are protected and supported to achieve improved life chances</th></tr>
<tr><th>Protecting People</th><th>Executive Summary</th></tr>
<tr><td>Missing Person Incidents
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>850</td><td>924</td><td>8.7%</td><td>51.3</td></tr>
</table>
A total of 924 missing person reports were received. This is a notable increase of 74 incidents from Q2 2017/18. Partnership work is ongoing in relation to the prevention and management of looked after children who go missing from care, drawing on best practice nationally.
</td></tr>
<tr><td>Sexual Crimes (Group 2 Crimes)
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>168</td><td>197</td><td>17.3%</td><td>10.9</td></tr>
</table>
*Total number of sexual crimes recorded.
The above figure for sexual crime is inclusive of historic reports made to police during the reporting time frame.
</td></tr>
<tr><td>Dishonesty (Group 3 Crimes)
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>1545</td><td>1862</td><td>20.5%</td><td>103.4</td></tr>
</table>
Whilst there has been a rise in acquisitive crime including housebreaking, some of the larger increases have come in respect of motor vehicle crime (including theft from insecure vehicles) and theft by shoplifting.
</td></tr>
</table>

Housebreaking

LY	TY	Change	YTD Per 10,000 population
180	**244**	35.6	13.5

There were 244 incidents of Theft by housebreaking which is an increase of 35.6% from Q2 2017/2018.

EXECUTIVE SUMMARY cont.

<table>
<tr><th colspan="2">We live in resilient, cohesive and safe communities</th></tr>
<tr><th>Reducing Antisocial Behaviour and Hate Crime</th><th>Executive Summary</th></tr>
<tr><td>Antisocial Behaviour*
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>5888</td><td>5408</td><td>- 8.1%</td><td>300.2</td></tr>
</table>
*Number of ASB incidents recorded (public reported).

Incidents of antisocial behaviour continue to be managed and monitored on a daily basis via the Partnership Tasking meeting to ensure actions are prioritised for appropriate intervention and ensure vulnerable members of our community are offered relevant support.
</td></tr>
<tr><td>Racially Aggravated Conduct*
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>31</td><td>36</td><td>16.1%</td><td>2.0</td></tr>
</table>
*Crimes of racially aggravated harassment/conduct.

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

EXECUTIVE SUMMARY cont.

<table>
<tr><th colspan="2">We live in resilient, cohesive and safe communities</th></tr>
<tr><th>Reducing Violence</th><th>Executive Summary</th></tr>
<tr><td>Domestic Abuse Incidents
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>1075</td><td>1150</td><td>7%</td><td>63.8</td></tr>
</table>

Of the 1150 domestic abuse incidents 560 of these have resulted in a crime being committed. This reflects a decrease of 16.3% from Q2 2017/2018.

During the reporting period there were 14 applications received under the ‘Disclosure Scheme for Domestic Abuse Scotland’ of which 5 ‘Power to Tell’ disclosures were made.

Multi Agency Tasking and Coordination Group meetings referred 2 high risk domestic offenders for continuous management and monitoring by the Domestic Abuse Task force.
</td></tr>
<tr><td>Crimes of Violence

(Group 1 Crimes)
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>109</td><td>112</td><td>2.75%</td><td>6.2</td></tr>
</table>

Officers in West Lothian continue to address violence through intelligence-led weekend Night-Time economy patrols. This has contributed to a reduction in common assaults however there has been a marginal increase in serious assaults.
</td></tr>
</table>

Common Assaults

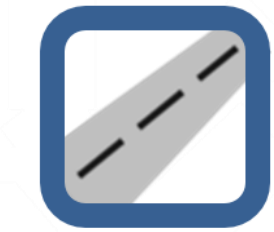
LY	TY	Change	YTD Per 10,000 population
998	**951**	-4.7%	52.8

A reduction in common assaults has been achieved through intelligence-led Night-Time economy patrols.

Reducing Home, Fire and Road Casualties

Executive Summary

Road Casualties



	LY	TY	Change
Fatal	3	**3**	0%
Serious	27	**25**	-7.4%
Slight	166	**174**	4.8%

ACHIEVING PRIORITIES AND OUTCOMES

People most at risk are protected and supported to achieve improved life chances	
Financial Harm, Doorstep Crime and Fraud	
Silver Sunday	Officers attended the Silver Sunday event at the Hillcroft Hotel, Whitburn. The event was aimed at providing crime prevention advice to elderly persons and raise awareness of financial harm incidents and doorstep crime. A number of other police inputs have been generated from this event.
Adults at Risk	
Protecting People	During the time frame Public Protection Unit have initiated procedures in respect of child sexual exploitation for 5 young people. Collaborative working also saw a successful intervention with a person addicted to inhaling butane gas. He was referred for psychiatric support and a significant number of butane gas canisters were removed from his home address.
Housebreakings and Theft	
Acquisitive Crime	Domestic Housebreakings - Between August and September there was a number of housebreakings in Livingston. After positive identification of a suspect, he was arrested and charged with approximately 10 theft related offences. There are a number of ongoing operations in respect of acquisitive crime including Operation Theory (theft), Intruder (domestic housebreakings), Device (high value thefts), Arrange (transit van thefts), Contribute (business housebreakings) and Selection (quad bike thefts).

We live in resilient, cohesive and safe communities

Antisocial Behaviour and Hate Crime

West Lothian Pride	On the 28th July the Police Scotland Youth Volunteers supported local officers at the West Lothian Pride event including engagement stalls and involvement in the parade. This provided an excellent forum for raising awareness of hate crime and police presence was well received by the community.
Keep Safe Campaign	Officers have continued to recruit and train local businesses to act as 'Keep Safe' venues with a view to making West Lothian a safer place for the most vulnerable people in our communities. The initiative is part of a national campaign supporting disabled and vulnerable people. Current recruits include the Designer Outlet Centre, Paradise Golf, Wetherspoons and McDonalds.

Road Casualties

Road Safety

	LY	TY	Change
Dangerous driving	33	**31**	-6.1%
Speeding	187	**90**	-51.9%
Disqualified driving	25	**24**	-4.0%
Driving Licence	99	**91**	-8.1%
Insurance	265	**292**	10.2%
Seat Belts	55	**46**	-16.4%
Mobile Phone	75	**75**	0.0%
Drink / Drug Driving	93	**135**	45.2%

West Drive 2018

On the 28th, 29th and 30th August officers in West Lothian participated in a three-day road safety event at Inveralmond Community High School. The event was aimed at young drivers with a view to reducing road casualties. In partnership with SFRS, West Lothian Council, British Transport Police, Safety Camera Unit, West Lothian Drug and Alcohol Service and Spokes, local officers invited 6th year students from 10 West Lothian High Schools to participate in the event. The event featured a theatrical input from the Baldy Bane Theatre Company and an emotional input from a local mother whose son was killed in a RTC on Christmas Eve.

A number of interactive stalls were also available which included reaction tests, 'beer goggles', Highway Code quizzes and VR Headsets amongst other items.

The event was well-received and is an established part of West Lothian's Road Safety calendar.

Serious and Organised Crime	
Joint Agency Initiatives	Officers in West Lothian provided support to a joint operation with Immigration Enforcement and HMRC in Armadale. Two illegal immigrants were arrested working in a business. These staff were residing above the premises and being paid below National Minimum Wage. This operation was run in tandem with a similar operation in another area at premises owned by same people.
Operation Borah	As part of Operation Borah, West Lothian officers executed 8 warrants relating to cannabis cultivations. Over 10kg of cannabis was recovered as well as 42 cannabis plants. 13 further warrant executions were carried out during the months of July, August and September. 590g of cannabis, 45g of heroin, 47g of cocaine, a quantity of various tablets and approximately £9000 in cash.

Counter Terrorism	
Counter Terrorism	The National terror threat level remains at SEVERE. West Lothian Division has continued to evaluate our responses to incidents and continues to work closely with partners to provide expert advice. The current UK Government website provides extensive guidance on the current threat level (SEVERE – an attack is highly likely) and critical guidance for the public such as the below: The website can be accessed by following this link https://www.gov.uk/government/organisations/national-counter-terrorism-security-office. Police Scotland continue to provide training and support to HMP Addiewell and West Lothian Council in the form of ACT CT Awareness training and Threat level briefings.

[End]

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to update Panel Members on the Local Plan Performance for the Scottish Fire and Rescue Service in West Lothian for the period 1st July 2018- 30th September 2018.

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

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

Partners, Elected Members.

D. TERMS OF REPORT

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

Council Executive has agreed that the monitoring of performance against the plans will be reported and considered on a quarterly basis by the Services for Community Policy Development and Scrutiny Panel. This report covers the period from 1st July 2018- 30th September 2018.

E. CONCLUSION

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

F. BACKGROUND REFERENCES

Appendix 1: Local Plan Performance Report for West Lothian 1st July 2018- 30th September 2018.

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

Ann Marie Carr
Interim Head of Housing Customer and Building Services

Date of meeting: 11th December 2018

LOCAL PLAN PERFORMANCE REPORT FOR WEST LOTHIAN

SCOTTISH FIRE AND RESCUE SERVICE

Year to Date Report, 1st July – 30th September 2018

Working together for a safer Scotland

West Lothian Council

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.
The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

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

CONTENTS **PAGE**

1 **Introduction** **3**

2 **Performance Summary** **4**

3 **Progress on local fire & rescue plan priorities**

Local Risk Management and Preparedness **5**

All accidental dwelling fires **7**

All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's)) **9**

All deliberate fires **11**

Non domestic fires **13**

Special Service - RTC casualties **15**

Special Service - Non RTC casualties **17**

False Alarm - UFAs **19**

4 **Appendices**

5 **Glossary**

Introduction

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

The priorities contained within the Local Fire and Rescue Plan for West Lothian 2018 contribute towards the priorities within the West Lothian Local Outcome Improvement Plan 2013-2023 and the Community Safety Strategic Assessment 2015-18.

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

Within the Local Fire and Rescue Plan for West Lothian 2018, seven objectives for the Scottish Fire and Rescue Service to work towards have been identified for 2018 onwards (listed below):

Priority i: Local Risk Management and Preparedness

Priority ii: Domestic Fire Safety

Priority iii: Deliberate Fire Setting

Priority iv: Non Domestic Fire Safety

Priority v: Road Safety

Priority vi: Unintentional Harm and Injury

Priority vii: Unwanted Fire Alarm Signals.

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

Performance Summary

We measure how well we are meeting our priorities using 7 key indicators, depicted below

	Apr to (& incl.) Sep					RAG rating
Key performance indicator	2014/15	2015/16	2016/17	2017/18	2018/19	YTD
All accidental dwelling fires	83	64	52	82	76	●
All accidental dwelling fire casualties (fatal & non-fatal (	9	15	11	13	12	●
All deliberate fires	314	431	386	537	448	●
Non domestic fires	48	55	34	47	34	●
Special Service - RTC casualties	39	31	35	34	18	●
Special Service - Non RTC casualties	17	18	42	35	16	●
False Alarm - UFAs	548	549	552	541	503	●

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

Note

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

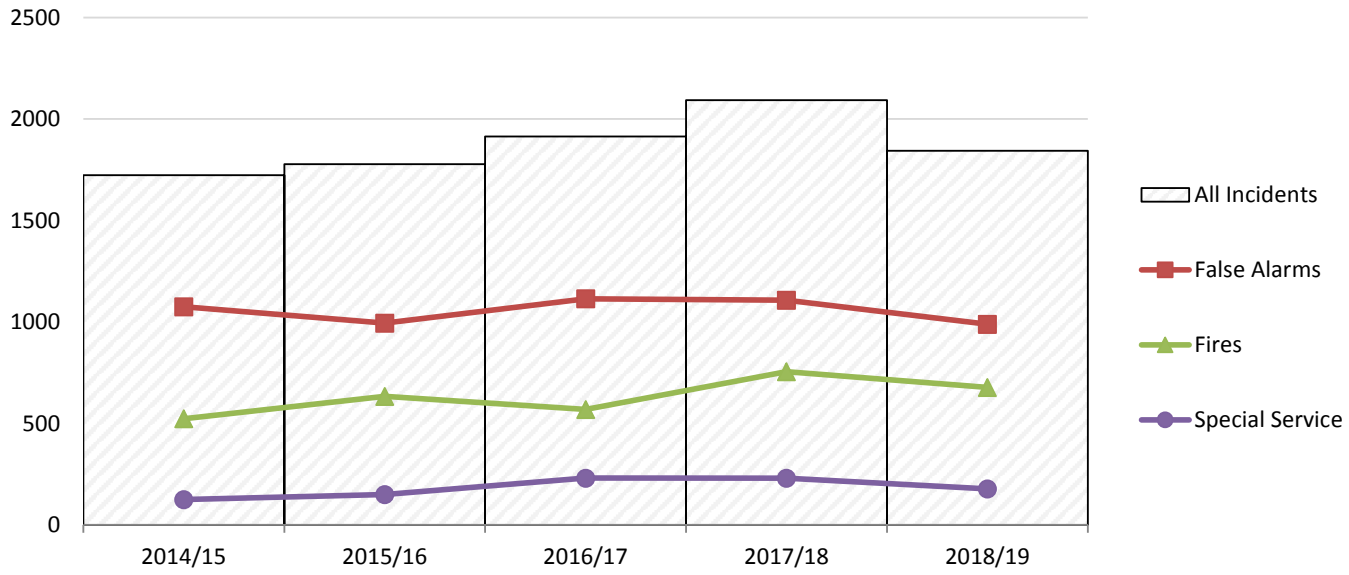
Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

SFRS has responded to a total of 1843 incidents within the West Lothian area year to date 2018/19.

This is a reduction of 12% when compared to the corresponding period 2017/18.

The chart below illustrates incidents YTD attended within West Lothian council over the last 5 fiscal years



Progress on local fire & rescue plan priorities

Local Risk Management and Preparedness

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

We said we would:

- train our staff to deal with our local risks
- gather and analyse risk information
- work with partners to mitigate risks
- deal with major events.

Train our staff to deal with our local risks

Our operational staff continue to undertake routine and risk specific skill acquisition and maintenance training. All firefighters have participated in the modular 'Training For Operational Competence' programme.

Firefighter safety is one of the Values of SFRS and this underpins all our activities. Theorectical inputs are confirmed with practical sessions and exercises. Our firefighters continue to exercise at local venues that present a risk in order to prepare for any operational emergency.

Gather and analyse risk information

Our operational staff continue to gather and analyse local risk information and operational intelligence which is used in our preparations to ensure the successful resolution of operational incidents.

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

Work with partners to mitigate risks

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

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

Deal with major events

During this reporting period, SFRS responded to a number of incidents across the West Lothian area. This included a partial building collapse in Mosside Drive, Blackburn requiring a muti agency response with SFRS, Police and SAS attending. At its height SFRS resources consisted of 6 Fire Appliances, Control Unit, Height Appliance, Environmental Protection Unit (EPU), Detection Identification & Monitoring (DIM) Unit, K9 resource, Urban Search & Rescue Teams (USAR) and supporting Flexi Duty Managers were actively involved in delivering activities in search & rescue, building stabilisation and the controlling of hazardous materials.

Reduction of 'All accidental dwelling fires'

Accidental dwelling fires (ADFs) can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We have developed information sharing protocols and referral processes with our partners to ensure that SFRS access the homes in our community, particularly those who are vulnerable due to age, isolation or addiction. Reduction of ADFs contributes to the West Lothian CPP Local Outcome Improvement Plan, SOA1304_14 Number of accidental dwelling fires per 10,000 population. We aim to reduce ADFs in West Lothian by 3% per year, which contributes towards the SFRS target for reducing ADFs.

Results

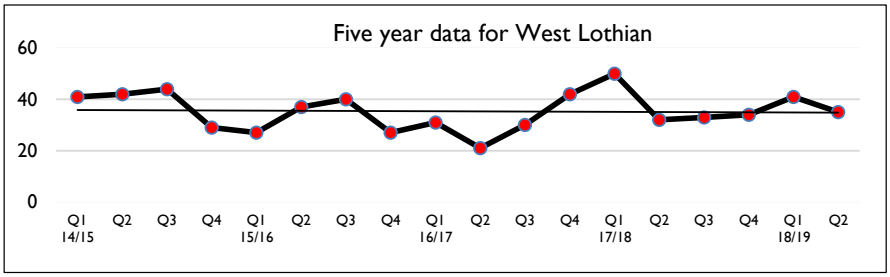
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2017-18 against the target for that period, aligned to the actual number of incidents and target for the same period for 2018-19. We have seen a decrease of 6 incidents compared to the previous reporting quarter. This is a reduction of 15%. The trendline over the previous 5 years shows the West Lothian area is generally below the Scottish average.

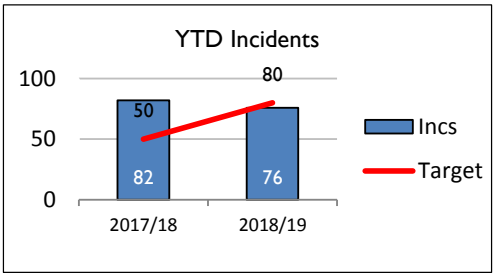
Reasons

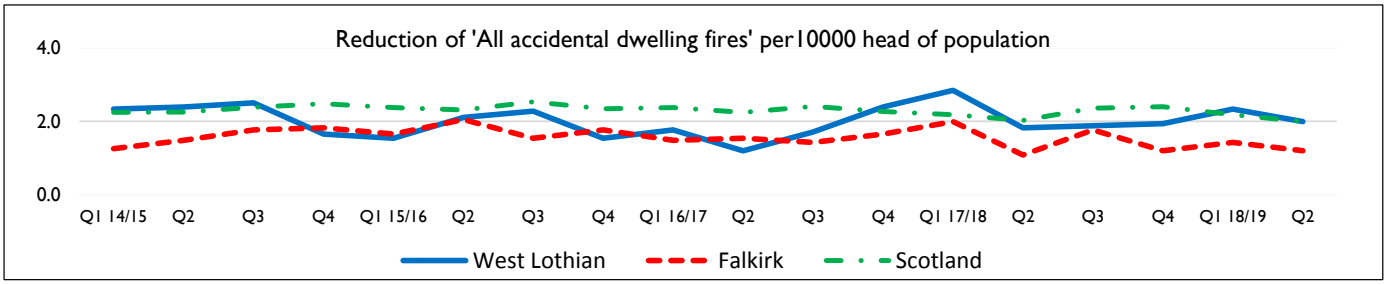
The vast majority of fires attended relate to cooking, with 40% involving burning foodstuff as the main cause of the fire. 37% of fires were caused by a person over the age of 65 years, with a further 34% of fires in the age group 18 - 64 years. 11% of all fires in this category listed alchohol or drugs as a contributory factor.

Actions

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







YTD ward ave. for West Lothian - 8	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
West Lothian	83	64	52	82	76	
Linlithgow	6	4	2	7	4	
Broxburn, Uphall & Winchburgh	9	7	7	8	4	
Livingston North	7	7	4	9	7	
Livingston South	11	6	7	7	10	
East Livingston & East Calder	10	7	5	12	6	
Fauldhouse & the Breich Valley	6	4	10	9	9	
Whitburn & Blackburn	20	10	7	10	13	
Bathgate	5	13	7	11	13	
Armadale & Blackridge	9	6	3	9	10	

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

Accidental Dwelling Fire Casualty and Fatality rates provide an indication of the amount of serious, life-threatening injuries that occur due to fires in the home. 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. We aim to reduce Accidental Dwelling Fire Casualties in West Lothian by 3% per year, which contributes towards the SFRS target for reducing Fire Casualties.

Results

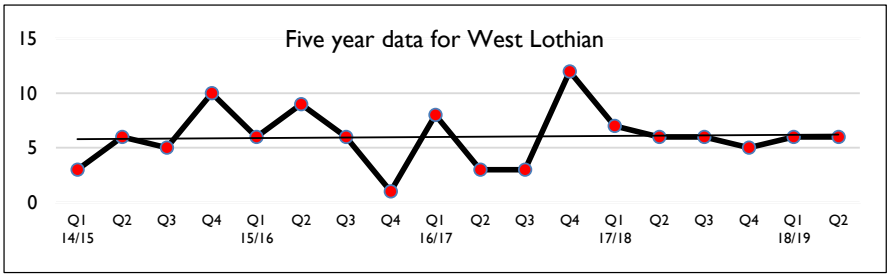
The YTD chart below shows the actual number of casualties during the year to date period of 2017-18 against the target for that period, aligned to the actual number of casualties and target for the same period for 2018-19. The number of casualties has remained the same as the previous reporting quarter in 2018-19, which is also replicated in the same reporting period 2017-18. There has been no fire related fatalities in this reporting period. The five year trendline for the West Lothian area regarding the number of fire casualties per 1,000,000 population is below that of the Scottish average.

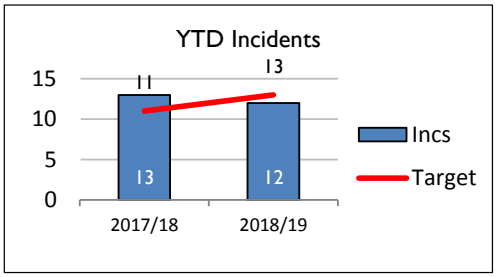
Reasons

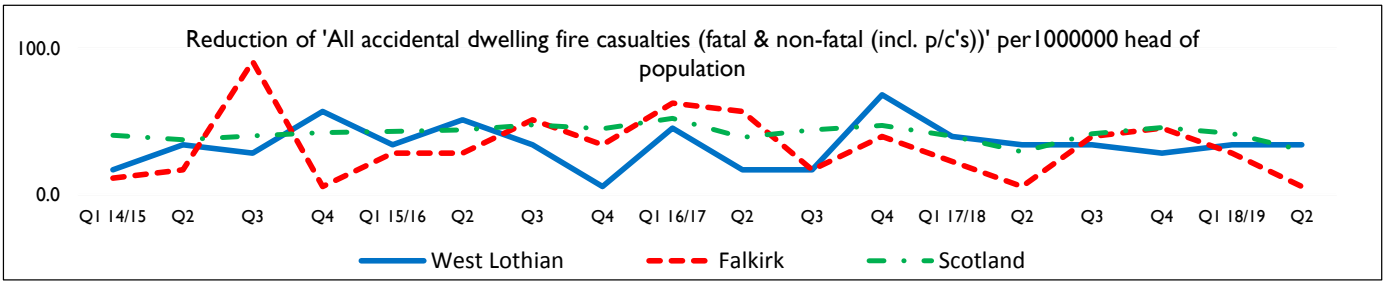
The number of persons reported to SFRS as having sustained injury due to fire remains relatively small. The majority of fires within this reporting period are known to have started in the Kitchen area with 1 in a bedroom with 4 of the casualties being either distracted or sleeping. 5 casualties went to hospital for a precautionary check up suffering from slight injuries such as smoke inhalation with a further 2 being treated at the scene.

Actions

Our Home Safety Visit (HSV) referrals and Post Domestic Incident Response (PDIR) programmes continue to provide the main platform for accessing homes to provide fire safety advice. Partner referrals facilitate SFRS access to the more vulnerable members of the community, where we can provide life saving advice and install smoke detection within domestic premises. Appendix 1 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 1	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
West Lothian	9	15	11	13	12	
Linlithgow	0	3	0	1	0	
Broxburn, Uphall & Winchburgh	0	1	0	0	0	
Livingston North	3	3	0	3	0	
Livingston South	3	0	1	1	2	
East Livingston & East Calder	0	1	2	2	1	
Fauldhouse & the Breich Valley	0	0	0	1	0	
Whitburn & Blackburn	0	1	3	0	3	
Bathgate	3	5	3	3	5	
Armadale & Blackridge	0	1	2	2	1	

Reduction of 'All deliberate fires'

Deliberate fire setting is a significant problem for the SFRS and partners in West Lothian. In the main, deliberate fires are secondary fires categorised into either refuse, grassland or derelict buildings incidents. There is a close link between deliberate secondary fires and other forms of anti-social behaviour. Reduction of Deliberate Fire Setting contributes to the West Lothian CPP Local Outcome Improvement Plan, SOA1304_13 Number of deliberate fires per 10,000 population and SOA1304_37 Antisocial Behaviour Incidents per 10,000 population. We aim to reduce Deliberate Fires in West Lothian by 5% per year, which contributes towards the SFRS target for reducing Deliberate Fires.

Results

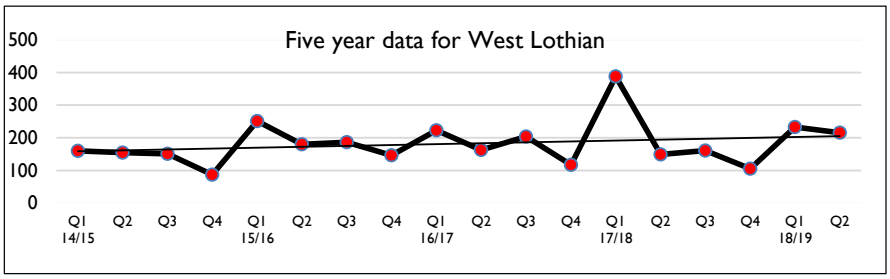
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2017-18 against the target for that period, aligned to the actual number of incidents and target for the same period for 2018-19. Against a local target of continually reducing Deliberate Fire Setting on a year on year basis, we have seen a 45% increase in the number of incidents compared to the same period during 2017-18, with a 7% reduction from the previous reporting quarter 2018-19. It is noted that Deliberate Fire Setting /10,000 population trendline remains just above the Scottish average.

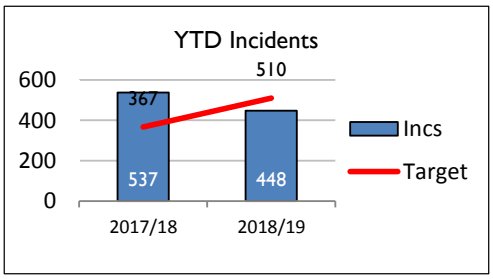
Reasons

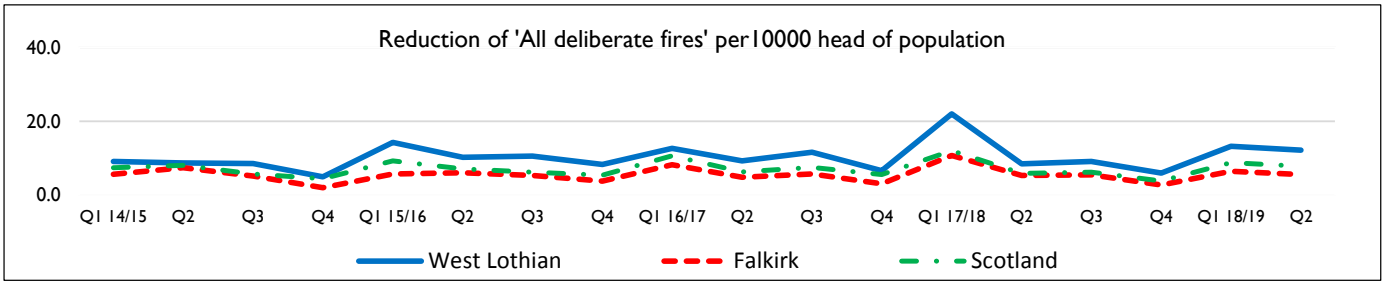
The majority of deliberate fires continue to involve woodland/grasslands and loose refuse including Wheelie Bins which are recorded as deliberate secondary fires. SFRS attended 178 deliberate secondary fires which correlates to 82% of all deliberate fires in the West Lothian Council area during this reporting period, this is mainly due to a significant spike in July as a result of fair weather conditions. The majority of deliberate primary fires involved Dwellings, light vehicles including cars and secure accommodation.

Actions

We use a range of methodologies and local initiatives as part of our Thematic Action Plans throughout the year. Knowledge input to schools plays a key part in reducing Deliberate Fire Setting and anti-social behaviour. Linking in with our partners on initiatives to provide a more targetted approach. SFRS are endeavouring to use social media to deliver community safety messages to augment messaging through GLOW. Appendix 2 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 50	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
West Lothian	314	431	386	537	448	
Linlithgow	10	11	5	15	14	
Broxburn, Uphall & Winchburgh	28	65	34	50	38	
Livingston North	27	54	58	116	42	
Livingston South	60	59	67	69	42	
East Livingston & East Calder	62	71	47	64	87	
Fauldhouse & the Breich Valley	43	49	49	69	55	
Whitburn & Blackburn	35	56	36	64	40	
Bathgate	20	25	63	48	73	
Armadale & Blackridge	29	41	27	42	57	

Reduction of 'Non domestic fires'

Fires in Non-Domestic Property can have a detrimental effect on the built environment and the prosperity of the local area. Non-domestic fires are classed as fires which took place in buildings that are not domestic households. Reduction of Non Domestic Property contributes to the West Lothian CPP Local Outcome Improvement Plan, SOA1304_13 Number of deliberate fires per 10,000 population. We aim to reduce fires in Non Domestic property in West Lothian by 3% per year, which contributes towards the SFRS target for reducing Fires in Non-Domestic Property.

Results

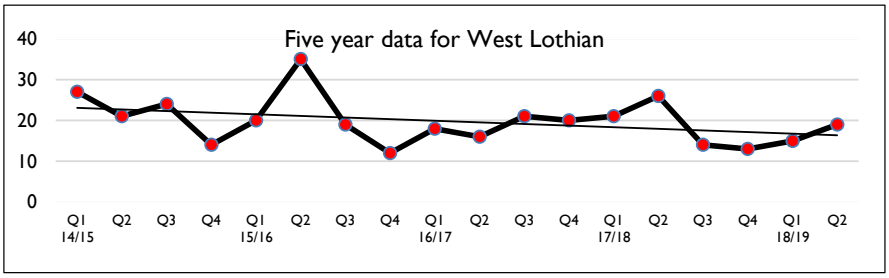
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2017-18 against the target for that period, aligned to the actual number of incidents and target for the same period for 2018-19. There has been an increase of 4 incidents in non domestic fires compared to the previous reporting quarter, however this is a 27% reduction from the same reporting period 2017-18. The highest occurances were secure accommodation with 5 fires (26%) followed by offices (10%). The long term trend for fires in Non-Domestic Property /10,000 population in West Lothian remains below the Scottish average.

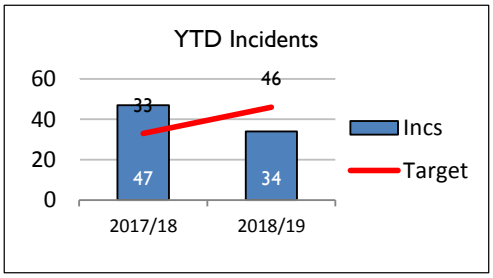
Reasons

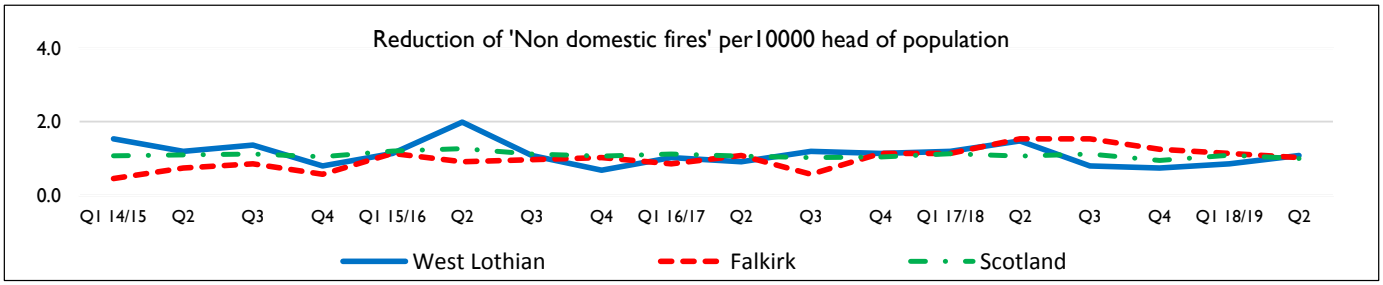
Although the number of incidents remains low against this priority, the main sources of ignition have been identified as involving smokers materials followed by electrical lighting units. This equates to 47% of all incidents recorded across this reporting period.

Actions

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







YTD ward ave. for West Lothian - 4	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
West Lothian	48	55	34	47	34	
Linlithgow	3	2	1	6	4	
Broxburn, Uphall & Winchburgh	6	10	6	4	5	
Livingston North	2	4	1	2	3	
Livingston South	11	11	5	9	6	
East Livingston & East Calder	8	10	5	13	1	
Fauldhouse & the Breich Valley	5	3	3	4	7	
Whitburn & Blackburn	4	9	3	4	1	
Bathgate	5	2	6	4	6	
Armadale & Blackridge	4	4	4	1	1	

Reduction of 'Special Service - RTC casualties'

Whilst much of this risk is outwith the control of SFRS, responding to Road Traffic Collisions (RTC) 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 Road Traffic Collisions contributes to the West Lothian CPP Local Outcome Improvement Plan, SOA1304_12 Number of People killed or seriously injured in road accidents. We aim to reduce casualties and fatalities from Road Traffic Collisions in West Lothian by 2% per year, which contributes towards the SFRS target for reducing casualties from Special Service.

Results

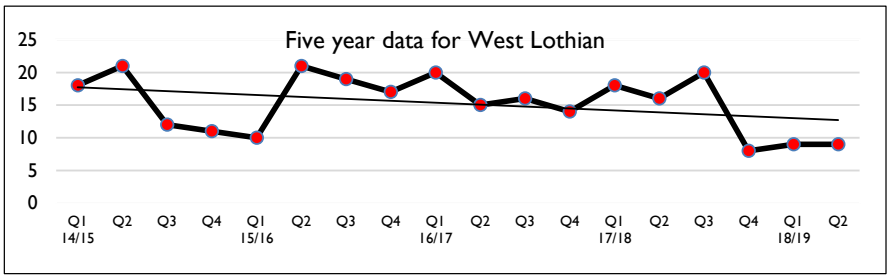
The YTD chart below shows the actual number of casualties during the year to date period of 2017-18 against the target for that period, aligned to the actual number of casualties and target for the same period for 2018-19. SFRS continues to work towards driving down casualties involved in Road Traffic Collision's seeing a reduction in fatalities from the previous quarter although the overall number of casualties remains the same. This reflects a significant reduction of 44% from the same reporting period 2017-18. This continues a trend of the West Lothian area remaining below the Scottish average.

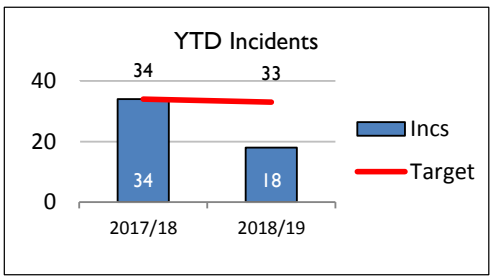
Reasons

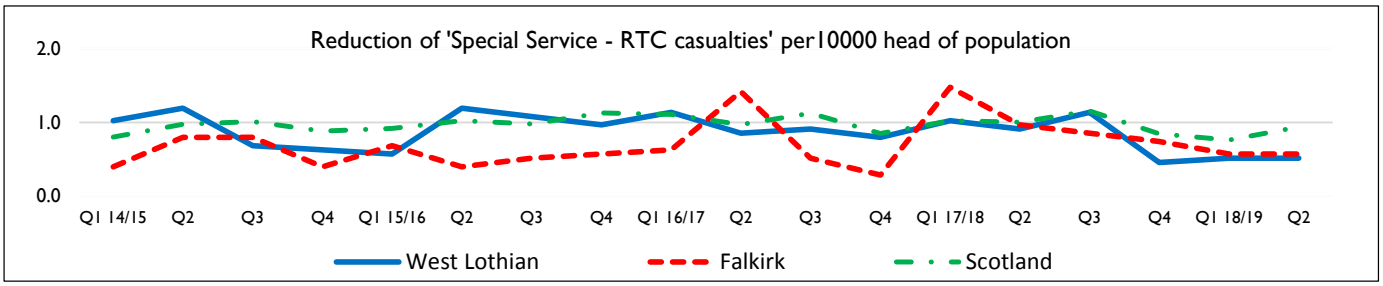
Casualty numbers resulting from Road Traffic Collisons were low against this priority and in the main resulted in minor injuries. Out of 9 casualties reported this period, 7 attended hospital for further treatment for minor injuries with 2 attending hospital with injuries which appear to be more serious. All casualties were as a result of Road Traffic Collision's involving Car & Light commercial vehicles, with 4 involving the release of trapped persons.

Actions

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







YTD ward ave. for West Lothian - 2	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
West Lothian	39	31	35	34	18	
Linlithgow	2	4	5	6	0	
Broxburn, Uphall & Winchburgh	2	4	3	0	5	
Livingston North	0	6	4	3	1	
Livingston South	2	2	1	2	1	
East Livingston & East Calder	1	10	1	4	3	
Fauldhouse & the Breich Valley	7	0	4	2	2	
Whitburn & Blackburn	9	5	10	13	4	
Bathgate	4	0	7	4	1	
Armadale & Blackridge	12	0	0	0	1	

Reduction of 'Special Service - Non RTC casualties'

Whilst much of this risk is outwith the control of SFRS, responding to Non-Fire Emergencies is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the West Lothian CPP Local Outcome Improvement Plan, SOA1304_12 Number of People killed or seriously injured in road accidents. We will monitor the number of Non-Fire Emergency Casulaties that we attend to and look to work in partnership with other stakeholders to put in place appropriate preventative activites.

Results

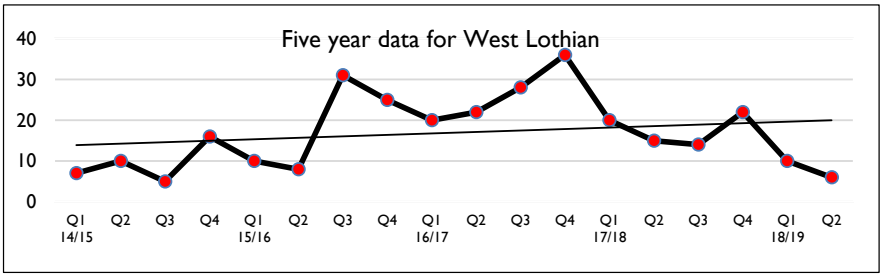
The YTD chart below shows the actual number of casualties during the year to date period of 2017-18 against the target for that period, aligned to the actual number of casualties and target for the same period for 2018-19. SFRS continues to work towards driving down the number of persons involved in Non RTC Special service casualties, seeing a 40% reduction from the previous quarter which also reflects a 60% reduction from the same reporting period 2017-18. This continues a trend of the West Lothian area remaining below the Scottish average.

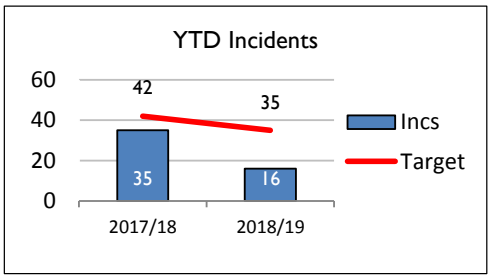
Reasons

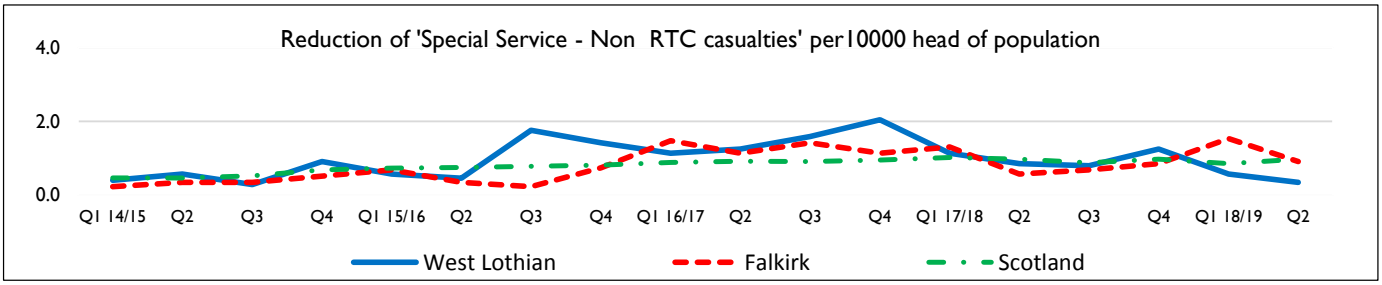
Casualties numbers resulting from Non RTC special service incidents were low against this priority and in the main were a result of the SFRS assisting other partners, 4 of the 6 casualties reported were as a direct result of this. This reduction in casualty numbers is also as a result of the pause implemented within the SFRS OHCA pilot project.

Actions

Appendix 5 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 2	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
West Lothian	17	18	42	35	16	
Linlithgow	2	2	6	4	4	
Broxburn, Uphall & Winchburgh	2	3	1	0	3	
Livingston North	0	0	3	5	1	
Livingston South	4	1	2	4	1	
East Livingston & East Calder	2	3	5	1	2	
Fauldhouse & the Breich Valley	0	1	5	3	2	
Whitburn & Blackburn	2	3	8	7	2	
Bathgate	4	4	9	8	1	
Armadale & Blackridge	1	1	3	3	0	

Reduction of 'False Alarm - UFAs'

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

Results

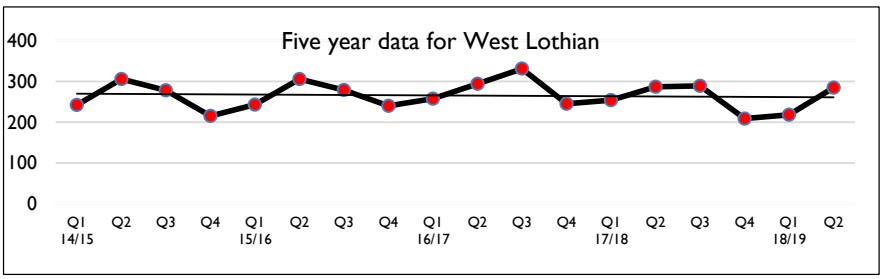
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2017-18 against the target for that period, aligned to the actual number of incidents and target for the same period for 2018-19. SFRS are actively engaged with dutyholders and partners to work collaboratively towards reducing the amount of UFAS incidents received and attended. We have seen a 32% increase from the previous quarter and an small increase of 2 incidents against the same reporting period 2017-18.

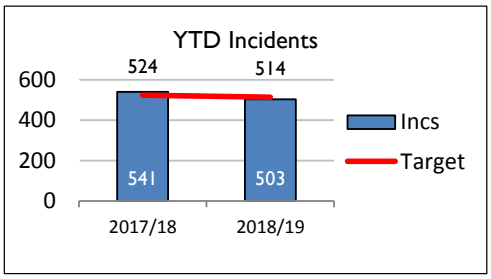
Reasons

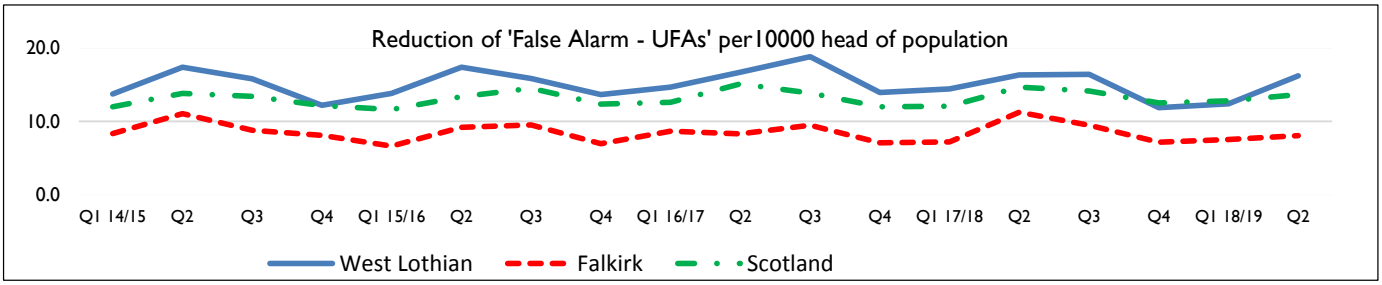
Common UFAS causes are: Faulty apparatus (23%), malicious or accidental activation (18%), contaminants (12%), System Tests (12%) and cooking (6%). The largest amount of UFAS instances were in Educational Establishments (14%), Offices (10%) and Warehouses (6%). SFRS continue to analyse the trends for UFAS and are engaging with duty holders to ensure the buildings are effectively managed appropriately.

Actions

We continue to proactively monitor UFAS incidents and our Officers work closely with duty holders to reduce the impact of UFAS incidents. This includes discussing logistics and educating duty holders in achieving technical, procedural and management solutions in order to reduce future UFAS incidents. Our Auditing officers engage with duty holders and alarm providers to determine cost effective solutions and this work is ongoing. Appendix 6 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 56	2014/15	2015/16	2016/17	2017/18	2018/19	Sparklines
West Lothian	548	549	552	541	503	
Linlithgow	24	20	29	27	39	
Broxburn, Uphall & Winchburgh	72	64	53	45	46	
Livingston North	65	44	53	47	42	
Livingston South	177	177	156	169	156	
East Livingston & East Calder	59	47	74	85	63	
Fauldhouse & the Breich Valley	33	39	47	38	33	
Whitburn & Blackburn	66	82	68	55	67	
Bathgate	35	54	45	50	43	
Armadale & Blackridge	17	22	27	25	14	

Appendix 1

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

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

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

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

Year to Date Activity 2017-18	Low	Medium	High	TOTAL
Total HSVs	276	452	381	1109

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

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

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

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

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

Appendix 2

Reduction of 'All deliberate fires'

Tasking and Coordinating Group

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

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

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

Multi-agency Environmental Visual Audits (EVA's) continue to be used across West Lothian. These are as a result of trends identified at the daily tasking and coordinating group. A number of issues are identified by partners with efforts being progressed to reduce fire related anti-social behaviour and make identified locations less attractive for youths to gather.

Youth Engagement

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

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

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

Wilful fire raising in wheelie disposal bins remains a problem and is being addressed at Task and Co-ordinating Groups with partners. Guidance has been given to partners and cascaded

to residents to be more vigilant and to give consideration when they place bins out for uplift and to retrieve them asap thereafter.

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

Appendix 3

Reduction of 'All non-domestic fires'

Fire Safety Enforcement Activity

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

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

Our Programmed Audits remain on schedule for completion in 2018/19

FSEC Code	Premises Type	Number of premises in Local Authority area as of 1st APRIL 2018*	Number of premises subject to pre-planned audit 2018/19	Number of premises audited Q1 2018/19	Number of premises audited Q2 2018/19	% of Target Premises achieved YTD**
A	Hospital	06	06	02	03	83 %
B	Care Home	46	46	08	14	48 %
C	House of multiple occupation (HMO) Tenement	34	08	00	03	38 %
E	Hostels	01	03	00	00	00 %
F	Hotels	56*	20	08	04	55 %
H	Other sleeping accommodation	03*	03	01	01	66 %
J	Further Education	02*	00	00	00	00 %
K	Public Building	32*	00	00	00	00 %
L	Licenced Premises	307*	12	04	01	42 %
M	Schools	127*	35	07	04	31 %
N	Shops	1064*	09	07	05	133 %
P	Other premises open to public	167*	15	05	06	73 %
R	Factories & Warehouses	330*	15	06	02	53 %
S	Offices	635*	07	02	02	57 %
T	Other Workplace	52*	00	00	03	300 %
	Total	**2862***	**194**	**50**	**48**	**50.5 %**

*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 prohibition notices have been served within the WL area during this reporting period.

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

Appendix 4

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

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

Appendix 5

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

SFRS continues to work in collaboration with partners to support the local communities and assist other agencies in delivering services. The Out of Hospital Cardiac Arrest (OHCA) pilot has been paused across the West Lothian area with the outcomes being used to assess the ongoing SFRS Transformation Project in this regard. Through ongoing negotiations it is hoped the delivery of this service can be rolled out in the future across all community fire stations across West Lothian.

Appendix 6

Reduction of 'False Alarm - UFAS'

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

Glossary

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

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

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

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

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

Deliberate Fire
Fires where deliberate ignition is suspected

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

CPP
Community Planning Partnership.

SOA
Single Outcome Agreement.

Year to Date (YTD)

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

RTC
Road Traffic Collision

UFAS
Unwanted Fire Alarm Signals

Seasonal Community Safety Calendar

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

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

TRANSFORMING YOUR COUNCIL – POLICE SCOTLAND FUNDING UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide the members of the panel with an update on the impact of the removal of funding for police officers as part of the budget setting in February 2018.

B. RECOMMENDATION

Panel members are asked to note the update on the revised community policing model introduced by Police Scotland and reported performance data since the implementation of the council funding reduction to Police Scotland.

C. SUMMARY OF IMPLICATIONS

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

		responsibility for their actions and how they affect
VI	**Resources - (Financial, Staffing and Property)**	TYC saving agreed - £658,000 - £548,000 in 2018/19 and £110,000 in 2019/20.
VII	**Consideration at PDSP**	None
VIII	**Other consultations**	None.

D. TERMS OF REPORT

D.1 Background

In setting the budget in February 2018 the council agreed to the reduce the funding to Police Scotland by £658,00 through the removal of the contribution for funded officers, funded vehicles and the removal of an analyst posts, but leaving funding for one analyst post. Officers were also instructed to undertaken an assessment of the impact of removing funding for police officers and to report in 6 months' time and 12 months' time.

Resources totalling £189,000 per annum had been made available within Police Scotland to the Divisional Commander on a recurring basis, in support of the 21 police officers, including education campus officers. Following the decision to reduce the funding the council requested that Police Scotland continue to provide the same level of additional resources for deployment in West Lothian. Police Scotland has advised that the additional resources came from a central staffing budget and is now not scheduled for West Lothian.

D.2 Changes to West Lothian Community Police Team

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

The changes and the new policing model were verbally reported to Services for the Community PDSP in May 2018. The summary of the changes were:

- A new approach to delivering police activity in West Lothian, with the cessation of the Community Action Team, and the implementation of the Community Enquiry Team as of 16 May 2018.
- The removal of the 21 funded officer posts, with the new model comprising of 24 constables.
- The removal of a full time School Link role.
- The implementation of four Locality Areas, aligned to Response Policing as follows:

    1. Linlithgow, Broxburn, Uphall, Winchburgh, East Livingston and East Calder.
    2. Livingston North and Livingston South
    3. Armadale, Blackridge and Bathgate
    4. Whitburn, Blackburn, Fauldhouse and the Breich Valley.

There are four Community Officers per Locality Area. Most of these officers are experienced Community Officers who are well known to local communities. Since implementation of the new model, local command has also changed.

D.3 Police Scotland Performance and Reporting

Police Scotland report performance on delivering against community safety priorities and on local issues continues via the following ways:

- Quarterly and annual updates to Services to the Community PDSP
- Reports to Local Area Committees
- Community Planning Partners scorecards

The Police report references the themes from West Lothian Council Planning Partnership's Local Outcome Improvement plan and aligned with the Local Police Plan for West Lothian 2017-2020.

West Lothian Area Command report (Appendix 1) sets out the full detail of performance for Quarter 2 for 2018/2019. It shows an increase in recorded crime in West Lothian compared to Q2 of 2017/2018. It also provides comparison of West Lothian in context of the overall Division.

Table 1 below provides an overview of recorded crime and change in the levels of recorded crime for the period July to September 2018 compared to the same period in 2017/18.

Table 1

Crime Category	West Lothian % Change	Change	J Division % Change	Change
Common Assault	4.7%	⇓	1.8%	⇑
Violent Crime	2.75%	⇑	9.8%	⇑
ASB Calls	8.1%	⇓	6.6%	⇓
Dishonesty	20.5%	⇑	2.9%	⇑
Domestic Abuse	7%	⇑	8.7%	⇑
Sexual Crime	17.3%	⇑	13.2%	⇑
Road Traffic	3%	⇑	3.8%	⇓
Missing People	8.7%	⇑	14.4%	⇑
Housebreaking	35.6%	⇑	8%	⇓
Racial Aggravated Conduct	16.1%	⇑	8.5%	⇓

The main observations from the performance data is that:

- West Lothian there have been decreases in Common Assault, and ASB Calls. At Divisional level ASB Calls , Road Traffic, Housebreaking and Racial Aggravated Conduct have decreased

- At a West Lothian and Division level there have been increases in Violent Crime, Dishonesty, Domestic Abuse, Sexual Crime, Missing People. However in terms of Housebreaking and Racial Aggravated Conduct there has been an increase in West Lothian but a decrease at Division level.

- Dishonesty, Housebreaking and Racial Aggravated conduct has increased by higher percentage in West Lothian compared to the Division and ASB calls have decreased by a higher percentage in West Lothian compared to the Division.

D.4 Council Reporting

Police Scotland provides performance data and accompanying contextual information on their work specific to each ward at the Local Area Committees (LAC). Community Police officers based within the corresponding neighbourhood attend to present and discuss the information to members of the LAC. This enables further discussion and clarification of the report with the LAC attendees – the membership of LAC includes elected members for the relevant ward, council staff and community representatives.

E CONCLUSION

The reported performance for Q2 2018/19 has seen an increase in 8 of the 10 crime categories when compared to the same period in 2017/18. At Division level there has been an increase in 6 of the 10 crime categories.

F. BACKGROUND REFERENCES

NEW POLICING MODEL FOR WEST LOTHIAN - VERBAL UPDATE BY POLICE SCOTLAND

http://coins.westlothian.gov.uk/coins/viewDoc.asp?c=e%97%9Dg%91my%8F

Community Safety Update – August 2018 – Services for the Community PDSP 18th September 2018
http://coins.westlothian.gov.uk/coins/viewDoc.asp?c=e%97%9Dg%93o%7D%89

Appendices/Attachments: 1
Police Scotland – West Lothian Area Command Report Quarter 2 2018/19

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

Ann Marie Carr
Interim Head of Housing, Customer & Building Services
11 December 2018

West Lothian Area Command

Report for the

Policy Development and Scrutiny Panel

Quarter 2 – 2018/2019

The data provided in this report is for information purposes to allow Partnership Members to conduct their scrutiny responsibilities. Due to delayed reporting or recording of crimes, incidents or road accidents there may be minor amendments between the information in this report and the final Police Scotland statistics. The extraction date from recording systems can also differ so it would not be appropriate to refer to, quote or use any data in the report as official statistics.

Data contained in this report should only be used to identify trends as figures are likely to change over time.

Our Vision

Sustained excellence in service and protection.

Our Purpose

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

Our Values

Integrity, Fairness and Respect.

INTRODUCTION

This document is intended to provide a summary of the performance of West Lothian Area Command for the reporting period of Quarter 2 2018/2019 (1st July 2018 – 30th September 2018).

The document will be submitted to the West Lothian Policy Development and Scrutiny Panel for the meeting on 11th December 2018.

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

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

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

- Protecting People

We live in resilient, cohesive and safe communities:

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

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

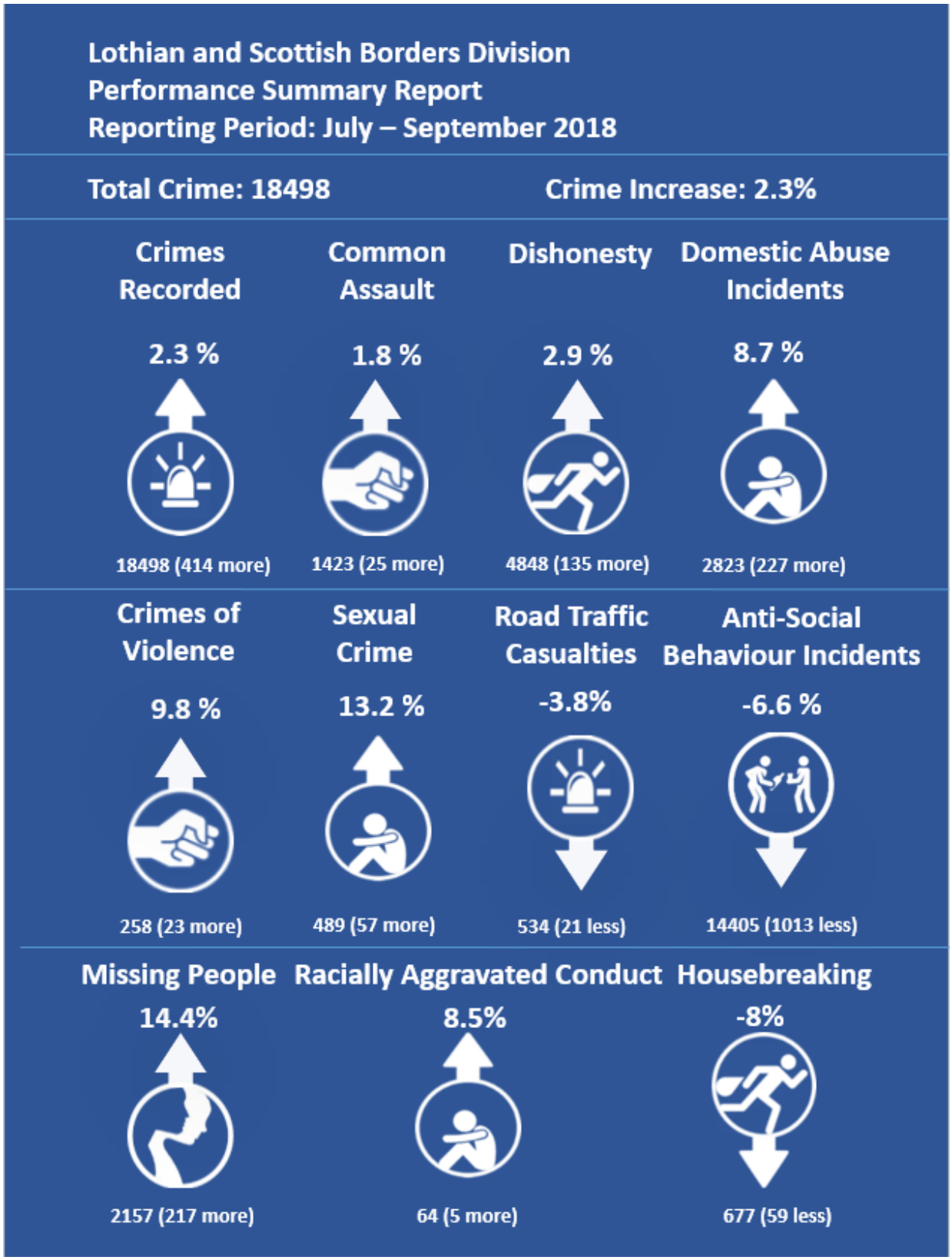
West Lothian Area Command
Performance Summary Report
Reporting Period: July – September 2018

Total Crime: 7149 **Crime Increase: 3%**

Crimes Recorded	Common Assault	Dishonesty	Domestic Abuse Incidents
3 %	-4.7 %	20.5 %	7%
7419 (216 more)	951 (47 fewer)	1862 (317 more)	1150 (75 more)

Crimes of Violence	Sexual Crime	Road Traffic Casualties	Anti-Social Behaviour Incidents
2.75 %	17.3 %	3 %	-8.1 %
112 (3 more)	197 (29 more)	202 (6 more)	5408 (480 fewer)

Missing People	Racially Aggravated Conduct	Housebreaking
8.7 %	16.1%	35.6 %
924 (74 more)	36 (5 more)	244 (64 more)


Lothian and Scottish Borders Division
Performance Summary Report
Reporting Period: July – September 2018
Total Crime: 18498
Crime Increase: 2.3%
Crimes Recorded
2.3 %
18498 (414 more)
Common Assault
1.8 %
1423 (25 more)
Dishonesty
2.9 %
4848 (135 more)
Domestic Abuse Incidents
8.7 %
2823 (227 more)
Crimes of Violence
9.8 %
258 (23 more)
Sexual Crime
13.2 %
489 (57 more)
Road Traffic Casualties
-3.8%
534 (21 less)
Anti-Social Behaviour Incidents
-6.6 %
14405 (1013 less)
Missing People
14.4%
2157 (217 more)
Racially Aggravated Conduct
8.5%
64 (5 more)
Housebreaking
-8%
677 (59 less)

EXECUTIVE SUMMARY

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

Protecting People	Executive Summary
Missing Person Incidents	**LY** 850 | **TY** **924** | **Change** 8.7% | **YTD Per 10,000 population** 51.3 A total of 924 missing person reports were received. This is a notable increase of 74 incidents from Q2 2017/18. Partnership work is ongoing in relation to the prevention and management of looked after children who go missing from care, drawing on best practice nationally.
Sexual Crimes (Group 2 Crimes)	**LY** 168 | **TY** **197** | **Change** 17.3% | **YTD Per 10,000 population** 10.9 *Total number of sexual crimes recorded. The above figure for sexual crime is inclusive of historic reports made to police during the reporting time frame.
Dishonesty (Group 3 Crimes)	**LY** 1545 | **TY** **1862** | **Change** 20.5% | **YTD Per 10,000 population** 103.4 Whilst there has been a rise in acquisitive crime including housebreaking, some of the larger increases have come in respect of motor vehicle crime (including theft from insecure vehicles) and theft by shoplifting.

Housebreaking

LY	TY	Change	YTD Per 10,000 population
180	**244**	35.6	13.5

There were 244 incidents of Theft by housebreaking which is an increase of 35.6% from Q2 2017/2018.

EXECUTIVE SUMMARY cont.

<table>
<tr><th colspan="2">We live in resilient, cohesive and safe communities</th></tr>
<tr><th>Reducing Antisocial Behaviour and Hate Crime</th><th>Executive Summary</th></tr>
<tr><td>Antisocial Behaviour*
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>5888</td><td>5408</td><td>- 8.1%</td><td>300.2</td></tr>
</table>
*Number of ASB incidents recorded (public reported).

Incidents of antisocial behaviour continue to be managed and monitored on a daily basis via the Partnership Tasking meeting to ensure actions are prioritised for appropriate intervention and ensure vulnerable members of our community are offered relevant support.
</td></tr>
<tr><td>Racially Aggravated Conduct*
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>31</td><td>36</td><td>16.1%</td><td>2.0</td></tr>
</table>
*Crimes of racially aggravated harassment/conduct.

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

EXECUTIVE SUMMARY cont.

<table>
<tr><th colspan="2">We live in resilient, cohesive and safe communities</th></tr>
<tr><th>Reducing Violence</th><th>Executive Summary</th></tr>
<tr><td>Domestic Abuse Incidents
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>1075</td><td>1150</td><td>7%</td><td>63.8</td></tr>
</table>

Of the 1150 domestic abuse incidents 560 of these have resulted in a crime being committed. This reflects a decrease of 16.3% from Q2 2017/2018.

During the reporting period there were 14 applications received under the ‘Disclosure Scheme for Domestic Abuse Scotland’ of which 5 ‘Power to Tell’ disclosures were made.

Multi Agency Tasking and Coordination Group meetings referred 2 high risk domestic offenders for continuous management and monitoring by the Domestic Abuse Task force.
</td></tr>
<tr><td>Crimes of Violence

(Group 1 Crimes)
 </td><td>
<table>
<tr><th>LY</th><th>TY</th><th>Change</th><th>YTD Per 10,000 population</th></tr>
<tr><td>109</td><td>112</td><td>2.75%</td><td>6.2</td></tr>
</table>

Officers in West Lothian continue to address violence through intelligence-led weekend Night-Time economy patrols. This has contributed to a reduction in common assaults however there has been a marginal increase in serious assaults.
</td></tr>
</table>

Common Assaults

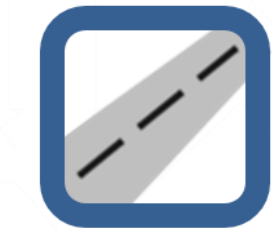
LY	TY	Change	YTD Per 10,000 population
998	**951**	-4.7%	52.8

A reduction in common assaults has been achieved through intelligence-led Night-Time economy patrols.

Reducing Home, Fire and Road Casualties

Executive Summary

Road Casualties



	LY	TY	Change
Fatal	3	**3**	0%
Serious	27	**25**	-7.4%
Slight	166	**174**	4.8%

ACHIEVING PRIORITIES AND OUTCOMES

People most at risk are protected and supported to achieve improved life chances	
Financial Harm, Doorstep Crime and Fraud	
Silver Sunday	Officers attended the Silver Sunday event at the Hillcroft Hotel, Whitburn. The event was aimed at providing crime prevention advice to elderly persons and raise awareness of financial harm incidents and doorstep crime. A number of other police inputs have been generated from this event.
Adults at Risk	
Protecting People	During the time frame Public Protection Unit have initiated procedures in respect of child sexual exploitation for 5 young people. Collaborative working also saw a successful intervention with a person addicted to inhaling butane gas. He was referred for psychiatric support and a significant number of butane gas canisters were removed from his home address.
Housebreakings and Theft	
Acquisitive Crime	Domestic Housebreakings - Between August and September there was a number of housebreakings in Livingston. After positive identification of a suspect, he was arrested and charged with approximately 10 theft related offences. There are a number of ongoing operations in respect of acquisitive crime including Operation Theory (theft), Intruder (domestic housebreakings), Device (high value thefts), Arrange (transit van thefts), Contribute (business housebreakings) and Selection (quad bike thefts).

We live in resilient, cohesive and safe communities

Antisocial Behaviour and Hate Crime

West Lothian Pride 	On the 28th July the Police Scotland Youth Volunteers supported local officers at the West Lothian Pride event including engagement stalls and involvement in the parade. This provided an excellent forum for raising awareness of hate crime and police presence was well received by the community.
Keep Safe Campaign 	Officers have continued to recruit and train local businesses to act as 'Keep Safe' venues with a view to making West Lothian a safer place for the most vulnerable people in our communities. The initiative is part of a national campaign supporting disabled and vulnerable people. Current recruits include the Designer Outlet Centre, Paradise Golf, Wetherspoons and McDonalds.

Road Casualties

Road Safety

	LY	TY	Change
Dangerous driving	33	**31**	-6.1%
Speeding	187	**90**	-51.9%
Disqualified driving	25	**24**	-4.0%
Driving Licence	99	**91**	-8.1%
Insurance	265	**292**	10.2%
Seat Belts	55	**46**	-16.4%
Mobile Phone	75	**75**	0.0%
Drink / Drug Driving	93	**135**	45.2%

West Drive 2018

On the 28th, 29th and 30th August officers in West Lothian participated in a three-day road safety event at Inveralmond Community High School. The event was aimed at young drivers with a view to reducing road casualties. In partnership with SFRS, West Lothian Council, British Transport Police, Safety Camera Unit, West Lothian Drug and Alcohol Service and Spokes, local officers invited 6th year students from 10 West Lothian High Schools to participate in the event. The event featured a theatrical input from the Baldy Bane Theatre Company and an emotional input from a local mother whose son was killed in a RTC on Christmas Eve.

A number of interactive stalls were also available which included reaction tests, 'beer goggles', Highway Code quizzes and VR Headsets amongst other items.

The event was well-received and is an established part of West Lothian's Road Safety calendar.

Serious and Organised Crime	
Joint Agency Initiatives	Officers in West Lothian provided support to a joint operation with Immigration Enforcement and HMRC in Armadale. Two illegal immigrants were arrested working in a business. These staff were residing above the premises and being paid below National Minimum Wage. This operation was run in tandem with a similar operation in another area at premises owned by same people.
Operation Borah	As part of Operation Borah, West Lothian officers executed 8 warrants relating to cannabis cultivations. Over 10kg of cannabis was recovered as well as 42 cannabis plants. 13 further warrant executions were carried out during the months of July, August and September. 590g of cannabis, 45g of heroin, 47g of cocaine, a quantity of various tablets and approximately £9000 in cash.

Counter Terrorism	
Counter Terrorism	The National terror threat level remains at SEVERE. West Lothian Division has continued to evaluate our responses to incidents and continues to work closely with partners to provide expert advice. The current UK Government website provides extensive guidance on the current threat level (SEVERE – an attack is highly likely) and critical guidance for the public such as the below: The website can be accessed by following this link https://www.gov.uk/government/organisations/national-counter-terrorism-security-office. Police Scotland continue to provide training and support to HMP Addiewell and West Lothian Council in the form of ACT CT Awareness training and Threat level briefings.

[End]

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

COMMUNITY SAFETY UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To inform Panel Members on the strategic development of Community Safety in West Lothian and the performance information from the Community Safety Unit on the Safer Neighbourhood Teams (SNT).

B. RECOMMENDATION

Panel members are asked to note the report and the performance information detailed for the Safer Neighbourhood Team**.**

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs Being honest, open and accountable Making best use of our resources Working in partnership Providing equality of opportunity
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	The Antisocial Behaviour etc (Scotland) Act 2004 applies
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	SOA1304_34 (Number of active ASB cases)
V	**Relevance to Single Outcome Agreement**	SOA10 – We live in well designed, sustainable places where we are able to access the services we need SOA11 – We have strong resilient and supportive communities, where people take responsibility for their actions and how they affect
VI	**Resources - (Financial, Staffing and Property)**	Expenditure managed within the overall General Fund Budget

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 Customer & 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 strategic community safety developments and performance data (Appendix 1) from the Community Safety Unit for the period quarter 2 July, August and September 2018.

D1 Community Safety Plan 2019 - 2021

The plan is developed following on from the Community Safety Strategic Assessment and in consultation with Community Safety partners. The Community Safety Plan 2019-2021 will be submitted to the Community Safety Board at the meeting scheduled to take place on 10th December 2018.

D2 Performance Data Quarter 2

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

The number of new antisocial behaviour cases (Table1.1) varies across West Lothian with some wards having more cases than others. There is no definitive reason for the level of numbers being reported from ward to ward and demographic variations and house type can all contribute to the way in which behaviour from others is tolerated or becomes intolerable to others. Investigations involve conducting mediations, issuing warnings, referring individuals to victim support and working with partners in the Community Safety Unit including the Housing teams.

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

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

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

Noise nuisance calls detailed (Table 1.5) highlights some of the ways in which the noise nuisance calls are dealt with under the legislation (Part 5 of the Antisocial Behaviour (etc.) (Scotland) Act 2004) available to the officers and how many actions were completed. Not all noise nuisance reports fall into this aspect of the ASB legislation and complainants may only require advice and assistance or dealt with using alternative ASB tools. The number of Antisocial Behaviour Orders (ASBO) remains relatively low. (Table1.7) ASBOs are deemed as a last resort to all other methods of curtailing antisocial behaviour within communities. It is only when particular individuals refuse to heed warnings issued and modify their behaviour, that the Antisocial Behaviour Order is requested.

E. CONCLUSION

The Community Safety Plan 2019-2021 has been developed in partnership following the Community Safety Strategic Assessment and will be presented to the Community Safety Board. Quarter 2 Performance for the Safer Neighbourhood Team is provided.

F. BACKGROUND REFERENCES

None

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

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

AnnMarie Carr
Interim Head of Housing, Customer and Building Services

Date of meeting: 11 December 2018

Appendix 1

Safer Neighbourhood Team Performance - Quarter 2

Table 1.1 - Cases opened each month	**Apr 17**	**Apr 18**	**May 17**	**May 18**	**Jun 17**	**Jun 18**	**Jul 17**	**Jul 18**	**Aug 17**	**Aug 18**	**Sep 17**	**Sep 18**
Armadale and Blackridge	7	3	5	2	8	4	7	4	2	0	1	1
Bathgate	9	2	10	8	5	3	12	5	4	8	12	8
Broxburn, Uphall and Winchburgh	2	0	6	1	7	3	6	6	5	0	2	0
East Livingston	0	0	2	2	1	4	0	1	3	2	0	1
Fauldhouse and Breich Valley	6	5	4	4	2	4	3	4	1	5	3	1
Linlithgow	1	0	0	1	2	1	0	6	1	3	1	2
Livingston North	2	2	7	2	3	1	1	4	1	2	1	0
Livingston South	3	0	0	3	2	3	2	11	3	3	2	2
Whitburn and Blackburn	7	1	10	3	0	5	9	2	11	4	4	6
Total	**37**	**13**	**44**	**26**	**30**	**28**	**40**	**43**	**31**	**27**	**26**	**21**

Table 1.2 **Total Active Cases per month**	**Apr 2017**	**Apr 2018**	**May 2017**	**May 2018**	**Jun 2017**	**Jun 2018**	**Jul 2017**	**Jul 2018**	**Aug 2017**	**Aug 2018**	**Sep 2017**	**Sep 2018**
SNT Officer Cases	**87**	**33**	**78**	**54**	**83**	**59**	**91**	**81**	**92**	**80**	**69**	**55**

Incidents by Ward	**Apr 2018**	**May 2018**	**Jun 2018**	**Jul 2018**	**Aug 2018**	**Sep 2018**	**YTD**
Armadale and Blackridge	41	31	39	40	39	28	218
Bathgate	37	41	47	54	47	84	310
Broxburn, Uphall and Winchburgh	51	50	58	35	21	25	240
East Livingston	20	22	28	28	29	10	137
Fauldhouse and Breich Valley	34	22	42	53	39	23	213
Linlithgow	6	15	9	23	20	14	87
Livingston North	22	30	30	30	30	12	154
Livingston South	17	37	39	65	37	28	223
Whitburn and Blackburn	44	43	55	52	49	51	294
Total	**272**	**291**	**347**	**380**	**311**	**275**	**1876**

Table 1.4 **Examples of Incident Category**	**Apr 2018**	**May 2018**	**Jun 2018**	**Jul 2018**	**Aug 2018**	**Sep 2018**	**Total**
ASB Part 2 Complaint	130	138	147	183	153	127	878
ASB Part 5 Noise Complaint	115	96	144	132	101	108	696
Dog Barking	1	2	1	1	3	0	8
ENV Health Complaint	3	10	13	14	7	4	51
Non ASB Noise Complaint	4	5	3	6	6	5	29
SST Section 3 Tenancy Management	12	28	25	30	27	24	146
Youth Disorder	3	6	7	7	4	4	31
Unauthorised Encampment	4	3	1	6	9	0	23
Unlicensed HMO	0	3	6	1	1	2	13
Grand Total	**272**	**291**	**347**	**380**	**311**	**275**	**1876**

Table 1.5 **Noise Nuisance Action Taken:**	**Apr 17**	**Apr 18**	**May 17**	**May 18**	**Jun 17**	**Jun 18**	**Jul 17**	**Jul 18**	**Aug 17**	**Aug 18**	**Sep 17**	**Sep 18**
Further Investigation (Legislation)	0	0	0	0	0	0	0	2	0	1	0	1
Insufficient Evidence	13	11	7	20	8	16	0	68	0	59	0	37
NFA Phone Call Only	36	46	24	19	19	38	107	111	108	122	95	115
NFA Visit Only	15	15	10	22	16	34	60	51	45	37	56	46
No Further Incidents	10	19	15	4	4	2	60	47	31	32	22	4
Noise Stopped	13	7	16	15	10	19	21	16	3	11	9	16
Perpetrator Moved	1	0	14	0	3	12	1	12	2	6	3	0
Reconciliation	0	0	0	1	0	1	0	0	4	0	2	0
RSL to Investigate	0	0	0	1	0	0	0	0	0	0	0	2
Successful Action	15	10	12	5	8	9	13	53	31	26	20	23
Warning Notice Issued	10	1	3	1	7	0	11	7	6	9	6	17
Warning Verbal Issued	4	5	7	8	4	13	10	7	7	4	11	8
Grand Total	**120**	**115**	**110**	**96**	**79**	**144**	**283**	**374**	**237**	**366**	**224**	**269**

Table 1.6 Number of Cases Closed in the Month	**April 2018**	**May 2018**	**June 2018**	**Jul 2018**	**Aug 2018**	**Sep 2018**	**YTD**
Armadale and Blackridge	1	1	4	1	3	1	11
Bathgate	2	3	5	3	4	8	25
Broxburn, Uphall and Winchburgh	1	0	2	3	1	3	10
East Livingston	0	0	1	2	2	4	9
Fauldhouse and Breich Valley	3	1	6	3	4	4	21
Linlithgow	0	1	0	2	1	2	6
Livingston North	0	1	4	2	4	3	14
Livingston South	0	0	0	6	2	4	12
Whitburn and Blackburn	7	2	2	2	5	3	21
Total	**14**	**9**	**24**	**24**	**26**	**32**	**274**

Table 1.7

Number of ASBOs in each Ward

Area	At October 2017	At October 2018
Armadale and Blackridge	1	0
Bathgate	1	1
Broxburn, Uphall and Winchburgh	0	0
East Livingston	0	0
Fauldhouse and Breich Valley	0	0
Linlithgow	4	5
Livingston North	5	5
Livingston South	3	2
Whitburn and Blackburn	5	5
Total	**19**	**18**

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

DECORATION SCHEME FOR TENANTS

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

Council Executive requested that Service for the Community PDSP panel members should be provided with an update after the first year of operation of the Painting Pack that was introduced in October 2017 and replaced the non-compliant monetary Decoration Scheme.

B. RECOMMENDATION

Panel members are asked to note :-

- The Painting Pack was deployed as per the agreed timeline and addressed the non –compliance of the previous monetary decoration scheme.
- The budget expenditure is within acceptable budget provision.
- New Tenants who have received the Painting Pack have responded positively finding the Painting Pack to be useful
- Overall deployment of the Painting Pack has gone well over the 1st year of operation.

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 decoration scheme is a discretionary activity.
II	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	None
V	**Relevance to Single Outcome Agreement**	None
VI	**Resources – (Financial, Staffing and Property**	Expenditure is managed within overall HRA Repairs Budget

VII	**Consideration at PDSP**	Services for the Community 22nd August 2017
VIII	**Consultations**	None

D1 TERMS OF REPORT

The Council Executive on 18th September 2017 approved the introduction of Painting Packs as the replacement for the non-compliant monetary decoration voucher scheme and the deployment process commenced in October 2017. The Service was asked by Council Executive to report back to PDSP panel members after 1 year of operation, to provide an update on the deployment of the Painting Pack.

By way of reminder to panel members, the service provides new tenants with a paint accessory pack and painting material instead of a monetary voucher. The assessment process is undertaken at the void property stage by the Community Housing Officer. The paint pack provides the tenant with the essential material to assist them. Appendix 1 sets out the Accessory & Painting Pack Inventory and deployment process.

D2 Tenant Satisfaction

The Service has reviewed the tenant satisfaction information taken from the New Tenant Visit that follows 4-6 weeks after a new tenant moves into their tenancy. There were 646 lets during the 1st year of operation. The New Tenant Survey asks 'Did you find the painting pack useful?'

Of the 195 tenants who responded to the question 177 (91%) said they found the painting pack was useful with 9% (18) said that it was not.

With regards to formal complaints process on the subject of painting packs the service has not received any formal complaints.

It should be noted that Building Services have had an occasional issue with external supplier not having elements of the painting materials within their stock which has impacted on ability of Building Services to have the painting pack with tenant at the point of tenancy sign up. However, communication has been put in place to ensure that new tenants are informed of this and items are delivered as soon as the stock issue is resolved.

D3 COST BENEFIT

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

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

E. CONCLUSION

The Painting Pack was deployed in October 2017 and is assisting new tenants with painting materials to help decorate their home. The expenditure is within acceptable budget provision and the Service has made efficiencies through the change from monetary decoration scheme to provision of Painting Packs. Tenants receiving painting pack have responded positively and overall deployment of the Painting Pack has gone well over the 1st year of operation.

F. BACKGROUND REFERENCES

COMMUNITY SERVICES COMMITTEE of WEST LOTHIAN COUNCIL 1st December 1998.

SERVICES for the COMMUNITY PDSP 22nd August 2017

COUNCIL EXECUTIVE 18th September 2017

Appendix - Accessory & Painting Pack Inventory and deployment process.

Contact Person: Alison Smith alison.smith@westlothian.gov.uk Tel. No. 281367

AnnMarie Carr

Interim Head of Housing, Customer and Building Services

Date of Meeting: 11th December 2018

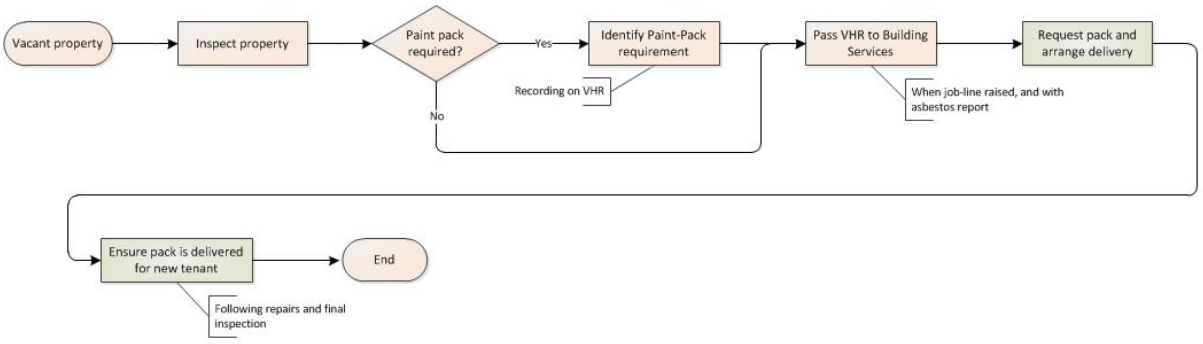
Appendix 1

Process/Flow Chart

When a property becomes vacant the Community Housing Officer (CHO) is required to inspect and record findings in a Vacant House Report (VHR). If the CHO considers that the issue of a paint-pack is required based on the condition of decoration of the property, this will be recorded on the VHR. The VHR will be passed to Building Services when the job-line is raised and along with other void related documentation such as the Asbestos report.

Upon receipt of the VHR the Void team will request a paint-pack from Building Services Stores and schedule delivery. The paint-pack must be in place in the property at the time of the final inspection just before the keys are handed back to the Area Housing Office.

Stock replenishment will be responsibility of Building Services stores based on the number of paint packs issued.



Paint-Pack issue Process

Repairs
AHO
CSC/CIS

Page 1 of 1	**Voids Processes**	Last Update: November 2016

Paint Pack Contents at Commencement of Scheme in October 2017

DESCRIPTION of packs	Products offered in pack	Indicative COST (£)	
Accessory Pack	330ml polyfiller, 9" roller & tray set, 3 brushes, 2" masking tape, 12' x 9' dust sheet, 750ml bio spirit, 5 pack assorted sand paper	£12.35	
Pack 1 – Bedsit	1 x 5L Trade Vinyl Matt emulsion- colour TBA	£9.09	£47.66
	2 x 1L Trade quick drying eggshell- colours TBA	£10.84	
	1 x 5L Trade Vinyl Matt emulsion- white	£7.20	
	1 x 2.5L Trade Satin finish- brilliant white	£8.18	
Pack 2 1 bedroom	2 x 5L Trade Vinyl Matt emulsion- colours TBA	£18.18	£61.77
	2 x 1L Trade quick drying eggshell- colours TBA	£10.84	
	1 x 2.5L Trade Vinyl Matt emulsion- white	£5.02	
	1 x 5L Trade Vinyl Matt emulsion- white	£7.20	
	1 x 2.5L Trade Satin Finish- brilliant white	£8.18	
Pack 3 2 bedroom	2 x 5L Trade Vinyl Matt emulsion- colours TBA	£18.18	£61.77
	2 x 1L Trade quick drying eggshell- colours TBA	£10.84	
	1 x 2.5L Trade Vinyl Matt emulsion- white	£5.02	
	1 x 5L Trade Vinyl Matt emulsion- white	£7.20	
	1 x 2.5L Trade Satin finish- brilliant white	£8.18	
Pack 4 3 bedroom	3 x 5L Trade Vinyl Matt emulsion- colours TBA	£27.87	£73.42
	2 x 1L Trade quick drying eggshell- colours TBA	£10.84	
	1 x 10L Trade vinyl matt emulsion- white	£14.18	
	1 x 2.5L Trade satin finish- brilliant white	£8.18	
Pack 5 4 bedroom	4 x 5L Trade Vinyl matt emulsion-	£36.36	£97.05
	2 x 1L Trade quick drying eggshell- colours TBA	£10.84	
	1 x 10L Trade vinyl matt emulsion- white	£14.18	
	1 x 2.5L trade vinyl matt emulsion- white	£5.02	
	1 x 5L trade satin finish- brilliant white.	£18.30	
Pack 6 Kitchen Only	1 x 2.5L Trade quick drying eggshell- colour TBA	£11.30	£31.44
	1 x 2.5L Trade quick drying eggshell- brilliant white	£10.02	
	1 x 1L Trade satin finish- brilliant white	£4.23	
	9" roller & tray set, 2" brush, 12'x9' dust sheet.	£5.89	
Pack 7 Bathroom Only	1 x 2.5L Trade quick drying eggshell- colour TBA	£11.30	£31.44
	1 x 2.5L Trade quick drying eggshell- brilliant	£10.02	

	white		
	1 x 1L Trade satin finish- brilliant white	£4.23	
	9” roller & tray set, 2” brush, 12’x9’ dust sheet.	£5.89	
Pack 8 Single room	1 x 5L Trade vinyl matt emulsion- colour TBA	£9.09	£30.69
	1 x 2.5L Trade vinyl emulsion- white	£5.02	
	1 x 1L Trade satin finish- brilliant white	£4.23	
		£12.35	
Pack 9 2 Rooms	2 x 2.5L Trade vinyl matt emulsion- colours TBA	£12.24	£39.97
	1 x 5L Trade vinyl matt emulsion- white	£7.20	
	1 x 2.5L Trade satin finish- brilliant white	£8.18	
Pack 10 – Single room (excluding kitchen or bathroom)- EXCLUDING ACCESSORIES	1 x 5L Trade vinyl matt emulsion- colours TBA	£9.09	£18.34
	1 x 2.5L trade vinyl matt emulsion- white	£5.02	
	1 x 1L trade satin finish- brilliant white	£4.23	
Pack 11 – 2 Rooms (excluding kitchen and bathroom)- EXCLUDING ACESSORIES	2 x 2.5L Trade vinyl matt emulsion- colours TBA	£12.24	£27.62
	1 x 5L Trade vinyl matt emulsion- white	£7.20	
	1 x 2.5L Trade satin finish- brilliant white	£8.18	

Paint Pack Contents (Revised Costings from April 2018)

DESCRIPTION of packs	**Products offered in pack**	**Indicative COST (£)**	
Accessory Pack	330ml polyfiller, 9” roller & tray set, 3 brushes, 2” masking tape x 2 , 12’ x 9’ dust sheet, 750ml bio spirit, 5 pack assorted sand paper	£19.23	
Pack 1 – Bedsit	1 x 5L Trade Vinyl Matt emulsion- Magnolia	£6.38	£40.71
	1 x 5L Trade Vinyl Matt emulsion- white	£6.38	
	1 x 2.5L Gloss - brilliant white	£8.10	
Pack 2 1 bedroom	2 x 5L Trade Vinyl Matt emulsion- colours Magnolia	£12.76	£53.85
	2 x 5L Trade Vinyl Matt emulsion- white	£12.76	
	1 x 2.5L Gloss - brilliant white	£8.10	
Pack 3 2 bedroom	2 x 5L Trade Vinyl Matt emulsion- Magnolia	£12.76	£53.85
	2 x 5L Trade Vinyl Matt emulsion- white	£12.76	
	1 x 2.5L Gloss - brilliant white	£8.10	
Pack 4 3 bedroom	3 x 5L Trade Vinyl Matt emulsion- Magnolia	£19.14	£67.00
	3 x 5L Trade vinyl matt emulsion- white	£19.14	

	1 x 2.5L Gloss- brilliant white	£8.10	
Pack 5 4 bedroom	4 x 5L Trade Vinyl matt emulsion- Magnolia	£25.52	£88.48
	4 x 5L Trade vinyl matt emulsion- white	£25.52	
	1 x 5L Gloss- brilliant white.	£16.20	
Pack 6 Kitchen Only	1 x 5L Trade Vinyl Matt emulsion- Magnolia	£6.38	£30.19
	1 x 5L Trade Vinyl Matt emulsion- white	£6.38	
	1 x 2.5L Gloss - brilliant white	£8.10	
	9" roller & tray set, 2" brush, 12'x9' dust sheet.	£8.46	
Pack 7 Bathroom Only	1 x 5L Trade Vinyl Matt emulsion- Magnolia	£6.38	£30.19
	1 x 5L Trade Vinyl Matt emulsion- white	£6.38	
	1 x 2.5L Gloss - brilliant white	£8.10	
	9" roller & tray set, 2" brush, 12'x9' dust sheet.	£8.46	
Pack 8 Single room	1 x 5L Trade vinyl matt emulsion- Magnolia	£6.38	£30.19
	1 x 5L Trade vinyl emulsion- white	£6.38	
	1 x 2.5L Gloss - brilliant white	£8.10	
	9" roller & tray set, 2" brush, 12'x9' dust sheet.	£8.46	
Pack 9 2 Rooms	2 x 5L Trade vinyl matt emulsion- Magnolia	£12.76	£36.77
	1 x 5L Trade vinyl matt emulsion- white	£6.38	
	1 x 2.5L Gloss - brilliant white	£8.10	
Pack 10 – Single room (excluding kitchen or bathroom)- EXCLUDING ACCESSORIES	1 x 5L Trade vinyl matt emulsion- Magnolia	£6.38	£21.48
	1 x 5L trade vinyl matt emulsion- white	£6.38	
	1 x 2.5L Gloss- brilliant white	£8.10	
Pack 11 – 2 Rooms (excluding kitchen and bathroom)- EXCLUDING ACESSORIES	2 x 5L Trade vinyl matt emulsion- Magnolia	£12.76	£28.05
	1 x 5L Trade vinyl matt emulsion- white	£6.38	
	1 x 2.5L Gloss - brilliant white	£8.10	

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER JULY – SEPTEMBER 2018

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform the Panel of the property turnover for the Second Quarter, July- September 2018.

B. RECOMMENDATION

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

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

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	• Focussing on our customers' needs • Being honest, open and accountable • Providing equality of opportunities • Developing employees • Making best use of our resources • Working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	The Housing (Scotland) Act 1987 as amended and in accordance with the Homelessness (etc) (Scotland) Act 2003, Housing (Scotland)Act 2014. Housing Allocation Policy
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**	None
VIII	**Other consultations**	Consultation takes place with the Housing Networks as well as individual tenant groups

D. TERMS OF REPORT

Quarterly Turnover

The number of permanent lets for the period 1st July – 30th September 2018 was 282 compared to the same quarter last year when 216 properties were let.

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

- Blackburn with 52 lets (18%), Winchburgh with 36 lets (13%) and Whitburn with 27 lets (10%) have the highest percentage of total lets.
- There was 1 sheltered housing property let.
- Four communities had only one mainstream property available to let (Eliburn, Linlithgow,Mid Calder, Threemiletown)
- Ten communities had between two and four properties available to let (Addiewell, Blackridge, Bridgend, East Calder, Greenrigg, Linlithgow Bridge, Longridge, Polbeth, Uphall Station, Westfield

The following Nineteen communities had no properties becoming available:

Community	Number of properties remaining
Ballencrieff	5
Bellsquarry	4
Breich	65
Ecclesmachan	4
East Whitburn	45
Eliburn Co-op	41
Kirknewton	39
Greenrigg	103
Seafield	109

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

Applicants can choose from a total of 47 communities.

Type of property

The majority of properties that became available were Cottages at 112 (39.7%) followed by 4 in Block at 110 (37%). 40.8% of these were two bedroom properties, 21.6% were one bedroom properties and 13.8 % were three bedroom properties.

Applicants

The 282 properties let in this quarter were allocated in accordance with the Council's Allocations Policy and group plus points system.

Performance for the Second quarter is as follows:

Group	**Percentage Met**
Homeless (HL)	50%
Housing with Care	1%
Unsatisfactory Housing (UH)	19%
General (GN)	1%%
Transfer (TL)	29%
Outwith (OW)	0%

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

F. **Background References**
None

Appendices/Attachments: Appendix 1 – Lets excluding Assisted Moves

Appendix 2 – Assisted Move Lets

Appendix 3 – Total Housing Stock per area

Contact Person: annmarie.carr@westlothian.gov.uk – Tel No- 01506 281355

AnnMarie Carr
INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 11 December 2018

Lets July to September 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	**2**	**3**	**4**	**5**	**Total**	
Armadale	*Armadale*	Cottage	2	5	0	0	0	7	
		4 in Block	3	8	2	0	0	13	
		Flat	1	0	0	0	0	1	
	Armadale Total		**6**	**13**	**2**	**0**	**0**	**21**	
	Blackridge	Cottage	0	1	0	0	0	1	
		Flat	2	0	0	0	0	2	
			0	0	0	0	0	0	
	Blackridge Total		**2**	**1**	**0**	**0**	**0**	**3**	
			0	0	0	0	0	0	
			0	**0**	**0**	**0**	**0**	**0**	
	Westfield	Cottage	0	1	1	0	0	2	
	Westfield Total		**0**	**1**	**1**	**0**	**0**	**2**	
	Ward Total		**8**	**15**	**3**	**0**	**0**	**26**	

Lets July to September 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Bathgate	*Bathgate*	Cottage	0	1	0	0	0	1	
		4 in Block	3	6	0	0	0	9	
		Flat	1	0	0	0	0	1	
		Sheltered	3	0	0	0	0	3	
		Maisonette	0	0	1	0	0	1	
	Bathgate Total		**7**	**7**	**1**	**0**	**0**	**15**	
	Boghall	Cottage	0	1	0	0	0	1	
		Flat	1	3	0	0	0	4	
		4 in Block	0	1	0	0	0	1	
	Boghall Total		**1**	**5**	**0**	**0**	**0**	**6**	
	WARD TOTAL		***8***	***12***	***1***	***0***	***0***	***21***	

Lets July to September 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Breich Valley	*Addiewell*	4 in Block	0	1	0	0	0	1	
		Cottage	0	0	1	0	0	1	
	Addiewell Total		**0**	**1**	**1**	**0**	**0**	**2**	
	Fauldhouse	4 in Block	3	5	3	0	0	11	
		Flat	0	0	1	0	0	1	
		Cottage	1	2	4	0	0	7	
		Maisonette	0	2	1	0	0	3	
	Fauldhouse Total		**4**	**9**	**9**	**0**	**0**	**22**	
	Polbeth	Cottage	0	1	1	0	0	2	
		Flat	0	1	1	0	0	2	
	Polbeth Total		**0**	**2**	**2**	**0**	**0**	**4**	
	Longridge	Cottage	1	1	0	0	0	2	
	Longridge Total		**1**	**1**	**0**	**0**	**0**	**2**	
	Ward Total		**5**	**13**	**12**	**0**	**0**	**30**	

Lets July to September 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Broxburn	*Broxburn*	Cottage	1	7	2	0	0	10	
		4 in Block	1	3	0	0	0	4	
		Flat	4	7	1	0	0	12	
	Broxburn Total		**6**	**17**	**3**	**0**	**0**	**26**	
	Uphall	Cottage	1	1	0	0	0	2	
		4 in Block	1	1	0	0	0	2	
		Maisonette	0	0	1	0	0	1	
	Uphall Total		**2**	**2**	**1**	**0**	**0**	**5**	
	Winchburgh	Cottage	0	12	4	0	0	16	
		4 in Block	16	1	1	0	0	18	
	Winchburgh Total		**16**	**13**	**5**	**0**	**0**	**34**	
	Ward Total		**24**	**32**	**9**	**0**	**0**	**65**	
East Livingston	*East Calder*	Cottage	0	1	0	0	0	1	
		4 in Block	0	1	0	0	0	1	
	East Calder Total		**0**	**2**	**0**	**0**	**0**	**2**	
	Mid Calder	Sheltered	1	0	0	0	0	1	
	Mid Calder Total		**1**	**0**	**0**	**0**	**0**	**1**	
	Uphall Station	Cottage	0	1	0	0	0	1	
		4 in Block	1	0	0	0	0	1	
	Uphall Station Total		**1**	**1**	**0**	**0**	**0**	**2**	
	Pumpherston	Cottage	1	2	0	0	0	3	
		4 in Block	1	0	0	0	0	1	
	Pumpherston Total		**2**	**2**	**0**	**0**	**0**	**4**	
	Ward Total		**4**	**5**	**0**	**0**	**0**	**9**	

Lets July to September 2018 (excluding Assisted Moves)

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

Lets July to September 2018 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
South Livingston	*Dedridge*	Cottage	0	0	4	1	0	5	
		Flat	0	0	1	0	0	1	
		Maisonette	0	0	2	0	0	2	
		4 in Block	0	4	0	0	0	0	
	Dedridge Total		**0**	**4**	**7**	**1**	**0**	**12**	
	Ladywell	Maisonette	0	3	0	0	0	3	
		Flat	0	2	0	0	0	2	
		Cottage	0	0	2	0	0	2	
	Ladywell Total		**0**	**5**	**2**	**0**	**0**	**7**	
	Ward Total		**0**	**9**	**9**	**1**	**0**	**19**	
Whitburn	*Blackburn*	Cottage	1	9	4	0	0	14	
		4 in Block	13	15	1	0	0	29	
		Flat	0	2	1	0	0	3	
		Maisonette	0	1	1	0	0	2	
	Blackburn Total		**14**	**27**	**7**	**0**	**0**	**48**	
	Whitburn	Cottage	2	0	3	2	0	7	
		4 in Block	3	6	0	0	0	9	
		Flat	2	0	1	0	0	3	
		Maisonette	0	5	1	0	0	6	
	Whitburn Total		**7**	**11**	**5**	**2**	**0**	**25**	
	Harthill	Cottage	1	0	1	0	0	2	
	Harthill Total		**1**	**0**	**1**	**2**	**0**	**4**	
	Ward Total		**22**	**38**	**0**	**2**	**0**	**75**	
	Total		**78**	**134**	**48**	**5**	**0**	**265**	

Lets July-September 2018 Assisted Moves

Ward	Community	House Type	Number of Bedrooms						
			1	2	3	4	5	Total	
Armadale	*Armadale*	Cottage	1	1	0	1	0	3	
	Armadale Total		**0**	**0**	**0**	**1**	**0**	**0**	
	Ward Total		**1**	**1**	**0**	**1**	**0**	**3**	
Bathgate	*Bathgate*	Cottage	0	0	1	0	0	1	
			0	0	0	0	0	0	
	Bathgate Total		**0**	**0**	**1**	**0**	**0**	**1**	
	Ward Total		**0**	**0**	**1**	**0**	**0**	**1**	
Fauldhouse/Breich	*Fauldhouse*	Cottage	0	1	0	0	0	1	
			0	0	0	0	0	0	
			0	0	0	0	0	0	
	Breich Total		**0**	**0**	**0**	**0**	**0**	**1**	
	Ward Total		**0**	**1**	**0**	**0**	**0**	**1**	
Broxburn	*Winchburgh*	Cottage	0	2	0	0	0	2	
			0	0	0	0	0	0	
	Winchburgh Total		**0**	**2**	**0**	**0**	**0**	**2**	
			0	0	0	0	0	0	
	Pumpherston	Cottage	0	1	0	0	0	1	
	Pumpherston Total		**0**	**1**	**0**	**0**	**0**	**1**	
	Ward Total		**0**	**3**	**0**	**0**	**0**	**3**	
Linlithgow	*Linltighow Bridge*	Cottage	0	1	0	0	0	1	
	Linlithgow Bridge Total		**0**	**1**	**0**	**0**	**0**	**1**	
			0	0	0	0	0	0	
			0	**0**	**0**	**0**	**0**	**0**	
	Ward Total		**0**	**1**	**0**	**0**	**0**	**1**	
North Livingston	*Deans*	Cottage	0	1	0	0	0	1	

			0	0	0	0	0	0	
	Deans Total		**0**	**1**	**0**	**0**	**0**	**1**	
			0	0	0	0	0	0	
			0	**0**	**0**	**0**	**0**	**0**	
	Ward Total		**0**	**1**	**0**	**0**	**0**	**1**	
South Livingston	*Dedridge*	Cottage	0	1	0	1	0	2	
	Dedridge Total		**0**	**1**	**0**	**1**	**0**	**2**	
			0	0	0	0	0	0	
			0	**0**	**0**	**0**	**0**	**0**	
	Ward Total		**0**	**1**	**0**	**1**	**0**	**2**	
Whitburn	*Whitburn*	Four in Block	0	2	0	0	0	2	
			0	0	0	0	0	0	
	Blackburn	Cottage	0	0	2	0	0	2	
		Four in Block	0	1	0	0	0	1	
	Whitburn Total		**0**	**3**	**2**	**0**	**0**	**5**	
	Ward Total		**0**	**3**	**2**	**0**	**0**	**5**	
	Total		**1**	**11**	**3**	**2**	**0**	**17**	

Reasons for Assisted Moves

Harassment	1
Medical A	8
Overcrowding	4
Property not suitable	1
Neighbour problems	0
Care in the Community	1
Leaving Care	1
Regeneration	1
Total	17

Council Stock Numbers				
Ward	**Name**	**Number of properties**		
1	BRIDGEND	217		
	LINLITHGOW	336		
	LINLITHGOW BRIDGE	84		
	NEWTON	12		
	PHILPSTOUN	25		
	THREEMILETOWN	6		
		680		
2	BROXBURN	846		
	CRAIGSHILL	33		
	DECHMONT	25		
	ECCLESMACHAN	4		
	UPHALL	208		
	WINCHBURGH	275		
		1,391		
5	EAST CALDER	295		
	KIRKNEWTON	39		
	MID CALDER	55		
	PUMPHERSTON	271		
	UPHALL STATION	111		
	WILKIESTON	5		
		776		
3	DEANS	555		
	ELIBURN CO-OP	41		
	ELIBURN KIRKTON	243		
	THE RIGGS	137		
	KNIGHTSRIDGE	481		
		1,457		
4	BELLSQUARRY	4		
	DEDRIDGE	706		
	LADYWELL	639		
	HOWDEN	20		
		1,369		
6	ADDIEWELL	276		
	BREICH	65		
	FAULDHOUSE	608		
	LONGRIDGE	89		
	POLBETH	316		
	STONEYBURN	237		
	WEST CALDER	148		
		1,739		
7	EAST WHITBURN	45		
	GREENRIGG	103		
	WHITBURN	1,469		
	BLACKBURN	843		
	SEAFIELD	109		
		2,569		
8	BALLENCRIEFF	5		
	BATHGATE	916		
	BOGHALL	649		
	WHITESIDE & BIRNIEHI	251		
		1,821		
9	ARMADALE	1,253		
	BLACKRIDGE	215		
	TORPHICHEN	26		
	WESTFIELD	68		
		1,562		
	Total stock	**13,364**		

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN RAPID REHOUSING TRANSITION PLAN

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose is to report on progress with the preparation and development of the first iteration of the West Lothian Rapid Rehousing Transition Plan (RRTP) which is required to be submitted to the Scottish Government by the 31 December 2018.

B. RECOMMENDATION

Services for the Community PDSP is asked to:

1. Note and comment on the first iteration of the West Lothian RRTP.
2. Note the proposed timeline for the governance arrangements of the plan to meet the implementation date of 1 April 2019.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	The Housing (Scotland) Act 1987 as amended and in accordance with the Homelessness (etc.) (Scotland) Act 2003, Housing (Scotland) Act 2001, Housing (Scotland) Act 2014. An Integrated Relevance Assessment is currently being undertaken and will be completed for the final draft of the West Lothian RRTP.
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	Increasing levels of homelessness will have an adverse effect on the council's performance. Quarterly performance returns are monitored by the council.
V	**Relevance to Single Outcome Agreement**	Outcome 6: 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)**	Homeless Services has a general fund budget of £2.754million and FTE of 54 staff. £21million has been allocated by the Scottish Government which includes £2m for the development of the RRTPs. Also included is £1.5m over two years from the £20m of Health funding from Addictions Services. The Scottish Government has made Resource Planning Assumptions for affordable housing in West Lothian of £12.174million for 2018/19, £12.189million for 2019/20 and £13.757million for 2020/21.
VII	**Consideration at PDSP**	Report to Services for the Community PDSP, 18 September 2018, and report to Council Executive 9 October 2018.
VIII	**Other consultations**	Head of Social Policy, Head of Education, Head of Finance and Property Services, Head of Operational Services and Property. Director of West Lothian IJB.

D. TERMS OF REPORT

D.1 Background

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

The council is required to submit the first iteration of the West Lothian RRTP to the Scottish Government by the 31 December 2018.

To ensure a collaborative approach to the development of West Lothian's RRTP, a West Lothian RRTP Board has been established consisting of membership from across the council, West Lothian IJB, Registered Social Landlords (RSLs) and the Voluntary Sector.

The council and its key strategic partners have prepared and developed the first iteration of the plan attached as Appendix 1. The purpose of this report is to provide a high level overview of the key elements of the plan and the proposed work streams to deliver the plan.

D.2 Collaborative Approach and Background Work

Three interim working groups have also been meeting to collate the information required for the plan and undertake the analytical work to assist with developing targets and action required. Updates from the working groups have been provided at the RRTP Board meetings.

Briefing and feedback sessions have also been held with relevant service areas in the council, West Lothian IJB, RSLs, voluntary organisations, staff and service users. This included a feedback session with all stakeholders on the 31st October 2018, to inform the development of the West Lothian RRTP vision and high level actions of the plan.

To date, West Lothian RRTP Board has met on three occasions with the first draft of the West Lothian RRTP circulated for comment on the 6th November 2018. The council has also met with individual RSLs to discuss and agree local target setting for increasing lets to homeless households, a key element of the plan. Feedback has now been received from members of the West Lothian RRTP to finalise the proposed vision for West Lothian.

D.3 Key Elements of the Plan

There are 7 key elements of the West Lothian RRTP.

- Understanding West Lothian's Housing Market Context: This section sets out the local housing market strategic context, housing tenure in West Lothian, the supply of affordable housing and future new build programme.

- West Lothian's Homeless Position**:** This section sets out the current homeless position in West Lothian and demand for temporary accommodation. It also includes the 5 year gaps analysis of the demand for social rented housing in West Lothian from homeless households versus available social lets.

- West Lothian's Temporary Accommodation Provision: Outlines the current provision of temporary accommodation in West Lothian.

- West Lothian's 5 Year Projections for Temporary Accommodation: Outlines the challenges facing the council and its partner in the provision of temporary accommodation and the projections for the future provision as the transition to rapid rehousing is implemented.

- Identifying Support Needs: Estimates the support needs required to deal with current open cases as well as future new homeless demand to transition to a rapid rehousing.

- Transitioning to a rapid Rehousing Approach in West Lothian: This section sets out how the council and its partners are going to transition from the current position to the future vision, including a locally agreed target for percentage of social lets to homeless households.

- Resources: Identifies the gaps in resources required to meet the vision and quantifies a bid of £3million against the £21million allocated by the Scottish Government.

D.4 Social Lets to Homeless Households

One of the main requirements of RRTPs is to improve flow by increasing offers of permanent accommodation to homeless households thereby reducing the backlog of open cases and improving the through put in temporary accommodation.

Four scenarios have been modelled, using certain assumptions, which quantify the impact on open cases and the use of temporary accommodation, including B&B Accommodation if social lets in West Lothian were increased from the current position of 59%. Appendix 2 provides further detail for each scenario.

Assumptions have been made on reducing homeless demand to reflect the impact of early intervention and prevention strategies over the 5 year period of the RRTP. Year 1 would remain at current levels of 1,165 homeless households where the council has a duty to find permanent accommodation. A reduction of 4% in Year 2 would be applied, 6 % in Year 3 and 5 % in Years 4 and 5.

- **Scenario 1: 59% lets to homeless**: If the percentage of social rented lets to homeless households remains at current levels the council and its partners will not realise the vision of reducing homelessness and the use of B&B Accommodation. There will be no impact on open cases which will continue to rise over the period of the plan from 1,061 to 1,145. There will also continue to be high demand for B&B Accommodation at 146 places at the end of Year 5 of the plan.

- **Scenario 2: 65% lets to homeless**: Increasing the percentage of social rented lets to homeless households from 59% to 65% will have some impact on reducing the backlog of open cases from 1,061 to 649 over the 5 year period of the plan. The need for B&B Accommodation by Year 5 will have reduced from 126 places to 28 places. However there will continue to be a need for the same level of furnished temporary accommodation in the community.

- **Scenario 3: 70% lets to homeless**: Increasing the percentage of social rented lets from 59% to 70% will reduce open cases from 1,061 to 235 by end of Year 5 and reduce the use of B&B Accommodation by Year 3. The need for furnished temporary accommodation in the community will also reduce from 450 to 125 units

- **Scenario 4: 75% lets to homeless:** Increasing the percentage of social rented lets to homeless households from 59% to 75% will stop the use of B&B Accommodation by Year 2 and open cases will have been eradicated by Year 5. If implemented Scenario 4 would meet the RRTP Vision during the lifetime of the plan.

In order to meet the West Lothian RRTP Vision, the council and its partners would need to agree that social rented lets to homeless households are increased from 59% to 75% over the 5 year period of the plan.

Whilst the council agrees that 75% lets to homeless (Scenario 4) is the local target needed to meet the RRTP vision, at this stage a local target has not been agreed and is pending the outcome from individual discussions with RSL partners and would be subject to final agreement by their respective boards.

The four scenarios modelled are also based on the assumptions of delivery of the affordable housing programme over the period of the plan.

The table below gives the future indicative new build completions, year on year to 2023/24. These figures are assumptive based on the current and future new build programme and the sites included in the Strategic Housing Investment Plan 2019-2024

Table1: Indicative Future New Build Affordable Completions

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
RSL	55	275	233	198	100	100	961
WLC	504	221	203	79	0	0	1,007
Total	**559**	**496**	**436**	**277**	**100**	**100**	**1,968**

To meet future homeless demand it is estimated that the supply of new build affordable housing will need to be at least 100 units per annum beyond 2021/22. At this stage no council completions are assumed beyond the period of the council term and the delivery of the 100 unit per annum is dependent upon the delivery of new build housing by RSLs.

D.5 RRTP Actions

To transition from the current provision to the West Lothian vision, the council and key partners have identified four high level actions. These are:

- Increase focus on early intervention, prevention and housing options to stop homelessness happening in first place.
- To ensure where homelessness does occur that housing options are focused on enabling households to navigate through the system as quickly as possible.
- Implement actions required to ensure that people have access to the required levels of support.
- Improving access to affordable housing options and reducing the length of stay in temporary accommodation by improving flow through the system diverting away from the use of Bed and Breakfast Accommodation.

These actions will be taken forward through 4 RRTP Work streams of, early intervention/ Prevention and Housing Options, Supply and Temporary Accommodation, Support and Supported Accommodation and Health and Wellbeing. An action plan has been developed for the five years of the West Lothian RRTP and is attached as an Appendix 3.

A review of the Housing Allocations Policy will be undertaken to dovetail the RRTP in terms of ensuring compliance with the plan and ability to move people that are homeless through the system quickly in order to obtain a permanent let. At the same time the review will also need to make provision for persons on the mainstream housing list in order to ensure that their housing needs are also provided for and that homelessness is not seen as the only route to a council house.

D.6 Next Steps

Table 2 below outlines the proposed timescale for submitting the first iteration of the RRTP to the Scottish Government by the 31 December 2018. The Scottish Government will provide feedback to local authorities prior to the RRTP implementation date of the 1 April 2019. At this stage, it is unclear of the Scottish governments timescales for feedback required to the RRTP prior to the implementation date of the 1 April 2019, therefore it is proposed that the final plan is reported back to Services for the Community PDSP and Council Executive in March 2019 as detailed in Table 2 below.

Table 2: West Lothian RRTP Timelines

Key Dates	Outcomes
• 18 December 2018	Final RRTP draft to be reported to Council Executive for submission to the Scottish Government
• 31 December 2018	Date for RRTP to be submitted to the Scottish Government
• 19 March 2019	Final RRTP to be reported to Services for the Community PDSP
• 26 March 2019	Final RRTP draft to be reported to Council Executive for implementation as of 1st April 2019

Consultation with the main RSL providers of social rented housing in West Lothian has identified that their Boards will not meet until after the New Year to make individual decisions on target lets to homeless households. Therefore, the council will continue to work with individual RSLs on target setting for the RRTP and will have concluded targets for the final draft plan to be reported to Services for the Communities PDSP on the 19 March 2019 and Council Executive on the 26 March 2019.

The Scottish Government has recently provided further clarification on the first iteration of the RRTP. The 31 December 2018 submission deadline is a milestone which will offer an opportunity for further evaluation and feedback to enable local authorities time to further refine the RRTPs where required. The Scottish Government and COSLA will work with local authorities to develop a timescale for the submission of a refined RRTP.

E. Conclusion

Significant progress has been made in the preparation and development of the first iteration of the West Lothian RRTP. The council is on target to meet the Scottish Government's submission deadline of the 31 December 2018. The council has undertaken a collaborative approach to the development of the West Lothian RRTP vision and key actions. The next step will be to take a report to Council Executive on the 18 December 2018 and continue to work with RSL partners to agree targets for social lets to homeless households.

F. BACKGROUND REFERENCES

Services for the Community PDSP - 18 September 2018
Council Executive - 9 October 2018.

Appendices/Attachments:

Appendix 1: West Lothian Rapid Rehousing Transition Plan 2019/20 to 2023/24.

Appendix 2: West Lothian Supply Forecasting Model

Appendix 3: RRTP Action Plan

Contact Person: Katy McBride, katy.mcbride@westlothian.gov.uk 01506 281070

AnnMarie Carr
Acting Head of Housing, Customer and Building Services
11 December 2018

West Lothian Council

Rapid Rehousing Transition Plan

DRAFT

December 2018

1. Introduction 4
2. Consultation 6
3. Local Population Context 6
3.1 Population Estimates and Household Numbers 6
3.2 Health and Homelessness 7
3.3 Local Economic Context 8
4. Understanding West Lothian's Housing Market Context 8
4.1 Housing Development Strategic Context 8
4.2 Housing Tenure in West Lothian 9
4.3 Need for Affordable Housing in West Lothian 11
4.4 Increasing Affordable Housing Supply 12
4.5 Open Market Acquisitions 13
4.6 New Build Allocations 13
5. West Lothian Homeless Position 14
5.1 West Lothian Homeless Profile 14
5.2 Demand for Temporary Accommodation 18
5.3 West Lothian Homelessness Rehousing Position 19
5.4 West Lothian Homeless Demand Vs Supply Gaps Analysis 21
6. West Lothian Temporary Accommodation Provision 23
7. Future 5 Year Plan for Temporary Accommodation 25
8. Identifying Support Needs 27
9. Transitioning to a Rapid Rehousing Approach in West Lothian 29
9.1 Shifting from the Current Provision to the future vision 29
9.2 Increase Focus on Early Intervention, Prevention and Housing Options 30
9.3: Rehousing Options for Homeless Households 31
9.4 Accessing the Right Levels of Support 32
9.5 Access to Affordable Housing and Temporary Accommodation 33
9.5.1 Affordable Housing Supply Targets 33
9.5.2 Improving Access to Affordable Housing Options 33
10. Communication Approach 34
11. Resource Planning 34
11.1 Revenue Resources Pressures 35
11.2 New Housing Supply and Temporary Accommodation Capital Investment 36
11.3 West Lothian RRTP Resource Requirements 36
12. References and Further Reading – to be finalised 41

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Executive Summary

This first iteration of the West Lothian Rapid Rehousing Transition Plan (RRTP) provides context to the West Lothian housing market and homelessness position. It identities the gaps in the supply of affordable housing against demand as well as the support required to transition to rapid rehousing.

The main challenge in West Lothian is increasing demand from households presenting as homeless for social rented housing against available supply to provide a settled housing solution. This has resulted in an increase in the use of Bed and Breakfast Accommodation to meet the council's statutory duty to provide temporary accommodation along with longer stays in temporary accommodation while households wait an offer for a suitable social rented tenancy.

There is evidence of good practice in West Lothian in relation to tenancy sustainment, quality support services and joined up working with key strategic partners. Housing Options advice has shifted to a prevention approach, with good outcomes in relation to working with the private rented sector, the Advice Shop and partner RSLs to reduce homelessness. West Lothian also has the first Housing First project being piloted for young people leaving care.

To take forward a rapid rehousing transition approach to homeless, the West Lothian RRTP outlines a dual approach to generate better flow through the homeless system while shifting focus further to an early intervention and prevention approach.

Through a partnership vision of "Working Together", West Lothian Council, West Lothian IJB, registered social landlords and the voluntary sector, we will aim to reduce homelessness through early intervention and prevention. Through the provision of consistent advice and information, we will strive to work with the person to offer a range of housing options to find a settled home with access to services and support mechanisms. Where homelessness does occur we will work with the person to ensure they are housed as quickly as possible with reduced lengths of stay in temporary accommodation.

This vision is underpinned by 4 high level actions:

- Increase focus on early intervention, prevention and housing options to stop homelessness happening in the first place;
- Improving access to affordable housing options and reducing lengths of stay in temporary accommodation by improving flow through the system diverting away from the use of Bed and Breakfast Accommodation;
- To ensure where homelessness does occur that housing options are focused on enabling households to navigate through the system as quickly as possible.
- Implement actions required to ensure peoples have access to the required levels of support.

These actions will be taken forward through four RRTP Work streams of, Early Intervention/ Prevention and Housing Options, Supply and Temporary Accommodation, Support and Supported Accommodation and Health and Wellbeing.

However the partnership cannot do this alone and Scottish Government financial support and assistance will be required to transition from the current homeless position in West Lothian to a rapid rehousing approach.

1. Introduction

It has been recognised both nationally and locally through the work of the Homeless and Rough Sleeping Action Group (HARSAG) that a home is at the heart of any solution to the reduction of homelessness. People experiencing homelessness want a permanent solution as quickly as possible with fewer transitions and lengths of stay within temporary accommodation. (Jon Sparks, Chair of HARSAG, Scotland's Transition to Rapid Rehousing, June 2018)

It is also recognised that the causes of homelessness can be complicated and that local authorities and their strategic partners need to work together to prevent homeless through early intervention and offer services which prevent people where possible from becoming homeless in the first place and enable people to sustain their home.

On the 27th June 2018 HARSAG published the final set of recommendations in response to four questions set by the Scottish Government. Four reports have been published and a total of 70 recommendations have been made. The Scottish Government has accepted in principle 64 out of the 70 recommendations and given a commitment to take forward a transformational approach with local authorities.
(https://ww.gov.scot/publications/homelessness-rough-sleeping-recommendations/)

The cornerstone of the recommendations is a transition to a 'Rapid Rehousing' approach by default of which the Housing First model is a smaller component. To move quickly towards the implementation of the recommendations all 32 local authorities are required to submit a 5 Year Rapid Rehousing Transition Plan (RRTP) to the Scottish Government for comment by 31st December 2018 and to be put in action by April 2019.

RRTPs will describe how to readdress the local balance of temporary and settled housing options to align with the new national vision, initially over a 5 year planning cycle. Local authorities should set out their current temporary accommodation position, their vision and how they are going to get there. The national vision is detailed below:

National Vision: to transition to a rapid rehousing approach represents significant cultural and systems change in how we respond to homelessness and for the expectations of people affected by it. (RRTP: Briefing Statement, John Mills, Chair of ALACHO October 2018)

The vision for rapid rehousing is:

- A settled, mainstream and sustainable housing outcome as quickly as possible;
- Time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better;
- When temporary accommodation is needed, the optimum type is mainstream, furnished and within a community;

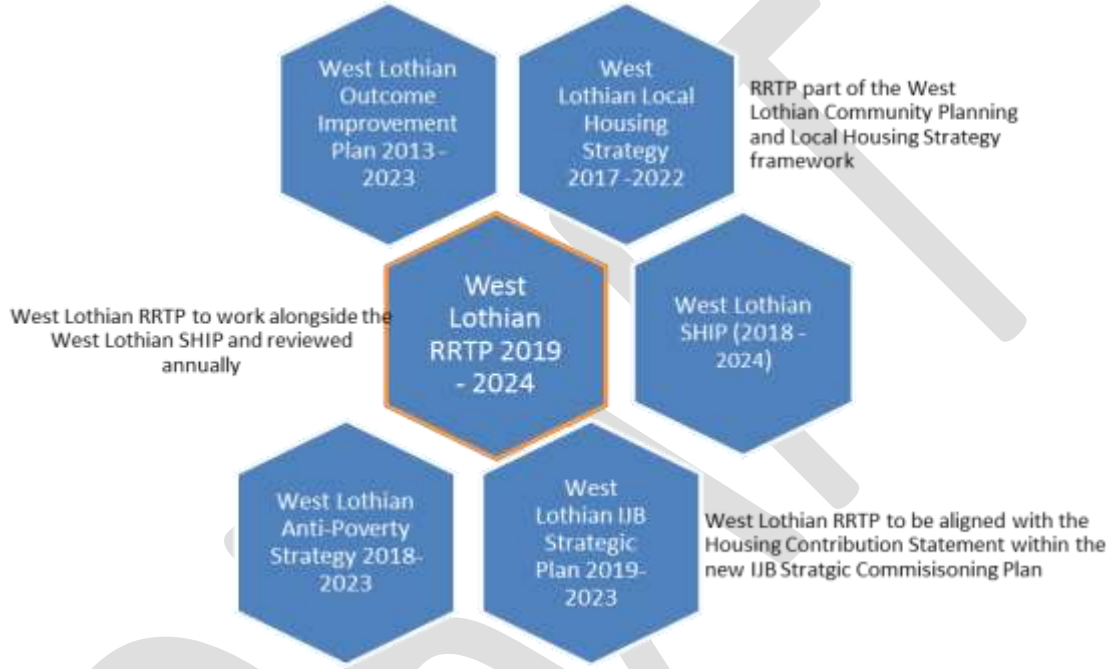
And for people with multiple needs beyond housing:

- Housing First is the first response for people with severe and multiple disadvantages;
- Highly specialist provision within small, shared, supported and trauma informed environments if mainstream housing, including Housing First, is not possible or preferable. These units may be better aligned with the broader health and social care strategy and commissioning frameworks.

RRTPs will work alongside the Strategic Housing Investment Plan (SHIP) and will be reviewed annually as part of the SHIP process. They will also sit within the Community Planning Partners wider strategic planning framework of the Local Outcome Improvement Framework and Local Housing Strategy. They are to be developed closely with Health and Social Care Partnerships, Registered Social Landlords (RSLs) and other relevant parties such as voluntary organisations.

The Scottish Government will use the plans to assess progress towards the five year vision of rapid rehousing and assist Scottish Government in the allocation of resources for local authorities and their partners to transition to rapid rehousing. The West Lothian RRTP will be part of the West Lothian planning framework as illustrated below.

Figure 1: West Lothian Planning Framework



Transitioning to Rapid Rehousing will mean that West Lothian Council and key strategic partners will need to readdress the current balance of housing and support options that are available and how quickly they are accessed.

There also needs to be a significant shift in West Lothian to preventing homelessness from occurring in the first instance including a greater focus on early intervention.

West Lothian Council Housing Needs Service has taken the lead in the preparation of the plan which has been developed in collaboration with the RSLs, the voluntary sector, service users, West Lothian IJB and other relevant services within the council including West Lothian advice shop, Social Policy, Housing Customer and Building Services, Education and Finance. Key strategic partners are listed in Appendix 1.

A West Lothian Rapid Rehousing Transition Board has been established with membership from across the council, West Lothian IJB, Social Landlords and the voluntary Sector. The purpose of the RRTP Board is to develop and agree collaboratively the vision of the plan as well as agree key targets and the final first iteration of the plan to be submitted to the Scottish Government. Governance arrangements for approval of the plan are set out in Appendix 2. Interim working groups were also established to collate and analyse the information required for the development of the RRTP including the baseline information required, gaps analysis, estimate of support needs of homeless households and resources.

2. Consultation

A collaborative approach has been undertaken in the preparation and development of West Lothian's RRTP. Due to the Rapid Rehousing Transition approach being a relatively new concept a series of briefing and feedback sessions were undertaken to ensure meaningful engagement and consultation with a wide range of key strategic partners, service users, tenants and staff. The consultation approach was undertaken in four stages.

- **Stage 1**: Initial briefings on HARSAG recommendations and the principles of rapid rehousing:
- **Stage 2**: Feedback sessions on findings of baseline information and gaps analysis:
- **Stage 3**: Feedback Event held on the 31st October 2018 to inform the development of the West Lothian RRTP Vision and key elements of the plan.
- **Stage 4**: Consultation and feedback on the first iteration of the draft plan to be submitted to the Scottish Government by 31st December 2018.

Individual sessions have also been undertaken with the main providers of social rented housing in West Lothian to work towards agreeing a local target for the percentage of social lets in West Lothian required to deliver the RRTP vision. The three local social rented housing providers (Almond, Weslo and West Lothian Housing Partnership) also sit on the West Lothian RRTP Board. Appendix 3 provides further information on each of the consultation stages, the organisations involved and when they were undertaken.

3. Local Population Context

3.1 Population Estimates and Household Numbers

According to the National Records of Scotland the population of West Lothian was 181,310 on 30th June 2018 which is the 9th highest population out of all 32 council areas in Scotland. The area also has one of the fastest growing and youngest populations in Scotland, reflecting West Lothian's location within the central belt close to Edinburgh and Glasgow and its appeal as a place to invest, work and visit. Between 2016 and 2026, the population of West Lothian is projected to increase from 180,130 to 191,979 an increase of 6.6%, which compares to a projected increase of 3.2% for Scotland as a whole.

In relation to Homeless Service provision there are certain population and household trends which will influence future demand and type of service delivery. Increasing population trends could mean higher demand for services while increasing numbers of household will increase demand for housing. Trends in household type and age group will influence the housing type and size required and services to be provided. The following population and household trends may influence service delivery:

- 45 to 64 age group was the largest population in 2017, with a population of 51,086.
- 75 and over age group was the smallest, with a population of 11,981
- 16-24 age group in West Lothian is anticipated to increase by 1% between 2016 to 2026. For Scotland as a whole the population of this age group is anticipated to decrease by 9% between 2016 and 2026.
- The age group with the highest projected increase in numbers between 2016 and 2026 is those aged 75 and over at 46%.

- The number of households in West Lothian is projected to increase by 10% between 2016 and 2026 from 76,630 to 84,262, this compares to 6.4% for Scotland.
- In 2026, the household type "One adult" is projected to remain the most common (32.7%) and the household type "Three or more adults" is projected to become the least common (8.8%) in West Lothian.

3.2 Health and Homelessness

In West Lothian, life expectancy at birth was higher for females (80.8 years) than for males (78.3 years) in 2014-16. Male life expectancy at birth has increased more rapidly than female life expectancy at birth between 2001-03 and 2014-16. In West Lothian, female life expectancy at birth is lower than at Scotland level and male life expectancy at birth is higher than at Scotland level.

It has been accepted for a number of years that there are significant links between poor health and homelessness in Scotland. The National Health and Homeless standards were published in 2005 and are designed to assist NHS Boards to continuously improve their services to homeless people and those at risk of homelessness. http://www.gov.scot/Publications/2005/03/20774/53761

The standards recognised that poor health is not only a consequence of homelessness but can also help to precipitate it with there being greater risk of premature deaths and morbidity amongst the homeless population than the population at large. It should also be recognised that health problems are not confined to those sleeping rough. People living in temporary accommodation, with friends or in hostels have little stability, often having to share kitchens and bathrooms with little privacy or security.

The first time a comprehensive study was undertaken to understand the links between ill health and homelessness was in 2017/18. (Health and homelessness in Scotland, June 2018, Dr Andrew Waugh)

The study compared 3 distinct groups:

- Approximately 500,000 people who had been homeless between 2001 and 2016 (Ever Homeless cohort).
- The least deprived cohort
- The most deprived cohort

The study identified that almost 1 in 10 people in the Scottish population (as of June 2015) have experienced homelessness. 50% on the homeless cohort had no health conditions relating to drugs, alcohol or mental health. This may dispel some of the myths held by the general population regarding those who are homeless. In the homeless cohort people were at the younger end of the age range of the Scottish population.

The study highlighted that there is a correlation between increasing interactions with health services immediately preceding a homeless crisis, with the peak of interactions being around the time of homeless assessment and then as the household achieves settled accommodation health interactions decrease again, however some remained at a higher level than previously.

The council has recently agreed to take part in a project with the Information Services Division (ISD), part of NHS Scotland, to collect Homelessness data and link it with existing Health and Social Care data. The work will help inform the key areas of work required to be taken forward in relation to homelessness, health and social care.

3.3 Local Economic Context

Material poverty is still a significant issue for many households and communities. West Lothian, like many other parts of Scotland experienced the impact of the credit crunch and subsequent recession – with substantial job losses and a rise in local levels of unemployment. Although the headline unemployment level has fallen since 2013, there are still underlying issues of poverty and deprivation – with a core of individuals and households experiencing extreme hardship and wider groups experiencing financial difficulties and challenges.

Low pay as well as unemployment is a key factor. Gross wage levels for West Lothian (both residence and workplace) are below the Scottish and UK levels. An estimated 18% of West Lothian working residents earn below the living wage level of £8.25 per hour compared to 19% for Scotland as a whole.

The Scottish Index of Multiple Deprivation (SIMD) identifies small concentrations of deprivation across all of Scotland in a consistent way. Almost 9,000 people in West Lothian live within some of the most deprived areas of Scotland, which accounts for 5% of West Lothian's population. (Source: West Lothian Corporate Plan 2018-2023).

4. Understanding West Lothian's Housing Market Context

4.1 Housing Development Strategic Context

The scale of housing development in West Lothian is determined largely by the South East Scotland Strategic Development Plan which covers six South East Scotland local authorities (West Lothian, East Lothian, Midlothian, City of Edinburgh, Scottish Borders and the southern part of Fife council) and by the West Lothian Local Development Plan.

The Housing (Scotland) Act 2011 places a statutory duty on local authorities to prepare Local Housing Strategies (LHS) supported by an assessment of housing need and demand. This forms a key part of the evidence base for the LHS and the development planning framework.

Housing Need and Demand Assessments (HNDAs) provide a framework to enable an understanding of additional and future housing estimates and help local authorities to consider the level of housing that can be realistically delivered across an administrative or wider regional area such as SESplan (South East Scotland Strategic Development Plan). The total additional future housing estimate is then used to inform the process of setting Housing Supply Targets and Housing Land Requirements.

There have been two HNDAs prepared over the past six years. The first HNDA was used as evidence for the first strategic development plan; a second HNDA was approved in 2015 to inform the second strategic development plan.

Figure 2: West Lothian Housing Development Strategic Context

4.2 Housing Tenure in West Lothian

The pattern of housing tenure in West Lothian is similar to that of Scotland but with a higher level of Local Authority rented stock. In 2017 there were estimated to be 79,000 dwellings in West Lothian. Table 1 shows that of these 57% were owner occupation, 15% private rented, 17% local authority, 9% housing associations with 2% of the estimated stock being vacant private dwellings. The stock in the private rented sector and in the owner occupied sector is broadly comparable.

Table 1: National and West Lothian Estimated Stock of Dwellings by Tenure (2017)
(Source: https://www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/HSfS/Stock/)

Dwelling Type	West Lothian (000s)	West Lothian (%)	Scotland (000s)	Scotland (%)
Local Authority Rent	13	17%	315	12%
HA Rent	7	9%	279	11%
Owner Occupied	45	57%	1,502	58%
Private Rented Sector	12	15%	393	15%
Vacant Private Dwellings	2	2%	97	4%
Total	79	100%	2,585	100%

In 2017, West Lothian had a social rented stock of 20,845 units provided by the council and a range of national and local housing associations. (Source: https://www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/HSfS/Stock/)

West Lothian Council's social rented housing stock was 13,355 homes in 2017 which represents 65% of the total social rented stock available.

RSLs in West Lothian social rented housing stock was 7,302 homes which represents 35% of the total social rented stock available. Table 2 show the breakdown of total RSL stock per housing provider).

Table 2: Registered Social Landlord (RSL) Stock by RSL
(Source: Scottish Housing Regulator directory of social landlords 2017/18
http://directory.scottishhousingregulator.gov.uk/pages/Landlord%20search.aspx)

RSL	Current Stock
Almond HA Ltd	2492
Ark HA LTd*	18
Barony HA	200
Bield Housing and Care*	549
Blackwood Homes & Care	62
Cairn HA*	60
Castle Rock Edinvar Ltd	776
Dunedin Canmore Housing Ltd	345
Hanover (Scotland) HA Ltd*	223
Horizon HA Ltd	144
Link Group Ltd	131
Trust HA Ltd*	87
Weslo Housing Management	1834
West Lothian Housing Partnership	381
Total	**7,302**

*Specialist Housing Provision for Older People and Learning Disabilities

At the end of September 2018 there were 8,424 applicants on the West Lothian Housing Register (WLHR). West Lothian Housing Register is a partnership agreement between Weslo Housing Management, Almond Housing Association and West Lothian Council.

Analysis of WLHR applicants as of the end of September 2018 assessed on the council's Housing Allocations policy gave the following breakdown of reason for application. Further analysis of the 8,424, advises that 3,253 (39%) had no housing needs points.

Table 3(Source: internal information held by WLC)

Reason	Percentage
Homeless Applicant	8%
Transfer Applicant	20%
General Needs Applicant	46.5%
Unsatisfactory Housing	19%
Housing with Care	1.5%
Out with West Lothian	5%
Total	100%

Private Rented Housing in West Lothian

In West Lothian, there has been an increasing trend since 2013 in the number of registered private landlords from 4,107 to 5,465 as of 17th September 2018.

The number of registered properties in the private rented sector has also increased from 7,215 at 31st December 2014 to 8,216 as of 6th November 2018.

Private rents in West Lothian are much less than in Edinburgh. The average rent for a 2 bedroom home in West Lothian in quarter 2 of 2018 was £607 per month, whilst in Edinburgh it was £956 per month. (Source)

Table 4 demonstrates that there is a shortfall between the average monthly rent in the private sector and the Local Housing Allowance (LHA) across all property sizes. There is a significant shortfall between the average rent for a three bedroom property and the LHA. This may cause affordability issue for all households type in the private rented sector.

Table 4: Private Sector Rents
(Source: PRS rents data-people communities and places Private sector Rent statistics, Scotland, 2010-2017 Scottish Govt. LHA data- SAG publication LHA Rates 2017/2018)

West Lothian	1 bed	2 bed	3 bed	4 bed
Average Private Sector Rent (monthly)	£490.00	£606.00	£755.00	£821.00
LHA rents (monthly)	£424.84	£509	£580	£781.35
Shortfall (monthly)	£65.16	£97	£175	£39.65
Shortfall (weekly)	£15.03	£22.38	£40.38	£9.16

Owner Occupied

The private sector housing market has shown signs of improvement in recent years. Many of the new build sites that were stalled are now starting to pick up with development continuing on a number of sites, particularly in the Core Development Areas. Private sector completions increased from 279 in 2012/13 to 477 in 2017/18.

According to the Registers of Scotland, the average house price in West Lothian in June 2017 was £158,761 and in June 2018 it was £180,788, an increase of 13.9% over a 12 month period. House prices in Scotland increased by 13.8% over the same period. In June 2018, West Lothian house prices were slightly higher than the Scottish average. In June 2018 the average house price in West Lothian was £180,788 while the average house price in Scotland in June 2018 was £178,405.

House prices in West Lothian are considerably less than Edinburgh. The average house price in Edinburgh in June 2018 was £263,500 over £80,000 more than the average housing price in West Lothian. The main areas that attract purchasers from Edinburgh are Livingston, the Calders, Winchburgh, Broxburn and Uphall. New developments in Winchburgh and Calderwood are attractive to Edinburgh purchasers due to the proximity and connectivity with Edinburgh and may make these areas less affordable to people on lower incomes.

4.3 Need for Affordable Housing in West Lothian

West Lothian Local Housing Strategy (LHS) 2017-2022 identified both affordable and market housing supply targets based on Housing Need and Demand Assessment (HNDA) 2. These targets are 300 affordable homes per annum and 333 market homes per annum. Housing supply targets will be reviewed and monitored during the course of the LHS.

A target of 3,000 new affordable homes over the period 2012-2022 has been set in West Lothian and work is ongoing with RSLs to achieve this target. Over the period 2012/13 to 2017/18 a total of 1,032 affordable homes have been provided leaving a balance of 1,968 to be provided between the council and RSLs by end of 2021/22.

Table 5: All Tenure new build completions 2012/13 to 2017/18

(Source: WLC LHS 2017-2022)

	2012/13-2017/18
WLC New Builds	804
RSL New Builds	228
Sub Total	**1,032**
Private Completions	2939
Total	**3,971**

4.4 Increasing Affordable Housing Supply

Affordable Housing Supply Summary Position

- From 2012/13 and 2017/18, there were 1,032 new build affordable completions.
- There were 228 RSL completions and 804 council completions and 2,939 private completions to 2017/18.
- 76% of WLC new build completions between 2012/13 and 2017/18 were built in the wards of Livingston North, Livingston South, East Livingston and the Calders, Broxburn, Uphall and Winchburgh and Bathgate.
- From 2018/19 to 2023/24 1,968 affordable completions are anticipated.
- WLC completions will reduce from 2022/23 onwards.
- Future programme beyond 2021/22 will be determined following confirmation on funding from Scottish Government.
- The Strategic Housing Investment Plan (SHIP) 2019-2024 identifies sites for a further 906 RSL homes over the period but funding requires to be confirmed on all future sites.

The current Strategic Housing Investment Plan (SHIP) 2019-24 identifies sites for **2291** affordable homes over the five year period 2018/19 to 2023/24. This includes 323 properties for Mid-Market Rent and 73 for Shared Equity.

Scottish Government has provided Resource Planning Assumptions (RPAs) to support the delivery of affordable housing. The RPAs have been made available for the years 2018/19 to 2020/21. The availability of funding after 2020/21 has yet to be confirmed. Indicative figures may be available over the next year but the funding will not be able to be confirmed until after the Scottish Parliament elections in 2021

2018/19: £12.174 million
2019/20: £12.894 million
2020/21: £13.757 million

Table 6: Indicative Future New Build Affordable Completions
(Source: West Lothian SHIP 2019-2024)

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
RSL	55	275	233	198	100	100	961
WLC	504	221	203	79	0	0	1007
	559	**496**	**436**	**277**	**100**	**100**	**1968**

*above figures exclude market acquisitions and mortgage to rent

Table 6 provides indicative future new build completions, year on year to 2023/24. These figures are assumptive based on the current and future new build programmes; current RSL new build programmes and the sites included in the Strategic Housing Investment Plan 2018-2024. Of the 961 RSL new build affordable housing completions, 299 units are estimated to be mid-market rent.

To meet future homeless demand it is estimated that the supply of new build affordable housing will need to be at least 300 units per annum beyond 2021/22.

At this stage no council completions are assumed beyond the period of the current council term. A conservative estimate for RSL completions is made for 2022/23 and 2023/24 as resource planning assumptions for these years are currently unknown.

4.5 Open Market Acquisitions

In addition to new build affordable housing, the council and RSLs also acquire homes on the open market.

Table 7: Profile of Open Market Acquisitions by West Lothian Council (Source: WLC internally held data)

Year	Number of Units
2012/13-2015/16	66
2016/17	45
2017/18	38
2018/19	67
2019/20	20
2020/21	20
2021/22	10
Total	**266**

There have also been a further 21 acquisitions concluded by RSLs during 2012/13-2018/19. Over the last three years, there have been 124 open market acquisitions across West Lothian with 45 properties concluded in 2016/17, a further 38 were concluded in 2017/18 and 41 properties have been offered on or concluded for the first eight months of 2018/19.

The open market acquisitions have been successful in quickly increasing the available social rented stock. As a result, a further 26 acquisitions will be purchased in the Armadale and Blackridge ward by 2019/20 to replace units at a development site in Armadale. The total number of Open Market Acquisitions between 2012/13 and 2021/22 is projected to be 266 properties which will increase social housing stock in West Lothian.

4.6 New Build Allocations

The current West Lothian Council Allocations policy gives priority for new build housing to existing tenants who wish to transfer. This means that houses will be made available for rent when a current tenant is allocated a new build. The council can secure nomination rights to 50% of new build lets for properties built by RSLs. Some of the partner RSLs in West Lothian also implement a transfer led approach in terms of their new build supply, whilst other RSLS in West Lothian allocate based on housing needs.

5. West Lothian Homeless Position

5.1 West Lothian Homeless Profile

Summary Homeless Position 2017/18

1,530 total homeless applicants in West Lothian in the year

1,165 households where West Lothian Council has a duty to provide settled accommodation, defined here as unintentionally homeless

1,061 homeless open case with a duty to house as of 31st March 2018

165 households Sleeping Rough at least once in the last 3 months

57 households are likely to have multiple and complex support needs and **5** households are likely to require specialist accommodation provision

Increase in Homeless Applications

Table 8 below demonstrates that over the last 5 Year period between 2013/14 to 2017/18, an increase from 1,290 applications in 2014/15 to 1,530 in 2017/18 which equates to an 18.6% increase. This increase is a significantly different picture from the national position which has seen a decrease in homeless applications by 5%.

Until 2016/17 the number of homeless applications in West Lothian remained fairly static in West Lothian, but between 2016/17 and 2017/18 there was an 11% increase. It should also be noted there was a slight increase in applications nationally between 2016/17 and 2017/18 of 1%. For the first 6 month period of 2018/19 there were 779 homeless applications in West Lothian compared with 766 for the first 6 month period in 2017/18. This is an increase of 1.7%.

Table 8 (Source: Scottish government Homeless annual statistics publication 2017/18 supplementary tables)

	2013-14	2014-15	2015-16	2016-17	2017-18	Number	Percentage
Scotland	36825	35964	34939	34570	34972	402	1%
West Lothian	1290	1336	1365	1364	1530	166	11%

Age Profile and Household Composition

Since 2013/14 the majority of homeless applicants have continued to be from the age group 25-59 years, representing 62% of homeless applicants in 2017/18. This is significantly lower than the national percentage of homeless applicants aged between 24 to 59 of 70.6% and is due to West Lothian having a higher number of homeless applicants from the younger age groups with 29.9% from the 18-24 year old age group and 5.1% from the 16 to 17 year old age group. Table 9 below provide a breakdown of the age profile of homeless applicants in West Lothian and Table 10 provides the age profile of across Scotland.

Table 9 (Source: Scottish Government West Lothian specific HL1 annual reports for the years concerned)

	2013/14		2014/15		2015/16		2016/17		2017/18	
	West Lothian		West Lothian		West Lothian		West Lothian		West Lothian	
16 to 17yrs	74	5.7%	79	5.9%	66	4.8%	59	4.3%	79	5.1%
18 to 24yrs	456	35.3%	462	34.6%	463	34%	406	29.9%	457	29.9%
25-59yrs	724	56.1%	762	57%	794	58.3%	860	63.2%	949	62 %
60yrs plus	36	2.8%	33	2.5%	40	2.9%	35	2.6%	45	3.2%
Total	**1290**		**1336**		**1363**		**1360**		**1530**	

Since 2013/14 in West Lothian, the percentage of applicants from the 16-24 age group, has been significantly higher than the national average. In 2017/18, West Lothian had 10% more in this age range than the national average. There has however been a steady decline in applications from 16-24 year olds from the high in 2013/14 of 41% to 34.2% in 2016/17 which is a reduction of 6.8%, with 20117/18 showing a slight increase to 35%.

Table 10 (Source: Scottish government Homeless annual statistics publications, supplementary tables and charts 2017/18)

	2013/14		2014/15		2015/16		2016/17		2017/18	
	National		National		National		National		National	
16 to 17yrs	1,788	4.9%	1,690	4.7%	1,511	4.3%	1,382	4.1%	1,321	3.8%
18 to 24yrs	9,104	24.7%	8,824	24.5%	8,370	24%	7,805	22.9%	7,563	21.6%
25-59yrs	24,723	67.1%	24,202	67.3%	23,770	68.1%	23,620	69.3%	24,697	70.6%
60yrs plus	1,204	3.3%	1,230	3.4%	1,275	3.7%	1,293	3.8%	1,391	4%
Total	**36,819**		**35,946**		**34,926**		**34,100**		**34,972**	

Homeless applications from single people in West Lothian make up the vast majority of applications. For the 5 year period 2013/14 to 2017/18 the percentage has remained between fairly static between 84% and 86%. The majority of single person households are single person male representing 43% of households in 2017/18. Single parent households represent 22% of homeless household type. Table 11 provide a breakdown of household type of homeless applicants.

Table 11 (Source: Scottish Government West Lothian specific HL1 annual reports for the years concerned)

Household Types	**2013/14**	**2014/15**	**2015/16**	**2016/17**	**2017/18**
Single Person: Male	39%	42%	46%	45%	43%
Single Person: Female	24%	23%	21%	20%	19%
Total Single Person	**63%**	**65%**	**64%**	**65%**	**62%**
Single Parent: Male	8%	5%	3%	3%	4%
Single Parent: Female	14%	16%	17%	18%	18%
Total Single Parent	**22%**	**21%**	**20%**	**21%**	**22%**
Total Apps Single Person Households	**85%**	**86%**	**84%**	**86%**	**84%**
Couple without children	7%	7%	6%	5%	7%
Couple with children	6.5%	6.6%	6%	7%	8%
Other without children	0.40%	0.40%	0.30%	0.20%	0.5%
Other with children	0.10%	0.20%	0.70%	0.30%	0.7%

Data Label: Public

Youth Homelessness

At 19.2 per 1,000 households, West Lothian has the third highest rate of youth homelessness in Scotland and has a history of significant numbers of homeless presentations by young people. It is recognised however that the reported figures underestimate the true picture of youth homelessness as many young people who may be "sofa surfing" do not approach the council for assistance. Table 12 below provides information on applications aged 16-25 years old.

Table 12 Homeless Applications by 16-25 years olds

(Source: Scottish Government West Lothian specific HL1 annual report 2017/18 & Scottish government Homeless annual statistics publications, supplementary tables and charts 2017/18)

Year	West Lothian Applicants (16-25years)	West Lothian % of Homeless Applicants 16-25years	National % of Homeless Applicants 16 – 25years
2013/14	530	41%	31%
2014/15	541	40%	29%
2015/16	530	39%	28%
2016/17	467	34.2%	28%
2017/18	536	30.5%	28%

Although the percentage of overall applications from young people has been reducing it remains higher than the national average.

Reasons for Homeless Applications

Over the 5 year period 2013/14 to 2017/18 "asked to leave" has been the most prevalent reason for people to make a homeless person application in West Lothian. "Other action by landlord" has been increasing numerically from 16 in 2014/15 to 71 in 2017/18. Relationship breakdown accounts for approximately 20% of all applications with "asked to leave".

Homelessness and Domestic Abuse

In 2017/18 the council received 139 applications from households as a result of a "violent or abusive situation within their current accommodation". This definition generally relates to instances where domestic violence has occurred.

The council has a Domestic and Sexual Assault Team who provide specialist support and immediate accommodation where police have been involved. Households are offered the choice to remain in their current accommodation or to be re housed. The council's Housing Needs Service will also assist those who are fleeing domestic violence and where necessary can request the specialist provision of DASAT and Women's Aid in order to provide specific support and accommodation.

Rough Sleeping

In 2017/18 the council recorded 165 households were sleeping rough at least once in the last three months. Although West Lothian does not have a visible population of rough sleepers the council is aware that the community is currently supporting a range of household's who are sofa surfing.

Exact numbers are unknown but we are aware that some of those will have multiple and complex needs and would benefit from the Housing First approach.

Prison Discharge

In 2017/18 22 household's reason for application was "discharged from Prison, hospital, care or other institution". The council recognises that this official figure is under representative of the number of people who come from this type of situation. Some households will be discharged and then spend a period of time with friends or family before this breaks down and they present as homeless. In order to prevent those being discharged from prison with no settled accommodation the council has implemented the Sustainable Housing on Release for Everyone (SHORE) standards with both Addiewell Prison and HMP Edinburgh.

Homeless Assessment Decisions and Outcomes

Homeless decisions (temporary accommodation duty) in West Lothian have remained in the region of 80% since 2013/14. 8 out of 10 households assessed are therefore entitled to temporary accommodation. Lost contact before decision has been increasing since 2014/15 and at 2017/18 accounted for 9% of all decisions.

Tenancy sustainment and Repeat homelessness

In West Lothian there is a good record in ensuring that sustainable outcomes are achieved for both households who were formally homeless and households who secure tenancies via the general needs list or transfer list. Sustainment rates for the council and the Scottish national average, for the past two years are noted in Table 13 below.

Table 13: Tenancy Sustainment

Year	Homeless Applicants	Transfer Applicants	General Need Applicant's
West Lothian 2016/17	87%	95%	93%
National Average 2016/17	**87%**	**93%**	**89%**
West Lothian 2017/18	87%	96%	90%
National Average 2017/18	**87%**	**93%**	**90%**

West Lothian performs well compared with the national average, particularly in relation to formerly homeless households where the council currently allows choice in selection of areas to be rehoused. In addition the council provides support to homeless households whilst in temporary accommodation and which assist with the transition into permanent accommodation.

West Lothian's good record in resettling homeless households is further evidenced by the low level of repeat homeless applications, which was 2.1% of all applications in 2017/18. Further work is required to review sustainment over a greater period of time to further influence sustainment strategies.

5.2 Demand for Temporary Accommodation

Summary Temporary Accommodation Demand Position 2017/18

1,039 homeless applicants where council has a duty to provide temporary accommodation as of 31st March 2018

552 homeless applicants living in temporary accommodation as of 31st March 2018

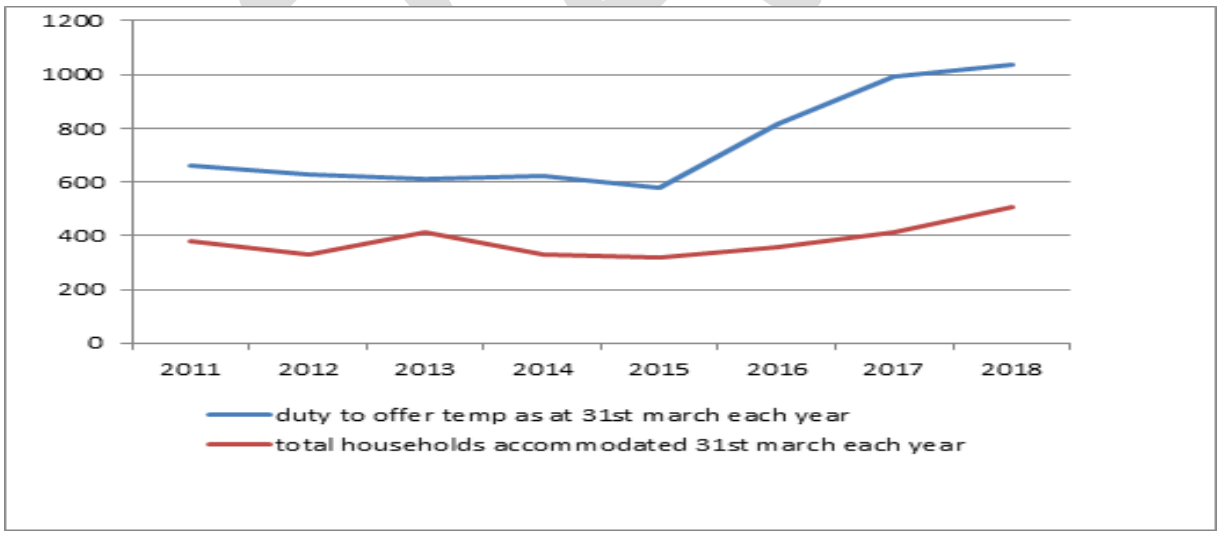
190.5 days is the average length of stay in council furnished temporary tenancies.

78% increase in the use of bed and breakfast between 31.3.2017 and 31.3.2018 with increase length of stay increasing from 20 to 30 days over the same period.

Demand for temporary accommodation has risen significantly in West Lothian since 2011/12. Due to legislative changes, the council's statutory duty to offer temporary accommodation has increased from a lowest point of 577 applicants as of 31st March 2015 to 1,039 applicants as of 31st March 2018.

There has also been a significant increase in the number of people self-accommodating while waiting for a settled housing option illustrated in the chart below. This can also be evidenced with some people moving in and out of temporary accommodation, particularly B&B Accommodation, while waiting for a permanent settled housing outcome.

Chart 1: **Number of People Self Accommodation in West Lothian**
(Source: Internal WLC data 2017/18)



Unless there is an increase in the current availability of permanent settled housing solutions, along with strategies delivered to prevent homelessness, it is projected that the demand and length of stay in temporary accommodation will continue to increase in West Lothian.

Between 2016 and 2026, West Lothian's population is projected to increase by 6.6% with households expected to increase in West Lothian by 10% over the same period. In 2026 it is expected that the largest household type will be 1 adult household at 32.7%.

Increasing homeless demand will continue to impact on the average length of stay in temporary accommodation and therefore increase the backlog of open homeless cases where the council has a statutory duty to provide settled accommodation.

5.3 West Lothian Homelessness Rehousing Position

Summary Rehousing Position 2017/18

1,418 total lets were available in the social rented sector which represents **6.8%** of total social rented stock

54% (766 units) of social rented lets in West Lothian were to statutory homeless

- of which 79% of social lets available to statutory homeless were by WLC
- of which 21% of the total lets to statutory homeless were by an RSL

3% (25 units) of total lets to statutory homeless were by the private rented sector

In 2017/18 there were 791 total lets available to statutory homeless in West Lothian. The majority of these lets 766 (97%) were in the social rented sector, while a very small proportion 25 (3%) were in the private rented sector.

Social Rented Lets Available in West Lothian

Table 14 below outlines available social rented lets for each year between 2015/16 and 2017/18. In 2017/18 there were 1,418 social lets available in West Lothian with 930 units (65%) council lets and 488 units (35%) RSL lets. These figures include transfer led lets. Across the social rented sector in West Lothian 766 social lets (54%) went to statutory homeless with 605 lets (43%) made by West Lothian Council and 162 (11%) by RSLs.

Table 14 Social Lets in West Lothian

Year	2015/16	%	2016/17	%	2017/18	%
WLC Total Lets	592	55%	891	63%	930	66%
RSLs Total Lets	487	45%	522	37%	488	34%
Total Lets in West Lothian	**1079**	**100%**	**1413**	**100%**	**1418**	**100%**
WLC lets to Homeless	432	73%	544	76%	605	79%
RSLs lets to Homeless	162	27%	170	24%	161	21%
Total Lets to Homeless	**594**	**100%**	**714**	**100%**	**766**	**100%**
WLC lets to Homeless as % available lets	73%		61%		65%	
RSL lets to Homeless as % available lets	33%		33%		33%	
Total lets to Homeless as % available lets	**55%**		**51%**		**54%**	

Total available lets have increased between 2015/16 to 2017/18 from 1079 units to 1418 units. However analysis of the split between council and RSL lets shows that the council total lets available have increased from 592 units to 930 units in the same period while RSL available lets have

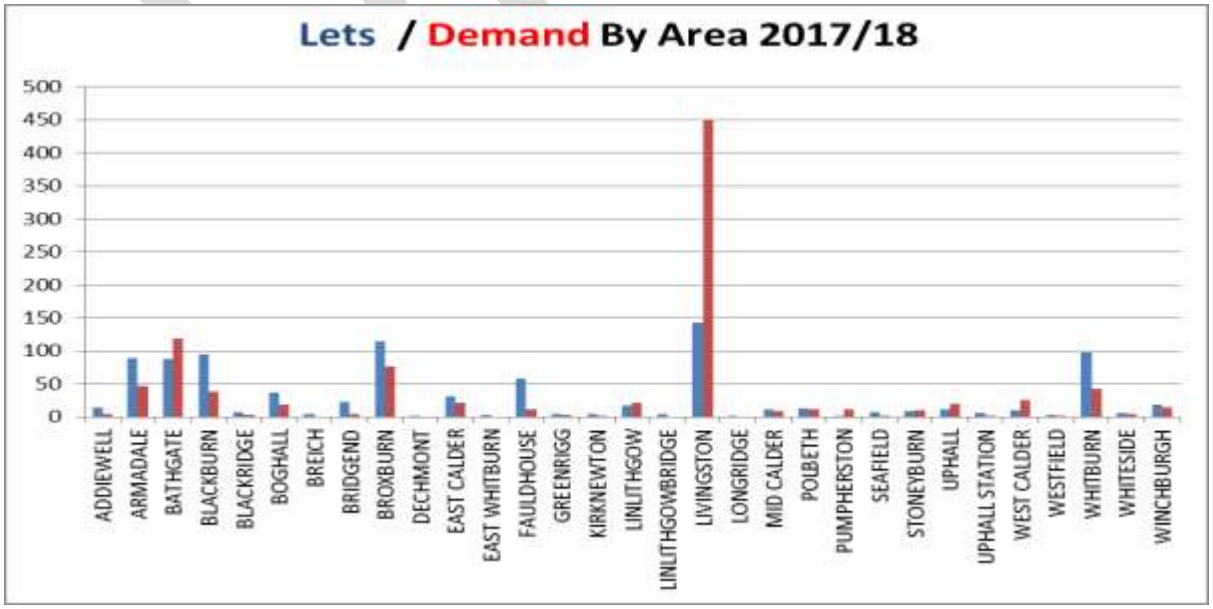
remained more static. This can, in the main, be explained by the council's new build 1,000 housing programme.

Table 15 below identifies total available social lets decrease if RSL specialist provision (older peoples housing and housing for people with learning disabilities) is excluded from the social rented lets analysis. The percentage of RSL lets to homeless households is higher than when specialist provision is excluded and overall, the total lets to homeless in 2017/18 increase from 54% to 59%.

Table 15 Social Lets in West Lothian Excluding RSL Specialist Provision						
Year	**2015/16**	**%**	**2016/17**	**%**	**2017/18**	**%**
WLC Total Lets	592	63%	891	69%	930	72%
RSLs Total Lets	349	37%	397	31%	360	28%
Total lets in West Lothian	**941**	**100%**	**1288**	**100%**	**1290**	**100%**
WLC lets to Homeless	432	73%	544	76%	605	79%
RSLs lets to Homeless	160	27%	169	24%	161	21%
Total Lets to Homeless	**592**	**100%**	**713**	**100%**	**766**	**100%**
WLC lets to Homeless as % available lets	73%		61%		65%	
RSL lets to Homeless as % available lets	46%		43%		45%	
Total lets to Homeless as % Specialist Lets	**63%**		**55%**		**59%**	

Analysis has also been undertaken to consider the homeless households preferred location of social rented housing in West Lothian against available social rented lets. Chart 2 below demonstrates that the homeless households preferred location is Livingston by a significant margin then Bathgate followed by Broxburn, Armadale, Blackburn, Whitburn and West Calder. Demand for homeless households for social rented housing in for Livingston and Bathgate outstrip demand. While the areas of Whitburn, Armadale and Blackburn the available lets are greater than demand.

Chart 2: Homeless Area Demand 2017/18 (Source: Internal West Lothian Council data)



5.4 West Lothian Homeless Demand v Supply Gaps Analysis

Summary Position Homeless Demand Vs Supply

1,165 homeless unintentional demand cases in 2017/18

1,061 homeless live cases (backlog) as of 31.3.2018

117 lost contacts and refusals

1,290 social lets available in 2017/18 (excluding RSL specialist provision)

766 (59%) social lets went to statutory homeless households in 2017/18.

For West Lothian, the transition to rapid rehousing and reducing time in temporary accommodation will require an increase in the provision of settled accommodation in the social rented sector and the private rented sector. This is due to the current levels of lets offered to homeless households not meeting new homeless demand and backlog of live cases. Increasing social lets will be challenging given the high percentages already being offered to homeless household. There is also a smaller provision of private sector properties being registered in West Lothian than compared with the national average and the city areas.

Alongside any analysis of increase in lets to homeless households there will need to be strategies with a greater emphasis on the delivery of early intervention and prevention to reduce homeless from happening in the first place.

In order to take forward discussions with RSL partners on agreeing a local target for percentage lets to homeless households, the council developed a model which considered the impact of 4 different scenarios of social letting to homeless households over the 5 year period of the plan. The model has factored in new affordable housing supply and quantified the impact of each scenario on reducing homelessness and the use of bed and breakfast/temporary accommodation over the five year period of the plan. (See Appendix 5)

A baseline position (Year 0) was developed to identify the total gap in social lets in 2018/19 of 819. This consisted off the unintentional homeless demand for 2017/18 plus the total number of open cases at the end of March 2018, less lost contacts/refusal which gave the total homeless demand of 2,109.

Table 16 Demand and Supply Gap Analysis

Demand and Supply Gap Analysis – Year 0 (2018/19)	
Homeless Unintentional Demand Cases in 2017/18	1,165
homeless live cases (backlog) as of 31.3.2018	1,061
Less Contacts and Refusals	117
Total Homeless Demand	2,109
Social lets available in 2017/18 (excluding RSL specialist provision)	1,290
Gaps in Social Lets at Year 0 2018/19	**819**

One of the main requirements of RRTPs is to improve flow by increasing offers of permanent accommodation to homeless households thereby reducing the backlog of open cases and improving the through put in temporary accommodation.

Four scenarios have been modelled, using certain assumptions, which quantify the impact on open cases and the use of temporary accommodation, including B&B Accommodation if social lets in West Lothian were increased from the current position of 59%. Appendix 2 provides further detail for each scenario.

Assumptions have been made on reducing homeless demand to reflect the impact of early intervention and prevention strategies over the 5 year period of the RRTP. Year 1 would remain at current levels of 1,165 homeless households where the council has a duty to find permanent accommodation. A reduction of 4% in Year 2 would be applied, 6 % in Year 3 and 5 % in Years 4 and 5.

The scenarios have assisted in developing proposed targets for meeting the RRTP vision of reducing homelessness, reducing use of B&B accommodation and reducing length of stay in temporary accommodation.

- Scenario 1: 59% lets to homeless: If the percentage of social rented lets to homeless households remains at current levels the council and its partners will not realise the vision of reducing homelessness and the use of B&B Accommodation. There will be no impact on open cases which will continue to rise over the period of the plan from 1,061 to 1,145. There will also continue to be high demand for B&B Accommodation at 146 places at the end of Year 5 of the plan.
- Scenario 2: 65% lets to homeless: Increasing the percentage of social rented lets to homeless households from 59% to 65% will have some impact on reducing the backlog of open cases from 1,061 to 649 over the 5 year period of the plan. The need for B&B Accommodation by Year 5 will have reduced from 126 places to 28 places. However there will continue to be a need for the same level of furnished temporary accommodation in the community.
- Scenario 3: 70% lets to homeless: Increasing the percentage of social rented lets from 59% to 70% will reduce open cases from 1,061 to 235 by end of Year 5 and reduce the use of B&B Accommodation by Year 3. The need for furnished temporary accommodation in the community will also reduce from 450 to 125 units.
- Scenario 4: 75% lets to homeless: Increasing the percentage of social rented lets to homeless households from 59% to 75% will stop the use of B&B Accommodation by Year 2 and open cases will have been eradicated by Year 5. If implemented Scenario 4 would meet the RRTP Vision during the lifetime of the plan.

In order to meet the West Lothian RRTP Vision, the council and its partners would need to agree that social rented lets to homeless households are increased from 59% to 75% per annum for each of the 5 years of the plan.

Whilst the council agrees that Scenario 4, 75% is the local target to be achieved to meet the RRTP vision, at this stage a local target has not been agreed and is pending the outcome from individual discussions with RSL partners and would be subject to final agreement by their perspective boards.

It is also realistic to assume at this stage that there will be a requirement for some furnished temporary accommodation by Year 5 of the plan. Therefore for resource planning requirement, Scenario 3, 70% lets to homeless households has been used as the assumption.

6. West Lothian Temporary Accommodation Provision

Summary Position 31.3.2018

61.5% of accommodation is temporary mainstreamed furnished flats/houses provided by the local authority, RSLs or PSL

80% of main stream furnished flats/houses are provided by the council

5% of temporary accommodation is hostel type accommodation

11% of temporary accommodation is supported accommodation for vulnerable people

16% of temporary accommodation is bed and breakfast, an 11% increase from 31.3.2017

6.5% of temporary accommodation is self-contained flats/shared flats at Blackburn Assessment Centre

Type of Current Temporary Accommodation in West Lothian

Between end March 2017 and end of March 3018, there has been an increase in the provision of temporary accommodation from a capacity of 515 units to 595 units. This shift has predominately been due to the increase in the use of Bed and Breakfast/Hotel type of accommodation by the council to meets its statutory duty to provide temporary or interim accommodation. This has in the main been caused by an increase in homeless presentations in West Lothian by 11% over the same period as well as slowing through put in the main stream furnished temporary accommodation provision.

Table 17 Temporary Accommodation Type

Temporary Accommodation Type	Capacity 31.3.17	Capacity 31.3.18	Household Type	Length of Stay 17/18
WLC Emergency Accommodation	49	49	Mixed	65 days
Younger People Supported Accommodation	20	20	Single	59 days
Family Homeless Accommodation	9	9	Families	161 days
Younger People Supported Flats	34	35	Single	189.5 days
Addictions Supported Flats	10	10	Mixed	392 days
Women's Aid Refuge	12	12	Other	180 days
WLC Furnished Temporary Tenancies	306	293	Mixed	195 days
RSL Furnished Temporary Tenancies	42	43	Mixed	175 days
PSL Furnished Temporary Tenancies	12	30	Mixed	131 days
Bed and Breakfast	21	94	Mixed	20 days
Totals	515	595		

There is currently a range of temporary accommodation provision in West Lothian. The majority of the provision (61.5%) consists of mainstream furnished flats/houses within communities provided by the council, RSLs or Private Sector Leasing (PSL). 80% of furnished tenancies are provided by the council, with 12% provided by RSLs and 8% provided through the PSL.

Prior to March 2017, the council had managed to minimise the use of B&B/Hotel Accommodation and historically had only used this type of emergency accommodation as a last report. However, between end of March 2017 and end of March 2018 there has been 78% increase in the use of B&B/ Hotel Accommodation, with a 11% increase in at the end of September 2018.

The council provides a Homeless Assessment Centre in Blackburn which consists of 10 hostel places, 18 sharing spaces and 21 self-contained flat. There is a staff team based at the centre 24/7 which provides support along with duty staff to undertake housing options. The centre was modernised and extended to provide more emergency temporary self-contained accommodation for single people and couples.

Hostel style supported accommodation is also provided for young homeless applicants provided by the council at Newlands House (6 tenancies), Open Door (10 tenancies) and Bethany Christian Trust (4 tenancies). Hostel accommodation therefore represents a small proportion of temporary accommodation in West Lothian representing 30 (5%) out of total capacity of 595 temporary accommodation units in the Table 13.

West Lothian also has in place a range of supported accommodation of varying sizes for vulnerable groups such as addictions, families, young people and people fleeing domestic violence. This tends to comprise a mix of self-contained accommodation some with shared common spaces and facilities.

West Lothian has also recently introduced its first Housing First pilot which is a joint project for Young People with care experience between Almond Housing Association and The Rock Trust. The Housing First project commenced working with 5 young people and has recently been successfully in extending this to 10 young people with Almond Housing Association agreeing to provide a further 5 tenancies.

The costs of temporary accommodation can be passed on to tenants in the form of rent and service charges. Charges in Scotland vary from £181.43 for local authority temporary accommodation, £158.60 for housing association stock and £174.10 for private sector placements. (Source: Scotland's Housing Network benchmarking Data). Table 18 below shows the weekly charge per temporary accommodation type in West Lothian and demonstrates that the charges are below the Scottish average.

Table 18 Temporary Accommodation and Affordability

Temporary Accommodation Type	Weekly Charge
*WLC Dispersed Temporary Tenancy	£100.57
*RSL Dispersed Temporary Tenancy	£118.00
*Private Sector Leasing Temporary Tenancy	£102.64
Blackburn Homeless Unit Self Contained Flats	£98.12
Open Door Hostel	£104.76
Quentin Court Flats	£107.07
Strathbrock Homeless Unit	£143.44
Newlands House	£121.88
Bed and Breakfast/Hotel	£98.07

7. Future 5 Year Plan for Temporary Accommodation

It is predicted that there will be an ongoing demand for main stream temporary accommodation and supported accommodation for vulnerable people over the 5 year of the plan. This can be evidenced by the current demand projections for homeless presentations along with the increase in population and households trends between the period 2016 to 2026, especially for single adults, couples and young people. At this stage, it is unclear whether the rate of demand for temporary accommodation has peaked in West Lothian or has plateaued.

Alongside influence of demographic projections, it is unlikely that the impact of RRTP prevention strategies to shift demand away from people presenting as homeless will be realised in Year 1 and 2 of the RRTP.

Although West Lothian has a good provision of affordable, furnished temporary accommodation across local communities there are several issues which need to be addressed as part of the transition to rapid rehousing.

- The challenges and issues associated with the increasing reliance on the use of B&B Accommodation as temporary accommodation. For the first 6 month period of 2018/19 the average number of homeless applicants cases being accommodated in Bed & Breakfast per night is 106 with average length of stay 30 days.
- Due to the current demand pressures, homeless households are frequently being transitioned through a number of different types of temporary accommodation while waiting for a permanent settled outcome.
- Length of time spent in temporary accommodation needs to be reduced where possible.
- Younger people's hostel accommodation at Open Door and Newlands House and the Women's Aid refuge provision not meeting models as outlined in the HARSAG recommendations.

Five Year Vision for Temporary Accommodation

- Temporary accommodation is used as the stop gap it is meant to be and to reduce the use of B&B accommodation.
- When it is used it should be mainstreamed, furnished temporary tenancy in the community, with the fewer transitions the better
- Use supported accommodation more effectively by those who need it.
- Develop further housing first models for those with multiple complex needs
- Work with West Lothian IJB to establish residential models for people where independently living in the community is not possible.

Accommodation Provision

To take forward this vision, there is a need to increase throughput in the furnished temporary tenancies and ensure supported accommodation for vulnerable people is used by people who need this type of provision as a housing option. This would be done by increasing permanent lets to address the backlog and new demand while the shift to early intervention and prevention strategies are implemented.

A calculation has been undertaken to determine the impact on throughput in furnished temporary accommodation if social landlords increase the permanent lets. If available social lets were increased by 75% which equates to an additional 291 lets in year one of the plan, length of stay would decrease from 195 days per year to 141 days per year. By the end of Year 4 length of stay would have reduce to 55 days with demand for temporary accommodation being reduced.

Improving flow through furnished temporary tenancies will reduce the reliance on the need for B&B accommodation and also enable more effective use of the current temporary accommodation provision. If a local target of lets to homeless was set at 70%, it can be estimated that the current stock of furnished temporary tenancies will reduce over the life of the plan from 450 to 125.

Younger People Supported Accommodation and Flats

Accommodation in relation to younger people will be part of the 'Moving on Project' underway within the council. There will be shift in the current provision to ensure younger people are provided the appropriate housing options to prevent homelessness.

West Lothian currently has a Housing First Project for Young People leaving care offering 10 tenancies with wrap around support. The accommodation is provided by Almond Housing Association with the Rock Trust providing the support. There is likely to be additional need for this type of provision for young people who are not leaving care but at risk of homeless who have medium to multiple complex needs.

A need has been identified for at least one new build supported accommodation unit for 10-12 young people to replace Newlands House, Bathgate. The council is currently considering proposal to reconfigure Newlands House on the completion of the new build to either shared furnished temporary accommodation or main stream accommodation for 25 – 59 age group.

Women's Refuge Provision

The accommodation and the support requirements are to be reviewed as part of the Violence against Women Strategy and Safe at Home approach. It is acknowledged that the model currently used for women's refuge has not been refreshed for some time but there is a need to develop the model to ensure that women and children affected by domestic abuse can access the most appropriate forms of temporary accommodation which ensures safety and security while housing options to find settled accommodation as quickly as possible are sourced.

DRAFT

8. Identifying Support Needs

To transition to a rapid rehousing approach an analysis of the enhanced housing management and support needs of 1,312 homeless applicants was undertaken between 23rd August 2018 and 31st October 2018. This was undertaken to get a better understanding of the support needs to enable people to be rehoused as quickly as possible and also identify people with multiple complex/high support needs where a rehousing solution may not suitable.

The work has prompted some initial discussion around the need to change the culture and language associated with homelessness around tenancy readiness. The analysis included people accommodated in temporary accommodation (supported accommodation, temporary tenancies, B&B Accommodation) as well as people who are self-accommodating.

The analysis was undertaken in three stages:

- Number of homeless people estimated to have no/low support, medium support, SMD/multiple complex or residential support needs:
- Analysis of support need and accommodation provision, and
- Analysis of homeless presenting issues and vulnerabilities.

The definitions used within the RRTP Guidance for Local Authorities and Partners have been used as to estimate enhance housing management / support requirements to transition to rapid rehousing.

Category	Definition
No/Low Support Needs	Proportion of current homeless cases with no/low support requirements who will easily move into mainstream settled housing with no need for specific support other than signposting and low level housing management support provided by housing providers.
Medium Support Needs	Proportion of current homeless cases with medium support need whether visiting housing support, or multi professional warp around support to enable people to live independently in the community.
SMD/Complex Need	Proportion of current homeless cases with severe and multiple deprivation or complex needs who would benefit from intensive wrap around support and a Housing First Approach.
Residential Support	Proportion of current homeless cases where independent living within the community is not possible or preferable for whatever reason (safety, risk to self or others, choice) and for whom shared and supported accommodation is the preferred housing option route.

The analysis undertaken estimated that of the 1,312 homeless cases, 76% (1,103 people) required no or low levels of support and could be moved directly into main stream housing if available. This provided a set of figures to use in collating low level support services to resettle applicants through rapid rehousing route.

18% (237 people) of homeless cases were estimated to have medium support needs to enable independent living. A smaller percentage of cases, 4.3% (57 people) were estimated to require more intensive wrap around support and would benefit from a Housing First Approach. A very small

proportion, 0.38% (5 people) are estimated to need more shared or supported accommodation as the preferred housing options. Applicants requiring this type of accommodation were placed within residential care, specialised schooling and long term psychiatric wards.

Table 19 Support Analysis

Support Needs	Number of People	People In Temporary Accommodation	People Self - Accommodating	Percentage
No/Low Support Needs	1013	404	609	76.40%
Medium Support Needs	237	127	110	17.87%
SMD/Complex Needs	57	50	7	4.30%
Residential Support	5	0	5	0.38%
Total	1312	581	731	100%

Further analysis was undertaken to establish if applicants estimated to have medium and SMD/Complex needs were currently being appropriately housed in supported accommodation and to look at gaps for those self-accommodating.

Of the 1,312 applicants, 294 were categorised as either medium or complex needs. Of these a total of 206 homeless persons who met the criteria for medium, complex/SMD levels of support have been identified as not being accommodated appropriately as either living in hotels/B&B, dispersed in community in temporary tenancies or sofa surfing.

Table 20 Support Analysis and Temporary Accommodation Type

Location	No/Low Support	Medium	SMD/Complex	Residential	Total units of accommodation
Blackburn Homeless Unit	22	11	9	0	42
Assessment Centre	2	7	0	0	10 (1 void)
Quentin Court	14	0	1	0	16 (1 vacant)
Strathbrock Family Unit	1	3	8	0	9 (families)
Newlands House	0	4	2	0	6
Open Door	0	8	2	0	10
*Supported Outreach Flats	1	20	13	0	34
Temporary Furnished Accommodation	274	53	10	0	337
B&B/Hotels	90	21	5	0	116 (variable)
Not in Accommodation	609	110	7	0	726
Residential	0	0	0	5	5
Total	**1013**	**237**	**57**	**5**	**1, 312**

** Open Door Outreach Flats, Kharis Court, Rock Trust Supported Flats, TRFS*

9. Transitioning to a Rapid Rehousing Approach in West Lothian

This section sets out how the council and key strategic partners are going to move from the current homeless position to the future vision. It also identities the changes required to temporary accommodation along with any changes required in housing supply systems and wrap around support to address the balance of settled housing options for homeless households. Finally, it sets out how the council and partners will move homeless households into settled housing outcomes as quickly as possible.

West Lothian RRTP Vision

Working together, West Lothian Council, West Lothian IJB, registered social landlords and the voluntary sector, we will reduce homelessness through early intervention and prevention.

Through the provision of consistent advice and information, we will strive to work with the person to offer a range of housing options to find a settled home with access to services and support mechanisms.

Where homelessness does occur we will work with the person to ensure they are rehoused as quickly as possible with reduced lengths of stay in temporary accommodation.

9.1 Shifting from the Current Provision to the future vision

To shift from the current provision to the West Lothian vision, the council and key strategic partners have identified four high level actions. These are:

- Increase focus on early intervention, prevention and housing options to stop homelessness happening in first place
- To ensure where homelessness does occur that housing options are focused on enabling households to navigate through the system as quickly as possible
- Implement actions required to ensure that people have access to the required levels of support
- Improving access to affordable housing options and reducing the length of stay in temporary accommodation by improving flow through the system diverting away from the use of B&B

Appendix 6 sets out Action Plan for delivery of the West Lothian RRTP.

These actions will be taken forward through four RRTP Work streams. These are:

- Early intervention/ Prevention and Housing Options
- Supply and Temporary Accommodation
- Support and Supported Accommodation
- Health and Wellbeing

A review of the Housing Allocations Policy will dovetail with the RRTP in terms of ensuring compliance with the plan and ability to move people that are homeless through the system quickly in order to obtain a permanent let.

At the same time a review of the council's Housing Allocations Policy will also need to make provision for persons on the mainstream housing list in order to ensure that their needs are also provided for and that homeless is not seen to be the only route to a council house.

Targets to let to homeless will be aligned with the position set in the finalised version of the West Lothian RRTP. The main focus of the policy review will be to shift those applicants who are identified as homeless with low or no support needs away from homelessness. This will be achieved through a review of the existing points framework, reviewing points levels and introducing strategic needs categories (prevention points).

In addition, the policy review will capture allocation/referral to alternative sources of lets such as the use of the Private Rented Sector and mid-market rented sector as an option to meet general hosing need for persons on the Housing List.

A key element of the success of the West Lothian RRTP will be the communication strategy not only amongst the council and its key strategic partners but also to service users and the communities of West Lothian.

It is estimated that the impact of strategies to reduce homelessness will not have effect until the end of Year 2 of the plan with a target of homeless reduction set a 4%. In Year 3 a reduction of 6% in homeless application has been set which will be a result of outcome of changes to the council's Allocations Policy. For Years 4 and 5 of the plan a target of 5% has been set for each year. Progress will be monitored throughout each year and reported at the end of each year.

9.2 Increase Focus on Early Intervention, Prevention and Housing Options

In order to increase focus on Early Intervention, Prevention and Housing Options to stop homelessness happening in first place we will evaluate existing prevention and early intervention activities and research and develop new approaches by 2019/20. This will ensure that we implement actions to stop homelessness occurring in the first place, improve tenancy sustainment and reduce homelessness, reviewing and renewing our focus on housing options advice through the promotion of a joint housing options approach. To achieve this we will:

- Develop and implement an Education Programme to dispel the myths of homelessness and support/mediation service for school age children experiencing homelessness either as part a family or an individual. This will be achieved through effective use of the Risk Matrix, to identify potential homelessness in targeted groups and implementing necessary strategies to deliver high level support.
- Develop and implement a Moving on Model for young people leaving care and other vulnerable young people. Many young people are caught in the poverty trap of being restricted by single room rent rate for housing benefit and thus being unable to afford to access the private rented sector for accommodation. The Council will explore options with the Advice Shop via their access to employment programme and with third sector partners to provide employability support to young people who are at risk of homelessness.
- Identify triggers of homelessness and referral process for partners in Health and Social Care.
- Develop a mediation service in order to minimise homelessness as a result of relationship breakdown which is the main reason given from those presenting as homeless in West Lothian.

- Develop pathway process for vulnerable people at risk of homeless including people suffering from domestic abuse, mental health issues and addictions.
- Refine roll out of the Shore Standards for people leaving prison to prevent homelessness
- Review protocols for Hospital Discharge with purpose of prevention.
- Review Health and Homeless Service to ensure early intervention and prevention.
- Ensure people have access to appropriate advice in order to maximise income and receive money advice.
- Develop a consistent joint West Lothian Housing Options approach to capture all housing options available, including mid-market rent and the private rented sector, in order to maximise opportunity and choice.
- Develop a West Lothian approach to increase the use of the private rented sector which is incorporated into the Housing Options approach.
- Review Personal Housing Planning (PHP) approach to ensure consistency across all social rented landlord partners and align housing options and allocations approached with PHPs.
- Review the council's Housing Allocations Policy to shift the balance to prevention
- Develop a resettlement service which prevents homelessness and assist with creating sustainable communities.

9.3: Rehousing Options for Homeless Households

Where homelessness does occur we want to work with homeless household's to move through the system as quickly as possible minimising time spent in temporary accommodation. To achieve this we will:

- Develop a consistent joint West Lothian Housing Options approach to capture all housing options available for homeless households including mid-market rent and private sector rent, in order to maximise opportunity and choice.
- Develop and implement an on line self-assessment, Housing Need and Homeless assessment form.
- Identify households in suitable temporary accommodation with the option of converting/ flipping these tenancies to Scottish Secure Tenancy (SST) where appropriate to meet the needs of the household.
- Review the roles and process within service teams to improve flow through the system for homeless households and consider options for teams to allow delivery of a more generic and flexible approach.
- Work together with RSL partners to optimise rehousing process including WLHR Partners allocating directly from WLHR Homeless Group.
- Improved communication between RSLs and the council to optimise current nomination and Section 5 agreements.

In ensuring that households can wherever possible be prevented from homelessness we will reduce demand. Where homelessness does occur by rapidly rehousing households into permanent accommodation will reduce the length of stay in furnished temporary accommodation. It is estimated that, if the local target of 75% of available lets are offered to homeless households then

average length of stay in a WLC furnished temporary tenancy will reduce from 195 days in 2017/18 to no more than 55 days by 2023/24.

Alongside this, it is recognised that there is a need to minimise the impact of homelessness on people's health and wellbeing when they do present as homeless to the council.

- We will work with West Lothian IJB to develop standards for homeless people accessing services in line with the National health and Homeless Standards
- Review and improve hospital discharge protocols
- Develop more joined up approach between housing and health services.

9.4 Accessing the Right Levels of Support

Support analysis undertaken estimates that the largest proportion of the homeless cases, 76.4% required no or low levels of support, 17.87% of homeless cases were estimated to have medium support needs to enable independent living, 4.3% were estimated to require more intensive wrap around support and would benefit from a Housing First Approach. A very small proportion, 0.38% were estimated to need more shared or supported accommodation as the preferred housing options. 1.15% of cases were closed by the time estimate of support needs were undertaken.

This information provided has been used determine the proportion of low level support services required to resettle applicants through a rapid rehousing route. It also provided the information required to determine the proportions requiring for medium, Housing First and Supported Accommodation requirement as detailed in the Table 20 below.

Table 20: Support Analysis and Rapid Rehousing Route

Housing	Support	Proportion of current homeless cases	%	Number of current cases + new need annual for 5 years	Number of Cases
Mainstream housing	None/Low (housing management based)		76.4%		1,208
Mainstream housing	Medium (individual housing support/warp around multi-service)		17.87%		283
Mainstream housing – Housing First	High Level wrap around support		4.3%		68
Supported Accommodation	Residential support		0.38%		6

*1.15% of cases were closed by the time estimate of support needs were undertaken.

To ensure appropriate action is taken to meet the support needs of households moving forward we will:

- Review current process and resource allocations for low level support and enhance housing management to enable people to transition quickly to rapid rehousing.
- Explore different models of approach for low level provision including resettlement services.
- Review current support provision within the homeless supported accommodation (Blackburn Homeless Unit, excluding 10 Assessment Centre Spaces, Strathbrock Homeless Unit and

Newlands House) to ensure they meet the model required to transition to a rapid rehousing approach.

- Further review of medium support cases who require wrap around specialist support services against the council's new eligibility criteria in order to quantify any gaps un provision.
- Review current customer journey for assessing and access to wrap around specialist support to fast track referral process for people requiring to be rehoused quickly.
- Develop Housing First model for adults with addiction and/or mental health issues linking in to current commissioned services.
- Further enhancing Housing First model for young people as part of the Moving on Project.
- Review current model of domestic abuse refuge and develop a Housing first model which aligns with the Violence Against Women Strategy.
- Quantify with IJB the residential/support accommodation requirements for people where housing in the community would not be suitable.
- Identifying other models of support which may be required and utilising additional resources e.g. West Lothian Alcohol and Drug Partnership.

9.5 Access to Affordable Housing and Temporary Accommodation

9.5.1 Affordable Housing Supply Targets

One of the main challenges in transitioning to a rapid rehousing approach in West Lothian is the current demand for social rented housing in the area compared with available lets. There is also a high concentration of demand for the towns of Livingston and Bathgate.

Gaps analysis undertaken on homeless demand against supply has established that the number of lets until 2021/22 will meet new homeless demand plus backlog. This is due to the new affordable housing supply target of 3,000 homes over the ten year period to 2021/22. However, new affordable supply would need to be at least 300 per annum in 2022/23 and 2023/24 to meet new demand given the increasing population and household demographics for West Lothian.

9.5.2 Improving Access to Affordable Housing Options

Increasing the percentage of lets to homelessness applicants will have an impact on people applying to the council through the mainstream allocations process. Therefore it is vital that in West Lothian there are strategies in place to delivery early intervention and prevention to shift the focus from crisis and homelessness to prevention and early intervention.

In order to implement action which improves access to affordable housing options as well as reduce the length of stay in temporary accommodation we will:

- Review the council's Housing Allocation policy to shift the balance to prevention and ensure those who continue to experience homelessness reach a settled housing outcome as quickly as possible
- Agree an annual target of percentage of social lets to homeless households across all social landlords in West Lothian. It has been identified that in order to meet the West Lothian RRTP vision the Council and its partners will need to increase social rented lets to homeless households to from 59% to 75% of all social rented lets.
- Review nomination agreements and section 5 protocols

- Develop an approach to increase the use of the private rented sector to be incorporated into the housing options approach
- Review Rent Deposit Guarantee Scheme (RDGS)
- Develop partnership approach with local letting agents and individual landlords including development of a referral process
- Review current approach to market acquisitions in West Lothian to ensure properties meet local housing needs.
- Review potential to 'flip' further temporary tenancies to mainstream.

A locally agreed target for the maximum time that homeless household will be living in furnished temporary accommodation in the communities to be achieved over the lifetime of the plan has been agreed at 55 days.

To transition to this target will require the current levels of furnished temporary tenancies in the community to remain at current levels 450 units for a period of 3 years. The shift will focus on reducing the number of homeless households being provided with B&B accommodation, reducing length of stay and minimising the number of transitions homeless households have in temporary accommodation.

The aim to reduce B&B Accommodation and the use of temporary accommodation over the lifetime of the plan will be dependent on the delivery of targets for percentage social lets to homeless as well as the RRTP actions aimed at reducing homeless from happening in the first place. Alongside this we will undertake a review of:

- The current voids process for temporary and mainstream tenancies to ensure properties are available to let as quickly as possible, and will review
- The use of RSL and PSL as temporary accommodation.

10. Communication Approach

A comprehensive Communications Plan will be developed to ensure that key activities and messages are communicated effectively. Work will be undertaken to segment key stakeholder groups and ensure that communications activity and resource is focussed on reaching these targeted groups. A variety of communications activities and channels will be utilised, including both traditional and digital. Where possible, evaluation of communications activity will be carried out.

11. Resource Planning

Summary of RRTP Resource Requirements

£1.9m: Multidisciplinary Housing Options and Resettlement Services including an Interim Tenancy Resettlement Services

£0.1m: Expansion of Mediation Services

£0.75m: Development and Expansion of Housing First Model

£0.25m: Business Change Resource

£3m: **Total RRTP Resource Requirement**

The evidence contained within this first iteration of the West Lothian RRTP identifies that the main challenge in transitioning from the current homeless position to the RRTP vision is the increasing demand for assistance with finding permanent affordable housing solutions against available supply.

Increasing demand against available supply has created a backlog of 1,061 open homeless cases as of 31 March 2018 with homeless households staying for longer periods in temporary accommodation until a suitable permanent housing solution becomes available. As a result the council has increasingly used Bed and Breakfast (B&B) Accommodation to meet is statutory duty to provide temporary accommodation.

This section will layout the resources required to deliver the vision of eradicating the current backlog of open cases while actions are implemented to redesign existing service provision and developing the collaborative approaches which focus on early intervention and prevention.

11.1 Revenue Resources Pressures

In West Lothian the total cost of the homeless service provision by the council was £3.268million in 2017/18. This includes costs associated with a range of council homeless service provisions including housing options, tenancy sustainment, supported accommodation, temporary accommodation, furniture storage, homeless transport and contributions to other service areas including, health, domestic abuse, addictions and the Advice Shop. There are three main areas of overspend to note which are related to the current homeless position in West Lothian.

- B&B Accommodation: As of the 31 March 2017 there were 21 people accommodated in B&B. This had increased to 94 people as of 31 March 2018. This increase generated an over spend against budgeted resources of £369,000. This trend has continued in 2018/19 with an average of 112 people accommodated per night. Current forecasted overspend on B&B Accommodation is £1.065million for 2018/19.
- Furniture Storage: The increase in use of B&B accommodation has also seen a subsequent rise in the need to assist people with storing their furniture while in temporary accommodation. Overspend in 2017/18 on furniture storage was £130,000.
- Homeless Transport: The council provides transport for pupils whose families have been accepted as unintentionally homeless, and who move to a temporary address. The increasing lengths of stay in temporary accommodation has impacted on the length of time transport is required and thus contributed to the current overspend for the Housing Services homelessness transport budget. In 2017/18 overspend on Homeless Transport was £230,000. The projected overspend in 2018/19 is £450,000.

There is also evidence that the current homeless position has had some impact on service delivery across other services areas within the council, with services shifting to a more reactive approach due the volume of presentations and the increasing use of B&B Accommodation.

Although the council has managed to avoid over spends in these areas and continues to perform well in areas of support and sustainable outcomes, the current position is creating pressures within

the Allocations Team, Accommodation Team and Housing Options team as well as Housing Management and Building Services.

Therefore a fundamental shift to a more early intervention and preventative approach is required to move to a refocus on taking forward an innovative housing options approach making sure people receive advice on a full range of affordable housing solutions.

The role of the RRTP key strategic partners is also crucial in the required shift from the current position. The council and key strategic partners will need to review current practice and develop new approaches which deliver consistent and more joined-up housing options at an early stage in the customer journey across West Lothian.

In 2017/18 £1.641 million was spent on externally commissioned services by the council and West Lothian IJB to provide care and support service to people in the community based on an assessment of need. These include Mental Health, Addictions, Domestic Abuse and Young People Vulnerable due to their age. Whilst these services are currently in place, the RRTP recognises that there is a need to realign these services taking into account any recent changes to eligibility criteria, to ensure services are aligned with the RRTP vision.

11.2 New Housing Supply and Temporary Accommodation Capital Investment

The council has an approved Housing Capital investment of £157million for the period 2018/19 to 2022/23 of which £81million relates to the provision of new build council houses, open market acquisitions and mortgage to rent units.

The Scottish Government has confirmed Resource Planning Assumptions (RPA) for the supply of new affordable housing as follows:

2018/19: £12.174m
2019/20: £12.894m
2020/21: £13.757m

The council has also approved a £4million capital budget in the General Services Capital Budget for the provision of a 36 single person, homeless accommodation unit to the East of West Lothian. The purpose of the unit was to help reduce the use of B&B Accommodation and provide supported accommodation to prevent young people from becoming homeless. Given the Homeless and Rough Sleepers Action Group (HARSAG) recommendations on temporary accommodation published in June 2018, the council is currently considering alternative options for the £4million investment available however, this will be insufficient funding to meet the current levels of demand.

11.3 West Lothian RRTP Resource Requirements

The first iteration of the West Lothian RRTP has demonstrated that to transition to a rapid rehousing approach in West Lothian will require 4 key actions:

- Increase focus on early intervention, prevention and housing options to stop homelessness happening in first place.
- To ensure where homelessness does occur that housing options are focused on enabling households to navigate through the system as quickly as possible.

- Implement actions required to ensure that people have access to the required levels of support.
- Improving access to affordable housing options and reducing the length of stay in temporary accommodation by improving flow through the system diverting away from the use of Bed and Breakfast Accommodation.

The success of achieving the vision is dependent on eradicating the backlog by the end of Year 4 through agreeing a local target of lets to homeless whilst the shift to early intervention and prevention is delivered to reduce the number of people presenting as homeless to the council.

A high proportion of the social rented stock available in West Lothian is currently allocated to homeless applicants in West Lothian. In 2017/18 the council and RSL partner offered 59% of social rented lets to homeless households, 79% of which were council and 21% RSLs. Modelling undertaken has identified that continuing at the current level of 59% will have no impact in addressing the backlog and that a target of 75% would need to be agreed to meet the RRTP vision by 2023/24.

However by increasing the percentage lets to homeless households could, in turn, increase overall demand for homeless services. In West Lothian the RRTP approach must also takes account of early intervention and expanding the other housing options available, including increasing supply of affordable housing to address the overall housing needs of West Lothian.

Agreeing a local target of 75% of social rented lets to homeless is ambitious and it is anticipated that the impact will be monitored and may need to be adjusted over the 5 Year period of the plan. Furthermore, any agreement to increase percentage lets to homeless, and to move away from the culture of tenancy readiness would need to be underpinned by access to the relevant support to people as they are rapidly rehoused. This is due to risks which have been raised at the RRTP Board in relation to gaps in tenancy resettlement services and support services to support sustainment and balanced communities.

Estimates of the support needs of open homeless cases undertaken in August 2018 identified that the majority of homeless households, 76.4% had no/low support needs and 17.87% had medium individual wrap around support needs. Only a small proportion 4.3% had been identified as being suitable as high level warp around (Housing First) and 0.38% for residential support.

Alongside the implementation of the West Lothian RRTP, the council and key strategic partners will continue to deliver homeless services to meet the needs of the people of West Lothian. Therefore when outlining the resource requirements to enable the shift to a rapid rehousing approach, consideration has been given to ensuring that any impact to people needing assistance is minimised and current areas of good practice are maintained. There is also a need to build on the good practice in West Lothian as well as shifting Housing Options advice and intervention to earlier in the customer journey.

Resource gaps have been identified in the following areas:

- Early intervention and prevention to stop homelessness by Year 5 of the RRTP.
- The provision of temporary accommodation to divert away from B&B Accommodation by Year 2 of the plan and to reduce capacity and length of stay in furnished temporary tenancies by Year 4.

- The tenancy resettlement and housing support services required to rapidly rehouse current homeless households into mainstream accommodation by Year 5 of the plan.
- Business change resource to transition to the rapid rehousing approach and coordinate the West Lothian RRTP.

At this stage, further work is required to identify any additional resources required to meet the RRTP vision particularly in relation to early intervention required through working with the IJB and the voluntary sector. There is also further work required to quantify potential resources out with the RRTP, which could be attracted through joint working with the voluntary sector that would support the plan.

- **Early Intervention and Prevention**

  Generic Housing Options and Resettlement Team: To reduce demand through early intervention and prevention the current delivery of Housing Options needs to be expanded to provide a wider range of housing solutions which successfully intervene at an earlier stage. Where there is a risk of homelessness or where homelessness does occur, there needs to be greater flexibility within the current system to respond to the needs of people.

  Therefore funding is required to develop and pilot a multifunctional Housing Options and Resettlement Team. The team will initially consist of people from within the current range Housing Needs Services of Tenancy Support, Housing Options, Accommodation and Allocations, but the aim to transition to a fully mainstreamed, generic Rehousing Team in West Lothian by Year 3 of the plan.

  While shifting to a multifunctional approach to Housing Options and Resettlement Services, additional resources will be required to rapidly rehouse the 75.4% of open homeless with no /low level support. The resources would be required across the social rented sector and potentially the private rented sector. Further discussions are required with individual RSLs regarding the mechanism for the allocations of resources.

  Funding of £1.9million would enable the team to be developed and piloted while continuing to provide statutory homeless and support services.

- **Mediation Services**

  In partnership with the voluntary sector, additional resources will focus on the expansion of current mediation services available to people to prevent homeless due to being asked to leave the family home. Funding of approximately £100,000 has been identified as required.

- **Temporary Accommodation**

  Temporary Tenancies: To divert away from the use of B&B accommodation will require additional capacity within furnished temporary tenancies to meet demand. The council is currently considering alternative options for the £4million approved in June 2018 for a 36 single person homeless unit.

- **Housing First for Adults in West Lothian**

  Estimates of support needs of current live cases has identified that approximately 4.3% of open homeless cases require high level wrap around services and may be suitable for rapid rehousing as part of a housing first approach to the provision of mainstream accommodation. There is currently a gap in resources for this type of model in West Lothian for adults with Addictions and Mental Health issues. To meet this gap, a total resources requirement of £750,000 has been identified. This would be used as follows:

  - Housing First Co-ordination Team: To develop the Housing First model in West Lothian, there is a need for a Housing First Co-ordination Team. It is proposed that this model will build on the successful approach of the Syrian Refugee Service. The key remit of the team will be to identify the support packages of housing first clients, co-ordinate services, develop peer mentoring and procure SDS support services if required. Housing First Officers will take on the role of a case officer, including 6 monthly reviews and refer to Housing First Services for Addictions and Mental Health identified below as well as other relevant service such as Education, Employability and Health.

  - Housing First and Addictions**:** The council currently has contracted provision of for supported flats for people with mental health and addictions. It is proposed that this contract could be part of a reconfiguration to a housing first model. Current tenancies could be flipped to permanent housing and the housing first model provided for those who are assessed as needing the service. The intensive wrap around support service provision could be funded through ADP funding which has been allocated for rapid rehousing for people with addictions. Further work is required to develop this proposal.

  - Housing First and Mental Health: Gaps in service provision and the need for housing first will be aligned with the outcomes of the review of commissioned support services for mental health services.

  - Housing First and Domestic Abuse: as part of the review of current refuge provision and housing models which align with the Violence Against Women Strategy, the role of the Housing First approach and capacity requirements will be quantified.

  - Housing First Service for Young People: Building on the success of the Housing First Project for Young People provided by Rock Trust/Almond the need for an additional 10 places over three years has been identified. The funding will continue to be aimed at young people due to the prevalence of Youth Homelessness in West Lothian and would also align with the 'Moving On' project for young care leavers in West Lothian. Future funding of housing first for young people would be dependent on the success of the projects and the outcome of the Public Social Partnership which has commenced for the current contracted housing support provision for young people.

- **Business Change and Project Management**

  Business Change: The preparation and development of the plan has been undertaken within existing council resources and has been delivered within the timescales set by the Scottish Government. The Housing Needs Team has taken the lead in project managing the development of the first draft of the RRTP which has involved co-ordination of a wide range of key strategic partners, service users and relevant staff as outlined in Appendix 1.This has had some impact on the delivery of performance monitoring and project management of service development which is not sustainable over the 5 Year period of the RRTP. The success of the RRTP Action Plan and the transition to a rapid rehousing approach will require a Business Change resource to project manage and drive forward the work streams identified in the Action Plan coordinating a range of internal and external service areas. The Business Change costs would be for a fixed period of 3 years and will cost in the region of £250,000.

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12. References and Further Reading – to be finalised

Rapid Rehousing Transition Plan Guidance for Local Authorities August 2018	http://www.ghn.org.uk/rapid-rehousing-transition-plan/
Homeless and Rough Sleeping Action Group Recommendations June 2018	http://www.ghn.org.uk/publications/harsag/
West Lothian Corporate Plan 2018 - 2023	https://www.westlothian.gov.uk/media/19574/West-Lothian-Council-Corporate-Plan-2018---2023/pdf/West_Lothian_Council_Corporate_Plan_2018-2023.pdf
West Lothian Local Housing Strategy 2017-2022	https://www.westlothian.gov.uk/article/9810/Policy-and-Strategies
Housing and Needs Demand Assessment 2	http://sesplan.gov.uk/assets/images/HNDA/FINAL%20SESPLAN%20HNDA2.pdf
Demographic Information	https://www.nrscotland.gov.uk/files//statistics/council-area-data-sheets/west-lothian-council-profile.html)
National Health and Homeless Standards 2005	http://www.gov.scot/Publications/2005/03/20774/53761
Housing Tenure in West Lothian	https://beta.gov.scot/publications/housing-statistics-scotland-2018-key-trends-summary/pages/3/
Scottish government homeless statistics. Contains data and analysis on HL1, HL2 HL3 and PREVENT 1 from 2009/10 to 2017/19	https://www2.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/RefTables

Appendix 1: West Lothian RRTP Key Strategic Partners

Organisation	Sector
Almond Housing Association	Social Rented Housing
Castle Rock Housing Association	Social Rented Housing
WESLO	Social Rented Housing
West Lothian Housing Partnership	Social Rented Housing
West Lothian Advice Shop	Welfare Benefits and Finance
West Lothian Council	Public – Children and Families, Criminal Justice, Domestic Abuse, Education, Housing, Customer and Building Services, Finance and Property
West Lothian Joint Integration Board	Public - Health and Social Care Adults
West Lothian Joint Strategy Group Action for Children Bethany Christian Trust Open Door Shelter Scotland Rock Trust The Cyrenians The Richmond Fellowship West Lothian Women's Aid	Voluntary Sector

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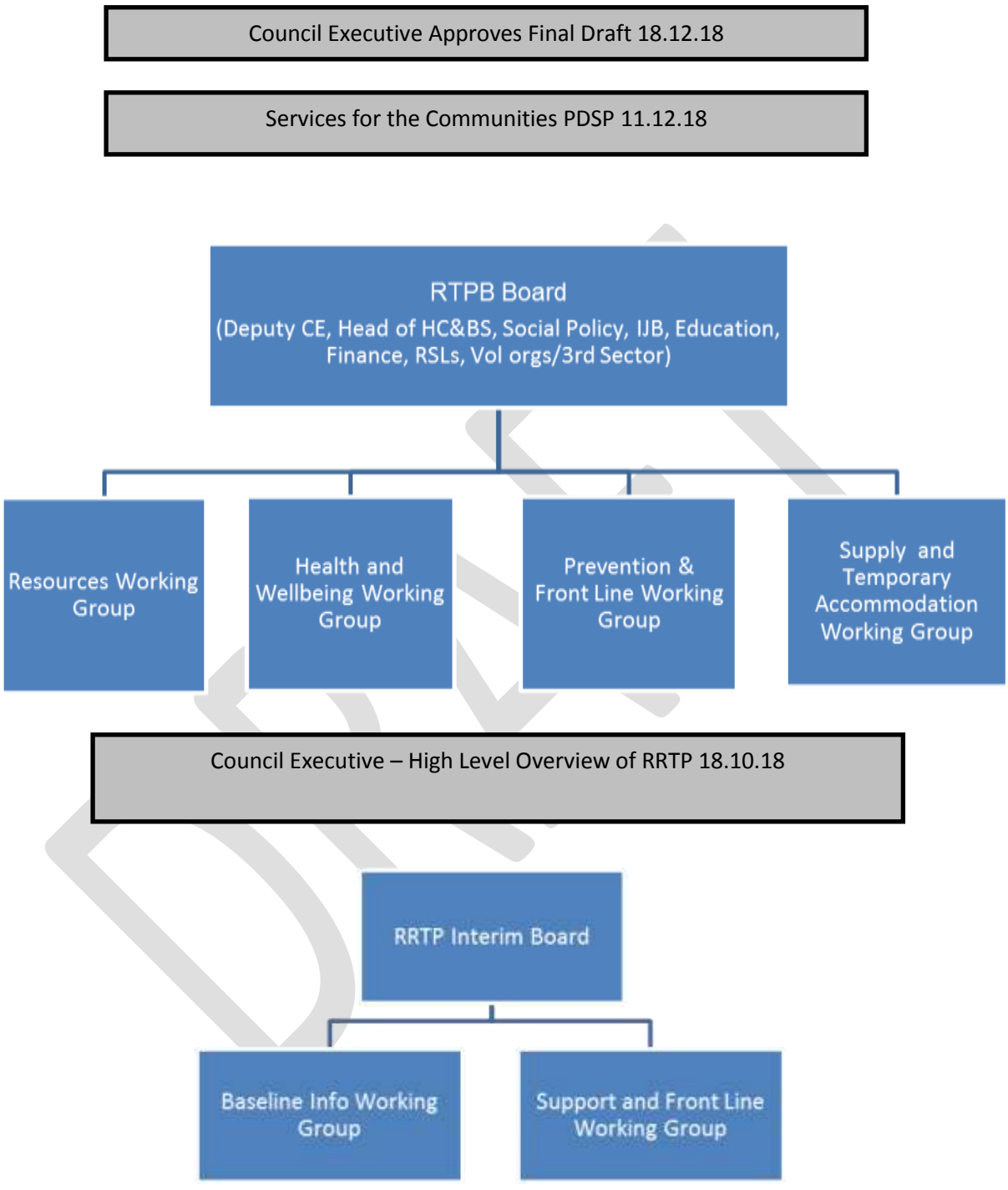
Appendix 2: Rapid Rehousing Transition Plan – Governance Arrangements



Appendix 3: RRTP - Consultation Approach Paper

Stage 1: Initial Briefings

Service Areas	Date	Area
Housing Needs Managers	7.8.18	Front Line Staff/Allocations
Housing Needs Teams	30.8.18	Front Line Staff/Allocations
Housing Managers	10.9.18	Housing Management
Weslo	10.9.18	RSL
Almond	10.9.18	RSL
Corporate Management Team	19.9.18	RSL
WLHP	24.9.18	RSL
Castle Rock/Edinvar	24.89.18	RSL
All other RSLs operating in	16.1018	RSL
Social Policy Senior Management Team	26.9.18	Mental Health, Young People, Addictions
West Lothian IJB	18.10.18	Commissioner of floating support services
Homeless Network Group	26.9.18	Service Users
Tenants Network	21.8.18	Service Users
Joint Strategy Group	16.9.18	Voluntary Organisations/RSLs
ALL other Housing Staff	24.10.18	

Stage 2: Feed Back Sessions

Service Areas	Date	Area
Housing Needs Managers	Weekly	Sit as part of RRTP Working Group Accommodation and Allocations
Housing Needs Teams	w/c 8.10.18	Front Line Staff Allocations
Housing Managers		Sit as part of RRTP Working Group.
Housing Strategy and Development/Performance	On going	Sit as part of RRTP Working Group.
Weslo	3.10.18	RSL – targets to be agreed
Almond	1.10.18	RSL – targets to be agreed
WLHP	w/c 8.10.18	RSL – targets to be agreed
Castle Rock/Edinvar	w/c 8.10.18	RSL – targets to be agreed
All other RSLs operating in	w/c 15.10.18	All other RSLs in West Lothian
Social Policy Senior Management Team	Ongoing	Mental Health, Young People, Addictions – commissioner of floating support services
West Lothian IJB	18.10.18	Health and Social Care
Homeless Network Group	23.10.18	Service Users
Tenants Panel	6.12.18	Service Users
Joint Strategy Group	4.10.18	Voluntary Organisations/RSLs
West Lothian Advice Shop	23.10.18	Welfare Benefit and Finance Advice

Stage 3: WORKSHOP – RRTP Collaboration and Consultation 31.10.18

- Feedback on proposed vision and high level objectives
- Inform work streams required in the action plan to take forward vision and objectives

Stage 4: Draft RRTP for circulation and comment: 18.12.18

Scenario 1: 59%								
	Year -1		**Year 0**	**Year1**	**Year2**	**Year3**	**Year4**	**Year 5**
	2017/18		**2018/19**	**2019/20**	**2020/21**	**2021/22**	**2022/23**	**2023/24**
Open Cases	1,250	(a)	1,061	1,183	1,160	1,132	1,111	1,145
New Demand	1,165	(b)	1,165	1,165	1,120	1,057	1,006	959
Less loss contacts and refusals	- 117	(c)	- 117	- 117	- 112	- 106	- 101	- 96
Total Demand	**2,299**		**2,110**	**2,232**	**2,168**	**2,083**	**2,017**	**2,008**
Temp Tenancies	472							
Lets to Homeless	766	(d)	926	1,072	1,036	971	872	820
Total Supply	**1,238**		**926**	**1,072**	**1,036**	**971**	**872**	**820**
Open Cases	**1,061**		**1,183**	**1,160**	**1,132**	**1,111**	**1,145**	**1,188**
Open Cases:								
Temp Tenancies - Council	450		450	450	450	450	450	450
Temp Tenancies - RSL	10		10	10	10	10	10	10
Temp Tenancies - PSL	12		12	12	12	12	12	12
B&B	120		145	140	134	130	137	146
Self Accommodation	469		567	548	525	509	536	570
Total	**1,061**		**1,183**	**1,160**	**1,132**	**1,111**	**1,145**	**1,188**
Length of stay TT								
Assumptions:								
(a) Open Cases								
Temp Tenancies - Council	450	95%	450	450	450	450	450	450
Temp Tenancies - RSL	10	2%	10	10	10	10	10	10
Temp Tenancies - PSL	12	3%	12	12	12	12	12	12
Sub Total	472	100%	472	472	472	472	472	472
Open Cases excl Temp Tenancies			711	688	660	639	673	716
B&B	120	20%	145	140	134	130	137	146
Self Accommodation	469	80%	567	548	525	509	536	570
Sub Total	589	100%	711	688	660	639	673	716
Total	1,061		1,183	1,160	1,132	1,111	1,145	1,188

(c) New demand reduction	0%		0%	0%	4%	6%	5%	5%
(b) Less loss contacts and refusals	10%		10%	10%	10%	10%	10%	10%
(d) Lets to Homeless								
Available Lets			1,290	1,290	1,290	1,290	1,290	1,290
% Lets to homeless	59%		761	761	761	761	761	761
WLC New Build			504	221	203	79	-	-
RSL New Build			55	275	233	198	100	100
Total			559	496	436	277	100	100
New Build phasing	50%		280	248	218	139	50	50
				280	248	218	139	50
			280	528	466	357	189	100
New build secondary Lets to Homeless	59%		165	311	275	210	111	59
Total Lets to Homeless			926	1,072	1,036	971	872	820

Scenario 2: 65%								
	Year -1		**Year 0**	**Year1**	**Year2**	**Year3**	**Year4**	**Year 5**
	2017/18		**2018/19**	**2019/20**	**2020/21**	**2021/22**	**2022/23**	**2023/24**
Open Cases	1,250	(a)	1,061	1,089	956	823	704	649
New Demand	1,165	(b)	1,165	1,165	1,120	1,057	1,006	959
Less loss contacts and refusals	- 117	(c)	- 117	- 117	- 112	- 106	- 101	- 96
Total Demand	**2,299**		**2,110**	**2,138**	**1,965**	**1,774**	**1,610**	**1,512**
Temp Tenancies	472							
Lets to Homeless	766	(d)	1,020	1,181	1,141	1,070	961	904
Total Supply	**1,238**		**1,020**	**1,181**	**1,141**	**1,070**	**961**	**904**
Open Cases	**1,061**		**1,089**	**956**	**823**	**704**	**649**	**608**
Open Cases:								
Temp Tenancies - Council	450		450	450	450	450	450	450
Temp Tenancies - RSL	10		10	10	10	10	10	10
Temp Tenancies - PSL	12		12	12	12	12	12	12
B&B	120		126	99	72	47	36	28
Self Accommodation	469		492	386	280	185	141	108
Total	**1,061**		**1,089**	**956**	**823**	**704**	**649**	**608**
Assumptions:								
(a) Open Cases								
Temp Tenancies - Council	450	95%	450	450	450	450	450	450
Temp Tenancies - RSL	10	2%	10	10	10	10	10	10
Temp Tenancies - PSL	12	3%	12	12	12	12	12	12
Sub Total	472	100%	472	472	472	472	472	472
Open Cases excl Temp Tenancies			617	484	351	232	177	136
B&B	120	20%	126	99	72	47	36	28
Self Accommodation	469	80%	492	386	280	185	141	108
Sub Total	589	100%	617	484	351	232	177	136
Total	1,061		1,089	956	823	704	649	608

(c) New demand reduction	0%		0%	0%	4%	6%	5%	5%
(b) Less loss contacts and refusals	10%		10%	10%	10%	10%	10%	10%
(d) Lets to Homeless								
Available Lets			1,290	1,290	1,290	1,290	1,290	1,290
% Lets to homeless	65%		839	839	839	839	839	839
WLC New Build			504	221	203	79	-	-
RSL New Build			55	275	233	198	100	100
Total			559	496	436	277	100	100
New Build phasing	50%		280	248	218	139	50	50
				280	248	218	139	50
			280	528	466	357	189	100
New build secondary Lets to Homeless	65%		182	343	303	232	123	65
Total Lets to Homeless			1,020	1,181	1,141	1,070	961	904

Scenario 3: 70%								
	Year -1		**Year 0**	**Year1**	**Year2**	**Year3**	**Year4**	**Year 5**
	2017/18		**2018/19**	**2019/20**	**2020/21**	**2021/22**	**2022/23**	**2023/24**
Open Cases	1,250	(a)	1,061	1,011	787	566	365	235
New Demand	1,165	(b)	1,165	1,165	1,120	1,057	1,006	959
Less loss contacts and refusals	- 117	(c)	- 117	- 117	- 112	- 106	- 101	- 96
Total Demand	**2,299**		**2,110**	**2,059**	**1,795**	**1,517**	**1,270**	**1,098**
Temp Tenancies	472							
Lets to Homeless	766	(d)	1,099	1,272	1,229	1,153	1,035	973
Total Supply	**1,238**		**1,099**	**1,272**	**1,229**	**1,153**	**1,035**	**973**
Open Cases	**1,061**		**1,011**	**787**	**566**	**365**	**235**	**125**
Open Cases:								
Temp Tenancies - Council	450		450	450	450	348	225	119
Temp Tenancies - RSL	10		10	10	10	8	5	3
Temp Tenancies - PSL	12		12	12	12	9	6	3
B&B	120		110	64	19	-	-	-
Self Accommodation	469		429	251	75	-	-	-
Total	**1,061**		**1,011**	**787**	**566**	**365**	**235**	**125**
Assumptions:								
(a) Open Cases								
Temp Tenancies - Council	450	95%	450	450	450	348	225	119
Temp Tenancies - RSL	10	2%	10	10	10	8	5	3
Temp Tenancies - PSL	12	3%	12	12	12	9	6	3
Sub Total	472	100%	472	472	472	365	235	125
Open Cases excl Temp Tenancies			539	315	94	-	-	-
B&B	120	20%	110	64	19	-	-	-
Self Accommodation	469	80%	429	251	75	-	-	-
Sub Total	589	100%	539	315	94	-	-	-
Total	1,061		1,011	787	566	365	235	125

(c) New demand reduction	0%		0%	0%	4%	6%	5%	5%
(b) Less loss contacts and refusals	10%		10%	10%	10%	10%	10%	10%
(d) Lets to Homeless								
Available Lets			1,290	1,290	1,290	1,290	1,290	1,290
% Lets to homeless	70%		903	903	903	903	903	903
WLC New Build			504	221	203	79	-	-
RSL New Build			55	275	233	198	100	100
Total			559	496	436	277	100	100
New Build phasing	50%		280	248	218	139	50	50
				280	248	218	139	50
			280	528	466	357	189	100
New build secondary Lets to Homeless	70%		196	369	326	250	132	70
Total Lets to Homeless			1,099	1,272	1,229	1,153	1,035	973

Scenario 4: 75%								
	Year -1		**Year 0**	**Year1**	**Year2**	**Year3**	**Year4**	**Year 5**
	2017/18		**2018/19**	**2019/20**	**2020/21**	**2021/22**	**2022/23**	**2023/24**
Open Cases	1,250	(a)	1,061	932	618	309	25	-
New Demand	1,165	(b)	1,165	1,165	1,120	1,057	1,006	959
Less loss contacts and refusals	- 117	(c)	- 117	- 117	- 112	- 106	- 101	- 96
Total Demand	**2,299**		**2,110**	**1,981**	**1,626**	**1,260**	**931**	**863**
Temp Tenancies	472							
Lets to Homeless	766	(d)	1,177	1,363	1,317	1,235	931	863
Total Supply	**1,238**		**1,177**	**1,363**	**1,317**	**1,235**	**931**	**863**
Open Cases	**1,061**		**932**	**618**	**309**	**25**	**-**	**-**
Open Cases:								
Temp Tenancies - Council	450		450	450	295	24	-	-
Temp Tenancies - RSL	10		10	10	7	1	-	-
Temp Tenancies - PSL	12		12	12	8	1	-	-
B&B	120		94	30	-	-	-	-
Self Accommodation	469		367	116	-	-	-	-
Total	**1,061**		**932**	**618**	**309**	**25**	**-**	**-**
Assumptions:								
(a) Open Cases								
Temp Tenancies - Council	450	95%	450	450	295	24	-	-
Temp Tenancies - RSL	10	2%	10	10	7	1	-	-
Temp Tenancies - PSL	12	3%	12	12	8	1	-	-
Sub Total	472	100%	472	472	309	25	-	-
Open Cases excl Temp Tenancies			460	146	- 0	- 0	-	-
B&B	120	20%	94	30	-	-	-	-
Self Accommodation	469	80%	367	116	-	-	-	-
Sub Total	589	100%	460	146	-	-	-	-
Total	1,061		932	618	309	25	-	-

(c) New demand reduction	0%		0%	0%	4%	6%	5%	5%
(b) Less loss contacts and refusals	10%		10%	10%	10%	10%	10%	10%
(d) Lets to Homeless								
Available Lets			1,290	1,290	1,290	1,290	1,290	1,290
% Lets to homeless	75%		968	968	968	968	968	968
WLC New Build			504	221	203	79	-	-
RSL New Build			55	275	233	198	100	100
Total			559	496	436	277	100	100
New Build phasing	50%		280	248	218	139	50	50
				280	248	218	139	50
			280	528	466	357	189	100
New build secondary Lets to Homeless	75%		210	396	350	267	141	75
Total Lets to Homeless			1,177	1,363	1,317	1,235	1,109	1,043

West Lothian Rapid Rehousing Transition Plan 2019/20 – 2023/24 Action Plan

1. High Level Action: Increase focus on early intervention, prevention and housing options to reduce homelessness → **Outcome: working togther, people who are in housing need are prevented from becoming homeless through early intervention**

	Key Action	Year 1 19/20	Year 2 20/21	Year 3 21/22	Year 4 22/23	Year 5 23/24	Target date
1	Review all current early intervention and prevention strategies to align with vision	✓					30.9.2019
2	Develop and implement a West Lothian Housing Options approach to prevent homelessness at first point of contact	✓	✓				31.3.2020
3	Develop and implement an Education Programme to identify potential homelessness	✓	✓				30.9.2020
4	Develop and implement a 'moving on model' for young people leaving care and young people at risk of homelessness	✓	✓				30.6.2020
5	Identify triggers of homelessness and referral process for people accessing health and social care services	✓					31.12.2019
6	Develop and expand mediation services for young people and their families which prevents homelessness due to relationship breakdown	✓					31.3.2019
7	Develop pathways for vulnerable people in transition at risk of homelessness	✓					30.9.2019
8	Refinement of the Sustainable Housing on Release for Everyone (SHORE) standards and improved joint working with Criminal Justice	✓					30.9.2019
9	Review hospital delayed discharge protocols	✓					30.9.2019
10	Review Health and Homeless Service and implement changes	✓	✓				30.9.2020
11	Complete project with ISD to collate and line homeless data with health and social care data	✓	✓				30.6.2020
12	Review access to financial advice through West Lothian Advice Shop to focus on early intervention and prevention and implement changes	✓					30.6.2019

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West Lothian Rapid Rehousing Transition Plan 2019/20 – 2023/24 Action Plan

2. HighLevel Action: Improving supply and access to affordable housing options and reducing length of stay in temporary accommodation

Outcome : people in housing need are given a range of housing soltuions to find a settled home

	Action Planned	Year 1 19/20	Year 2 20/21	Year 3 21/22	Year 4 22/23	Year 5 23/24	Target date
1	Complete the balance of the 3,000 new affordable houses targeted over the period 2012 – 2022.	✓	✓	✓			31.3.2022
2	To seek government grant in 2022/23 and 2023/24 to ensure that a minimum of 300 new affordable homes can be completed each year				✓	✓	31.3.2024
3	Review the council's current allocation policy to enable homeless cases to be rehoused as quickly as possible where all other housing options have been explored	✓					30.9.2019
4	Review current nomination agreements and S5 protocols between the council and social rented landlords.	✓					30.9.2019
5	Review current rent deposit guarantee scheme	✓					30.9.2019
6	Develop a partnership approach with local lettings agents and individual landlords. Including the development of a referral process PRS for housing options	✓	✓	✓			30.6.2022
7	Review current approach to market acquisitions in West Lothian	✓					30.6.2019
8	Purchase additional furnished temporary accommodation in the community to reduce B&B Accommodation	✓	✓				31.3.2021
9	Review use of RSL and PSL temporary accommodation with aim to transition to permanent lets	✓	✓				31.9.2020
10	Increase capacity within temporary accommodation through developing a shared model	✓	✓				31.3.2021

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West Lothian Rapid Rehousing Transition Plan 2019/20 – 2023/24 Action Plan

3. High Level Action: Where homelessness occurs focus housing options to enable households to navigate through the system as quickly as possible

Outcome: people who experience homelessness find a settled home as quick;ly as possible

	Action Planned	Year 1 19/20	Year 2 20/21	Year 3 21/22	Year 4 22/23	Year 5 23/24	Target date
1	Develop and implement a multifunctional Housing Options and Resettlement Service including reviewing roles and processes across all housing services to determine how to improve throughput through greater flexibility and generic working	✓	✓	✓			31.3.2022
2	Develop and implement an on line self-assessment, Housing Need and Homeless assessment form.	✓					31.3.2020
3	Review the current backlog of open cases to determine housing options to provide a settled home as soon as possible	✓					30.6.2019
4	Identify open cases where temporary accommodation can be flipped to main stream tenancies	✓					30.6.2019
5	The council and local RSLs will work together to optimise the rehousing process through the review of current practice and implementing new action required	✓	✓				30.6.2020
6	The council and local RSLs will improve communication to optimise current nomination agreements.	✓					31.3.2020
7	Develop processes which enable people to access funds required to be rapidly rehoused	✓	✓				30.9.2019
8	Explore options with the third sector partners to provide employability support to young people who are homeless or at risk of homelessness	✓	✓				30.6.2020
9	Review and update Health and Homeless Standards for homeless people accessing health services	✓	✓				30.6.2020

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West Lothian Rapid Rehousing Transition Plan 2019/20 – 2023/24 Action Plan

4. High Level Action: Implement actions to ensure people can access the requried levels of support

Outcome: People are offerred a range of housing options with access to the required servcies and support options

	Action Planned	Year 1 19/20	Year2 20/21	Year 3 21/22	Year 4 22/23	Year 5 23/24	Target date
1	Implement and monitor new support process for homeless households and those at risk of homelessness to focus assessment on individual needs	✓					30.6.2019
2	Create an interim resettlement team to provide low level support/enhance housing management to open cases who are rapidly rehoused as part of the 5 Year transition plan	✓					30.6.2019
3	Explore models of provision for low level support/enhance housing management required to prevent homelessness across housing services. Identify capacity within existing teams to transition to new approach	✓	✓	✓			31.3.2022
4	Review and reconfigure current support provision within the council's homeless units at Blackburn, Strathbrock and Newlands House to meet the rapid rehousing support accommodation requirements		✓	✓			31.3.2022
5	Review the current domestic abuse refuge provision		✓	✓			31.3.2022
6	Review all homeless cases estimated as needing 'medium' support against the new social care eligibility criteria to quantify gaps in provision	✓					30.9.2019
7	Review current customer journey for assessing wrap around specialist support to fast track referral process for people requiring to be rehoused quickly.	✓					30.9.2019
8	Establish a Housing First Assessment Coordination Team	✓					31.3.2020
9	Develop a Housing First project for people with addictions	✓	✓	✓			30.6.2021
10	Expand existing and develop new Housing First Model's to meet individual client groups including Addictions, Domestic Abuse and mental Health	✓	✓	✓	✓		31.3.2023
11	Quantify the residential accommodation requirements for adults where housing in the community would not be suitable.	✓	✓				31.3.2021
12	Review and expand current mediation services for prevent homelessness	✓	✓				31.3.2020

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West Lothian Rapid Rehousing Transition Plan 2019/20 – 2023/24 Action Plan

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DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN LOCAL HOUSING STRATEGY 2017-2022 UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To update the panel on progress on the West Lothian Local Housing Strategy 2017-2022

B. RECOMMENDATION

It is recommended that the panel notes that good progress is being made implementing the Local Housing Strategy and that the main new issue which has emerged during the first year of the strategy is the need to prepare a Rapid Rehousing Transition Plan for West Lothian.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	A Strategic Environmental Assessment pre-screening report and Integrated Impact Assessment were carried out on the Local Housing Strategy
III	**Implications for Scheme of Delegations to Officers**	N/A
IV	**Impact on performance and performance Indicators**	Performance indicators have been included in the Local Housing Strategy
V	**Relevance to Single Outcome Agreement**	Our children have the best start in life and are ready to succeed. Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business. We live in resilient, cohesive and safe communities. People most at risk are protected and supported

to achieve improved life chances.

Older people are able to live independently in the community and with an improved quality of life.

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

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

VI	**Resources - (Financial, Staffing and Property)**	Resources 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 the PDSP annually.
VIII	**Other consultations**	Consultation has taken place with Housing Associations operating in West Lothian, with Scottish Government More Homes Division, Planning Services and with Finance and Property Services.

D. TERMS OF REPORT

D.1 Background

The West Lothian Local Housing Strategy 2017 - 2022 was approved by Council Executive on 24th October 2017. 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 progressed. The report also identifies a number of key challenges ahead. Appendix 1 is an updated action plan.

D.2 LHS Themes and achievements

Housing Supply and Place Making

Good progress has been made achieving the 3,000 affordable homes target over the 10 year period to 2022. At September 2018 1,469 homes had been completed, 628 homes were under construction and there is a pipeline of future council and RSL developments which will take place over the next few years.

Since April 2018, 255 new council homes have been completed and 12 RSL homes have been completed.

Sites for 250 new build council homes have been approved and the first completions are anticipated in 2020/21.

The Strategic Housing Investment Plan (2019-2024) was approved by Council Executive on 9 October 2018 and identifies sites for more than 2,000 affordable homes over the next five years in West Lothian to be built by RSLs, subject to funding being made available.

New Affordable Housing Supplementary Guidance has been approved so that it reflects the terms of the West Lothian Local Development Plan.

Agreement has been reached on setting up the Homes for West Lothian Partnership to engage with RSLs in West Lothian to increase the supply of affordable housing.

Preventing and Addressing Homelessness

The council and its strategic partners have developed the first iteration of the West Lothian Rapid Rehousing Transition Plan (RRTP), which will be submitted to the Scottish Government by the 31st December 2018. A report on the RRTP is being presented to this meeting of the Services for the Community Policy Development and Scrutiny Panel.

Feasibility work is being undertaken to develop accommodation that will specifically meet the needs of young people who are at risk of homelessness and require housing support.

Independent Living and Specialist Provision

Sixteen new build council bungalows were completed in 2017/18 and a further 20 have been completed to date in 2018/19.

New specialist accommodation is being developed for people with complex care needs. Funding of £3 million has been approved in the General Services Capital Programme to support this project.

A review of the Scheme of Assistance is underway.

Housing's contribution to health and social care integration will be outlined in a new Housing Contribution Statement to be included in the Integration Joint Board Strategic Plan 2019-2023.

Private Rented Housing

Monitoring of rents in the Private Rented Sector is ongoing. Local authorities are working together with COSLA to determine the evidence base that would be required to apply for a rent pressure zone.

The number of private rented registered landlords has increased from 5397 in October 2017 to 5412 in November 2018.

The approach to landlord registration and HMO licensing is being further developed to ensure landlords are aware of their responsibilities.

House Condition

The Housing Capital Programme has identified £154.8 million of investment in existing housing stock and new build over the five year period to 2022/23.

Work is ongoing to ensure that WLC housing meets the Scottish Housing Quality Standard. At March 2018, 99.47% of WLC stock met the SHQS.

Fuel Poverty and Climate Change

Through the Housing Investment Capital Programme and support provided by the Scottish Government the council continues to deliver energy efficiency upgrades to help tenants and residents living in energy inefficient housing to reduce their fuel

costs.

66.7% of WLC Housing stock meets EESSH (as March 2018). This is an increase of 19.3% from March 2017. The council is working towards being 100% compliant by the deadline of December 2020. £20.1 million has been identified for various measures in the Housing Capital Programme to ensure that council housing stock meets the EESSH standard.

D.3 Key challenges and actions 2019/20

Progress the council new build housing programmes.

Work with RSLs through the Homes for West Lothian Partnership to increase the supply of affordable housing in West Lothian.

Begin to implement the Rapid Rehousing Transition Plan for West Lothian.

Work with Social Policy to develop proposals for specialist housing for people with learning disability.

Engage with private landlords to raise awareness on responsibilities on house condition and tenancy matters.

Progress with measures which will increase the number of council houses meeting EESSH.

E. CONCLUSION

Overall good progress has been made on the actions in the Local Housing Strategy. A key area of activity over the coming year will be in relation to homelessness and developing a Rapid Rehousing Transition Plan. Increasing housing supply through close working with our RSL partners and the voluntary sector will assist with this. Improving housing quality is also important and this is being addressed through the housing capital programme and liaison with private landlords.

F BACKGROUND PAPERS

Council Executive 24th October 2017 West Lothian Local Housing Strategy 2017-2022.

Council Executive 9th October 2018 West Lothian Strategic Housing Investment Plan 2019-2024

Appendices/Attachments: 1

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

AnnMarie Carr
Interim Head of Housing Customer and Building Services

11 December 2018

Appendix 1

West Lothian Local Housing Strategy 2017-2022

Action Plan update December 2018

Housing Supply and Place Making - ACTION PLAN

Outcome: To increase supply of housing both affordable and market housing in West Lothian between 2017 and 2022						
Action	**Baseline**	**Indicator/Measure**	**Target/Milestone**	**Timescale**	**Responsible Person**	**Progress Update**
Provide new council homes.	657 council homes built between April 2012 and March 2017	Number of homes built.	Complete current council houses programme and begin a new programme.	By 2022	Housing Strategy and Development Manager	Completions 2017/18 124 2018/19 255 (at Nov 2018)
Support and Assist other providers to deliver affordable homes.	267 RSL homes completed between April 2012 and March 2017.	Number of homes built	700 RSL homes to be built.	By 2022	Housing Strategy and Development Manager	Completions 2017/18 22 2018/19 12 (at Nov 2018) Homes for West Lothian Partnership set up.
Private Sector Homes to be delivered.	2,445 completed between 2012/13 and 2016/17 (average of 489 per annum).	Number of homes built.	1,516 private homes to be built. (Balance of Housing Land Requirement 2016/17 and 2017/18) Housing Supply Target of 333 per annum for 4 years).	By 2022	Planning Services	Completions 2017/18 - 494
OMSE	757 purchases between 2012/13 to 2016/17	Number of Open Market Shared Equity Purchases.	500 (subject to continued support of the Scheme by Scottish Government).	By 2022	Housing Strategy and Development Manager	Purchases 2017/18 -195
Open Market Acquisitions	30 homes per annum	Number of homes bought by the council for social rent.	100 homes purchased	By 2022	Housing Strategy and Development Manager	Completions 2017/18 38 2018/19 41 (at Nov 18)
Complete Regeneration of Deans South	To commence in 2017/18	Number of homes built.	Complete phase 1	By 2022	Housing Strategy and Development Manager	Ongoing
Progress Regeneration Project in Almondell, Broxburn	To commence 2017/18	Common area and security improvements.	Complete	End 2018	Housing Strategy and Development Manager	Site start anticipated January 2019

Preventing Homelessness – ACTION PLAN

Outcome: Improving Housing Options to prevent people becoming homeless in the first place

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Responsible Person	Progress Update
Explore potential to develop a new assessment centre and supported housing provision in the East of the county.	New Provision Required	New supported housing provision in place.	Feasibility in 2017/18 New Provision by 2022	2017 -2022	Housing Needs Manager	Approach to homelessness being developed through the Rapid Rehousing Transition Plan (RRTP)
Develop a supported accommodation strategy for those aged 16-30 to improve access to accommodation and support and to increase options for sustainable outcomes.	Build on existing strategies focusing on young people.	Strategy to be developed.	To commence in 2018	2018	Housing Needs Manager	Feasibility work underway for 12 person unit for young people requiring support in the east of West Lothian
Developing relationships and protocols with RSLs and private landlords and to maximise opportunities to prevent homelessness.	Number of successful section 5 referrals/number of properties leased from RSLs to provide temporary and supported accommodation	Increase the number of special lets. Increase the % of lets to homeless people as settled accommodation.	2017/18	2018/19	Housing Needs Manager	Liaison with RSLs being taken forward to develop targets as part of the RRTP
Ensure that financial advice, inclusion and tenancy sustainability services are in place to assist homeless households.	Build on the work of the advice shop and support staff.	Number of new tenant visits.	2017/18	2018/19	Housing Needs Manager	Housing support being reviewed as part of the RRTP.

Independent Living – ACTION PLAN

Outcome: (1) Enable people to live independently where they choose to do so.
(2) Ensure that accommodation is planned and available for people with a wide range of needs.
(3) Ensure housing support is available to those people who need it.

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Responsible Person	Progress Update
Continue to provide wheelchair homes in new build council house programme and RSL housing programmes.	137 wheelchair accessible bungalows in current WLC programme.	Number of new build wheelchair homes per annum built by RSLs and WLC	30 per annum	2017 /2022	Housing Strategy & Development Manager and RSL Development Managers	Completions 2017/18 – 16 (WLC), 6 RSL 2018/19 20 (WLC) (to Nov 2018)
Continue to provide adaptations and equipment and make best use of adapted stock.	2,900 adaptations per annum.	Number of adaptations per annum and associated expenditure.	2,900 adaptations per annum.	2017-2022	Social Policy Lead Officer/ Housing Strategy & Development Manager	2017/18 2,165 adaptations undertaken. Scheme of Assistance under review
Develop specialist housing provision for people with particular needs including core and cluster housing for people with learning disabilities, supported accommodation for older people and supported accommodation for younger people.	Eight core and Cluster new build council houses developed for specialist housing provision. 48 Properties in developments specifically for older people.	Number of properties developed for people that require specialist housing.	10 per annum	2017-2022	Housing Strategy & Development Manager	A core and cluster unit to be provided in 2018/19. Feasibility work is underway for a unit for 16 people with complex care needs.
Make use of information on health and social care integrated planning to better estimate the need for specialist housing provision.	To be developed through the Joint Accommodation Plan 2017 -2027	Confirm level of specialist housing provision to be provided.	TBC	2018/19	Housing Strategy & Development Manager	The Housing Contribution Statement to be reviewed to support the IJB Strategic Plan 2019-2024. This will be developed during early 2019.

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Responsible Person	Progress Update
Encourage and promote the use of technology enabled care (TEC) to enable people to live independently.	To be developed in discussion with Social Policy.	Level of take up.	TBC	2017-2022	Social Policy Lead Officer	To be done as part of development of the Housing Contribution Statement.
Await outcome of review of current configuration of mental health service provision to inform future specialist housing requirements for this care group.	To be developed through the Joint Accommodation Plan 2017 -2027.	Confirm level of specialist housing provision to be provided.	TBC	2018-2019	Social Policy Lead Officer/ Housing Strategy & Development Manager	To be developed and aligned with the RRTP.

Private Rented Sector – ACTION PLAN

Outcome: The Private Rented Sector provides good quality housing options for people in West Lothian.

Action	Baseline	Indicator	Target	Timescale	Service/Partner	Progress Update
Develop the approach to landlord registration and enforcement.	Number of landlords registered	5,397	To increase.	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	2018/19 5412 private landlords are registered
Develop the approach to HMO licensing and enforcement.	Number of licensed HMOs	27	To increase.	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	The approach to landlord registration and HMO licensing is being further developed to ensure landlords are aware of their responsibilities.
Make use of effective enforcement options, including referrals to Licensing Committee for removal of landlords from register.	Number of landlords provided with advice on best practice	Number of landlords provided with advice	To increase.	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	Additional resources will be employed to address housing quality in the private rented sector.
Monitor Third Party Referrals to the Private Rented Housing Panel.	No baseline but will be monitored	Number of referrals	Target will be developed in line with the number of requests received	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	To be developed
Increased Participation in private landlord forum.	On average 10 landlords attend	30-40	To increase.	2018/19	Housing, Customer and Building Services /Environmental Health /Legal Services	The numbers of landlords attending landlord forums has increased with between 40 and 70 people attending meetings.

House Condition – ACTION PLAN

Outcome: To improve public and private sector house condition in West Lothian.

Action	Baseline	Indicator	Target	Timescale	Responsible Person/Service	Progress Update
Continue to ensure all WLC stock complies with SHQS.	100% compliance.	% of WLC homes complying with the SHQS.	100%	2017-2022	Housing, Strategy and Development Manager	99.47% at March 2018
Continue to engage with WLC tenants in the development of the housing capital programme.	Quarterly meetings with the Tenants' Panel Capital Working Group.	Continue to have quarterly meetings	Four meetings per year.	2017-2022	Housing, Strategy and Development Manager	Four meetings per year being held to update on progress.
The Scheme of Assistance Policy will be reviewed over the course of the LHS 2017-22 as a result of the changing legislation in relation to private sector housing.	Existing policy dates from 2011.	Scheme of Assistance aligns with guidance and legislation.	To be reviewed over the course of the LHS	By 2020	Housing, Strategy and Development Manager	Scheme of Assistance is under review.

Fuel Poverty and Climate Change - ACTION PLAN

Outcome: **Reduce levels of fuel poverty and increase number of people living in energy efficient homes**

Action	Baseline	Indicators	Target / Milestone	Timescale	Who is responsible?	Progress
Develop a baseline carbon footprint for WLC housing stock.	To be based on 2016 data.	Percentage reduction in carbon footprint.	Reductions to be reported on annually at review of LHS	By end of 2018.	HIO - Energy Efficiency Officers.	To be developed
Develop a baseline to measure number of actual households in fuel poverty included in energy efficiency programmes.	To be determined once Scottish Government provide updated Fuel Poverty definition.	Number of households in fuel poverty.	To be reported on annually	On-going.	HIO - Energy Efficiency Officers.	To be developed
Develop a HEEPS: ABS programme to assist householders to improve the energy efficiency of their homes, to reduce energy consumption and save money.	N/A	Number of households receiving energy efficiency measures as part of HEEPS:ABS programme.	Implemented by end of 2022.	Annually until replaced by SEEP (2017).	HIO - Energy Efficiency Officers.	A total of 114 private home owners had EWI installed in 17/18 through the HEEPs/ABS programme External wall insulation will be provided 253 homes in Deans in 2018/19.
Ensure all social rented housing complies with the EESSH by 2020.	47.4%	Percentage increase in rate of compliance	100% by 2020	By end of 2020.	HIO - Energy Efficiency Officers.	66.7% at March 2018
Action	**Baseline**	**Indicators**	**Target / Milestone**	**Timescale**	**Who is responsible?**	**Progress**
Develop SEEP working group including relevant council departments.	N/A	N/A	Implemented by end of 2017.	On-going once established.	HIO - Energy Efficiency Officers.	To be developed
Develop technical working group with	N/A	Number of organisations included and frequency	Established by Mid-2017.	On-going once established.	HIO - Energy Efficiency Officers.	To be developed

RSL's that have housing stock in West Lothian.		of meetings				
Provide energy advice services through the council or a mechanism to direct householders to existing services.	The number of referrals from the previous year.	Number of referrals to Advice Shop from Energy Efficiency Advisor from HEEPS:ABS programmes.	Ongoing.	Ongoing.	Advice Shop.	A dedicated energy advice officer has been employed. The council is working to increase the number of households who would qualify for assistance from funding raised through the Energy Company Obligation. The Advice Shop. Assistance has been provided to residents in West Lothian. Through benefit checks and energy cost savings £170,000 of benefit has been secured for residents of West Lothian.

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PRIVATE LANDLORD REGISTRATION ENFORCEMENT - IMPLEMENTATION OF RENT PENALTY NOTICES

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report sets out for consideration by the Panel the proposed processes for applying various enforcement tools in relation to unregistered and registered landlords.

B. RECOMMENDATION

It is recommended that Panel members approve the enforcement process proposals.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	The Anti-Social Behaviour etc. (Scotland) Act 2004 placed a duty on local authorities to maintain a public register of private landlords.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	None.
V	**Relevance to Single Outcome Agreement**	None.
VI	**Resources - (Financial, Staffing and Property)**	None.
VII	**Consideration at PDSP**	N/A
VIII	**Other consultations**	Legal Services Team; Environment Health Team; Community Safety Unit, Housing Need Team; Housing Strategy and Development.

D. BACKROUND

All private landlords, with some exceptions **(Appendix 1)** are required to apply for registration in the register of landlords. The aim of landlord registration is to make sure that all private landlords in Scotland are fit and proper people in letting residential property.

This requirement enables councils to remove disreputable landlords from the housing market in order to protect tenants and the wider community from the impact of antisocial behaviour and mismanaged property.

The Landlord Registration Scheme was relocated from Legal Services to Housing, Customer & Building Services in April 2017. Since the scheme moved to Housing, Customer & Building Services there has been a lot of progress to date on the implementation of new processes and next stages of the development of enhanced enforcement.

Where a landlord is found not to be registered, an initial letter advising them of their legal requirements is issued to the landlord requesting them to register within 14 days. If no application is received within this time scale the landlord is issued with a second reminder letter giving the landlord a further 7 days to register. If again no application is received a final reminder is issued to the landlord giving them a final 7 days in which to register and advising that a late application fee will be applied.

In 2017 40 complaints against unregistered landlords were received, 38 of which registered before a final reminder was issued. However if the issue is not resolved an enforcement tool should be available to apply in proportion to the breach of the scheme.

Guidance published by the Scottish Government in 2017 stated that all local authorities should use the said guidance as part of a continuing drive to raise standards and ensure greater consistency in enforcement across Scotland.

D.1 RENT PENALTY NOTICES

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

In addition, the local authority has the power to issue a “Rent Penalty Notice” under Section 94 of the 2004 Act, the effect of which is to prevent the landlord collecting rent from any residential properties whilst s/he is unregistered. ‘Submitting a case to the Procurator Fiscal for their consideration is the most severe sanction a local authority can take in relation to an unregistered landlord’.

The Rent Penalty Notice will give a period of 28 days prior to its commencement during which the landlord may still register. If the landlord registers during this period, the Rent Penalty Notice will be revoked prior to commencement. If however, no application has been made within the 28 days, the Rent Penalty Notice will be effective until the notice is revoked or overturned by appeal.

Implementing Rent Penalty Notices as an enforcement tool has notable benefits in terms of improving performance and compliance in our private rented sector. However, it is recognised that the implementation is not without challenges and a clear process and joint working with other council services has been created. **(Appendix 2)**

Available evidence from the Scottish Government shows that the threat of RPN is enough to prompt approximately 3 in every 4 affected landlords to take action to comply with registration requirements. West Lothian Council is currently the only Local Authority in Scotland not using Rent Penalty Notices as an enforcement tool.

E. Conclusion

West Lothian Council are currently the only local authority within Scotland, who do not use Rent Penalty Notices as an enforcement tool on landlords who fail to register after pre enforcement action. Having available enforcement tools in place will ensure compliance with legislation, reduce corporate risk, and will improve performance within this activity.

F. Background References

Appendices/Attachments: 2

Appendix 1 – Exemptions

Appendix 2 – Rent Penalty Notice Process Map

Contact Person: Sarah Kelly - 01506 281877 sarah.kelly@westlothian.gov.uk

AnnMarie Carr
INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: **11th December 2016**

EXEMPTIONS

The exemptions are as follows:-

1. Lets to family members - (as defined in Section 108, Housing (Scotland) Act 2001)

2. Life rents

3. Houses for holiday use –

   The accommodation must be available for commercial letting to the public generally as holiday accommodation for not less than 140 days in a year. The periods for which it is so let must amount (in the aggregate) to at least 70 days in a year For at least seven months of the year the property must not normally be in the same occupation for more than 31 days

4. Properties used by religious orders and organisations

5. Accommodation with care

6. Houses subject to control orders

7. Agricultural and crofting tenancies

8. Transitory ownership (executors, heritable creditors and insolvency practitioners)

9. Resident landlords –

   Where a landlord has lodgers living with him or her in his or her principal or only home u nder a tenancy or occupancy arrangement, that house is exempt from registration. Any resident landlord with more than two lodgers is covered by HMO licensing. The exemption only covers the landlord's main residence. If the landlord lets any other houses he or she must be registered and the houses must be recorded

Unregistered Landlord Enforcement Action

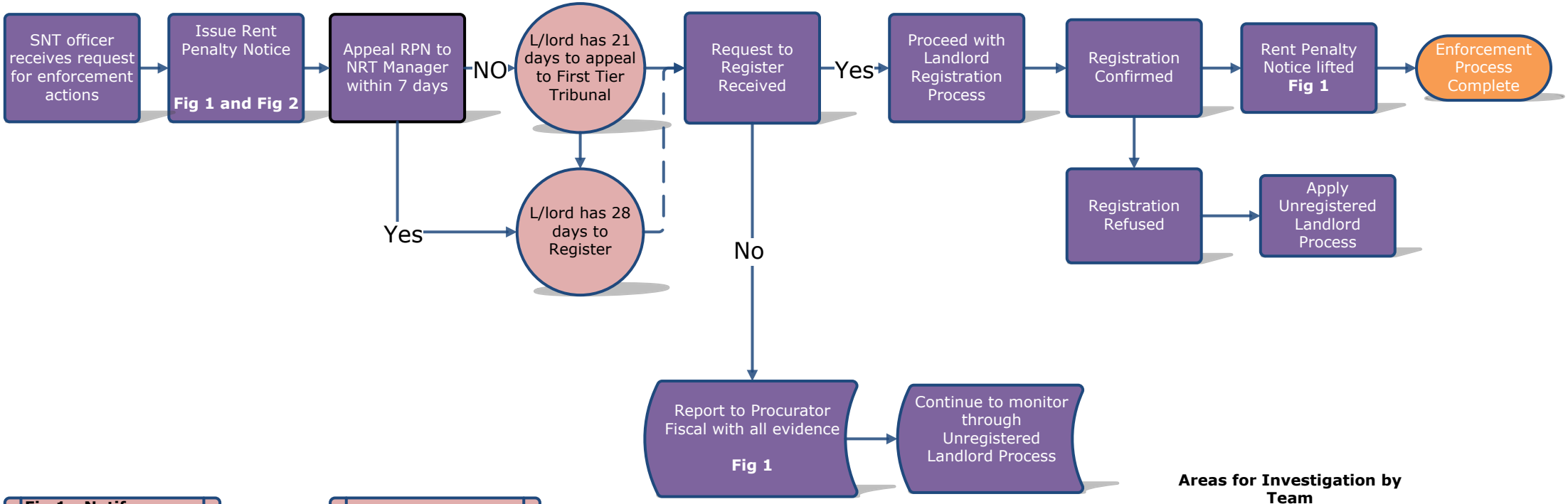


Fig 1 - Notify:

- **Originator (can be from list below)**
- **Landlord**
- **Agent**
- **Tenant**
- **Housing Benefit**
- **Housing Need**
- **Police**
- **Landlord Registration**
- **Legal**

Fig 2 - **Factsheet to include:**

- Clarity for Tenant of responsibility for holding rent payments
- Where to report concerns if any issues from landlord

Areas for Investigation by Team

Revenues *– can a flag be input to OpenRevenues when Rent Penalty Notice issued*

Develop checklist in line with available guidance on the 'Fit & Proper Person' criteria

Investigate creating Panel to determine when Landlord should be unregistered because of infringement of registration rules

Training may be available from Procurator Fiscal on acceptable evidence

Version: 08/03/2018

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORTING

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

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

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

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

D. TERMS OF REPORT

Introduction

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

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

Current Position

Of the 10 performance indicators we are reporting, 6 are categorised as green and 4 as red. This position for Q2 is changed from that of that Q1 where the service reported 5 green, 2 amber and 3 red. Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

E. CONCLUSION

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

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: One

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

AnnMarie Carr

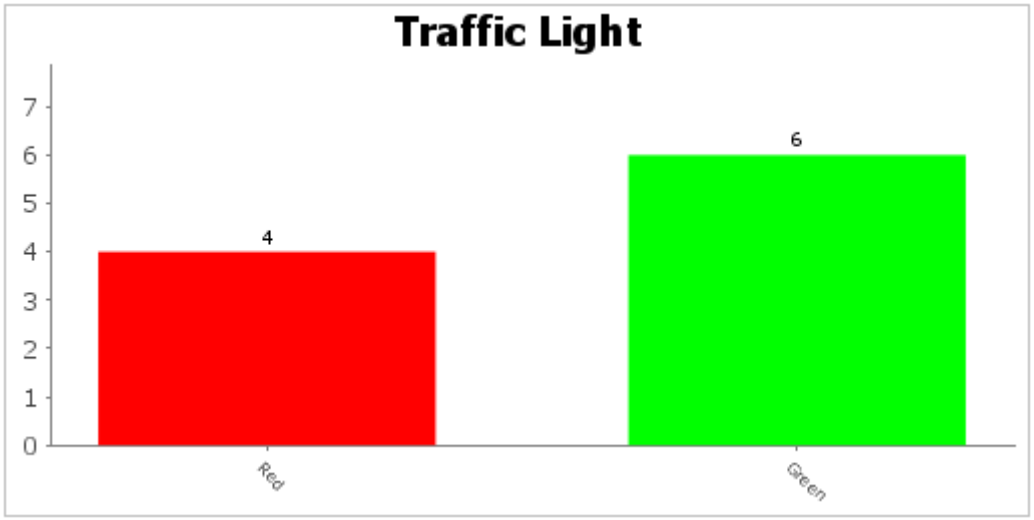
INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 11th December 2018

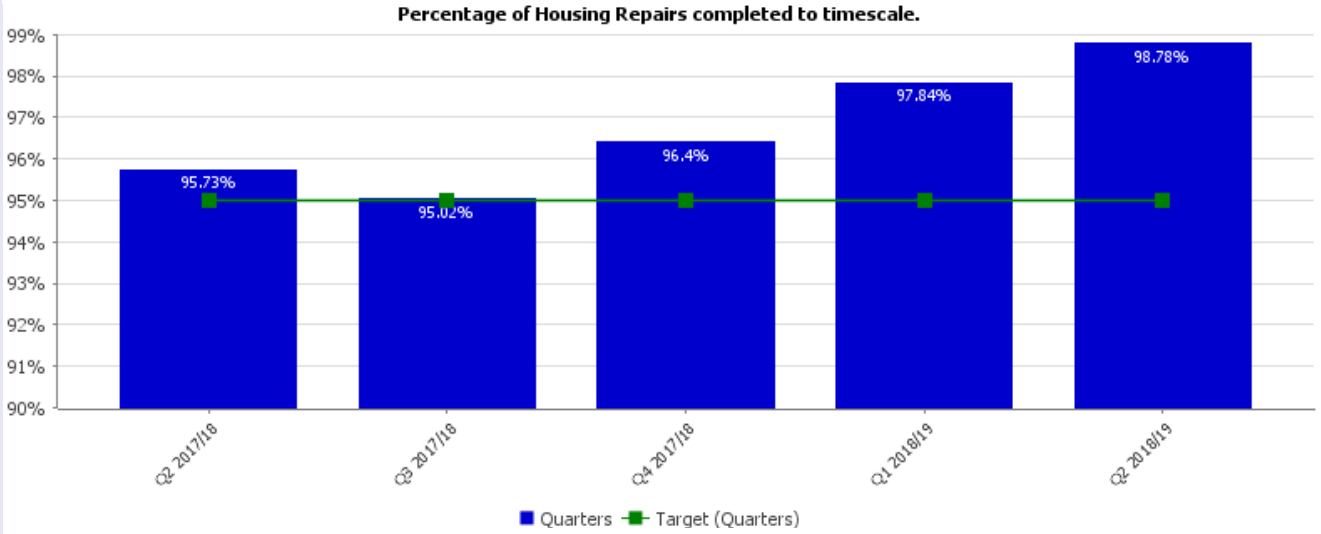
HCBS PDSP Report

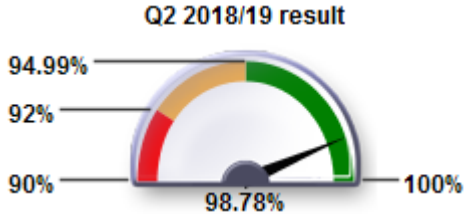
Data Label : OFFICIAL

Report Author: Sarah Kelly
Generated on: 03 December 2018 15:48
Report Layout: .NEW. PDSP_PIs_All(Detail)_Grid



PI Code & Short Name	**P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.**
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency, non-emergency repairs, gas repairs and the council's out of hours emergency service. Building Services has an expected Target of 95% for this performance indicator.
PI Owner(s):	zBUS_PIAdmin; Grant Taylor





Last Updated:	Q2 2018/19
Status:	
Current Value:	98.78%
Current Target:	95%
Red Threshold:	92%
Amber Threshold:	94.99%
Categories:	PDSP_Services for the Community; PPR Public Performance Reporting

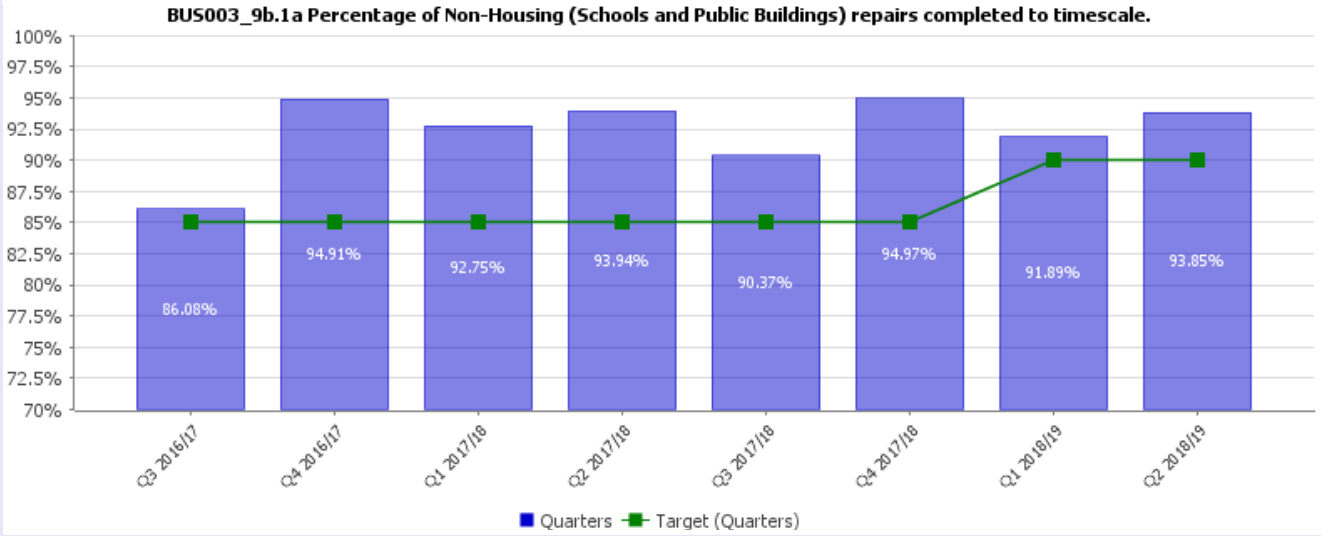
Trend Chart Commentary:

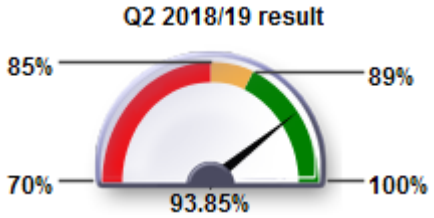
The trend chart shows that the performance since quarter 2 in 2017/18 has exceeded target for each quarter. In quarter 3 2017/18 we reviewed the process for repairs as a result of a decline in performance over quarter 2 - 3 of 2017/18. The impact has been shown with an improved performance in quarter 4 2017/18 into quarter 2 2018/19 The target of 95% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis and remains for 2018/19.

In 2017/18 the Scottish Housing Network (SHN) average for the year was 91.46% for similar sized Local Authorities of which we were placed 3rd highest of the 8 providing data.
In 2016/17 the Scottish Housing Network (SHN) average for the year was 95.03% for similar sized Local Authorities of which we were placed 4th highest of the 8 providing data.
The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.
2018/19
Q2 - 7954 housing responsive repairs, 97 of these repairs were completed outside the service standards timescale.
Q1 - 9044 housing responsive repairs, 195 of these repairs were completed outside the service standards timescale.
2017/18
Q4 - 10131 housing responsive repairs, 365 of these repairs were completed outside the service standards timescale.
Q3 - 11866 housing responsive repairs, 591 of these repairs were completed outside the service standards timescale.
Q2 - 10087 housing responsive repairs, 431 of these repairs were completed outside the service standards timescale.

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

PI Owner(s): zBUS_PIAdmin; Grant Taylor



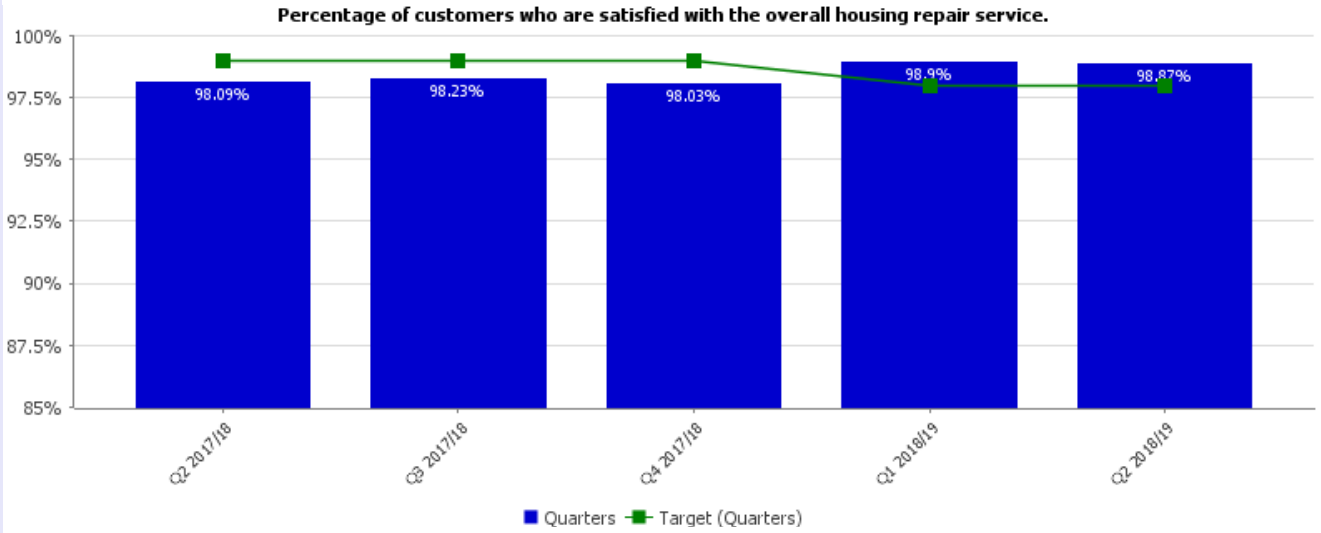


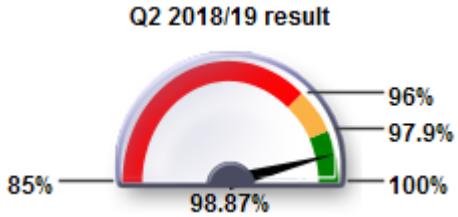
Last Updated:	Q2 2018/19
Status:	
Current Value:	93.85%
Current Target:	90%
Red Threshold:	85%
Amber Threshold:	89%
Categories:	WLAM

Trend Chart Commentary:

The trend shows the target has been met in all quarters since quarter 3of 2017/18.Analysis of Non-Housing repairs is underway to identify where improvements can be made s to maintain this level of performance. Building Services had a target of 85% for this performance indicator for 2016/17 and 2017/18 after consultation with Construction services. This has been reviewed further due to improved processes within planning of jobs and in agreement with EMT has been increased to 90% for 2018/19 to reflect the improved performance throughout 2017/18. Performance can vary depending on the volume and complexity of repairs requested by our customers. Work has been ongoing with Construction Services to review the repair category timescales and as a result of this, from April 2015, the non housing emergency repairs have been placed within the housing ward teams. A 'Planner' has been introduced to the team from the end of 2015/16 which has coincided with an increase in jobs complete within the agreed timescale.
2018/19
Q2 - 975 non housing repairs, 60 of these repairs were completed outwith the service standards timescale.
Q1 - 1183 non housing repairs, 96 of these repairs were completed outwith the service standards timescale.
2017/18
Q4 - 975 non housing repairs, 49 of these repairs were completed outwith the service standards timescale
Q3 - 1070 non housing repairs, 103 of these repairs were completed outwith the service standards timescale.
Q2 - 1023 non housing repairs, 62 of these repairs were completed outwith the service standards timescale.
Q1 - 1434 non housing repairs, 104 of these repairs were completed outwith the service standards timescale.
2016/17
Q4 - 1669 non housing repairs, 85 of these repairs were completed outwith the service standards timescale
Q3 - 1351 non housing repairs, 188 of these repairs were completed outwith the service standards timescale.

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



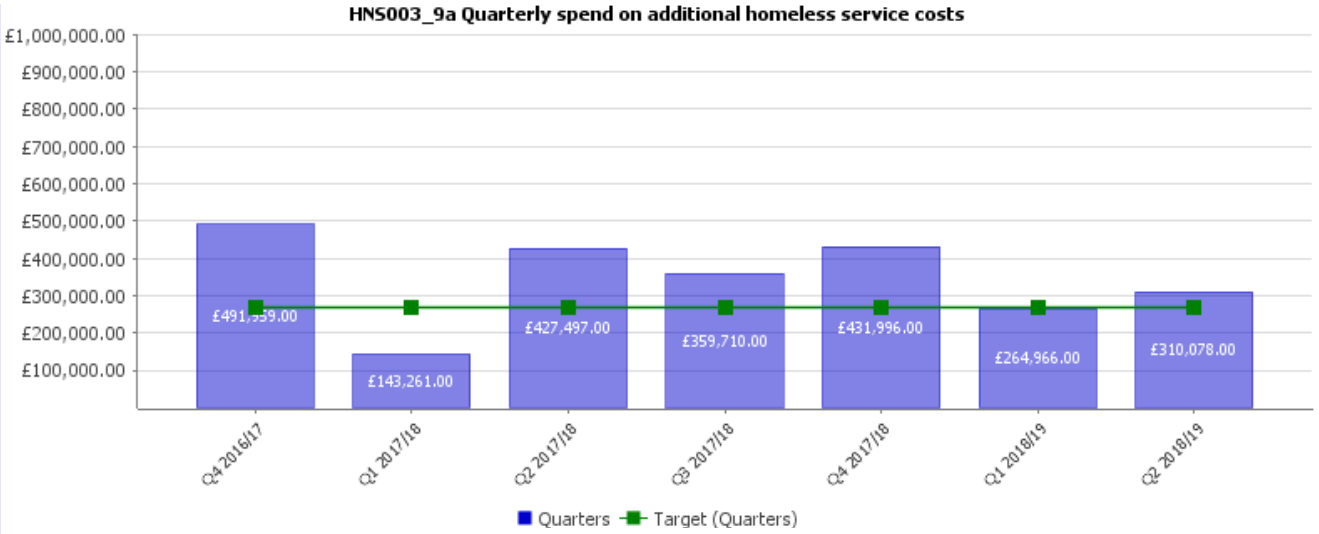


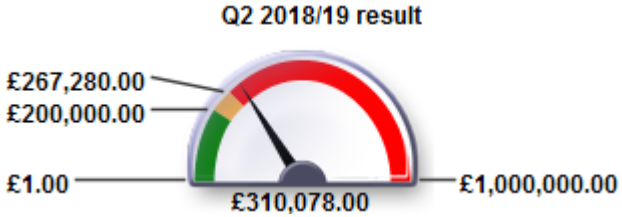
Last Updated:	Q2 2018/19
Status:	
Current Value:	98.87%
Current Target:	98%
Red Threshold:	96%
Amber Threshold:	97.9%
Categories:	PDSP_Services for the Community; PPR Public Performance Reporting

Trend Chart Commentary

The Mobile System introduced in 2016/17 which has meant that surveys are being recorded directly from the Customers during the repair process. The results have shown an increase from around 100 respondents prior to the new system to around 1400 respondents per quarter after the implementation. In addition there has been over 200 paper copy surveys returned by Tenants who have not wanted to complete the survey at the time of repair. In 2017/18 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.3%. In 2016/17 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.1%. Surveys are being monitored to investigate negative responses to assess their relativity to the repairs processes. The target of 99% is derived from discussion with Buildings Services and the Tenant's Panel. For 2018/19 the target is 98% and is reviewed on a yearly basis.
2018/19
Q2 - 888 surveys were recorded, 10 negative responses.
Q1 - 544 surveys were recorded, 6 negative responses.
2017/18
Q4 - 914 surveys were recorded, 18 negative responses.
Q3 - 1127 surveys were recorded, 20 negative responses.
Q2 - 1625 surveys were recorded, 31 negative responses.

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





Last Updated:	Q2 2018/19
Status:	
Current Value:	£310,078.00
Current Target:	£267,280.00
Red Threshold:	£267,280.00
Amber Threshold:	£200,000.00
Categories:	Management

Trend Chart Commentary

2018/19

Q1 spend is £264,966. This is a reduction of £167,030 from the previous quarter but shows an increase of £121,705 when compared to the same period of 2017/18. Q2 spend is £310,078 and is an increase of £45,112 but is a reduction on the same period of the previous year. It has to be noted however that normally the first of 2 council tax payments normally occur in this quarter, however due to late processing council tax pavement is expected to fall into quarter 3. Target will remain at £267,280.00 as recent performance shows target was met in quarter 1 and only slightly exceeded in quarter 2.

2017/18

Q4 2017/18 spend is £431,996. This is an increase of £72,286 from the previous quarter but shows a reduction of £59,963 when compared to the same period of 2016/17.

Q3 2017/18 spend is £359,710 this comprised of Transport £114,859, Property £41,808 Furniture £173,020 Council Tax £0 and Void Loss £30,023. This quarter has fallen from the previous quarter however council tax is not charged in this quarter and despite this there is a rise in transport and furniture costs which reflects the rise in families accessing homeless services.

Q2 2017/18 spend is £427,497.00 this comprised of Transport £61,030.00 Property Storage £41,992.00 Furniture £77,769.00 Council Tax £184,435.00 and Void Loss £62,271.00. This quarter is significantly higher than the last with the highest increases being seen in Council Tax and furniture which is due to the forwarding of these costs from Q1 2017/18 as detailed below. However finance also report that the current quarter spend on furniture is low due to miscodings in the HRA for furniture charges and this will be rectified in the next quarter.

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

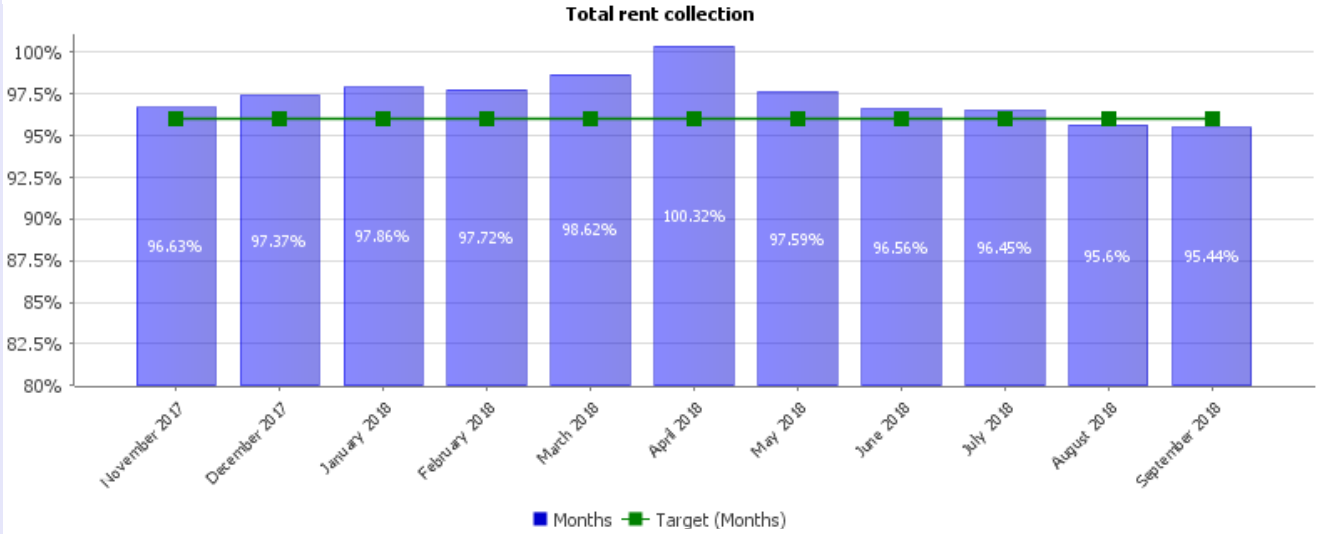
increase the overall cost. The target will remain the same as this has been set within the Homeless Plan which has determined the target required to keep the service within budget.

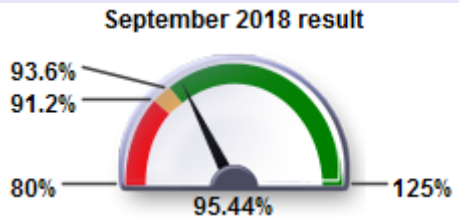
Q4 2016/17 spend is £491595.00 and is traditionally high as is year end and bi annual council tax payments fall into this quarter. It is expected that Q1 of 2017/18 will show a significant reduction in spend.

Q2 2018/19 £310,078.00
Q1 2018/19 £264,966.00
Q4 2017/18 £431,996.00
Q3 2017/18 £359,710.00
Q2 2017/18 £427,497.00
Q1 2017/18 £143,261.00
Q4 2016/17 £491595.00

Target £267,280.00

PI Code & Short Name	**HQSARR700_9b.1a Total rent collection**
Description	This indicator measures the rate at which HCBS is collecting rent. This value is: cumulative sum of rental payments made so far in the financial year by current tenants (excluding garages), divided by the cumulative charge we applied to rental accounts, to give us the year-to-date collection rate percentage. This value emulates the collection value reported to the Scottish Housing Regulator (SHR) as part of the Annual Return on the Charter (ARC) which social landlords are required to complete each year. Please note this value will be slightly different as this is an operational value and does not include void loss as the reported figure would.





PI Owner(s):	zHQSARR_PIAdmin; Alison Smith
Last Updated:	September 2018
Status:	
Current Value:	95.44%
Current Target:	96%
Red Threshold:	91.2%
Amber Threshold:	93.6%
Categories:	High Level

Trend Chart Commentary

Since the beginning of the financial year the accelerated move of customers from Housing Benefit to Universal Credit has had an impact on the amount of rent collected. Our customer base has moved from 300 UC tenants to just over 900 as of mid-September. Each customer that transitions across experiences a break in income as they move from weekly payments to a monthly payment in arrears. This will in the short term in almost all cases generate a month's arrears. Customers on extremely low income will find this difficult to catch up within their income. This transition will decrease collection for the foreseeable future.

Please note:

. That due to the way customers pay there can be some large variation from month to month. Customers will invariably make their payments to suit, their income (wages, benefits).

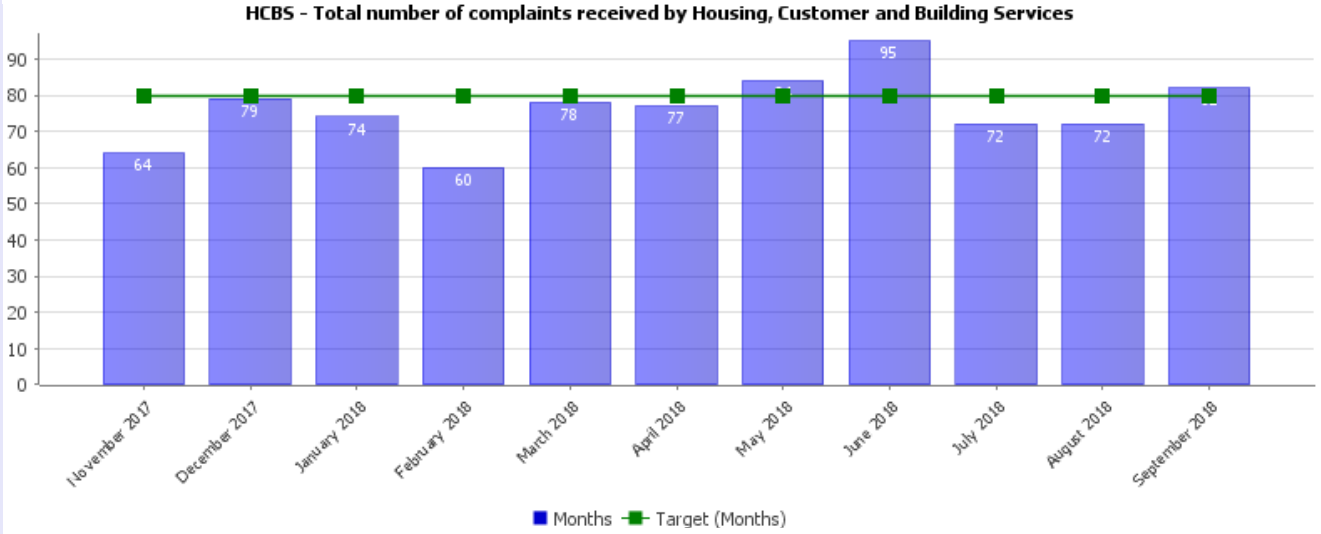
. There will be some extreme results each year in December and March; this is due to the fact that for most properties there are two non-collection weeks in each of these months. As a result customer payments vastly outweigh charges causing values well over 100%

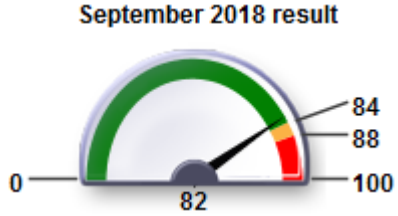
Target:

96% (Based on historical data, the HCBS collection rate when calculated in this way averages at 96%. The service is currently undertaking detailed modelling of the impact of Universal Credit on collection rate. As a result the 2018/19 target will be updated by the end of September 2018.

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

PI Owner(s): zHQSCOM_PIAdmin; Grant Taylor





Last Updated:	September 2018
Status:	
Current Value:	82
Current Target:	80
Red Threshold:	88
Amber Threshold:	84
Categories:	Management

Trend Chart Commentary

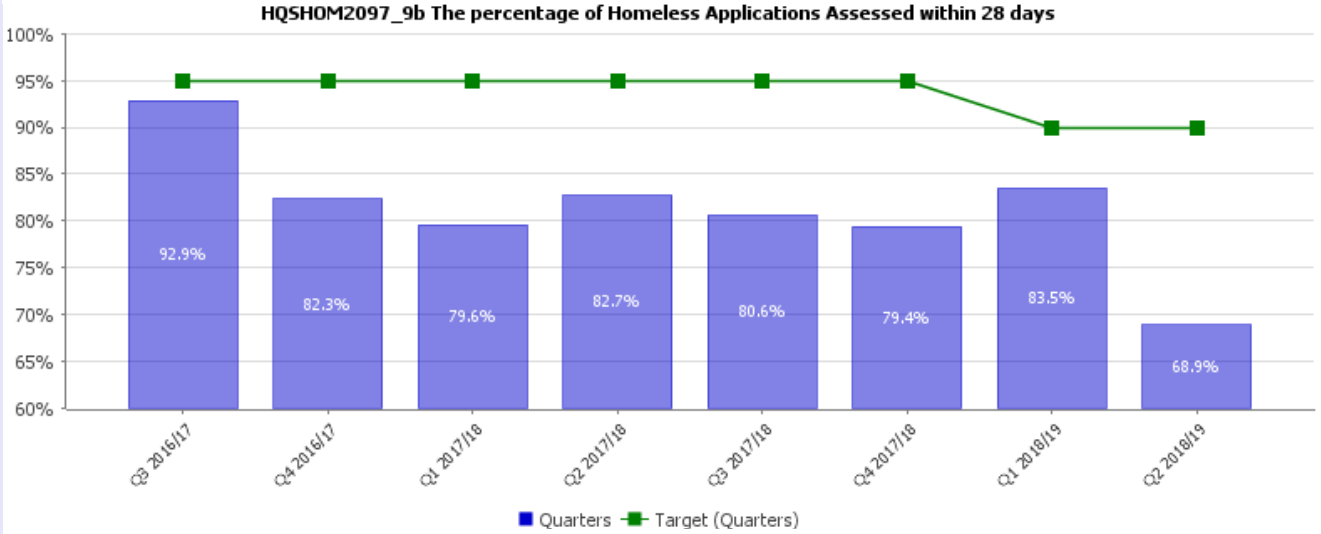
There is no particular trend on the number of complaints we receive on a monthly basis. The chart shows that we have been over target in October 2017, as well as May, June, September and October . October 2018 shows the highest number of complaints, with 96 being received.

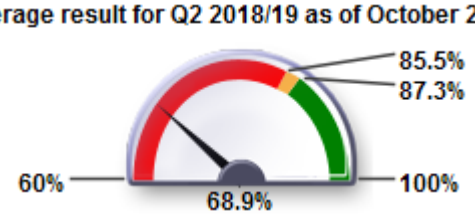
October 2018 complaints by WLAM Unit; Building Services 46, Customer Service Centre 9, Customer and Communities Services 8, Housing Need 16 and Housing Operations 17.

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

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

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





PI Owner(s):	zHQSHOM_PIAdmin; AnnMarie Carr; Kirsty McDonald
Last Updated:	Q2 2018/19
Status:	
Current Value:	68.9%
Current Target:	90%
Red Threshold:	85.5%
Amber Threshold:	87.3%
Categories:	High Level

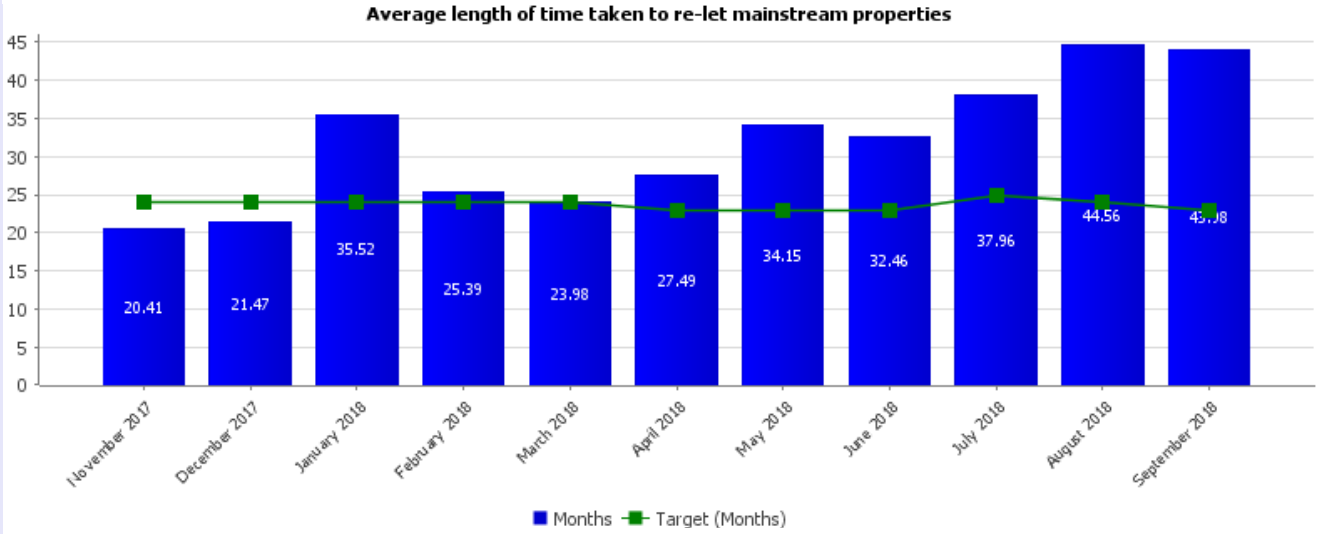
Trend Chart Commentary

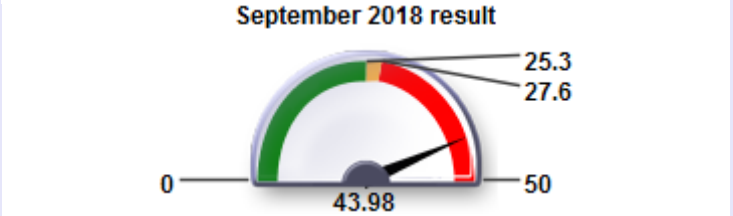
Since Q3 of 2016/17 performance has fluctuated dipping to the current Quarter 1 2018/19 low of 68.9%. The dip in current performance is a result of a continued level of complex cases which needed in depth investigations requiring the provision of information from external sources. Whilst it is disappointing that the target was not met this is offset by ensuring that decisions are based on evidence gathered and are correct. Staff are required to discuss any cases likely to go over the 28day target with the Housing Needs manager and are closely monitored.

Given the circumstances of some particularly complex cases it was recognised that the target had been ambitious and was reduced in quarter 1of 2018/19 to 90%. Target will remain at 90% and performance will be closely monitored.
Q2 2018/19 68.9% decisions made within 28 days
Q1 2018/19 83.5% decisions made within 28 days
Q4 2017/18 79.4% decisions made within 28 days
Q3 2017/18 80.6% decisions made within 28 days
Q2 2017/18 82.7% decisions made within 28 days
Q12017/18 79.6% decisions made within 28 days
Q4 2016/17 82.3% decisions made within 28 days
Q3 2016/17 92.9% decisions made within 28 days

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

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





PI Owner(s):	zHQSLETS_PIAdmin; Alison Smith
Last Updated:	September 2018
Status:	
Current Value:	43.98
Current Target:	23
Red Threshold:	27.6
Amber Threshold:	25.3
Categories:	Management

Trend Chart Commentary

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

I

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

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

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

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

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

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

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

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

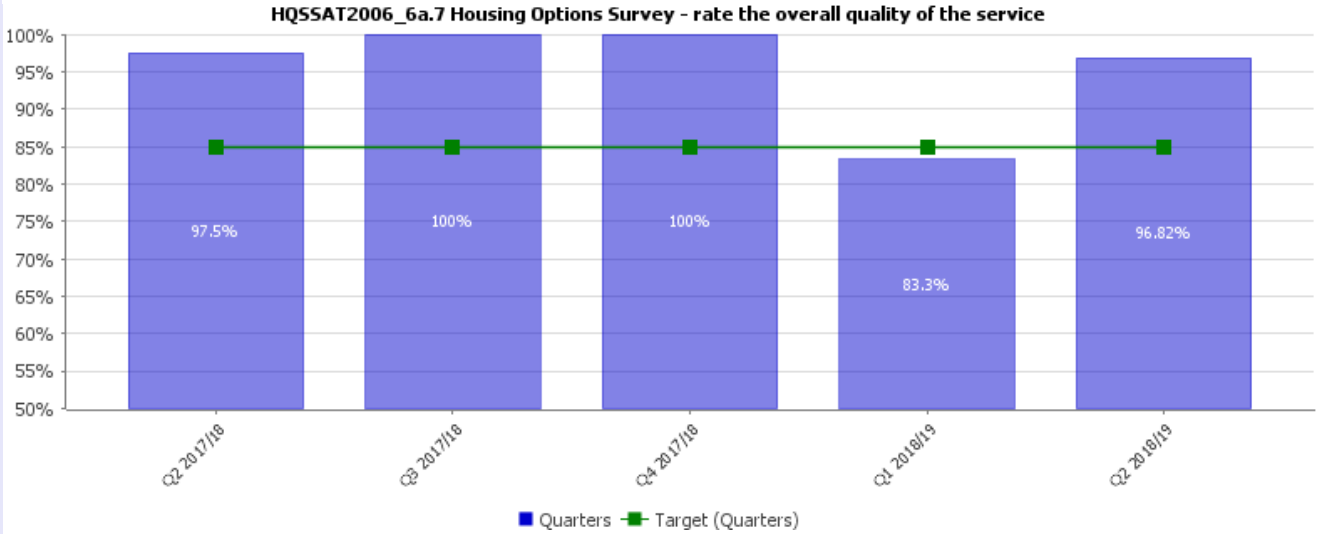
In January 2018 (35.5), significant increase in the average number of days to let a property from the previous month, and significantly higher than (30.1) reported in January 2017. On reviewing the void situation with area housing managers and Building Services manager the key reasons for the increase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

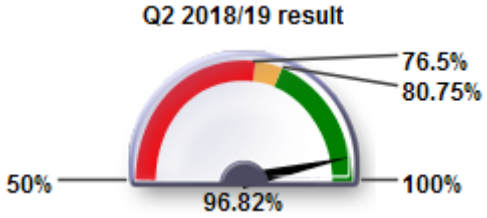
In December 2017 (21.4) slight increase however below target set.
In November 2017 (20.4) further increase on previous 2 months however performance continues to be acceptable and below set target
In October 2017 (17.9) slight increase however figure performing well against target.
In September 2017 (16.4) is the lowest figure reported since this performance indicator was established.
In August 2017 (21.6) saw a slight increase in the average number of lets but performance continues to be acceptable and below the set target.

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

PI Code & Short Name	**HQSSAT2006_6a.7 Housing Options Survey - rate the overall quality of the service**
Description	The service aims to improve customer satisfaction with the overall quality of the service provided. This information is used to analyse overall good or excellent results. Information is collected from e survey on a quarterly basis. Customers complete this survey at the end of a housing options interview.

PI Owner(s): zHQSHOM_PIAdmin; AnnMarie Carr; Kirsty McDonald





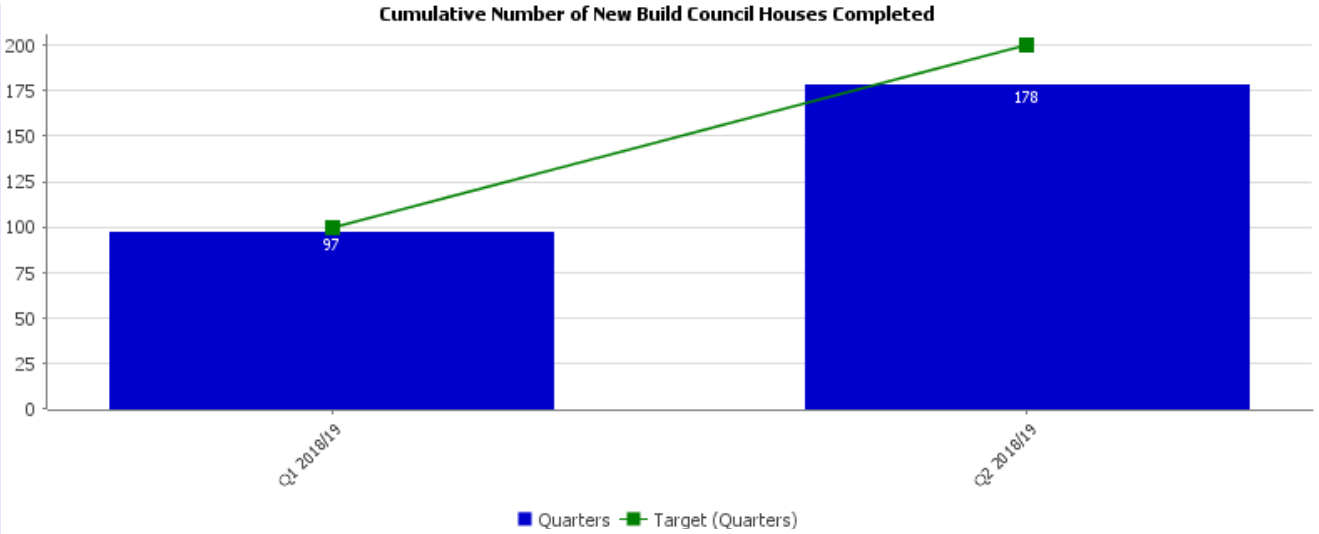
Last Updated:	Q2 2018/19
Status:	
Current Value:	96.82%
Current Target:	85%
Red Threshold:	76.5%
Amber Threshold:	80.75%
Categories:	WLAM

Trend Chart Commentary

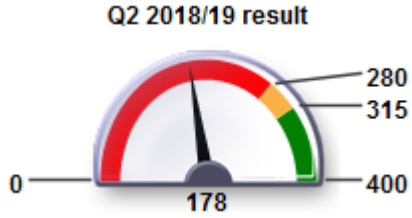
Q2 2018/19 performance has improved and and satisfaction with the service has increased to 96.8% on a return 61 surveys. Performance will continue to be monitored and target will be reviewed in quarter 3 if performance continues at current level.
Q1 2018/19 performance has reduced to 83.3% , analysis of responses will be carried out to identify any issues which may inform service improvement
Q4 of 2017/18 shows overall 100% satisfaction with the service provided and target was met
Q3 2017/18 responses have dropped although at 100% and this is now being addressed with the team to identify ways to increase the overall results returned.
The first results, Q2 2017/18, are very positive and show that 97.5% of customers were either satisfied or very satisfied with the overall service.

Target has been set at 85%
Q2 2018/19 96.8% of responses rated the service as excellent or good
Q1 2018/19 83.3% of responses rated the service as excellent or good
Q4 2017/18 100% of responses rated the service as excellent or good
Q3 2017/18 100% of responses rated the service as excellent or good
Q2 2017/18 97.5% of responses rated the service as excellent or good

PI Code & Short Name	**HS014_9b Cumulative Number of New Build Council Houses Completed**
Description	Cumulative Number of New Build Council Houses Completed at the end of each quarter.



PI Owner(s):	zHS_PIAdmin; Courtney Gemmell; Colin Miller



Last Updated:	Q2 2018/19
Status:	
Current Value:	178
Current Target:	200
Red Threshold:	280
Amber Threshold:	315
Categories:	High Level

Trend Chart Commentary

In Quarter 2, there were 81 additional handovers across 6 sites bringing the total to 178 completions. This is slightly less than targeted however this can partly be attributed to a delay in handovers at Almondell Calderwood, as the developer has been unable to finalise the road surface and install street lighting which is causing delay to the handover of 30 units.

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

The annual target for new build completions in 2018/19 is 540 units. The expectation is 100 units in Q1, 200 units by Q2, 350 units by Q3 and the 540 target reached by the end of Q4. This breakdown illustrated the calculation of understanding of previous new build performance and acknowledgement of external factors during 2018/19 which will impact performance.

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

SCOTTISH HOUSING REGULATOR – REGULATION OF SOCIAL HOUSING IN SCOTLAND CONSULTATION

REPORT BY HEAD OF HOUSING CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To seek approval to submit consultation response on the Sottish Housing Regulator - Our Regulation of social housing in Scotland. The consultation period officially closes on 14th of December 2018. The service has however negotiated an extension until the 18th of December.

B. RECOMMENDATION

It is recommended that Council Executive approves the consultation response to enable the response to be submitted by closing date 18th December 2018.

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 Housing (Scotland) Act 2010, and 2014. Scottish Housing Regulator Annual Return on the Charter.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	SOA1304_34 (Number of active ASB cases).
V	**Relevance to Single Outcome Agreement**	None
VI	**Resources - (Financial, Staffing and Property)**	Antisocial Behaviour funding, Scottish Government and Community Safety Funding.
VII	**Consideration at PDSP**	None
VIII	**Other consultations**	None

D. TERMS OF REPORT

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

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

They accomplish this through a regulatory framework known as the Annual Return on the Chart (ARC). This framework constitutes a number of key indicators and standards of service that all social landlords must adhere to, and provide a return to each year. This framework enables the regulator to take action if required against social landlords who do not meet the required standards of the ARC, as provided for within the powers and duties of the Housing (Scotland) Act 2010.

The SHR launched a discussion paper in January 2018 on the future of housing regulation in Scotland. The intention was to drive discussion and debate about the current arrangements and what is required to support a successful social housing sector in the future. This formed a key part of the review of the ARC framework. HCBS has been part of these discussions throughout 2018 at forums and workshops designed to obtain stakeholder views.

Using the feedback obtained, and subsequent discussions with landlords and their representatives, the SHR are proposing to reduce the list of indicators by over a third from 74 to 44 by:

- deleting 22 existing indicators;
- adding four new indicators;
- removing 12 existing indicators to the organisation details section of our Landlord Portal; and
- retaining but amending the wording of seven indicators

The main proposed changes are to:

- remove seven Scottish Housing Quality Standard (SHQS) indicators to reflect progress in meeting the Standard, along with one on the Energy Efficiency Standard for Social Housing (EESSH);
- amend the wording of the anti-social behaviour indicator in response to feedback;
- amend the gas safety indicator in response to thematic study
- remove current homelessness indicators, to respond to local authority feedback on duplication with the information collected by Scottish Government;
- add two new homelessness indicators to provide greater clarity on lets to homeless people by RSLs and councils;
- remove the equalities indicator - we propose that landlords no longer send this information to us (though they must collect and use it);
- add two new indicators on adaptations;
- amend the two indicators on complaints following feedback from the Scottish Public Services Ombudsman (SPSO); and
- amend two indicators on arrears to focus on current tenant arrears.

The SHR have embarked on a formal consultation to round of their review activity, and are seeking open views on individual indicators, the technical guidance they provide, and the usefulness of the information and data they collect.

The consultation asks a number of questions for consideration and these and the proposed responses are shown in Appendix A.

E. CONCLUSION

The vision of the Scottish Housing Regulator is to continue to regulate to protect the interests of tenants, homeless people and others who use the services of social landlord. The review of the ARC framework, in consultation with social housing providers ensures the framework enables full scrutiny of the relevant activity, performance, governance and financial health of the social housing sector in Scotland. To achieve this, they need insight, views and ideas to help shape the future of the regulation of social housing in Scotland. The questions and proposed response to their consultation are attached as an appendix.

F. BACKGROUND REFERENCES

https://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Our%20regulation%20of%20social%20housing%20in%20Scotland%20-%20a%20consultation%20_8.pdf

Appendices – Appendix: Consultation questions and proposed responses.

Contact Person:
Sarah Kelly, Performance and Change Manager, sarah.kelly@westlothian.gov.uk
Tel: 01506 281877

CMT member:

Date of meeting: 11th December 2018

Our regulation of social housing in Scotland
Consultation questions

We welcome your general feedback on our proposals as well as answers to the specific questions we have raised. You can read our consultation paper on our website at www.scottishhousingregulator.gov.uk. Please do not feel you have to answer every question unless you wish to do so.

Send your completed questionnaire to us by **14 December 2018.**

By email @ consultation@scottishhousingregulator.gsi.gov.uk

Or post to: Scottish Housing Regulator
Buchanan House
58 Port Dundas Road, Glasgow, G4 0HF

Name/organisation name

West Lothian Council

Address

Civic Centre		
Howden South Road		
Livingston		
West Lothian		
Postcode EH54 6FF	**Phone** 01506 281873	**Email** Kirsty.Young@westlothian.gov.uk

How you would like your response to be handled

To help make this a transparent process we intend to publish on our website the responses we receive, as we receive them. Please let us know how you would like us to handle your response. If you are responding as an individual, we will not publish your contact details.

Are you happy for your response to be published on our website?

Yes ☒ **No** ☐

If you are responding as an individual …

Please tell us how you would like your response to be published.	***Pick 1***
Publish my full response, including my name	☐
Please publish my response, but not my name	☐

1. Is our overall approach, set out in Chapter 2 of the Framework, right? Do you have any other comments?

Chapter 2 does appear to make it clearer that additional evidence is a requirement; The Framework sets out more clearly that Landlords must give assurance based on the evidence gathered.

That being said, by taking a risk-based approach, we would be concerned that areas which are not regulated then become risks. We do think that section 2.8 of the framework does outline the importance of landlords undertaking their own risk assessments and having them run in tandem with the SHR approach.

2. Do the proposed regulatory requirements cover the right things, and are they framed in the right way?

The proposed regulatory requirements are as expected

3. Is there anything missing? Or any other comments?

No

4. Should we add to, amend, or remove anything from the proposed Standards?

No

5. Is the new Standard 7 useful, and is it framed in the right way?

Related to RSLs- No Comment

6. Would you like to make any other comments about the Standards?

No

7. Is the approach we have set out in Chapter 4 right? Any other comments?

Yes- No comment

8. Are our proposals for the Annual Assurance Statement right?

We would be keen to have some guidance to ascertain what SHR would consider a standard deviation for not being able to give complete assurance. The proposals appear somewhat ambiguous, thus leaving it down to each LA/ RSL to determine whether or not assurance should be given.

9. Is our approach to risk assessment right?

The approach to risk assessment seems overly complicated and, therefore, open to interpretation when it comes to evidentiary support.
Under section 5.8 of the risk assessment, we would be interested to ascertain what “other sources of information” are gathered and where this information is gathered from. It is unclear as to whether the landlord will be notified that additional information is being gathered about them or if they will be approached in the first instance.

10. Should we publish a regulatory status for each RSL as we propose?

This seems like a reasonable approach

11. Is it right that we publish an Engagement Plan for every landlord?

This does not seem necessary. An individual Engagement Plan would not be relevant to those landlords who are meeting the standards and requirements.
We suggest that it would be more reasonable to produce a generic Engagement Plan for all LAs and all RSLs unless risk assessments have determined that there are issues which have to be addressed. It would only be at that time that individual engagement plans are drawn up for the landlord concerned.

12. Would you like to make any other comments or suggestions about our approach to getting assurance?

The approach seems very clear.

13. Is the approach set out in Chapter 6 right? Any other comments?

No comment

14. Is the approach set out in Chapter 7 right? Any other comments?

In terms of Thematic Work, we believe that the approach is right but we would like to comment that the output of such projects is not always clear. Is there an expectation that any recommendations are implemented or should they just be given consideration?

15. Is the approach set out in Chapter 8 right? Any other comments?

The approach set out seems very standard.

16. Are these registration and de-registration criteria the right ones? Any other comments?

Related to RSLs- No Comment

17. Do you have any feedback on the draft Assurance Statement guidance?

We think the draft Assurance Statement Guidance is very useful and very clear.

18. Do you have any feedback on the draft notifiable events guidance?

Related to RSLs- No Comment

19. Should we add to, delete or amend anything in the list of proposed indicators? Any other comments?

Previous Indicator 9- We would suggest this indicator is an important for benchmarking purposes and to exemplify tenant satisfaction
Indicator 25- Length of time in temporary/ emergency accommodation is extremely relevant given the Scottish Government's drive to reduce homelessness

20: Do you have any feedback on the draft group structures guidance?

Related to RSLs- No Comment

21: Do you have any feedback on this guidance?

Related to RSLs- No Comment

22. Would you like to give feedback on any other aspect of the proposals set out in the draft Framework and guidance?

No

23. Would you like to give feedback on any aspect of these impact assessments? Are there other potential impacts that we should consider?

No Comment- As expected

Thank you for taking the time to give us your feedback!

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

2018/19 FINANCIAL PERFORMANCE – MONTH 6 MONITORING REPORT

REPORT BY HEAD OF FINANCE AND PROPERTY SERVICES

A. PURPOSE OF REPORT

To provide the Panel with an update on the financial performance of the Services for the Community portfolio for the General Fund Revenue budget.

B. RECOMMENDATION

It is recommended that the Panel:

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

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on customers' needs, being honest, open and accountable, making best use of resources, working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Local Government (Scotland) Act 1973, Section 95; Local Government in Scotland Act 2003, section 1-14.
III	**Implications for Scheme of Delegations to Officers**	No implications at this stage.
IV	**Impact on performance and performance indicators**	Effective budget management is an essential element of service performance. Additional financial reporting provides elected members with information to allow for proper scrutiny of performance of services.
V	**Relevance to Single Outcome Agreement**	The revenue budget provides resources necessary to help deliver the Single Outcome Agreement. Effective prioritisation of resources is essential to achieving key outcomes.
VI	**Resources – (Financial, Staffing and Property)**	The forecast position for the Services for the Community portfolio revenue budget in 2018/19 is an overspend of £1,115,000.

VII	**Consideration at PDSP**	A financial performance report will be presented to the Panel twice yearly on an ongoing basis.
VIII	**Other Consultations**	Depute Chief Executives, Head of Housing, Customer and Building Services.

D. TERMS OF REPORT

D.1 Introduction

This report provides an update on the general fund revenue financial performance in respect of the Services for the Community Policy Development and Scrutiny Panel (PDSP) portfolio of services. It is important to note that the council's revenue budget is operationally managed at a Head of Service level, and the financial position included within this report is part of the overall council forecast position reported to Council Executive on 13 November 2018. This report also includes the position on the delivery of approved budget reduction measures relevant to the Services for the Community portfolio for 2018/19.

The budget monitoring process is undertaken in line with the council's budgetary control framework and procedures, which places particular focus on a risk based and pro-active approach to budget monitoring. The projected out-turn for 2018/19 which was reported to Council Executive on 13 November 2018, indicated that the overall General Fund Revenue budget is forecasting an overspend of £1.352 million for 2018/19, which is partly offset by £1.052 million of early delivery of budget reductions within Social Policy, producing a net projected 2018/19 overspend of £300,000. Included within the overall forecast, there are recurring pressures of £3.894 million. The next update on the revenue monitoring position to Council Executive will be the outcome of the month 9 monitoring exercise on 26 February 2019, including an update on the mitigating actions that were previously agreed for recurring pressures.

This report focuses on the financial performance of council services which further enhances the information presented to elected members to allow scrutiny of service and financial performance. The report contains reference to key performance measures for service areas which are contained within Service Management Plans and referenced in the 2016/17 Local Government Benchmarking Framework (LGBF) data-set. LGBF data for 2017/18 is currently being collated by the Improvement Service and will be made available later in the financial year and included in the month 12 PDSP updates.

D.2 Financial Information for 2018/19 Month 6 Forecast Position

The table below summarises the position in relation to service expenditure and provides an update on the forecast position. The forecast revenue position is an overspend of £1,115,000 for the Services for the Community portfolio. As part of the monitoring exercise, a number of key risks and service pressures have been identified and these are noted in the narrative for the relevant service area.

	2018/19 Budget £'000	Forecast month 6 £'000	Variance £'000
HOUSING, CUSTOMER AND BUILDING SERVICES			
Community Safety Unit	690	566	(124)
Homelessness	2,584	3,823	1,239
TOTAL	**3,274**	**4,389**	**1,115**

D.3 Summary of Main Issues in Service Expenditure Budgets and Impact on Performance

D.3.1 Housing, Customer and Building Services

Community Safety Unit

A net underspend of £124,000 is anticipated, due primarily to staff savings within the unit.

Performance information for the Community Safety Unit indicates that the number of active antisocial cases was within the target rate of 65 per month for four of the six months of the year to September 2018. It was above target in July and August.

Homelessness

An overspend of £1.239 million is forecast in Homelessness, primarily as a result of demand for Bed and Breakfast (B&B) accommodation. This increased demand is also contributing to a further anticipated overspend of £450,000 in Homelessness Transport, which is not part of the Services for the Community portfolio but is noted in the financial performance update report to Education PDSP on 18 December 2018. General Fund Revenue Budget monitoring reports to Council Executive on 11 September 2018 and 13 November 2018 highlighted the growing budget pressure in homelessness transport and noted that officers are considering options around the current homelessness transport policy to help mitigate the recurring pressure. The average number of clients per night accommodated in B&B from April to September 2018 was 113, compared to 26 in April 2017, 53 in January 2018 and 80 in March 2018. Income from charging, as agreed by Council Executive on 26 June 2018, has been taken into account in calculating the recurring pressure, however there is a risk that the full amount of the budgeted income is not generated. The average number accommodated in B&B per night has stabilised since the introduction of charging, which was implemented from 2 July 2018. There remains a risk that if demand increases further, this could result in additional costs of around £160,000 on an annual basis for every ten clients.

The council's approved Housing Capital programme includes provision for additional housing stock through the 1,000 houses new build project, open market acquisitions and the mortgage to rent scheme, all of which are intended to mitigate some of the pressures on the homelessness budget as more housing stock becomes available to be let. In addition, the general fund capital programme includes funding for new homeless provision which is anticipated to alleviate some of the pressure. Following recent Scottish Government guidance, officers are considering how to best use the capital resource available. However, further actions will also be required to reduce expenditure on a recurring basis and fully mitigate the budget pressure, including changes in the allocations policy and homelessness transport policy and increasing the number of private sector lets and increasing the number of available properties via registered social landlords. These proposed measures were highlighted in the General Fund Revenue Budget monitoring reports to Council Executive on 11 September 2018 and 13 November 2018. These measures will be considered in conjunction with the requirement for West Lothian Council, in common with all Scottish local authorities, to prepare a five year Rapid Rehousing Transition Plan (RRTP) to reduce Homelessness. The first iteration of a five year RRTP is to be submitted, for comment, to the Scottish Government by 31 December 2018. The plans are to be put in action by April 2019.

Performance information for the homeless area indicates that in 2017/18, the percentage of repeat homeless presentations, meaning the percentage of households who are assessed as being homeless within 12 months of previously being assessed as homeless, rose to 2.1%. The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured was 78%, which was an increase of 0.65% from the previous year.

D.3.2 Monitoring of Approved Budget Reductions

For the Services for the Community portfolio, savings of £752,000 in 2018/19 have been delivered in full. Various savings to be delivered for the portfolio area in both 2019/20 and 2020/21 require further development and implementation at officer level, including staffing restructures in the Community Safety Unit.

E. SUMMARISED BUDGET POSITION FOR 2018/19

The forecast outturn position indicates an overspend of £1,115,000 within the general fund revenue budget for the Services for the Community portfolio. This report highlights overspends within the portfolio area where action is required to identify options to sustainably manage spend within budget resources available.

F. FUTURE BUDGET ISSUES AND RISKS

West Lothian Council approved savings of £41.281 million for the three year period 2018/19 to 2020/21 as part of the five year budget strategy on 13 February 2018. For 2018/19, there remain risks around the deliverability of very significant budget reductions. In addition, recurring pressures of £2.863 million across all council services will have an impact on the council being able to manage a break-even position. It is therefore essential that mitigating actions are taken to ensure these pressures are managed on a recurring basis.

The forecast out-turn position reflects the very challenging financial position the council is now facing, after many years of funding constraints and requirements to make significant savings with demand for services continuing to grow. There are considerable risks and uncertainties around various aspects of council spending, including the level of future pay awards, the costs of demand led services, especially in social care, the level of inflationary increases in budget and the recycling market. There are also major risks connected to the future level of UK and Scottish Government funding and of policy changes that impact on local government in Scotland. As a result, there is a considerable risk that the forecast indicated within this report could increase further during the financial year.

Specifically for the Services for the Community portfolio, there are ongoing key risks around levels of homelessness provision. The main issue facing the homeless service both in West Lothian and in Scotland is the level of demand for accommodation compared to the available supply. The council has seen a sustained period of increased demand for interim or temporary accommodation from homeless applicants and this has resulted in increased Bed & Breakfast accommodation costs well in excess of budget.

In order to reduce the continuing financial and operational pressures, the service is developing a range of approaches in order to mitigate pressures and improve the position. With more new build council houses completing in 2018/19 and a firmer understanding of the demand levels for the service and supply of housing available, there is an opportunity to reduce the requirement to use hotels whilst developing partnership working and shifting the balance of homeless frontline operations to a more preventative approach. This will be a key area in the Rapid Rehousing Transition Plan (RRTP) to reduce Homelessness.

The council's risk based approach to budget monitoring will ensure that effective action is taken to manage risks during the course of the financial year. Officers will continue to provide updates on risks as part of the quarterly budget monitoring reporting to Council Executive at period 4, 6 and 9.

G. CONCLUSION

A revenue overspend of £1,115,000 is forecast for the Services for the Community portfolio in 2018/19. As noted, the outturn forecast position for the Services for the Community portfolio is part of the overall position for 2018/19 which was reported to Council Executive on 13 November 2018.

H. BACKGROUND REFERENCES

Overview of Homelessness in West Lothian – Report by Head of Housing, Customer and Building Services to Services for the Community PDSP on 12 June 2018

5 Year Rapid Rehousing Transition Plan – Report by Head of Housing, Customer and Building Services to Services for the Community PDSP on 18 September 2018

2018/19 General Fund Revenue Budget – Month 4 Monitoring Report to Council Executive on 11 September 2018

2018/19 General Fund Revenue Budget – Month 6 Monitoring Report to Council Executive on 13 November 2018

Scheme of Administration

Appendices/attachments: None

Contact Person: Pamela Bell, Technical Accountant
pamela.bell@westlothian.gov.uk - Tel No. 01506 281282

Donald Forrest
Head of Finance and Property Services
Date: 11 December 2018

SftC PDSP – 11th December 2018 (4th December) (Q2 Performance)			
1	Police Scotland	Performance Report Q2 18/19	C/O Adam Smith
2	Scottish Fire and Rescue	Performance Report Q2 18/19	David Lockhart
3	Community Safety	TYC - Police Scotland Funding Update	Alison Smith
4	Community Safety	Community Safety Performance Report	Alison Smith
5	Housing Operations	Paint Pack Update	Alison Smith
6	Housing Need	Property Turnover Report	AnnMarie Carr
7	Housing Need	Rapid Rehousing	AnnMarie Carr
8	Housing Strategy	Local Housing Strategy Update	Colin Miller
9	Private Sector Landlord Scheme	Rent Penalty Notices	Sarah Kelly
10	HCBS Performance	Performance Update Report	Sarah Kelly
11	HCBS Performance	SHR "Our regulation of social housing in Scotland: a Consultation- 2018" Response	Sarah Kelly
12	HCBS Performance	Month 6 Financial Performance Report	Pamela Bell
Council Executive - 18th December (11th December)			
1	HCBS Performance	Rent Penalty Notices	Sarah Kelly
2	HCBS Performance	SHR "Our regulation of social housing in Scotland: a Consultation- 2018" Response	Sarah Kelly
3	Customer Services	Community Asset Transfer	Ralph Bell