



Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

3 December 2019

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Tuesday 10 December 2019** at **2:00pm**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm Draft Minute of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 01 October 2019 (herewith).
5. Scottish Fire and Rescue Local Plan Performance Report - Report by Head of Housing, Customer and Building Services (herewith).
6. Scrutiny of Police Scotland Performance in West Lothian - Report by Head of Housing, Customer and Building Services (herewith).
7. Contact Assessment Model - Report by Chief Inspector Jocelyn O'Connor (herewith).
8. 2019/20 Financial Performance - Month 6 Monitoring - Report by Head of

Finance and Property Services (herewith).

9. Safer Neighbourhood Performance - Report by Head of Housing, Customer and Building Services (herewith).
10. Rental Exchange Scheme - Report by Head of Housing, Customer and Building Services (herewith).
11. Performance Reporting - Report by Head of Housing, Customer and Building Services (herewith).
12. New Build Temporary Accommodation Provision in West Lothian - Report by Head of Housing, Customer and Building Services (herewith).
13. Housing Allocation Policy Review - Report by Head of Housing, Customer and Building Services (herewith).
14. Property Turnover July to September 2019 - Report by Head of Housing, Customer and Building Services (herewith).
15. Rapid Rehousing Transition Plan (RRTP) Update - Report by Head of Housing, Customer and Building Services (herewith).
16. Affordable Housing Delivery Update - Report by Head of Housing, Customer and Building Services (herewith).
17. Deans South: Proposed Land Assembly Arrangements - Report by Head of Housing, Customer and Building Services (herewith).
18. Workplan (herewith).

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

CODE OF CONDUCT AND DECLARATIONS OF INTEREST

This form is to help members. It is not a substitute for declaring interests at the meeting.

Members should look at every item and consider if they have an interest. If members have an interest they must consider if they have to declare it. If members declare an interest they must consider if they have to withdraw.

NAME	MEETING	DATE

AGENDA ITEM NO.	FINANCIAL (F) OR NON- FINANCIAL INTEREST (NF)	DETAIL ON THE REASON FOR YOUR DECLARATION (e.g. I am Chairperson of the Association)	REMAIN OR WITHDRAW

The objective test is whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor.

Other key terminology appears on the reverse.

If you require assistance, please ask as early as possible. Contact Julie Whitelaw, Monitoring Officer, 01506 281626, julie.whitelaw@westlothian.gov.uk, James Millar, Governance Manager, 01506 281695, james.millar@westlothian.gov.uk, Carol Johnston, Chief Solicitor, 01506 281626, carol.johnston@westlothian.gov.uk, Committee Services Team, 01506 281604, 01506 281621, committee.services@westlothian.gov.uk

SUMMARY OF KEY TERMINOLOGY FROM REVISED CODE

The objective test

“...whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor”

The General Exclusions

- As a council tax payer or rate payer or in relation to the council's public services which are offered to the public generally, as a recipient or non-recipient of those services
- In relation to setting the council tax.
- In relation to matters affecting councillors' remuneration, allowances, expenses, support services and pension.
- As a council house tenant, unless the matter is solely or mainly about your own tenancy, or you are in arrears of rent.

Particular Dispensations

- As a member of an outside body, either appointed by the council or later approved by the council
- Specific dispensation granted by Standards Commission
- Applies to positions on certain other public bodies (IJB, SEStran, City Region Deal)
- Allows participation, usually requires declaration but not always
- Does not apply to quasi-judicial or regulatory business

The Specific Exclusions

- As a member of an outside body, either appointed by the council or later approved by the council
- The position must be registered by you
- Not all outside bodies are covered and you should take advice if you are in any doubt.
- Allows participation, always requires declaration
- Does not apply to quasi-judicial or regulatory business

Categories of “other persons” for financial and non-financial interests of other people

- Spouse, a civil partner or a cohabitee
- Close relative, close friend or close associate
- Employer or a partner in a firm
- A body (or subsidiary or parent of a body) in which you are a remunerated member or director
- Someone from whom you have received a registrable gift or registrable hospitality
- Someone from whom you have received registrable election expenses

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 1 OCTOBER 2019.

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

Apologies – Jessie Duncan (Tenants Panel Representative)

In attendance – John Sives (Joint Forum of Community Councils Representative), Alison Kerr (Tenants Panel Representative) and David Rintoul (Tenants Panel Representative)

1 DECLARATIONS OF INTEREST

Councillor Andrew McGuire declared a financial interest in agenda item 5 (Strategic Housing Investment Plan) and did not take part in consideration of the item as he was an employee of Dunedin Canmore Housing Association.

2 MINUTES

The Panel approved the minute of its meeting held on Tuesday 20 August 2019 as a correct record. The minute was thereafter signed by the Chair.

3 WEST LOTHIAN STRATEGIC HOUSING INVESTMENT PLAN 2020-2025

The Panel considered a report (copies of which had been circulated) on the Council's Strategic Housing Investment Plan (SHIP) 2020-2025.

Local authorities were required by the Scottish Government to submit a five year SHIP which augmented their current local housing strategy. The main objective was for local authorities in conjunction with Registered Social Landlords to ascertain the viability of current and future social housing investment opportunities. The Government would then monitor each SHIP submission and determine the best investment possibilities in conjunction with the local authority.

The current West Lothian SHIP covered the period from 2018 to 2023 and the 2020-25 SHIP had been developed to replace this. The report set out the progress to date and the priorities to continue to build on this. The SHIP also provided an update on the Council's new build housing programme. Five sites to date had been approved for new build council housing totalling 168 houses and a number of others had been identified for future affordable housing development.

The report also provided information on the Scottish Government Housing Infrastructure Fund and the sites in West Lothian which could benefit from this. The Fund supported developments which had stalled or not started

due to infrastructure constraints and work was being undertaken to identify potential bids.

The SHIP was intended to be submitted to the Council Executive for approval following consideration by the Panel. During discussion, it was noted that discussions were ongoing with homeowners at Deans South and that a further report would be submitted later in 2019. A query was also raised in relation to alternative heat sources and whether these would be considered for new build council housing given the focus on climate change. It was advised that officers would examine options and that climate related issues would be discussed at the recently agreed short-term cross-party group on climate change.

Attention was drawn to an error in the report at recommendation 5 which read that the Council Executive would consider the SHIP on 8 October 2019, however this should have stated 22 October 2019.

The Panel was recommended to note:

1. the SHIP attached as Appendix 1;
2. That over a 10 year period from 2012 to 2022, the aim will be to deliver 3,000 affordable homes with the majority being council houses. The establishment of a Homes for West Lothian Partnership with housing associations in the area will assist with the delivery of this scale of housing;
3. that the level of grant funding for affordable housing delivery for the period 2019-2022 has increased from previous years and that this will facilitate new affordable housing by a variety of providers;
4. the infrastructure projects identified for future consideration by Scottish Government for grant and loan funding; and
5. that the SHIP requires to be submitted to the More Homes Division of the Scottish Government following consideration by Council Executive on 22 October 2019.

Decision

- 1) To note the terms of the report.

4 UPDATE ON HOMELESSNESS LEGISLATION AND CONSULTATION

The Panel considered a report by the Head of Housing, Customer and Building Services (copies of which had been circulated) on recent announcements by the Scottish Government relating to consultations on local connection and intentionality provisions in homeless legislation and improving temporary accommodation.

The Scottish Government had invited views on the commencement of the Local Connection and Intentionality provisions in the Homelessness etc. (Scotland) Act 2003 which would give local authorities discretion in

investigating intentionality and suspend all local connection referrals. This consultation also included narrowing the definition of intentionality to focus on deliberate manipulation of the system. A further consultation exercise was undertaken to gather views on extending the seven days restriction on time spent in unsuitable accommodation. The Council had approved responses to the consultation for submission to the Scottish Government, the key points of which were noted in the report.

The report provided information on the position in West Lothian in terms of the Rapid Rehousing Transition Plan. The Plan covered the period from 2019/20 to 2023/24 and had been submitted to the Scottish Government in July 2019. The final version was based on Government guidance and did not take account of the potential impacts of the proposed changes which had been consulted on.

The report informed the Panel of the outcome of the consultations and the potential impact of the changes for West Lothian. It was concluded that the announcement to commence the legislative provisions for Local Connection and Intentionality and extending the Unsuitable Accommodation Order to all groups would benefit homeless applicants. However, the proposed timescales for implementation would be challenging to meet and were likely to create additional demand for services in West Lothian.

The Panel was recommended to note:

1. the Scottish Government's intention to commence the homeless legislative provisions and to extend the restrictions in the Unsuitable Accommodation Order to all homeless people;
2. the timescales associated with commencement of the legislation and the challenges to the Council in meeting the changes;
3. that the Council would continue to investigate intentionality until further work had concluded on narrowing the definition to focus on 'deliberate manipulation' of the system, to align with the council's consultation response approved on 23 April 2019; and
4. That a review of the Rapid Rehousing Transition Plan (RRTP) would be undertaken to identify any adjustments required to meet the Unsuitable Accommodation Order.

Decision

To note the terms of the report.

5 WEST LOTHIAN HOUSING REGISTER (WLHR) CHARTERED AGREEMENT

The Panel considered a report by the Head of Housing, Customer and Building Services (copies of which had been circulated) on the West Lothian Housing Register (WLHR) Chartered Agreement.

The Council had a statutory requirement to act as the lead agency in engaging with other Registered Social Landlords (RSLs) to establish a common housing register which represented a partnership approach for managing and sharing housing list data. The WLHR had been in place since 2007 and the partners involved were Almond Housing Association, Weslo Housing Management and the Council.

Almond Housing Association, Weslo Housing Management and the Council had worked in partnership to review the WLHR Chartered Agreement and agree revisions required. The report set out the key points which covered operation objectives, strategic objectives, management objectives, hosting arrangements and financial payments.

The report concluded that the agreement had strengthened the landlords' commitment to continue relationships which benefitted housing applicants, tenants and other stakeholders and the review had resulted in increased contributions from Almond Housing Association and Weslo Housing Management. However, further work was required to expand the number of partners and to achieve longer term objectives.

During discussion, the Panel was advised that allocations policies varied across RSLs and they were not required to join the common housing register. Information was requested on the number of lets made by each partner through the West Lothian Housing Register.

The Panel was recommended to note the proposed revisions to the WLHR Charter Agreement.

Decision

- 1) To note the terms of the report.
- 2) To note the undertaking of the Head of Housing, Customer & Building Services to provide information to the Tenants Panel Representative on the number of lets made by each partner through the West Lothian Housing Register.

6 RENT STRATEGY CONSULTATION

The Panel considered a report by the Head of Housing, Customer and Building Services (copies of which had been circulated) on the proposed engagement process on the current Rent Strategy by Housing, Customer and Building Services for 2020/21.

The Council's Tenant Participation Strategy and best practice placed an obligation on the Council as a landlord to consult with tenants on rent setting. The Strategy also provided that the minimum period of consultation was two months.

The Council had agreed a 5 year rent strategy based on an annual rent increase of 3% until the period 2022/23. Taking this into account, consultation with tenants would take place over three months and would

include presentations to Housing Networks, the Tenants Panel and engagement via social media channels. These activities would take place between November 2019 and February 2020.

The report noted that it was intended that approval would be sought from the Council Executive to commence the annual consultation.

The Panel was recommended to note the service plans to commence engagement with tenants on the continued implementation of the approved rent strategy.

Decision

To note the terms of the report.

7 REVENUE BUDGET STRATEGY 2020/21 TO 2022/23 - POTENTIAL ADDITIONAL SAVING MEASURES

The Panel considered a report by the Head of Housing, Customer and Building Services (copies of which had been circulated) on the potential additional savings measures within the remit of the Panel.

The report noted the Council had agreed an updated financial plan and detailed revenue budgets for 2019/20 and 2020/21 in line with best practice to focus on medium to long term sustainability. This included a balance of savings to be identified of £4.4 million for 2020/21 and 2022/23 and it was agreed that officers should consider options including potential additional efficiency measures and use of council tax flexibility whilst minimising impact on service delivery. It was also agreed that options would be presented to members for consideration during 2019/20.

A further budget update report to the Partnership and Resources PDSP in September 2019 noted a revised budget gap of £6.730 million. It was proposed that changes would be incorporated into the updated three year detailed budget due to be considered by Council in February 2020. Officers would continue to review the budget model to take account of changes in circumstances and updated forecasts.

The report set out a range of potential additional savings measures within the remit of the Panel. For Services for the Community, two potential additional savings measures had been identified for consideration – review of Safer Neighbourhood Team and focussing on prevention within Housing Needs. The potential measures were attached to the report at Appendix 1.

Information was provided on the next steps and key timescales to facilitate the provision of detailed revenue budgets to Council in February 2020.

Discussion took place regarding the consultation process and the Depute Chief Executive advised that the measures were potential at this stage for the Panel to consider and that a consultation process would be undertaken as part of the budget setting process.

The Panel was recommended to:

1. Note the revised estimated budget gap of £6.730 million as the latest planning assumption for the three years 2020/21 to 2022/23;
2. Note and consider the potential additional saving options identified by officers within the Services for the Community portfolio and as set out in Appendix 1, noting that these were provided for information at this stage and could be utilised to address the remaining budget gap;
3. Note and consider the Integrated Relevance Assessments undertaken on the potential options as included in Appendix 1, and note that where a full Integrated Impact Assessment (IIA) was assessed as being required, that this would be completed in advance of any of these measures being presented to the budget setting meeting;
4. Note that, in relation to revenue budget reduction measures, decisions by members which substantially changed or deleted decisions made by Council at the annual budget setting meeting must be made at full Council; and
5. Note that the Head of Finance and Property Services would continue to review and refine the budget model assumptions and present a three year detailed revenue budget for 2020/21 to 2022/23 to Council in February 2020 for consideration and approval.

Decision

To note the terms of the report.

8

WORKPLAN

The workplan for the Panel was presented.

Decision

To note the workplan.



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 2019-30th September 2019.

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 2019-30th September 2019.

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 2019-30th September 2019.

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

Ann Marie Carr
Head of Housing Customer and Building Services

Date of meeting: 10th December 2019



LOCAL PLAN PERFORMANCE REPORT FOR WEST LoTHIAN



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Year to Date Report, 1st July – 30th September 2019

**Working together
for a safer Scotland**

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.

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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

Key performance indicator	Apr to (& incl.) Sep					RAG rating
	2015/16	2016/17	2017/18	2018/19	2019/20	YTD
All accidental dwelling fires	64	52	82	76	48	●
All accidental dwelling fire casualties (fatal & non-fatal)	15	11	13	13	7	●
All deliberate fires	431	386	538	470	435	●
Non domestic fires	55	34	47	36	37	▲
Special Service - RTC casualties	31	35	34	18	37	◆
Special Service - Non RTC casualties	18	42	35	20	24	◆
False Alarm - UFAs	549	552	542	524	526	▲

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.

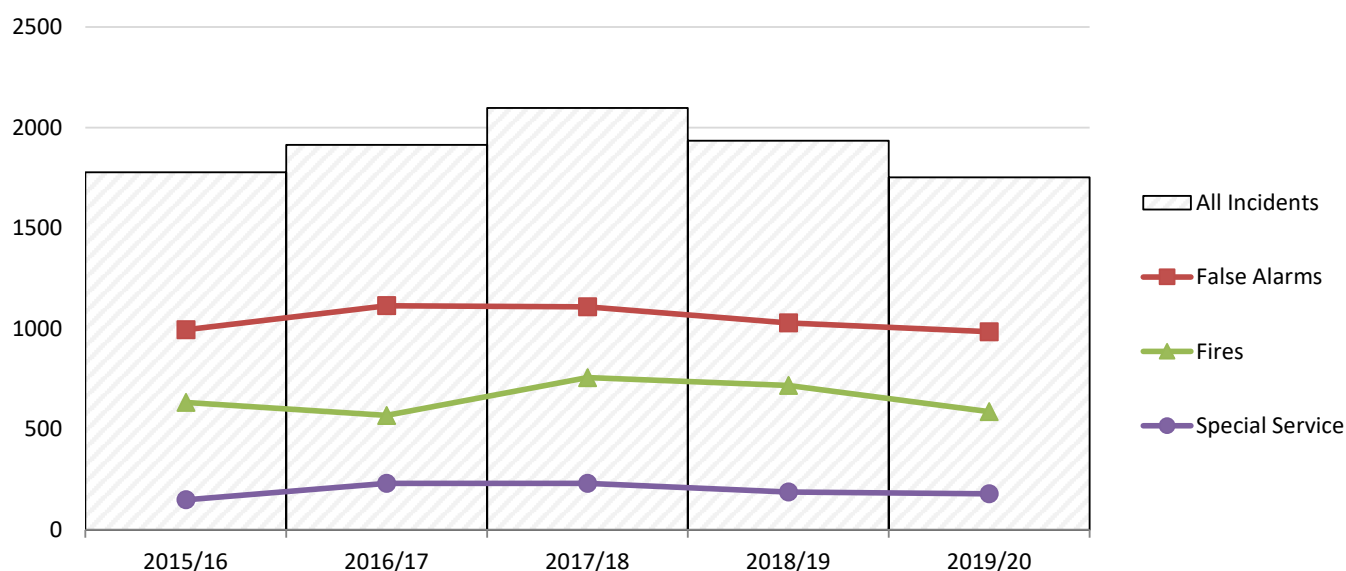
Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

SFRS has responded to a total of 1,853 incidents within the West Lothian area year to date 2019/20.

This is a reduction of 4.5% when compared to the corresponding period 2018/19.

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



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. Theoretical inputs are confirmed with practical sessions and exercises. Our firefighters continue to exercise at local venues that present a risk in order to prepare for any operational emergency.

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 wide variety of incidents across the West Lothian area. During Quarter 2 of this reporting year 2019-20, none of the incidents attended required resourcing greater than a level 1d Response (Four appliances) and required the pre-determined attendance to be augmented.

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

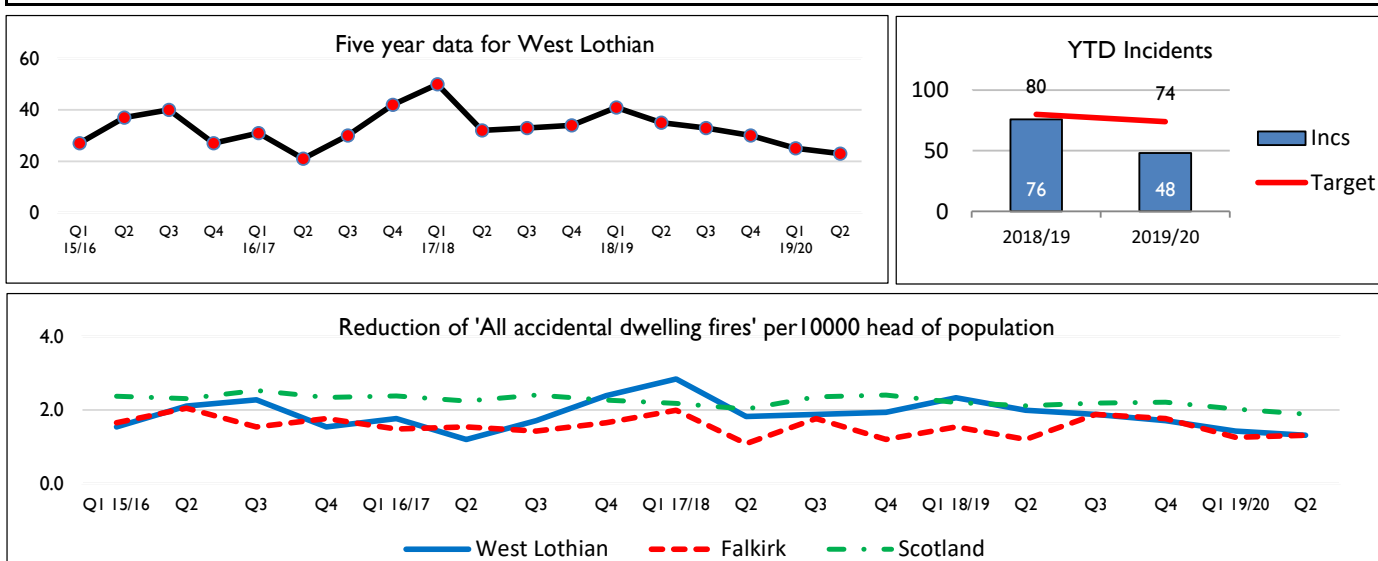
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2018-19 against the target for that period, aligned to the actual number of incidents and target for the same period for 2019-20. We have seen a decrease of 4 incidents compared to the previous reporting quarter. This is a reduction of 16%. The trendline over the previous 5 years shows the West Lothian area is generally below that of the Scottish average and similar to a comparator local authority.

Reasons

The vast majority of fires attended relate to cooking, with 38% involving burning foodstuff as the main cause of the fire. 39% of fires were caused by a person over the age of 65 years, with a further 61% of fires in the age group 18 - 64 years. 19% of all fires in this category listed alcohol or drugs as a contributory factor.

Actions

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



YTD ward ave. for West Lothian - 5	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
West Lothian	64	52	82	76	48	
Linlithgow	4	2	7	4	5	
Broxburn, Uphall & Winchburgh	7	7	8	4	5	
Livingston North	7	4	9	7	5	
Livingston South	6	7	7	10	5	
East Livingston & East Calder	7	5	12	6	5	
Fauldhouse & the Breich Valley	4	10	9	9	5	
Whitburn & Blackburn	10	7	10	13	7	
Bathgate	13	7	11	13	5	
Armadaile & Blackridge	6	3	9	10	6	

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

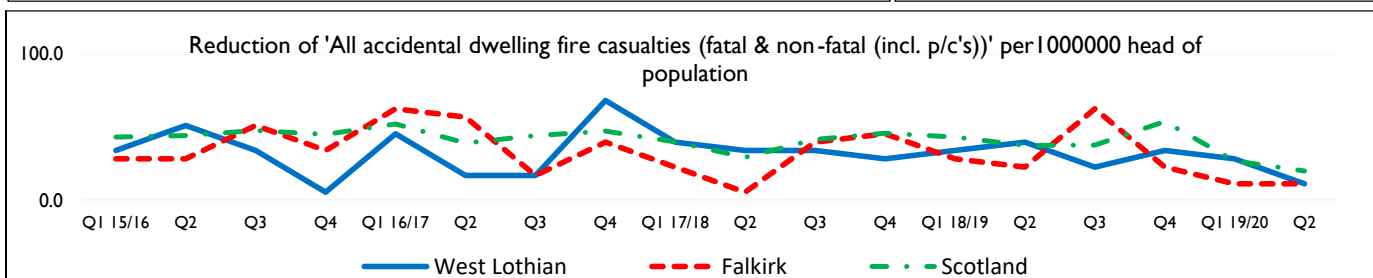
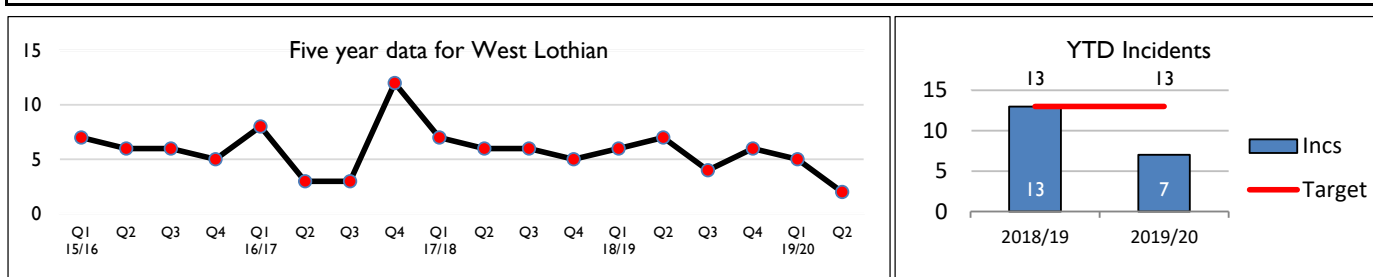
The YTD chart below shows the actual number of casualties during the year to date period of 2018-19 against the target for that period, aligned to the actual number of casualties and target for the same period for 2019-20. The number of casualties has reduced by 2 from the previous reporting quarter in 2019-20 and is a reduction of 5 from the same reporting period 2018-19. The five year trendline for the West Lothian area regarding the number of fire casualties per 1,000,000 population is below that of a the Scottish average and similar to that of a comparator local authority.

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 the casualties being either distracted or sleeping. 1 casualty went to hospital with minor injuries for further treatment with a further casualty being treated at the scene by SFRS crews.

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



YTD ward ave. for West Lothian - I	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
West Lothian	15	11	13	13	7	
Linlithgow	3	0	1	0	1	
Broxburn, Uphall & Winchburgh	1	0	0	0	0	
Livingston North	3	0	3	0	2	
Livingston South	0	1	1	2	0	
East Livingston & East Calder	1	2	2	1	0	
Fauldhouse & the Breich Valley	0	0	1	0	1	
Whitburn & Blackburn	1	3	0	3	2	
Bathgate	5	3	3	5	1	
Armadaale & Blackridge	1	2	2	2	0	

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

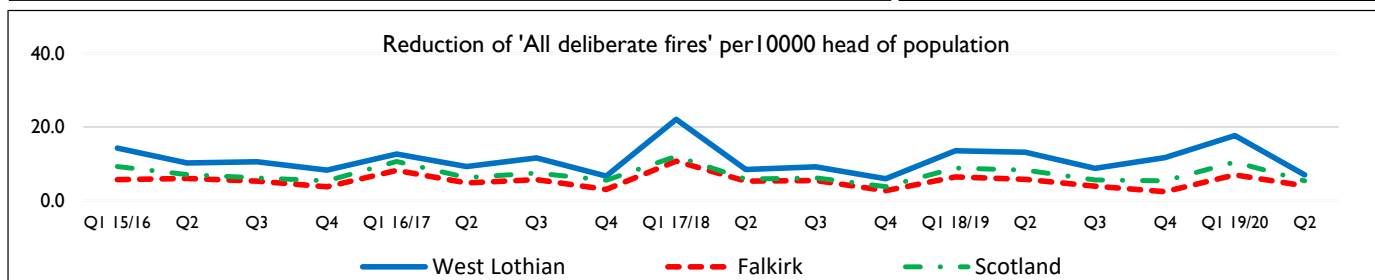
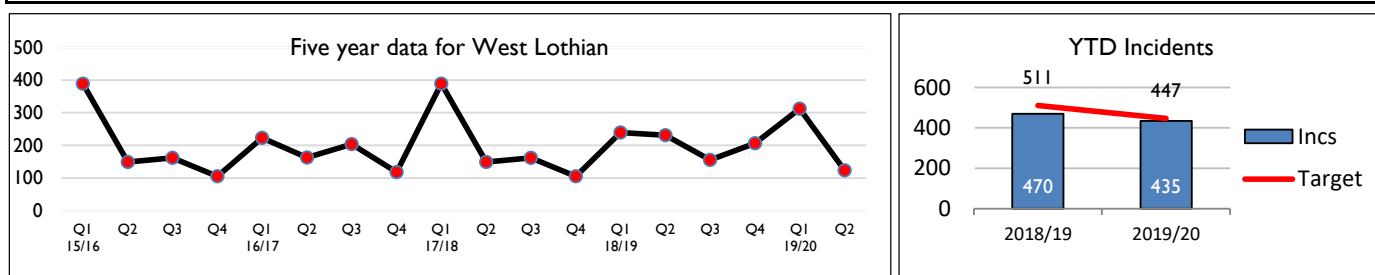
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2018-19 against the target for that period, aligned to the actual number of incidents and target for the same period for 2019-20. Against a local target of continually reducing Deliberate Fire Setting on a year on year basis, we have seen a 46% reduction in the number of incidents compared to the same period during 2018-19, with a 59% reduction from the previous reporting quarter 2019-20. It is noted that Deliberate Fire Setting /10,000 population trendline remains just above that of a comparator local authority and the Scottish average.

Reasons

The majority of deliberate fires involve loose refuse, grassland and include Wheelie Bins which are recorded as deliberate secondary fires. SFRS attended 100 deliberate secondary fires which correlates to 80% of all deliberate fires in the West Lothian Council area during this reporting period, this is mainly aligned to the period of fair weather experienced across the Summer. The majority of deliberate primary fires involved light vehicles including cars, outbuildings such as garages and sheds and cells within 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 - 48	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
West Lothian	431	386	538	470	435	
Linlithgow	11	5	15	14	14	
Broxburn, Uphall & Winchburgh	65	34	50	38	45	
Livingston North	54	58	116	46	47	
Livingston South	59	67	69	44	64	
East Livingston & East Calder	71	47	64	93	50	
Fauldhouse & the Breich Valley	49	49	70	57	63	
Whitburn & Blackburn	56	36	64	42	58	
Bathgate	25	63	48	76	47	
Armadaile & Blackridge	41	27	42	60	47	

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

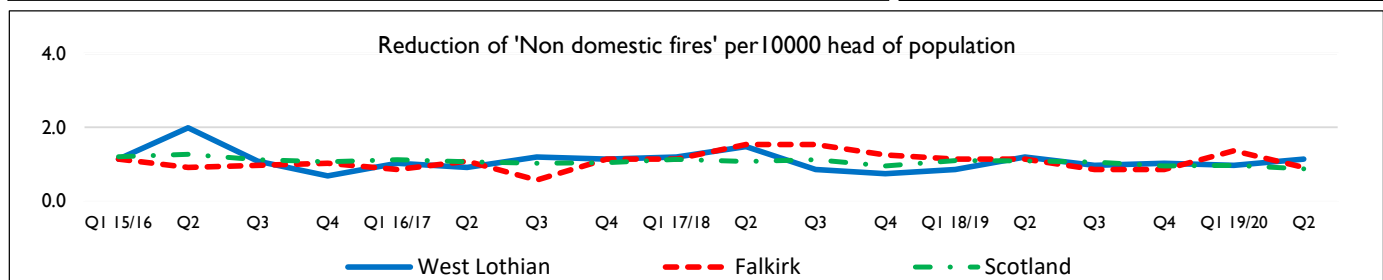
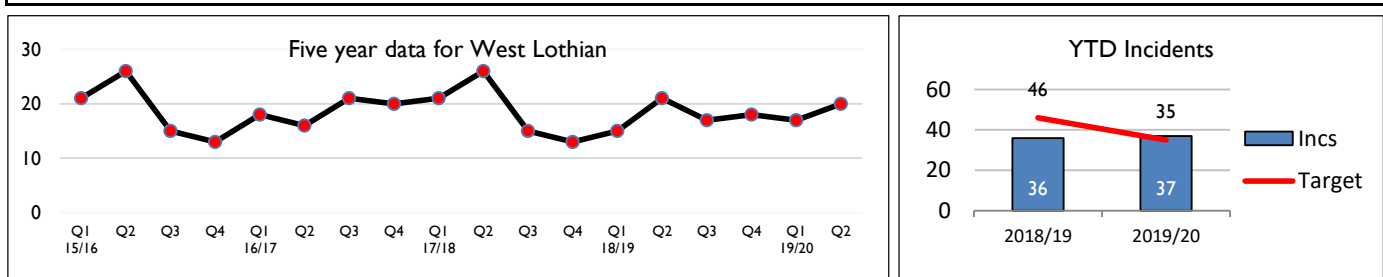
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2018-19 against the target for that period, aligned to the actual number of incidents and target for the same period for 2019-20. There has been an increase of 6 incidents in non domestic fires compared to the previous reporting quarter, however this is a 5% increase from the same reporting period 2018-19. The majority of these occurrences were within Secure Accommodation Premises with some isolated events in Offices and Retail outlets. The long term trend for fires in Non-Domestic Property /10,000 population in West Lothian is slightly above that of a comparator local authority and the Scottish average.

Reasons

Although the number of incidents remains low against this priority, the main sources of ignition have been identified as heat sources and combustible materials brought together followed by cooking and faulty appliances. This equates to 55% 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	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
West Lothian	55	34	47	36	37	
Linlithgow	2	1	6	4	2	
Broxburn, Uphall & Winchburgh	10	6	4	6	1	
Livingston North	4	1	2	3	2	
Livingston South	11	5	9	6	6	
East Livingston & East Calder	10	5	13	1	6	
Fauldhouse & the Breich Valley	3	3	4	8	10	
Whitburn & Blackburn	9	3	4	1	4	
Bathgate	2	6	4	6	3	
Armada & Blackridge	4	4	1	1	3	

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

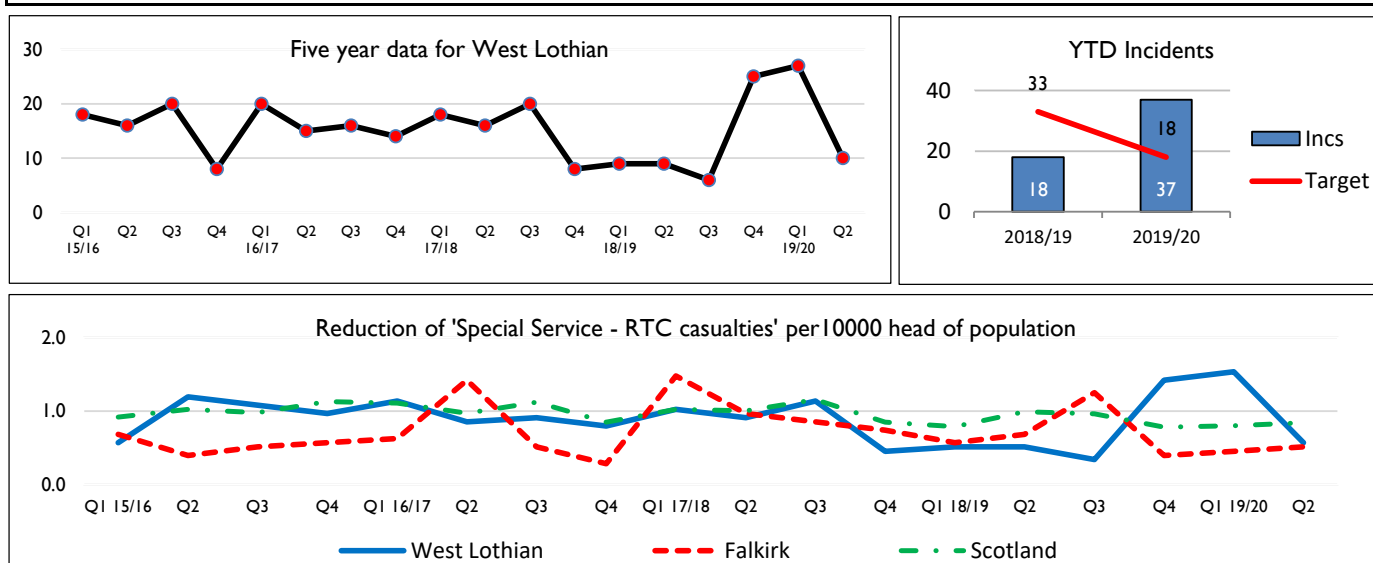
The YTD chart below shows the actual number of casualties during the year to date period of 2018-19 against the target for that period, aligned to the actual number of casualties and target for the same period for 2019-20. SFRS continues to work towards driving down casualties involved in Road Traffic Collision's, the overall number of casualties has reduced by 17 from the previous quarter with no fatalities. The number of casualties reflects an increase of 9% from the same reporting period 2018-19. This continues a trend of the West Lothian area remaining below the Scottish average and the similar to a comparator local authority.

Reasons

Casualty numbers resulting from Road Traffic Collisions were low against this priority and in the main resulted in minor injuries. Out of 10 casualties reported this period, 4 attended hospital for further treatment for minor injuries with 3 for more serious injuries. 3 further casualties received a precautionary check on scene. All casualties were as a result of Road Traffic Collision's involving Cars, 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 - 4	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
West Lothian	31	35	34	18	37	
Linlithgow	4	5	6	0	5	
Broxburn, Uphall & Winchburgh	4	3	0	5	2	
Livingston North	6	4	3	1	4	
Livingston South	2	1	2	1	1	
East Livingston & East Calder	10	1	4	3	4	
Fauldhouse & the Breich Valley	0	4	2	2	3	
Whitburn & Blackburn	5	10	13	4	11	
Bathgate	0	7	4	1	5	
Armadaale & Blackridge	0	0	0	1	2	

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 Casualties that we attend to and look to work in partnership with other stakeholders to put in place appropriate preventative activities.

Results

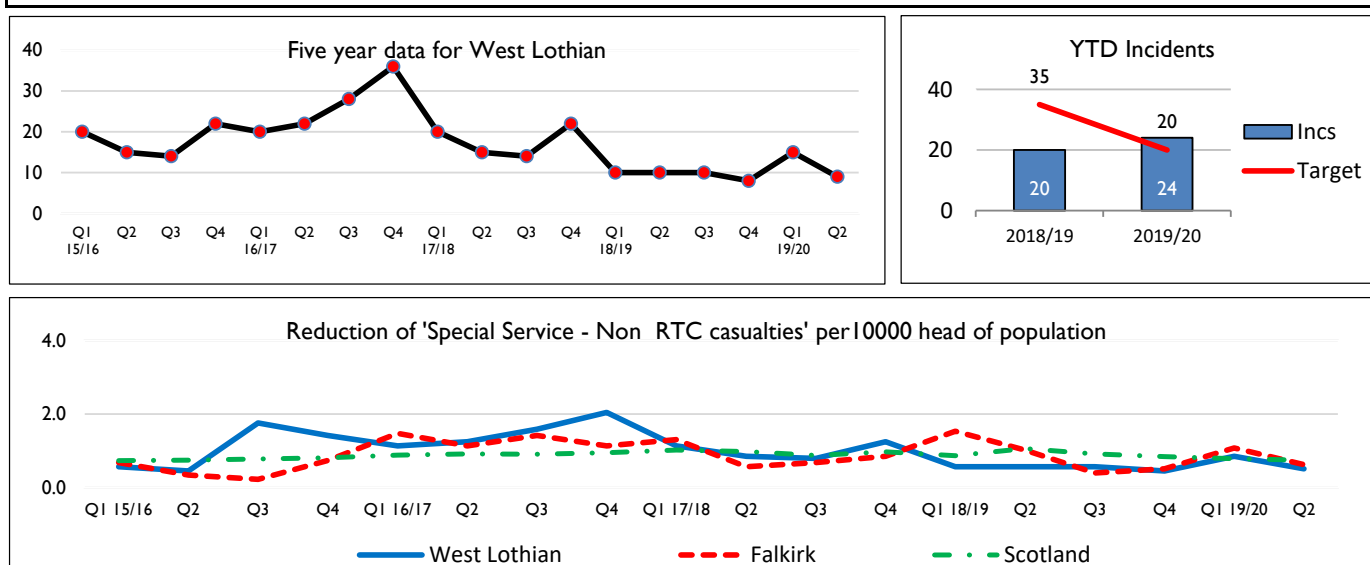
The YTD chart below shows the actual number of casualties during the year to date period of 2018-19 against the target for that period, aligned to the actual number of casualties and target for the same period for 2019-20. SFRS continues to work towards driving down the number of persons involved in Non RTC Special service casualties, seeing a reduction of 3 casualties from the previous quarter which is an 25% decrease. This also reflects a 10% reduction from the same reporting period 2018-19. This continues a trend of the West Lothian area remaining below a comparator local authority and the Scottish average.

Reasons

Casualties numbers resulting from Non RTC special service incidents were low against this priority and in the majority of incidents were as result of the SFRS assisting other partners to effect entry.

Actions

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



YTD ward ave. for West Lothian - 3	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
West Lothian	18	42	35	20	24	
Linlithgow	2	6	4	4	2	
Broxburn, Uphall & Winchburgh	3	1	0	5	3	
Livingston North	0	3	5	1	0	
Livingston South	1	2	4	2	4	
East Livingston & East Calder	3	5	1	2	0	
Fauldhouse & the Breich Valley	1	5	3	3	2	
Whitburn & Blackburn	3	8	7	2	4	
Bathgate	4	9	8	1	7	
Armadaile & Blackridge	1	3	3	0	2	

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

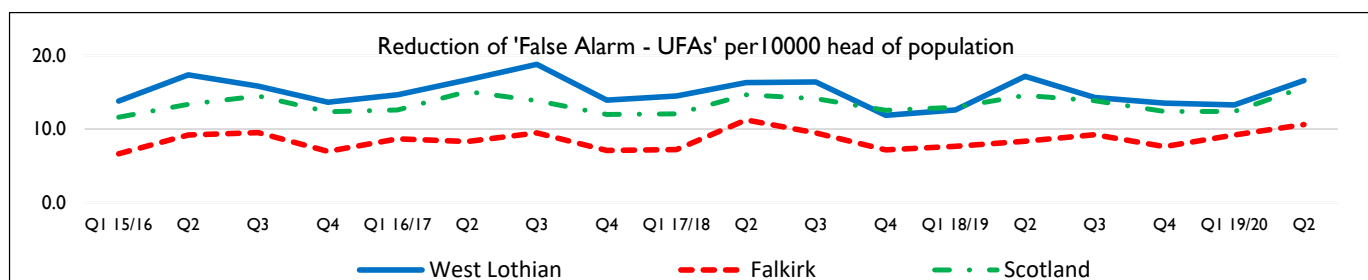
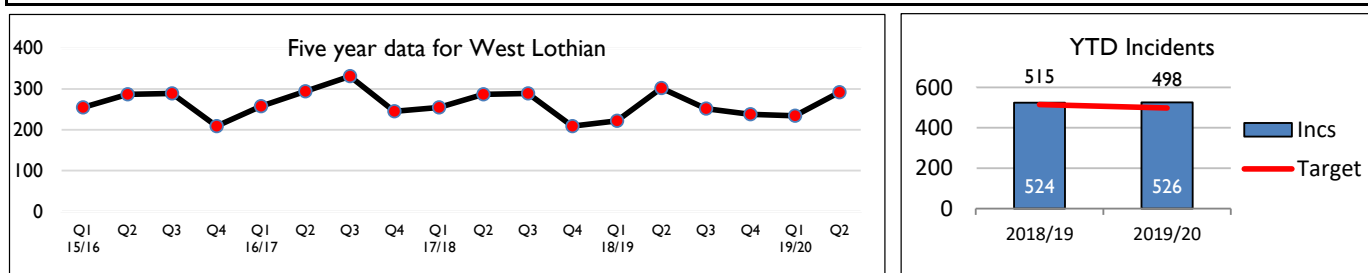
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2018-19 against the target for that period, aligned to the actual number of incidents and target for the same period for 2019-20. SFRS are actively engaged with dutyholders and partners to work collaboratively towards reducing the amount of UFAS incidents received and attended. We have seen a 29% increase from the previous quarter and a reduction of 3% against the same reporting period 2018-19. This continues a trend of the West Lothian area being above that of a comparator local authority and the Scottish average.

Reasons

Common UFAS causes are: Faulty apparatus (16%), malicious or accidental activation (11%), contaminants (12%), System Tests (10%) and cooking (5%). The largest amount of UFAS instances were in Educational Establishments (14%), Warehouses (10%), Hospitals (9%) and Offices (7%). 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 - 58	2015/16	2016/17	2017/18	2018/19	2019/20	Sparklines
West Lothian	549	552	542	524	526	
Linlithgow	20	29	28	39	32	
Broxburn, Uphall & Winchburgh	64	53	45	48	32	
Livingston North	44	53	47	43	52	
Livingston South	177	156	169	162	141	
East Livingston & East Calder	47	74	85	68	83	
Fauldhouse & the Breich Valley	39	47	38	34	37	
Whitburn & Blackburn	82	68	55	72	74	
Bathgate	54	45	50	44	38	
Armadale & Blackridge	22	27	25	14	37	

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 2019-20	Low	Medium	High	TOTAL
Total HSVs	146	316	124	586

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 2019/20

FSEC Code	Premises Type	Number of premises in Local Authority area as of 1 st APRIL 2019*	Number of premises subject to pre-planned audit 2019/20	Number of premises audited Q1 -Q2 2019/20	% of Target Premises achieved
A	Hospital & Prisons	07	07	08	114 %
B	Care Home	44	44	22	50 %
C	House of multiple occupation (HMO) Tenement	26	06	06	100 %
E	Hostels	02	03	00	00 %
F	Hotels	119*	47	11	23 %
H	Other sleeping accommodation	01*	01	03	300 %
J	Further Education	02*	02	01	50 %
K	Public Building	32*	01	01	100 %
L	Licenced Premises	307*	14	06	43 %
M	Schools	119*	10	03	30 %
N	Shops	1064*	10	08	80 %
P	Other premises open to public	167*	18	15	83 %
R	Factories & Warehouses	330*	15	06	40 %
S	Offices	635*	06	02	33 %
T	Other Workplace	52*	00	02	200 %
	Total	2272*	184	94	51 %

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

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

Enforcement/Prohibition Notices

No Enforcement Notices have been served within the WL area during this reporting period. This is a positive picture as the duty holders across the area are largely in compliance with only recommendations being the main enforcement activities.

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 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 near 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 UFAS 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-derelect 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 derelect 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.





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 2019- 30th September 2019.

B. RECOMMENDATION

Panel members are asked to note the contents of the report covering the period 1st July 2019- 30th September 2019.

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 1st July 2019- 30th September 2019.

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:

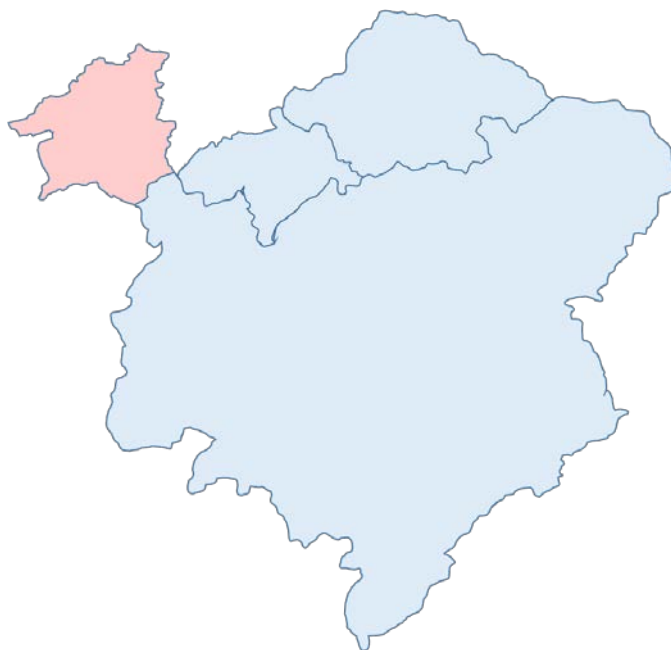
Ann Marie Carr
Head of Housing Customer and Building Services.

Date of meeting: 10th December 2019



West Lothian Area Command

The Lothians and Scottish Borders



Policy Development and Scrutiny Panel

Quarter 2 – 2019/2020

The data provided in this report is for information purposes only. This is to allow Partnership Members to conduct their scrutiny responsibilities. Due to delayed reporting or recording of crimes, incidents or road accidents and the management of crime enquiries, there is likely to 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.



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.

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**POLICE
SCOTLAND**
Keeping people safe
POILEAS ALBA

J Division Policing Priorities 2019/20



West Lothian

1. Protecting People
2. Reducing Antisocial Behaviour
3. Reducing Violence
4. Tackling Substance Misuse
5. Road Safety
6. Tackling Serious and Organised Crime
7. Tackling Acquisitive Crime

East Lothian

1. Reducing Antisocial Behaviour
2. Tackling Substance Misuse
3. Reducing Violence
4. Protecting People
5. Tackling Serious and Organised Crime
6. Making our Roads Safer
7. Reducing Housebreaking

Local Area Command Priorities

Scottish Borders

1. Protecting People
2. Reducing Violence, Disorder & Antisocial Behaviour
3. Tackling Substance Misuse
4. Road Safety
5. Tackling Serious Organised Crime
6. Tackling Acquisitive Crime

Midlothian

1. Tackling Substance Misuse
2. Protecting People
3. Reducing Violence
4. Making our Roads Safer
5. Reducing Antisocial Behaviour
6. Tackling Serious and Organised Crime
7. Reducing Housebreaking

J DIVISION PRIORITIES FOR POLICING

ENABLE, empower and develop our PEOPLE through the provision of support, training and the delivery of effective change

Work together with LOCAL communities and partners, to deliver a quality service which responds to their needs by;

- Protecting the most vulnerable people
- Reducing Violence & Anti-social behaviour
- Tackling Serious & Organised Crime
- Improving Road Safety
- Tackling Acquisitive Crime

Protecting vulnerable People

Supporting people considered vulnerable and working with partners to reduce harm

Working with communities

Engaging with the public and communities to build resilience and prevent crime

Tackling cyber related Crime

Building Capability to address the threat from cyber related crime

Support for operational Policing

Delivering change that enables our people to deliver an effective and sustainable service

POLICE SCOTLAND PRIORITIES FOR POLICING

Introduction

This document is intended to provide a summary of the performance of West Lothian Area Command for the reporting period of Quarter 2 2019/2020 (1st July 2019 – 30th September 2019).

The document will be submitted to the West Lothian Policy Development and Scrutiny Panel for the meeting on 10th December 2019.

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 20/11/2019.

Lothian and Scottish Borders Divisional Crime Overview

Lothian and Scottish Borders Division	2018/19 Q2	2019/20 Q2	Per 10,000 Q2 2019/20	Detection Rates 2019/20
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	250	310	6.36	78.7
Murder (excluding culpable homicide at common law)	-	2	0.04	50.0
Culpable homicide (at common law)	-	-	-	x
Culpable homicide (under statute including RTA, sec. 1)	2	3	0.06	100.0
Attempted murder	6	9	0.18	88.9
Serious assault	130	141	2.89	80.1
Robbery and assault with intent to rob	42	47	0.96	80.9
Domestic Abuse (of female)	-	31	0.64	71.0
Domestic Abuse (of male)	-	-	-	x
Domestic Abuse (Total)	-	31	0.64	71.0
Cruel & Unnatural treatment of children	38	52	1.07	86.5
Threats and extortion	19	12	0.25	66.7
Other group 1 crimes	13	13	0.27	46.2
GROUP 2: SEXUAL CRIMES	474	553	11.35	53.7
Rape	89	111	2.28	51.4
Assault w/i to rape or ravish	4	4	0.08	25.0
<i>Rape and attempted rape - Total</i>	93	115	2.36	50.4
Sexual assault (pre-SOSA 2009)*	10	10	0.21	70.0
Sexual assault (SOSA 2009)*	132	172	3.53	54.1
Lewd & libidinous practices*	43	70	1.44	64.3
<i>Indecent/Sexual Assault - Total</i>	185	252	5.17	57.5
<i>Prostitution related crime - Total*</i>	-	1	0.02	0.0
Taking, distribution, possession of indecent photos of children	17	22	0.45	86.4
Communicating indecently (SOSA 2009)*	37	29	0.60	62.1
Communications Act 2003 (sexual)	9	11	0.23	45.5
Sexual exposure (SOSA 2009)*	17	23	0.47	56.5
Public indecency (common law)	14	3	0.06	100.0
Other sexual crimes (SOSA 2009)*	70	67	1.37	38.8
Other sexual crimes (non-SOSA 2009)*	9	9	0.18	33.3
Threatening / Disclosure of intimate image*	23	21	0.43	33.3
Other Group 2 crimes	-	-	-	x
<i>Other Group 2 crimes - Total</i>	196	185	3.80	50.8
GROUP 3: CRIMES OF DISHONESTY	4 717	4 833	99.17	31.9
Housebreaking (incl. attempts) - dwelling house	224	226	4.64	34.1
Housebreaking (incl. attempts) - non dwelling	167	160	3.28	15.6
Housebreaking (incl. attempts) - other premises	274	168	3.45	23.2
<i>Housebreaking (incl. Attempts) - Total</i>	665	554	11.37	25.5
Opening Lockfast Places - Motor Vehicle	122	132	2.71	20.5
Theft of a motor vehicle	244	245	5.03	35.9
Theft from a Motor Vehicle (Insecure etc.)	382	375	7.69	18.9
Attempt theft of motor vehicle	19	18	0.37	5.6
<i>Motor vehicle crime - Total</i>	767	770	15.80	24.3
Opening Lockfast Places - NOT Motor Vehicle	57	73	1.50	15.1
Common theft	1 224	1 393	28.58	19.3
Theft by shoplifting	1 383	1 259	25.83	54.4
Fraud	272	436	8.95	26.1
Other Group 3 Crimes	349	348	7.14	39.1
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc.	2 108	2 115	43.40	24.6
Fireraising	122	119	2.44	25.2

Vandalism (including malicious mischief)	1 904	1 902	39.03	23.3
Reckless conduct (with firearms)	2	2	0.04	100.0
Culpable and reckless conduct (not with firearms)	76	86	1.76	51.2
Other Group 4 Crimes	4	6	0.12	16.7
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	2 261	2 270	46.58	96.0
Carrying offensive weapons (incl. restriction)	87	87	1.79	96.6
Handling bladed/pointed instrument	79	81	1.66	98.8
Offensive weapon (used in other criminal activity)*	54	78	1.60	89.7
Bladed/pointed instrument (used in other criminal activity)*	43	36	0.74	86.1
<i>Total offensive/bladed weapons</i>	263	282	5.79	94.0
Production, manufacture or cultivation of drugs	45	32	0.66	106.3
Supply of drugs (incl. possession with intent)	136	120	2.46	95.8
Bringing drugs into prison	-	15	0.31	40.0
<i>Supply of drugs - Total</i>	181	167	3.43	92.8
Possession of drugs	1 080	1 080	22.16	97.3
Other drugs offences (incl. importation)	7	10	0.21	40.0
<i>Total drugs crimes</i>	1 268	1 257	25.79	96.3
Offences relating to serious and organised crime	-	4	0.08	100.0
Bail offences (other than absconding)	358	361	7.41	97.0
Other Group 5 crimes	372	366	7.51	95.9
GROUP 6: MISCELLANEOUS OFFENCES	4 700	5 028	103.17	74.3
Common Assault	1 991	2 037	41.80	63.1
Common Assault (of emergency workers)	185	209	4.29	100.5
<i>Common Assault - Total</i>	2 176	2 246	46.09	66.6
Breach of the Peace	70	69	1.42	100.0
Threatening & abusive behaviour	1 714	1 851	37.98	81.2
Stalking	52	46	0.94	93.5
<i>BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total</i>	1 836	1 966	40.34	82.1
Racially aggravated harassment/conduct*	63	74	1.52	95.9
Drunk and incapable	28	26	0.53	100.0
Consume alcohol in designated place local bye-law	32	21	0.43	100.0
Other alcohol related offences*	16	23	0.47	100.0
<i>Drunkenness and other disorderly conduct (TOTAL)</i>	76	70	1.44	100.0
Wildlife offences*	14	18	0.37	16.7
Other Group 6 offences	535	654	13.42	73.9
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	3 455	3 593	73.72	84.0
Dangerous driving offences	104	120	2.46	86.7
Drink, Drug driving offences incl. Failure to provide a specimen	268	273	5.60	99.6
Speeding offences	300	329	6.75	98.2
Driving while disqualified	73	71	1.46	98.6
Driving without a licence	253	267	5.48	99.3
Failure to insure against third party risks	680	720	14.77	98.8
Seat belt offences	73	88	1.81	81.8
Mobile phone offences	109	96	1.97	93.8
Driving Carelessly	267	299	6.14	90.0
Drivers neglect of traffic directions (NOT pedestrian crossings)	109	113	2.32	91.2
Using a motor vehicle without test certificate	414	355	7.28	99.7
Other Group 7 offences	805	862	17.69	44.8

West Lothian Recorded Crime Overview

West Lothian	2018/19 Q2	2019/20 Q2	Per 10,000 Q2 2019/20	Detection Rates 2019/20
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	108	135	7.49	76.3
Murder (excluding culpable homicide at common law)	-	1	0.06	0.0
Culpable homicide (at common law)	-	-	-	x
Culpable homicide (under statute including RTA, sec. 1)	-	-	-	x
Attempted murder	3	7	0.39	85.7
Serious assault	63	68	3.78	69.1
Robbery and assault with intent to rob	22	24	1.33	79.2
Domestic Abuse (of female)	-	8	0.44	87.5
Domestic Abuse (of male)	-	-	-	x
Domestic Abuse (Total)	-	8	0.44	87.5
Cruel & Unnatural treatment of children	9	13	0.72	107.7
Threats and extortion	7	6	0.33	66.7
Other group 1 crimes	4	8	0.44	75.0
GROUP 2: SEXUAL CRIMES	191	218	12.10	49.5
Rape	31	47	2.61	46.8
Assault w/i to rape or ravish	2	3	0.17	0.0
Rape and attempted rape - Total	33	50	2.78	44.0
Sexual assault (pre-SOSA 2009)*	2	3	0.17	0.0
Sexual assault (SOSA 2009)*	52	71	3.94	56.3
Lewd & libidinous practices*	21	22	1.22	68.2
Indecent/Sexual Assault - Total	75	96	5.33	57.3
Prostitution related crime - Total*	-	-	-	x
Taking, distribution, possession of indecent photos of children	5	3	0.17	33.3
Communicating indecently (SOSA 2009)*	15	6	0.33	100.0
Communications Act 2003 (sexual)	3	7	0.39	28.6
Sexual exposure (SOSA 2009)*	9	15	0.83	53.3
Public indecency (common law)	4	2	0.11	50.0
Other sexual crimes (SOSA 2009)*	31	27	1.50	37.0
Other sexual crimes (non-SOSA 2009)*	4	5	0.28	20.0
Threatening / Disclosure of intimate image*	12	7	0.39	28.6
Other Group 2 crimes	-	-	-	x
Other Group 2 crimes - Total	83	72	4.00	43.1
GROUP 3: CRIMES OF DISHONESTY	1 812	1 990	110.48	28.1
Housebreaking (incl. attempts) - dwelling house	76	65	3.61	33.8
Housebreaking (incl. attempts) - non dwelling	56	42	2.33	26.2
Housebreaking (incl. attempts) - other premises	105	76	4.22	14.5
Housebreaking (incl. Attempts) - Total	237	183	10.16	24.0
Opening Lockfast Places - Motor Vehicle	61	56	3.11	14.3
Theft of a motor vehicle	94	111	6.16	28.8
Theft from a Motor Vehicle (Insecure etc.)	200	210	11.66	18.6
Attempt theft of motor vehicle	8	8	0.44	12.5
Motor vehicle crime - Total	363	385	21.37	20.8
Opening Lockfast Places - NOT Motor Vehicle	27	27	1.50	14.8
Common theft	491	582	32.31	13.6
Theft by shoplifting	457	502	27.87	49.0
Fraud	100	187	10.38	28.3
Other Group 3 Crimes	137	124	6.88	43.5
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc.	855	820	45.52	22.8
Fireraising	53	63	3.50	11.1

Vandalism (including malicious mischief)	763	714	39.64	22.7
Reckless conduct (with firearms)	-	-	-	x
Culpable and reckless conduct (not with firearms)	39	41	2.28	43.9
Other Group 4 Crimes	-	2	0.11	0.0
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	852	745	41.36	
Carrying offensive weapons (incl. restriction)	36	29	1.61	97.3
Handling bladed/pointed instrument	26	32	1.78	100.0
Offensive weapon (used in other criminal activity)*	33	44	2.44	100.0
Bladed/pointed instrument (used in other criminal activity)*	30	21	1.17	81.8
Total offensive/bladed weapons	125	126	6.99	85.7
Production, manufacture or cultivation of drugs	30	18	1.00	91.3
Supply of drugs (incl. possession with intent)	55	49	2.72	111.1
Bringing drugs into prison	-	15	0.83	106.1
Supply of drugs - Total	85	82	4.55	40.0
Possession of drugs	362	346	19.21	95.1
Other drugs offences (incl. importation)	2	4	0.22	102.6
Total drugs crimes	449	432	23.98	50.0
Offences relating to serious and organised crime	-	2	0.11	100.7
Bail offences (other than absconding)	145	86	4.77	100.0
Other Group 5 crimes	133	99	5.50	90.7
GROUP 6: MISCELLANEOUS OFFENCES	1 897	1 880	104.37	96.0
Common Assault	853	856	47.52	68.8
Common Assault (of emergency workers)	76	73	4.05	61.3
Common Assault - Total	929	929	51.57	101.4
Breach of the Peace	22	15	0.83	64.5
Threatening & abusive behaviour	684	635	35.25	93.3
Stalking	19	25	1.39	73.9
BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total	725	675	37.47	80.0
Racially aggravated harassment/conduct*	33	38	2.11	74.5
Drunk and incapable	5	1	0.06	100.0
Consume alcohol in designated place local bye-law	7	2	0.11	100.0
Other alcohol related offences*	2	9	0.50	100.0
Drunkenness and other disorderly conduct (TOTAL)	14	12	0.67	100.0
Wildlife offences*	4	1	0.06	100.0
Other Group 6 offences	192	225	12.49	0.0
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	1 462	1 391	77.22	63.1
Dangerous driving offences	38	44	2.44	84.4
Drink, Drug driving offences incl. Failure to provide a specimen	123	106	5.88	79.5
Speeding offences	94	98	5.44	97.2
Driving while disqualified	25	27	1.50	98.0
Driving without a licence	89	109	6.05	100.0
Failure to insure against third party risks	278	319	17.71	100.9
Seat belt offences	46	64	3.55	99.1
Mobile phone offences	76	48	2.66	78.1
Driving Carelessly	117	93	5.16	95.8
Drivers neglect of traffic directions (NOT pedestrian crossings)	44	38	2.11	83.9
Using a motor vehicle without test certificate	223	143	7.94	97.4
Other Group 7 offences	309	302	16.77	100.7

West Lothian Performance Summary

West Lothian Performance Summary Report Reporting Period: April - September



Total Crime: (Group1-5) 3,908

Crime Increase: 2.4%

**All Crimes
& Offences
Group 1-7**

0.0 %



7,179 (2 more)

**Anti Social
Behaviour**

-3.1 %



5,244 (32 fewer)

Vandalism

- 0.5 %



714 (49 fewer)

**Overall
Violence**

1.2 %



1,029 (12 more)

**Common
Assault**
Detection rate
UP 2.7 %



(Q2 64.5%)

**Sexual
Crime**

14.1 %



218 (27 fewer)

Robbery
Detection rate
UP 6.4 %



(Q2 79.2%)

**Serious
Assault**

7.9 %



68 (5 more)

**Road Traffic
Casualties**
- 28.2 %




145 (57 fewer)

**The Lothians and
Scottish Borders Division**


All Housebreaking
- 22.8 %




183 (54 fewer)

Protecting People	Executive Summary																									
<div>Missing Person Incidents</div> <div></div>	<table><tr><th>Q2 2018/19 YTD</th><th>Q2 2019/20 YTD</th><th>Change</th><th>TYTD Per 10,000 population</th></tr><tr><td>925</td><td>789</td><td>136 fewer</td><td>43.3</td></tr></table>				Q2 2018/19 YTD	Q2 2019/20 YTD	Change	TYTD Per 10,000 population	925	789	136 fewer	43.3														
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<table><tr><th colspan="2">Repeat Locations – Q2 2019/20</th></tr><tr><th>Location</th><th>Missing Person Incidents</th></tr><tr><td>St John’s Hospital, Howden West Road, Livingston</td><td>101</td></tr><tr><td>Letham Young People’s Centre, Livingston</td><td>42</td></tr><tr><td>Moore House School, Bathgate</td><td>25</td></tr><tr><td>Torcroft Young People’s Centre, 86 Raeburn Crescent, Bathgate</td><td>24</td></tr><tr><td>Whitrigg House, Bathgate</td><td>13</td></tr></table>					Repeat Locations – Q2 2019/20		Location	Missing Person Incidents	St John’s Hospital, Howden West Road, Livingston	101	Letham Young People’s Centre, Livingston	42	Moore House School, Bathgate	25	Torcroft Young People’s Centre, 86 Raeburn Crescent, Bathgate	24	Whitrigg House, Bathgate	13								
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<table><tr><th colspan="2">Multi Member Ward</th></tr><tr><td>Livingston South</td><td>199</td></tr><tr><td>East Livingston and East Calder</td><td>133</td></tr><tr><td>Bathgate</td><td>102</td></tr><tr><td>Whitburn and Blackburn</td><td>91</td></tr><tr><td>Livingston North</td><td>69</td></tr><tr><td>Fauldhouse and the Breich Valley</td><td>54</td></tr><tr><td>Broxburn, Uphall and Winchburgh</td><td>51</td></tr><tr><td>Linlithgow</td><td>43</td></tr><tr><td>Armadale and Blackridge</td><td>39</td></tr><tr><td>Miscellaneous</td><td>8</td></tr></table>					Multi Member Ward		Livingston South	199	East Livingston and East Calder	133	Bathgate	102	Whitburn and Blackburn	91	Livingston North	69	Fauldhouse and the Breich Valley	54	Broxburn, Uphall and Winchburgh	51	Linlithgow	43	Armadale and Blackridge	39	Miscellaneous	8
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<p>The Lothians & Scottish Borders (J) Division and the communities of West Lothian consider protecting people, particularly those consider vulnerable, as a policing priority. Within the remit of protecting people is the work and investigations carried out to trace people who are reported missing. To put the scale of this work into context;</p> <p>- Police Scotland, on an annual basis undertake over 22,000 investigations into missing people.</p> <p>- In the Lothians and Scottish Borders Division this equates to the following; Year 2017 / 2018 – 3583 missing person investigations Year 2018 / 2019 – 4234 missing person investigations</p>																										

<p>Missing Person Incidents</p> <p>Continued</p>	<p>- In West Lothian this equates to the following; Year 2017 / 2018 – 1648 missing person investigations Year 2018 / 2019 – 1845 missing person investigations</p> <p>As detailed in the table above, Q2 2019/20 has seen a reduction of 136 missing person incidents. This equates to reduction of 14.7% from Q2 2018/19. On reviewing the information within the tables, you will see that;</p> <ul style="list-style-type: none"> - 12.8% of missing persons incidents are from St John’s Hospital, - 10.0% are from YPUs, - The Livingston South Multi member Ward, in which St John’s Hospital is sited, accounts for 199 missing person incidents, 25.2% of the total number across West Lothian. . <p>The priority for police and partners is to seek to identify interventions to try to prevent individuals from repeatedly being reported as missing persons. In support of this we will lead the re-introduction of the West Lothian Missing Young Person’s Review Group (WLMYPRG) in Q3. Chaired by DCI Paden, this partnership approach will develop bespoke young person centred plans to seek to prioritise their safety and wellbeing, and prevent repeat missing persons reporting.</p> <p>Discussion through WLMYPRG in relation to the establishment of training for YPU staff during late 2019 and early 2020 is in ongoing, to support amongst other matters, the implementation of absence reporting, and YPU (or other non-police) led return interviews.</p> <p>The use of the best placed professional to undertake this function reflects good practice recommended by children’s charity Barnardo’s.</p>
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Protecting People	Executive Summary											
<div>Sexual Crimes (Group 2)</div> <div></div>	<table><tr><th>Q2 2018/19</th><th>Q2 2019/20</th><th>Change</th><th>TYTD Per 10,000 population</th></tr><tr><td>191</td><td>218</td><td>14.1%</td><td>12.10</td></tr></table>				Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population	191	218	14.1%	12.10
	Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population								
	191	218	14.1%	12.10								
<p>*Total number of group 2 crimes recorded.</p> <p>Tackling criminality that poses the greatest threat and risk is, and will always be, a priority for officers in West Lothian. Rape and Sexual Crime is an area of focus in terms of providing confidence to report, undertaking professional investigations, providing victim support, pursuing perpetrators and managing offenders.</p> <p>During Q2 it can be observed that reports of Rape and Sexual Crime have increased by 14.1% in comparison to Q2 2018/19. In considering these figures the following points are highlighted;</p> <ul style="list-style-type: none">• Rape and Sexual Crime is typically underreported and Police Scotland continue to work closely with partner agencies to ensure victims of crime are supported in reporting these crimes• The figures contained in this section relate to crimes that were reported in Q2, however many are historic, having occurred in some cases years previously.• Crimes of rape increased to 47 YTD. This is an additional 16 crimes reported over the same period 2018/19. The Q2 solvency was 46.8%, however this has risen as shown by the week 35 figure of 53.3%.• The overall solvency rate for group 2 crime in West Lothian at the end of Q2 rose to 49.5% and continues to rise as shown by week 35 solvency figures of 55.1%. <p>The investigation of rape and sexual crime, alongside the management of offenders is achieved through close partnership working. This continues to be the case in West Lothian and we aim to continue to work with all partners and explore further collaborative working opportunities.</p>												

Protecting People	Executive Summary			
Protecting People	Executive Summary			
<div>Dishonesty (Group 3)</div> <div></div>	Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population
	1812	1990	9.8%	110.48
	Dealing with Acquisitive Crime, and as such working to Protect People by reducing the impact (both financial and personal) that it has on our communities’ remains a priority for the Lothians & Scottish Borders (J) Division and West Lothian.			
	During the Q2 2019/2020 overall Group 3 crimes of Dishonesty increased by 178 (9.8 %) when compared to last year’s reporting period. This figure includes all housebreaking crimes, which are described specifically in the following section.			
	Further breakdown of the data provided in the table above provides the following;			
	Theft by shoplifting accounts for over 25% of all crimes of dishonesty in West Lothian in Q2 (502 of the 1990 crimes of dishonesty). This is an increase of 45 crimes (9.8%) compared to the previous Q2 period. As in previous reporting periods, the vast majority relate to the theft of food and clothing from retail premises. There is no specific identifiable trend attributed to the increase in shoplifting.			
	During Q2, our Preventions and Localities officers, along with local Community officers, working with retailers, undertook targeted preventions activity in Bathgate and Livingston. Operationally, police seek at every opportunity;			
	- to obtain and enforce bail conditions,			
	- to target named perpetrators,			
	- to work with CCTV operators and independent security.			
The arrest of two significant local recidivist offenders in July 2019 brought to an end a particular series of thefts that included;				
- items taken from within various cars,				
- cars being stolen,				
- theft of tools and personal belongings,				
- breaking into storage containers				
- Other crimes of dishonesty.				
Excellent work by uniformed and PCT officers resulted in the two offenders being arrested and a significant recovery of stolen property. Over 30 crimes from the Livingston South area were reported and the offenders were remanded in custody. This was the noteworthy volume crime series in West Lothian during Q2.				
Crimes of Fraud has seen a significant increase from 100 to 187 Q2 this year, a rise of 87%. In addition to reviewing vulnerabilities and supporting victims, we continue to support national campaigns and offer individual, group and online advice, in particular in relation to Cybercrime and online offences.				
The overall Group 3 detection rate sits at 28.1% at the end of Q2. This is the same as Q2 last year.				
Rural crime, including the theft of plant and equipment is at comparatively low levels, however they have a high impact on local small businesses. During Q2 we worked with Roads Policing colleagues at a series of planned road checks in relation to metal and vehicle thefts.				

Housebreaking



Crime Type*	Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population	Q2 2019/20 Detection Rate
Dwelling HB	76	65	-14.5%	3.6	33.8%
Non Dwelling (Sheds, garages) HB	56	42	-25.0%	2.3	26.2%
Other (Business) HB	105	76	-27.6%	4.2	14.5%
All HB	237	183	-22.8%	10.2	24.0 %


*All Crime Types include attempt thefts


There were **54 fewer reports of Housebreaking** in West Lothian for the comparable period last year, equating to a **fall of 22.8%**. Of particular note, within this figure, there were 11 fewer dwelling housebreakings compared to last year's Q2 report. Although target hardening, preventions and security advice is key to tackling this type of crime, Q2 saw a number of successes from both uniformed officers, and the newly established Pro-Active Crime Team, who have led the **modest 4.9% increase in the solvency of Domestic Housebreaking to 33.8%**.

As has been described in previous reporting cycles, J Division continues to work with other Police Scotland divisions to tackle an organised group of criminals who commit Housebreakings, to predominantly target high-value vehicles, which are then often used in the commission of other crime. After a number of higher tariff recidivist offenders were arrested at the end of Q1, the second quarter saw a significant reduction on in this type of crime.


During Q2 we again promoted a number of national prevention campaigns, and undertook physical crime prevention visits relating to building security, at commercial and domestic premises.

We Live in Resilient, Cohesive and Safe Communities

Reducing Anti-Social Behaviour and Hate Crime		Executive Summary											
<div>Anti-Social Behaviour</div> <div></div>		<table><tr><th>Q2 2018/19</th><th>Q2 2019/20</th><th>Change</th><th>TYTD Per 10,000 population</th></tr><tr><td>5412</td><td>5244</td><td>-3.1%</td><td>287.9</td></tr></table> <p>*Total number of public reported ASB incidents.</p> <p>The number of reported Anti-Social Behaviour incidents fell by 3.1% compared to the 2018/19 Q2 period. This reduction of 32 incidents continues last year's positive downward trend in this area.</p> <p>Linked directly to public space disorder, violence and alcohol misuse, Community and Response officers are directed in an intelligence led way to priority locations. This included attention, during the summer months, to parks and public spaces in Bathgate in particular and a number of locations in general across West Lothian.</p> <p>There has been a continued focus on licensed premises visits and targeted interventions, in particular in the Bathgate, Whitburn and Livingston South areas. Night time economy patrols will continue in conjunction with increased attention to priority warrants and violent nominals across West Lothian.</p> <p>Licensed premises are currently being independently assessed as part of the Best Bar None initiative for 2019, and this is one tactic that actively seeks to further reduce alcohol related anti-social behaviour and violence in our communities.</p> <p>The Community Safety Partnership monitors incidents of an anti-social nature, ensuring that repeat location and perpetrators are identified early, intervention opportunities are explored in full, and where required, enforcement activity undertaken.</p> <p>Reports of vandalism fell by 49 incidents to 714 during Q2, a 6.4% reduction. We will continue to target areas identified by analysis and community intelligence for public space anti-social behaviour within our commitment to improve the safety of all in our communities.</p> <p>Local parades, gala days and other higher tariff events, including Party at the Palace in Linlithgow on 10th and 11th August 2019, all passed with very few policing issues, thanks in part to sound partners planning processes, and in many instances, some poor weather, which may have dampened spirits a little.</p> <p>Sgt Hughes and his Community officers invested significant time and effort throughout Q2, to develop policing plans in relation to the Bonfire/Fireworks period. He supported the Blackburn Bonfire Night Partners Group, and developed the WL policing response under Op Torsion, which will be referenced in Q3 PDSP reporting, but which had a significant positive impact.</p>				Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population	5412	5244	-3.1%	287.9
Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population										
5412	5244	-3.1%	287.9										

Reducing Anti-Social Behaviour and Hate Crime	Executive Summary			
<p>Racially Aggravated Conduct</p> 				
	Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population
	33	38	15.2%	2.1
<p>Please note that in respect of recorded Hate Crimes, this section references;</p> <ul style="list-style-type: none"> • CRIM LAW CONSOLID 1995 S50A(1)(B)&(5) CAUSE DISTRESS & ALARM • RACIALLY AGGRAVATED HARASSMENT (CRIMINAL LAW (CONSOLIDATION) (S) ACT 1995 S50A(1)(A)) RACIST • <p>Official Hate Crime statistics include all crime types which have a hate crime aggravator added to the crime. The aggravators are Disability, Race, Religion, Sexual Orientation and Transgender Identity.</p> <p>The number of racially aggravated crimes have increased slightly from this time last year. Although all such matters are of concern, they are few, and there is no trend or pattern in West Lothian, other than a handful of local shops where staff have been victimised more than once during.</p>				
		Q2 2018/19	Q2 2019/20	TYTD Per 10,000 population
Hate Incidents	99	98	5.4	
Hate Crimes	95	90	5.0	
Hate Crime Detection Rate	72.6%	81.1%	-	
<p>The detection rate for hate crime and offences at the end of Q2 is 81.1%. This is an increase of 8.5% when compared to Q2 last year, and reflects the priority that is given to such incidents.</p> <p>On 27th July 2019 local officers attended the West Lothian Pride event at West Lothian College. As well as policing the event, officers participated in the parade which continues to grow in stature. We will continue to support events with a view to developing enhanced links with all our communities.</p>				

Reducing Violence	Executive Summary
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Reducing Violence	Executive Summary					
<div>Crimes of Violence (Group 1)</div> <div></div>	Crime Type	Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population	Q2 2019/20 Detection Rate
	Group 1	108	135	25%	7.49	76.3%
	Serious Assault	63	68	7.9%	3.78	69.1%
	Robbery	22	24	9.1%	1.33	79.2%
	Common Assault	929	929	-	51.57	64.5%
<p>*Common assaults not recorded as group 1 crimes, but will be referenced in this section</p> <p>Reducing violence is a policing priority for all areas within The Lothian & Scottish Borders Division of Police Scotland. We recognise the impact violence has in our communities and the desire from these communities that we work to prevent such incidents and where they have occurred, swiftly identify the perpetrators.</p> <p>At the end of Q2 a 25% increase in Group 1 was evidenced. This has been driven by increases linked to the Domestic Abuse Scotland Act and Children and Young Persons Act.</p> <p>Our overall aim is to reduce crime of violence and the week 35 figures show a reduction of Common Assaults by 3.8% with an improving picture linked to the commission rate of Serious Assaults.</p> <ul style="list-style-type: none">- Implementation of Violence Reduction plans across J Division, including in West Lothian, where officers deploy with an intelligence-led focus to licensed premises and open-space violence in higher tariff areas.- Interventions and targeted disruption activities, such as proactive bail checks, are also being carried out with violent offenders to deter further criminality. This activity seeks to reduce violence.- As reported in previous reporting cycles, incidents that occur within HMP Addiewell are included the West Lothian violence figures. We continue to work closely with HMP Addiewell to reduce violence there and ensure good reporting practices.- targeted warrant enforcement days/days of action <p>There were the same number of common assaults at the end of Q2 in 2019, as the previous year.</p> <p>Violence is a key priority for Police in West Lothian, and a round of additional measures has been implemented to improve solvency from 64.5%, and reduce the number of incidents during Q3. This work overlaps with additional Q3 focus to Domestic Abuse.</p>						

Domestic Abuse Incidents



Q2 2018/19	Q2 2019/20	Change	TYTD Per 10,000 population
1154	1161	0.6%	63.7

*Domestic abuse incidents reported to police.

During Q2 there was a marginal increase in domestic abuse incidents reported to police in West Lothian. From these incidents 637 crimes were recorded providing an incident-to-crime conversion rate of 54.9%, broadly consistent with previous conversion levels in West Lothian.

In terms of preventative activity the following points are highlighted:

- West Lothian Multi-Agency Tasking And Co-ordination (MATAC) is a regular local meeting where information is shared about domestic abuse perpetrators who pose the highest risk, continues to be a feature of partnership prevention activity. The objective of MATAC is to protect people at risk of harm through the targeting of perpetrators. During Q2 there were 3 MATAC referrals.


The Disclosure Scheme for Domestic Abuse Scotland has two main triggers for disclosure:


- The Right to Ask is open to anyone who has concerns about a new partner's abusive past or has concerns about another person's new partner. An example of this would be a parent concerned about their child's new partner.
- The Power to Tell is when we receive information or intelligence about the safety of a person who may be at risk.



During the Q2 period there were 21 applications recorded under DSDAS with 13 meeting the criteria for disclosure.

Preventative work was focused to a particular area of Fauldhouse, where a number of

As we move forward into Q3 West Lothian officers will continue to focus on incidents of Domestic Abuse and work collectively to protect victims and pursue perpetrators.

Reducing Home, Fire and Road Casualties	Executive Summary																																																																											
<div>Road Casualties</div> <div></div>	<table><tr><th></th><th>Q2 2018/19</th><th>Q2 2019/20</th><th>Change</th></tr><tr><td>Fatal</td><td>3</td><td>2</td><td>-33.3%</td></tr><tr><td>Serious</td><td>29</td><td>32</td><td>10.3%</td></tr><tr><td>Slight</td><td>170</td><td>111</td><td>-34.7%</td></tr></table> <table><tr><th></th><th>Q2 2018/19</th><th>Q2 2019/20</th><th>Change</th></tr><tr><td>GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES</td><td>1 462</td><td>1 391</td><td>- 4.9%</td></tr><tr><td>Dangerous driving offences</td><td>38</td><td>44</td><td>15.8%</td></tr><tr><td>Drink, Drug driving offences incl. Failure to provide a specimen</td><td>123</td><td>106</td><td>- 13.8%</td></tr><tr><td>Speeding offences</td><td>94</td><td>98</td><td>4.3%</td></tr><tr><td>Driving while disqualified</td><td>25</td><td>27</td><td>8.0%</td></tr><tr><td>Driving without a licence</td><td>89</td><td>109</td><td>22.5%</td></tr><tr><td>Failure to insure against third party risks</td><td>278</td><td>319</td><td>14.7%</td></tr><tr><td>Seat belt offences</td><td>46</td><td>64</td><td>39.1%</td></tr><tr><td>Mobile phone offences</td><td>76</td><td>48</td><td>- 36.8%</td></tr><tr><td>Driving Carelessly</td><td>117</td><td>93</td><td>- 20.5%</td></tr><tr><td>Drivers neglect of traffic directions (NOT pedestrian crossings)</td><td>44</td><td>38</td><td>- 13.6%</td></tr><tr><td>Using a motor vehicle without test certificate</td><td>223</td><td>143</td><td>- 35.9%</td></tr><tr><td>Other Group 7 offences</td><td>309</td><td>302</td><td>- 2.3%</td></tr></table> <p>By the end of Q2 there have been two road fatalities in West Lothian. As reflected in the above table we continue to see reductions in fatal and slight injuries, however, a marginal increase in serious injuries should be noted.</p> <p>We continued to support National Roads Safety campaigns, and have further plans mapped through to the end of the year, per the national calendar.</p> <p>The West Drive road safety initiative took place between the 27th and the 29th August at Inveralmond Community High School. The event was well received by attendees and reached almost 1200 pupils from 12 education establishments.</p> <p>Officers undertook local parking initiatives in the Bathgate and Linlithgow areas during Q2, supported by the Police Scotland Youth Volunteers.</p>					Q2 2018/19	Q2 2019/20	Change	Fatal	3	2	-33.3%	Serious	29	32	10.3%	Slight	170	111	-34.7%		Q2 2018/19	Q2 2019/20	Change	GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	1 462	1 391	- 4.9%	Dangerous driving offences	38	44	15.8%	Drink, Drug driving offences incl. Failure to provide a specimen	123	106	- 13.8%	Speeding offences	94	98	4.3%	Driving while disqualified	25	27	8.0%	Driving without a licence	89	109	22.5%	Failure to insure against third party risks	278	319	14.7%	Seat belt offences	46	64	39.1%	Mobile phone offences	76	48	- 36.8%	Driving Carelessly	117	93	- 20.5%	Drivers neglect of traffic directions (NOT pedestrian crossings)	44	38	- 13.6%	Using a motor vehicle without test certificate	223	143	- 35.9%	Other Group 7 offences	309	302	- 2.3%
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Tackling Substance Misuse	Executive Summary																																																			
<div>Drugs Supply, Production and Cultivation</div> <div></div>	<table><tr><th>Q2 2018/19</th><th>Q2 2019/20</th><th>Change</th></tr><tr><td>84</td><td>78</td><td>-7.1%</td></tr></table>	Q2 2018/19	Q2 2019/20	Change	84	78	-7.1%	<p>*Total crimes in relation to drugs supply, Production and Cultivation</p> <p>Crimes in relation to drugs supply, production and cultivation have shown a marginal decrease from Q2 2018/19 figures. Local policing teams continue to respond to intelligence in relation to drug misuse. The following table provides a snapshot of Q2 drugs search warrant activity by Ward.</p> <table><tr><th rowspan="2"></th><th colspan="3">Total Drugs Supply - Q2 (April – September 2019-20)</th></tr><tr><th>2018/19</th><th>2019/20</th><th>Percentage Change</th></tr><tr><td>Linlithgow</td><td>2</td><td>0</td><td>-100.00%</td></tr><tr><td>Broxburn, Uphall and Winchburgh</td><td>6</td><td>9</td><td>50.00%</td></tr><tr><td>Livingston North</td><td>8</td><td>3</td><td>-62.50%</td></tr><tr><td>Livingston South</td><td>11</td><td>3</td><td>-72.70%</td></tr><tr><td>East Livingston & East Calder</td><td>18</td><td>10</td><td>-44.40%</td></tr><tr><td>Fauldhouse & Breich Valley</td><td>6</td><td>30</td><td>400.00%</td></tr><tr><td>Whitburn & Blackburn</td><td>11</td><td>11</td><td>-</td></tr><tr><td>Bathgate</td><td>14</td><td>13</td><td>-7.10%</td></tr><tr><td>Armadale & Blackridge</td><td>9</td><td>3</td><td>-66.7</td></tr></table> <p>In many cases Drugs Supply and/or Cultivation charges have been libelled, albeit a number await lab resulted before reporting. On this occasion, there were no significantly large or particularly media worthy drugs recoveries. This information is therefore a context piece for the information of PDSP. This work will continue to be led in Q3 by Community Officers, responding to local concerns and community intelligence, which ultimately is the key determining factor in our activity.</p> <p>Local officers continue to work with communities and partner agencies to generate and develop local intelligence, and to prompt reporting, including via 101 and Crimestoppers 0800 555111.</p>			Total Drugs Supply - Q2 (April – September 2019-20)			2018/19	2019/20	Percentage Change	Linlithgow	2	0	-100.00%	Broxburn, Uphall and Winchburgh	6	9	50.00%	Livingston North	8	3	-62.50%	Livingston South	11	3	-72.70%	East Livingston & East Calder	18	10	-44.40%	Fauldhouse & Breich Valley	6	30	400.00%	Whitburn & Blackburn	11	11	-	Bathgate	14	13	-7.10%	Armadale & Blackridge	9	3	-66.7
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Tackling Serious and Organised Crime and Counter Terrorism	Executive Summary
<p data-bbox="108 456 316 568">National Terror Threat - Substantial</p> 	<div data-bbox="379 398 901 728"> </div> <div data-bbox="933 398 1476 728"> </div> <p data-bbox="363 772 1476 869">As of Monday 4th November 2019, the National Terrorism threat level is SUBSTANTIAL. Police in West Lothian continue to evaluate and review our responses to incidents, working with partners to provide expert advice, training and support.</p> <p data-bbox="363 907 1476 969">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 can be accessed by following this link</p> <p data-bbox="363 1008 1348 1037">https://www.gov.uk/government/organisations/national-counterterrorism-security-office.</p> <ul data-bbox="411 1075 1045 1137" style="list-style-type: none">  The National Threat Level is SUBSTANTIAL. <p data-bbox="363 1176 965 1205">The UK threat level structure was revised in July 2019.</p> <p data-bbox="363 1243 1476 1339">There are no longer separate threat levels for “international terrorism” and Northern Ireland-related terrorism in the UK. There is now just one National Threat level which reflects all aspects of terrorism regardless of the motivation, including Islamist, Northern Ireland, left-wing and right-wing terrorism.</p>



SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

CONTACT ASSESSMENT MODEL

REPORT BY CHIEF INSPECTOR JOCELYN O'CONNOR

A. PURPOSE OF REPORT

This report is to update Panel Members on the implementation of the Contact Assessment Model within Police Scotland.

B. RECOMMENDATION

It is requested that the board note the contents of the report which will provide understanding and context around changes to service delivery within Police Scotland

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)	None
III Implications for Scheme of Delegations to Officers	The Contact Assessment Model is likely to be implemented in West Lothian before the beginning of the new financial year and partner agencies should have an awareness of potential implications
IV Impact on performance and performance Indicators	Possible demand implications for partners as calls previously directed towards police may be redirected to the most appropriate agency.
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)	Resourced within Police Scotland
VII Consideration at PDSP	None

VIII Consultations

Council Executive, Community Planning Partners, Elected Members.

D. TERMS OF REPORT

The purpose of the report is to update the Panel Members on the implementation of the Contact Assessment Model within Police Scotland.

Police Scotland handles an average 3 million calls to its 999 and 101 service every year. The demands on this service are changing. Over 80 per cent of calls we receive are not related to crime.

The new Contact Assessment Model will change the way calls are assessed and prioritised to ensure every individual caller gets an appropriate and proportionate response.

Its aim is to significantly improve the experience and outcomes for the public, empower and enable our workforce to make the right decisions.

What won't change is our response to critical and urgent incidents, our focus on protecting the public and most vulnerable in our communities and our officer's ability to engage and be visible in our communities.

E. CONCLUSION

This report informs Panel Members on the implementation of the Contact Assessment Model within Police Scotland.

F. BACKGROUND REFERENCES - None.

Appendices: Powerpoint Presentation

G. Contact Person:

Chief Inspector Jocelyn O'Connor

CAM Project
Corporate Services Division
Area Control Room
Bilston Glen Industrial Estate
Dryden Road, Loanhead EH20 9IZ

Telephone: 0131 440 6860

Date: 02/12/2019

Date of meeting: 10th December 2019



**Every caller is different.
So is our response.**



scotland.police.uk

Why CAM?

- We recognise the requirement to better assess risk and vulnerability at first point of contact.
- We acknowledge the limitations in our current operating model and seek to improve the service we offer.
- We want to implement a model which enables the most appropriate and proportionate policing response.

What won't change...

- Our response to urgent and critical incidents.
- Our focus on protecting the public and the most vulnerable in our communities.
- Our officers ability to engage and be visible in the community.

What will Change ?

- Removal of default call grading - empowering staff to make decisions based on facts and circumstances
- Response is always based on 'THRIVE' assessment



How we could respond.....

- Immediate attendance at the scene - (17%)
- Prompt attendance within 4 hours. – (37%)
- Scheduled attendance (by phone, by officer visit, or attendance by caller at another location). **This will be Police Scotland's standard response. (10%)**
- Non attendance - Resolution team (advice, guidance, DCR, remote investigation) (36%)

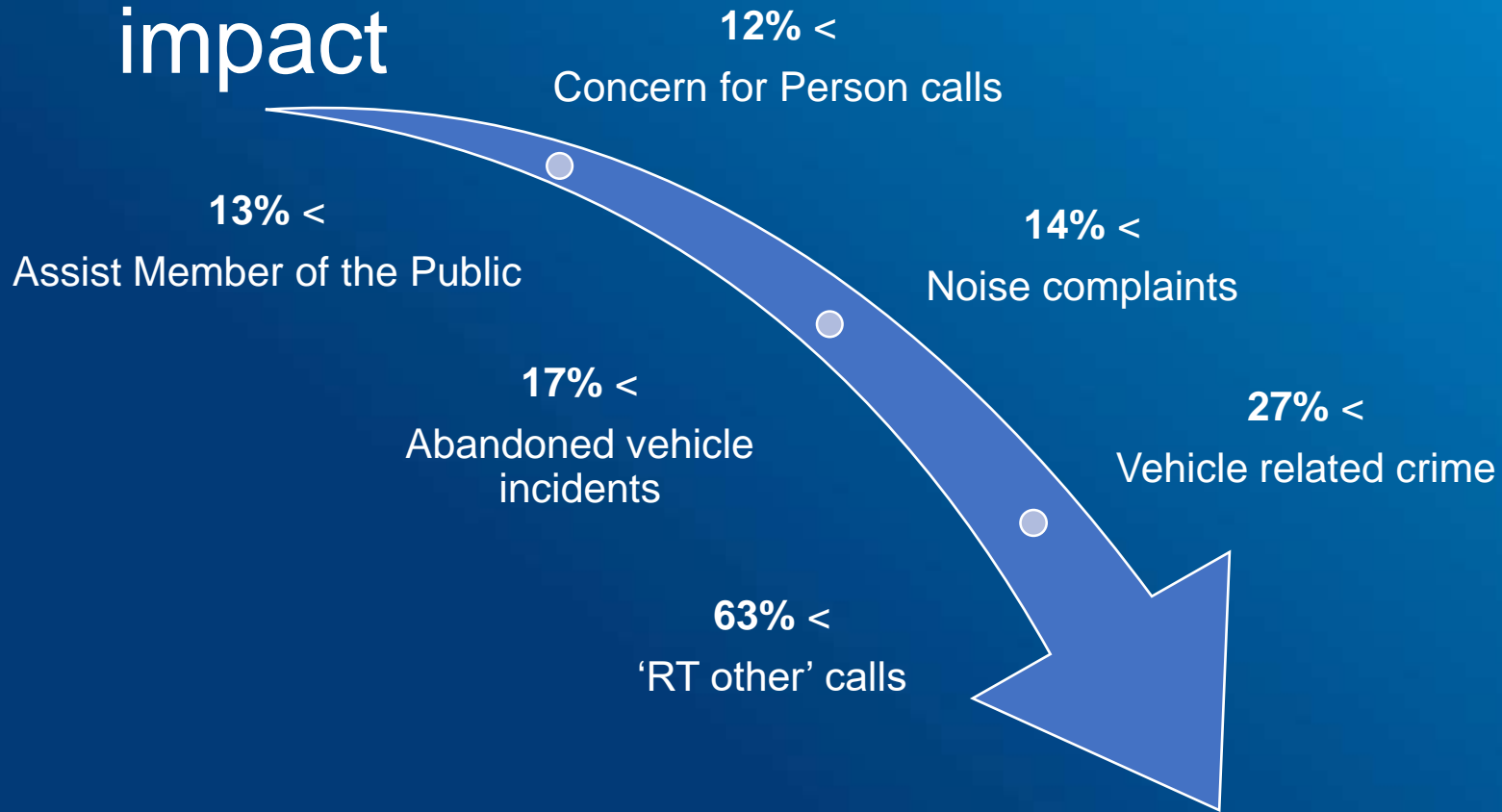
Examples.....

Incident Type	Current Model	Proposed Model
The reporter has called 999 after a heated argument with her partner who has now left the locus.	<ul style="list-style-type: none"> • Default Grade 2 • Dispatch officer within 15 mins. 	<ul style="list-style-type: none"> • Safety Advice • THRIVE assessment • Response dependant on circumstances and THRIVE assessment
The reporter has called 101 after receiving racist abuse earlier in the day. Wishes to see the Police the next day.	<ul style="list-style-type: none"> • Default Grade 2 • Dispatch officer within 15 mins. 	<ul style="list-style-type: none"> • THRIVE assessment • Scheduled appointment

Phase 1 – Proof of Concept (first 9 weeks)

- 36000 incidents
- Around 20% of calls are dispatched within 5 mins
- Over 95% compliance rate with Local Policing Appointments (LPA)
- 15% of call demand managed within the new Resolution Team
- Positive feedback from officers and staff
- Ongoing review of calls to ensure response is in line with training

Attendance impact



Every caller is different.
So is our response.

QUESTIONS ?



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

2019/20 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 on 12 November 2019;
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 2019/20 is an overspend of £380,000.
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. The council's revenue budget is operationally managed at a Head of Service level, and the financial position included within this report formed part of the overall council forecast position reported to Council Executive on 12 November 2019. This report also includes the position on the delivery of approved budget reduction measures relevant to the Services for the Community portfolio for 2019/20.

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.

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 2017/18 Local Government Benchmarking Framework (LGBF) data-set. LGBF data for 2018/19 will be collated by the Improvement Service and will be made available later in the financial year.

D.2 Financial Information for 2019/20 Month 6 Forecast Position

The table below summarises the position in relation to service expenditure for the portfolio area. 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.

	2019/20 Budget £'000	Forecast month 6 £'000	Variance £'000
HOUSING, CUSTOMER AND BUILDING SERVICES			
Community Safety Unit	523	433	(90)
Homelessness	3,567	4,037	470
TOTAL	4,090	4,470	380

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 £90,000 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 the months of April and May 2019, with the month of June 2019 on target. The number rose above the target in July, August and September 2019.

Homelessness

An overspend of £470,000 is forecast in Homelessness, primarily as a result of demand for temporary accommodation and bed & breakfast accommodation. The average number of clients per night accommodated in B&B accommodation has reduced from 99 during 2018/19 to 76 for the period from April to September 2019. There remains a risk that if demand increases, this could result in additional costs of around £160,000 on an annual basis for every ten clients.

Funding for Rapid Rehousing Transition Plans (RRTPs) for the current financial year has been confirmed by the Scottish Government, with £302,000 allocated to West Lothian for 2019/20. The RRTP is a multi-year plan to reduce the numbers of people presenting as homeless, as well as to rehouse people who are homeless quicker and reduce the length of stay in temporary and B&B accommodation.

The council's approved Housing Capital programme includes provision for additional housing stock through the new build projects, 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. However, further actions will also be required to reduce expenditure on a recurring basis and fully mitigate the budget pressure, including increasing the number of private sector lets, increasing the number of available properties via registered social landlords and reviewing the allocations policy.

Performance information for the homeless area indicates that in 2018/19, 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 2.4%. The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured was 78.3%, which was an increase of 0.5% from the previous year.

D.3.2 Monitoring of Approved Budget Reductions

For the Services for the Community portfolio, savings in 2019/20 are anticipated to be fully delivered by the end of the financial year. Various savings to be delivered for the portfolio area for future years will require further development and implementation at officer level.

E. SUMMARISED BUDGET POSITION FOR 2019/20

The forecast outturn position indicates an overspend of £380,000 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

The Partnership and Resources PDSP considered updated financial planning assumptions for the three years 2020/21 to 2022/23 on 12 September 2019. Any changes to the budget model and approved budget savings will be reported for consideration at the Council budget setting meeting in February 2020. In addition, as noted in the PDSP report, officers will continue to review and refine the budget model assumptions in line with established practice in advance of presenting an updated three year detailed revenue budget to Council in February 2020. As reported to the Partnership and Resources PDSP on 12 September 2019, the balance of savings still to be identified after taking account of an update to the financial model increased to £6.730 million.

The significant level of approved savings, in addition to savings achieved in previous years and the impact of constrained funding, is resulting in an increased risk of overspends across council services and the ability to deliver approved budget reductions. In addition, there are recurring pressures of £1.738 million, as reported to Council Executive on 12 November 2019. Mitigating actions have been agreed and are being implemented to ensure these pressures are managed on a recurring basis.

The overall position reflects the very challenging financial context 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 costs of demand led services,

especially in social care, the level of inflationary increases in budgeted expenditure and the waste 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.

Specifically for the Services for the Community portfolio, there are ongoing key risks around levels of homelessness. The main issue facing the homeless service both in West Lothian and in Scotland as a whole 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 2019/20 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 is a key area in the 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 £380,000 is forecast for the Services for the Community portfolio in 2019/20. As noted, the forecast outturn position for the Services for the Community portfolio is part of the overall position for 2019/20 which was reported to Council Executive on 12 November 2019.

H. BACKGROUND REFERENCES

West Lothian Rapid Rehousing Transition Plan 2019-2024 – Report by Head of Housing, Customer and Building Services to Services for the Community PDSP on 11 June 2019

2019/20 General Fund Revenue Budget – Month 4 Monitoring Report to Council Executive on 8 October 2019

2019/20 General Fund Revenue Budget – Month 6 Monitoring Report to Council Executive on 12 November 2019

Scheme of Administration

Appendices/attachments: None

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Donald Forrest
Head of Finance and Property Services
Date: 10 December 2019



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

SAFER NEIGHBOURHOOD PERFORMANCE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide Panel Members with Quarter 2 - July to September 2019 performance information on the Safer Neighbourhood Teams (SNT).

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

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

VI	Resources - (Financial, Staffing and Property)	Community Safety Partnership
VII	Consideration at PDSP	None
VIII	Other consultations	None

D. TERMS OF REPORT

This report sets out the management performance data (Appendix 1) for the period July to September 2019 for the Safer Neighbourhood Team.

D1. Performance Data Quarter 2

The number of New Antisocial Behaviour Cases is set out in Table 1 – 2019/20 and Table 1.1 provides comparison to 2018/19. The number 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 and the local Housing teams.

The fluctuation in the number of Active Cases (Table 2) across each ward is continually monitored with a view to ascertaining a causal factor. The numbers of cases open is only an indicative number of the level of antisocial behaviour occurring as they can be opened for more than one month and this information is counted on a rolling month on month basis.

Data included in Table 3 – 2019/20 and Table 3.1 for comparison to 2018/19 provides a breakdown of total incidents that are reported across each ward. A summary of the type of incidents (incident categories) received is set out in Table 4 and 4.1. Where the antisocial behaviour is resolved the incident will be closed off, however where further reports are received and occurs on two or more occasions causing fear, alarm and distress then SNT officer will open a case.

Noise nuisance calls are detailed within Table 5 and 5.1 and highlights some of the ways in which the noise nuisance calls are dealt with under the legislation (Part 5 of the Antisocial Behaviour (etc.) (Scotland) Act 2004) available to the officers and how many actions were completed. Not all noise nuisance reports fall into this aspect of the ASB legislation and complainants may only require advice and assistance.

During quarter 2, a high number of reported incidents of noise nuisance was received and as a result, a high amount of cases opened. This has resulted in securing Antisocial Behaviour Orders, one in July, one in August and one in September, on three perpetrators, two in the Bathgate ward and one in Linlithgow.

Overall the number of Antisocial Behaviour Orders (ASBO) remains low. (Table7) ASBOs are deemed as a last resort to all other methods of curtailing antisocial behaviour within communities. It is only when particular individuals refuse to heed warnings issued and modify their behaviour, that the Antisocial Behaviour Order is requested. The officers will review the ASBOs with our Legal Services on a regular basis and work with Police Scotland who have the power to enforce and take action should an order be breached.

E. CONCLUSION

This report informs Panel Members of performance data from Safer Neighbourhood Team.

F. BACKGROUND REFERENCES - None

Appendices/Attachments:

Appendix 1 – Performance Data from the Safer Neighbourhood Team.

Contact Person:

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CMT member: AnnMarie Carr - Date of meeting: 10th December 2019

Appendix 1

Safer Neighbourhood Team Performance – Quarter 2

Table 1 - Cases opened each month – 2019/20	Apr	May	Jun	Jul	Aug	Sep	Year to Date
Armadale & Blackridge	1	0	3	8	2	3	17
Bathgate	6	4	9	7	3	3	32
Broxburn, Uphall & Winchburgh	3	2	3	5	1	4	18
Livingston East & East Calder	1	0	1	5	0	0	7
Fauldhouse and Breich Valley	4	5	1	6	5	3	24
Linlithgow	2	1	0	2	1	0	6
Livingston North	4	2	1	4	1	1	13
Livingston South	1	1	3	2	1	2	10
Whitburn and Blackburn	3	8	2	3	4	3	23
TOTAL -	25	23	23	42	18	19	150

Table 1.1 - Cases opened each month – 2018/19	Apr	May	Jun	Jul	Aug	Sep	Year To Date
Armadale & Blackridge	3	2	4	4	0	1	14
Bathgate	2	8	3	5	8	8	34
Broxburn, Uphall & Winchburgh	0	1	3	6	0	0	10
Livingston East & East Calder	0	2	4	1	2	1	10
Fauldhouse and Breich Valley	5	4	4	4	5	1	23
Linlithgow	0	1	1	6	3	2	13
Livingston North	2	2	1	4	2	0	11
Livingston South	0	3	3	11	3	2	22
Whitburn and Blackburn	1	3	5	2	4	6	21
TOTAL	13	26	28	43	27	21	158

Table 2 – Total Active Cases /month	Apr	May	Jun	Jul	Aug	Sep
SNT Officer Cases 2019/20	37	61	65	84	76	67
SNT Officer Cases 2018/19	33	54	59	81	80	55

Table 3							
No of All ASB Incidents 2019/20	Apr	May	Jun	Jul	Aug	Sep	Year to Date
Armadale and Blackridge	26	13	24	38	21	33	155
Bathgate	74	87	104	123	60	50	498
Broxburn, Uphall and Winchburgh	27	34	31	47	37	44	220
East Livingston	13	27	27	31	27	14	139
Fauldhouse and Breich Valley	25	52	28	35	37	34	211
Linlithgow	14	9	13	18	13	9	76
Livingston North	21	13	21	30	20	14	119
Livingston South	24	26	26	20	17	17	129
Whitburn and Blackburn	57	63	47	63	56	52	338
TOTAL	281	324	321	405	288	267	1886

Table 3.1							
No of All ASB Incidents 2018/19	Apr	May	Jun	Jul	Aug	Sep	Year To Date
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 4.1 Examples of Incident Category 2019/20	Apr	May	Jun	Jul	Aug	Sep	Year to Date
ASB Complaint	147	163	150	235	163	145	1003
ASB Noise Complaint	91	130	127	107	80	75	610
Dog Barking	2	0	1	2	0	0	5
ENV Health Complaint	5	1	11	8	7	8	40
Non ASB Noise Complaint	3	2	5	4	7	4	25
SST Section 3 Tenancy Management	12	10	20	38	20	18	118
Youth Disorder	7	5	4	6	7	13	42
Unauthorised Encampment	11	14	2	3	4	3	37
Unlicensed HMO	2	0	1	2	0	0	5
Unregistered Private Landlord	1	0	0	0	0	0	1
Total	281	325	321	405	288	266	1886

Table 4.2 Examples of Incident Category 2018/19	Apr	May	Jun	Jul	Aug	Sep	Year To Date
ASB Complaint	130	138	147	183	153	127	878
ASB Noise Complaint	115	96	144	132	101	108	696
CSU Patrol	0	0	0	0	0	0	0
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
Total	272	291	347	380	311	275	1876

Table 5 ; Incident Outcomes in the Month 2019/20	Apr	May	Jun	Jul	Aug	Sep	Year To Date
Criminal Prosecution	3	7	0	1	1	1	13
EPA S80 Investigation (Noise Abatement)	2	1	0	2	0	0	5
Insufficient Evidence	15	11	47	72	36	65	256
Phone Call	134	176	158	158	150	113	954
Visit	35	56	50	40	27	28	249
No Further Incidents	41	9	8	72	35	19	81
Noise Stopped	16	21	18	8	12	13	92
Perpetrator Moved	11	1	0	19	4	3	14
Reconciliation	0	0	0	5	0	1	5
RSL to Investigate	1	0	0	1	0	0	2
Successful Action	13	29	28	13	17	10	113
Warning Notice Issued	4	11	7	3	3	9	47
Warning Verbal Issued	5	14	5	7	3	8	47
Further Investigation (Legislation)	0	1	3	3	0	1	8
Total	280	324	320	404	288	263	1886

Table 5.1 Incident Outcome in the Month 2018/19	Apr	May	Jun	Jul	Aug	Sep	Year To Date
Complainant Moved	8	0	0	0	0	0	8
Criminal Prosecution	4	9	7	5	4	4	33
In Custody	0	0	0	1	0	0	1
EPA S80 Investigation (Noise Abatement)	0	1	1	2	4	1	9
Insufficient Evidence	19	48	51	68	59	37	282
Phone Call	115	79	94	111	122	115	636
Visit	33	39	48	47	37	46	250
No Further Incidents	58	48	46	47	32	4	235
Noise Stopped	9	18	21	16	11	16	91
Perpetrator Moved	2	3	19	12	6	0	42
Reconciliation	0	1	3	0	0	0	4
RSL to Investigate	0	2	2	0	0	0	4
Successful Action	15	26	31	53	26	23	174
Warning Notice Issued	1	7	4	7	9	17	45
Warning Verbal Issued	6	9	16	7	4	8	50
Further Investigation	2	1	6	2	0	1	12
Total	272	291	349	378	314	272	1876

Table 6 Number of Cases Closed in the Month 2019/20	Apr	May	Jun	Jul	Aug	Sep	Year To Date
Armada and Blackridge	2	0	0	1	0	9	12
Bathgate	8	6	4	7	2	6	33
Broxburn, Uphall and Winchburgh	3	1	4	3	3	4	18
East Livingston	0	1	1	0	0	6	8
Fauldhouse and Breich Valley	1	2	1	5	1	5	15
Linlithgow	1	0	4	1	1	2	9
Livingston North	1	1	2	1	6	2	13
Livingston South	1	0	1	0	2	1	5
Whitburn and Blackburn	3	0	5	7	4	1	20
Total	20	11	22	25	19	36	133

Table 6.1										
Number of Cases Closed in the Month 2018/19	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Year To Date
Armada and Blackridge	5	5	1	1	1	4	1	3	1	11
Bathgate	8	5	3	2	3	5	3	4	8	25
Broxburn, Uphall and Winchburgh	0	1	1	1	0	2	3	1	3	10
East Livingston	0	4	0	0	0	1	2	2	4	9
Fauldhouse and Breich Valley	9	1	2	3	1	6	3	4	4	21
Linlithgow	0	0	2	0	1	0	2	1	2	6
Livingston North	0	1	2	0	1	4	2	4	3	14
Livingston South	1	3	1	0	0	0	6	2	4	12
Whitburn and Blackburn	4	5	6	7	2	2	2	5	3	21
Total	27	25	18	14	9	24	24	26	32	129

Table 7

Number of ASBOs in each Ward		
Ward	September 2019	September 2018
Armada and Blackridge	1	0
Bathgate	3	1
Broxburn, Uphall and Winchburgh	0	0
East Livingston	0	0
Fauldhouse and Breich Valley	4	0
Linlithgow	0	5
Livingston North	0	5
Livingston South	0	2
Whitburn and Blackburn	2	5
Total	10	18



SERVICES FOR THE COMMUNITY POLICY AND SCRUTINY PANEL

RENTAL EXCHANGE SCHEME

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

A motion raised at council on 22nd January directed Housing Customer and Building Services to prepare a report to explore the possibility of making The Rental Exchange initiative available to Council tenants wishing to participate in order to improve their credit rating. This report advises panel of the findings of the work undertaken by the service in considering the possibilities of the scheme.

B. RECOMMENDATION

Panel are asked to note the content of the report and comment on findings.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Focusing on our customers' needs;• Being honest, open and accountable; making best use of resources.• Providing equality of opportunity• Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Housing (Scotland) Act 2010. HCBS Income Management Strategy
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	Performance reporting on collection of rental income may be impacted.
V Relevance to Single Outcome Agreement	We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life chances.
VI Resources - (Financial, Staffing and Property)	There is a cost to the HRA in purchasing membership and software. Further integration costs to

enable interface with Open Housing.

VII Consideration at PDSP

SftC PDSP 5th February 2019

VIII Other consultations

Service staff; other Scottish RSL's, Scottish Rent Forum members, income management consultants

D.1 TERMS OF REPORT

On 22 January 2019 council instructed officers to prepare a report to explore the options of making a Rental Exchange Scheme available for any tenant who wishes to participate in aiming to improve their credit rating. This report was to be presented to the next Services for the Community PDSP, on 5th February. A preliminary report was presented to PDSP on that date to advise the Panel on how the service intended to respond. The PDPS was informed that this further report would be brought in 2019 to present the findings of the report detailing the investigation into the scheme in depth and the associated recommendations.

The Rental Exchange is a partnership between the credit reference agency Experian and The Big Issue Invest: this is the social investment arm of The Big Issue Group. The aim of the initiative is to help tackle some of the issues faced by rented sector tenants. This can include financial, digital and societal difficulty and exclusion. The premise of the initiative is that by treating rental data in a similar manner to mortgage data by incorporating tenant payment history into their private credit file, and claims to be able to unlock a range of benefits for tenants, housing providers and credit providers.

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

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

D.2 Scope of feasibility study

The service engaged with a number of housing associations who have considered the scheme as well as direct consultation with those who have signed up to the rental exchange scheme, these included:

- East Lothian Housing Association
- Coastline Housing Ltd.
- Gentoo Group

As outlined in the report to PDSP in February, the service had scoped out a number of key consideration in conducting an options appraisal of the scheme. The criteria involved:

- Direct benefits to tenants
- Cost to the council in terms of purchase, membership, maintenance, resources and integration with our income management operations
- Impact on income management and arrears
- Data protection arrangements for tenants personal information shared
- Universal Credit impact

D.3 Key findings and considerations

- The organisations surveyed exceeded 40, with only 3 deciding to sign up to the scheme – doubts about timescales, integration with existing systems and compatibility with welfare reforms was a deterrent for most
- Set up time for the larger scale providers was extensive, one organisation reporting this took 2 years. The number of post-go live errors was high, with the organisations reporting having difficulty in making contact with Experian to resolve these issues, leading to several months elapsing before this was corrected
- The service works on an opt-out basis, and most opted in, with those opting out being mostly older clients with no intention of securing credit in the future
- Those opting not to sign up cited costs of integration with incumbent operating systems as being prohibitively high. HCBS current provider is Capita Open Housing – this contract is due to expire in April 2021. Comparing a current integration project on documents digitation – by completion in April 2020 the costs for this is £65,000 for integration and will take 18 months to deliver.
- All organisations reported no impact positively or negatively on arrears management
- No positive or negative feedback has been received from tenants, 2 of the 3 organisations are currently reviewing the benefits of continuing the service as a result
- GDPR led to changed, with new tenants having to opt-in to sign-up in order to protect data. Data Sharing Agreements have had to be put in place between the organisations.
- Despite multiple attempts to contact Experian, the service has not been able to have a conversation regarding the scheme, so has been unable to establish how they share data with 3rd party organisations when approving credit. The other housing providers were not aware of arrangements either.
- When asking those already signed up if they would recommend the scheme, they fed back a mixed response. They felt that initially this benefitted tenants who had no credit history or a low score, but that since the introduction of Universal Credit that benefits to tenants has been vastly reduced. This is due to the delay in processing claims which leads to arrears balances on rent accounts – this has a negative impact on credit scores unless manual intervention is taken quickly. Due to the self-directed nature of the claims process the services were enable to detect this quickly to mitigate impact.

On reviewing the feedback from the organisations involved with the scheme, and those who have considered membership it is clear that this scheme had benefits for all tenants prior to the introduction of welfare reforms, but the process of claims under Universal Credit poses a detrimental risk to the credit score of tenants in receipt of benefits.

The research highlighted that few tenants opted out of the scheme following their automatic sign-up and no negative feedback to date. There were significant issues described around integration and time required to implement, and new risk to tenant credit ratings following the introduction of Universal Credit. There was difficulty in establishing contact with Experian and the service was unable to clarify concerns around data sharing, or to find real life examples of improved credit scores for tenants.

There are significant costs to the service in terms of enabling the scheme to operate as intended by integration with Open Housing, and the resources required to deliver this. With less than 2 years on the current contract, the scoping/procurement process for a new operating system for HCBS has already begun, this will result in a change freeze on new development in early 2020, which would mean the cost and time of

integration would not be delivered within the lifetime of the current contract.

E. Conclusion

The service has considered the feedback from organisations signed up to the Rental Exchange Scheme. This involved considering future feasibility balancing benefits advertised for tenants in improving their credit score balanced with potential negative impacts on tenants and barriers to introducing the service in WLC.

When considered in conjunction with the current contractual situation of Open Housing, the uncertainty over long term benefits for tenants, the time and resources required to deliver benefits to tenants is not feasible to opt into the scheme at this time.

F. Background References

Rental exchange scheme - <https://www.experian.co.uk/business/consumer-information/consumer-credit-management/rental-exchange/>

Appendices/Attachments: None

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AnnMarie Carr

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 10th November 2019



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

D.1 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 – Q2 2019/20

Of the 10 performance indicators we are reporting, 8 are categorised as green, 1 as amber and 1 as red. The service performance for Q2 is an improved position from that of that Q1 of 2019/20 where 4 were green, 2 were amber, and 3 red. The service also reported one PI as an exception due to income collection targets not being finalised – this work is now complete. Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

D.2 Red Performance Indicators

The current trend for those indicators that are currently at red status is summarised:

1. HQSHOM004_9a Quarterly Spend on additional homeless service costs

Current Performance £464,581.56
Target £326,257.00

Q2 has seen a rise in homeless costs to £464,581.56 from Q1 which was £219,512.96. A large proportion of the increase is attributed to the council tax bill (£182,879.22) that was expected in Q2 however there has also been an increase in voids (£81,998.35) furniture storage (£128,965.28) and property (£31,905.92).

The service has noted a decrease in transport costs (£38,832.79) and this can be attributed to the refinement of the transport process the service has carried out to reduce spend in this area. Q1 breakdown of costs is as follows, Transport £52,073.37, Property Storage £31,247.08, Furniture £81,482.78, Voids £54,709.73.

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

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Annmarie Carr

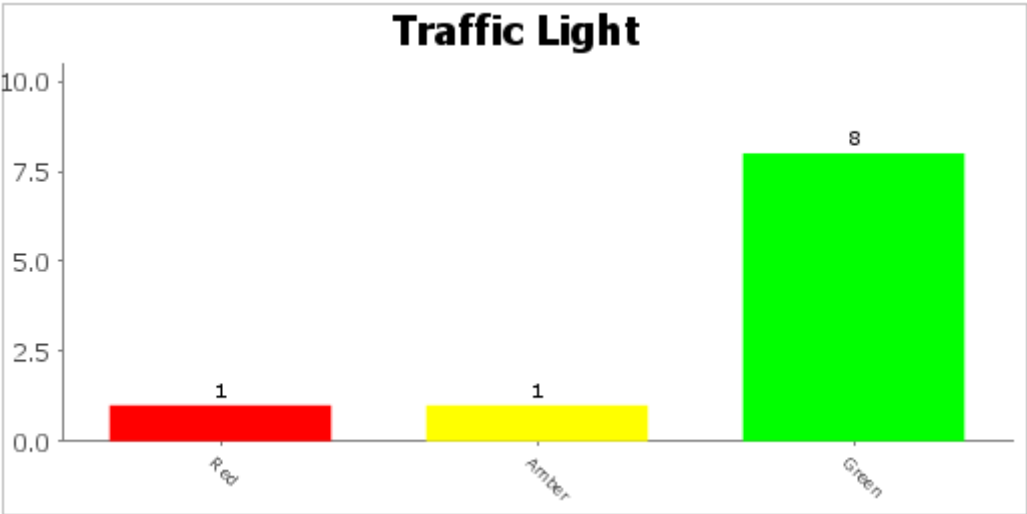
HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

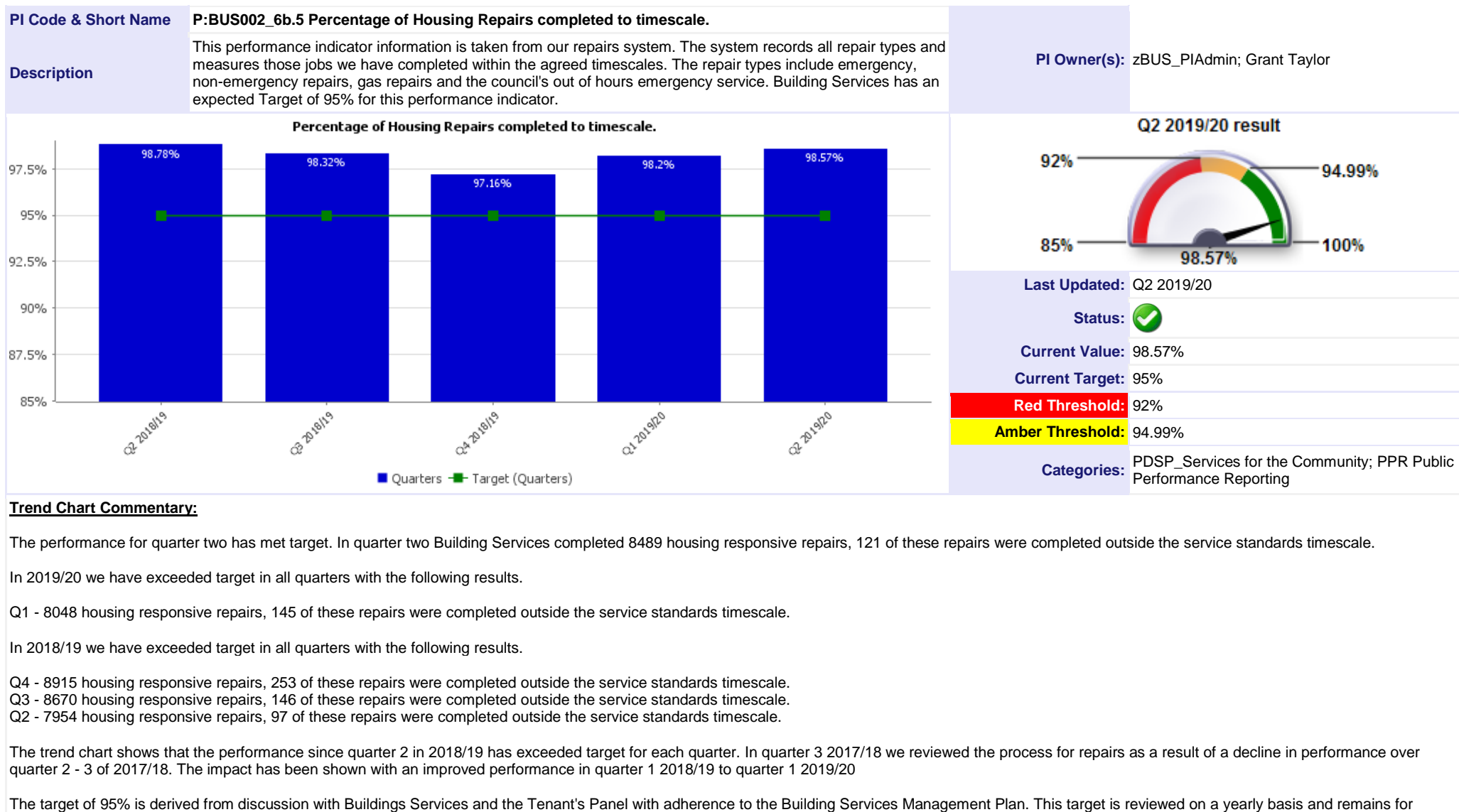
Date of Meeting: 10th December 2019

HCBS PDSP Report

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2019/20.

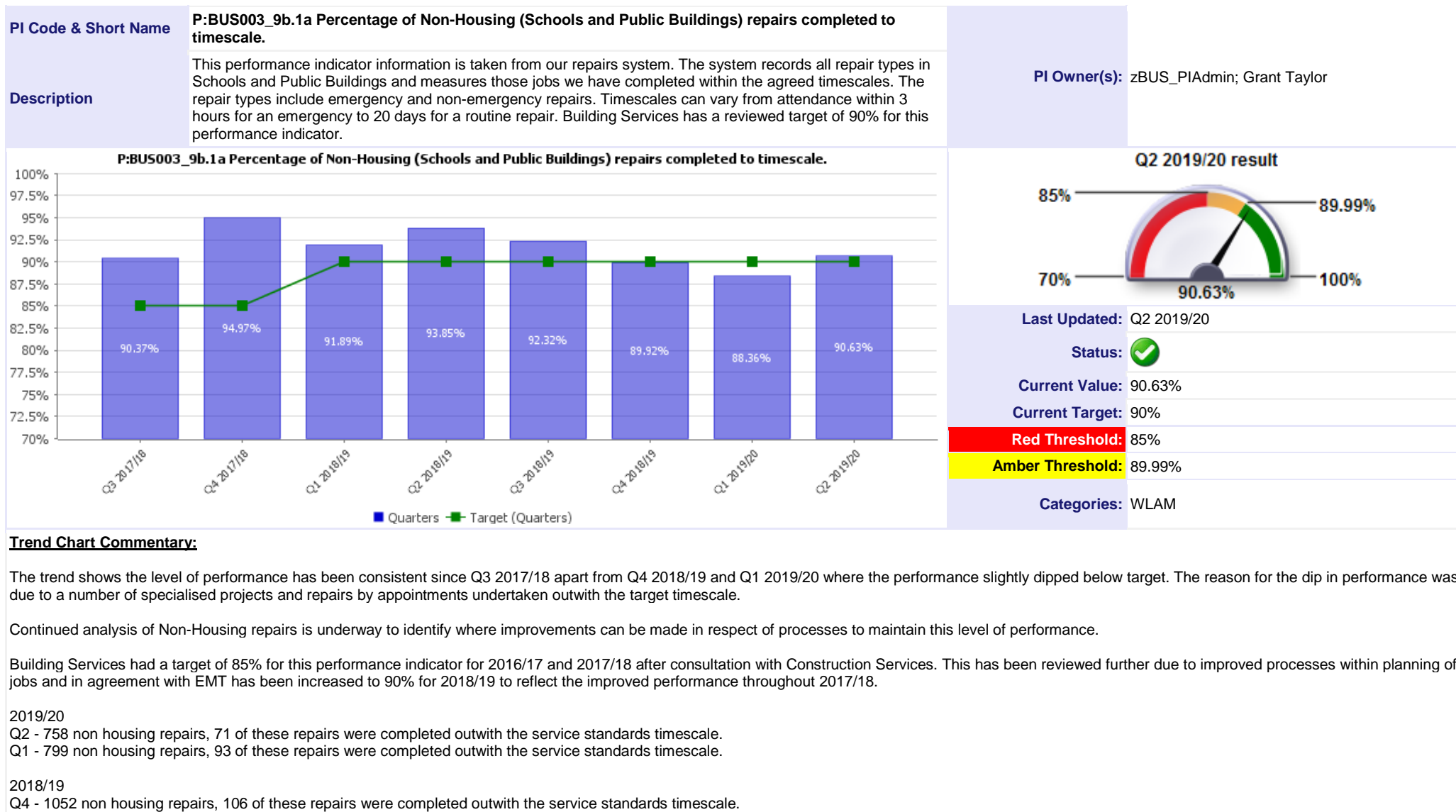
In 2018/19 the Scottish Housing Network (SHN) average for the year was 91.45% for similar sized Local Authorities of which we were placed 3rd highest of the 6 providing data.

The Local Authorities included Dundee, Falkirk, North Ayrshire, Highland and West Dunbartonshire.

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.



Trend Chart Commentary:

The trend shows the level of performance has been consistent since Q3 2017/18 apart from Q4 2018/19 and Q1 2019/20 where the performance slightly dipped below target. The reason for the dip in performance was due to a number of specialised projects and repairs by appointments undertaken outwith the target timescale.

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

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

2019/20

Q2 - 758 non housing repairs, 71 of these repairs were completed outwith the service standards timescale.

Q1 - 799 non housing repairs, 93 of these repairs were completed outwith the service standards timescale.

2018/19

Q4 - 1052 non housing repairs, 106 of these repairs were completed outwith the service standards timescale.

Q3 - 1002 non housing repairs, 77 of these repairs were completed outwith the service standards timescale.
Q2 - 975 non housing repairs, 60 of these repairs were completed outwith the service standards timescale.
Q1 - 1183 non housing repairs, 96 of these repairs were completed outwith the service standards timescale.

2017/18

Q4 - 975 non housing repairs, 49 of these repairs were completed outwith the service standards timescale
Q3 - 1070 non housing repairs, 103 of these repairs were completed outwith the service standards timescale.

PI Code & Short Name	P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.		PI Owner(s): zBUS_PAdmin; Grant Taylor																																		
Description	This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys and personal digital assistants(PDA). 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.																																				
<div><div><div>Percentage of customers who are satisfied with the overall housing repair service.</div><table><thead><tr><th>Quarter</th><th>Satisfaction Percentage</th><th>Target</th></tr></thead><tbody><tr><td>Q2 2018/19</td><td>98.87%</td><td>98%</td></tr><tr><td>Q3 2018/19</td><td>99.42%</td><td>98%</td></tr><tr><td>Q4 2018/19</td><td>98.08%</td><td>98%</td></tr><tr><td>Q1 2019/20</td><td>96.65%</td><td>98%</td></tr><tr><td>Q2 2019/20</td><td>98.25%</td><td>98%</td></tr></tbody></table></div><div><div>Q2 2019/20 result</div><table><thead><tr><th>Category</th><th>Value</th></tr></thead><tbody><tr><td>Last Updated:</td><td>Q2 2019/20</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>98.25%</td></tr><tr><td>Current Target:</td><td>98%</td></tr><tr><td>Red Threshold:</td><td>96%</td></tr><tr><td>Amber Threshold:</td><td>97.9%</td></tr><tr><td>Categories:</td><td>PDSP_Services for the Community; PPR Public Performance Reporting</td></tr></tbody></table></div></div>			Quarter	Satisfaction Percentage	Target	Q2 2018/19	98.87%	98%	Q3 2018/19	99.42%	98%	Q4 2018/19	98.08%	98%	Q1 2019/20	96.65%	98%	Q2 2019/20	98.25%	98%	Category	Value	Last Updated:	Q2 2019/20	Status:	✓	Current Value:	98.25%	Current Target:	98%	Red Threshold:	96%	Amber Threshold:	97.9%	Categories:	PDSP_Services for the Community; PPR Public Performance Reporting	
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<div><div><div>Trend Chart Commentary</div><div><p>In Q2 of 2019/20 we have met target with 98.25% recorded against 2912 responses. There were 51 negative responses to customer surveys. The analysis undertaken by the service on the negative responses has highlighted a number of anomalies, which has resulted in the figures reflecting the customer's true understanding of the questions.</p><p>In Q1 of 2019/20 we did not meet target with 96.65% recorded against 2506 responses. There were 84 negative responses to customer surveys. The analysis undertaken by the service on the negative responses has highlighted a number of anomalies, including the final question in the survey - on which we draw the data for this PI - is not reflective of customers experience. On speaking with officers, customers had not been clear on the question, and confirmed they would have responded positively had they understood what was being asked. and the service is continuing to contact these customers to validate the figures. Once this piece of work is completed the figures and and PI description will be updated to reflect the changes.</p><p>In 2018/19 we have attained target in all quarters with the following results.</p><p>Q4 - 1509 surveys were recorded, 29 negative responses</p></div></div></div>																																					

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

The service introduced a new mobile working system in 2016/17 which has meant that more customer surveys are being recorded directly from the customers during the repair process. The results have shown an increase from around 100 respondents prior to the new system to around 1400 respondents per quarter after the implementation. In addition there has been over 200 paper copy surveys returned by tenants who have not wanted to complete the survey at the time of repair. We are looking to emphasise to the operatives that Customer Surveys should be completed at every available opportunity to increase response numbers and attain as realistic a return as feasible.

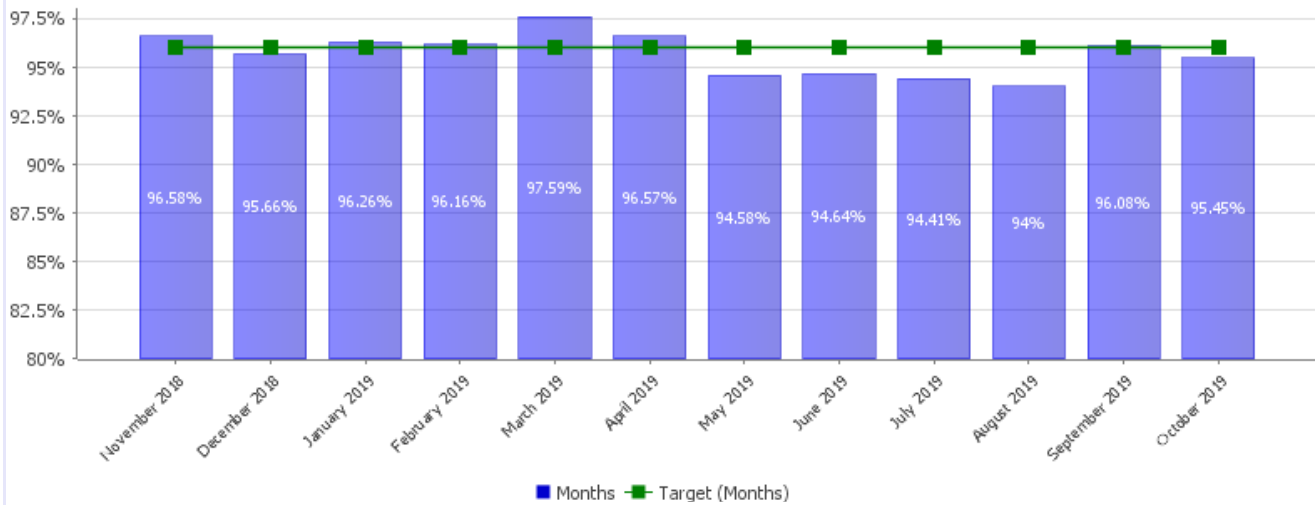
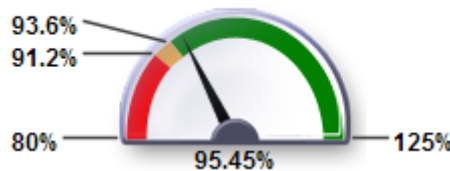
In 2018/19 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 86.2%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

In 2017/18 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.3%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

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

Surveys are monitored to investigate negative responses to assess their relativity to the repairs processes. As a result the service has recently implemented new customer communication cards to assist with the improvements. The repair teams analyse all feedback and arrange to contact all customers who provide non positive responses to discuss ways of improving the service.

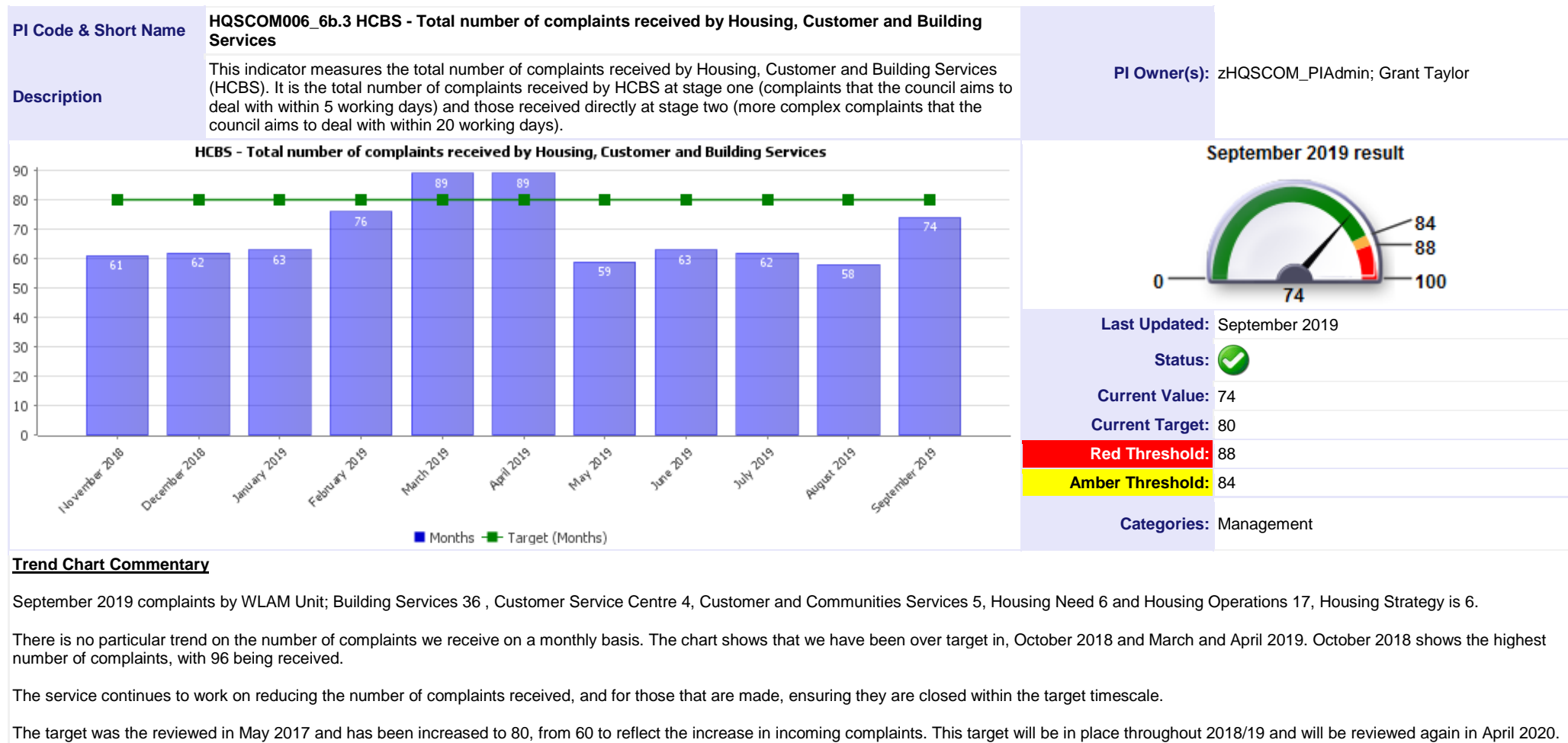
For 2018/19 the target has been agreed at 98% and is reviewed on a yearly basis with the Tenant's Panel.

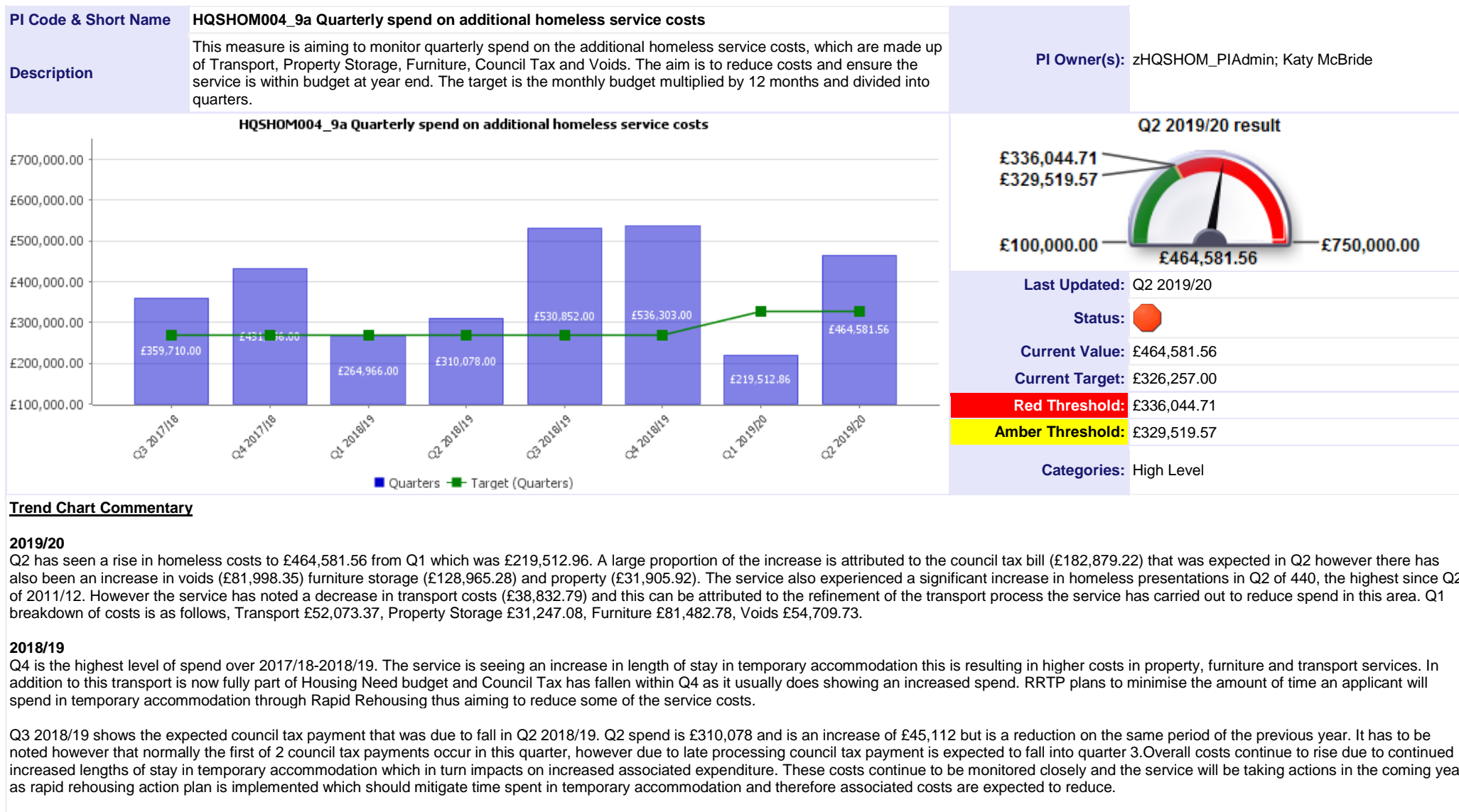
PI Code & Short Name	HQSARR700_9b.1a Total rent collection	PI Owner(s): zHQSARR_PAdmin; Alison Smith																																								
Description	<p>This indicator measures the rate at which HCBS is collecting rent. This value is:</p> <ul style="list-style-type: none">. The cumulative sum of rental payments made so far in the financial year by current tenants (excluding garages),. divided by the cumulative charge we applied to rental accounts, to give us the year-to-date collection rate percentage. <p>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.</p> <p>Source: HCBS Financial Dashboard</p>																																									
<div><p>Total rent collection</p><table><thead><tr><th>Month</th><th>Collection Rate (%)</th></tr></thead><tbody><tr><td>November 2018</td><td>96.58%</td></tr><tr><td>December 2018</td><td>95.66%</td></tr><tr><td>January 2019</td><td>96.26%</td></tr><tr><td>February 2019</td><td>96.16%</td></tr><tr><td>March 2019</td><td>97.59%</td></tr><tr><td>April 2019</td><td>96.57%</td></tr><tr><td>May 2019</td><td>94.58%</td></tr><tr><td>June 2019</td><td>94.64%</td></tr><tr><td>July 2019</td><td>94.41%</td></tr><tr><td>August 2019</td><td>94%</td></tr><tr><td>September 2019</td><td>96.08%</td></tr><tr><td>October 2019</td><td>95.45%</td></tr></tbody></table></div>		Month	Collection Rate (%)	November 2018	96.58%	December 2018	95.66%	January 2019	96.26%	February 2019	96.16%	March 2019	97.59%	April 2019	96.57%	May 2019	94.58%	June 2019	94.64%	July 2019	94.41%	August 2019	94%	September 2019	96.08%	October 2019	95.45%	<div><p>October 2019 result</p><table><tbody><tr><td>Last Updated:</td><td>October 2019</td></tr><tr><td>Status:</td><td>✓</td></tr><tr><td>Current Value:</td><td>95.45%</td></tr><tr><td>Current Target:</td><td>96%</td></tr><tr><td>Red Threshold:</td><td>91.2%</td></tr><tr><td>Amber Threshold:</td><td>93.6%</td></tr><tr><td>Categories:</td><td>High Level</td></tr></tbody></table></div>	Last Updated:	October 2019	Status:	✓	Current Value:	95.45%	Current Target:	96%	Red Threshold:	91.2%	Amber Threshold:	93.6%	Categories:	High Level
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<div><p>Trend Chart Commentary</p><p>Since the beginning of the 2018/19 the accelerated move of customers from Housing Benefit to Universal Credit has had an impact on the amount of rent collected. When Full Service UC went live in May 2018, the number of tenants on UC has increased from 280 to 2363 in July 2019. 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.</p><p>Please note:</p><ul style="list-style-type: none">. 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).</div>																																										

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

Target:

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





Q1 spend is £264,966. This is a reduction of £167,030 from the previous quarter but shows an increase of £121,705 when compared to the same period of 2017/18. Target will remain at £267,280.00 as recent performance shows target was met in quarter 1 and only slightly exceeded in quarter 2.

2017/18

Q4 2017/18 spend is £431,996. This is an increase of £72,286 from the previous quarter mainly attributed to the council tax bill falling in Q4.

Q2 2019/20 £464,581.56

Q1 2019/20 £219,512.96

Q4 2018/19 £536,303.00

Q3 2018/19 £530,852.00

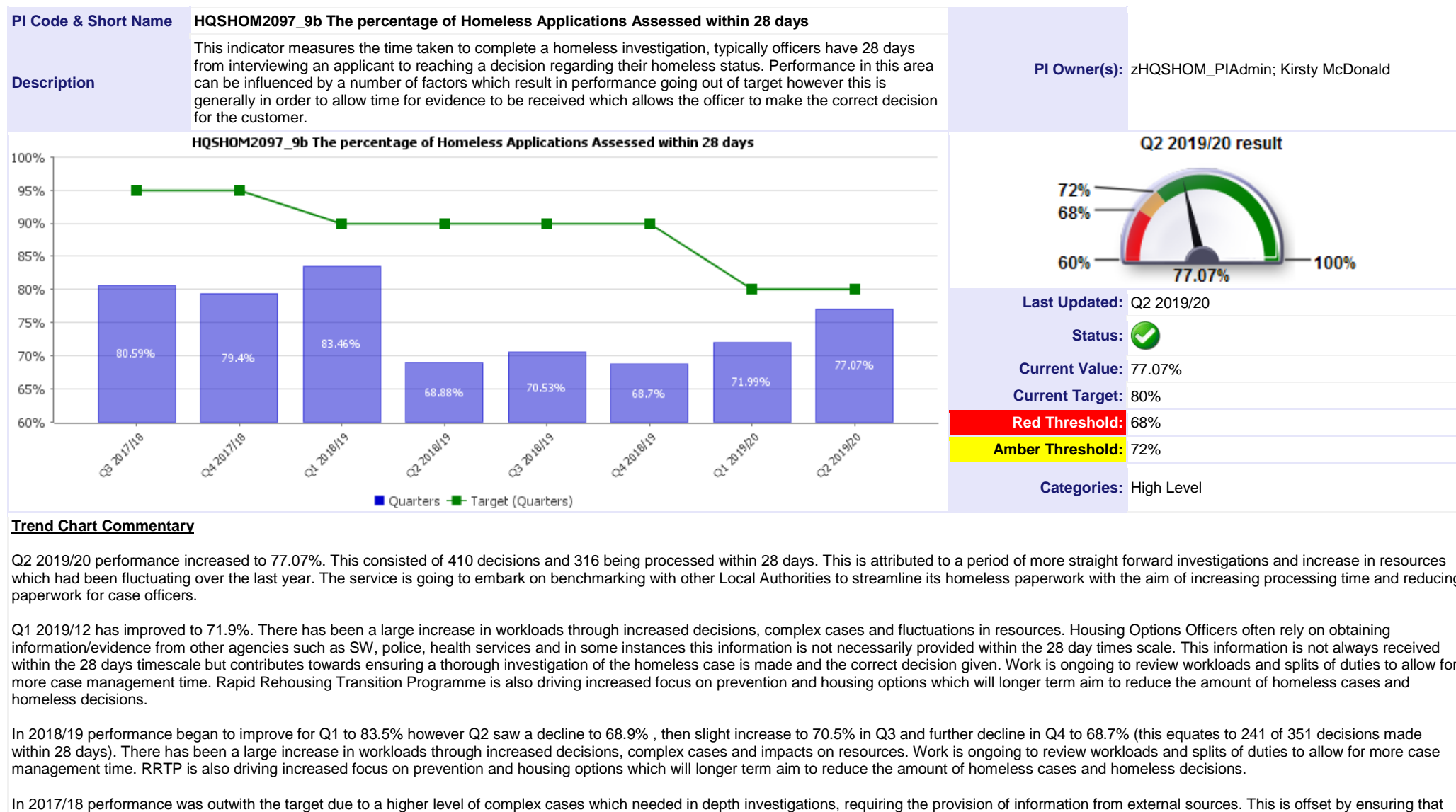
Q2 2018/19 £310,078.00

Q1 2018/19 £264,966.00

Q4 2017/18 £431,996.00

Q3 2017/18 £359,710.00

Target £326,257.00 to reflect increased service budget



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.

Q2 2019/20 77.07% decisions made within 28 days

Q1 2019/20 71.99% decisions made within 28 days

Q4 2018/19 67.2% decisions made within 28 days

Q3 2018/19 70.5% decisions made within 28 days

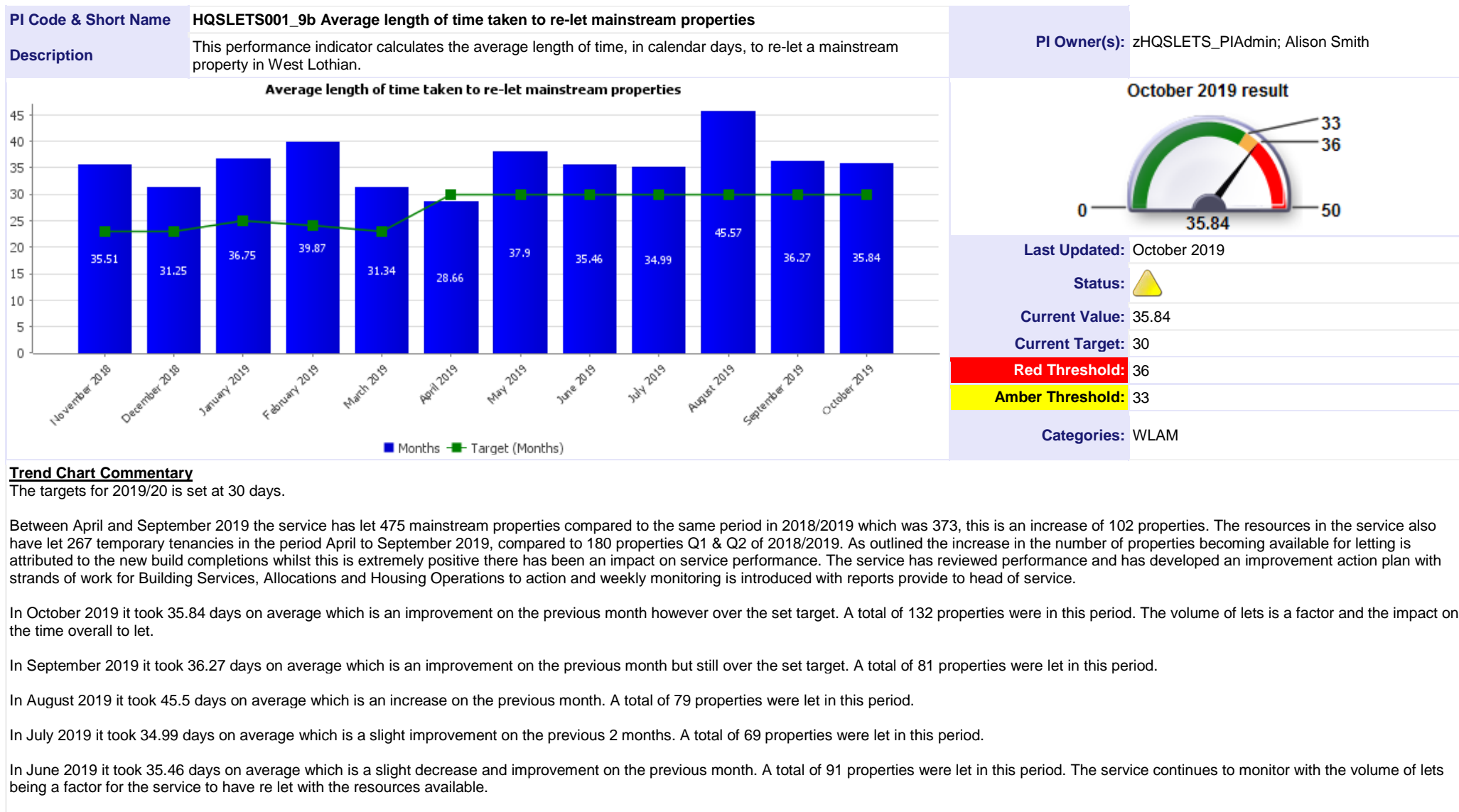
Q2 2018/19 68.9% decisions made within 28 days

Q1 2018/19 83.5% decisions made within 28 days

Q4 2017/18 79.4% decisions made within 28 days

Q3 2017/18 80.6% decisions made within 28 days

Target reduced to 80% to take account of the complexity of investigation and evidence that is expected to be gathered in a homeless assessment whilst still striving to make correct decisions within 28 days.



Trend Chart Commentary

The targets for 2019/20 is set at 30 days.

Between April and September 2019 the service has let 475 mainstream properties compared to the same period in 2018/2019 which was 373, this is an increase of 102 properties. The resources in the service also have let 267 temporary tenancies in the period April to September 2019, compared to 180 properties Q1 & Q2 of 2018/2019. As outlined the increase in the number of properties becoming available for letting is attributed to the new build completions whilst this is extremely positive there has been an impact on service performance. The service has reviewed performance and has developed an improvement action plan with strands of work for Building Services, Allocations and Housing Operations to action and weekly monitoring is introduced with reports provide to head of service.

In October 2019 it took 35.84 days on average which is an improvement on the previous month however over the set target. A total of 132 properties were in this period. The volume of lets is a factor and the impact on the time overall to let.

In September 2019 it took 36.27 days on average which is an improvement on the previous month but still over the set target. A total of 81 properties were let in this period.

In August 2019 it took 45.5 days on average which is an increase on the previous month. A total of 79 properties were let in this period.

In July 2019 it took 34.99 days on average which is a slight improvement on the previous 2 months. A total of 69 properties were let in this period.

In June 2019 it took 35.46 days on average which is a slight decrease and improvement on the previous month. A total of 91 properties were let in this period. The service continues to monitor with the volume of lets being a factor for the service to have re let with the resources available.

In May 2019 it took 37.9 days on average which is an increase on previous month. Total of 90 properties were let in this month and is a factor for the increase in time taken to let.

In April 2019 (28.66 days) which is an improvement on previous month. Total number of properties let this month is 65. The service manager has set target for 2019/2020 at 30 days however this will be reviewed once the service has completed the return to the Regulator. The service also undertakes consultation with Tenants Panel when setting targets.

The Service has let 954 properties in 2018-2019 compared to the previous year which was 847 lets, an increase of 107. This increase is attributed to new build transfer led policy and the resultant lets that arise as a result of this policy. In addition to the increase in the number of properties other factors such as the type of stock being let, resourcing of particular trades in Building Services. Also the Service is committed to repairing emergency temporary accommodation as quickly as possible and resources are prioritised to enable the Service to have homeless applicants moved into temporary accommodation to mitigate the use of B&B.

In March 2019 (31.34 days) which is an improvement on previous month. A total number of properties let in this month is 88 properties.

In February 2019 (39.87 days) which is an increase from previous month. A total number of properties let in this month is 86.

In January 2019 (36.75 days) which is an increase on the previous 2 months and figure remains over the set target. The total number of properties let in this month is 92.

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

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

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

In September 2018 (43.98) 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 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 57.

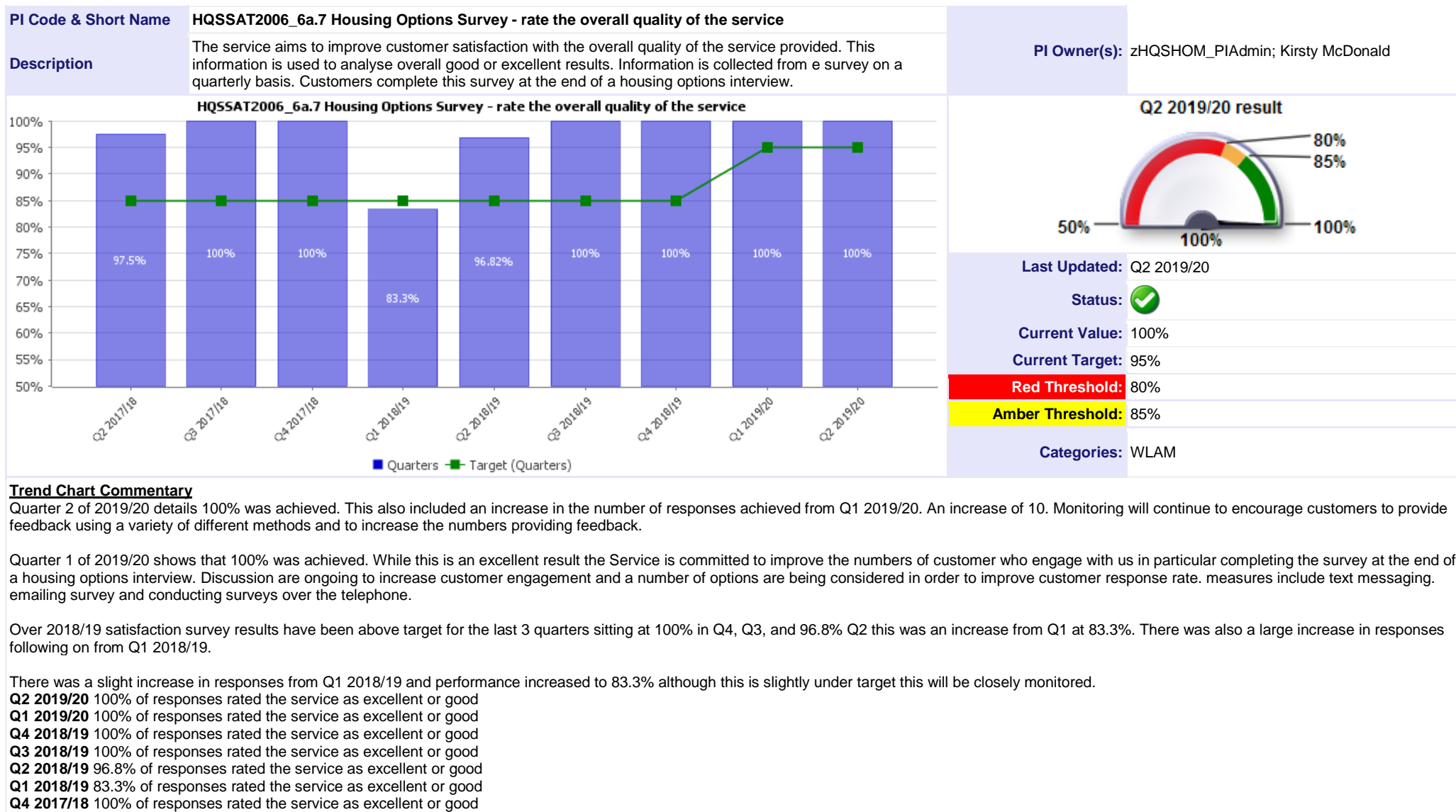
The targets for 2018/19 are set to fluctuate during the year based on trends we recognise in delivering the letting service. The target is set at 23 days for most months. A marginally higher target has been set over summer and winter based on trends we recognise during these months of the year. The service 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.

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.

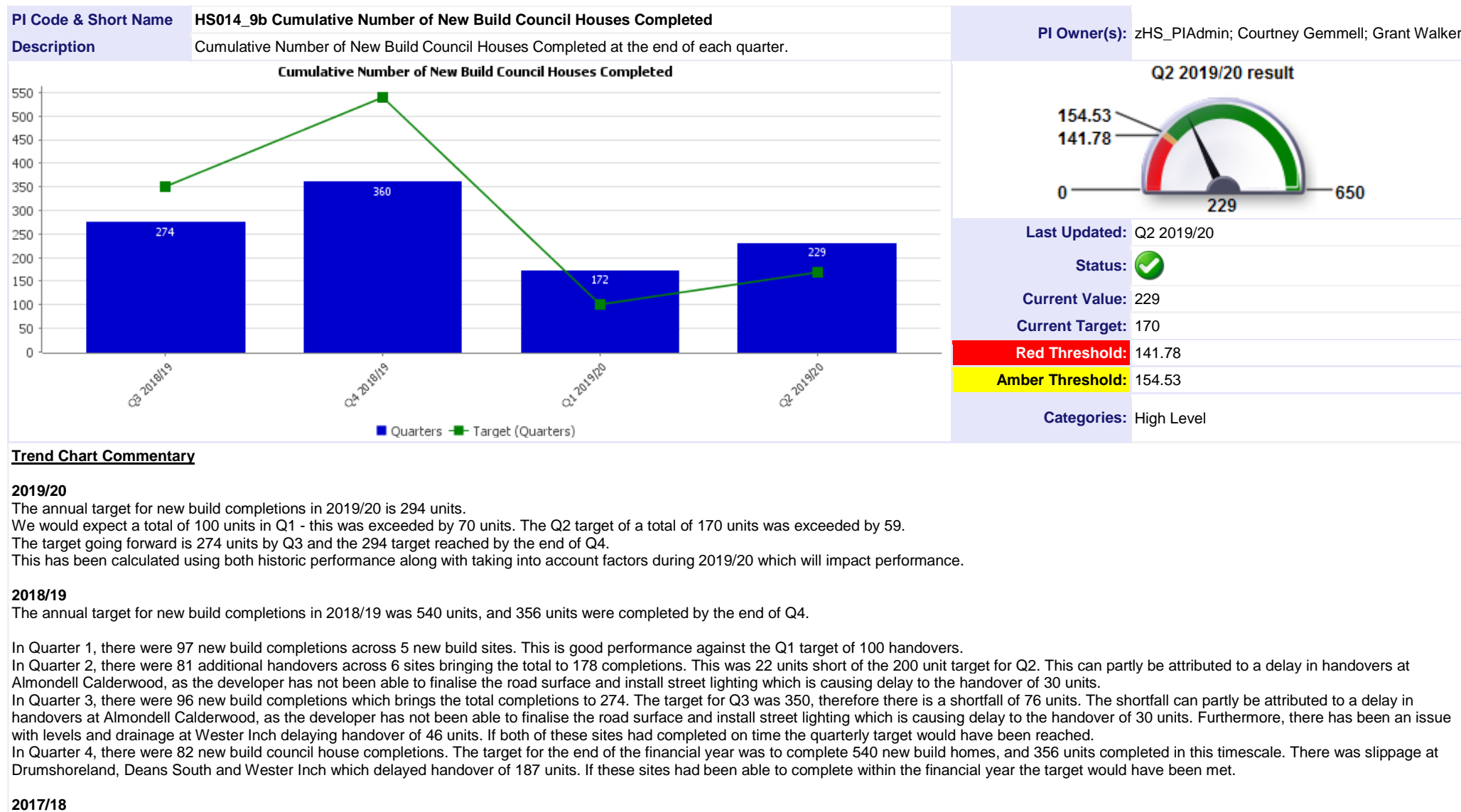
In January 2018 (35.5), significant increase in the average number of days to let a property from the previous month, and significantly higher than (30.1) reported in January 2017. On reviewing the void situation with

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.



Q3 2017/18 100% of responses rated the service as excellent or good

Target 95% in order to strive to maintain high performance achieved in 2018/19



The annual target for completions on 2017/18 was 350 units. This target was not met, this was generally due to poor contractor performance.



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

NEW BUILD TEMPORARY ACCOMMODATION PROVISION IN WEST Lothian

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this paper is to provide Services for the Community Policy Development and Scrutiny Panel (PDSP) with an update on the options for new build temporary accommodation provision in West Lothian identified in the West Lothian Rapid Rehousing Transition Plan (RRTP).

B. RECOMMENDATION

It is recommended that the panel;

1. Note the proposals for a 12 person supported accommodation unit for young people.
2. Note that subject to the availability of funding, there may be an opportunity to build either 12 or 16 mainstream flats.
3. Note that the preferred site at Deans, Livingston will deliver the full project within the budget of £4million.
4. Note the proposal to reconfigure Newlands House, Bathgate to four self-contained flats.
5. Agree that the proposals can be progressed to Council Executive to seek approval.

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.) Act 2003, Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, Housing (Scotland) Act 2001 and Housing (Scotland) Act 2014.
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	Reduce expenditure on additional homeless services. Reduce use and length of stay in B&B accommodation.
V	Relevance to Single	Outcome 4: We live in resilient cohesive and safe

Outcome Agreement	communities. Outcome 7: We live longer, healthier lives and have reduced health inequalities. Outcome 8: We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI Resources - (Financial, Staffing and Property)	£4million has been allocated in the General Services Capital Programme to address homelessness. Scottish Government funding of up to £912,000 may be available to support up to 16 mainstream units. Newlands House revenue budget for 2019/20 is £236,000.
VII Consideration at PDSP	This report has yet to be considered by PDSP.
VIII Other consultations	Consultation has been undertaken with Planning, Finance and Property, and Social Policy.

D. TERMS OF REPORT

D.1 Background

In February 2018 as part of the General Fund Capital Programme £4million was approved to develop a new build single person unit for homeless people requiring short stay accommodation. The new unit was to include the replacement of existing provision for young people at Newlands House, Bathgate as well as providing short stay accommodation for other people requiring temporary accommodation.

The development of the unit was put on hold due to the requirement to reassess the proposals in light of the findings of the RRTP as well as the Homeless and Rough Sleeping Action Group (HARSAG) Report on Transforming the use of Temporary Accommodation.

The findings and recommendations of the interim report have had significant implications on the original proposal by the council to develop short stay accommodation in the east of West Lothian. These findings are summarised below:

- The quality of life benefits of having a secure home indicates that people should spend the minimum length of time in temporary accommodation;
- Where temporary accommodation is necessary, it should be provided in self-contained, dispersed properties wherever possible;
- Large-scale, generic and/or unsupported hostels have no place in a transformed temporary accommodation landscape in Scotland;
- There will be a continuing role for, specialist forms of intensively supported temporary accommodation for particular groups, such as vulnerable young people. However, it should always be small-scale, high quality, have a specific support purpose, and a clear rationale for its 'temporary' rather than settled status;
- There will also be an ongoing need for emergency accommodation, but every effort should be made to expand the 'non-institutional' emergency accommodation options available and used by Local Authorities.

A further element to consider is that by May 2021, the seven day restriction for time spent in unsuitable accommodation will be extended to all homeless groups. Current restrictions apply to families and pregnant women. This will increase the requirement for suitable accommodation to be made available to homeless households. The service is currently reviewing the West Lothian RRTP to determine the impact of this change. Current provision in Newlands House does not meet the criteria for suitable accommodation.

D.2 Rapid Rehousing Transition Plan

The RRTP was approved by Council Executive in June 2019. The plan aims to reduce homelessness from occurring in the first place through moving to a more preventative West Lothian wide housing options approach. When homelessness does occur the aim is to rehouse people as quickly as possible with minimal transitions and reduced length of stay in temporary accommodation. The plan aims to reduce the reliance by the council on B&B accommodation and to only use this in exceptional circumstances. The plan identifies gaps in the supply of affordable housing against demand as well as requirements for temporary accommodation provision and the support required to transition to a rapid rehousing approach.

A key priority within the RRTP is to reduce youth homelessness and to align with the council's moving on project for Young People Leaving Care. The relevant actions to note within the RRTP are as follows:

- To provide at least one new build supported accommodation unit for 10-12 young people to replace Newlands House, Bathgate;
- To reconfigure Newlands House to either shared furnished temporary accommodation or mainstream accommodation
- Pilot a Youth Homeless Team;
- Develop housing first model for young homeless people, and
- Align temporary accommodation requirements and support provision within the moving on model.

D.3 Demand for Accommodation from Homeless Young People

West Lothian has the third highest rate of youth homelessness in Scotland at 19.2 per 1,000 households, and has a history of significant numbers of homeless presentations by young people. Table 1 shows that the percentage of applicants from the 16-25 age group is considerably higher than the national average.

Table 1: Youth Homelessness In Scotland and West Lothian

Year	West Lothian Applicants (16-25years)	West Lothian % of Homeless Applicants 16- 25years	National % of Homeless Applicants 16 – 25years
2018/19	472	31.1%	24.3%
2019/20 - Month 6	253	33%	Not available

Developing the new unit, will increase capacity to enable an additional six young people to be housed. By building more mainstream units this could also provide housing for a further 12 or 16 young people.

Analysis undertaken as part of the West Lothian RRTP in August 2018 identified the demand for this type of accommodation for young people with medium and high support needs. Of the 1,312 homeless applicants assessed, 299 had medium and high support needs. Of these 124, or 42% were aged between 16 to 25 years and

would benefit from supported temporary accommodation to help transition to permanent independent living.

D.4 Service Reconfiguration

The current provision at Newlands House provides supported accommodation for six young people. This accommodation consists of six bedrooms with two shared bathrooms, a shared lounge and kitchen. One of the bedrooms is en-suite. There is a staff office, area/managers office/meeting room, staff bathroom, staff kitchen and staff sleepover room. This accommodation is no longer regarded as suitable and will not meet future requirements. The unit has on site staff 24 hours a day 7 days per week. The turnover is relatively low with 32 tenants moving in and out of the accommodation in 2018/19.

By building new accommodation for young people, the opportunity exists to provide a more integrated service with a more fluid approach to moving on support as required. The accommodation could be suitable for both young people who have experienced the care system and those at risk of homelessness. It is anticipated that a more effective service for young people in need of support can be achieved.

The aim would be to enable young people to have the support to meet their individual needs for independent living and promote tenancy sustainment. It is proposed that the current residents of Newlands House would be relocated to suitable accommodation by mid-2020. This would enable Newlands House to be converted into mainstream accommodation. There is the possibility that these flats could then be used for tenants requiring Housing First supported accommodation.

The staff and tenants currently at Newlands House would be relocated to Quentin Court, Livingston to enable additional support to be provided at this location. It is proposed that one flat there could be used as an office. This would be a temporary location until the new unit was completed.

D.5 Options for a New build Unit for Young People's Supported Housing

In response to demand for accommodation from young people in West Lothian, the site for the new unit should be located in Livingston so that it is close to local support services, training, education and employment opportunities as well as amenities and transport links. A number of sites in the east of West Lothian and construction options were considered in response to the need for a new unit. The current proposal is a mix of traditional and off-site construction.

Housing that is temporary in construction and could be removed and relocated was also considered. Whilst there are some circumstances where this type of housing may be suitable, for young vulnerable people it would not provide the best start for young people requiring a stable environment to support their housing journey.

A brief has been developed and finalised setting out the requirements for the supported unit for young people. The brief is attached at Appendix 1 and can be summarised as follows:

- 12 self - contained flats;
- An emergency night stop;
- Office accommodation and interview rooms and staff sleepover;
- Multi -purpose rooms, a staff kitchen could double as a training kitchen, and
- Storage facilities would be required for cleaning material and emergency home packs.

Subject to the availability of funding, there is an opportunity to build either 12 or 16 mainstream flats. This could provide housing for young people who require less intensive support but are still able to access the services that the new unit would provide. The proposal would be to support more young people through their housing journey than can currently be undertaken at Newlands.

After consideration of options for the proposed development, including factors such as affordability, location and community integration, the site proposed for the new build unit is at Deans, Livingston.

Deans Site, Livingston

The Deans site (see Appendix 2) is in council ownership and on General Services Account. It is located on a corner and adjacent to Livingston United Junior football Club ground. It is reasonably close to some local amenities and public transport. The site is large enough to accommodate the supported unit for young people. The gross cost of developing the unit on this site is likely to be in the region of £2.61million. The site could also accommodate either 12 or 16 mainstream flats at a cost of £1.76million for 12 flats or £2.241 for 16 flats.

Indicative Construction Programme

An indicative programme for the delivery of the project is set out in Table 2. The aim would be to commence construction by January 2021 and complete by November 2021. Progress would be subject to obtaining all necessary consents.

Table 2: New Build Indicative Construction Programme

Task	Start	Complete
Overall Project Period	May 2019	November 2021
Strategic Definition	May 2019	October 2019
Preparation and Brief	October 2019	November 2019
Concept and Development Design	December 2019	August 2020
Technical Design/Procurement	August 2020	January 2021
New Build Construction Phase	January 2021	November 2021

The programme is based on traditional construction. Should off site construction be available, the construction phase could be reduced by approximately three months with an estimated completion date of August 2021.

D.6 Options Affordability

Scottish Government affordable housing supply programme grant may be available to support the mainstream flats. This is likely to be £57,000 per unit. To develop the Deans site for the new unit and the 12 mainstream flats, the net cost (after Scottish Government Grant) is £3.739 million. The cost for the new unit and 16 mainstream flats would be £3.993 million. A summary of the affordability position is set out below:

	£m 12 x mainstream flats	£m 16 x mainstream flats
Supported Accommodation Unit	2.610	2.610
Mainstream flats	1.760	2.241
Gross Cost	4.370	4.852
SG Grant £57k per flat	(0.684)	(0.912)
Design and Development Budget	0.053	0.053
Net Cost	3.739	3.993
Budget	(4.000)	(4.000)
Budget (surplus) deficit	(0.261)	(0.007)

Options for Newlands House, Bathgate

Options have also been considered for the future use of Newlands House. Given the high demand for housing in Bathgate and the availability of Scottish Government funding, the preferred option is that Newlands House is converted to four self-contained flats. The costs associated with the redevelopment of the building would not need to be accommodated within the £4m budget available for the supported accommodation unit, but would be funded from Housing Capital.

The estimated gross cost of this is in the region of £180,000. Scottish Government affordable housing supply programme grant may be available to support the conversion at £30,000 per unit, resulting in a net cost of £60,000. This is based on work commencing in early 2020.

Tables 3 and 4 below outline the timelines for the refurbishment of Newlands House by October 2020 and the relocation of tenants and staff to interim accommodation by May 2020.

Table 3: Timeline for Refurbishment of Newlands House

Task	Start	Complete
Overall Project Period	Jan 2020	Oct 2020
Strategic Definition	Jan 2020	Jan 2020
Preparation and Brief	Jan 2020	Jan 2020
Concept, development ,technical design/procurement	Feb 2020	May 2020
Reconfiguration Construction Phase	June 2020	Oct 2020

Table 4: Timeline for Tenant and Staff Relocation from Newlands House

Task	Start	Complete
Overall Project Period	Nov 2019	Jan 2022
Agreement from Castle Rock/Edinvar	Nov 2019	Dec 2019
Staff Consultation	Jan 2020	Feb 2020
Tenants consulted on rehousing	Feb 2020	March 2020
Tenants rehoused to mainstream (x 3)	April 2020	May 2020
Tenants rehoused to Quentin Court	May 2020	May 2020
Staff move to Quentin Court	May 2020	May 2020
Staff and residents move to new unit	Nov 2021	Dec 2021

The provision of an additional 4 mainstream flats could be considered as part of the alternative provision for Guildiehaugh development and would be deliverable within the timescale of the 3,000 house programme.

D.7 Revenue Consequences

The running cost of the new unit is estimated to be comparable to the costs of Newlands House. If an additional 12 mainstream units were built, it has been

estimated there would be additional property revenue costs of £12,000 per annum by 2021/22 and £4,000 per annum should Newlands House be converted to four mainstream properties. For 16 flats the additional property revenue costs would be £16,000 per annum. These costs will be met within existing budget resource.

D.8 Next Steps

The delivery of the project is essential to provide much needed supported and temporary accommodation for young people and to align with outcomes identified in the RRTP. Approval is sought for the proposals to progress to Council Executive on 17 December 2019 to seek approval.

E. CONCLUSION

The requirement for new supported housing for young people is firmly set within the context of the HARSAG recommendations and the RRTP. Addressing the needs of this group will ensure that a sustainable housing option will be provided for young vulnerable people. A number of sites have been identified for the accommodation with the preferred site being Deans, Livingston. In reducing the scale of the new unit, there is an opportunity to provide additional units of temporary accommodation for people requiring housing in high priority areas.

F BACKGROUND PAPERS

- West Lothian Council Rapid Rehousing Transition Plan Services for the Community Policy Development and Scrutiny Panel 11th June 2019
- West Lothian Council Rapid Rehousing Transition Plan Council Executive Report 25th June 2019
- Scottish Government Consultation on Improving Temporary Accommodation Council Executive 25 June 2019
- West Lothian Local Housing Strategy 2017-2022 Council Executive 24th October 2017

Appendices/Attachments: 2

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

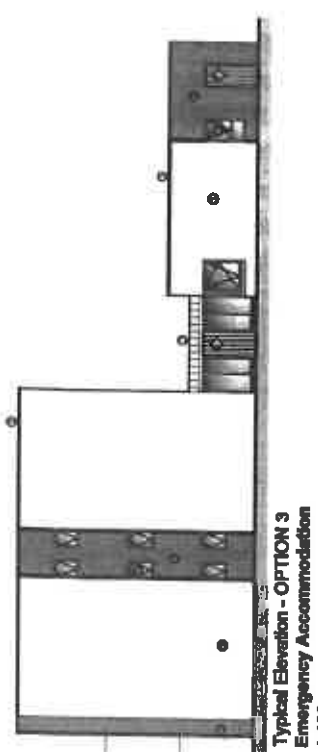
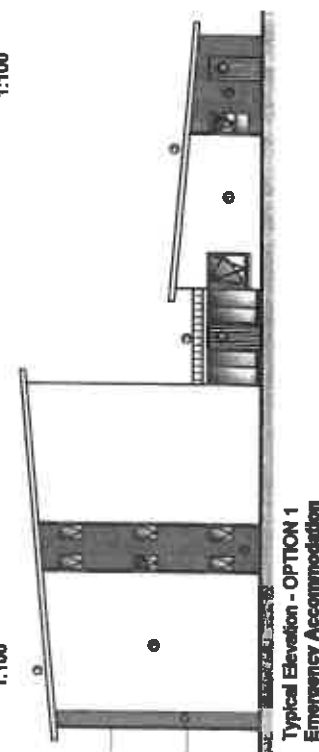
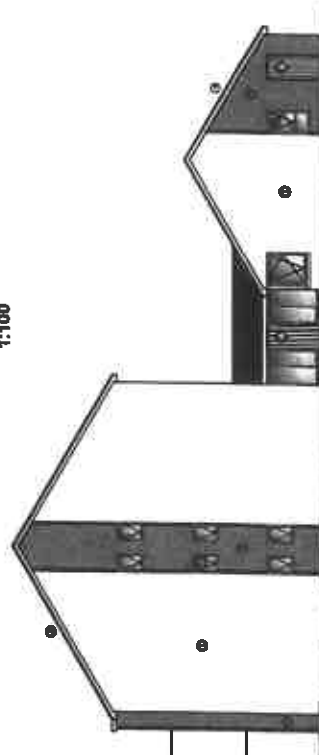
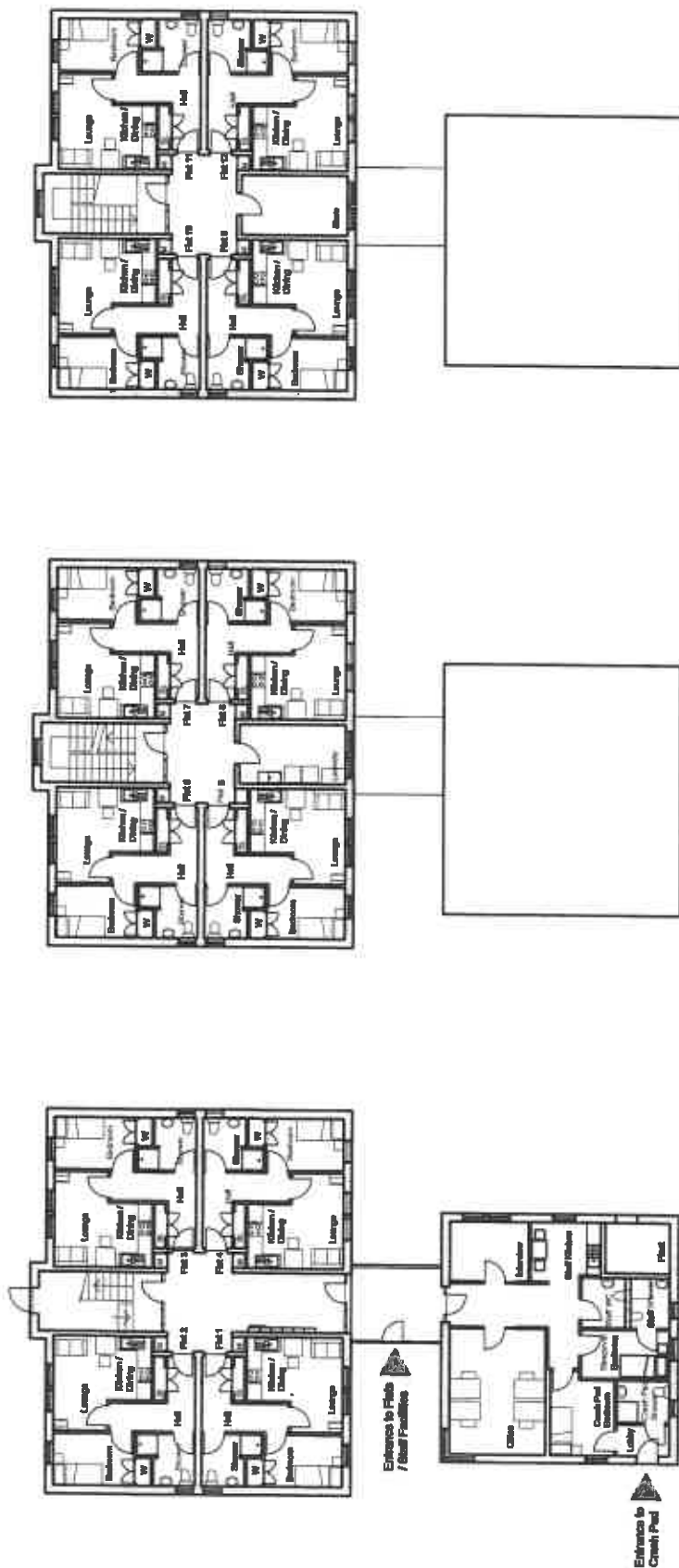
Ann Marie Carr
Head of Housing, Customer and Building Services
10 December 2019

CS17055: YOUNG PERSONS SUPPORTED HOUSING - ACCOMMODATION SCHEDULE

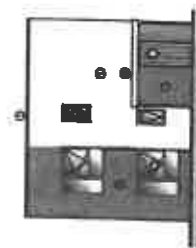
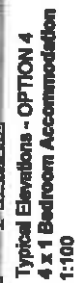
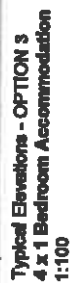
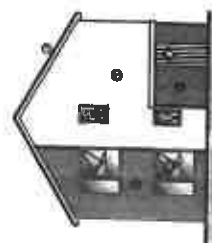
Suited Area	Accommodation	No.	Area (m2)	Adjacencies	Comments/Notes
RESIDENTIAL ACCOMMODATION LINKED TO MANAGEMENT OFFICE					
	Studio Flats	12	438m2 (37x12m2)		Shower not baths. Big enough to take a double bed. Each flat should have its own meter so that bills can be attributed to the individual flat.
	Crash Pad	1	15m2	Needs to have access from the outside and internal access.	Bedroom with toilet and shower.
RESIDENTIAL ACCOMMODATION SEPARATE FROM MANAGEMENT OFFICE					
	One Bed Two person Flat	12	53.5m2		Designed to meet mainstream space standards.
ENTRANCE/OFFICES/SPACES					
	Staff Accommodation General Office Entrance	1	26.5m2	At front entrance	Should accommodate 4 staff desks and 4 points for IT and Wifi.
	Interview Room	1	8m2		Should accommodate 2 desks and 2points for IT and Wifi
	Staff Overnight Facility	1	12.5m2	Needs to be accessible and multifunctional	Bedroom, shower, toilet and kitchen. This could double as a training area during the day. (Kitchen facility provided by staff kitchen).
ANCILLARY ACCOMMODATION					
	Staff tea point	1	Inc. in kitchen	Adjacent to the General office	Could be a cupboard with sink for drinks & light snacks. Located at staff kitchen.
	Staff/Visitor Toilet	1	3.6m2	Adjacent to the General office	Toilet, wash hand basin.
	Storage cupboard	1	Inc. in kitchen	Adjacent to the General office	Sink in cupboard, shelving.
	Storage cupboard	1	11m2	Adjacent to Studio Flats	Shelving for storage of bedding and small household items.


CS17055: YOUNG PERSONS SUPPORTED HOUSING - ACCOMMODATION SCHEDULE

Suited Area	Accommodation	No.	Area (m2)	Adjacencies	Comments/Notes
	Laundry Room	1	11m2 (to take 2 x washing machines and 2x tumble driers)	Adjacent to Studio Flats	Shelving above machines.
SERVICES					
	General Plant Room	1?	5.2m2		Full Requirements to be addressed during design development IT equipment to be located elsewhere. Allowance required for Technology and Tunstall System.
	Wifi				Should be Wifi access in the whole building.
EXTERNAL AREAS					
	Parking	7	As Required		Including visitor spaces
	Delivery Area	1	As Required		Delivery Area for Vans
	Fire Assembly Points	As Required	As Required		Full requirements to be addressed during design development.
	Waste & Recycling Area	As Required	As Required		Full requirements to be addressed during design development.



- ① Smooth Render Finish
- ② Vertical Tension Cladding
- ③ Sliding Glass Roof
- ④ Corrosive Inhabiting The Roof
- ⑤ Pumped Roof
- ⑥ Composite Windows



1996	Job	DRAFT			
			West Lathian Council	<i>1000171 1000172 1000173</i>	
		Construction & Design			
		West Lathian Clubhouse Hawthorn Road, Midlebury 15196 497			
		Planned Emergency Accommodation Midlebury			
		4.4.1 Redundant Accommodation			
					1000174



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

HOUSING ALLOCATION POLICY REVIEW

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform Services for the Community PDSP of the proposal for changes to the council's Housing Allocation Policy.

B. RECOMMENDATIONS

Service for the Community PDSP is asked to:

1. Note the proposed changes to the Housing Allocation Policy and agree these will now be progressed to Council Executive to seek approval to commence the review and consultation process;
2. Note the proposed consultation timeline;
3. Note the proposal to explore Choice Based Lettings approach ;
4. Note the proposal to review the Transfer Led approach;
5. Note the alignment with the Rapid Rehousing Transition Plan (RRTP) timescales, and
6. Confirm any other required actions.

C. SUMMARY OF IMPLICATIONS

I Council Values

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

II Policy and Legal

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

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 Scottish Government.

V	Relevance to Single Outcome Agreement	Outcome 7 - We live longer, healthier lives and have reduced health inequalities
VI	Resources (Financial, Staffing and Property)	Housing Allocations Service has a housing revenue account budget of £340,731 in 2019/20 and FTE of 8 staff.
VII	Other Consultations	Legal Services, Social Policy and other internal council stakeholders.

D. TERMS OF REPORT

D.1 Background

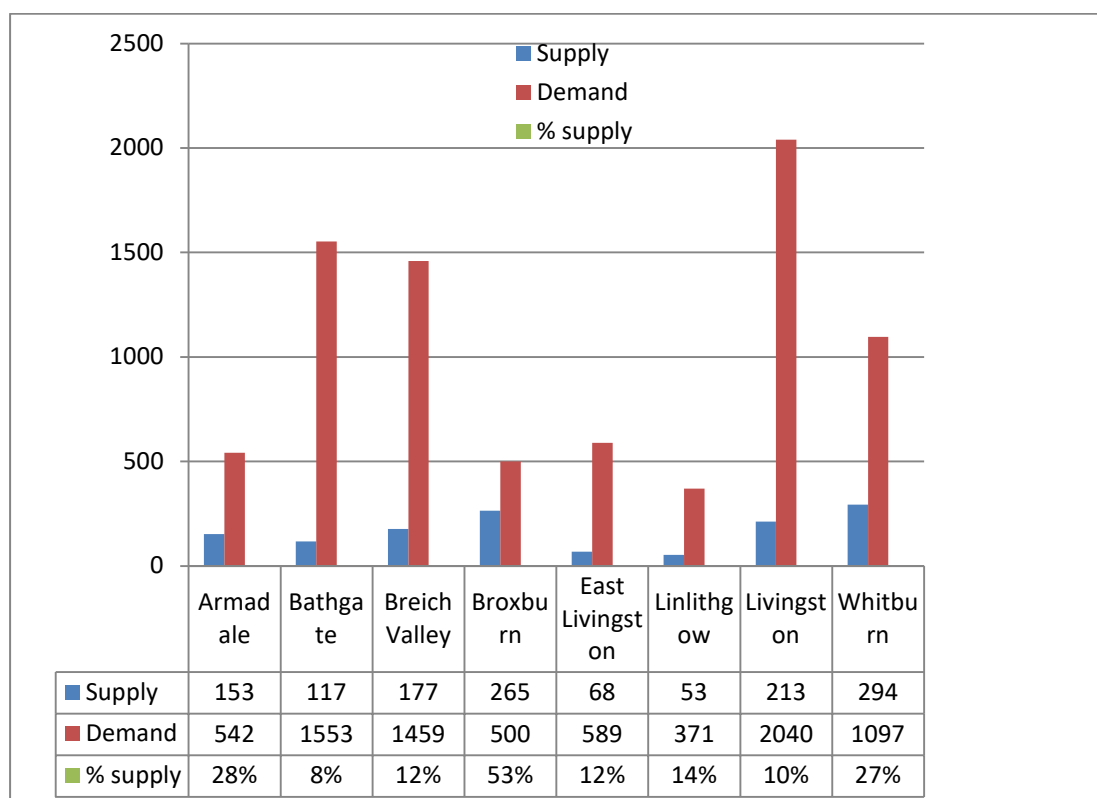
The council's Housing Allocation Policy is a strategic policy document that explains how the council addresses a wide range of housing needs in the area. It has a critical part to play in promoting sustainable and inclusive communities, promotes equal opportunities and incorporates good practice guidance. Its aims are aligned with a wide range of other council strategies and policies, including promoting the objectives of the Local Housing Strategy which includes the Homeless Strategy. The policy is, therefore, part of a holistic approach to addressing housing need in the local area.

The Allocations Policy must adhere to legislative requirements in accordance with the Housing (Scotland) Act 1987 as amended by other law, in particular the Housing (Scotland) Act 2001, and Housing (Scotland) Act 2014. These Acts determine the council's statutory duties in relation to Allocations and Homelessness. In particular, the Allocations Policy must ensure that reasonable preference is given to those in urgent housing need as define in law. These are;

- Homeless persons and persons threatened with homelessness and who have unmet housing needs.
- People who are living under unsatisfactory housing conditions and who have unmet housing needs
- Tenants of houses which are held by a social landlord and which the social landlord selecting its tenants considers to be under – occupied.

The council experiences significant demand from people applying for council housing and to adhere to housing legislation, social housing is let to people in the highest housing need. As of end of July 2019 there were 8,151 applicants on the Common Housing Register and in 2018/19 the council received 3,313 housing applications for housing and let 1,343 houses, including new build.

In addition to a general high demand for social housing there are varying degrees of demand across different communities. The chart below demonstrates the variances across communities for example in the Livingston area there are 2,040 applicants seeking housing as their preferred community and there was 213 properties let in 2018/19 giving a supply to demand ratio of only 10%. When comparing this to the Broxburn area where there was a large increase in new build lets in 2018/19 the supply to demand ratio increases to 53%, with currently 500 applicants choosing this area as their preferred area and 265 lets in 2018/19.



Given the level of demand the council experiences for social housing against the supply, it is clear there is an inability for the council to be able to meet the needs of all applicants on the waiting list and the supply must be utilised effectively to ensure the council is meeting the need of applicants in the most urgent housing need.

D.2 Changes in National Direction/West Lothian Rapid Rehousing Transition Plan (RRTP)

The Scottish Government accepted in principle the 70 recommendations made by the Homelessness and Rough Sleeping Action Group (HARSAG) in its final report published in June 2018. The report sets out a clear national direction of travel to transition to a model of rapid rehousing by default across Scotland to reduce homelessness and to shift further to a preventative approach to homelessness.

Through the development of 5 Year Rapid Rehousing Transition Plans (RRTPs) each local authority was required to develop targets for rehousing, including measures to increase access to settled accommodation which could include upping the proportion of social lets to homeless households on a transitional basis to address the backlog in temporary accommodation.

The final HARSAG report states that allocation policies for social housing should ensure that homelessness is not the main way for households to be allocated social housing, while recognising the appropriate level of reasonable preference should reflect the urgency of need. This recognises that housing allocations can be the last line between a household being homeless and not being homeless and the need to prioritise these applications.

The council and its strategic partners have developed in collaboration the West Lothian RRTP for 2019/20 to 2023/24. The finalised plan was submitted to the Scottish Government after receiving approval by Council Executive on 25 June 2019.

D.3 Current Allocations Policy

One of the main objectives of the current Housing Allocations Policy is to address housing need and promote the prevention of homelessness. However it has been unsuccessful in achieving this.

Table 1 below highlights the level of lets that went to each group in 2018/19. The table shows a high percentage of lets to homeless, 55%, compared to 65% in 2017/18. When removing new builds from these figures the percentage of lets in 2018/19 to homeless increases to 72% compared to 74% in 2017/18. When removing new builds from the remainder lets there are only 276 lets for all other groups in 2018/19.

Whilst the policy has been addressing homelessness, the existing points framework along with the high percentage of lets allocated to Homeless has meant that the policy has failed in being able to promote the prevention of homelessness. This has resulted in the inability to promote choice, shift the balance and reduce the level of lets to the homeless group.

Table 1: Lets

Group	Lets No	Percentage Lets
Homeless (HWLC)	737	54.9%
General Needs (GN)	27	2%
Unsatisfactory Housing (UH)	204	15.2%
Transfer (TL)	374	27.8%
Outwith (OW)	1	0.1%
Total	1,343	100%

The proposed changes laid out in this report will aim to give a greater focus on the prevention of homelessness, faster through put of housing for those who are homeless whilst continuing to recognise reasonable preference categories as determined in law.

By focusing on these areas through changes to the Allocations Policy the opportunity for households especially those at risk of homelessness to secure housing through other groups on the waiting list could be significantly increased. A shift like this would have a positive impact on the demand for temporary accommodation and dispel the perception that offers of council housing are only achievable through a homeless presentation.

D.3.1 Allocations Policy Review and Proposed Changes

It is considered that the policy does not require fundamental review in terms of legislative requirements. The review will focus on ensuring the council is utilising stock effectively to those in the most urgent housing need. It is proposed that the policy remains needs based through a cumulative points framework where applicants are categorised against five specific categories.

The revised Allocation Policy will continue to set the principles for the way in which the council will assess housing needs and allocate housing. Targets will be set against applicant categories as a measure to ensure the policy is addressing those applicants with the greatest need and meeting reasonable preference.

The Housing Allocation Policy review will ensure that the council continues to:

- Allocate its housing in a way that is fair and promotes equal opportunities;
- Remain compliant with allocations law and promotes good practice;
- Improve its approach to meeting peoples' needs, and
- Deliver a range of housing options and choice that will prevent homelessness, promote balance and sustainable communities

Performance of lets against targets will be reviewed quarterly and adjusted if required in order to address spikes in demand from specific applicant categories, e.g. an increase in homeless applications. Each year there will be a full review of targets of lets based on a review of demand and letting trends from the previous financial year. Proposed targets will then be presented to PDSP for information.

The main aim of the proposed changes to the current policy is to ensure that customers in the 'At Risk of Homeless' group improve their position on the mainstream list and that the policy continues to secure settled, sustainable housing outcomes for applicants with the greatest need. This will also enable the council to align the allocations policy with the vision and aims of the RRTP. Seven key areas for review have been identified in Appendix 1 as follows:

1. West Lothian RRTP
2. Points framework
3. Homeless applicants choice
4. Distribution of Lets
5. Applicants with special needs
6. Choice Based Letting approach
7. Transfer Led

D.3.1.1 West Lothian RRTP

The proposed changes to the Allocations Policy will be aligned with the vision, modelling and targets of the RRTP. Awarding greater priority to those at risk of homelessness will enable the council to promote the prevention of homelessness through the delivery of a Housing Options approach whilst continuing to meet its legislative requirements to give reasonable preference to certain categories of housing need.

The percentage lets to homeless agreed in the final RRTP and the implications on the use of B&B accommodation over the 5 Year period of the plan is detailed in Appendix 2. The targets for year one and two of the plan are as follows;

- 69% social lets to homeless 2019/20 and 2020/21;
- Reduce the use of B&B Accommodation to 23 places per night by end of 2019/20 and nil by the end of 2020/21;
- Reduce homeless presentations by 5% in 2019/20 and then 10% in 2020/21;
- To reduce the backlog of open cases through a target of 69% social rented lets to homeless from 838 as of 31 March 2019 to 772 by end of 2019/20 of the plan and to 549 by end of 2020/21, and
- Reduce average length of stay in dispersed temporary tenancies from 197 to 145 days in 2019/20 and to 105 days in 2020/21.

The targets set for social lets to homeless applicants through the RRTP modelling work is based on certain assumptions in relation to future lets and new build completions. It does not take account of any mismatch between supply and demand

for social rented housing at a local level in terms of location, size and type. Therefore there is a risk that available lets will not meet the needs of those in greatest housing need including people who are either homeless or at risk of homelessness and could be offered to applicants with less of a housing need. The council has recently been allocated £302,000 for 2019/20 by the Scottish Government and Cosla which was determined by an agreed distribution formula. This is significantly below the £746,000 requested for 2019/20.

Progress will be reviewed quarterly and adjusted over the life of the plan. It is intended to reduce percentage social lets to homeless to 50% in Year 3 (2021/22) to ensure more social lets are allocated to applicants at risk of homelessness. Some initial progress can be evidenced at the end of the six month period of Year 1 2019/20 of the RRTP when compared with the first six month period of 2018/19.

- Reduction in the use of B&B Accommodation from 112 as of 30 September 2018 to 76 as of 30 September 2019;
- 4% reduction in homeless presentations from 798 between 1 April 2018 and 30 September 2018 to 767 between 1 April 2019 and 30 September 2019;
- Backlog of open cases reduced from 838 as of 1 April 2019 to 664 as of 30 September 2019, and
- Average length of stay in dispersed temporary tenancies reduced from 291 days at end of Quarter 2 2018/19 to 206 days at end of Quarter 2 2019/20.

D.3.2.2 Points Framework

The existing Allocation Policy points framework is cumulative and ensures adherence to the reasonable preference categories in law. However the current points framework does not greatly differentiate between the varying degrees of housing need especially those at risk of homelessness.

It is envisaged that the points framework within the revised policy will remain cumulative, applicants will be assessed on need and categorised in accordance with their circumstances, taking account of legal reasonable preference. The level of points within the existing points framework will be reviewed to ensure levels are weighted in accordance with legal requirements, priority need and the RRTP aim to prevent homelessness through targeting at risk of homeless applicants. The proposed changes to the points framework are outlined below with further detailed provided in Appendix 3 :

- Create a strategic need category to replace threatened with homelessness and increase the points awarded from 200 to 750. This category currently includes Hospital Discharge, Leaving Forces, Forced Sale, leaving care, families being forced to live apart, domestic abuse, prison discharge, harassment and notice to quit. It would be proposed to expand this category to reflect local housing need e.g. Asked to Leave and Medical A;
- Reviewing the current nil points approach to applicants assessed as statutory homeless and award points;
- Reviewing the points allocated through exceptional circumstances, to ensure that points are allocated in extreme circumstances, and
- Reviewing the overall points awarded to ensure reasonable preference is given to the unsatisfactory housed category and homeless category.

The aim of the new points framework is to award a greater deal of points than that of the current policy to applicants who are either at risk of homelessness or homeless

and can continue to reside in current accommodation or secure something alternative that is reasonable to do so whilst receiving an award of points that positions them more likely to obtain housing without the need to make a homeless application. Thus reducing the pressure on the homeless service and decreasing demand for homeless services.

A modelling exercise has been undertaken to evidence the effect of the proposed changes to points/ attributes within the Allocation Policy. This exercise was carried out to demonstrate the shift in housing need demand from the homeless category to main stream applications if their housing needs were assessed and given higher points and priority through the mainstream category. Specific modelling was undertaken as follows:

- Overall shift of current housing allocations ranking under new proposed points framework away from homelessness;
- Overall shift in points from homeless applications if at risk of homeless points are redefined and made higher, and
- Alignment of the proposed changes to the policy to the targets set within the West Lothian R RTP.

The modelling work was undertaken at a snap shot in time on 1st August 2019 to identify points for each applicant and compare this to the new points for each applicant based on the proposed changes to the Policy. As of 1st August 2019 there were 8,151 applicants on the housing allocations list, 47% are in the general needs group, 23% in the unsatisfactory group, 19% in the Transfer Led Group, 6% in the Homeless Group and 5% in the Out with Area Group.

The modelling work undertaken firstly reviewing the points changes applicants would experience, whether they would remain the same or improve. For the purpose of the exercise homeless applicants are removed from this modelling, as currently homeless applicants receive zero points, any points changes they would receive are irrelevant as lets to this group are based on date of application and points for this group cannot be cumulative.

Table 2 below highlights positively that no applicant is incurring a decrease in points, however 41% of applicants excluding homeless will remain with the same level of points and 52% will see an increase in points.

Table 2: Lets

Change	General		Outwith		Transfer		Unsat		Total	
Decrease	0	0	0	0	0	0	0	0	0	0
Static	1999	25%	382	5%	828	10%	148	2%	3357	41%
Increase	1818	22%	15	0%	711	9%	1718	21%	4262	52%
Homeless*									532	7%
TOTAL	3817		397		1539		1866		8151	

**homeless group points change has no difference in terms of ranking of these individual applicants as lets are made on date of application*

Further analysis was then undertaken to identify the breakdown of the current points table and what that would look like with the proposed changes to the points framework. Table 3 shows a current bottle neck within the points table of 94.4% of applicants who have between 0 to 450 points and only 1.4% with 750+ points. The 94.4% also include 532 homeless applicants. This demonstrates that the current

policy struggles to differentiate between the varying degrees of housing need and therefore the ability to house those in most housing need can be problematic when there is a bottle neck of 94.4% of applicants with similar ranging points. When analysing the new points framework homeless applicants were awarded 750 points to place this priority group into the higher part of the points table.

The new points in Table 4 now shows a much clearer split across in terms of identifying need. The table shows 78.2% of applicants having 0 to 450 points, 7.3% receive 500 to 700 points and 14.5% receive 750+ points. This demonstrates a split in housing need with 6371 applicants in low housing need, 598 in medium housing need and 1182 in high housing need. Appendix 4 provides further details on the points breakdown.

Table 3: Points Breakdown

Points Breakdown	Priority	Existing List		New List	
		No	%	No	%
0 – 450	Low	7,692	94.4%	6,371	78.2%
500 – 700	Medium	341	4.2%	598	7.3%
750 +	High	118	1.4%	1,182	14.5%
Total		8,151	100%	8,151	100%

Final analysis was undertaken solely on the homeless group to identify what level of points these applicants would receive at the point in which they made a housing application, if they did not apply as homeless. This allows us to see where they would be ranked in the points table to understand the ability to prevent where possible these applicants from making a homeless application earlier in the process. Table 4 provides the points breakdown for Homeless Applicants.

Table 4: Homeless Points Breakdown

Points Breakdown	Priority	Existing List		New List	
		No	%	No	%
0 – 450	Low	528	99.2%	15	2.8%
500 – 700	Medium	0	0%	424	79.7%
750 +	High	4	0.8%	93	17.5%
Total		532	100%	532	100%

When existing list demonstrates that 528 homeless applicants currently have zero points with the exception of 4 cases which have exceptional circumstances points of 1500. The modelling has identified that 17.5%, 93 of homeless applicants would fall into the higher priority group of applicants, assuming reasonable to do so 93 applicants could have achieved higher levels of points than they would registered as homeless and a better chance of securing housing. 15 applicants were identified as having no points on the new framework however this is due to variety of reasons such as the point at which they applied for social housing they were living in suitably sized accommodation that was not yet at risk of homelessness within 2 months.

The shift in points for homeless applicants demonstrates the new points framework provides officers with greater chance to proactively work with applicants to maximise their points, increase area options and secure housing before the applicant reaches homelessness or prevent the need for a homeless application entirely. In order to

achieve this shift lets to the groups out with the homeless group need to be more proportionate.

To provide context behind the numbers within the modelling exercise 6 live housing applications were shortlisted against a range of mock vacant properties suitable to their needs. This was to enable to service to demonstrate real life examples of the changes an application would incur in terms of points and ranking against a hypothetical vacant property. Case scenarios are detailed in Appendix 5.

D.3.2.3 Distribution of Lets and Alignment with RRTP

Current lets to homeless by the council remains high with 72% being allocated to homeless applicants in 2018/19 excluding new build lets. In order to shift the balance to those with a risk of homelessness as well as to promote choice, a greater number of lets will be required to be available to let to other mainstream applicant categories which in turn will mean a reduction in the number of lets to homeless.

In order to shift the balance of homeless applicants moving into mainstream groups where reasonable to do so and adopting the new Allocations Policy as a tool for successful prevention of homelessness the lets between groups would need to be reviewed and increased to ensure that appropriate percentage of lets was allocated to the other groups to give reasonable chance of rehousing.

In order to achieve the required shift, it is proposed that the percentage lets by the council are aligned with the RRTP modelling of 75% Year 1 and Year 2 reducing to 50% for the three remaining years. It is recognised that by keeping the lets at 75% in Year 1 of the Allocations Policy this reduces the level of lets to the other mainstream groups potentially slowing the impact of prevention work within Year 1 and Year 2.

Any proposed changes to the current Allocations Policy aimed at the prevention of homeless are programmed to come into effect in August 2020. Therefore, monitoring of the shift in Year 2 of the RRTP will be required to recognise if there is bigger shift in the strategic needs away from homelessness which may in turn reduce.

RRTP modelling was carried out to predict the level of lets over the next 5 years to calculate reduction in homeless figures. New builds were taken into account along with secondary lets that are expected to be generated from these new builds. Table 5 shows the breakdown of lets predicted over the next 5 years.

Table 5: Lets Predictions

	Total Lets				
	19/20	20/21	21/22	22/23	23/24
Total Lets Available	1,525	1,666	1,679	1,553	1,355
Secondary Lets to Homeless	117	188	195	132	33
Total Available Lets	1,642	1,854	1,874	1,685	1,388

The predicted level of lets has been further broken down per group for the next five years to get a clearer picture of what lets to each group could look like. This can be seen in Table 6.

Table 6: Predicted Lets per Group

	Total Projected Lets per group				
	19/20	20/21	21/22	22/23	23/24
TL	240	385	399	301	131
GN	89	90	97	93	77
HWLC	890	890	645	645	645
UH	305	300	537	513	501
OW	1	1	1	1	1
Total Lets	1,525	1,666	1,679	1,553	1,355

When comparing the level of predicted lets against applicants on the waiting list it shows that 1,182 applicants are currently considered to be the highest in priority and the council predicts to receive 1,525 lets in 2019/20 this suggest that there will be enough lets to meet those in greatest housing need and also a proportion of those 598 applicants in medium housing need.

However not all predicted lets will go to the top 1,182 applicants. The reason for this is the property must meet the applicants choices in terms of size, type, location and level. Therefore the property could be allocated to an applicant with fewer points and from the medium or low priority group due to the properties size, level, type or area. For example Mr Smith could receive 2000 points for a 1 bed cottage, 2 storey property in Ladywell and be considered 1st on the list however if the property was a 1 bed, ground floor cottage, he could be further down the shortlist due to other applicants having a greater need for that type of property, i.e a medical applicant.

Where this is more evident is within the transfer group, the reason for this is due to transfer led policy. This means that the tenant group will be exhausted to every tenant applicant that is suitable for the shortlisted new build property (reaching tenants at zero points with no housing need) before the new build property is offered to another applicant in one of the other groups some of which could have 1500+ points and significant housing need.

Table 7 demonstrates the varying points houses are allocated on at present showing that the success of receiving housing is not purely based on points but also dependant on location, size, level and type.

Table 7: Properties Let Points

Points	Total Lets	HWLC	GN	UH	TL	OW	%
0 - 450	1,060	696	11	96	256	1	79%
500 - 700	127	0	3	59	65	0	9%
750 +	156	46	13	49	48	0	12%
Total	1,343	742	27	204	369	1	100%

In addition to changing the percentage of lets to other groups the service will also implement a key element of the RRTP which is a generic Housing Options and Resettlement Team located to the East and West of the district. The team will focus on preventing homelessness through a more joined up approach using the current

allocation policy until new revisions are approved and implemented. The team will focus on:

- New housing applications which have indicated that they are either homeless or at risk of homeless;
- Giving advice and assistance to all Prevent 1 cases who are looking for advice and assistance;
- Undertake homeless assessments:
- Provide allocations advice, and
- Provide support to those people who are at risk of homelessness or people homeless applicants requiring support who are being rapidly rehoused

It is likely that a reduction between Year 2 and Year 3 from 75% to 50% would create a bottle neck within temporary accommodation with fewer lets being allocated to the homeless group until the balance is shifted and demand for homeless services decreases. A stepped approach to the percentage of lets allocated to each group would be required.

The vision of the RRTP is to prevent homelessness from happening in the first place. Where homelessness does occur housing options will focus on navigating applicants through the system as quickly as possible, with fewer transitions and reduced length of stay in temporary accommodation being a key focus. This will be done through creating flexibility in the letting process and making adjustments to targets as required to prevent bottle necks building in the system.

Whilst assisting those applicants at risk of homelessness it is recognised that any proposed change would have an impact on lower point category applicants, and may reduce their opportunity for consideration for re housing. The service will also build in checks and balances to the process to make sure adjustments can be made to ensure lengths of stay in B&B and temporary accommodation can be reduced where they are not meeting targets.

D.3.2.4 Homeless applicants choice

Following the Prevention of Homelessness Guidance 2009 and Housing Options Guidance 2014 homelessness was meant to be considered as a last resort, where by Local Authorities would act earlier to prevent homelessness from occurring where possible. This is becoming increasingly challenging for the council due to the volume of demand for homeless services and challenges with supply. Homelessness within West Lothian is no longer seen as a 'last resort' but for some with alternative options it is seen as the fastest route to securing more affordable social housing.

When making an offer of permanent accommodation councils must ensure that the accommodation must:

- not be overcrowded
- not be a danger to an applicant's health
- meet any special needs the applicant or applicants family may have
- be reasonable for them to occupy

The definition of reasonableness takes into account;

- Whether the applicant will be at risk of violence
- If they will have 'reasonable' access to:

- friends and family
- place of work
- children's schools
- suitable healthcare services
- support services

West Lothian is strategically located in the central belt and is served well by a number of motorways, trunk roads and direct rail links. In addition there are a number of adequate transport providers which ensure reasonable access can be maintained to all major services.

At present homeless applicants when selecting communities for permanent housing can choose a minimum of ten communities from 47 available communities which include multiple areas in Livingston. After nine months on the list as a homeless applicant areas are extended to a simple East / West split. Appendix 6 provides a breakdown of lets to homeless per community for 2018/19.

The current approach does not align with the principles of the rapid rehousing approach to ensure people are housed quickly due to the high demand for Bathgate and Livingston and the low turnover of stock in these areas. It does not offer households with adequate choice to access settled permanent accommodation quickly and has assisted with creating a backlog in temporary accommodation which impacts on increased length of stay placing additional pressures on the use of bed & breakfast accommodation. The degree of choice not only impacts on the length of time applicants spend in temporary accommodation but it also makes the homeless route an attractive option for securing social rented housing for applicants who could otherwise secure alternative housing options. Officers find it increasingly challenging to sell alternative housing options to applicants when they have a right to make a homeless application, chose highly desirable areas and be guaranteed social housing.

In 2018/19 if a homeless applicant chose the ten areas with the lowest number of properties allocated they would have been open to just 27 properties. Whilst the service wishes to ensure that homeless applicants receive the right type of housing in the right area it is becoming more challenging to create faster throughput to housing and generate turnover. It is therefore proposed that homeless applicant's choice of area is reviewed whilst still allowing for a reasonable degree of applicant choice.

An alternative approach would be to choose a minimum amount of wards and or amalgamate the Livingston wards. For example if an applicant chose the 3 smallest wards (Livingston East, Livingston South & Linlithgow) they would be open to a total of 96 houses this would increase their chance of offers by 356% when comparing against the 10 areas with the lowest level of lets in 2018/19. If Livingston North and South wards were merged and applicants still chose the 3 smallest wards they would be open to 139 properties (Livingston, Livingston East & Linlithgow). This would further increase their chances of offers by 515%.

It is proposed that the choice of area for homeless applicants is moved to allow homeless applicants to select any three ward areas. Furthermore, it is proposed that Livingston North and South wards are grouped as one ward area for the purpose of homeless choice.

D.3.2.5 Applicants with Special Needs

The review of the Housing Allocation Policy will also allow for review and refinement

of existing policy approaches such as Transfer Led Lettings, housing for older people, people with learning disabilities and people leaving care to ensure that they continue to be relevant and address needs moving forward.

D.3.2.6 Letting Process

The council currently operates a letting system which is based on a Group Plus Points approach. Properties are allocated to applicants with the greatest need and highest points in each category. Applications are pointed individually using the points system and placed within one of the categories. The current lettings process is driven by the service rather than applicant choice.

Initial work has been undertaken to consider other alternatives to the current letting system such as Choice Based Letting (CBL). The initial identified benefits include greater customer choice, more transparency, increased engagement and interaction between housing and its customers, better management of customers' expectations, tackling low demand properties/areas, better acceptance rates and more sustainable neighbourhoods.

By adopting this approach the council would be moving away from traditional direct letting to Choice Based Letting. Direct Letting can be seen as a top down approach where by an applicant states their preferences and allocations aims to match this. A bottom up approach allows applicants to take responsibility for matching themselves to advertised properties and making bids. It can be considered a way of empowering applicants by allowing them to exercise their right to choose and take control of the allocations process. This process should also eliminate the level of appeals against offers applicants do not wish to consider despite it being within their choice and also reduce the workload within allocations team for matching against offers.

However it is recognised that there needs to be a high level of support for vulnerable groups to assist them to assess and bid for appropriate houses and also a good wide range of communications between the council and applicants for advertising properties.

The service wants to consider looking further into the benefits of moving to a Choice Based Letting system and how this would operate within West Lothian evaluating what the key benefits for West Lothian and challenges will be and then seeking approval on whether this lettings approach should be adopted. The service will aim to conclude the scoping exercise by June 2020.

D.3.2.7 Transfer Led

New Build Housing Transfer Led Approach

It is recognised that an important objective within the Allocations Policy is to assist in developing sustainable communities and make the most appropriate use of our existing stock. The current transfer led policy aims to ensure that existing council tenants receive priority when letting new build properties. This is to ensure that a diverse range of needs of local people are met and also allow other applicants' needs to be addressed when tenants move to other housing. It is considered an approach which makes best use of existing stock.

A review was undertaken on the secondary let data that was available for 2018/19. The amount of secondary lets that were generated was 85% as some of the new build was allocated to applicants within other groups once the tenant list was

exhausted therefore not producing a secondary let. Of the secondary lets that were generated, 588, 86% became available to let to all other groups. Table 8 shows the breakdown of where these secondary lets were allocated.

Table 8: Secondary Lets

Secondary Lets	No	%
TTS	20	3%
Void	35	6%
Live Offers	49	8%
General	15	3%
Homeless	364	62%
Outwith	1	0%
Transfer	22	4%
Unsatisfactory	82	14%
TOTAL	588	100%

It can be argued that with the current transfer led approach the council is failing to address those in the greatest housing need this is evident through table 7 and 8, tenants with little or no housing need are matched to properties before those in housing need despite high numbers of applicants on the waiting list in urgent need. Whether this approach continues to make best use of existing stock is questionable.

In year 2018/19 78% of new builds were allocated to the transfer group, 22% exhausted the transfer group and were allocated to other groups on the waiting list. An alternative approach to 100% transfer policy whilst continuing to build sustainable communities and make best use of existing stock would be to allocate 75% of new build properties to existing tenants and 25% to mainstream applicants in greatest need. This would still favourably support the transfer led approach, continue to generate secondary lets, ensure a diverse range of needs are being met and also tackle those in greatest housing need more proportionally.

The rationale for this approach will be to follow trends that are already being seen where by 78% of lets are made to the transfer group but by applying this target it guarantees lets to other high priority groups and assists to prevent exhaustion of the transfer group when letting new builds speeding up the overall letting process.

The service is seeking approval to consider a separate paper on reviewing the Transfer Led approach.

D.3.3 Impact of Proposed Changes

Advantages

- Ability to shift the balance/ increase opportunities for all applicants with priority housing needs;
- Prevent homelessness;
- Increase access to available housing to homeless applicants,
- Reduce time spent in temporary accommodation and create faster throughput to permanent housing
- Reduce demand for homeless services
- Ability for applicants to still have a choice in letting process

Disadvantages/Risks

- Initial transferred lets being taken up by high need mainstream applicants;
- Reduced secondary lets
- Modelling work does not take account of mismatch between local demand and available supply, and
- Continued high demand for areas with lower levels of supply
- Time taken for staff to implement cultural change through communication

D.4 Partnership Working

The service works in partnership with 14 Registered Social Landlords in meeting Housing Needs in West Lothian. Through the Common Housing Register we work in partnership with Almond Housing Association and Weslo Housing Management. The Common Housing Register allows applicants applying to West Lothian Council, Almond and Weslo to apply through a single common application.

A common allocations approach would allow for the delivery of a holistic approach in meeting housing need in West Lothian however it is acknowledged at this time that this is not achievable and we continue to meet needs through 14 separate allocations approaches and nominations agreements. The review of the council's allocations policy will involve our partners as part of our consultation exercise whereupon they will have opportunity to comment on our proposed changes.

D.5 Consultation

As required in waw any proposed change to the Housing Allocation Policy must be consulted on. It is proposed that a full consultation exercise be carried out on proposed changes over the period 13 January 2020 to 16 April 2020. The programme of consultation will include;

- consultation survey with existing housing applicants and tenants (8,188 and 13,712 receptively as of 19 November 2019)
- consultation with local councillors, tenants and homeless groups
- Staff and stakeholder survey
- consultation Events/Focus Groups

Appendix 7 outlines the proposed consultation questions. A project board will be initiated to oversee the review of the Allocation Policy. It is anticipated that the outcome of consultation will conclude by of end April 2020 and the final Allocations Policy will be presented to PDSP for consideration in June 2020.

D.6 Next Steps

Action	Date Due
Consideration at Council Executive and seek approval to progress with consultation	17 December 2019
Consultation Period	13 Jan – 16 April 2020
Present Consultation Results and Final draft Policy to PDSP for consideration	2 June 2020
Present Consultation Results and Final draft Policy to Council Executive for approval	23 June 2020
Commence Review of Housing List	July 2020
Implement New Allocations Policy & Points Framework	September 2020

E. CONCLUSION

Assessment of the existing Housing Allocation Policy has identified pressures and gaps in process which highlights the need for change.

The areas identified and proposals for change will build on and further enhance the council's approach and develop innovative solutions to meet the needs of a greater proportion of people seeking housing in West Lothian and continue to meet its statutory obligations to those who are homeless whilst, at the same time promoting balance and sustainable communities.

F. BACKGROUND REFERENCES

Social Housing Allocations in Scotland: A Practice Guide, The Scottish Government, February 2019

Homeless and Rough Sleeping Action Group (HARSAG) Final Report June 2018

Appendices/Attachments: 7

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10 December 2019

Appendix 1

Policy Change	Current Policy	Proposed Changes
<p><u>Review of overall policy to align with RRTP.</u></p>	<p>Key aim was to promote the prevention of homelessness but this has failed due to high homeless presentations and lets to homeless.</p> <p>Number of people who could have been prevented from becoming homeless</p> <p>High use of exceptional circumstance to house people at risk of homelessness or in urgent housing need.</p> <p>Inability to promote choice and flexibility within the current policy due to pressure via homeless route.</p>	<p>Promote choice to prevent homelessness and focus on a housing options approach at point of application to the Common Housing Register to ensure all housing options have been explored, including the private sector. Ensure that information is provided to applicant on the likelihood of being housed by the council and other social landlords in West Lothian.</p> <p>Shift to a prevention of homelessness by providing sufficient cumulative points to those in acute and urgent housing need to prevent homelessness.</p> <p>Shift to a prevention approach through providing greater priority to points to those at risk of homeless, but continue to give priority to other reasonable preference group in unsatisfactory housing such as overcrowding and under occupancy.</p> <p>Ensure people assessed as homeless are provided permanent accommodation as quickly as possible with fewer transitions in temporary accommodation and reduced length of stay through the agreed RRTP targets.</p>
<p><u>Review of Points Framework</u></p> <p>This would review the point's levels for specific categories of applicant to promote access to housing whilst avoiding / preventing homelessness.</p>	<p>The current points level range from 100 to 250 points with 1,500 points for exceptional circumstances.</p> <p>There are a number of groups who are prioritised by law that the council must give reasonable preference to if the household have unmet housing need. These are; homeless, threatened with homelessness, under occupying and living in unsatisfactory housing.</p> <p>There is no legal definition of unsatisfactory housing and the council will need to determine the type of housing need to include within the unreasonable category.</p> <p>Currently homeless applicants do not get an award of points, with applications held in date of decision to place them within the Homeless Group.</p>	<p>There are 4 proposed changes to the points framework:</p> <ol style="list-style-type: none"> 1. The current threatened with homelessness and insecurity of tenure points category would change to a strategic needs category. This category would be revised to reflect local urgent housing need and would increase the points allocated to those who are at risk of homelessness from 200 points to 750 points. This would increase the applicant's position on the housing list and the likelihood for consideration of offer and reduce the number of exceptional circumstances currently being awarded. 2. A new strategic needs category would be created for applicants at risk of homelessness. This would include additional insecurity of tenure applicants based on local need e.g. applicants who have been asked to leave and living in insecure private let accommodation. Applicants in these circumstances would receive 750 points. 3. To reduce the use of exceptional circumstance points through increasing points awards from 200 to 500 for Below Tolerable Standard and Medical A. Increase points for overcrowding from 150 points per room to 250 points per room. Increase Medical B points and Mental Health Assessment points from 200 to 250 points. Sharing points will be increase from 100 to 150 points per person and to give or receive support points would increase from 100 to 150 points. 4. The current approach is not working to prevent homeless as it provides no incentive for people to

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Policy Change	Current Policy	Proposed Changes
		compare the points which could be awarded through the cumulative points framework to prevent homelessness and to be housed quicker. It is proposed that Homeless households would be awarded 750 points, but these would be non-cumulative. .
<u>Homeless Applications</u> This would review the choice of areas available to homeless applicants	Currently homeless applicants choose a minimum of ten communities from 47 available communities which include multiple areas in Livingston. After nine months on the list as a homeless applicant areas are extended to a simple East / West split. In 2018/19 if an applicant chose the ten areas with the smallest turnover then availability would have restricted to 27 properties.	It is proposed that the choice of area for homeless applicants would be restricted. The proposal is: 1. Homeless applicants can select any three wards areas. In 2018/19 if an applicant chose the smallest three wards they would increase available properties to 96 or 139 if Livingston North and Livingston South were combined.
<u>Let's to Homeless Group</u> This would review the percentage target lets to the homeless group.	In 2017/18 605 lets (65%) from 930 went to homeless applicants. In 2018/19 737 lets (55%) of 1345 went to homeless, or 720 lets (72%) of 996 excluding new build properties went to homeless. (68%) went to applicants in temporary accommodation provided by the council are then re-let to other homeless applicants.	It is proposed to align homeless lets with the West Lothian RRTP. The aim is to increase the number of lets available to non-homeless applicants to prevent homelessness and to meet other reasonable preference groups. Year 1 (2019/20) = 75% Year 2 (2020/21) = 75% Year 3 (2021/22) = 50% Year 4 (2022/23) = 50% Year 5 (2023/24) = 50%
<u>Applicants with special needs</u>	Older People's Housing People with learning disabilities People leaving care	Review the existing policy approaches for older people housing, housing for people with disabilities and people leaving care.
<u>Choice Based Letting</u>	Current policy is needs led and points based within groups	It is proposed to research the potential option to consider adopting a Choice Based Lettings policy and how this would operate in West Lothian,
<u>Transfer Led</u>	All new build properties are allocated to existing tenants of West Lothian Council on needs basis, this in turn generates a secondary let which is then offered to an applicant on the mainstream waiting list.	Allocate 75% new builds to transfer applicants and 25% to mainstream waiting list to create throughput but also ensure targeting those most in need and balancing the community dynamic.

Appendix 2 Lets to Homeless Modelling 69% Year 1 and 2					
	Year 1	Year2	Year3	Year4	Year5
	19/20	20/21	21/22	22/23	23/24
Open Cases	838	772	549	524	566
New Demand	1107	1006	958	913	869
Less loss contacts and refusals	-166	-151	-144	-137	-130
Total Demand	1779	1627	1364	1300	1305
Temp Tenancies					
Lets to Homeless	1007	1078	840	734	678
Total Supply	1007	1078	840	734	678
Open Cases	772	549	524	566	627
Open Cases:					
Temp Tenancies - Council	462	402	384	414	459
Temp Tenancies - RSL	64	56	53	57	64
Temp Tenancies - PSL	105	91	87	94	104
B&B	23	0	0	0	0
Self Accommodation	118	0	0	0	0
Total	772	549	524	566	627
Length of stay TT					
Assumptions:					
(a) Open Cases					
Temp Tenancies - Council	462	402	384	414	459
Temp Tenancies - RSL	64	56	53	57	64
Temp Tenancies - PSL	105	91	87	94	104
Sub Total	631	549	524	566	627
Open Cases excl Temp Tenancies	141	0	0	0	0
B&B	23	0	0	0	0
Self Accommodation	118	0	0	0	0
Sub Total	141	0	0	0	0
Total	772	549	524	566	627
(c) New demand reduction	0	0	0	0	0
(b) Less loss contacts and refusals	0	0	0	0	0
(d) Lets to Homeless					
Available Lets	1290	1290	1290	1290	1290
Collective % Lets to homeless	890	890	645	645	645
WLC New Build	318	55	145	0	0
RSL New Build	151	228	351	31	100
Total	469	283	496	31	100
New Build phasing	235	142	248	16	50
		235	142	248	16
	235	376	390	264	66

Appendix 3

Points Framework

Non-Cumulative Points Category	Description/Housing Need	Current Points	Proposed Points
Statutory homeless	<p>This category is for people assess as statutory homeless and is designed for the council to respond to homeless quickly. Applicants in this group must be assessed by the council as;</p> <ul style="list-style-type: none"> Unintentionally homeless (under part II of the Housing Scotland Act 1987 and the 2001 Act. 	0 Points (listed by Date of Presentation)	750 Points
Cumulative Points Category	Description		Points Awarded
Exceptional Circumstances	Situations can occur where the current allocations policy does not allow for swift action. These are extreme cases and will be dealt with on an individual basis	1500 points	1500 points
Strategic Needs	<p>This category identifies applicants with urgent housing needs with a requirement to meet their needs as quickly and successfully as possible to prevent homelessness. These applicants will include;</p> <ul style="list-style-type: none"> Hospital Discharge Leaving support accommodation to community care Medical A Looked after and accommodated children Leaving Forces (leaving full time regular service and within 9 months of discharge) Domestic Abuse Prison Discharge Leaving Care Notice to Quit People at risk of /experiencing serious harassment Forced sale Witness protection Asked to leave/living in insecure accommodation Forced to Live apart 	200 Points	<p>750 Points</p> <p>Applicants will be held in date of decision to reach to place them in this group</p>
Below Tolerable Standard	<ul style="list-style-type: none"> Property assessed as not needing the statutory standard 	250 Points	500 Points
Overcrowding/large families	Based on bedroom definition (in line with who can share a bedroom)	150 points per room	250 points per room
Under occupation	Based on each bedroom unoccupied (only social rented sector)	250 points per room	250 points per room
Medical Needs	Medical A	250 Points	500 Points
	Medical Property Needs Assessment B of Applicant	200 Points	250 Points

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	Mental Health Assessment	200 Points	250 Points
Sharing	Based on household's composition	100 points per person	150 points per person
Support	To give or receive support	100 Points	150 Points
No Housing Need	Assessed as having none of the above housing needs	0 Points	0 Points
Preferred Area	Based on applicants one preferred area of choice, multiple areas can still be chosen on applicant choice but points are only eligible for one area	100 Points	100 Points

Appendix 4

Points Table

		Homeless		General		Outwith		Transfer		Unsatisfactory		Total	
	Points	Old	New	Old	New	Old	New	Old	New	Old	New	Old	New
Low need	0	528		1992	1990	382	382	560	560	13	13	3475	2945
	100			1465		9		16		12		1502	0
	150			7	1465		9	173	16	230	12	410	1502
	200			242		3		192	2	260	2	697	4
	250			24	17	3		212	513	548	595	787	1125
	300			43	177		2	48		151	6	242	185
	350			8				86		177	1	271	1
	400			14	21		2	54	27	58	527	126	577
	450			2	29			54	1	126	2	182	32
Med need	500			11	3		1	73	190	87	174	171	368
	550				9			18		46	102	64	111
	600			3	7			5		30	1	38	8
	650			1				9	16	27	39	37	55
	700				1			8		23	55	31	56
High need	750		532		63		1	10	86	14	43	24	725
	800			1	1			1		11	45	13	46
	850				1					13	12	13	13
	900				15				3	3	5	3	23
	950				1			1		5	32	6	33
	1000				2				67	5	51	5	120
	1050				3					5	8	5	11
	1100										9	0	9
	1150								8	2	16	2	24
	1200				2						8	0	10
	1250				1				18	1	27	1	46
	1300										7	0	7
	1350									1	4	1	4
	1400								4		1	0	5
	1450				1				1	1	7	1	9
	1500	4		2	3			1	4		8	7	15
	1550										9	0	9
	1600										4	0	4
	1650				1						1	0	2
	1700			1				3			8	4	8
	1750							3	4	4	3	7	7
	1800			1	1			1				2	1

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		Homeless		General		Outwith		Transfer		Unsatisfactory		Total	
	1850									2		2	0
	1900							3		2	2	5	2
	1950							2		2	2	4	2
	2000							2	6	1	4	3	10
	2050							1		3		4	0
	2100				1					1	1	1	2
	2150							2		1	3	3	3
	2250				1			1	5		5	1	11
	2300										2	0	2
	2350										2	0	2
	2400				1				1		2	0	4
	2450									1	1	1	1
	2500								2		3	0	5
	2650								1			0	1
	2750								3			0	3
	3000								1		1	0	2
	3800										1	0	1
	Totals	532	532	3817	3817	397	397	1539	1539	1866	1866	8151	8151

Appendix 5

Case Scenarios

Property	Circumstances	Current Points	Current Rank	Proposed Points	New Rank
2 bed Cottage 2 storey Knightsridge	Single male with shared access of child who is in a Domestic Violence situation	200 Domestic Abuse 200 Sharing 150 Overcrowding TOTAL 550	24 th	750 Domestic Abuse 300 Sharing 250 Overcrowding TOTAL 1300	5 th
4 bed Cottage 2 storey Knightsridge	Couple with 4 children – eldest child has complex medical needs forced to live separately	1500 Exceptional Circs 250 Medical A 200 Forced to Live Apart 150 Overcrowding TOTAL 2100	1 st	1500 Exceptional Circs 500 Medical A 200 Forced to Live Apart 250 Overcrowding TOTAL 2450	1 st
1 bedroom Cottage 2 storey Bathgate	Couple living in other local authority tenancy who are under occupying	500 Under Occupation TOTAL 500	8 th	500 Under Occupation TOTAL 500	50 th
1 bedroom Cottage 2 storey Whitburn	Couple home owners – property is being re-posessed.	200 Threatened with Homeless TOTAL 200	147 th	750 Threatened with Homeless TOTAL 750	9 th
2 bedroom Cottage 2 storey Whitburn	Couple, Bield tenants who are under occupying by 2 rooms.	500 Under Occupation 100 Preferred Area TOTAL 600	4 th	500 Under Occupation 100 Preferred Area TOTAL 600	48 th
3 bedroom Cottage 2 storey Whitburn	Single female and 2 children living in PSL who have NTQ and whose tenancy falls below the tolerable standard.	200 Threatened with Homelessness 250 below Tolerable Standard TOTAL 450	20 th	750 Threatened with Homelessness 500 Below Tolerable Standard TOTAL 1250	7 th

Appendix 6

Lets to Homeless Applicants 2018/19

Area	LETS	Ward	LETS
Addiewell	12	Whitburn Area	189
Armadale	80	Broxburn Area	131
Bathgate	50	Armadale Area	100
Blackburn	64	Breich Valley	98
Blackridge	19	Bathgate Area	80
Boghall	30	Livingston North Area	43
Breich	8	Linlithgow Area	38
Bridgend	24	Livingston South Area	33
Broxburn	72	Livingston East Area	25
Deans	20		
Dedridge	13		
East Calder	7		
Eliburn	3		
Fauldhouse	44		
Harthill	6		
Knightsridge	22		
Ladywell	21		
Linlithgow	13		
Linlithgowbridge	3		
Longridge	2		
Polbeth	14		
Pumpherston	8		
Seafeld	3		
Stoneyburn	10		
Threemiletown	1		
Torphichen	1		
Uphall	20		
Uphall Station	4		
West Calder	11		
Wester Inch	3		
Westfield	7		
Whitburn	115		
Whiteside	1		
Winchburgh	26		
TOTAL	737		737

Appendix 7

Consultation Questions

Housing Allocation Policy Consultation
Please note that this consultation form is available in other formats, on request, such as in larger print.
Introduction
<p>At present, West Lothian Council's Housing Allocation Policy (the Policy) prioritises those who have the highest need based on their points' award. This applies to mainstream applicants, existing council tenants and homeless applicants.</p> <p>The proposed changes to the Policy aim to give a greater focus on the prevention of homelessness, better address those in greatest housing need, create faster through put of housing for those who are homeless whilst continuing to recognised reasonable preference categories as determined in law.</p> <p>The current policy operates a group plus points system approach. Properties are allocated to applicants with the greatest need and highest points.</p> <p>Our new allocation policy meets with all relevant legal provisions and good practice guidance.</p>
Issue 1: Housing needs
<p>Statutory Homeless</p> <p>It is proposed to award a higher priority of points to applicants of the council who are currently homeless. Points will not be cumulative and houses will still be allocated to these applicants in date order.</p> <p>Do you agree with this approach?</p> <p>Yes No</p> <p>Please explain why:</p>
Issue 2: Categories
<p>Strategic Needs</p> <p>It is proposed to create a new points category which will include applicants who previously were considered as:</p> <ul style="list-style-type: none">• Hospital Discharge• Leaving support accommodation to community care• Medical A• Looked after and accommodated children• Leaving Forces (leaving full time regular service and within 9 months of discharge)

- Domestic Abuse
- Prison Discharge
- Leaving Care
- Notice to Quit
- People at risk of /experiencing serious harassment
- Forced sale
- Witness protection
- Asked to leave/living in insecure accommodation
- Forced to Live apart

These applicants previously received 200 points and it is proposed to increase these to 750 points to increase the chances of achieving an offer of housing and support the prevention of homelessness.

Do you agree with this approach?

Yes No

Please explain why:

Below Tolerable Standard

It is proposed to increase these points from 250 to 500 points to ensure a reasonable level of points are awarded based on the increases across all other categories.

Yes No

Please explain why:

Overcrowding

It is proposed to increase these points from 150 points per room to 250 points per room to ensure a reasonable level of points are awarded based on the increases across all other categories.

Yes No

Please explain why:

Sharing

It is proposed to increase these points from 100 per person to 150 points per person to ensure a reasonable level of points are awarded based on the increases across all other categories.

Yes No

Please explain why:

Medical Needs

It is proposed to increase these points for Medical A from 250 to 500 points and Medical B from 200 points to 250 points and Mental Health Assessment from 200 points to 250 points to

ensure a reasonable level of points are awarded based on the increases across all other categories.

Yes No
Please explain why:

Support

It is proposed to increase these points from 100 points to 150 points to ensure a reasonable level of points are awarded based on the increases across all other categories.

Yes No
Please explain why:

Issue 3: Homeless Choice

Homeless Choice

The current allocations policy allows applicants assessed as homeless to choose between 10 and 47 areas of West Lothian.

Within the revised allocations policy, it is proposed that the choices will move from areas to wards whereby Livingston North and South will be combined and a homeless applicant will be able to choose a minimum of 3 wards areas within West Lothian.

This will support the council's aims to create faster throughput to permanent accommodation for those who are Homeless.

Yes No

Please explain why:

Note: Homeless applicants will be considered for any type of housing on any level unless there is a medical reason. (This must be supported by a property needs application and assessment).

Issue 4: New Build Allocations

New Build Accommodation Transfer Approach

The council currently allocates 100% of new build properties to existing council tenants this to ensure making best use of existing resources by generating secondary lets which can be allocated.

It is proposed to allocate 75% of new build properties to existing tenants to continue to make best use of existing stock but allocate 25% to mainstream applicants in greatest need to better address housing need and create sustainable communities.

Do you agree with this approach?

Yes No

Please explain why:

Issues 5: Letting Process

Choice Based Letting

The council currently directly lets properties to applicants based on a short listing system. It is proposed to move away from this approach and implement a Choice Based Letting system. This will give applicants greater choice and control to choose the properties in which they wish to bid for but also reduce the time taken to shortlist and match properties against applicants who then chose to change their choices.

This will create better transparency, be more customer focused and reduce refusals.

At this stage the council is proposing to undertake further research to implement Choice Based Letting and is seeking views on whether you agree with this approach.

Do you agree with this approach?

Yes No

Please explain why:

General comments (please provide any general views):

Name (optional):

Contact details (optional):

If you give your name and contact details, may we contact you to discuss your views:

Yes No

General Comments

Thank you for taking time to complete this consultation form.



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER JULY TO SEPTEMBER 2019

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform Scrutiny Panel of the property turnover for the second quarter (July to September) of 2019/20.

B. RECOMMENDATION

To note the current levels of activity relating to property turnover for the second quarter of 2019/20 and in particular to note:

1. an increase in property lets compared to the same period last year;
2. of the 47 communities in West Lothian, seven had only one mainstream property to let and 12 had none, and
3. 52% of lets were allocated to people who were 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. West Lothian Council 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 Network as well as individual tenant groups

D. TERMS OF REPORT

D1 Quarterly Turnover

The number of permanent lets for the period 1 July to 30 September 2019 was 349 compared to the same quarter last year when 282 properties were let. The number of lets excluding Assisted Moves (31 properties) was 318 properties. Details of all lets and property numbers for the quarter are provided in Appendix 1 and 2. Council stock figures by Ward are detailed in Appendix 3. Applicants can choose from a total of 47 communities. The main points to note are:

- The communities with the highest percentage of total lets were Broxburn with 53 lets (15%), Bathgate with 44 lets (13%) and Pumpherston with 42 lets (12%);
- There were six sheltered housing properties let;
- Seven communities had one mainstream property available to let (Howden, Kirknewton, Longridge, Philpstoun, Seafield, Uphall Station and Westfield);
- Ten communities had between two and four properties available to let (Addiewell, Blackburn, Breich, Dechmont, East Whitburn, Linlithgow, Polbeth, Seafield, West Calder and Winchburgh).

The following Twelve communities had no properties becoming available.

No	Community	Number of properties remaining
1	Ballencrieff	5
2	Bellsquarry	4
3	Craigshill	33
4	Ecclesmachan	4
5	Eliburn Co-op	41
6	Greenrig	103
7	Newton	12
8	Threemiletown	6
9	Torphichen	26
10	The Riggs	137
11	Whiteside/Birniehill	252
12	Wilkieston	5

D2 Type of property

The majority of properties that became available were cottages at 150 (42%) followed by 4 in block at 135 (38%). 39.8% of these were two bedroom properties, 26 % were one bedroom properties and 12 % were three bedroom properties.

D3 Applicants

The 349 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)	52%
Housing with Care	1%
Unsatisfactory Housing (UH)	19%
General (GN)	2%
Transfer (TL)	26%
Outwith (OW)	0%

E. Conclusion

The report provides information on the lets in the second quarter of 2019/20. 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: katy.mcbride@westlothian.gov.uk – Tel No- 01506 281070

Annmarie Carr
HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 10 December 2019

Lets July - September 2019 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total
			1	2	3	4	5	
Armadale	Armadale	Cottage	2	3	7	0	0	12
		Four in Block	0	13	3	0	0	16
	Armadale Total		2	16	10	0	0	28
	Westfield	Cottage	0	1	0	0	0	1
			0	1	0	0	0	1
	Blackridge	Cottage	0	1	1	0	0	2
		Maisonette	0	0	1	0	0	1
	Blackridge Total		0	1	2	0	0	3
	Ward Total		2	18	12	0	0	32
Bathgate	Bathgate	Cottage	2	5	3	1	0	11
		Four in Block	10	7	1	0	0	18
		Flat	2	0	0	0	0	2
		Maisonette	0	1	0	0	0	1
	Bathgate Total		14	13	4	1	0	32
	Boghall	Cottage	0	1	0	1	0	2
		Four in Block	1	1	0	0	0	2
		Sheltered	3	0	0	0	0	3
		Flat	1	7	0	0	0	8
	Boghall Total		5	9	0	1	0	15
	Ward Total		19	22	4	2	0	47
Breich Valley	Addiewell	Four in Block	0	3	0	0	0	3
		Cottage	1	0	0	0	0	1
	Addiewell Total		1	3	0	0	0	4
	Breich	Four in Block	0	2	0	0	0	2
		Cottage	0	0	0	1	0	1
	Breich Total		0	2	0	1	0	3
	Fauldhouse	Four in Block	5	0	0	0	0	5
		Maisonette	0	1	1	0	0	2
	Fauldhouse Total		5	1	1	0	0	7
	Polbeth	Cottage	1	1	1	0	0	3
	Polbeth Total		1	1	1	0	0	3
	West Calder	Four in Block	0	1	1	0	0	2
		Cottage	1	0	0	0	0	1
	West Calder Total		1	1	1	0	0	3
	Stoneyburn	Four in Block	0	4	0	0	0	4
		Cottage	1	0	0	0	0	1
	Stoneyburn Total		1	4	0	0	0	5
	Longridge	Cottage	0	0	1	0	0	1
	Longridge Total		0	0	1	0	0	1
	Ward Total		9	12	4	1	0	26
Broxburn	Broxburn	Cottage	3	10	6	1	0	20
		Four in Block	12	5	1	0	0	18
		Flat	1	4	0	0	0	5
		Maisonette	0	4	2	0	0	6
	Broxburn Total		16	23	9	1	0	49
	Uphall	Cottage	1	1	1	0	0	3
		Four in Block	0	2	0	0	0	2
		Flat	2	0	0	0	0	2
	Uphall Total		3	3	1	0	0	7

Lets July - September 2019 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					Total
			1	2	3	4	5	
	Winchburgh	Cottage	1	1	0	0	0	2
		Four in Block	1	0	0	0	0	1
		Flat	0	0	1	0	0	1
	Winchburgh Total		2	1	1	0	0	4
	Dechmont	Cottage	0	2	0	0	0	2
		Dechmont Total	0	2	0	0	0	2
	Ward Total		21	29	11	1	0	62
East Livingston	East Calder	Cottage	1	2	0	0	0	3
		Four in Block	2	2	0	0	0	4
	East Calder Total		3	4	0	0	0	7
	Pumpherston	Cottage	5	15	1	0	0	21
		Four in Block	16	3	0	0	0	19
	Pumpherston Total		21	18	1	0	0	40
	Uphall Station	Cottage	0	1	0	0	0	1
	Uphall Station Total		0	1	0	0	0	1
	Kirknewton	Cottage	0	1	0	0	0	1
	Kirknewton Total		0	1	0	0	0	1
	Mid Calder	Sheltered	3	0	0	0	0	3
	Mid Calder Total		3	0	0	0	0	3
	Ward Total		27	24	1	0	0	52
Linlithgow	Bridgend	Four in Block	0	9	0	1	0	10
		Cottage	0	3	0	0	0	3
	Bridgend Total		0	12	0	1	0	13
	Linlithgow	Four in Block	0	1	0	0	0	1
		Cottage	0	1	0	0	0	1
		Flat	0	0	0	1	0	1
	Linlithgow Total		0	2	0	1	0	3
	Philipstoun	Four in Block	1	0	0	0	0	1
	Philipstoun Total		1	0	0	0	0	1
	Ward Total		1	14	0	2	0	17
North Livingston	Deans	Cottage	3	1	0	2	0	6
		Flat	1	0	1	0	0	2
	Deans Total		4	1	1	2	0	8
	Elburn/Livingston Vill	Four in Block	6	3	0	0	0	9
		Cottage	2	6	0	0	0	8
	Elburn/Livingston Village Total		8	9	0	0	0	17
	Knightsridge	Cottage	0	1	0	0	0	1
		Flat	1	1	0	0	0	2
	Knightsridge Total		1	2	0	0	0	3
	Ward Total		13	12	1	2	0	28
South Livingston	Dedridge	Cottage	0	3	1	0	0	4
		Flat	0	0	1	0	0	1
	Dedridge Total		0	3	2	0	0	5
	Ladywell	Cottage	2	0	0	0	0	2
		Flat	0	1	0	0	0	1
	Ladywell Total		2	1	0	0	0	3

Lets July - September 2019 (excluding Assisted Moves)

Ward	Community	House Type	Number of Bedrooms					5 Total
			1	2	3	4	5	
	Howden	Four in Block	1	0	0	0	0	1
	Howden Total		1	1	0	0	0	1
	Ward Total		3	4	2	0	0	9
Whitburn	Blackburn	Four in Block	2	2	1	0	0	5
		Cottage	0	4	2	0	0	6
		Flat	0	4	0	0	0	4
	Blackburn Total		2	10	3	0	0	15
	Seafield	Cottage	0	0	1	0	0	1
	Seafield Total		0	0	1	0	0	1
	Whitburn	Four in Block	2	5	1	0	0	8
		Cottage	1	1	3	0	0	5
		Flat	6	1	0	0	0	7
		Maisonette	0	6	1	0	0	7
	Whitburn Total		9	13	5	0	0	27
	East Whitburn	Cottage	0	2	0	0	0	2
	East Whitburn Total		0	2	0	0	0	2
	Ward Total		11	25	9	0	0	45
West Lothian	Total		106	160	44	8	0	318

Lets July - September 2019 Assisted Moves

Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
Armadale	Armadale	Four in Block	0	2	0	0	0	2
	Armadale Total		0	2	0	0	0	2
	Ward Total		0	2	0	0	0	2
Bathgate	Bathgate	Cottage	1	2	1	1	2	7
		Flat	2	0	0	0	0	2
	Bathgate Total		3	2	1	1	2	9
	Ward Total		3	2	1	1	2	9
Broxburn	Broxburn	Cottage	1	2	1	0	0	4
	Broxburn Total		1	2	1	0	0	4
	Winchburgh	Four in Block	0	1	0	0	0	1
	Winchburgh Total		0	1	0	0	0	1
	Ward Total		1	3	1	0	0	5
Linlithgow	Linlithgow Bridge	Cottage	0	0	1	0	0	1
	Linlithgow Total		0	0	1	0	0	1
	Ward Total		0	0	1	0	0	1
North Livingston	Knightsridge	Cottage	1	0	0	0	0	1
		Flat	1	0	0	0	0	0
	Knightsridge Total		1	0	0	0	0	1
	Eliburn	Cottage	0	0	1	0	0	1
	Eliburn Total		0	0	1	0	0	1
	Ward Total		1	0	1	0	0	2
South Livingston	Dedridge	Cottage	1	1	0	0	0	2
		Flat	1	0	1	0	0	2
	Dedridge Total		2	1	1	0	0	4
	Ladywell	Cottage	0	0	1	0	0	1
		Four in Block	1	0	0	0	0	1
	Ladywell Total		1	0	1	0	0	2
	Ward Total		3	1	1	0	0	6
East Livingston	Pumpherston	Cottage	1	0	1	0	0	2
	Pumpherston Total		1	0	1	0	0	2
	Mid Calder	Cottage	1	0	0	0	0	1
	Mid Calder Total		1	0	0	0	0	1
	Ward Total		2	0	1	0	0	3
Breich Valley	West Calder	Four in Block	0	1	0	0	0	1
	West Calder Total		0	1	0	0	0	1
	Ward Total		0	1	0	0	0	1
Whitburn	Whitburn	Cottage	0	1	0	0	0	1
	Whitburn Total		0	1	0	0	0	1
	Seafield	Cottage	1	0	0	0	0	1
	Seafield Total		1	0	0	0	0	1
	Ward Total		1	1	0	0	0	2
Total			12	9	7	1	2	31

Council Stock Numbers				
Ward	Name	Number of properties		
1	BRIDGEND	218		
	LINLITHGOW	339		
	LINLITHGOW BRIDGE	84		
	NEWTON	12		
	PHILPSTOUN	25		
	THREEMILETOWN	6		
		684		
2	BROXBURN	860		
	CRAIGSHILL	33		
	DECHMONT	26		
	ECCLESMACHAN	4		
	UPHALL	206		
	WINCHBURGH	277		
		1,406		
5	EAST CALDER	294		
	KIRKNEWTON	39		
	MID CALDER	55		
	PUMPHERSTON	271		
	UPHALL STATION	110		
	WILKIESTON	5		
		774		
3	DEANS	610		
	ELIBURN CO-OP	41		
	ELIBURN KIRKTON	280		
	THE RIGGS	137		
	KNIGHTSRIDGE	486		
		1,554		
4	BELLSQUARRY	4		
	DEDRIDGE	714		
	LADYWELL	642		
	HOWDEN	20		
		1,380		
6	ADDIEWELL	276		
	BREICH	66		
	FAULDHOUSE	611		
	LONGRIDGE	89		
	POLBETH	316		
	STONEYBURN	240		
	WEST CALDER	149		
		1,747		
7	EAST WHITBURN	45		
	GREENRIGG	103		
	WHITBURN	1,480		
	BLACKBURN	849		
	SEAFIELD	110		
		2,587		
8	BALLENCRIEFF	5		
	BATHGATE	1,004		
	BOGHALL	654		
	WHITESIDE & BIRNIEHI	252		
		1,915		
9	ARMADALE	1,264		
	BLACKRIDGE	221		
	TORPHICHEN	26		
	WESTFIELD	69		
		1,580		
	Total stock	13,627		



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

RAPID REHOUSING TRANSITION PLAN (RRTP) UPDATE

REPORT BY HEAD OF HOUSING CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To update the Panel on progress of the West Lothian Rapid Rehousing Transition Plan (RRTP) and the implications of recent legislative announcements by the Scottish Government on the delivery of the plan.

B. RECOMMENDATION

The Panel is asked to:

1. Note the update on progress of the delivery of the West Lothian RRTP;
2. Note the Scottish Government allocation of £302k towards the delivery of the plan in 2019/20 through the Ending Homeless Together (EHT) fund;
3. Note that a report will be prepared and brought back to the panel, on the implications of the extension to the current restrictions in the Unsuitable Accommodation Order 2014 which comes into effect in May 2021, and
4. Note that update reports on the RRTP will be presented to future meetings of the Services for the Community PDSP on a biannual basis.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; 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.) Act 2003, Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, Housing (Scotland) Act 2001 and Housing (Scotland) Act 2014.
III	Implications for Scheme of Delegations to Officers	N/A
IV	Impact on performance and performance Indicators	Lower level of Scottish Government funding for 2019/20 than required for the delivery of the RRTP will impact on performance. Analyses of the impacts of the extension to the current restrictions within the Unsuitable Accommodation Order are required to identify the consequences for RRTP performance and appropriate mitigation plans.

V	Relevance to Single Outcome Agreement	<p>Outcome 6: People most at risk are protected and supported to achieve improved life chances.</p> <p>Outcome 7: we live longer, healthier lives and have reduced health inequalities.</p>
VI	Resources - (Financial, Staffing and Property)	Scottish Government allocation of £302k towards the delivery of the West Lothian RRTP for 2019/20. £240k has been allocated through the Alcohol and Drug Partnership (ADP) to align with the RRTP. Homeless Services has a general fund budget of £3.504million in 2019/20 and FTE 53.6 staff.
VII	Consideration at PDSP	PDSP considered a report on the RRTP at its meeting on the 11 June 2019 and Update on Homelessness Legislation on 1 October 2019.
VIII	Other consultations	The development and delivery of the RRTP was undertaken following extensive consultation. Strategic partners are represented on the RRTP Project Board and working groups.

D. TERMS OF REPORT

D1 Background

Following on from the HARSAG recommendations on ending Homelessness and Rough Sleeping, local authorities were asked to develop a five year collaborative plan to transition to a rapid rehousing approach to homelessness. The West Lothian (RRTP) 2019-2024 was produced and presented to the Services for the Community PDSP on the 11 June 2019 and was approved by Council Executive on the 25 June 2019.

The plan sets a clear vision for the transition to a rapid rehousing approach which includes a greater focus on prevention of homeless, a reduction in the use of B&B accommodation, reduction in lengths of stay in temporary accommodation and the delivery of a Housing First model.

The purpose of this report is to provide an update on the progress of the delivery of the West Lothian RRTP and an up to date homeless position in West Lothian.

D2 Homeless Update

D2.1 Supply and Demand of Permanent Accommodation

Supply and demand for permanent accommodation continues to be a significant issue in West Lothian. There is high demand for people applying to the council for permanent housing through the council's Allocation's Policy, as well as accommodation required for homeless applicants to enable the council to discharge its statutory homeless duty.

As of the end of September 2019, there were 8,286 housing applications on the council's housing list. In 2018/19, 1345 council lets were available in West Lothian with 708 (53%) being allocated to homeless applicants. If removing new build council lets, there were 1,004 mainstream properties of which 692 were let to homeless, equating to 69%.

For the first two quarters of 2019/20, between 1st April and 30th September 2019 the council has let 737 housing units including new build council houses. Of these 50% were let to homeless applicants and 69% to homeless applicants if new build stock is excluded

Local Homeless Position

Table 1 below provides a comparison of information available on homeless applications in West Lothian between 2016/17 - 2018/19 and quarter one and two of 2019/20. It shows that between 2016/17 - 2018/19 there has been an increase in the demand for homeless services in West Lothian. The number of homeless applications has increased between 2016/17 to 2018/19 from 1,356 to 1,516 (160) an increase of 12%.

However more positively, for the first two quarters of 2019/20, homeless applications have begun to decline. This is despite quarter two of 2019/20 being the highest quarter since 2011/12 where applications were at 473 in quarter two.

Between 1st April and the 30th September 2019 there were 767 applications, compared to 798 in the first two quarters of 2018/19, which is a decrease of 31 applications (4%). If this decrease continues throughout 2019/20 the potential number of applications for 2019/20 could drop to 1,457.

When reviewing the number of assessments completed where there is a statutory duty to provide permanent accommodation, 577 were assessed in the first two quarters of 2019/20 compared to 574 in the same two quarters of 2018/19, which is a 0.5% increase.

If applications assessed as homeless rise by 0.5% for 2019/20 predicted assessments would reach 1,115 at year end, this is slightly higher by 0.4% than the predicted 1,107 in the RRTP. It should be noted that this is an estimated figure and homeless presentations could either decrease or increase for quarter three and quarter four of 2019/20.

Table 1: West Lothian Homeless Applications 2016/17 to Quarter 2 2019/20

Category	2016/17	2017/18	2018/19	2019/20 Q1	2019/20 Q2
Applications	1356	1530	1516	327	440
Assessment as homeless/threatened	1084	1181	1110	239	338
Live Cases	1133	1182	1708	939	1035

Temporary Accommodation Provision

Of the 1,035 live homeless cases as of 30th September 2019, 415 have accepted an offer of temporary accommodation, with 544 choosing to self-accommodate and 76 occupying B&B accommodation.

Table 2 demonstrates that the average length of stay in temporary accommodation varies with the lowest length of stay occurring in B&B accommodation and the highest in mainstream temporary accommodation. When comparing overall length of stay between 2016/17 to 2018/19 there has been an increase in 9.4 days.

However if the provision of B&B accommodation is excluded then the average length of stay for all other forms of temporary accommodation has reduced for the same two quarters of 2018/19 compared to 2019/20 from 220.5 days to 168.6 days, which is a 23.5% reduction.

Table 2: Average Length of Stay in Temporary Accommodation

Financial Year	2016/17	2017/18	2018/19	2019/20 Q1	2019/20 Q2
LA ordinary dwelling	164.1	195.5	244.2	188.8	206.1
Housing association / RSL dwelling	210	172.8	223.9	227.5	225.7
Hostel - local authority owned	90.1	56.4	89.5	60.6	69.4
Bed and breakfast	15.3	20.7	30.3	24.7	24.6
Private sector lease	127.5	128.8	242.8	207	209.4
Total (ALL)	88.8	93.8	98.2	84.8	92.8

Hotel/B&B Accommodation

Table 3 shows the number of placements in B&B Accommodation between 2016/17 and 2019/20 and the decreases in length of stay. When comparing the number of placements for the same two quarters of 2018/19 to 2019/20 it demonstrates a 10% reduction from 601 to 541 placements. Length of stay has also decreased from 31.7.days to 24.7days for the same period, which is a 22% decrease.

Table 3: Hotel/B&B accommodation usage

Financial Year	2016/17	2017/18	2018/19	2019/20 Q1	2019/20 Q2
Average Stay in Days	15.3	20.7	30.3	24.7	24.6
No of placements	663	738	1209	266	275

D3 Resources

The RRTP identified the need for £3million to support the delivery of the plan over the period 2019-2024. However the council has recently been allocated £302,000 for 2019/20 by the Scottish Government and Cosla which was determined by an agreed distribution formula. This is significantly below the £746,000 requested for 2019/20. It is anticipated that the Scottish Government allocations to local authorities from the EHT fund for 2020/21 and 2021/22 will be known over the coming months. The RRTP identified investment to support the agreed priorities of:

- Housing Options and Resettlement Team;
- Housing First, and
- Prevention.

As a result of the Scottish Government's allocation for 2019/20 being lower than required, the service has sought to prioritise the investment in line with the RRTP priorities.

In addition to the £302,000 funding from the EHT fund, a further £240,000 has been allocated to the RRTP through the Alcohol and Drugs Partnership (ADP). It is proposed that this £240,000 funding will be primarily allocated to support the delivery of Housing First specifically targeting alcohol/substance misuse,/mental health.

Supplementing the ADP and Ending Homelessness Together fund allocations, there are commissioned resources through West Lothian Integration Joint Board (IJB) and voluntary sector which impact on the delivery of the RRTP to the value of £2.5million.

The RRTP Board met on the 31 October 2019 and agreed the focus of the priorities for funding to shift to a rapid rehousing approach were; Delivery of a wider Housing Options Approach in West Lothian through piloting of a Housing Options and Resettlement Team, Housing, and Homelessness Prevention/Early engagement. Utilising the provisions of the EHT Fund alongside additional ADP resources the council has commenced recruitment of key posts to support the delivery of the RRTP. It is anticipated that all posts will commence as early as possible in January 2020.

D4 Progress in the delivery of the RRTP

In addition to the recruitment of staff resources to support the implementation of the RRTP a number of key actions have been progressed including:

- The multi-agency West Lothian RRTP Board meets on a quarterly basis supported by four working groups which meet on a bi-monthly basis;
- Improved joint working between partners and services;
- Agreed individual targets for lets to homeless with each of the four main Registered Social Landlord (RSL);
- Pilot for sharing temporary accommodation commenced;
- Housing First Workshop attended by over 30 delegates;
- Housing First pilot targeting people with addictions/mental health commencing January 2020
- Increased focus on prevention starting in schools, with secondary schools piloting resources in S2, S4, S6 and with school leavers, and
- Piloting of innovative ways to engage service users

D5 Performance

Performance is reviewed quarterly and will be adjusted as part of the annual update of the RRTP. Some initial progress can be evidenced at the end of Quarter two of the RRTP

- Reduction in the use of B&B Accommodation from 330 placements in Quarter 2 2018/19 to 275 in Quarter 2 2019/20
- Backlog of open cases reduced from 838 at the start of the RRTP as of 1st April 2019 to 664 at 30th September 2019.
- Average length of stay in dispersed temporary tenancies reduced from 291 days at end of Quarter 2 2018/19 to 206 days at end of Quarter 2 2019/20.
- Percentage of secure tenancies allocated to homeless people sustained over 12 months has increased from 79.2% end of Quarter 2 2018/19 to 93.5% at end of Quarter 2 2019/20.

Whilst good progress is being made in key performance indicators the collective target for lets to homeless by the Council and RSLs has not been met and was 64.3% for Quarter 1 and 2 2019/20 which is below the target of 69%. The RRTP Board will continue to monitor this on an ongoing basis. If the lower level of lets continues along with the lower allocation of funding received from the Scottish Government this will have an impact on the delivery of key prevention measures to further reduce homeless presentations.

D7 New Legislation

The Scottish Government has, following consultation, recently announced a number of measures which will have an impact on the delivery of the RRTP locally. These include the ending of local connection for homelessness, consideration by the Services for the Community PDSP on the 19 March 2019 and Improving Temporary Accommodation consideration by the Services for the Community PDSP on the 11 June 2019.

Legislation to reduce the time people facing homelessness can spend in unsuitable temporary accommodation is expected to be made by May 2020. This will include a seven day limit for all homeless people to stay in places such as hostels or bed and breakfast. The legislation is currently restricted to families with children and pregnant women. Local authorities will have until May 2021 to make the necessary changes to ensure compliance which will be introduced by regulations under the Homelessness etc. (Scotland) Act 2003.

This new legislation will have a significant impact locally as a result of the scale of usage of B&B/Hotels as temporary accommodation and other facilities and the piloting of temporary sharing space. The service is undertaking an analysis of the anticipated impact of these changes on the delivery of the RRTP. It is proposed that the impacts of this legislation will be brought back to the PDSP for consideration on the 24 March 2020.

D8 Next Steps

The next quarter will be an important stage in the delivery of the RRTP as we move from planning to implementation and improved service delivery. Key actions will include the launch of housing options service delivery points to the east and west of the district to prevent homelessness and delivery of a Housing First approach targeting homeless applicants with mental health/addictions, in addition to continuing to reduce the backlog of cases and reducing length of stay in temporary accommodation. The service will continue to engage with partners and homeless customers to continue to refine and target services and monitor progress. Future government resource allocations will allow the service to update the RRTP for 2020/21 which this will be considered at a future PDSP meeting.

E. CONCLUSION

It is considered that whilst positive progress has been made on the delivery of the West Lothian RRTP to date, this is against a back drop of lower than expected funding through the Ending Homelessness Together fund and continuing high levels of demand. The implications of the changes to the suitability of temporary accommodation will present further challenges to the service and its partners as we seek to provide a sustainable solution to homelessness locally.

F. BACKGROUND REFERENCES

RRTP Report to Services for the Community Policy PDSP on the 11 June 2019
RRTP Report to Council Executive on 25 June 2019
Update on Homelessness Legislation to Services for the Community PDSP 1 October 2019

Appendices/Attachments: None

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AnnMarie Carr
Head of Housing, Customer and Building Services
10th December 2019



SERVICES FOR THE COMMUNITY POLICY & DEVELOPMENT SCRUTINY PANEL

AFFORDABLE HOUSING DELIVERY UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the Panel on various initiatives to increase the supply of affordable housing in West Lothian.

B. RECOMMENDATION

It is recommended that the Panel:

Notes the progress being made on delivering 3,000 affordable homes in West Lothian over the period 2012-2022.

C. SUMMARY OF IMPLICATIONS

- | | |
|---|--|
| I Council Values | <ul style="list-style-type: none">• Focusing on our customers' needs;• Being honest, open and accountable;• Providing equality of opportunity;• Making best use of our resources; and• Working in partnership. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | The policy of supporting the delivery of affordable housing is covered in the West Lothian Local Housing Strategy. Environmental and equality assessments will be carried out as appropriate. |
| III Implications for Scheme of Delegation to Officers | None. |
| IV Impact on performance indicators | None. |
| V Relevance to Single Outcome Agreement | <p>Our economy is diverse and dynamic and West Lothian is an attractive place to do business.</p> <p>We live in resilient, cohesive and safe communities.</p> <p>We make the most efficient use of our resources by minimising our impacts on the built and natural environment.</p> |
| VI Resources - (Financial, | The Housing Capital Programme 2019/20 to |

Staffing and Property)

2022/23 approved by West Lothian Council on 19 February 2019 approved £58.950 million for the New Build Council Housing Programme.

Scottish Government grant of £28.538 million will be available to support the delivery of affordable housing in West Lothian over the next two years. The Resource Planning Assumptions are £13.848 million for 2019/20 and £14.69 million for 2020/21.

VII Consideration at PDSP

The Services for the Community PDSP considered a report on affordable housing delivery on 11 June 2019.

VIII Other consultations

Finance and Property Services; Legal Services

D. TERMS OF REPORT**D.1 Background**

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

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

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

Since the beginning of 2012/13, 2,082 affordable homes have been built/acquired.

A breakdown is provided in Table 1 below:

Table 1

	WLC new build completions	WLC acquisitions	RSL new build completions	RSL acquisitions	Total
2012/13 – 2018/19	1,165	221	343	21	1,750
2019/20 (to 30/9/2019)	267	17	44	4	332
Total	1,432	238	387	25	2,082

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

During 2018/19, 415 new build homes were provided in West Lothian. The location of the new build completions during 2018/19 is shown in Table 2 below:

Table 2

Site	Housing Provider	No. of units
Eastfield Road, Fauldhouse	WLC	40
Redhouse, Blackburn	WLC	47
Almondell, East Calder	WLC	36
Kirkhill, Broxburn	WLC	94
Winchburgh	WLC	41
Lammermuir	WLC	44
Mayfield	WLC	22
Bathville	WLC	3
Deans South	WLC	33
Winchburgh	Dunedin Canmore	55
Total		415

Since the start of 2019/20, the following new build completions have taken place:

Table 3

Site	Housing Provider	No. of units
Wester Inch	WLC	66
Drumshoreland	WLC	86
Deans South	WLC	21
Kirkhill	WLC	71
Almondvale Stadium, Livingston	WLC	17
Former Vion site, Broxburn	WLC	6
Dixon Terrace, Whitburn	Dunedin Canmore	44
Total		311

D.3 Affordable homes currently under construction

Affordable homes are currently under construction at 12 sites across West Lothian. Five of the sites are part of the council's new build programme and five of the sites are being developed by RSL's. A total of 396 houses are under construction. A breakdown of the sites is provided in Table 4 below. With the exception of the Brucefield and Almondvale sites, the units in Table 4 are expected to complete during 2019/20.

Table 4

Site	Housing Provider	No. of Units Under Construction
Wester Inch, Bathgate	WLC	20
Almondvale Stadium, Livingston	WLC	20
Former Vion site, Broxburn	WLC	8
Brucefield, Livingston	WLC	33
Jarvey Street, Bathgate	West Lothian Housing Partnership	42
Dixon Terrace, Whitburn	Dunedin Canmore	41
Quentin Court, Livingston	Castle Rock Edinvar	18
Standhill South, Armadale	Castle Rock Edinvar	27
Brotherton Farm, Livingston	Places for People / Castle Rock Edinvar	23
Almondvale, Livingston	West Lothian Housing Partnership	146
Kirk Lane, Livingston	Dunedin Canmore	6
Cloverbank, Ladywell (St Paul's Church), Livingston	West Lothian Development Alliance	12
Total		396

D.4 Other sites programmed to commence in 2019/20

A number of new affordable housing sites, totalling 73 houses, are expected to commence during 2019/20. A breakdown of these sites is provided in Table 5 below:

Table 5

Site	Housing Provider	No. of Units
Polbeth Farm, Polbeth	West Lothian Development Alliance	25
Standhill, Bathgate	West Lothian Council	22
Craiginn Terrace, Blackridge	Cairn HA	26
Total		73

The above list is indicative and subject to change. The council is also planning to acquire additional former council houses from the open market during 2019/20.

D.5 Update on the new WLC affordable housing programme comprising 250 units

- Eagle Brae, Livingston (30 units)

The Housing Revenue Account took possession of the Eagle Brae depot site in April 2019. Asbestos surveys have been complete with the demolition of the existing buildings expected to commence in January 2020 on the site. The design team has been engaged and site investigation works will commence both before and after the programmed demolition contract. A site start is anticipated in 2020/21 with development completing in 2021/22.

- Vion, Broxburn (14 units)

In December 2018, Council Executive approved a contract award to Bellway Homes for the construction of 14 new build council houses on the former Vion site, Broxburn. The construction of the units is underway. Good progress is being made and the units are expected to be completed by December 2019.

- Mossend, West Calder (69 units)

Conveyancing work has commenced for the transfer of the affordable housing land at Mossend from the developer to the council. However, the original planning permission for the site has lapsed. A new planning application has recently been submitted for the 69 affordable units. Negotiations are ongoing with the housing developer to examine options for direct procurement of the completed units.

- Standhill, Bathgate (22 units)

Hadden Construction has been appointed as the preferred contractor for the Standhill site, has submitted a planning application for 22 council houses, which is expected to be approved by late October 2019. Hadden aim to start on site in December 2019 and complete the development by December 2020.

- Brucefield, Livingston (33 units)

Council Executive has approved the award of contract to Barratt Homes for the construction of 33 houses on this site. Barratt obtained planning permission for the 33 units in March 2019. Barratt commenced construction of the units in August 2019 and are programmed to complete the works by summer 2020.

- Guildiehaugh, Bathgate

Council Executive agreed on 25 June 2019 to withdraw the Guildiehaugh site from the programme and that the 82 units proposed for the site should be located on other sites in Bathgate. Design and feasibility work is currently underway to assess potential replacement sites. The following development opportunities are currently being considered:

H-BA 22 - Former Community Centre, Marjoribanks Street (10 units)

H-BA 11 - Findlay Drive, Wester Inch (12 units)

H-BA 7 - Little Boghead West (12 units)

Little Boghead East (8 units)

H-BA 23 - Wester Inch (36 units)

H-BA 28 - Former Swimming Pool site, Mid Street (4 Units)

E. CONCLUSION

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

The council's target is to facilitate the delivery of 3,000 affordable homes over a 10 year period to 2022. Since the start of 2012/13, 2,082 affordable homes have been delivered and a further 396 are under construction. Several new affordable housing

developments are in the pipeline, including a number of sites for new build council housing.

Proposals will be brought forward for sites in Bathgate to accommodate the 82 units previously proposed at Guildiehaugh, once the feasibility exercise has been undertaken.

F. BACKGROUND REFERENCES

Several reports to Council Executive and Services for the Community PDSP from 7 February 2012 to 25 June 2019

Housing Capital Investment Programme 2019/20 – 2022/23 – Report to West Lothian Council 19 February 2019

Appendices/Attachments: None

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AnnMarie Carr

Head of Housing, Customer and Building Services

10 December 2019



SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

DEANS SOUTH: PROPOSED LAND ASSEMBLY ARRANGEMENTS

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide an update on the outcome of the recent engagement with all nine remaining private owners in Deans South with respect to the council's financial offer and to make recommendations on the way forward.

B. RECOMMENDATION

It is recommended that the Policy and Development Scrutiny Panel (PDSP):

1. Notes the position with respect to the redevelopment of the Deans South Phase 2 site, which will provide around 24 new homes for social rent.
2. Notes that there are ten remaining privately owned properties in the core area of Deans South, with the location of the properties shown in Appendix 1.
3. Notes the outcome of the recent engagement carried out with all nine remaining private owners, whereby none of the owners are currently interested in accepting the council's financial offer.
4. Notes the progress with discussions with the Wheatley Housing Group.
5. Notes the proposed next steps for reporting to committee.

C. SUMMARY OF IMPLICATIONS

I Council Values

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

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

The council has and continues to obtain external legal advice on Deans South with respect to the options for land assembly.

Deans South is identified as an area for comprehensive redevelopment in the West Lothian Local Development Plan (LDP).

III Implications for Scheme of Delegations to

None.

Officers

IV	Impact on performance and performance Indicators	None.
V	Relevance to Single Outcome Agreement	<p>We live in resilient, cohesive and safe communities.</p> <p>We make the most efficient use of our resources by minimising our impacts on the built and natural environment.</p>
VI	Resources - (Financial, Staffing and Property)	<p>In June 2019, Council Executive approved that the Deans South Phase 2 site should be included in the council's 1000 new house building programme. The council has an approved budget for the provision of around 24 new homes on the site.</p> <p>Scottish Government grant funding will also be required to support the delivery of social rented housing in the core area of Deans South. Development costs are estimated to be in the region of £23m.</p> <p>Development at Deans South is supported in the current West Lothian Council Strategic Housing Investment Plan (SHIP).</p> <p>A budget of £490,000 was approved by Council Executive in June 2019 for the potential voluntary acquisition of the ten remaining privately owned properties during financial year 2019-20. A similar level of budget provision will be required for financial year 2020-21.</p>
VII	Consideration at PDSP	PDSP last considered a report on Deans South in June 2019.
VIII	Other consultations	Legal Services.

D. TERMS OF REPORT

D.1 Background

As approved by Council Executive in June 2019, the council is currently progressing proposals for the redevelopment of the Deans South Phase 2 site (the former Lovell site) and associated SUDS infrastructure, which will provide around 24 new family homes for social rent. A site start is planned during 2020.

In June 2019, with a view to acquiring the remaining ten privately owned properties in Deans South by negotiation and agreement, Council Executive approved a new financial offer to all remaining private owners in the core area of Deans South.

Council Executive also approved that the council continues to engage with the Wheatley Housing Group, who subject to the required land being successfully

assembled, will procure and deliver the redevelopment proposals for the site.

There are ten remaining privately owned properties in the core area and nine owners. Seven properties are occupied by owner occupiers who live in Deans South, two are vacant and one is occupied by a private tenant.

The council's financial offer, approved in June 2019, and issued to all nine remaining owners, for the ten remaining properties, can be summarised as follows;

1. Market Value of the property plus;
2. An additional payment of £17,000 to all owners plus;
3. A payment of £1,700 to owners who reside on the estate, to assist them to move home.

The council's aim was and still is to acquire the remaining ten properties by negotiation and agreement with the nine remaining owners with a view to avoiding the promotion of a Compulsory Purchase Order (CPO). The report to Council Executive in June 2019, acknowledged however, that if the council is unable to reach agreement with the remaining nine owners to acquire their properties voluntarily, progression of a CPO cannot be ruled out.

D.2 Outcome of Owner Engagement

The council issued a new financial offer to all nine private owners in July 2019. As part of the offer, the council also provided options for rehousing to those who currently reside in Deans South, including the possibility of renting from West Lothian Council or acquiring a property under the Scottish Government's Open Market Shared Equity scheme, with preferential terms of access to the scheme for Deans South owners.

The council invited all owners and residents to meet to discuss, as appropriate, their response to the council's offer, rehousing preferences (type and preferred location of housing) and, subject to individuals approval, to discuss any particular needs or requirements individuals or families have, to enable these to be addressed and where possible, accommodated by the council.

The council also invited all owners and residents to complete an equality and diversity questionnaire on both a voluntary and confidential basis. This was to inform a comprehensive Integrated Impact Assessment (IIA) on the council's proposal to acquire the remaining privately owned properties and ensure that all owners have the opportunity to comment upon both the financial and non-financial aspects of the council's offer.

All nine private owners and one private tenant, have engaged with the council on the following basis:

- (i) Five owners and one private tenant have met with the council, with the other owners communicating with the council in writing.
- (ii) None of the nine private owners are currently interested in accepting the council's financial offer and where relevant, offer of rehousing or the acquisition of a property through the Scottish Government's Open Market Shared Equity scheme.
- (iii) Springfield properties, who are one of the nine private owners, indicated that

they do not wish to accept the council's financial offer and that they wished to continue to progress their offer made to the other remaining eight private owners to acquire their property and in exchange provide each owner with a new property on the redeveloped site.

- (iv) At least two owners have not ruled out the possibility of considering selling their property to the council, but have advised that this is dependent upon the deliverability of Springfield Properties' offer to them.

D.3 Springfield Properties

In June 2019, officers reported to Council Executive the uncertainty with the Springfield Properties "home for a home" proposal including the fact that not all owners were interested in the proposal and there was no guarantee that Springfield Properties would secure the contract for the building of the new homes.

The council's approved financial offer was made to all owners including Springfield Properties in July 2019. As advised, no owners have accepted the council's offer and Springfield have continued their negotiations with the other eight owners.

It is understood that Springfield Properties has reached agreement with six of the eight remaining owners to their proposal to acquire the other remaining nine properties, with two owners still not in agreement with Springfield Properties.

There is still no guarantee however that Springfield Properties will secure the contract for the construction of 136 new homes on the redeveloped site, which has an estimated value in excess of £23m and requires to be competitively tendered. The position therefore largely remains the same as that reported to Council Executive in June 2019.

D.4 Registered Social Landlord Partnership

The Strategic Housing Improvement Plan (SHIP) demonstrates the manner in which the council's affordable housing investment priorities will be developed in practice. Consultation has taken place with a number of Registered Social Landlords (RSLs) involved in the development of affordable housing in West Lothian.

Specific housing investment projects both approved and speculative are submitted by RSLs and are principally categorised by timescale, locality, house tenure, number of units and cost. The council will continue to give priority to sites in West Lothian in high demand areas including the Core Development Areas. Promoting housing regeneration in Deans South is a key priority of the SHIP.

To date only one RSL, the Wheatley Housing Group, has approached to discuss options for the redevelopment of the Deans South estate. The proposed arrangement would be for the council to transfer our interests in the core area of the Deans South estate to the Wheatley Housing Group based on a valuation of the site and related properties by the District Valuer.

There are a number of commercial terms that would require to be agreed prior to any formal agreement between the council and the Wheatley Housing Group and committee approval would be required. At this stage there have been no detailed commercial negotiations with the Wheatley Housing Group on the terms of any formal agreement.

D.5 Land Assembly

The ability to deliver the redevelopment proposals is dependent upon the remaining privately owned land being successfully assembled. During the recent engagement process, the council stressed to all private owners and tenants that the council still very much wishes to acquire all of the private houses in Deans South by negotiation and agreement and that the council has not taken any decision to promote a Compulsory Purchase Order (CPO), but it cannot rule out that possibility if it is not possible to acquire the houses within a reasonable period of time and on reasonable terms and conditions.

D.6 Next Steps

The following next steps are proposed with respect to the consideration of the proposals contained in this report:

- (i) Council Executive consider the terms of this report on 17 December 2019.
- (ii) Further engagement with all owners January to March 2020.
- (iii) Report on land assembly and delivery proposals to Council Executive: Spring 2020.

E. CONCLUSION

The council wishes to see the successful completion of the regeneration of the Deans South estate, building upon the success of Phase 1 and protecting the existing and immediate planned investment on the estate.

However the council is not in a position to develop the remainder of the Deans South estate on its own and a partnership with the Wheatley Housing Group would assist the council to procure, fund and deliver the regeneration proposals for the remainder of Deans South.

There are still 10 remaining private landowners and the council's financial offer and offer of access to the OMSE scheme have, to date, been rejected by all remaining owners.

Whilst Springfield Properties have made some progress with their "home for a home" proposal, it has not been accepted by all of the other nine private owners and there are also material considerations associated with Springfield's proposal, including the fact that there is no guarantee that Springfield will secure the contract for the building of the new homes.

The redevelopment of the Deans South estate remains complex and challenging.

F. BACKGROUND REFERENCES

Council Executive, Deans South- June 2019, April 2018, December 2014, January 2014, November 2013, February 2010, August 2009, February 2009, November 2007.

Services for the Community PDSP, Deans South - June 2019, April, 2018, November 2016, June 2016, October 2015, September 2013, June 2013, August 2009, December 2008, May 2008.

Council Executive, New Build Council Housing Programme- June 2019, May 2015, August 2014, June 2014, April 2014, June 2013.

Livingston North Local Area Committee-November 2017

Health and Care Committee, Deans South-September 2006, August 2005, January 2005, September 2004 and August 2003.

Appendices/Attachments:

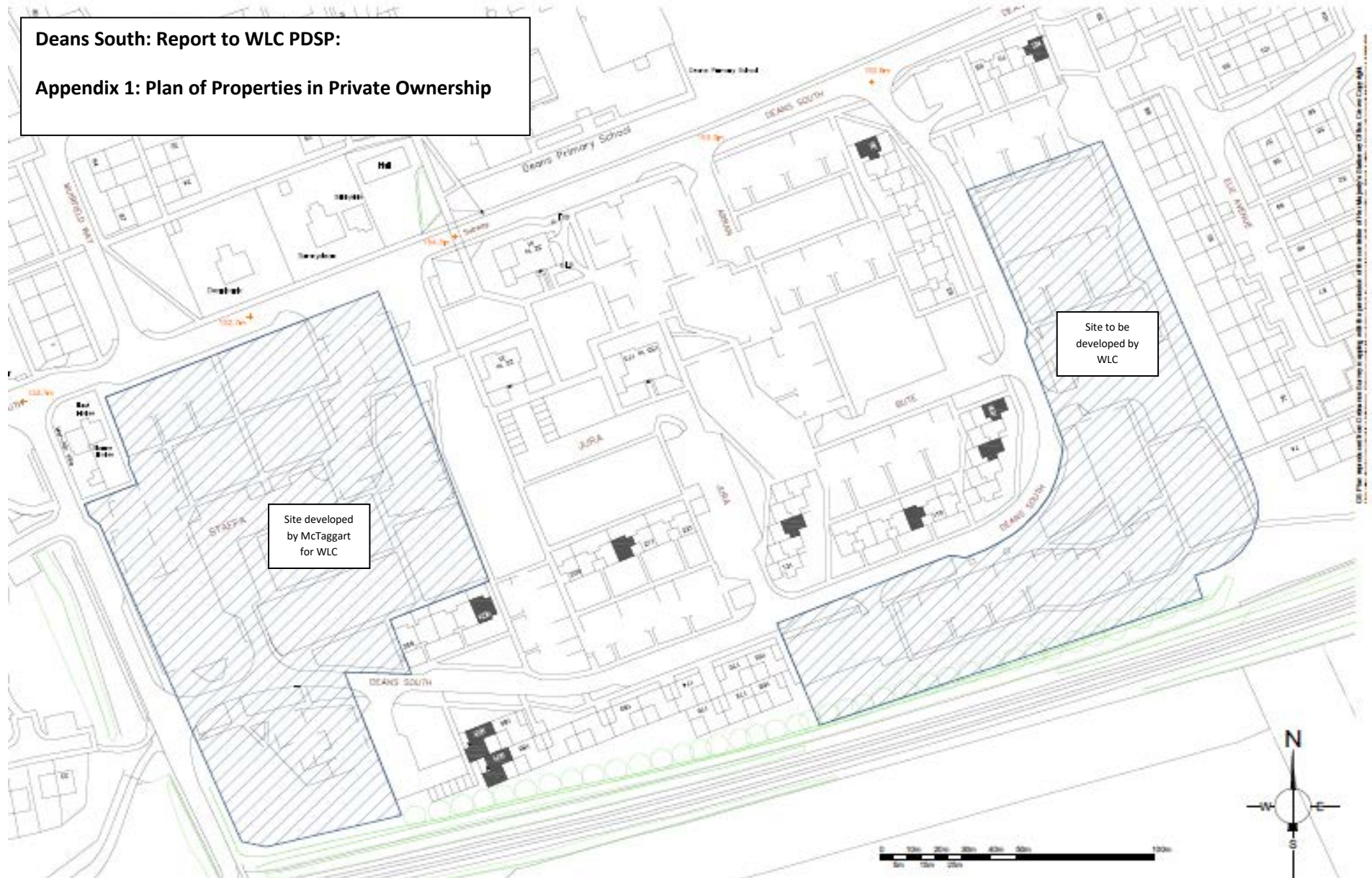
Appendix 1: Deans South: Plan of Properties in Private Ownership.

Contact Person: AnnMarie Carr, 01506 281355

AnnMarie Carr
Head of Housing, Customer and Building Services
10 December 2019

Deans South: Report to WLC PDSP:

Appendix 1: Plan of Properties in Private Ownership



Services for the Community PDSP 10/12/19 (A/S 26/11/19)				
1	Scottish Fire and Rescue Service	Performance Q2	¼	David Lockhart
2	Police Scotland	Performance Report Q2 19/20	¼	Adam Smith/ Alun Williams
3	Police Scotland	Police Scotland- Contact Assessment Model	Once	Chris Grey
4	Finance	2018/19 FINANCIAL PERFORMANCE – MONTH 12 MONITORING REPORT	¼	Pamela Bell
5	Community Safety	Community Safety Performance Report- Q2	¼	Alison Smith
6	Housing Management	Rent Exchange Scheme	Once	Sarah Kelly
7	Performance and Change	HCBS Performance Report (Q2)	¼	Sarah Kelly
8	Housing Need	Temporary Accommodation	Once	Katy McBride
9	Housing Need	Allocations Policy	Once	Katy McBride
10	Housing Need	Property Turnover Report (Q2)	¼	Katy McBride
11	Housing Need	RRTP Update	Once	Katy McBride
12	Housing Strategy	Affordable Housing Update	¼	Grant Walker
13	Housing Strategy	Deans South	¼	Grant Walker
Council Executive 17/12/19 (A/S 09/12/19)				
1	Housing Strategy	New Build Update	¼	Grant Walker
2	Housing Strategy	Deans South	¼	Grant Walker
3	Housing Need	Allocations Policy	Once	Katy McBride
4	Housing Need	RRTP Update	Once	Katy McBride