DATA LABEL: Public

Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

25 May 2021

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Webex Virtual Meeting** on **Tuesday 1 June 2021** 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 Minutes of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 30 March 2021 (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. Performance Reporting - Report by Head of Housing, Customer and Building Services (herewith)

8. Safer Neighbourhood Performance - Report by Head of Housing, Customer and Building Services (herewith)

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

10. Affordable Housing Delivery Update - Report by Head of Housing, Customer and Building Services (herewith)

11. Update on Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) 2019/20 and 2020/21 - Report by Head of Housing, Customer and Building Services (herewith)

12. Property Turnover January to March 2021 - Report by Head of Housing, Customer and Building Services (herewith)

13. Housing, Customer and Building Services Management Plan 2021/22 - Report by Head of Housing, Customer and Building Services (herewith)

14. Workplan (herewith)

NOTE **For further information please contact Anastasia Dragona on tel. no. 01506 281601 or email anastasia.dragona@westlothian.gov.uk**

West Lothian Council

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

March 2019

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 WEBEX VIRTUAL MEETING ROOM, on 30 MARCH 2021.

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

Apologies – Councillor Lawrence Fitzpatrick

In Attendance –
Chief Inspector Alun Williams, Police Scotland
John McKenzie, Divisional Commander, Police Scotland
David Sharp, Local Senior Officer, Scottish Fire and Rescue Service
Brian Robertson, Scottish Fire and Rescue Service
AnnMarie Carr, Head of Housing, Customer and Building Services
Sarah Kelly, West Lothian Council
Katy McBride, West Lothian Council
Alison Smith, West Lothian Council,
Marjory Mackie, West Lothian Council
John Sives, Joint Forum of Community Councils

1. DECLARATIONS OF INTEREST

No declarations of interest were made.

2. MINUTE

The panel confirmed the Minute of its meeting held on 9th February 2021 as a correct record. The Minute was thereafter signed by the Chair.

3. WEST LOTHIAN LOCAL FIRE AND RESCUE PLAN 2021

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services informing members of the 2021 Draft Local Fire & Rescue Plan for West Lothian.

The Panel was asked to:-

1. Consider the 2021 Draft Local Fire & Rescue Plan for West Lothian.

2. Agree to submit the 2021 Draft Local Fire & Rescue Plan for West Lothian to the Council Executive for final approval.

Decision

1. To note the contents of the report; and

2. To agree that the report and its recommendations be forwarded to the next appropriate meeting of the Council Executive for approval

4. SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an update on the Local Performance for the Scottish Fire and Rescue Service in West Lothian for the period 1 October 2020 to 31 December 2020.

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

Decision

To note the contents of the report.

5. SCRUTINY OF POLICE SCOTLAND PERFORMANCE IN WEST LOTHIAN

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an update on the performance of Police Scotland in West Lothian for the period 1st October- 31st December 2020.

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

Decision

To note the contents of the report.

6. SCOTTISH POLICE AUTHORITY – REVIEW OF POLICE SCOTLANDS PERFORMANCE

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services presenting a draft response to questions posed by the Scottish Police Authority regarding the review of Police Scotland Performance in 2020/2021. The response would inform the Scottish Police Authority in their assessment process for the development of their Annual Report and Accounts 2020/2021.

The panel was asked to note the report and agree for the draft response submitted to the Council Executive for approval and submission to the Scottish Police Authority by 1st June 2021.

Decision

1. To note the contents of the report; and

2. To agree that the draft response be submitted to the next appropriate meeting of the Council Executive for approval and submission to the Scottish Police Authority by 1st June 2021.

7. SAFER NEIGHBOURHOOD PERFORMANCE

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an update on the Safer Neighbourhood performance information from October to December 2020.

The report recommended that the Panel note the performance information detailed for the Safer Neighbourhood Team.

Decision

To note the contents of the report.

8. PROPERTY TURNOVER OCTOBER TO DECEMBER 2020

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services advising of the property turnover for third quarter of 2020/21 (1 October to 31 December 2020).

The report recommended that the panel note the current levels of activity relating to property turnover for the third quarter of 2020/21 and in particular to note:

1. The decrease in property lets for Quarter 3 compared to the same period last year;

2. Of the 47 communities in West Lothian, 8 had no properties available for let throughout Quarter 3 of 2020/21; and

3. 64% of lets were allocated to people who were homeless in Quarter 3.

Decision

To note the contents of the report.

9. PERFORMANCE REPORTING

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services reporting the current levels of performance for Housing, Customer and Building Services indicators that were the responsibility of the Services for the Community Policy Development and Scrutiny Panel.

The report recommended that the panel note the current performance on Housing, Customer and Building Services key performance indicators and determine if further action or enquiry was necessary.

Decision

To note the contents of the report.

10. AFFORDABLE HOUSING DELIVERY UPDATE

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an update on various initiatives to increase the supply of affordable housing in West Lothian, along with an update on the impact of the COVID-19 Pandemic on both the timescale for delivery & completion of the council's 3000 Affordable Houses programme.

The report recommended that the Panel:-

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

2. Note progress of the delivery to the end of Quarter 3, 2020/21; and

3. Notes the likelihood of delays to the construction of the new build houses due to the COVID 19 Pandemic.

Decision

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

2. To note progress of the delivery to the end of Quarter 3, 2020/21; and

3. To note the likelihood of delays to the construction of the new build houses due to the COVID 19 Pandemic.

11. WORKPLAN

To note the contents of the workplan

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCOTTISH FIRE AND RESCUE LOCAL PLAN PERFORMANCE REPORT

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to update Panel Members on the Local Plan Performance for the Scottish Fire and Rescue Service in West Lothian for the period 1st January 2021-31st March 2021.

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 January 2021-31st March 2021.

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 Q4 1st January 2021-31st March 2021

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: 1st June 2021

LOCAL PLAN PERFORMANCE REPORT FOR WEST LOTHIAN

SCOTTISH FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Year to Date Report, 1st January 2021 – 31st March 2021

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 2019-2022 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 Commander Dave Sharp
Local Senior Officer for Falkirk & West Lothian
David.sharp@firescotland.gov.uk

Performance Summary

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

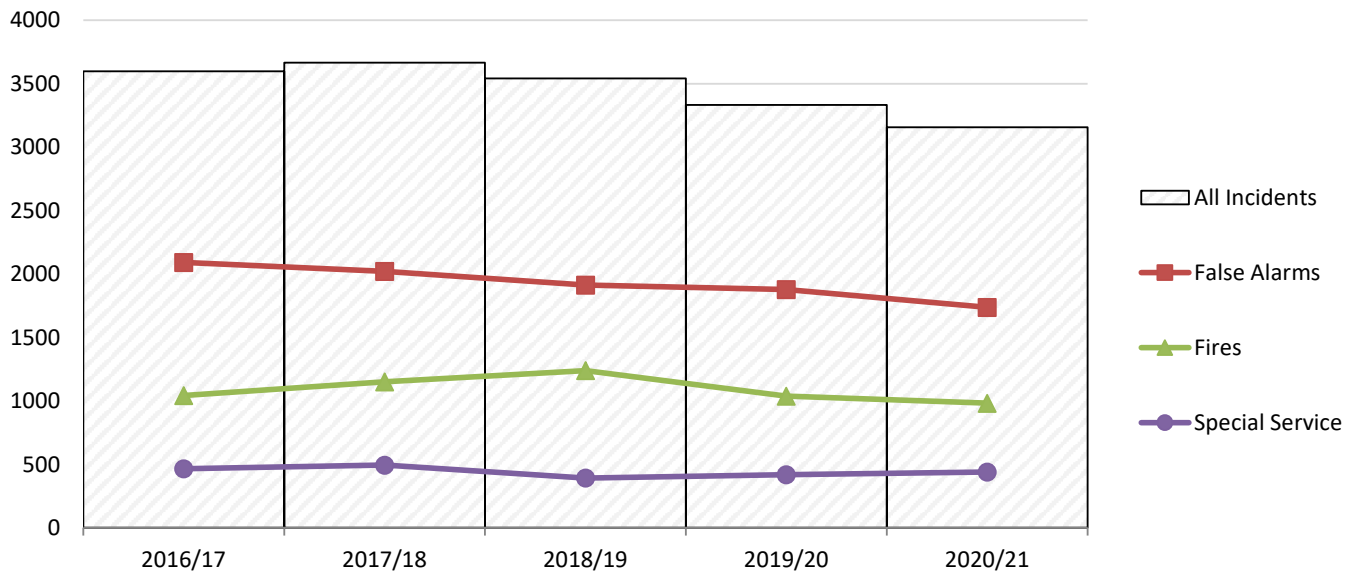
	Apr to (& incl.) Mar					RAG rating
Key performance indicator	2016/17	2017/18	2018/19	2019/20	2020/21	YTD
All accidental dwelling fires	124	149	140	112	98	●
All accidental dwelling fire casualties (fatal & non-fatal (	26	24	23	20	25	◆
All deliberate fires	709	805	833	762	661	●
Non domestic fires	75	75	71	76	60	●
Special Service - RTC casualties	65	62	49	62	44	●
Special Service - Non RTC casualties	106	71	38	61	48	●
False Alarm - UFAs	1126	1040	1014	1005	798	●

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.

Incident Overview
SFRS has responded to a total of 3,169 incidents within the West Lothian area year to date 2020/21. This is a reduction of 5.25% when compared to the corresponding period 2019/20.

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. COVID-19 and HSE restrictions during this reporting period have impacted on our ability to physically exercise at local venues and COMAH sites, alternative solutions have been sought such as virtual Table Top exercising to ensure response plans are continually tested.

Gather and analyse risk information

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. Fire Safety Enforcement Officers and Operational Crews have been continuing to gather and maintain our Operational Intelligence through remote auditing due to restrictions imposed by the ongoing COVID Pandemic.
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 4 of this reporting year 2020-21, SFRS responded to 28 requests from partner agencies to effect entry for persons in distress or requiring medical attention. In February six fire appliances and one height appliance attended a significant fire at Uphall Golf Club. In March, crews responded to a Water Rescue incident in Bathgate, this was a multi-agency response with assistance from Police Scotland and SAS. Over this reporting period SFRS have been actively involved in supporting national efforts with the ongoing COVID pandemic.

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

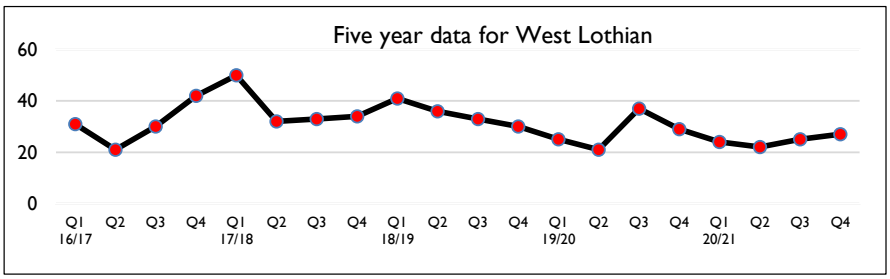
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2019/20 against the target for that period, aligned to the actual number of incidents and target for the same period for 2020/21. There has been an decrease of 2 incidents [7%] when compared to Q4 2019/20 and an increase of 2 incidents [7%] compared to the previous reporting period in Q3 2020/21. The per 10,000 population trendline over the previous five years shows the West Lothian area is generally below that of Scotland and slightly above that of a comparator local authority.

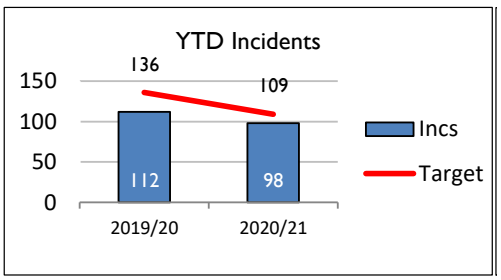
Reasons

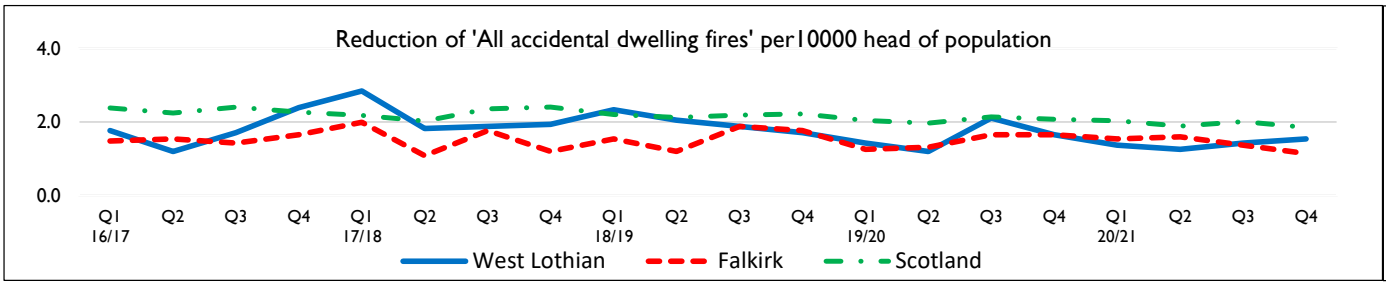
The vast majority of fires attended relate to cooking, with 10 incidents [37%] involving burning foodstuff as the main cause of the fire. 9 incidents [33%] were caused by a person over the age of 65 years, with a further 15 incidents [56%] in the age group 18 - 64 years. In 16 incidents [60%], distraction, falling asleep or a medical condition was identified as contributing to the cause. In 9 incidents [33%], the consumption of alcohol or drugs was suspected as being a contributory factor.

Actions

SFRS will continue to identify and develop means to reduce and mitigate accidental dwelling fires. Appendix 1 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 11	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
West Lothian	124	149	140	112	98	
Linlithgow	9	12	10	8	7	
Broxburn, Uphall & Winchburgh	9	12	8	9	9	
Livingston North	12	17	16	11	14	
Livingston South	18	17	15	12	9	
East Livingston & East Calder	10	14	15	13	10	
Fauldhouse & the Breich Valley	20	21	18	12	6	
Whitburn & Blackburn	19	24	25	19	16	
Bathgate	15	17	17	16	13	
Armadale & Blackridge	12	15	16	12	14	

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

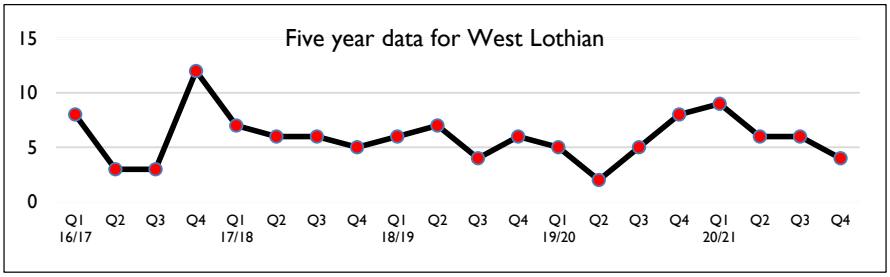
The YTD chart below shows the actual number of casualties during the year to date period of 2019/20 against the target for that period, aligned to the actual number of casualties and target for the same period for 2020/21. There has been a decrease of 4 casualties when compared to Q4 2019/20 and a decrease of 2 casualties when compared to the previous reporting period in Q3 2020/21. The per 1,000,000 population five year trendline shows the West Lothian area is below Scotland and slightly above that of a comparator local authority.

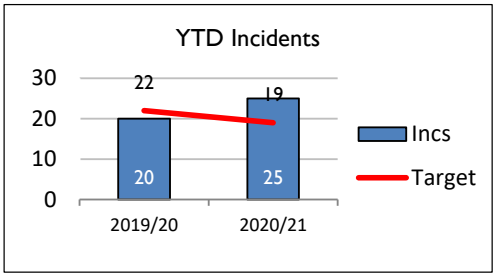
Reasons

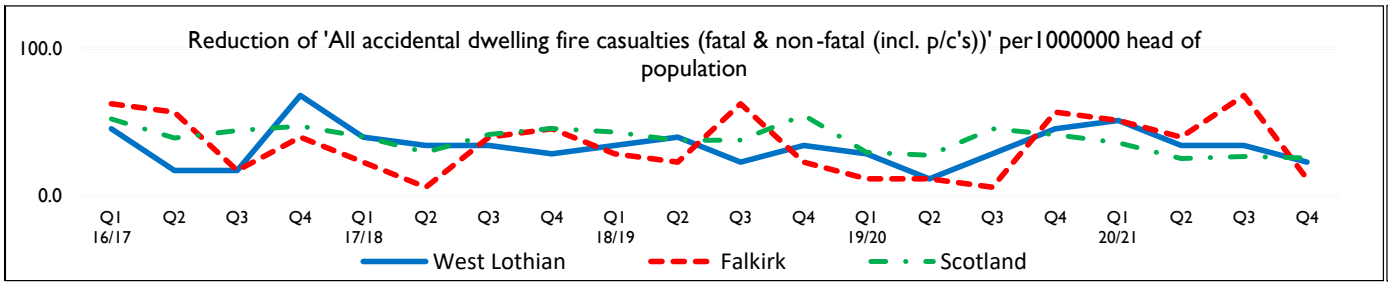
The number of persons reported to SFRS as having sustained injury due to being involved in an Accidental Dwelling Fire (ADF) remains relatively low, with 4 casulties being reported during Q4 2020/21. These casulaties were as a result of seperate ADFs, unfortunately all of the casualties suffered smoke inhalation, with 2 casualties being aged 60-69, 1 casualty aged 70-79 and 1 casualty aged 30-39. These incidents started in the Kitchen and bedroom areas. All casualties went to hospital for further treatment following 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 1 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 3	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
West Lothian	26	24	23	20	25	
Linlithgow	3	2	0	0	1	
Broxburn, Uphall & Winchburgh	0	2	0	0	7	
Livingston North	1	5	2	3	1	
Livingston South	1	1	2	0	2	
East Livingston & East Calder	3	2	2	1	3	
Fauldhouse & the Breich Valley	0	1	1	3	4	
Whitburn & Blackburn	8	2	6	6	2	
Bathgate	3	3	7	7	1	
Armadale & Blackridge	7	6	3	0	4	

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

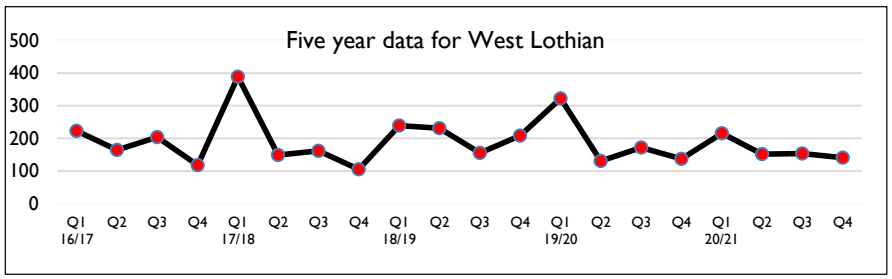
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2019/20 against the target for that period, aligned to the actual number of incidents and target for the same period for 2020/21. There has been an increase of 4 incidents [3%] compared to Q4 2019/20 and a decrease of 12 incidents [11%] compared to the previous reporting Q3 2020/21. The per 10,000 population trendline over the previous five years shows West Lothian to be slightly higher than a comparator local authority and Scotland.

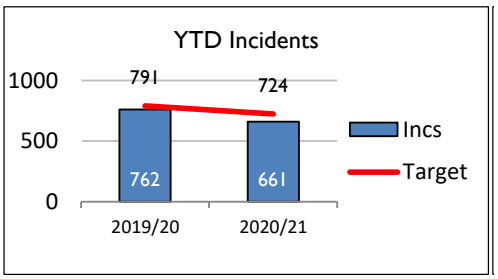
Reasons

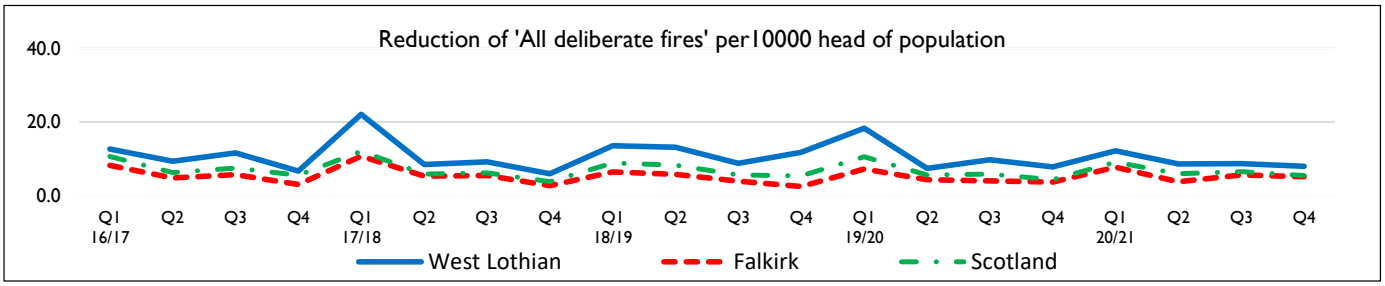
The majority of deliberate fires involved Wheelie Bins, Loose Refuse, Grassland/Woodland/Scrub areas and land contained within gardens which are recorded as deliberate secondary fires. SFRS attended 126 deliberate secondary fires which correlates to [88]% of all deliberate fires in the West Lothian area during this reporting period. This is mainly aligned to some stable weather experienced and the change in behaviours and peoples activities due to COVID-19 restrictions which both contributed to this incident type. The majority of deliberate Primary fires involved Outdoor sheds, outbuildings and light vehicles.

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 - 73	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
West Lothian	709	805	833	762	661	
Linlithgow	8	22	29	27	42	
Broxburn, Uphall & Winchburgh	72	70	102	79	77	
Livingston North	133	147	85	82	68	
Livingston South	117	112	105	92	81	
East Livingston & East Calder	95	109	148	101	100	
Fauldhouse & the Breich Valley	86	90	87	137	71	
Whitburn & Blackburn	58	100	72	94	78	
Bathgate	93	92	117	80	67	
Armadale & Blackridge	47	63	88	70	77	

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

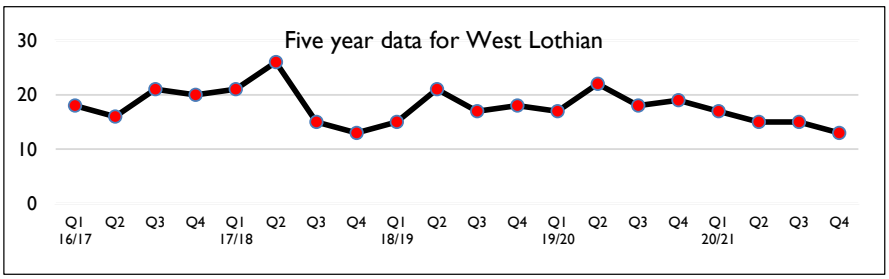
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2019/20 against the target for that period, aligned to the actual number of incidents and target for the same period for 2020/21. There have been 13 incidents which is a decrease of 6 incidents [32%] when compared to Q4 2019/20 and a decrease of 2 incidents [14%] when compared to the reporting period Q3 2020/21. The majority of these incidents occurred within Secure Premises, Nursing/Care Homes and Small Businesses. The per 10,000 population trendline over the previous 5 years shows the West Lothian area being similar to Scotland and a comparator local authority.

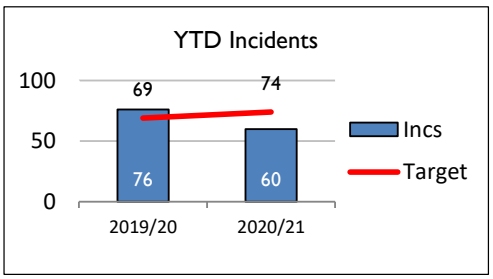
Reasons

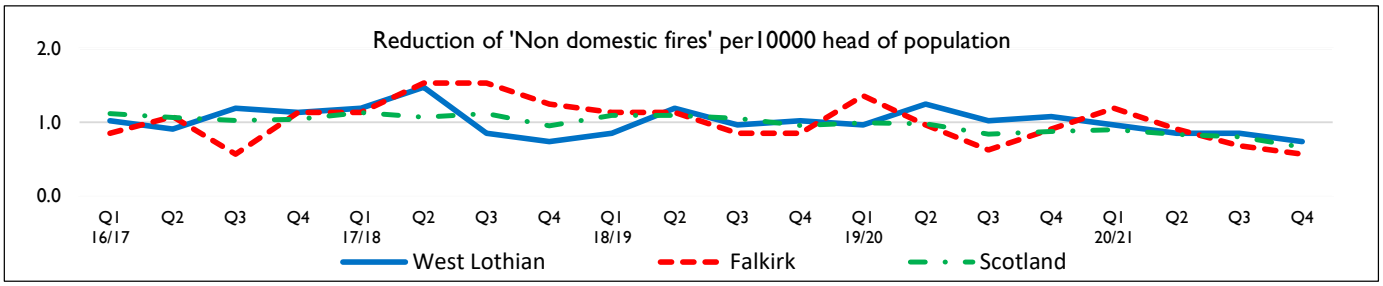
The number of incidents remains low against this priority. The main sources of ignition have been identified as heat sources and combustible materials brought together [5 incidents] followed by overheating appliances [3 incidents] and faulty electrical supplys and cable/leads being the sources of ignition for [2 incidents]. This equates to 77% 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 - 7	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
West Lothian	75	75	71	76	60	
Linlithgow	5	6	4	7	2	
Broxburn, Uphall & Winchburgh	11	8	7	3	4	
Livingston North	4	4	8	4	3	
Livingston South	14	15	17	9	13	
East Livingston & East Calder	9	15	3	10	6	
Fauldhouse & the Breich Valley	7	12	16	21	12	
Whitburn & Blackburn	6	5	3	11	5	
Bathgate	14	6	7	7	5	
Armadale & Blackridge	5	4	6	4	10	

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

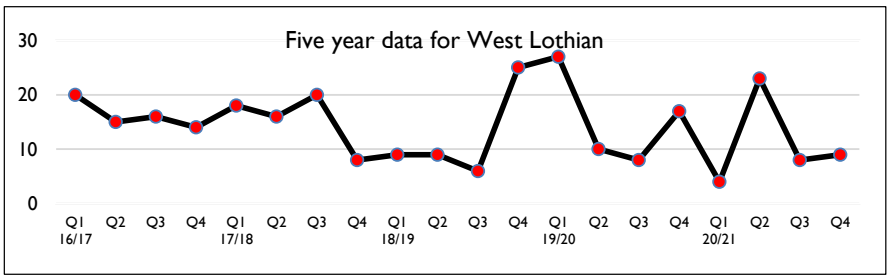
The YTD chart below shows the actual number of casualties during the year to date period of 2019/20 against the target for that period, aligned to the actual number of casualties and target for the same period for 2020/21. There has been a decrease of 8 casualties [53%] when compared to Q4 2019/20 and an increase of 1 casualty [11%] compared to previous reporting Q3 2020/21. The change in behaviours and peoples activities due to the COVID-19 restrictions are considered as contributory factors. The per 10,000 population trendline over the previous five years shows the West Lothian area being slightly higher than a comparator local authority and Scotland.

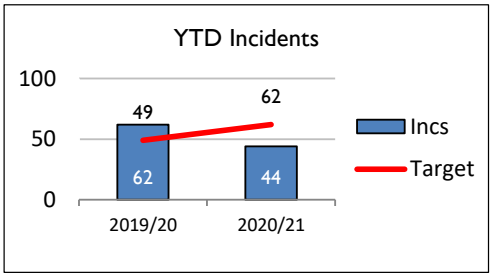
Reasons

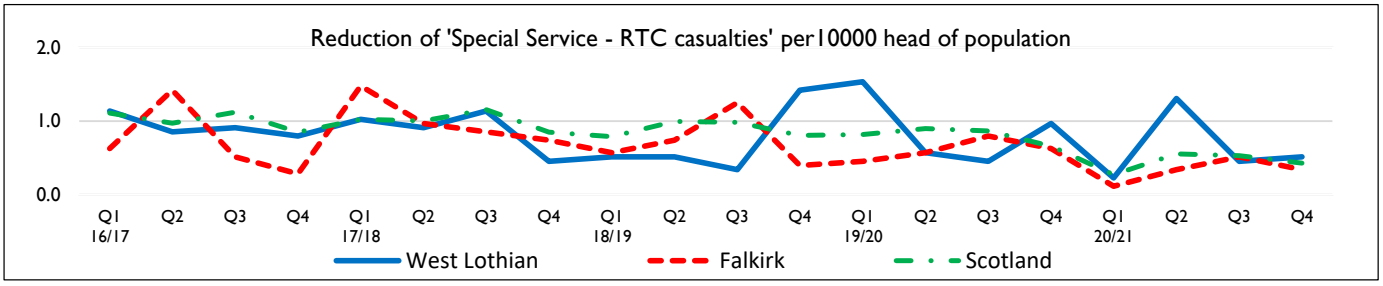
Out of the 9 casualties reported this period, fortunately this has resulted in no fatalities, however 5 casualties attended hospital for further treatment and for further checks to be undertaken with 1 casualty suffering serious injuries. Only 1 casualty required to be rescued by Firefighters through extrication, with the others self extricating prior to SFRS arrival. All casualties were as a result of Road Traffic Collisons involving Cars.

Actions

SFRS continues to work with partners to drive down Road Traffic Collision's and associated casualties. Appendix 4 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 5	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
West Lothian	65	62	49	62	44	
Linlithgow	8	9	5	6	3	
Broxburn, Uphall & Winchburgh	10	1	9	5	5	
Livingston North	4	3	1	9	0	
Livingston South	6	6	2	3	2	
East Livingston & East Calder	4	6	4	8	3	
Fauldhouse & the Breich Valley	11	5	9	4	0	
Whitburn & Blackburn	13	20	6	12	16	
Bathgate	9	11	1	10	9	
Armadale & Blackridge	0	1	12	5	6	

Reduction of 'Special Service - Non RTC casualties'

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

Results

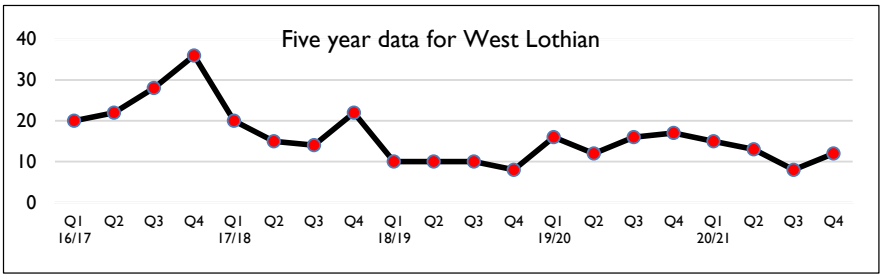
The YTD chart below shows the actual number of casualties during the year to date period of 2019/20 against the target for that period, aligned to the actual number of casualties and target for the same period for 2020/21. There was a decrease of 5 casualties [30%] when compared to Q4 2019/20 and an increase of 4 casulaties [34%] compared to the previous reporting period Q3 2020/21. The per 10,000 population trendline over the previous five years shows the West Lothian area slightly below that of a comparator local authority and Scotland.

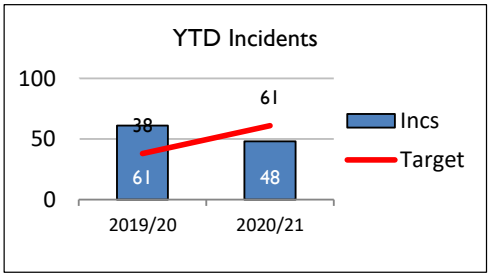
Reasons

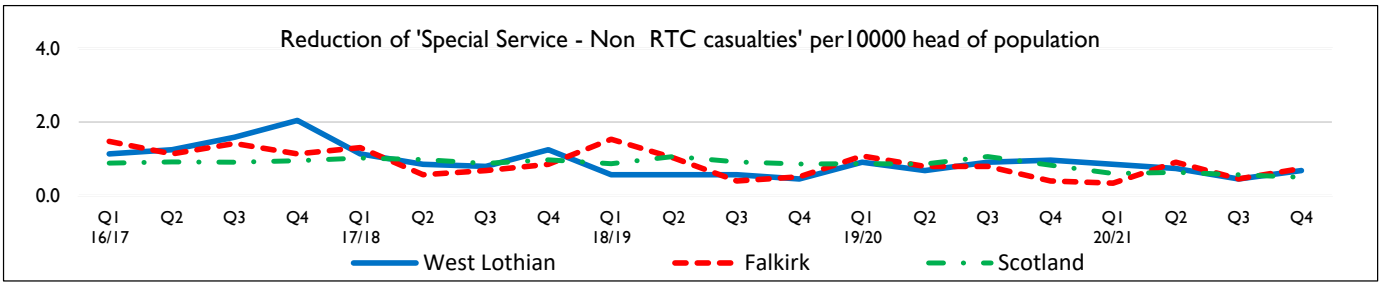
Casualties numbers resulting from Non RTC special service incidents were mainly as a result of the SFRS attending incidents to assist other partners. Effecting entry made up the majority of incidents with SFRS also involved in recovering casualties from water and from entrappment within machinery.

Actions

SFRS continues to work with partners to identify opportunities to drive down the number of persons involved in Non RTC Special service casualties. Appendix 5 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 5	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
West Lothian	106	71	38	61	48	
Linlithgow	10	9	5	5	5	
Broxburn, Uphall & Winchburgh	7	6	6	9	1	
Livingston North	10	9	2	1	5	
Livingston South	6	6	2	6	6	
East Livingston & East Calder	11	3	2	3	7	
Fauldhouse & the Breich Valley	9	7	5	4	3	
Whitburn & Blackburn	25	12	5	8	4	
Bathgate	20	13	6	16	14	
Armadale & Blackridge	8	6	5	9	3	

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

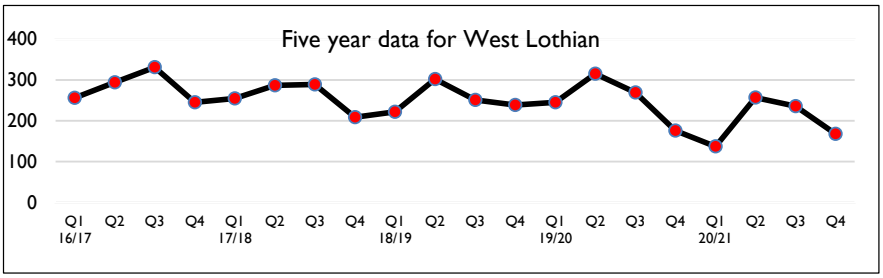
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2019/20 against the target for that period, aligned to the actual number of incidents and target for the same period for 2020/21. There was a decrease of 8 incidents [5%] when compare to Q4 2019/20 and a decrease of 68 incidents [29%] compared to previous reporting in Q3 2020/21. The change in behaviours and peoples activities due to lockdown and the COVID-19 restrictions are considered as contributory factors. The per 10,000 population trendline over the previous five year shows the West Lothian area to be higher than a comparator local authority but below that of Scotland.

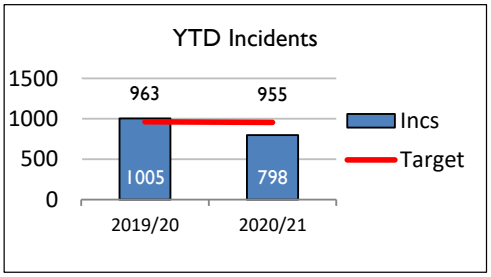
Reasons

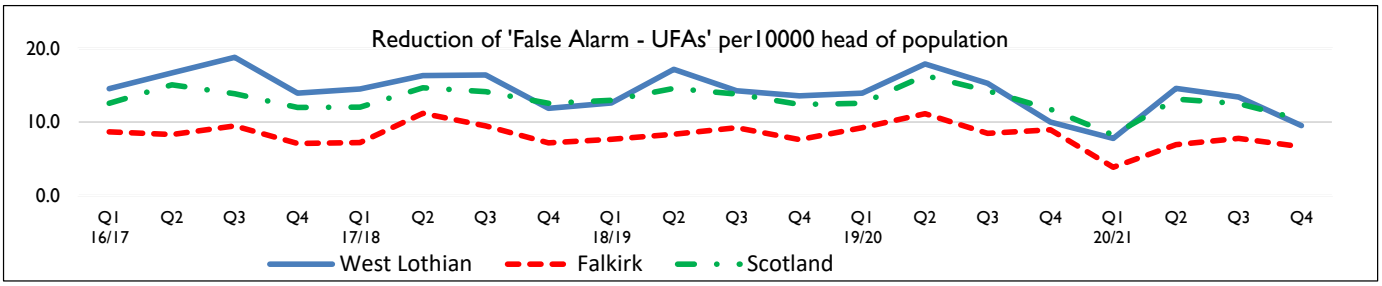
Common UFAS causes are: System Testing - 18 incidents (11%), accidental activation - 14 incidents (8%), Contaminants - 17 incidents (10%) and faults in system - 49 incidents (30%). The largest amount of UFAS incidents were in Warehouses - 18 incidents (11%), Education/Primary Schools - 17incidents (10%), Offices - 13 incidents (8%), Cafe/Pubs - 10 incidents (6%) and Residential Care - 10 incidents (6%).

Actions

SFRS proactively monitor UFAS incidents and our Fire Safety Enforcement (FSE) Officers are actively engaged with dutyholders and alarm providers, to work collaboratively towards reducing the amount of UFAS incidents received and attended. This engagement includes education of duty holders in achieving technical, procedural and management solutions and identification of cost effective solutions in order to reduce future UFAS incidents. Appendix 6 provides further details on our prevention activities in relation to this priority.







YTD ward ave. for West Lothian - 89	2016/17	2017/18	2018/19	2019/20	2020/21	Sparklines
West Lothian	1126	1040	1014	1005	798	
Linlithgow	67	58	76	58	42	
Broxburn, Uphall & Winchburgh	114	94	90	76	85	
Livingston North	113	90	90	105	91	
Livingston South	325	330	300	288	225	
East Livingston & East Calder	151	149	152	144	100	
Fauldhouse & the Breich Valley	75	64	63	64	56	
Whitburn & Blackburn	131	109	132	138	128	
Bathgate	85	90	79	71	36	
Armadale & Blackridge	65	56	32	61	35	

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 2020-21	Low	Medium	High	TOTAL
Total HSVs	90	232	341	663
Q4 2020/21	5	27	43	75

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

SFRS frontline staff submitted several ‘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.

In the near future you will see an increase in knowledge input to partners in Housing Associations to identify vulnerable tenants. SFRS officers will commence the delivery of Hazard identification training to housing managers designed to upskill them to identify any 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.

In February 2019, the legislation relating to smoke detection in the home was changed by the Scottish Government. This means all domestic properties in Scotland, regardless of tenure, should have the same levels of detection; increasing fire safety.

Given the impact of COVID-19, and the difficulties this has created for people seeking to install new smoke and carbon monoxide alarms, the Parliament agreed to delay the implementation of the new standard until February 2022.

The Scottish Government has provided the SFRS access to a limited number of detectors in order to support the most vulnerable in the community achieving this new detection standard. Through a risk based approach this will be conducted through SFRS Home Fire Safety Visits for the highest risk occupancies.

Appendix 2

Reduction of 'All deliberate fires'

Tasking and Coordinating Group (TAC)

During this reporting period SFRS along with multi-agency partners, continue to attend 'Tasking and Co-ordinating Group' meetings. 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 with the proactive targeting of those most vulnerable within our communities.

This group has already delivered improved outcomes. Information received within the meetings creates profiles of individuals responsible for anti-social behaviour. This informs diversionary activity and youth engagement through "fireskills" intervention initiatives and other joint initiatives with partners (i.e Youth Action Project).

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 invested in letterbox blockers to assist households targeted by antisocial behaviour, which are 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 the result of trends identified at the TAC group. Issues identified by partners are 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 as soon as possible thereafter.

Our fire setter's intervention programmes continue to target our young people in West Lothian, creating diversionary activities tailored to the reduction of fire related anti-social behaviour.

Preventing young people at risk of fire related anti-social behaviour continues to be a focus of our engagement, through our Fire skills programmes which also improve employability and citizenship 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 because 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 2020/21, however due to lockdown across the auditing year and the mitigating measures required to supress the Coronavirus moving forward (Tier Levels), it is anticipated that there may need to be a rationalised schedule determined through a risk based approach.

FSEC Code	Premises Type	Number of premises in Local Authority area as of 1st APRIL 2020*	Number of premises subject to pre-planned audit 2020/21	Number of premises audited Q1-Q4 – 2020/21	% of Target Premises achieved
A	Hospital & Prisons	07	07	7	100%
B	Care Home	44	44	44	100%
C	House of multiple occupation (HMO) Tenement	26	08	6	75%
E	Hostels	01	01	1	100%
F	Hotels	119*	13	1	8%
H	Other sleeping accommodation	02*	02	0	0%
J	Further Education	02*	00	0	100%
K	Public Building	32*	00	0	100%
L	Licenced Premises	307*	16	1	6%
M	Schools	119*	39	2	5%
N	Shops	1064*	17	8	47%
P	Other premises open to public	167*	13	3	23%
R	Factories & Warehouses	330*	18	9	50%
S	Offices	635*	08	2	25%
T	Other Workplace	52*	00	0	100%
	Total	**2272***	**186**	**84**	**45%**

*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 were served within the WL area during this reporting period.

There are 2 prohibition notices remaining (served in previous periods) which are actively being policed by our Enforcement Team.

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 the 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. SFRS support the Scottish Government's National Road Safety Strategy and support the national road safety campaign to reduce and mitigate the impact from the dangers presented within the road network and by road users. SFRS have a local 'Road Safety' Champion who targets and co-ordinates preventative activities within the West Lothian area.

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 for some time across the West Lothian area with the outcomes being used to inform the future SFRS Service Delivery at a national level. SFRS support the Scottish Government's National Drowning Prevention Strategy and support the national water safety campaign to reduce and mitigate the impact from the dangers presented by water. SFRS have a local 'Water Safety' Champion who targets and co-ordinates preventative activities within the West Lothian area.

Appendix 6

Reduction of 'False Alarm - UFAS'

A reduction in UFAS incidents has many benefits namely, reducing road risk, reducing SFRS carbon footprint and increasing business continuity. UFAS incidents fall into a range of categories that include. Malicious, Failure of Equipment and Good Intent.

SFRS have developed a UFAS Policy to ensure that persistent UFASs incidents within premises are addressed appropriately. Engagement with key holders is paramount 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.

A recent “staff alarms” initiative to reduce UFAS has seen a reduction in the number of false alarms in schools. This is being negotiated with other duty holders across the West Lothian Area.

Glossary

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

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

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

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

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

Deliberate Fire

Fires where deliberate ignition is suspected

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

CPP
Community Planning Partnership.

SOA
Single Outcome Agreement.

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

RTC
Road Traffic Collision

UFAS
Unwanted Fire Alarm Signals

Seasonal Community Safety Calendar

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

Seasonal Community Safety Calendar 2020

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY AND DEVELOPMENT SCRUTINY PANEL

SCRUTINY OF POLICE SCOTLAND PERFORMANCE IN WEST LOTHIAN

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report is to update Panel Members on the Performance of Police Scotland in West Lothian for the period 1st January 2021- 31st March 2021.

B. RECOMMENDATION

Panel members are asked to note the contents of the report covering the period 1st January 2021- 31st March 2021.

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 January 2021- 31st March 2021.

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 Q4 2020-2021.

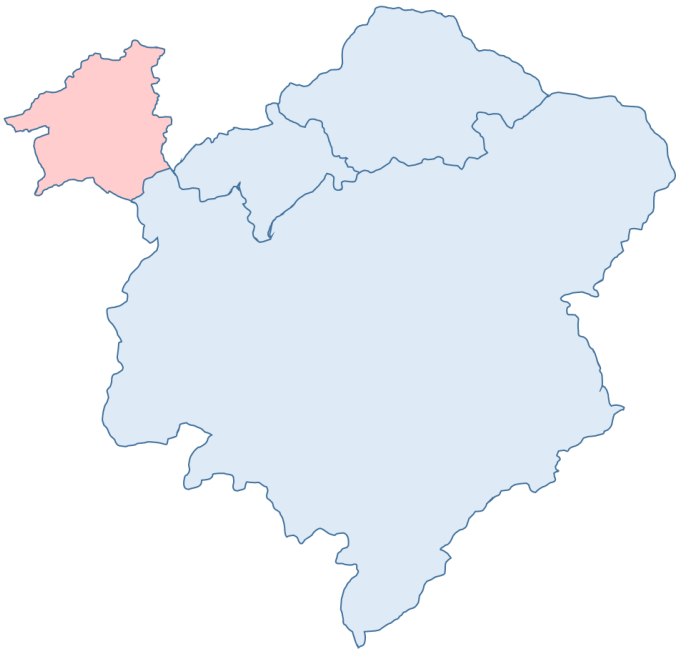
G. Contact Person:

Ann Marie Carr
Head of Housing Customer and Building Services.

Date of meeting: 1st June 2021

West Lothian Area Command

The Lothians and Scottish Borders



Policy Development and Scrutiny Panel

Quarter 4 – 2020/2021

The data provided in this report is for information purposes only and is not official crime statistics. This report has been generated 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 differences between the information in this report and the final Police Scotland statistics. It would not be appropriate to refer to, quote or use any data in this report as official statistics.

POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

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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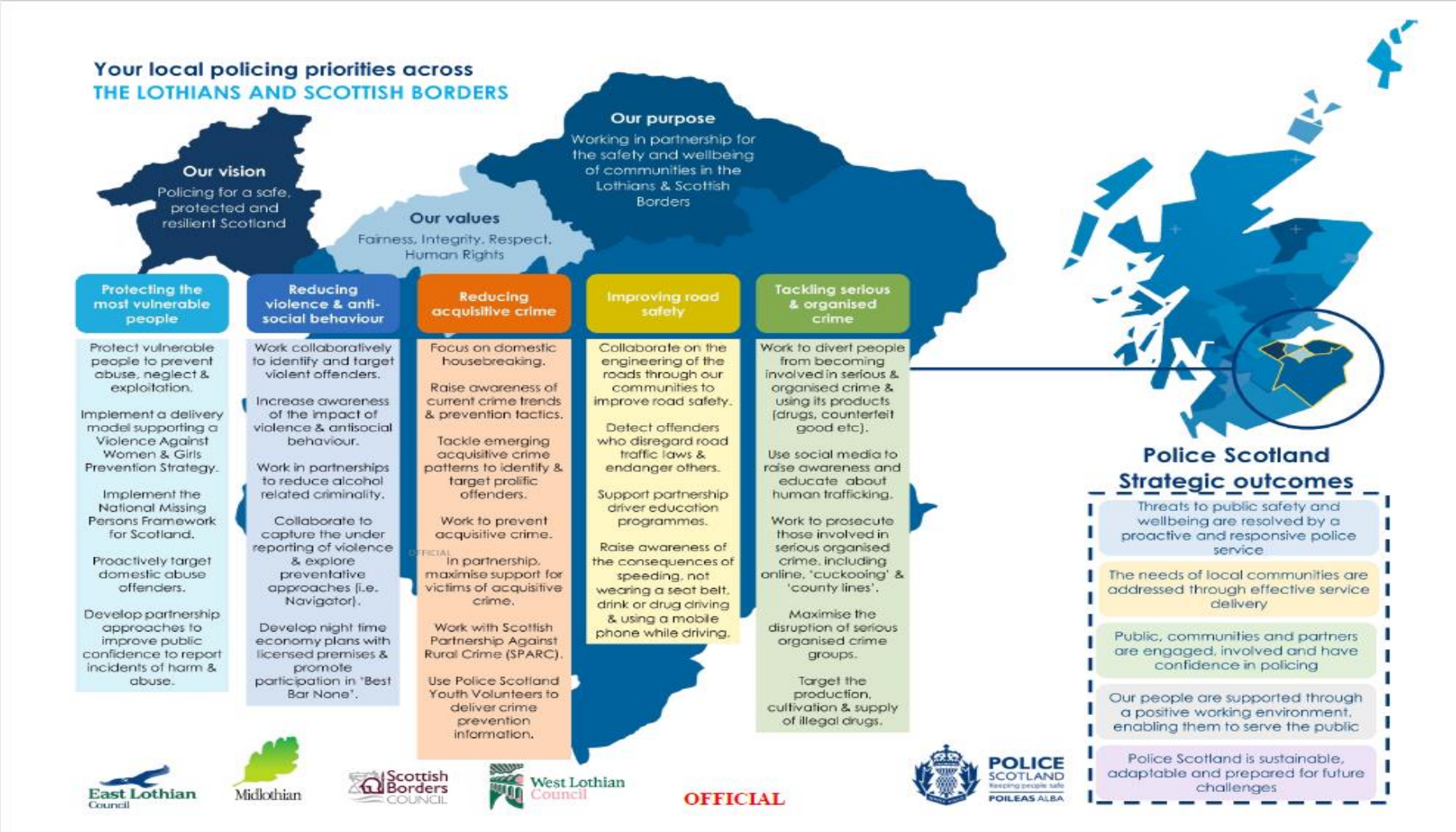
The Lothians and Scottish Borders Division Policing Priorities



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Introduction

Crimes and offences are grouped under recognised categories for statistical purposes. The Scottish Government defines these categories, as follows;

Group 1 – Non Sexual Crimes of Violence
Group 2 – Sexual Crimes
Group 3 – Crimes of Dishonesty
Group 4 – Fire-raising, Malicious Mischief etc.
Group 5 – Other (Pro-activity) Crimes
Group 6 – Miscellaneous Offences
Group 7 - Offences Relating to Motor Vehicles

Police Scotland publishes management information on an annual and quarterly basis by local authority and police division, as well as at a national level. These reports are produced to demonstrate Police Scotland's commitment to transparency. Police Scotland publishes all of these reports on the 'Our Performance' section of the Police Scotland website. The reports can be accessed here: http://www.scotland.police.uk/about-us/our-performance/

The West Lothian Policing Plan uses the following Police performance indicators, and these have been mirrored in the Scrutiny Report to maintain parity of understanding:

1. Protecting the Most Vulnerable People
2. Reducing Violence and Antisocial Behaviour
3. Acquisitive Crime
4. Improving Road Safety
5. Tackling Serious and Organised Crime

All figures quoted in this report are for the period April 2020 to March 2021 and are compared against the same reporting period from the previous year. Where figures are quoted on rate per 10,000 population, these are based on West Lothian's population of **183,100 in 2019** (Scottish Government figures, published April 2020).

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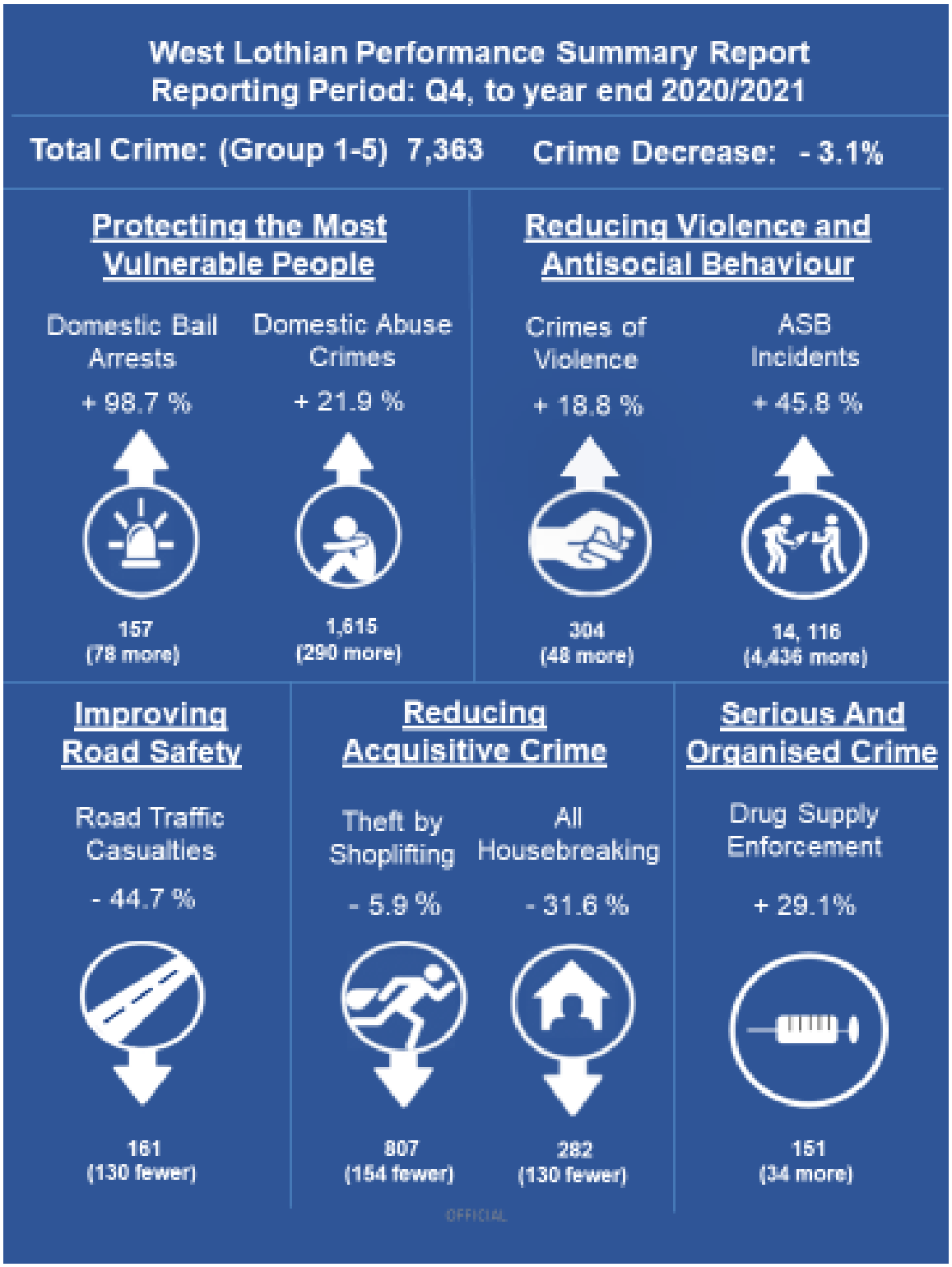
West Lothian Performance Summary



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Executive Summary – Q4, West Lothian

No agency, organisation, business, group family or individual can look back on the year to March 2021 without referencing the global Covid-19 health crisis. Our approach throughout the pandemic has been to engage with the public, explain the legislation and encourage compliance. Where that approach is exhausted or ignored, we then move to enforcement powers, but as a last resort.

The impacts on Police have been significant and varied. We have had to understand and apply new Legislation and new Regulations, and tried to manage public expectations. There have undoubtedly been new demands, not least in relation to Anti-Social behaviour, but in other areas too, in particular online offences. Through necessity, we have altered at least in part the way we engage with our communities and deal with incidents. We have sought to strike the balance between maximising visibility and limiting unnecessary direct public contact. We have increased the use of phone reporting and promoted the use of diary appointments. Although still a work in progress, we have and will continue to energise our use of social media.

The management of prisoners, and attendance at incidents where Covid-19 is suspected or confirmed has presented significant challenge, and necessitated new approaches. We have altered protocols, and have seen our officers and staff show huge flexibility around PPE and distancing. Internally, we have focused to wellbeing and welfare, and managed challenges around absence and self-isolation. Our staff and officers have shown remarkable mental fortitude and flexibility to help create a new “business as usual”.

Opportunities for traditional community and partner engagement have reduced and changed; opportunities to work with young people in education settings have been limited. We implemented targeted patrols in relation to travel restrictions, accessed national units in support, including Roads Policing and the Force Reserve Unit, and latterly provided attention to the Vaccination Centres.

With there being very limited night-time economy activity during the year, we tipped our public space deployments accordingly. Planned events, including Gala days, did not require attention. Mental health issues, it would appear linked to the pressures of lockdown and changes in lifestyle, created additional pressures, which have affected us as first responders. We accessed the ACAST system to try to recover some capacity.

Violent crime rose; the majority took place behind closed doors, and where the victim and perpetrator were known to each other. Domestic and sexual violence remains underreported; we increased targeted repeat offenders by pro-active enforcement of bail conditions. Responding to community intelligence we increased attention to the supply of drugs, and focused to disrupting organised crime. Domestic and overall Housebreaking fell significantly, for reasons that are comparatively easy to understand.

The significant reduction in Road Traffic Collision injuries is a genuine good news story. The quieter roads during the first lockdown period in particular was a factor, but we have maintained attention to the key arterial routes where most serious injuries and fatalities occur, supported national campaigns, and promoted online preventions programmes.

2021/22 will bring a new series of challenges and opportunities. We expect to return to normality with regard to our own local events, in all likelihood towards the end of 2021. We will help resource major policing operations for the Euro football championships, G7 and COP26. Our focus will remain to the priority business within the Local Police Plan, and work with partners to reinvigorate again our preventions activity in relation to Violent, Sexual and Domestic Crime in particular, but also to Roads Safety, Housebreaking, and Drugs and Serious and Organised Crime. All things being equal, ASB will return to expected normal patterns in line with all 5 year averages; as ever, we take nothing for granted, and look forward to working with all our partners and our communities, in what is sure to be another busy year.

Chief Inspector Alun Williams
Local Area Commander, West Lothian
May 2020

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Protecting the most vulnerable people.	Missing Persons and Mental Health

	Adult	Cared for Adults	Child	Looked after Child	Grand Total
Apr - Mar 2019/20	238	4	258	235	735
Apr - Mar 2020/21	239	9	207	231	686
Change %	0.42	125.00	-19.77	-1.70	-6.67

Missing Persons

Protecting vulnerable people is a priority for The Lothians & Scottish Borders (J) Division. Within the wider remit of protecting people is the work and investigations carried out to trace people who are reported missing.

We end Q4 continuing our ongoing work with partners to complete the roll out of the LAC protocol through the monthly joint agency strategy group, and working with St John's Hospital staff regarding refreshed NHS protocols relating to missing persons. Under Public Protection Unit (PPU) leadership we have established an implementation group to deliver the Herbert Protocol to Care homes, NHS and 3rd sector. Still in early stages, we believe that there are real opportunities to make a difference to safeguard some of the most vulnerable people in the area from going missing, or maximising the likelihood of a swift and safe return. This work will continue in 2021/22, and we will report on developments in future reporting periods.

The overall volume of missing persons reports this year has fallen slightly. We continue to focus on working with staff at St John's Hospital and at Young Person's Units, in attempts to reduce demand. Community and PPU officers continue to seek engagement with Looked After and Accommodated Children in particular, particularly to try to encourage changes in risk behaviours.

In March 2021 Police Scotland introduced the location sharing app "**what3words**" for operational use. We use a bespoke, emergency services only "Lite" version, which assists officers in a number of ways, but would like to take opportunities to promote this app to the general public; it allows individuals to provide an exact location within 3 metres, which could prove helpful in a number of situations should the individual have cause to contact the emergency services.

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Mental Health – ACAST.

As has been described in previous scrutiny papers, our officers have had cause to deal with an increasing number of people who have been experiencing mental health crisis. With thanks to our partners in NHS Lothian, during 2020 we were able to agree protocols allowing operational officers to access the Acute Care and Support Team (ACAST) in West Lothian, a Mental Health Community Triage System.

Police officers dealing with individuals apparently suffering from a mental health or emotional episode would normally need to take the individual to A&E for MH assessment, waiting with them until complete. Now they are able to call direct a Mental Health Nurse (MHN) to seek direction and advice. Appropriate in circumstances where risk presents at the lower end of a scale, the NHS staff member can consider the circumstances immediately. If the person does not meet the criteria, officers will still be directed to bring the person for face to face assessment at St John's Hospital.

Where satisfied that attendance at hospital is neither required nor proportionate, the MHN can speak to the person direct, offer advice and reassurance, provide coping strategies at source, make onward referrals, or make an appointment for a follow up at a future date instead. The NHS commitment to this system is pivotal to the success of the scheme, and the MHN triage aspect key.

The ACAST system frees up capacity at A&E/Out of Hours, whilst ensuring that those people who met the criteria, receive the most appropriate support at source. Based on 2 officers and (a conservative estimate) 4 hours for each incident requiring an assessment in person at St John's Hospital, in March an estimated 96 policing hours were freed up.

Since implementation towards the end of Q1, over 300 people have been diverted from escorted hospital attendance through ACAST. This equates to a remarkable 2400 hours (or 240 full 10 hour shifts), of "saved" officer time.

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Protecting the most vulnerable people.	Domestic Abuse Incidents

Domestic Abuse	Q4 2019/20	Q4 2020/21	% Change
Number of Domestic Abuse Incidents	2,280	2,662	+ 16.8%
Total Crimes and offences in Domestic Abuse incidents	1,325	1,615	+ 21.9%
Percentage of Domestic Incidents that result in a crime	42.8%	43.3 %	+ 0.5%
Total crimes and offences detection rate	67.2%	68.8%	+ 1.6%
Total Detections for Domestic Bail Offences	79	157	+ 98.7%

Domestic Abuse will always be a priority matter for all West Lothian officers. By the end of Q4, officers had recorded 2,662 domestic incidents, 382 more than the previous year, during which 1,615 crimes were recorded. This crime figure is 21.9% higher than last year, and follows the pattern that we have seen all year; Covid-19 lifestyle and household related changes present as the key contributory factors in this increase.

By the end of the year we had made 78 more pro-active arrests of perpetrators who were in Breach of Bail conditions, relating to domestic offences, almost exactly twice the total of 2019/20.

The Disclosure Scheme for Domestic Abuse Scotland (DSDAS) 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.

We welcome a 40% increase in DSDAS referrals in West Lothian compared with the same period in 2020. This is a prevention tactic, and ensures that disclosures in potentially higher tariff circumstances are being made, in order that victims can make informed decisions about their relationship and review safety measures.

J Div Domestic Abuse Prevention Delivery Group.

This is an established internal Domestic Abuse forum, which promotes new tactics and best practice across the Division (East Lothian, Midlothian, Scottish Borders and West Lothian).

For a six week period from 26th February, the **#GetConsent** campaign was widely promoted through social media. It was designed to educate male perpetrators, aged 18-35 years old and within a relationship, on the issue of consent, to prevent them from offending, with the single proposition that 'Sex without consent is rape'. Campaign messages can still be accessed via the Police Scotland website (scotland.police.uk/get consent).

Looking forward, the DAPDG has a number of prevention activities planned. We will create video clips for promotion through social media where local officers and Police Staff will provide messages and advice regarding domestic abuse. The group has engaged with 6 of the largest employers in West Lothian to identify Points of Contact who will promote Police Scotland Domestic Abuse campaigns within their own organisations.

In late Q4 we promoted National Stalking Awareness week 19-23rd April 2021. There is ongoing liaison with DASAT to ensure preventions messages were shared on a multi-agency basis. We also supported the Victim Support Scotland "Your Space" campaign during Q4, which highlighted the emotional impacts of Domestic Abuse and practical help that is available to the victims of crime.

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Protecting the most vulnerable people.	Hate Crime

Crime Type	Q4 2019/20	Q4 2020/21	% Change	Q4 2020/21 Detection Rate
Hate Incidents	211	263	+ 24.6%	
Hate Crimes	175	237	+ 35.4%	69.6% (- 0.1%)

Please note that in respect of recorded Hate Crimes, this section references;

- Criminal Law Consolidation 1995 S50a(1)(B)&(5)Cause Distress & Alarm
- Racially Aggravated Harassment (Criminal Law (Consolidation) (S) Act 1995 S50a(1)(A)) Racist

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.

Despite the ongoing challenges presented by restrictions, our preventions officers have continued to promote the ongoing roll-out of the Keep Safe Campaign and Third Party Reporting, raising awareness of disability hate crime.

The overall number of hate crimes and incidents have increased from this time last year, as shown in the table above. As described in previous reports, we assess that again, Covid-19 and in particular, dynamics between households, is a key factor in these increases. Local restrictions appear to be a factor in increased tensions where they otherwise have not existed to date. In March, 11 of the 26 crimes in West Lothian related to Sexual Orientation, which is unusually high and we will monitor and consider targeted preventions activity going forward.

We continue to encourage reporting of hate incidents and hate crime – these are areas we know to be underreported, and only with awareness can we support victims, identify repeat victims, locations, offer support and preventions activity. These enquiries are subject to additional scrutiny. We continue to share all relevant information with our Safer Neighbourhoods Team and Housing providers. Perpetrators should understand the partners will not tolerate Hate Crime and that offending can place the perpetrators tenancy at risk.

Despite a recorded rise by more than a third from this point last year, detection rates are almost exactly the same. We continue to seek the strongest sanction at court.

Other patterns within this crime type remain constant – other than neighbour issues, victims are primarily shop workers, police officers and to a point other emergency service workers, who are verbally abused in the course of their daily work duties.

We support national campaigns regarding those matters and review with local employers, prevention and evidence gathering opportunities, whilst continuing to press a zero tolerance approach.

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Protecting the most vulnerable people.	Sexual Crimes (Group 2)

Crime Type	Q4 2019/20	Q4 2020/21	Change	Q4 2020/21 Detection Rate
Group 2	431	414	- 3.9%	56.8% (- 1.2%)

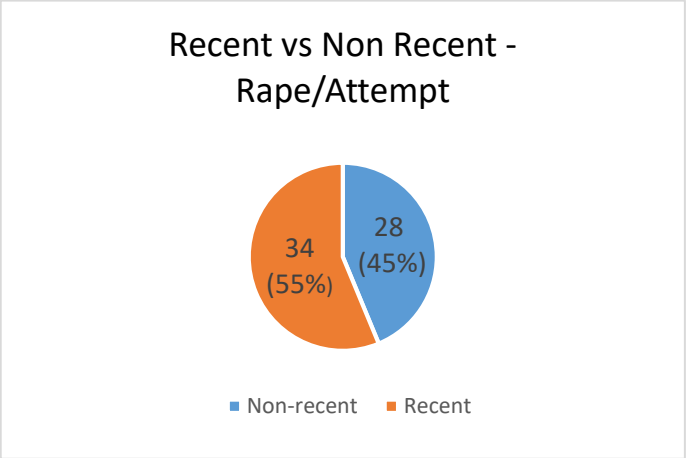
Tackling criminality that poses the greatest threat and risk is and will always be, a priority for officers in West Lothian. Rape and Sexual Crime is an area of focus in terms of providing confidence to report, undertaking professional investigations, providing victim support, pursuing perpetrators and managing offenders. The investigation of rape and sexual crime, alongside the management of offenders is achieved through close partnership working.

By the end of Q4, reports of all Sexual Crime had reduced 3.9% by 17 crimes, to 414 in comparison to last year. The overall solvency rate for Group 2 crime in West Lothian at the end of 2020/21 fell by 1.2%, influenced predominantly by the increase in online offending and threats to distribute intimate images - crimes which require complex and often lengthy technical enquiries.

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.

As has been a constant pattern; over half of all such reports in Q4 relate to historic matters, some having occurred many years previously.

There were 62 Rape and Assault with Intent to Ravish crimes reported. Detection rates rose slightly to 64.5% from last year.



Case Study

During Q4, Response and specialist Domestic Abuse Investigation Unit officers investigated a repeat domestic offender. Through detailed enquiries and partner consultation, the likelihood that he may have offended against his previous partners was considered and the case was raised at MARAC. In light of the complexity and tariff, the investigation was taken forward by the Bathgate based (national) Domestic Abuse Taskforce.

Previous partners were approached by investigators; 4 individuals engaged with officers and a series of unreported historic offences, dating between 2011 and 2020, within those relationships were disclosed. In March 2021 the male was arrested and charged with 24 offences, including 2 x Attempt Murder, 11 Assaults or Assaults to Injury and both Breaches of Bail, and Breaches of Non Harassment Order. He presented to court and was remanded pending future court appearance.

Such cases are unusual, but offer some small insight to the significance and complexities of these types of enquiries and the breadth of the offences under consideration, many of which are non-recent, but which affect current reporting cycles.

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Protecting the most vulnerable people.	Drug Supply, Production & Cultivation

Drugs Supply	Q4 2019/20	Q4 2020/21	Change
Drugs Supply, Production and Cultivation	117	151	+ 29.1%

As ever, we act primarily on community intelligence and encourage reporting direct to police by phone, online, in person, via remote reporting sites and / or anonymously through Crimestoppers (0800 555111).

By the end of the year we had libelled 151 drugs Supply, Production and Cultivation offences, compared to 117 last year, an increase of over 29%. As will always be the case, we await lab test results before reporting additional drugs Supply offences.

Of particular note within these drugs enforcement activities, two West Lothian men were arrested and charged after PCT officers enforced a warrant at a Business Park in Broxburn in January. Cannabis plants valued at over £750,000 were recovered. Enquiries are ongoing regarding other offences and links to Organised Crime and a report has been submitted to the Procurator Fiscal.

Our School Campus Officers were able to deliver a very limited number of one-to-one and group inputs relating to the detrimental effects of drugs. During these inputs, the links between drugs and Serious & Organised Crime was discussed. Clearly as schools return to normality and officers can again engage with young people, we will seek to revisit Divert and Deter messages.

Our close relationship with HMP Addiewell continues, and we have recorded 57 instances where drugs have been brought into prison, up from the total last year of 15. This almost fourfold increase is almost certainly linked to Covid, and in particular longer periods of lockdown coupled with significantly fewer physical visits for residents. Letters and packages have been intercepted by prison staff as they enter in the postal system. In all cases we will attempt to identify the sender. Meantime we continue with our Operation Accumulator perimeter patrols and targeted presence in the vicinity of the prison, and have a series of dates planned during Q1.

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Reducing Violence and Antisocial Behaviour.	Crimes of Violence (Group 1)

Crime Type	Q4 2019/20	Q4 2020/21	Change	Q4 2020/21 Detection Rate
Group 1	256	304	+18.8%	74.3% (- 1.2%)
Serious Assault	121	121	0%	77.7% (+ 2.5%)
Robbery	52	39	-25.0%	74.4% (+ 3.2%)
Common Assault *	1,819	2,010	+10.5%	68.9% (+ 4.4%)

*Common assaults not recorded as Group 1 crimes, but will be referenced in this section

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.

Detection rates for crimes of violence remain strong, led predominantly by CID and Proactive Crime Team officers. Reports of Serious Assault year were exactly the same as last year, with solvency sitting at 74.4%. Reports of Robbery fell by a quarter whilst detection rose 3.2% to 74.4%.

Following recent patterns, within a small overall increase in Group 1 crime, Threats and Extortion rose by 23, from 10 to 33. This crime type is often referenced as “Sextortion” - cyber-enabled extortion which involves the threat of sharing sexual information, images or clips to extort money from people, whether images actually exist or not. Reports of so-called 'sextortion' have increased significantly across the country and West Lothian is in line with the national trends. Police Scotland national data provides that two thirds of the extortions demanded money from the victim to avoid disclosure of sexual images or footage they had unwittingly provided to criminals. Sextortion victims in Scotland in 2020 were aged between 10 – 85, with the majority (64%) aged 25 and under.

Nationally, most victims were male (60%). Around half of female victims were aged 10 – 17, with just over half of male victims aged between 13 – 23 years. Girls and young women aged under 18 were most vulnerable to being targeted for images. Young men in their late teens/early twenties were the most vulnerable to being targeted for money. Over all age groups (national figures):

- 85% of the complainers targeted to obtain money were male
- 94% of the complainers targeted to obtain images/video were female.

Our messaging is simple - sometimes the people you meet online are not who they say they are. We want people to be aware of the risks and stay safe online and if there has been an incident, to have the confidence to report it to police. Every report will be treated seriously, sensitively and victims will be treated with respect.

Within the Group 1 figures, one particular incident of note from 18th February 2021 saw two local men undertake a short lived, violent spree through part of Livingston. Both were arrested by officers and reported for a sexual assault, an assault by stabbing and attempt to stab another person and two robberies. All weapons were recovered and both were remanded in custody.

Common Assault in West Lothian increased by over 10% compared to last year. Detection rose by 4.4% to 68.9%, driven by local operations. These figures include domestic assaults, which remain high, and which are described later in this report. There were 64 additional Assaults on Emergency Service Workers, which increased this year by over 49%, (from 130 to 194), the pressures of Covid-19, including mental health issues, apparently being the key reason.

Looking forward, West Lothian Officers will continue to proactively work to reduce violence through a variety of enforcement methods, including but not exclusively – engaging Licensed Premises and reinvigorating our Night-time Economy detail, Operation Lenticular, as the pubs re-open; continuation of pro-active bail checks; targeted activity against those wanted on warrant.

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Reducing Violence and Antisocial Behaviour.	Reducing Antisocial Behaviour

Indicator	Q4 2019-20	Q4 2020-21	Change	Q4 2020/21 Detection Rate
Antisocial Behaviour Incidents	9,680	14,116	+ 45.8%	
Vandalism (including Malicious Mischief)	1,473	1,296	- 12.0%	25.3% (+ 2.9%)
Fireraising	110	100	- 9.1%	17.0% (+ 6.1%)
Breach of the Peace and S38 CJ&L(S)A 2010	1,268	1,541	+ 21.5%	75.3% (- 1.5%)

Recent patterns relating to Anti-Social Behaviour continue; once again the "traditional" key crimes within ASB – Vandalism and Fireraising - continue to fall, following the 5 year long downward trend. The year-end figure for ASB incidents was at a remarkable 14,116, which is well on the way to be half more than last year. This has been discussed in previous PDSP meetings – in short, the Covid pandemic has created an entirely new band of ASB complaint, including Breaches of the Peace, which engulfs and masks the otherwise ongoing 5 year decrease in all other ASB in West Lothian.

We may never see figures and demands like this again.

Meantime, we continue to work with our partners and follow the same approach to the public health crisis as we have for months – maintaining visibility, and utilising the 4 E's – Engage, Explain, Encourage and Enforce, while we move towards a return to a sense of normality, all things being equal, in the coming months.

We had cause to deal with a gathering at the cross in Armadale on 21st March 2021, which was not compliant with Covid distancing guidelines. Individuals celebrating their football team winning the League gathered and for a period of time officers facilitated a group up to 300 in number, who dispersed after officer interventions within the hour. We received a number of complaints and negative online comments. It was disappointing that so many chose to ignore the "stay home, stay safe" Covid messaging. We altered our approach for subsequent dates, although it fair to say that this gathering presents now as something of a unique outpouring of celebration.

In the last part of Q4, we saw new complaint regarding the Anti-Social Use of motor vehicles, in particular so called "boy racer" challenges in and around Livingston in particular. Some driver conduct has been anti-social (noise, nuisance) and some criminal (driving offences); we have engaged a large number of drivers in recent weeks and have plans under Operation Kazoo for specific planned activity with our roads policing colleagues throughout Q1 2021/22.

Our priority location during Q4 regarding ASB has been Howden Park, where lighter nights and better weather saw large numbers of young people regularly congregate, creating local community concern. This is a re-emergence of an issue from Q2 and Q3 in particular. Various enforcement actions took place, and we have a plan of activity into the Spring and Summer months.

Finally, following new rounds of complaints, we have again committed to taking action against the use of off road motorbikes at different locations in the Local Authority area, and this work will run throughout Q1 and Q2 under Operation Orientalis, whilst we engage partner agencies and landowners regarding longer term solutions.

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Reducing Acquisitive Crime.	Dishonesty (Group 3)

Crime Type	Q4 2019/20	Q4 2020/21	Change	Q4 2020/21 Detection Rate
Total Group 3	3,933	3,469	-11.8%	29.1% (+ 3.3%)

Dealing with Acquisitive Crime to Protect People by reducing the financial and personal pressure on individuals and communities remains a priority. By the end of the year overall reported Group 3 crimes of Dishonesty decreased by 464 with detection rates at 29.1%. Further breakdown of the data provided in the table above provides the following.

Thefts of vehicles have decreased by 49 crimes compared to last year. There were 241 Thefts from insecure Vehicles, down by 130 incidents and overall motor vehicle crime fell by 31%, from 741 to 511 crimes.

Common Theft and Theft by Shoplifting remain the volume crimes under the Dishonesty heading, accounting for 1832 out of the 23469 crimes of dishonesty for the 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. In Q4 we established a Rural Crime Prevention Partnership, which is supporting intelligence gathering, preventions activity and helping us target our enforcement.

The Covid lockdown has led to more people being at home and apparently spending time online. This seems aligned to a rise in Crimes of Fraud by 170 crimes to 54 - the vast majority of these incidents related to online or telephone crimes. Victims are of all ages and we continue to use social media and other methods to support preventions messages and national campaigns.

We have been asked in a number of forums about Theft of Dogs. This crime is on the rise nationally and we would encourage all dog owners to consider physical security, CCTV/lights and signage, particularly where dogs are kept in outdoor runs and kennels and also to have dogs chipped. Thefts of dogs have been very uncommon in West Lothian, although there have been two occasions in 2020/21 where Dogs have been stolen – once in November, where working dog was taken, but after a social media blitz, traced safe and well in Carlisle by the owner. We have identified and reported an individual regarding that theft. Sadly, a second incident occurred in March, where a dog and a bitch were taken after a targeted theft from kennels. We have not recovered the dogs. These matters are clearly hugely distressing for the owners and whilst there are no local patterns or repeat locations in West Lothian and no indication that pets might be targeted, we would encourage vigilance.

Core business continues of course and we have had cause to deal with a number of repeat offenders. On 19th January, Proactive Crime Team officers investigating a series of thefts from and of vehicles in the south of Livingston arrested a recidivist offender under Operation Rampion. Property was recovered and the male reported for 15 theft related charged and breaches of bail conditions. He appeared at court and a trial date is awaited. We advertised this good work on social media and took the opportunity to remind the public to secure their vehicles and leave no valuable within overnight, messages we will echo in Q1.

Looking ahead to Q1 and Q2, our PCT plans activity in relation to Operation Hutchen, which is an ongoing investigation into the theft of Transit vans occurring across the central belt of Scotland (500 in last year). This will be part of a multi division response and which will incorporate a prevention campaign targeted at van owners.

Overall detection has improved by 3.3%, a similar rate to that of Housebreaking, which features in the next section.

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Reducing Acquisitive Crime.	Housebreaking

Crime Type*	Q4 2019/20	Q4 2020/21	Change	Q3 2020/21 Detection Rate
Dwelling HB	140	98	- 30.00%	25.5% (- 3.5%)
Non Dwelling HB (Sheds, garages)	100	87	- 13.00%	13.8% (- 1.3%)
Other (Business) HB	172	97	- 43.60%	41.2% (+ 18.5%)
All HB *	412	282	- 31.6%	27.3% (+ 3.9%)

*All Crime Types include Attempt Theft Housebreakings

There were 130 fewer reports of Housebreaking in West Lothian compared to last year, continuing a recent positive trend. Of particular note, within this figure, there were 42 fewer dwelling housebreakings compared to last year end, a 30% reduction.

It is fair to suggest that due to Covid-19 restrictions, fewer domestic dwellings were unoccupied through the day and evenings. With more businesses being closed or staff working from home rather than on-site, we continued to focus our patrols to vulnerable industrial units as well as main arterial routes in and out of West Lothian, providing additional attention to premises potentially more vulnerable to attack. That seems to have been a factor in our improved solvency in this area, up by 18.5% to over 41%, which in turn has carried the overall detection up by 3.9%.

Housebreakings to Business premises fell by 13 incidents, and officers continue to promote target hardening, preventions and security advice to try to promote further improvement, not least as business start to reopen and return to some form of “new normal”.

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Improving Road Safety.	Road Casualties

Road Traffic Collision - Injury	Q4 2019/20	Q4 2020/21	Change
Fatal	4	4	0%
Serious	67	55	- 17.9%
Slight	220	102	- 53.6%
Total	291	161	- 44.7%

Road Traffic Offences	Q4 2019/20	Q4 2020/21	Change
Dangerous Driving	82	108	+ 31.7%
Speeding	113	145	+ 28.3%
Disqualified Driving	43	49	+ 13.9%
Driving Licence	191	257	+ 34.6%
Insurance	562	743	+ 32.2%
Seat Belts	48	37	- 22.9%
Mobile Phone	44	30	- 31.8%
Drink/Drug Driving Detections	214	217	+ 1.4%

Although there were no fatal road traffic collisions in West Lothian during Q4, four people lost their lives in road traffic collisions during the year. This is the same total as last year. Three of these incidents have resulted in drivers being reported to the procurator fiscal.

Road Policing officers continue to make enquiries into the fatal Hit and Run road traffic collision on 20/09/2020, which occurred on the B792 near to Torphichen, where a pedestrian was struck and killed by a Nissan Qasquai motor car. We are committed to finding answers for his family, and Operation Darumburgh continues.

Despite these four tragic deaths, the Road Casualties picture in West Lothian has improved. It would be unfair and unrealistic to not link the quieter roads during Q1, Q2 and to a point Q3, as a result of Covid travel restrictions, to these results. Although there has been much discussion about designated 20 mph enforcement, we have focused our resources to the faster main arterial routes and rural roads, where injury collisions are more common.

The overall reduction by over 40% in Road Traffic Collisions is welcome. Although 12 fewer people were seriously injured, the massive 53% drop in Slight Injury collisions, (118 fewer injured people), is a genuine good news story.

The table above highlights our overall increase in pro-activity around driving offences noticeably with regards to dangerous driving and driving without documents (licence, insurance), or whilst disqualified. There having been no real night-time economy of which to speak, there was still a rise in Drink and Drug driving offences detected, and we await lab analysis regarding a number of other potential offences.

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Tackling Serious & Organised Crime.	Tackling Serious & Organised Crime

As indicated in a previous section, West Lothian officers continue to disrupt organised crime groups by targeting drugs supply offences, gathering intelligence and generating enforcement opportunities.

An emerging trend in Serious and Organised Crime is the ordering of drug related packages online. West Lothian Officers have been working in partnership with UKBA in an effort to proactively target persons conducting online drug purchases. Due to this multi-agency approach, a substantial number of packages have been intercepted during Q4, and enquiries are continuing. Addresses in Livingston were visited under warrant from where officers recovered a number of items which provided further intelligence and support disruption activity.

Separately, officers have recently refreshed all of the intelligence/information received on certain nominals in West Lothian. They have been placed these nominals into three "achievable" groups – terminology that indicates there will be specific, targeted development, disruption, deterrence, and detection activity. All local officers have been fully briefed to identifying methods to disrupt and deter these individuals on a daily basis. In January Road Policing officers acting on intelligence seized a £12k vehicle from a nominal linked to a particular group and linked it to other offences in West Lothian. Targeted disruption and enforcement will continue into Q1.

Overall cash and asset seizures under the Proceeds of Crime Act for the year in West Lothian exceeded £104,000.

Following the recovery of apparent counterfeit currency in March 2021, Proactive Crime Team and Community Officers progressed enquiries regarding numerous instances of counterfeit notes being tendered at West Lothian and, following liaison with Retailers Against Crime Scheme (RACS), Edinburgh retail outlets. Local men were identified as being involved and officers effected two search warrants at properties in Uphall and Bathgate. In total over £10,500 in suspected counterfeit currency has been seized under warrant, in addition to quantities of illegal drugs. Further enquiry is under way with the National Crime Agency regarding these crimes and links to organised crime and a report will be submitted to the Procurator Fiscal.

Threat Level

The National Threat Level is SUBSTANTIAL.

The UK National Threat Level has been lowered to SUBSTANTIAL meaning an attack is likely.

The current Covid 19 pandemic has highlighted the risk of online grooming and radicalisation of young and vulnerable people during lockdown with pupils being home-schooled and spending more time online than normal.

The focus of both Police and The Lothians and Scottish Borders Contest Group has been to raise awareness of the Prevent strand of the CONTEST Strategy. This has been achieved through hosting online sessions for School campus Officers and partner agencies providing information regarding the National Prevent Referral Form and promoting websites such as **www.actearly.uk** and **www.ltai.info**

We appreciate that explaining terrorism and extremism to young people can be difficult. Counter Terrorism Policing has provided information and guidance per the link below to educate at home or in school.

https://www.counterterrorism.police.uk/advice-for-young-people/

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Complaints.	Complaints About The Police - Executive Summary

April 2020 – March 2021				
	Number of Complaints about the Police		Number of Complaints per 10,000 Police Incidents	
Complaints received about the Police	189		36.5	
	On Duty Allegations	Off Duty Allegations	Quality of Service Allegations	Total Number of Allegations
Total Allegations Recorded	208	0	105	313

The breakdown above details the total number of Complaints about the Police, received in relation to the West Lothian area command as at 31st March 2021. Some complaints will contain more than one allegation. The breakdown below provides further detail on the Allegation Category and Type; complaints relating to 'Quality of Service - Policy/Procedure' allegations express dissatisfaction with the standard procedures applied by Police. These are therefore not considered as complaints regarding individual officers, but against the organisation.

Allegation Category and Type	Previous YTD	This YTD	% change
Off Duty - TOTAL	**1**	**0**	**-100.0%**
Crimes of Indecency	1	0	-100.0%
On Duty - TOTAL	**276**	**208**	**-24.6%**
Assault	12	10	-16.7%
Corrupt Practice	0	1	-
Discriminatory Behaviour	9	2	-77.8%
Excessive Force	14	16	+14.3%
Incivility	51	33	-35.3%
Irregularity in Procedure	157	122	-22.3%
Oppressive Conduct/Harassment	7	4	-42.9%
Other - Criminal	8	4	-50.0%
Other - Non Criminal	9	12	+33.3%
Traffic Irregularity/Offence	5	2	-60.0%
Unlawful/Unnecessary Arrest or Detention	4	2	-50.0%
Quality Of Service - TOTAL	**88**	**105**	**+19.3%**
Policy/Procedure	11	22	+100.0%

Lessons Learnt.

Police Scotland are continuously looking to learn from public feedback, particularly when a complaint is made about the police. In particular by the end of Q4, the increase in Quality of Service complaints can be attributed almost exclusively to Covid related matters – both where members of the public felt that officers should have been more interventionist and also those contrary views where complaint was received that police were acting beyond their powers. Not all are complete as yet, but we anticipate that the majority will resolve through explanation.

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Appendix

Lothian and Scottish Borders Divisional Crime Overview

Lothian and Scottish Borders Division	2019/20 Q4	2020/21 Q4	Per 10,000 Q4 2020/21	Detection Rates 2020/21
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	**562**	**660**	**13.25**	**76.82**
Murder (excluding culpable homicide at common law)	**3**	**1**	**0.02**	**100.00**
Culpable homicide (at common law)	**1**	**-**	**-**	**x**
Culpable homicide (under statute including RTA, sec. 1)	**6**	**6**	**0.12**	**116.67**
Attempted murder	**13**	**17**	**0.34**	**100.00**
Serious assault	**252**	**244**	**4.9**	**84.02**
Robbery and assault with intent to rob	**93**	**97**	**1.95**	**77.32**
Domestic Abuse (of female)	**67**	**108**	**2.17**	**83.33**
Domestic Abuse (of male)	**2**	**3**	**0.06**	**100.00**
Domestic Abuse (Total)	**69**	**111**	**2.23**	**83.78**
Cruel & Unnatural treatment of children	**71**	**59**	**1.18**	**98.31**
Threats and extortion	**20**	**86**	**1.73**	**23.26**
Other group 1 crimes	**34**	**39**	**0.78**	**79.49**
GROUP 2: SEXUAL CRIMES	**1058**	**1130**	**22.68**	**63.45**
Rape	**219**	**177**	**3.55**	**70.06**
Assault w/i to rape or ravish	**9**	**5**	**0.1**	**120.00**
Rape and attempted rape - Total	**228**	**182**	**3.65**	**71.43**
Sexual assault (pre-SOSA 2009)*	**19**	**12**	**0.24**	**66.67**
Sexual assault (SOSA 2009)*	**286**	**295**	**5.92**	**65.08**
Lewd & libidinous practices*	**119**	**74**	**1.49**	**63.51**
Indecent/Sexual Assault - Total	**424**	**381**	**7.65**	**64.83**
*Prostitution related crime - Total**	**2**	**-**	**-**	**x**
Taking, distribution, possession of indecent photos of children	**50**	**72**	**1.45**	**94.44**
Communicating indecently (SOSA 2009)*	**54**	**114**	**2.29**	**58.77**
Communications Act 2003 (sexual)	**35**	**55**	**1.1**	**40.00**
Sexual exposure (SOSA 2009)*	**36**	**39**	**0.78**	**66.67**
Public indecency (common law)	**7**	**5**	**0.1**	**60.00**
Other sexual crimes (SOSA 2009)*	**144**	**175**	**3.51**	**52.57**
Other sexual crimes (non-SOSA 2009)*	**22**	**19**	**0.38**	**105.26**
Threatening / Disclosure of intimate image*	**56**	**88**	**1.77**	**47.73**
Other Group 2 crimes	**-**	**-**	**-**	**x**
Other Group 2 crimes - Total	**404**	**567**	**11.38**	**59.96**
GROUP 3: CRIMES OF DISHONESTY	**9150**	**7910**	**158.78**	**33.07**
Housebreaking (incl. attempts) - dwelling house	**436**	**254**	**5.1**	**33.86**
Housebreaking (incl. attempts) - non dwelling	**326**	**293**	**5.88**	**12.29**

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Housebreaking (incl. attempts) - other premises	**370**	**278**	**5.58**	**48.56**
Housebreaking (incl. Attempts) - Total	**1132**	**825**	**16.56**	**31.15**
Opening Lockfast Places - Motor Vehicle	**235**	**175**	**3.51**	**20.57**
Theft of a motor vehicle	**516**	**429**	**8.61**	**54.55**
Theft from a Motor Vehicle (Insecure etc.)	**642**	**419**	**8.41**	**24.11**
Attempt theft of motor vehicle	**36**	**24**	**0.48**	**20.83**
Motor vehicle crime - Total	**1429**	**1047**	**21.02**	**35.91**
Opening Lockfast Places - NOT Motor Vehicle	**153**	**111**	**2.23**	**12.61**
Common theft	**2567**	**2133**	**42.82**	**19.50**
Theft by shoplifting	**2385**	**1878**	**37.7**	**55.22**
Fraud	**827**	**1284**	**25.77**	**17.99**
Other Group 3 Crimes	**657**	**632**	**12.69**	**45.09**
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc.	**4196**	**3763**	**75.54**	**28.62**
Fireraising	**225**	**186**	**3.73**	**20.43**
Vandalism (including malicious mischief)	**3763**	**3279**	**65.82**	**25.92**
Reckless conduct (with firearms)	**3**	**8**	**0.16**	**25.00**
Culpable and reckless conduct (not with firearms)	**190**	**279**	**5.6**	**66.31**
Other Group 4 Crimes	**15**	**11**	**0.22**	**18.18**
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	**3995**	**4695**	**94.25**	**94.21**
Carrying offensive weapons (incl. restriction)	**150**	**149**	**2.99**	**95.30**
Handling bladed/pointed instrument	**153**	**166**	**3.33**	**94.58**
Offensive weapon (used in other criminal activity)*	**131**	**123**	**2.47**	**91.06**
Bladed/pointed instrument (used in other criminal activity)*	**69**	**72**	**1.45**	**86.11**
Total offensive/bladed weapons	**503**	**510**	**10.24**	**92.75**
Production, manufacture or cultivation of drugs	**61**	**76**	**1.53**	**93.42**
Supply of drugs (incl. possession with intent)	**181**	**214**	**4.3**	**81.78**
Bringing drugs into prison	**15**	**57**	**1.14**	**8.77**
Supply of drugs - Total	**257**	**347**	**6.97**	**72.33**
Possession of drugs	**1866**	**1915**	**38.44**	**96.14**
Other drugs offences (incl. importation)	**14**	**10**	**0.2**	**30.00**
Total drugs crimes	**2137**	**2272**	**45.61**	**92.21**
Offences relating to serious and organised crime	**4**	**1**	**0.02**	**100.00**
Bail offences (other than absconding)	**665**	**1051**	**21.1**	**97.43**
Other Group 5 crimes	**686**	**861**	**17.28**	**96.40**
GROUP 6: MISCELLANEOUS OFFENCES	**9474**	**9964**	**200.02**	**73.13**
Common Assault	**4006**	**3896**	**78.21**	**66.58**
Common Assault (of emergency workers)	**395**	**448**	**8.99**	**98.44**
Common Assault - Total	**4401**	**4344**	**87.2**	**69.87**
Breach of the Peace	**113**	**100**	**2.01**	**99.00**
Threatening & abusive behaviour	**3384**	**3756**	**75.4**	**78.97**
Stalking	**86**	**119**	**2.39**	**82.35**

BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total	**3583**	**3975**	**79.79**	**79.57**
Racially aggravated harassment/conduct*	**137**	**130**	**2.61**	**92.31**
Drunk and incapable	**45**	**30**	**0.6**	**103.33**
Consume alcohol in designated place local bye-law	**33**	**35**	**0.7**	**100.00**
Other alcohol related offences*	**52**	**17**	**0.34**	**100.00**
Drunkenness and other disorderly conduct (TOTAL)	**130**	**82**	**1.65**	**101.22**
Wildlife offences*	**32**	**36**	**0.72**	**52.78**
Other Group 6 offences	**1191**	**1397**	**28.04**	**62.06**
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	**6049**	**6383**	**128.13**	**85.18**
Dangerous driving offences	**225**	**273**	**5.48**	**82.78**
Drink, Drug driving offences incl. Failure to provide a specimen	**541**	**539**	**10.82**	**82.75**
Speeding offences	**329**	**248**	**4.98**	**99.60**
Driving while disqualified	**129**	**121**	**2.43**	**101.65**
Driving without a licence	**451**	**636**	**12.77**	**99.69**
Failure to insure against third party risks	**1335**	**1826**	**36.65**	**100.11**
Seat belt offences	**69**	**48**	**0.96**	**97.92**
Mobile phone offences	**68**	**43**	**0.86**	**100.00**
Driving Carelessly	**548**	**575**	**11.54**	**89.57**
Drivers neglect of traffic directions (NOT pedestrian crossings)	**69**	**37**	**0.74**	**100.00**
Using a motor vehicle without test certificate	**673**	**501**	**10.06**	**100.80**
Other Group 7 offences	**1612**	**1536**	**30.83**	**51.17**

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West Lothian Recorded Crime Overview

Scottish Borders	2019/20 Q4	2020/21 Q4	Per 10,000 Q4 2020/21	Detection Rates 2020/21
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	**256**	**304**	**16.88**	**74.34**
Murder (excluding culpable homicide at common law)	**1**	**-**	**-**	**x**
Culpable homicide (at common law)	**1**	**-**	**-**	**x**
Culpable homicide (under statute including RTA, sec. 1)	**2**	**5**	**0.28**	**100.00**
Attempted murder	**8**	**8**	**0.44**	**100.00**
Serious assault	**121**	**121**	**6.72**	**77.69**
Robbery and assault with intent to rob	**52**	**39**	**2.17**	**74.36**
Domestic Abuse (of female)	**21**	**52**	**2.89**	**82.69**
Domestic Abuse (of male)	**-**	**-**	**-**	**x**
Domestic Abuse (Total)	**21**	**52**	**2.89**	**82.69**
Cruel & Unnatural treatment of children	**21**	**24**	**1.33**	**95.83**
Threats and extortion	**10**	**33**	**1.83**	**18.18**
Other group 1 crimes	**19**	**22**	**1.22**	**81.82**
GROUP 2: SEXUAL CRIMES	**431**	**414**	**22.98**	**56.76**
Rape	**90**	**61**	**3.39**	**62.30**
Assault w/i to rape or ravish	**8**	**1**	**0.06**	**200.00**
Rape and attempted rape - Total	**98**	**62**	**3.44**	**64.52**
Sexual assault (pre-SOSA 2009)*	**5**	**3**	**0.17**	**100.00**
Sexual assault (SOSA 2009)*	**117**	**108**	**6**	**51.85**
Lewd & libidinous practices*	**39**	**30**	**1.67**	**53.33**
Indecent/Sexual Assault - Total	**161**	**141**	**7.83**	**53.19**
Prostitution related crime - Total*	**-**	**-**	**-**	**x**
Taking, distribution, possession of indecent photos of children	**19**	**26**	**1.44**	**92.31**
Communicating indecently (SOSA 2009)*	**19**	**42**	**2.33**	**45.24**
Communications Act 2003 (sexual)	**18**	**19**	**1.05**	**31.58**
Sexual exposure (SOSA 2009)*	**18**	**13**	**0.72**	**69.23**
Public indecency (common law)	**5**	**2**	**0.11**	**100.00**
Other sexual crimes (SOSA 2009)*	**66**	**74**	**4.11**	**52.70**
Other sexual crimes (non-SOSA 2009)*	**9**	**6**	**0.33**	**116.67**
Threatening / Disclosure of intimate image*	**18**	**29**	**1.61**	**48.28**
Other Group 2 crimes	**-**	**-**	**-**	**x**
Other Group 2 crimes - Total	**172**	**211**	**11.71**	**56.87**
GROUP 3: CRIMES OF DISHONESTY	**3933**	**3469**	**192.58**	**29.12**
Housebreaking (incl. attempts) - dwelling house	**140**	**98**	**5.44**	**25.51**
Housebreaking (incl. attempts) - non dwelling	**100**	**87**	**4.83**	**13.79**
Housebreaking (incl. attempts) - other premises	**172**	**97**	**5.38**	**41.24**
Housebreaking (incl. Attempts) - Total	**412**	**282**	**15.66**	**27.30**

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Opening Lockfast Places - Motor Vehicle	**110**	**68**	**3.78**	**20.59**
Theft of a motor vehicle	**241**	**192**	**10.66**	**47.92**
Theft from a Motor Vehicle (Insecure etc.)	**371**	**241**	**13.38**	**23.24**
Attempt theft of motor vehicle	**19**	**10**	**0.56**	**10.00**
Motor vehicle crime - Total	**741**	**511**	**28.37**	**31.90**
Opening Lockfast Places - NOT Motor Vehicle	**75**	**39**	**2.17**	**17.95**
Common theft	**1136**	**1025**	**56.9**	**14.34**
Theft by shoplifting	**961**	**807**	**44.8**	**50.43**
Fraud	**371**	**541**	**30.03**	**19.04**
Other Group 3 Crimes	**237**	**264**	**14.66**	**40.15**
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc.	**1672**	**1497**	**83.11**	**26.32**
Fireraising	**110**	**100**	**5.55**	**17.00**
Vandalism (including malicious mischief)	**1473**	**1296**	**71.95**	**25.31**
Reckless conduct (with firearms)	**1**	**1**	**0.06**	**100.00**
Culpable and reckless conduct (not with firearms)	**83**	**99**	**5.5**	**48.48**
Other Group 4 Crimes	**5**	**1**	**0.06**	**0.00**
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	**1305**	**1679**	**93.21**	**92.20**
Carrying offensive weapons (incl. restriction)	**60**	**77**	**4.27**	**92.21**
Handling bladed/pointed instrument	**54**	**70**	**3.89**	**95.71**
Offensive weapon (used in other criminal activity)*	**77**	**60**	**3.33**	**95.00**
Bladed/pointed instrument (used in other criminal activity)*	**41**	**38**	**2.11**	**86.84**
Total offensive/bladed weapons	**232**	**245**	**13.6**	**93.06**
Production, manufacture or cultivation of drugs	**35**	**26**	**1.44**	**96.15**
Supply of drugs (incl. possession with intent)	**67**	**68**	**3.78**	**85.29**
Bringing drugs into prison	**15**	**57**	**3.16**	**8.77**
Supply of drugs - Total	**117**	**151**	**8.38**	**58.28**
Possession of drugs	**577**	**593**	**32.92**	**96.80**
Other drugs offences (incl. importation)	**9**	**9**	**0.5**	**33.33**
Total drugs crimes	**703**	**753**	**41.8**	**88.31**
Offences relating to serious and organised crime	**2**	**1**	**0.06**	**100.00**
Bail offences (other than absconding)	**169**	**387**	**21.48**	**96.64**
Other Group 5 crimes	**199**	**293**	**16.27**	**95.56**
GROUP 6: MISCELLANEOUS OFFENCES	**3605**	**4207**	**233.55**	**69.81**
Common Assault	**1689**	**1816**	**100.82**	**65.80**
Common Assault (of emergency workers)	**130**	**194**	**10.77**	**97.94**
Common Assault - Total	**1819**	**2010**	**111.59**	**68.91**
Breach of the Peace	**30**	**32**	**1.78**	**100.00**
Threatening & abusive behaviour	**1197**	**1469**	**81.55**	**74.61**
Stalking	**41**	**40**	**2.22**	**82.50**
BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total	**1268**	**1541**	**85.55**	**75.34**
Racially aggravated harassment/conduct*	**71**	**61**	**3.39**	**88.52**

Drunk and incapable	**1**	**3**	**0.17**	**100.00**
Consume alcohol in designated place local bye-law	**3**	**6**	**0.33**	**100.00**
Other alcohol related offences*	**14**	**2**	**0.11**	**100.00**
Drunkenness and other disorderly conduct (TOTAL)	**18**	**11**	**0.61**	**100.00**
Wildlife offences*	**2**	**2**	**0.11**	**50.00**
Other Group 6 offences	**427**	**582**	**32.31**	**55.84**
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	**2384**	**2605**	**144.62**	**84.45**
Dangerous driving offences	**82**	**108**	**6**	**80.56**
Drink, Drug driving offences incl. Failure to provide a specimen	**214**	**217**	**12.05**	**80.65**
Speeding offences	**113**	**145**	**8.05**	**99.31**
Driving while disqualified	**43**	**49**	**2.72**	**104.08**
Driving without a licence	**191**	**257**	**14.27**	**100.78**
Failure to insure against third party risks	**562**	**743**	**41.25**	**99.87**
Seat belt offences	**48**	**37**	**2.05**	**97.30**
Mobile phone offences	**44**	**30**	**1.67**	**100.00**
Driving Carelessly	**181**	**189**	**10.49**	**87.83**
Drivers neglect of traffic directions (NOT pedestrian crossings)	**33**	**28**	**1.55**	**100.00**
Using a motor vehicle without test certificate	**270**	**187**	**10.38**	**101.07**
Other Group 7 offences	**603**	**615**	**34.14**	**47.64**

DATA LABEL: PUBLIC

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 via the 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 Current Position – Q4 2020/21

The relevant performance report is included within Appendix 1. Of the 10 performance indicators we are reporting, 8 are categorised as green, 1 is amber and 1 is red. This position is unchanged since Q3.

Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels, including any demonstrable impact as a result of Covid-19.

D.2 Red Performance Indicators

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

1. **HQLETS001m_9b - Average Length of time taken to re-let mainstream properties**

   This is an area of performance the service monitors weekly to ensure focus on improvement.

   In March 2021 there were 51 properties let taking average time of 51 days, which is an increase on previous month. Over the year the figure was below the set target only in one month (April). Between April 2020 and March 2021 557 properties were let, this is a reduction on previous year of 704 properties. The same resources are working on making temporary tenancies ready to let, and we repaired and let 427 of this type.

   The impact of Covid-19 and how resources have been able to complete void repairs is a key factor in measuring performance, as well as the overall allocation process to successfully match property to applicants given the constraints of how service has required to operate within the Scottish Government Covid-19 guidance, risk assessments and safe operating procedures.

   The service has seen lower turnover within stock, attributed to less transfer led activity, less abandoned tenancies, no evictions and tenants opting to remain council tenants. Target setting for 2021/2022 is being reviewed this month to align with the regulator return and the examination of our annual performance.

   In February 2021 there were 54 properties let taking 47 average days. This is a very slight increase on lets from January, with an overall reduction on average days.

   In January 2021 there were 52 properties let taking 50 days – this month saw less lets which took longer to let out, and is directly attributed to changes in how repairs in voids can be undertaken safely in line with the revised Scottish Government guidance that came in to effect at the beginning of January 2021. Building Services are required to reduce the number of operatives working in void properties at any given time, slowing works down.

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

2021-06-01 = SftC PDSP HCSB Performance Q4 - Appendix 1

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

AnnMarie Carr

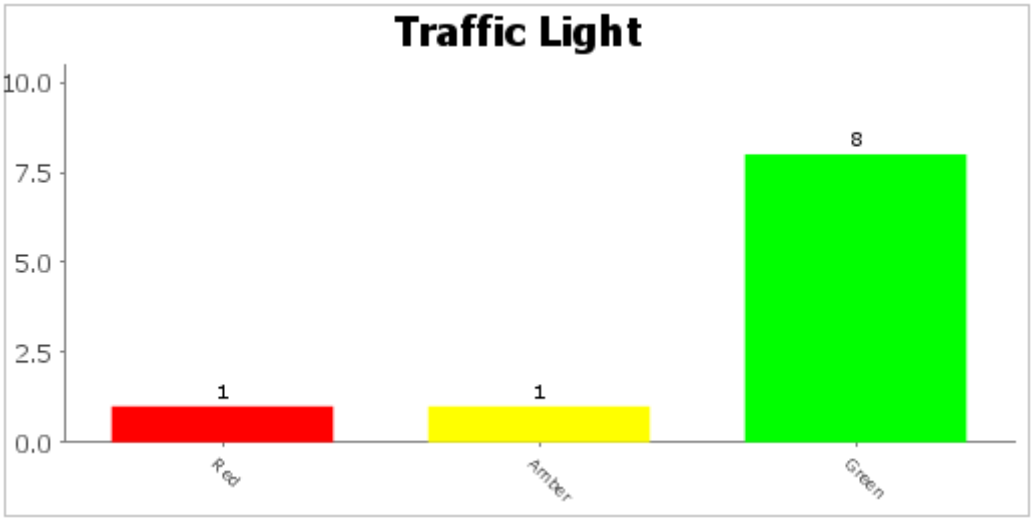
HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 1st June 2021

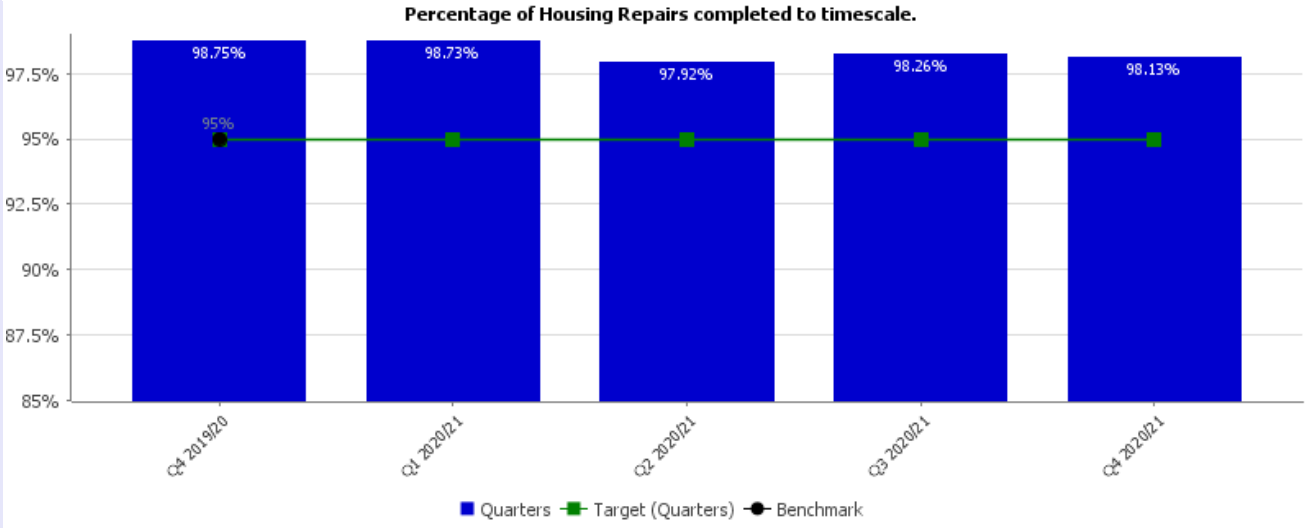
HCBS PDSP Report

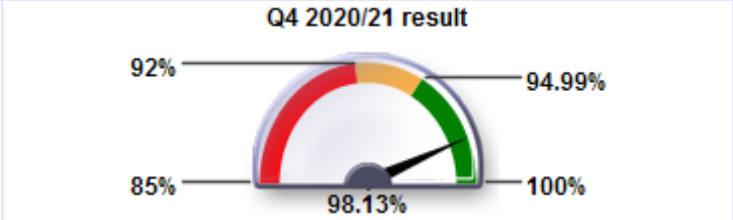
Data Label : OFFICIAL

Report Author: Sarah Kelly
Generated on: 10 May 2021 16:14
Report Layout: .NEW. PDSP_PIs_All(Detail)_Grid



PI Code & Short Name	**P:BUS002_6b.5 Percentage of Housing Repairs completed to timescale.**		
Description	This performance indicator information is taken from our repairs system. The system records all repair types and measures those jobs we have completed within the agreed timescales. The repair types include emergency (completion within 24 hours), non-emergency repairs (completion within 5 or 15 days), gas repairs (completion within 24 hours) and the council's out of hours emergency service (completion within 24 hours) Building Services has an expected Target of 95% for this performance indicator.	**PI Owner(s):**	zBUS_PIAdmin; Marc Garland





Last Updated:	Q4 2020/21
Status:	✔
Current Value:	98.13%
Current Target:	95%
Red Threshold:	92%
Amber Threshold:	94.99%
Categories:	PDSP_Services for the Community; PPR Public Performance Reporting

Trend Chart Commentary:

The performance for quarter 4 of 2020/21 has met target. In quarter 4 Building Services completed 10340 housing responsive repairs, 193 of these repairs were completed outside the service standards timescale mainly due to the impact of the Covid-19 pandemic. The significant increase in volume of repairs in quarter 2, 3 and quarter 4 reflects the Service returning to full operation with the resumption of non- emergency repairs as opposed to only emergencies. The low volume of repairs in quarter 1 of 2020/21 was also due to the outbreak of the Covid-19 pandemic and only dealing with emergencies..

In 2020/21 we have exceeded target in all quarters with the following results.

Q3 - 9809 housing responsive repairs, 171 of these repairs were completed outside the service standards timescale.
Q2 - 9273 housing responsive repairs, 193 of these repairs were completed outside the service standards timescale.
Q1 - 5836 housing responsive repairs, 74 of these repairs were completed outside the service standards timescale.

In 2019/20 we have exceeded target in all quarters with the following results.

Q4 - 10336 housing responsive repairs, 129 of these repairs were completed outside the service standards timescale.

The trend chart shows that the performance since quarter 2 in 2019/20 has exceeded target for each quarter. This is due to the process of analysing any repairs with timing issues and implementing improved procedures.

The benchmarking figure used in the chart is the Scottish Housing Network (SHN) average for the year for similar sized Local Authorities which is collated at the end of each financial year, therefore no figures available for 2020/21.

In 2019/20 the Scottish Housing Network (SHN) average for the year was 95% for similar sized Local Authorities of which we were placed highest of the 5 providing data.

The target of 95% is derived from discussion with Buildings Services and the Tenant's Panel with adherence to the Building Services Management Plan. This target is reviewed on a yearly basis and remains for 2020/21. The next target setting will be carried out in February 2021..

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.

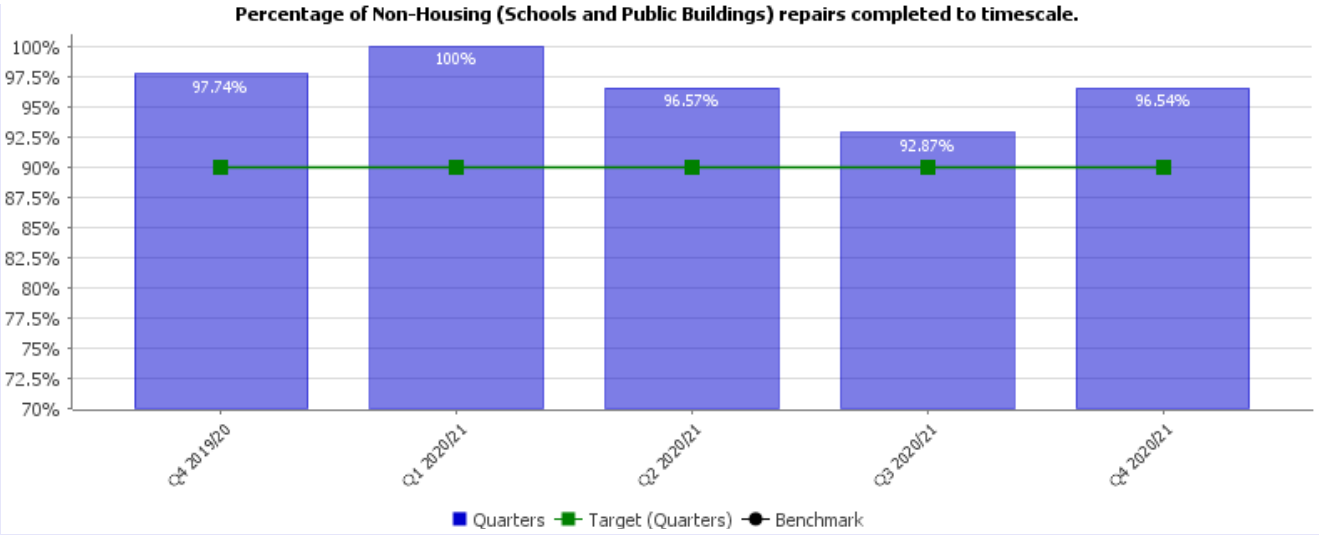
The Local Authorities included Dundee, Falkirk, North Ayrshire, Highland and West Dunbartonshire.

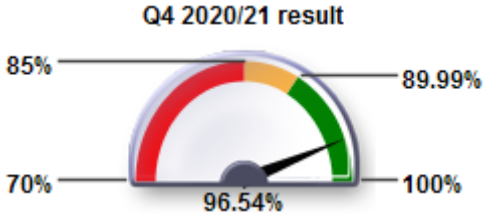
In 2017/18 the Scottish Housing Network (SHN) average for the year was 91.46% for similar sized Local Authorities of which we were placed 3rd highest of the 8 providing data.

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.

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





Last Updated:	Q4 2020/21
Status:	✔
Current Value:	96.54%
Current Target:	90%
Red Threshold:	85%
Amber Threshold:	89.99%
Categories:	WLAM

Trend Chart Commentary:

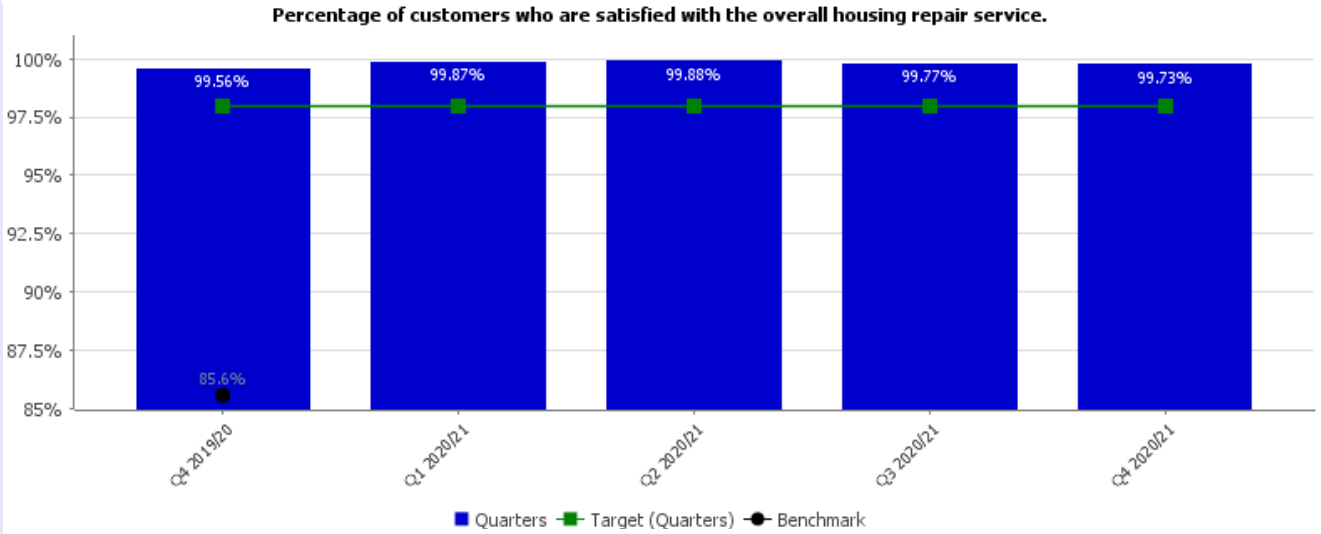
In Q4 of 2020/21 performance has been met with 635 jobs carried out of which 22 were completed out with the service standards timescale. The trend shows the level of performance has been maintained after a slight dip in Q3 of 2020/21. The reason for the dip in performance was due to a number being place on other duties during the Covid restrictions. The low volume of repairs in Q1 of 2020/21 was mainly due to the outbreak of the Covid-19 pandemic and only carrying out essential repairs. 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. The main contributor to the improvement in figures has been the improved communication between the Non-Housing Dept and Building services, agreeing more realistic timescales and talking to the relevant personnel at the Schools.

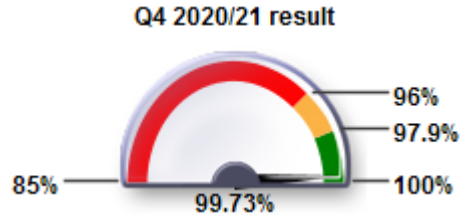
Building Services had a target of 85% for this performance indicator for 2016/17 and 2017/18 after consultation with Construction Services. This has been reviewed further due to improved processes within planning of jobs and in agreement with Executive Management Team has been increased to 90% from 2018/19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

2020/21
Q3 - 617 non-housing repairs, 44 of these repairs were completed out with the service standards timescale.
Q2 - 759 non-housing repairs, 26 of these repairs were completed out with the service standards timescale.
Q1 - 158 non-housing repairs, none of these repairs were completed out with the service standards timescale.

2019/20 Q4 - 530 non-housing repairs, 12 of these repairs were completed out with the service standards timescale.

PI Code & Short Name	**P:BUS005_6a.7 Percentage of customers who are satisfied with the overall housing repair service.**		
Description	This performance indicator reports on the percentage of customers who gave a positive response on their experience with the overall housing repair service they received. Customers are asked to complete a customer survey once the repair has been carried out. The survey information is captured by paper surveys 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.	**PI Owner(s):**	zBUS_PIAdmin; Grant Taylor





Last Updated:	Q4 2020/21
Status:	✔
Current Value:	99.73%
Current Target:	98%
Red Threshold:	96%
Amber Threshold:	97.9%
Categories:	PDSP_Services for the Community; PPR Public Performance Reporting

Trend Chart Commentary

In Q4 of 2020/21 we have met target with 99.73% recorded against 365 responses. 1 response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. Responses were also down as per Q1,2 & 3 due to the reduction in visits resulting from the Covid-19 Pandemic.

In Q3 of 2020/21 we have met target with 99.77% recorded against 430 responses. 1 response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. Responses were also down as per Q1 & 2 due to the reduction in visits resulting from the Covid-19 Pandemic.

In Q2 of 2020/21 we have met target with 99.88% recorded against 824 responses. 1 response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. Responses were also down as per Q1 due to the reduction in visits resulting from the Covid-19 Pandemic.

In Q1 of 2020/21 we have met target with 99.87% recorded against 781 responses. 1 response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. Responses were down due to the reduction in visits resulting from the Covid-19 Pandemic.

In Q4 of 2019/20 we have met target with 99.56% recorded against 2746 responses. 12 response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service.

In Q3 of 2019/20 we have met target with 99.54% recorded against 2628 responses. 12 response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service.

The benchmarking figure used in the chart is the Scottish Housing Network (SHN) average for the year for similar sized Local Authorities which for 2020/21 will be available after March 2021

In 2019/20 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 85.6%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

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.

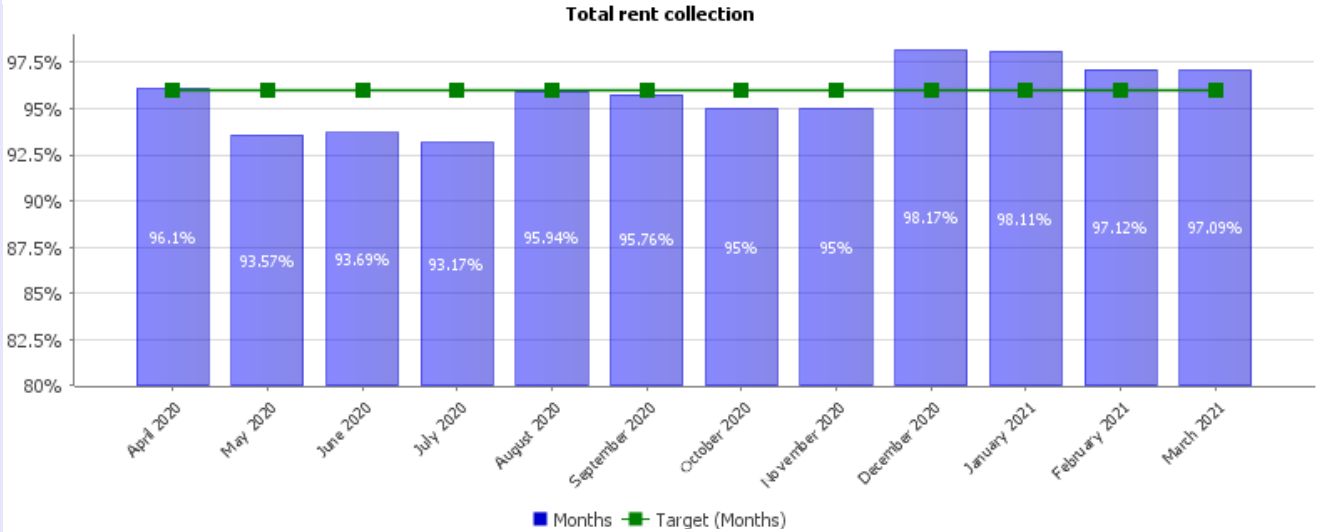
In 2017/18 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.3%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

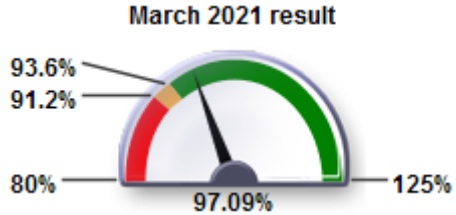
In 2016/17 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 84.1%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

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 onwards the target has been agreed at 98% and is reviewed with the Tenant's Panel.

PI Code & Short Name	**HQSARR700m_9b.1a Total rent collection**
Description	This indicator measures the rate at which Housing Customer & Building Services is collecting rent. This value is: . The cumulative sum of rental payments made so far in the financial year by current tenants (excluding garages), . divided by the cumulative charge we applied to rental accounts, to give us the year-to-date collection rate percentage. This value emulates the collection value reported to the Scottish Housing Regulator (SHR) as part of the Annual Return on the Charter (ARC) which social landlords are required to complete each year. Please note this value will be slightly different as this is an operational value and does not include void loss as the reported figure would. Source: HCBS Financial Dashboard
PI Owner(s):	zHQSARR_PIAdmin; Alison Smith





Last Updated:	March 2021
Status:	✔
Current Value:	97.09%
Current Target:	96%
Red Threshold:	91.2%
Amber Threshold:	93.6%
Categories:	High Level

Trend Chart Commentary

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.

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

The March 2019 figure for this indicator shows a collection rate of 98.09% at year end March 2019. With 3,018 of the tenants are recorded as UC claimants. (The service wide indicator (HQSARC30 set a target of 99% and at year end after reconciliation work the service achieved 98.2%. The benchmarking information with Scottish Housing Network peer group is 99.1% so our service collected 0.9% less.

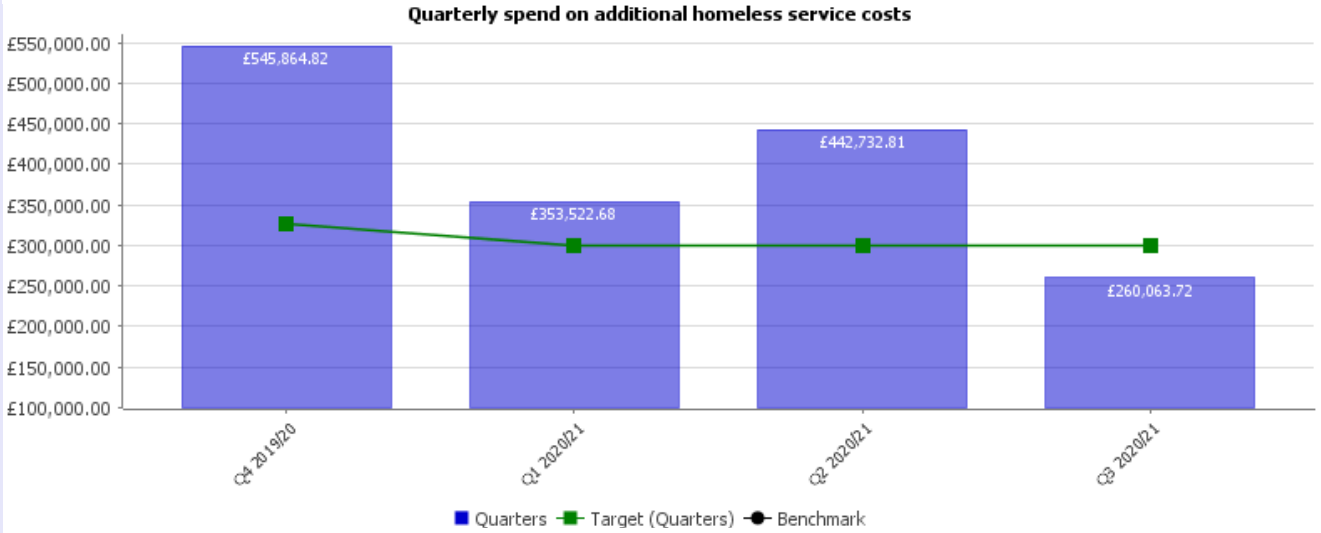
At end of Q4 2020/21 there are 4040 tenants as recorded as UC claimants and the overall collection rate is above the set target. Year end reconciliation work and the return to the Scottish Regulator is ongoing and final figures will be confirmed by end April 2021

At end of Q3 2020/21 there are 3823 tenants as recorded as UC claimants and rent collection rate remains steady in line with the target set.

At end of Q2 2020/21 there are 3766 tenants as recorded as UC claimants and rent collection rate remains steady and in line with set target.

Target:
The Housing Operations monthly target of 96% is set and based on historical data, the HCBS collection rate when calculated in this way (HQSARC30 which is the service wide indicator sets overall target at 99%)

PI Code & Short Name	**HQSHOM004_9a Quarterly spend on additional homeless service costs**		
Description	This measure is aiming to monitor quarterly spend on the additional homeless service costs, which are made up of Transport, Property Storage, Furniture, Council Tax and Voids. The aim is to reduce costs and ensure the service is within budget at year end. The target is the monthly budget multiplied by 12 months and divided into quarters.	**PI Owner(s):**	zHQSHOM_PIAdmin; Katy McBride



Last Updated:	Q3 2020/21
Status:	✔
Current Value:	£260,063.72
Current Target:	£300,049.00
Red Threshold:	£309,050.47
Amber Threshold:	£303,049.49
Categories:	High Level

Trend Chart Commentary

financial year end data will not be available until w/c 3 May 2021

2020/21
Q3 20/21 costs have reduced to £260,063.72 as council tax bill is £0 and voids have reduced to £90,726.17 and furniture to £87,572.66. However property has increased to £27,672.07 along with transport costs rising to £54,092.82.
As work begins to increase the use of private rented housing and shared housing it is anticipated that other costs may increase as a result of council tax, voids and furnishings. The aim, however of this is to reduce the use of b&b costs and bring these down along with the reduced use of unsuitable accommodation.

Q2 20/21 costs rose to £442,732.81 above target which was council tax bill £211,665.19 voids £95,649.23 furniture Storage £92,793.13 property £16,247.34 and transport costs £26,377.92. The costs of voids has risen along with council tax.

Q1 20/21 costs were £353,522.68 which is council tax bill £0 voids £88,535.32 furniture £209,362.02 property storage £16,617.88 and transport costs £39,007.46. This quarter occurred during lock down and therefore costs reduced for transport as result of schools being closed, voids reduced due to an increased effort to focus on turning over voids to create throughput however as a result furniture costs increased to furnish more tenancies to be converted into temp tenancies, there was also a decrease in property storage costs as the number of cases with storage requirements decreased. Target for 2020/21 will be updated to reflect new budget.

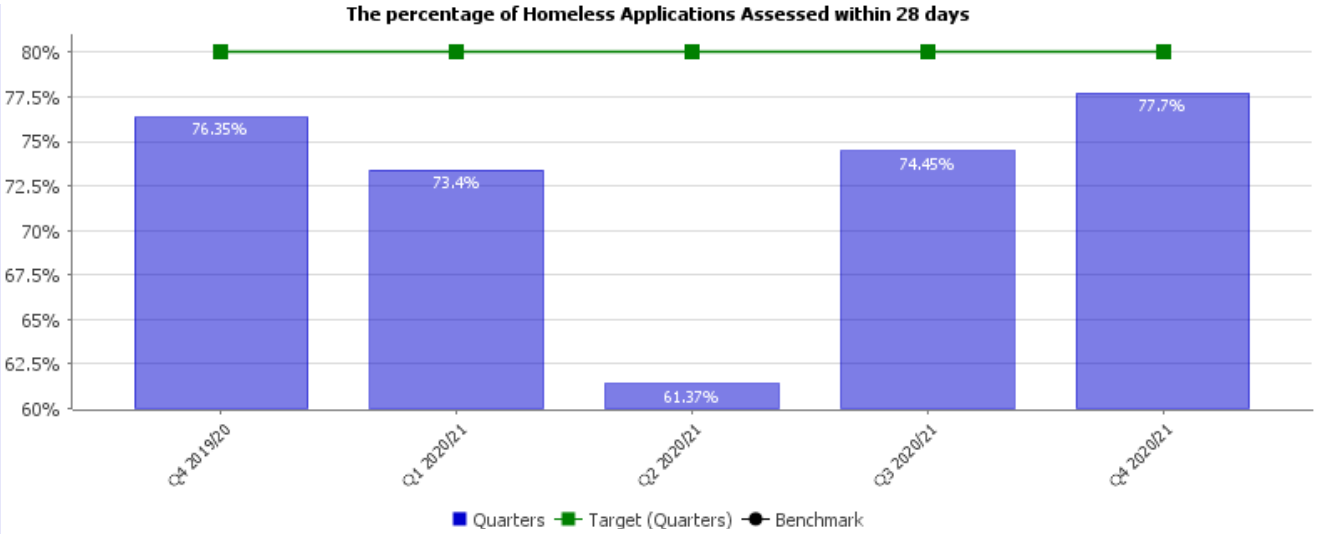
2019/20
Q4 costs are £545,864.82 which is council tax bill £192,295.50 voids £105,685.55 furniture storage £127,275.77 property £25,380.08 and transport costs £95,227.92. There has been an increase across all areas with exception of property and as anticipated council tax has been billed. Spend is above target and will continue to be monitored.

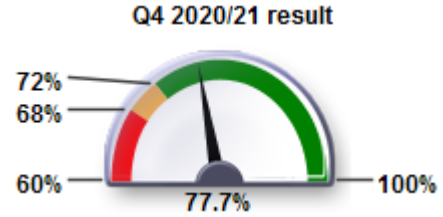
Q3 costs are below target and reduced to £315,780.16 which is council tax bill £0, voids £85,738.91, furniture storage £120,278.47, property £31,741.53 and transport costs £78,021.25. However within these costs there as been a large rise in transport which is partly attributed to more days in the quarter and also an increase in voids where as furniture and property have both decreased and council tax has not been billed.

Q3 2020/21 £260,063.72
Q2 2020/21 £442,732.81
Q1 2020/21 £353,522.68
Q4 2019/20 £545,864.82
Q3 2019/20 £315,780.16

Target for 2020/21 is £1,200,196.00 over four quarters = £300,049.00 budget provided by finance

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





Last Updated:	Q4 2020/21
Status:	✔
Current Value:	77.7%
Current Target:	80%
Red Threshold:	68%
Amber Threshold:	72%
Categories:	High Level

Trend Chart Commentary

Q4 2020/21 performance improved as anticipated to 77.7%. Q3 2020/21 performance has increased from 61.37% last quarter to 74.5%. This has been a significant increase which has been a result of increased performance management with specific HOOs and an increase in new staff who have previous experience of working in homeless services from other Local Authorities. Better emphasis on case audit and training has also contributed toward this increase. Service provision has changed which has given HOOs less time of duty and more time to focus on case work in particular case investigation, ensuring they have more time focus on making decision within the recognised timescale of 28 days. It is anticipated that this increase will continue as staffing is now up at a more manageable level, case auditing has increased and additional time spent on case management will continue.

Q2 2020/21 performance has decreased to 61.37%, assessments have risen at a period when there were less officers carrying out assessments due to challenges in backfilling roles during COVID-19. However performance is also an ongoing issue with a number of officers who are now on a formal performance improvement plan and it is hoped that improvements should be seen in the following quarter. Enhanced case audits are taking place along with additional supervisions and case discussions as a mechanism to improve overall performance and motivation.

Q1 2020/21 performance decreased to 73.4% decisions, part of the reason for this was officers moving to working from home with a change in normal working practices, in addition there was an increase in presentations increasing the workload and change in the way the team were dealing with presentations whereby the team were split across homeless roofless cases and non roofless. This is under review with an aim to spreading the workload more evenly.

Q4 2019/20 performance has slightly improved to 76.35% still under target however in comparison to previous quarter number of decisions made and percentage made on time this is an improvement. Total decisions made in Q4 2019/20 were 389 with 297 being made within 28 days.

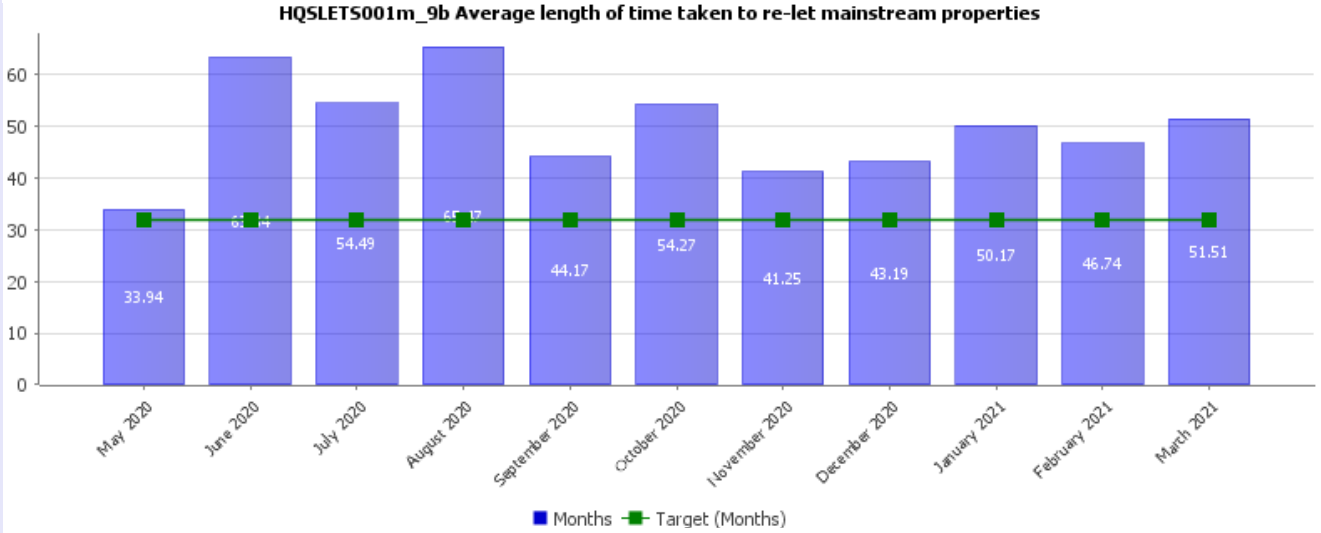
Q3 2019/20 performance declined to 72.93%. This consisted of 256 decisions being made out of 351 over homeless decisions. It was anticipated with the review in office locations and distribution of workloads officers would have improved time to carry out investigations to assist improve performance.

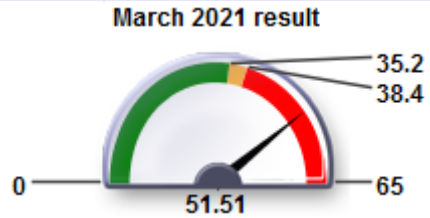
Q4 2020/21 77.7% decisions made within 28 days

Q3 2020/21 74.5% decisions made within 28 days
Q2 2020/21 61.37% decisions made within 28 days
Q1 2020/21 73.4% decisions made within 28 days
Q4 2019/20 76.35% decisions made within 28 days

Target remains at 80% for 2020/21 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.

PI Code & Short Name	**HQSLETS001m_9b Average length of time taken to re-let mainstream properties**	**PI Owner(s):**	zHQSLETS_PIAdmin; Alison Smith
Description	This performance indicator calculates the average length of time, in calendar days, to re-let a mainstream property in West Lothian.		





Last Updated:	March 2021
Status:	
Current Value:	51.51
Current Target:	32
Red Threshold:	38.4
Amber Threshold:	35.2
Categories:	WLAM

Trend Chart Commentary

In March 2021 there were 51 properties let taking average time of 51.51 days, which is an increase on previous month. Over the year the figure was below the set target only in one month (April). Between April 2020 and March 2021 557 properties were let, this is a reduction on previous year of 704 properties. Same resources are working on temporary tenancies and we repaired and let 427. The impact of Covid19 and how resources have been able to complete void repairs is a key factor as well as the overall allocation process to successfully match property to applicants given the constraints of how service has required to operate within the Scottish Government guidance, risk assessments and safe operating procedures. The service has seen lower turnover within stock, attributed to less transfer led activity, less abandoned tenancies, no evictions and tenants opting to remain council tenants. Target setting for 2021/2022 will be reviewed in line with the annual return to the regulator, and the examination of our performance.

In February 2021 there were 54 properties let taking average days 47.74. Very slight increase on lets with an overall reduction on average days on previous month.

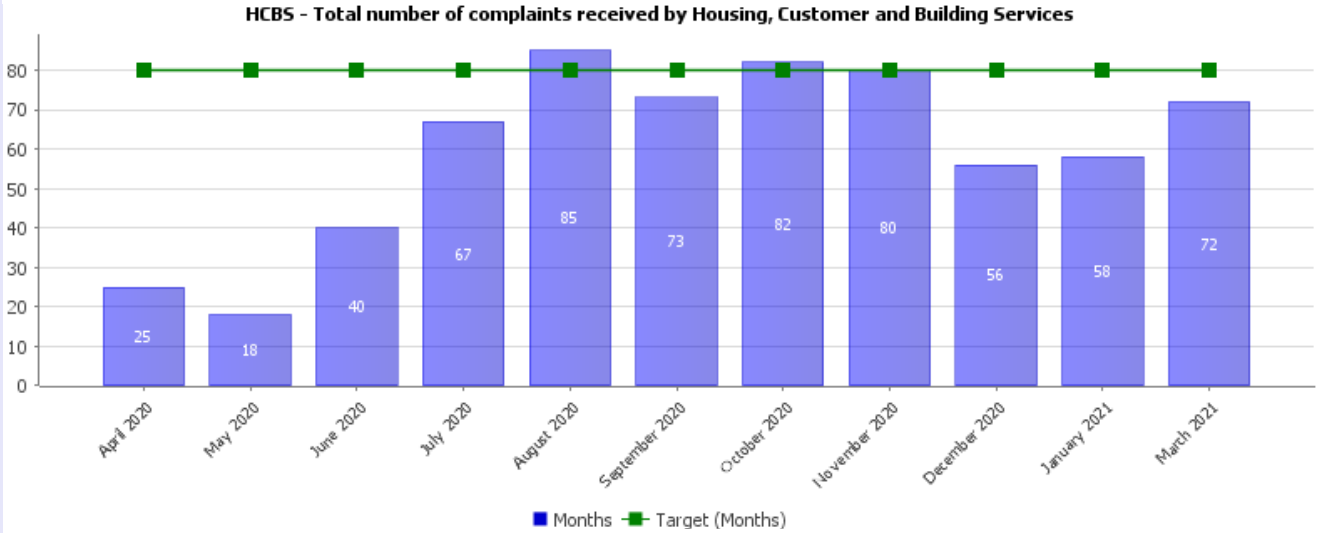
In January 2021 there were 52 properties let taking 50.17 days - less lets and taking longer to let and attributed to changes in how repairs in voids can be undertaken safely in line with the revised Scottish Government guidance that came in to effect at the beginning of January 2021. Building Service have required to reduce the number of operatives working in void properties.

In December 2020 there were 74 properties let taking 43.19 days which is more than previous month but increase in the actual number of lets by 18 properties.
In August 2020 there were 49 properties let taking 65.47 days. In July 2020 there were 47 properties let taking 54.49 days to let and Covid19 impact remains the key factor for the increase in time to let.
In June 2020 there were 32 properties let, the average time is 63.34 days, this increase is attributed to the service dealing with a backlog of properties that were in process prior to Covid19 lockdown measures and the delay in recommencing the letting process.
In May 2020 there were 35 properties let, the average time is 33.94 and in April 2020 there was only 1 property let due to restrictions in letting/signing up applicants.

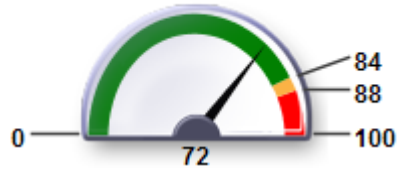
The target for 2020/2021 is set at 32 days following discussion at Senior Management Team. The service is anticipating a reduction in the number of properties becoming available for re-letting as the extensive WLC new build programme has been completed with the majority of the next new build sites not coming on stream until 2021/2022, therefore less resultant lets. The impact of Covid19 is also a factor with regards to turnover.

Benchmarking information published by Scotland's Housing Network (SHN) indicators that our Peer Group average in 39.64 days.

PI Code & Short Name	**HQSCOM008m_6b.3 HCBS - Total number of complaints received by Housing, Customer and Building Services**		
Description	The Performance and Change Team is responsible for monitoring complaints across Housing, Customer & Building Services. This indicator measures the total number of complaints received by Housing, Customer and Building Services (HCBS). It is the total number of complaints received by HCBS at stage one and stage two. This is used to track customer feedback on the quality of our services.	**PI Owner(s):**	zHQSCOM_PIAdmin; Sarah Kelly



March 2021 result



Last Updated:	March 2021
Status:	✔
Current Value:	72
Current Target:	80
Red Threshold:	88
Amber Threshold:	84
Categories:	Management

Trend Chart Commentary

The service has been below the upper targeted limit for complaints for 9 out of 13 periods displayed in the chart (covering the period March 2020 to March 2021). There was a peak in February 2020, and August 2020 and October 2020 with 92 complaints at the highest received in each of those months and 18 was the lowest number received in May last year. This is due to the impact that COVID 19 has had on the reporting and handling of complaints as *West Lothian Council is set to focus on delivering essential services due to the impact of the Coronavirus (COVID 19). The Council will continue to focus on our statutory duties under the Civil Contingencies Act. To enable this, the Council is suspending responses to enquiries or complaints about our service provision and will instead be focusing our efforts to prioritise our statutory services, caring for the vulnerable, cooperating with our Resilience Partners and supporting economic recovery.*

72 complaints were received during March 2021 which is below target.

Of the 72 complaints recorded, 91.7% were resolved within timescales.

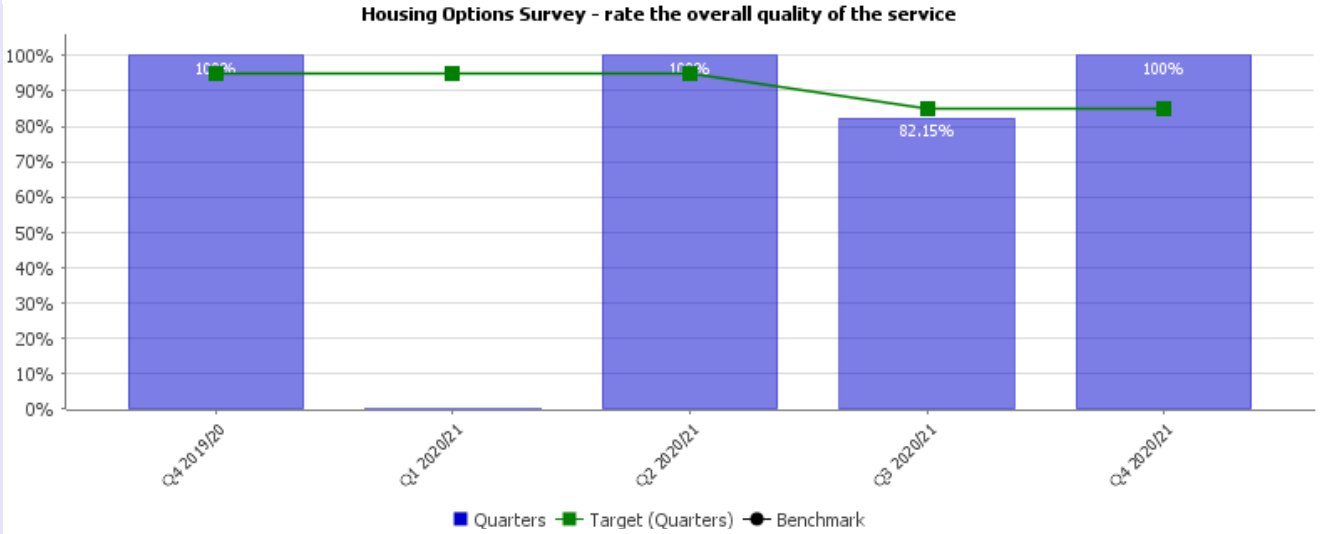
The outcome of the March 2021, complaints were; 23.6% (17) upheld, 56.9% (41) were not upheld, and 19.4% (14) were partially upheld

Although the number of complaints will fluctuate month to month and can be impacted by seasonal factors, generally the highest complaint generators are Building Services, Housing Needs and Housing Allocations. Customer and Communities and CSC receive a low level of complaints in most months.

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

Target: the target was reviewed and increased in May 2017 to 80 from 60 to reflect an increase in incoming complaints. Though reviewed annually, 80 continues to be a realistic target and will be in place throughout 2020/21. This will be reviewed again in April 2021.

PI Code & Short Name	**HQSSAT2006_6a.7 Housing Options Survey - rate the overall quality of the service**		
Description	The service aims to improve customer satisfaction with the overall quality of the service provided. This information is used to analyse overall good or excellent results. Information is collected from e survey on a quarterly basis. Customers complete this survey at the end of a housing options interview.	**PI Owner(s):**	zHQSHOM_PIAdmin; Kirsty McDonald



Last Updated:	Q4 2020/21
Status:	✔
Current Value:	100%
Current Target:	85%
Red Threshold:	80%
Amber Threshold:	85%
Categories:	WLAM

Trend Chart Commentary

Q4 data is missing and appears to be missing off the return, this is possibly an error which is being investigated an outcome will be determined by w/c 10.05.21.

Q3 2020/21 the service saw an increase in responses via digital surveys. 28 responses were received and rated the service as excellent or good. This is a significant increase on previous quarter and demonstrates that digital surveys have better assisted customers to engage in how the Service collects customer feedback. It is anticipated that this figure will continue to increase to provide a better understanding of our customers needs to improve service delivery.

Q2 2020/21 the service introduced digital surveys, initially the response were poor with only 8 people responding although positively responding as rating they service good. However some tweaks are being made to improve returns for Q3 2020/21.

Q1 2020/21 there was no returns to any surveys for the whole service. This was the result of surveys not being issued whilst working from home practices were in place. Review was undertaken to move to a new texting service which was aimed to be concluded by September 2020.

Q4 2019/20 resulted in a further decrease in numbers of completed surveys compared to Q3 2019/20, however outcomes remain at 100%. The main reason is the team moved to working from home at 23/03/20 due to Covid 19. This resulted in providing a reduced service which continued through the month of April. Consideration will be given to provide the survey via email instead during this time and to continue this formant if deemed successful when there is a return to normal service provision.

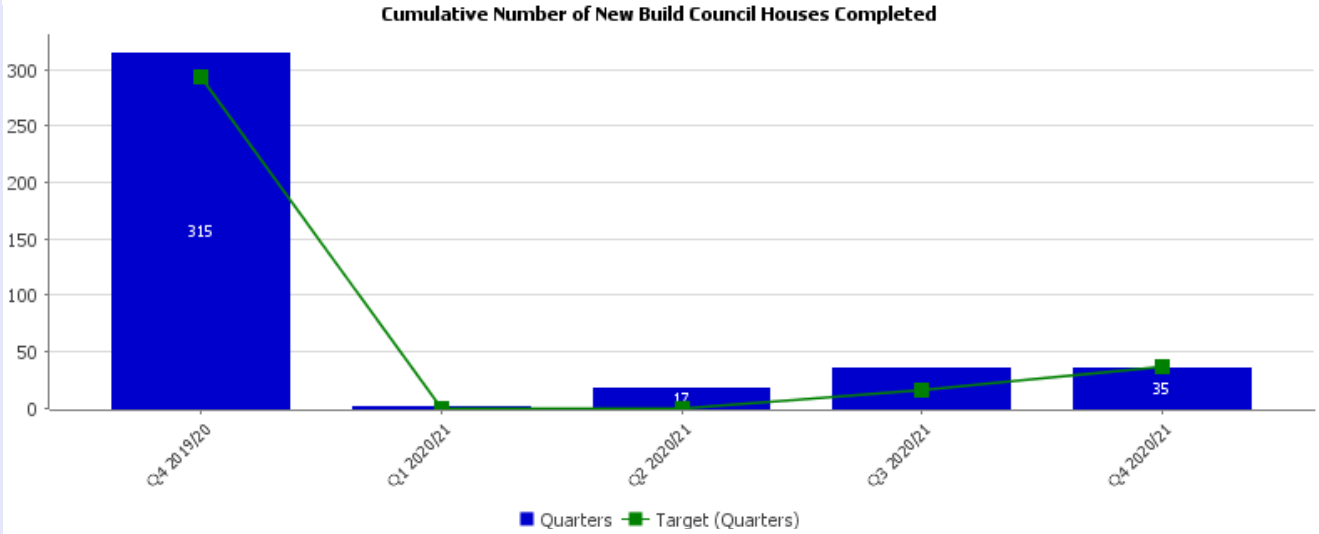
Q3 2019/20 resulted in a decrease in numbers of completed surveys compared to Q2 2019/20,however outcomes remain at 100%. Reviewing current communication methods to increase engagement to improve response rates. It is important to note that at 26/03/20, due to Covid 19 the HOO team started working from home providing a limited service provision to customers. This resulted in the removed of face to face interviews and being conducted over the phone. HOO where not able to hand out the paper survey as normal procedure.

82.15% was achieved from 28 responses. 19 (67.86%) rated this as excellent and 4 (14.29%) as good. 4 (14.29%) rated this as adequate and 1 (3.57%) poor.

Q3 2020/21 82.15% of responses rated as service as excellent or good
Q2 2020/21 100% of responses rated the service as excellent or good
Q1 2020/21 0 responses were received
Q4 2019/20 100% of responses rated the service as excellent or good
Q3 2019/20 100% of responses rated the service as excellent or good
Q2 2019/20 100% of responses rated the service as excellent or good

Target has been set at 95% for 2020/21 to allow for increased returns as a result of the review in processes which may affect performance

PI Code & Short Name	**HSD311_9b Cumulative Number of New Build Council Houses Completed**		
Description	This indicator measures the cumulative number of new build council houses complete at the end of each quarter. Building council houses is a key priority for West Lothian Council, to increase affordable housing options for residents. The completed units across the council's new build developments are counted at the end of each quarter and reported.	**PI Owner(s):**	zHSD_PIAdmin; Grant Walker



Last Updated:	Q4 2020/21
Status:	
Current Value:	35
Current Target:	37
Red Threshold:	33.3
Amber Threshold:	35.15
Categories:	High Level

For the period shown on the chart above, the number of new build completions performance has been good exceeding the target set or just below.

Due to the restrictions in place and the impact of COVID19 on the construction industry and supply chain there were no completions expected for the first two quarters of 2020/21.

During Quarter 4, there were no new build units handed over. The three units at Bathville were delayed which resulted in the target not being missed.
During Quarter 3, the reminding 17 unit at the Brucefield development were handed over alongside one conversion bring the total to 35 units.
During Quarter 2 of 2020/21, 16 units were completed and handed over to the council bringing the cumulative total for the financial year to 17.
During Quarter 1, the final 1 unit was handed over at Wester Inch Bathgate, completing the 86 unit development.

As shown, 2019/20 was a successful year for completions exceeding the target a total of 315 units were delivered during this year.

The target for 2021/22 completions is set at 84 units.
These 84 units are made up of 3 at Bathville, 22 at Standhill, 4 at Hopetoun Street, 20 at Eliburn, 29 at Eagle Brae and 6 at Deans South.

DATA LABEL: PUBLIC

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 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 and analysis for the Safer Neighbourhood Team. Quarter 4 - January to March 2020/2021 that is set out in Appendix 1.

Safer Neighbourhood Officers continued to work a blended model of working throughout Q4 whilst the ongoing restrictions are in place regarding Covid19. Officers attended weekly joint tasking meetings held virtually, undertook essential investigations in the community and also carried out joint work with Police Scotland working within risk assessments and safe operating procedures. Whilst all incidents are recorded as antisocial behaviour, the service has seen increase in less serious incidents, none the less officers have investigated, conducted mediation, issued warnings as appropriate and continued to work with the partners in the Community Safety Unit and local housing teams.
The number of **New Antisocial Behaviour Cases** is set out in Table 1.1 – 2020/21 and Table 1.2 provides comparison to 2019/20. During Q4, it can be seen that there was an increase in the number of cases opened compared to the same period last year with 14 cases more being opened over the quarter. The trend pattern shows that the number varies across West Lothian with some wards having more cases than others and overall, there were 39 more cases opened over the year.

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. This suggests that officers have opened cases for monitoring and to allow for further investigation. By the end of the financial year in Q4, there were 267 open cases more than the same period previous year.

Data included in Table 3.1 and Table 3.2 is a note of the **Incidents** recorded and provides a breakdown of total incidents that are reported across each ward. In Quarter 4 of 2020/21 there were 1510 incidents recorded compared to the same period in Q4 2020, where 839 were reported, which is an increase of 55%. Overall the service has received 1773 more incidents reported compared to 2019/2020. All wards have reported increase compared to previous year and as previously reported Bathgate and Breich Valley Wards remain highest, with the Linlithgow Ward seeing the number of reported incidents increase by 50% on previous year. This trend has been similar to the national picture with other Local Authority areas reporting an increase. There remains to be no known definitive reason for the level of numbers being reported from ward to ward. Demographic variations, house types, can all contribute to the way in which behaviour from others is tolerated or becomes intolerable to others and during pandemic resilience to cope is a factor.

A summary of the type of incidents (**incident categories**) received is set out in Table 4.1 and 4.2. In Quarter 4 of 2020/21 shows an increase in Part 2 (general ASB – (1,490) & Part 5 (noise - 248) ASB incidents recorded compared to same period in 2019. It can also be seen from the data that there has been a small increase in the number of youth related antisocial behaviour this year to date (6) compared to last year. Community Safety Partners are already acknowledging this and this continues to be part of ongoing partnership discussions for intervention and resource deployment. There has been a small increase in the number of unauthorised encampments in this quarter (3) compared to previous year (2), however, overall, there has been almost 3 times the reduction over the year with 41 reported last year compared to 14 in 2020/21. 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 or causing fear, alarm and distress then SNT officer will open a case**.**

Detailed within Table 5.1 and 5.2 sets out the main **Outcomes** with regards to the reported incidents. The calls made to the Council, regarding people not respecting the social distance measures continue to be received in this quarter by SNT and appropriate advice provided. Overall this information highlights that our telephone service to customers, continues to be the main method of engagement in Quarter 4 (1,029), compared to this method of engagement in Quarter 4 of 2019 (486), this is due to how the service is responding to the working arrangements due to the pandemic and restrictions that the service is following.

The number of cases closed in Table 6.1 shows that during Quarter 4, there were 87 cases closed, 32 more than the same period the previous year, as detailed in Table 6.2.

In Table 7, this is a 'snap shot' figure taken at end of Q4 in respect of case work that is with the Council's legal team for consideration to go forward to court action. With regards to the position with **Antisocial Behaviour Orders (**ASBO) this is also detailed within this table. ASBO's are deemed as a last resort to all other methods of curtailing antisocial behaviour within communities. At the end of March 2021, there was 2 more ASBO in place than the previous year. 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. There is currently one case that is moving towards Eviction stage due to breach of the ASBO.

E. CONCLUSION

This report informs Panel Members of performance data and analysis for the Safer Neighbourhood Team for the period Q4 January to March 2021. Overall in 2020/2021 the service has reported an increase on reported incidents and officers in SNT whilst working a blended approach of office/community and homeworking continue to strive to tackle neighbour nuisance and where serious neighbour nuisance and antisocial behaviour has occurred the officers have taken action available to them at this challenging time.

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Appendix 1 – Performance Data Q4 2020/2021

Alison Smith, Housing Management & Community Safety Manager,
Housing, Customer and Building Services
Alison.smith@westlothian.gov.uk

AnnMarie Carr
Head of Housing, Customer & Building Services
1st June 2021

Appendix 1 Safer Neighbourhood Team Performance – Quarter 4 2020/21

Table 1.1 – New Cases opened each month 2020-/21	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	0	3	4	2	1	2	0	7	3	2	3	2	29
Bathgate	4	1	3	6	9	7	8	8	4	5	4	3	62
Broxburn, Uphall & Winchburgh	3	2	7	4	3	1	3	2	3	4	3	3	38
Livingston East & East Calder	1	3	2	2	4	2	1	0	0	0	2	3	20
Fauldhouse and Breich Valley	0	2	7	8	4	5	5	5	6	3	2	9	56
Linlithgow	1	3	2	1	2	3	2	0	1	0	0	2	17
Livingston North	0	3	1	3	1	2	2	1	1	1	2	6	23
Livingston South	1	1	2	1	3	1	3	0	0	2	1	1	16
Whitburn and Blackburn	0	3	9	1	2	4	4	7	3	5	3	8	49
TOTAL	10	21	37	28	29	27	28	30	21	22	20	37	310

Table 1.2 – New Cases opened each month 2019/20	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	1	0	3	8	2	4	5	3	3	2	0	2	33
Bathgate	6	4	9	7	3	3	2	6	3	2	7	3	55
Broxburn, Uphall & Winchburgh	3	2	3	5	1	4	3	1	0	2	4	8	36
Livingston East & East Calder	1	0	1	5	0	0	2	1	0	1	3	1	15
Fauldhouse and Breich Valley	4	5	1	6	5	3	2	5	4	2	6	0	43
Linlithgow	2	1	0	2	1	1	0	0	0	0	2	0	9
Livingston North	4	2	1	4	1	1	1	1	0	1	2	1	19
Livingston South	1	1	3	2	1	3	0	1	0	1	0	2	15
Whitburn and Blackburn	3	8	2	3	4	4	6	2	1	7	3	3	46
TOTAL	**25**	**23**	**23**	**42**	**18**	**23**	**21**	**20**	**11**	**18**	**27**	**20**	**271**

Table 2 **Active Cases per month**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
SNT Officer Cases 2020/21	39	56	91	94	95	108	95	98	82	79	75	80	**992**
SNT Officer Cases 2019/20	37	61	65	84	76	67	56	58	50	56	56	59	**725**

Table 3.1 – Number of all ASB incidents 2020/21	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	40	45	33	39	38	38	19	34	26	49	42	30	433
Bathgate	94	75	84	113	119	66	76	58	67	114	108	81	1055
Broxburn, Uphall & Winchburgh	46	37	46	79	57	33	41	23	49	78	63	64	616
Livingston East & East Calder	27	37	44	50	56	32	11	14	14	36	21	21	363
Fauldhouse and Breich Valley	77	60	71	86	80	81	72	74	108	113	80	93	995
Linlithgow	13	13	21	23	36	23	21	14	20	22	27	39	272
Livingston North	34	18	24	48	39	31	38	25	30	36	33	37	393
Livingston South	29	20	18	39	28	24	15	10	13	36	23	29	284
Whitburn and Blackburn	61	91	96	72	54	50	46	45	32	79	63	93	782
TOTAL	421	396	437	549	507	378	339	297	359	563	460	487	5193

Table 3.2 Number of all ASB incidents 2019/20	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	26	13	24	38	21	33	35	51	55	34	28	49	407
Bathgate	74	87	104	123	60	50	68	37	54	53	65	62	837
Broxburn, Uphall & Winchburgh	27	34	31	47	37	44	27	19	23	24	48	56	417
Livingston East & East Calder	13	27	27	31	27	14	17	12	12	13	18	6	217
Fauldhouse and Breich Valley	25	52	28	35	37	34	20	48	19	36	34	23	391
Linlithgow	14	9	13	18	13	9	4	9	5	7	13	20	134
Livingston North	21	13	21	30	20	14	15	11	16	15	13	27	216
Livingston South	24	26	26	20	17	17	14	22	7	9	15	23	220
Whitburn and Blackburn	57	63	47	63	56	52	36	38	21	49	52	47	581
TOTAL	281	324	321	405	288	267	236	247	212	240	286	313	3420

Table 4.1 – Examples of Incidents 2020/21	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
ASB Part 2 Complaint	240	233	318	362	333	240	248	206	239	357	292	283	3351
ASB Part 5 Noise Complaint	136	120	91	151	133	95	70	73	85	167	125	131	1377
Dog Barking	1	3	0	0	4	0	1	0	1	4	3	5	22
ENV Health Complaint	7	7	0	3	4	7	2	1	1	5	5	7	49
Non ASB Noise Complaint	8	7	1	6	2	2	4	3	1	6	6	16	62
SST Section 3 Tenancy Management	20	22	20	19	18	26	8	6	27	20	20	26	232
Youth Disorder	6	2	6	3	8	7	4	5	3	4	7	16	71
Unauthorised Encampment	3	2	1	2	1	1	0	0	1	0	1	2	14
Unlicensed HMO	0	0	0	2	2	0	0	1	0	0	1	1	7
Unregistered Private Landlord	0	0	2	2	0	0	1	0	0	0	0	0	5
TOTAL	**421**	**396**	**439**	**550**	**505**	**378**	**338**	**295**	**358**	**563**	**460**	**487**	**5190**

Table 4.2 – Examples of Incident Category 2019/20	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
ASB Part 2 Complaint	147	163	150	235	163	146	137	160	131	135	155	139	1861
ASB Part 5 Noise Complaint	91	130	127	107	80	75	73	60	55	79	110	142	1129
Dog Barking	2	0	1	2	0	0	0	0	3	0	0	2	10
ENV Health Complaint	5	1	11	8	7	8	4	7	3	2	4	7	67
Non ASB Noise Complaint	3	2	5	4	7	4	7	9	2	3	2	1	49
SST Section 3 Tenancy Management	12	9	19	38	20	18	8	3	14	17	9	16	183
Youth Disorder	7	5	4	6	7	13	5	7	3	1	2	5	65
Unauthorised Encampment	11	14	2	3	4	3	1	0	1	1	1	0	41
Unlicensed HMO	2	0	1	2	0	0	1	0	0	2	3	1	12
Unregistered Private Landlord	1	0	0	0	0	0	0	1	0	0	0	0	2
TOTAL	281	324	320	405	288	267	236	247	212	240	286	313	3419

Table 5.1 - Examples of Incident Outcomes in the Month 2020/21	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Complainant Moved	0	1	0	2	1	0	0	0	1	1	1	0	7
Complaint Withdrawn	0	0	1	1	0	0	0	0	0	1	1	0	4
Criminal Prosecution	1	1	0	1	0	1	1	2	0	0	0	1	8
Insufficient Evidence	32	56	34	37	49	38	23	25	27	56	32	64	473
Phone Call & Advice	318	262	301	386	332	263	227	191	274	397	314	318	3583
No Further Incidents	13	22	32	35	30	14	21	17	19	16	6	4	229
Noise Stopped	7	13	3	2	1	5	2	2	5	28	43	32	143
Reconciliation	1	1	0	2	1	0	0	0	0	0	0	0	5
RSL to Investigate	2	2	3	2	3	0	1	2	2	1	5	3	26
Successful Action	12	29	32	45	73	43	57	28	16	13	18	13	379
Warning Notices Issued	0	8	28	30	14	10	2	9	2	7	9	3	122
Warning Verbal Issued	2	0	1	0	0	0	1	0	1	8	6	3	22
Further Investigation (Legislation)	2	1	0	5	1	1	1	1	0	1	0	0	13
TOTAL	390	396	435	548	505	375	336	277	347	529	435	441	5014

Table 5.2 Examples of Incident Outcomes in the Month 2019/20	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Complainant Moved	0	0	0	0	0	4	10	1	0	0	0	0	15
Complaint Withdrawn	0	0	0	0	0	0	0	0	0	1	0	1	2
Criminal Prosecution	3	7	0	1	1	1	4	0	0	0	0	0	17
Insufficient Evidence	15	9	38	72	36	60	23	24	38	46	28	16	405
Phone Call & Advice	134	141	108	157	140	107	105	150	123	127	161	198	1651
No Further Incidents	41	53	49	76	48	37	37	17	7	9	12	3	389
Noise Stopped	16	17	19	8	12	13	13	18	5	13	16	19	169
Reconciliation	0	0	2	5	0	1	0	0	1	0	0	0	9
RSL to Investigate	1	0	1	1	0	0	4	1	3	4	2	0	17
Successful Action	14	29	28	13	17	2	9	5	6	7	10	11	151
Warning Notices Issued	3	0	3	2	2	4	2	3	9	1	9	4	42
Warning Verbal Issued	5	9	9	7	3	7	1	4	2	7	3	6	63
Further Investigation (Legislation)	0	0	0	3	0	1	2	2	0	0	0	0	8
TOTAL	232	265	257	345	259	237	210	225	194	215	241	258	2938

Table 6.1 – New Cases closed in the month 2020/21	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	0	0	0	2	3	3	3	0	3	6	3	3	26
Bathgate	4	1	2	3	1	6	8	4	14	4	8	5	60
Broxburn, Uphall & Winchburgh	2	3	4	1	4	2	5	6	1	0	7	2	37
Livingston East & East Calder	0	1	1	1	1	2	3	2	3	0	1	1	16
Fauldhouse and Breich Valley	1	0	1	3	4	3	7	2	7	6	8	3	45
Linlithgow	0	0	0	2	1	1	2	2	2	0	2	3	15
Livingston North	0	1	1	1	0	1	1	1	1	0	5	3	15
Livingston South	1	1	1	1	1	1	2	1	2	0	3	1	15
Whitburn and Blackburn	4	0	2	4	1	5	5	2	5	8	2	3	41
TOTAL	12	7	12	18	16	24	36	20	38	24	39	24	270

Table 6.2 – Number of Cases closed in the month 2019/20	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	2	0	0	1	0	9	4	4	4	3	2	3	32
Bathgate	8	6	4	7	2	6	7	2	3	4	4	4	57
Broxburn, Uphall & Winchburgh	3	1	4	3	3	4	2	0	2	0	1	2	25
Livingston East & East Calder	0	1	1	0	0	7	0	0	0	1	0	0	10
Fauldhouse and Breich Valley	1	2	1	5	1	5	5	5	4	2	4	7	42
Linlithgow	1	0	4	1	1	2	1	0	2	0	0	0	12
Livingston North	1	1	2	1	6	2	1	0	1	1	1	2	19
Livingston South	1	0	1	0	2	1	3	0	2	0	1	1	12
Whitburn and Blackburn	3	0	5	7	4	1	2	12	1	3	4	5	47
TOTAL	20	11	22	25	19	37	25	23	19	14	17	24	256

Table 7:		
The number of cases currently with Legal Services is 8		
Number of ASBOs (interim and full) in each ward Profile: Gender: Female 5 Age Range 17-27yrs Male 10 Age Range 18 -52yrs		
Ward	**March 2021**	**March 2020**
Armadale and Blackridge	0	0
Bathgate	6	4
Broxburn, Uphall and Winchburgh	1	0
East Livingston	0	0
Fauldhouse and Breich Valley	2	0
Linlithgow	2	3
Livingston North	1	2
Livingston South	1	3
Whitburn and Blackburn	2	1
Total	**15**	**13**

DATA LABEL: PUBLIC

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN LOCAL HOUSING STRATEGY 2017- 2022 UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the panel on progress with the actions in the West Lothian Local Housing Strategy 2017-2022.

B. RECOMMENDATION

To note and consider the following recommendations which are intended to be submitted to Council Executive for approval:

- Notes that good progress is being made implementing the Local Housing Strategy;
- Notes the COVID pandemic has presented a challenging situation particularly in relation to homelessness, new build completions and meeting EESSH;
- Notes the development of net zero carbon targets will be included in the LHS going forward and;
- Notes that a new Local Housing Strategy will be developed during 2021 and 2022, and a further report with progress on this will be brought forward in early 2022.

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)**	A Strategic Environmental Assessment pre-screening report and Integrated Impact Assessment were carried out on the Local Housing Strategy
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	Performance indicators have been included in the Local Housing Strategy
V	**Relevance to Single**	Our children have the best start in life and are

	Outcome Agreement	ready to succeed. Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business. We live in resilient, cohesive and safe communities. People most at risk are protected and supported to achieve improved life chances. Older people are able to live independently in the community and with an improved quality of life. We live longer, healthier lives and have reduced health inequalities. We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	**Resources - (Financial, Staffing and Property)**	Resources are in place to implement the Strategy, primarily within the Housing Capital Programme.
VII	**Consideration at PDSP**	An update on the LHS was reported to Services for the Community PDSP in December 2018.
VIII	**Other consultations**	Consultation has taken place with Housing Associations operating in West Lothian, with Scottish Government More Homes Division, Planning Services, Social Policy and Finance and Property Services.

D. TERMS OF REPORT

D.1 Background

The West Lothian Local Housing Strategy 2017-2022 was approved by Council Executive on 24 October 2017. Since then a number of actions have been progressed and new actions identified. This report provides a summary of the key achievements and actions that have been progressed and also identifies a number of key challenges ahead. The updated action plan is included in Appendix of the report. A new Local Housing Strategy (LHS) will require to be developed during 2021 and 2022 and will also need to comply with updated Scottish Government guidance which includes a number of new areas of activity as set out in section D.4.

D.2 LHS Themes and achievements

- **Housing Supply and Place Making**

Good progress has been made achieving the 3,000 affordable homes target over the 10 year period to 2022. At 31 March 2021 2,254 homes were completed. It is anticipated that around 92% of the target will be complete by March 2022. Since April 2018, 709 new council homes have been completed and 230 RSL homes have been built.

The Strategic Housing Investment Plan (2021-2026) was approved by Council Executive on 19 January 2021 and identifies sites for more than 2,500 affordable homes over the next five years in West Lothian to be built by Registered Social Landlords (RSL's), subject to funding being made available.

There are regular meetings with Homes for West Lothian Partnership to engage with RSLs in West Lothian to increase the supply of affordable housing.

- **Preventing and Addressing Homelessness**

The council and its strategic partners continue to implement the West Lothian Rapid Rehousing Transition Plan (RRTP). The COVID pandemic has resulted in a continued high demand for homeless services. The reduction in letting of void properties during lock down as well as the closure of the construction industry had an impact on through put in temporary accommodation. This resulted in an increasing need to use bed and breakfast accommodation again since March 2020 as well as the backlog of homeless open cases increasing.

A new Allocations Policy was approved in November 2020. The aim is to enable a shift to homeless prevention and housing options approach to ensure that council housing is allocated to those with the highest housing need.

All of the West Lothian RSL's increased their lets to homeless households in 2020/21.

A new development that will specifically meet the needs of young people who are at risk of homelessness is being planned.

- **Independent Living and Specialist Provision**

New specialist accommodation is being developed for people with complex care needs. This is located in Pumpherston and will provide accommodation for 16 people. Funding of £3million has been approved in the General Services Capital Programme to support this project.

A review of the Scheme of Assistance is complete in regards to adaptations and eligibility criteria.

Commissioning plans for client groups have been developed by West Lothian Health and Social Care Partnership with input from Housing. A Housing Contribution Statement was included with the Integration Joint Board Strategic Plan in 2019.

- **Private Rented Housing**

Monitoring of rents in the Private Rented Sector is ongoing. The number of private rented registered landlords is 5,132. This has reduced but may reflect market conditions. Landlord forums have continued remotely to enable to ensure landlords are aware of their responsibilities.

- **House Condition**

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

Work is ongoing to ensure that WLC housing meets the Scottish Housing Quality Standard. At March 2020, 94.2% of WLC stock met the SHQS. A stock condition survey will be undertaken during 2021/22 to determine future investment requirements.

- **Fuel Poverty and Climate Change**

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

89% of WLC Housing stock meets EESSH (as at January 21). This is an increase of 41.6% from March 2017. However, it is below the 100% target that was set for December 2020 by Scottish Government. This work has been affected by the COVID pandemic and ongoing restrictions on the ability to work within tenants homes since Spring/Summer 2020.

D.3 Key challenges and actions for 2021/22

Continue to progress with the council new build housing programmes and meet as far as possible the target of 3000 homes by 2022. Work with RSLs through the Homes for West Lothian Partnership to increase the supply of affordable housing in West Lothian.

Continue to implement the Rapid Rehousing Transition Plan for West Lothian and engage with RSLs in the provision of housing to people who are homeless.

Work with Social Policy to develop proposals for specialist housing for people with learning disability and identify other opportunities for specialist housing provision with RSLs.

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

Continue to deliver the programme of work to meet EESSH by 2021 and commence work towards EESSH2 compliance. For all future new build council houses it has been determined that the initial specification for the heating system should be for a system which produces zero direct emissions at the point of use or a low carbon alternative.

D.4 Developing a new LHS

A new LHS will be developed during 2021 and 2022. The Scottish Government revised the LHS guidance in 2019 and the new LHS will include the following themes.

- Housing Delivery
- Private Rented Sector
- Place Making
- Preventing and Addressing Homelessness
- Specialist provision/Independent Living
  (including Gypsy/Travellers, Travelling show people, Armed Forces)
- House Condition
- Health and Social Care Integration

A new Housing Need and Demand Assessment will be required in order to inform future housing supply targets and work has commenced on this in conjunction with the five other councils in the South East Scotland region (City of Edinburgh, East Lothian, Midlothian, Fife and Scottish Borders). A further report will be prepared on progress with development of the new LHS and will be presented to the Panel in early 2022.

E. CONCLUSION

Overall good progress has been made on the actions in the Local Housing Strategy, despite the challenging environment of the COVID pandemic. New homes continue to be delivered and existing homes improved. There has been good collaboration with RSLs to ensure more lets to homeless households. There has been increased collaboration and engagement with Social Policy to enable a range of housing providers assist in the development of specialist housing provision. The development of net zero carbon targets will inform future work on existing house condition and new build homes and will be further developed in the course of the next Local Housing Strategy. Work will commence on a new LHS during 2021.

F BACKGROUND REFERENCES

Services for the Community Policy Development and Scrutiny Panel 11th April 2018 West Lothian Local Housing Strategy Update 2017-2022

Environment Policy Development and Scrutiny Panel 2nd February 2021 The Integration of Net Zero Carbon Targets in Housing Strategy

Council Executive 25th January 2021 West Lothian Strategic Housing Investment Plan 2021- 2026

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

Appendices/Attachments: Local Housing Strategy Action plan 2017-22

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Ann Marie Carr
Head of Housing, Customer and Building Services
1 June 2021

Appendix 1

West Lothian Local Housing Strategy 2017-2022

Action Plan update June 2021

Housing Supply and Place Making - ACTION PLAN

Outcome: To increase supply of housing both affordable and market housing in West Lothian between 2017 and 2022

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Responsible Person	Progress Update
Provide new council homes.	657 council homes built between April 2012 and March 2017	Number of homes built.	Complete current council houses programme and begin a new programme.	By 2022	Housing Strategy and Development Manager	Completions 2017/18 124 2018/19 360 2019/20 315 2020/21 34
Support and Assist other providers to deliver affordable homes.	267 RSL homes completed between April 2012 and March 2017.	Number of homes built	700 RSL homes to be built.	By 2022	Housing Strategy and Development Manager	Completions 2017/18 22 2018/19 55 2019/20 110 2020/21 43
Private Sector Homes to be delivered.	2,445 completed between 2012/13 and 2016/17 (average of 489 per annum).	Number of homes built.	1,516 private homes to be built. (Balance of Housing Land Requirement 2016/17 and 2017/18) Housing Supply Target of 333 per annum for 4 years).	By 2022	Planning Services	Completions 2017/18 – 494 2018/19 – 631 2019/20 – 683 2020/21 - 470
OMSE	757 purchases between 2012/13 to 2016/17	Number of Open Market Shared Equity Purchases.	500 (subject to continued support of the Scheme by Scottish Government).	By 2022	Housing Strategy and Development Manager	Purchases 2017/18 -195 2018/19 – 248 2019/20 – 24 2020/21 - 0
Open Market Acquisitions	30 homes per annum	Number of homes bought by the council for social rent.	100 homes purchased	By 2022	Housing Strategy and Development Manager	Completions 2017/18 38 2018/19 73 2019/20 35 2020/21 36
Complete Regeneration of Deans South	To commence in 2017/18	Number of homes built.	Complete phase 1	By 2022	Housing Strategy and Development Manager	Completion of WLC site of 54 units and a further 29 homes on site in 2021.

						Council will sell land at Deans South to Springfield Properties PLC for the provision of 127 Social Rented houses.
Progress Regeneration Project in Almondell, Broxburn	To commence 2017/18	Common area and security improvements.	Complete	End 2018	Housing Strategy and Development Manager	Environmental works **complete**.

Preventing Homelessness – ACTION PLAN

Outcome: Improving Housing Options to prevent people becoming homeless in the first place						
Action	**Baseline**	**Indicator/Measure**	**Target/Milestone**	**Timescale**	**Responsible Person**	**Progress Update**
Explore potential to develop a new assessment centre and supported housing provision in the East of the county.	New Provision Required	New supported housing provision in place.	Feasibility in 2017/18 New Provision by 2022	2017 -2022	Housing Needs Manager	Site options being considered for a minimum of 12 Self contained flats and crash pad.
Develop a supported accommodation strategy for those aged 16-30 to improve access to accommodation and support and to increase options for sustainable outcomes.	Build on existing strategies focusing on young people.	Strategy to be developed.	To commence in 2018	2018	Housing Needs Manager	Rapid Rehousing Transition Plan (RRTP). Focus on prevention and early intervention.
Developing relationships and protocols with RSLs and private landlords and to maximise opportunities to prevent homelessness.	Number of successful section 5 referrals/number of properties leased from RSLs to provide temporary and supported accommodation	Increase the number of special lets. Increase the % of lets to homeless people as settled accommodation.	2017/18	2018/19	Housing Needs Manager	RRTP is being implemented West Lothian RSLs increased lets to homeless households in 2019/20
Ensure that financial advice, inclusion and tenancy sustainability services are in place to assist homeless households.	Build on the work of the advice shop and support staff.	Number of new tenant visits.	2017/18	2018/19	Housing Needs Manager	Housing support being reviewed as part of the RRTP.

Independent Living – ACTION PLAN

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

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Responsible Person	Progress Update
Continue to provide wheelchair homes in new build council house programme and RSL housing programmes.	137 wheelchair accessible bungalows in current WLC programme.	Number of new build wheelchair homes per annum built by RSLs and WLC	30 per annum	2017 /2022	Housing Strategy & Development Manager and RSL Development Managers	Completions 2017/18 – 30 (WLC), 6 RSL 2018/19 41 (WLC) 2019/20 60 completed (WLC) 1 RSL 2020/21 8 (WLC)
Continue to provide adaptations and equipment and make best use of adapted stock.	2,900 adaptations per annum.	Number of private sector adaptations per annum and associated expenditure.	2,900 adaptations per annum.	2017-2022	Social Policy Lead Officer/ Housing Strategy & Development Manager	2017/18 2426adaptations. 2018/19 1603 adaptations 2019/20 647 adaptations*
Develop specialist housing provision for people with particular needs including core and cluster housing for people with learning disabilities, supported accommodation for older people and supported accommodation for younger people.	Eight core and Cluster new build council houses developed for specialist housing provision. 48 Properties in developments specifically for older people	Number of properties developed for people that require specialist housing.	10 per annum	2017-2022	Housing Strategy & Development Manager	Two core and cluster units completed, 8 units in total. Development work is underway for a unit for 16 people with complex care needs. at Cawburn Road site. Site selection underway for a new unit for supported housing for young people (12 flats and a crash pad).

Action	Baseline	Indicator/ Measure	Target/ Milestone	Timescale	Responsible Person	Progress Update
Make use of information on health and social care integrated planning to better estimate the need for specialist housing provision.	To be developed through the Joint Accommodation Plan 2017 -2027	Confirm level of specialist housing provision to be provided.	TBC	2018/19	Housing Strategy & Development Manager	The Housing Contribution Statement was reviewed in 2018/19. Housing input to Commissioning Plans for Learning Disability and Physical Disability, Older People and Mental Health.
Encourage and promote the use of technology enabled care (TEC) to enable people to live independently.	To be developed in discussion with Social Policy.	Level of take up.	TBC	2017-2022	Social Policy Lead Officer	2017/18 5430 2018/19 4131 2019/20 3909
Await outcome of review of current configuration of mental health service provision to inform future specialist housing requirements for this care group.	To be developed through the Joint Accommodation Plan 2017 -2027.	Confirm level of specialist housing provision to be provided.	TBC	2018-2019	Social Policy Lead Officer/ Housing Strategy & Development Manager	To be developed and aligned with the RRTP. Development of Supported Accommodation Strategy for People with mental health issues.

*Reduction in adaptations due to changes in criteria and focus on major adaptations.

Private Rented Sector – ACTION PLAN

Outcome: The Private Rented Sector provides good quality housing options for people in West Lothian.						
Action	**Baseline**	**Indicator**	**Target**	**Timescale**	**Service/Partner**	**Progress Update**
Develop the approach to landlord registration and enforcement.	Number of landlords registered	5,397	To increase.	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	2018/19 5412 private landlords are registered 2019/20 5165 private landlords registered 2020/21 5132 private landlords
Develop the approach to HMO licensing and enforcement.	Number of licensed HMOs	27	To increase.	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	2020/21 - 47
Make use of effective enforcement options, including referrals to Licensing Committee for removal of landlords from register.	Number of landlords provided with advice on best practice	Number of landlords provided with advice	To increase.	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	Additional resources will be employed to address housing quality in the private rented sector.
Monitor Third Party Referrals to the Private Rented Housing Panel.	No baseline but will be monitored	Number of referrals	Target will be developed in line with the number of requests received	2017/18	Housing, Customer and Building Services /Environmental Health /Legal Services	To be developed.
Increased Participation in private landlord forum.	On average 10 landlords attend	30-40	To increase.	2018/19	Housing, Customer and Building Services /Environmental Health /Legal Services	In place of landlord forums, Private landlords were issued with updates and FAQ's. In replacement of the forums, there have been running online training courses with Landlord Accreditation Scotland (LAS) on the new changes to the tenancy agreements. Six courses have been arranged with 50 landlords attending each session.

						Surveys have been carried out with landlords. Closer working with the Housing Options team to ensure that the private rented sector is a suitable option for people seeking housing.

House Condition – ACTION PLAN

Outcome: To improve public and private sector house condition in West Lothian.						
Action	**Baseline**	**Indicator**	**Target**	**Timescale**	**Responsible Person/Service**	**Progress Update**
Continue to ensure all WLC stock complies with SHQS.	100% compliance.	% of WLC homes complying with the SHQS.	100%	2017-2022	Housing, Strategy and Development Manager	99.47% 2017/18 98.84% 2018/19 94.2% 2019/20*
Continue to engage with WLC tenants in the development of the housing capital programme.	Quarterly meetings with the Tenants' Panel Capital Working Group.	Continue to have quarterly meetings	Four meetings per year.	2017-2022	Housing, Strategy and Development Manager	Four meetings per year being held to update on progress.
The Scheme of Assistance Policy will be reviewed over the course of the LHS 2017-22 as a result of the changing legislation in relation to private sector housing.	Existing policy dates from 2011.	Scheme of Assistance aligns with guidance and legislation.	To be reviewed over the course of the LHS	By 2020	Housing, Strategy and Development Manager	Scheme of Assistance review completed in June 2019 Further review to be carried out in 2021/22 in relation to Mixed Tenure properties.

*SHQS - The 0.63% change between 2017/18 and 2018/19 can primarily be attributed to an increase in abeyances, which went from 0 to 83 and a small increase properties failing the SHQS up from 24 to 26. It should also be noted that as of May 2020 there have been a number of changes to the SHQS. namely the introduction of new standards for smoke detectors and periodic electrical checks, as well as the inclusion of the energy efficiency standard for social housing (EESSH) within the SHQS, this will bring with it additional abeyances and exemptions which would not previously been reported.

Fuel Poverty and Climate Change - ACTION PLAN

Outcome: Reduce levels of fuel poverty and increase number of people living in energy efficient homes						
Action	**Baseline**	**Indicators**	**Target / Milestone**	**Timescale**	**Responsible Person/Service**	**Progress**
Develop a baseline carbon footprint for WLC housing stock. **(This action developed during 2021)**	From 2021 onwards	In line with targets set out in Net Zero Carbon strategy.	Reductions to be reported on annually at review of LHS	To commence from 2021 onwards	Housing Investment Manager	Integration of net zero carbon targets agreed as part of the Local Housing Strategy and will be taken forward into the next LHS. Including new build housing meeting EESSH2 for existing housing stock.
Develop a baseline to measure number of actual households in fuel poverty included in energy efficiency programmes.	To be determined once Scottish Government provide updated Fuel Poverty definition.	Number of households in fuel poverty.	To be reported on annually	On-going.	Housing Investment Manager	To be developed
Develop a HEEPS: ABS programme to assist householders to improve the energy efficiency of their homes, to reduce energy consumption and save money.	N/A	Number of households receiving energy efficiency measures as part of HEEPS:ABS programme.	Implemented by end of 2022.	Annually until replaced by SEEP (2017).	HIO - Energy Efficiency Officers.	2017/18 114 home owners had EWI installed in through the HEEPs/ABS programme 2018/19 External wall insulation provided 253 homes in Deans 2019/20 101 homeowners assisted through HEEPs/ABS 2020/21 – 103 planned (delayed due to lockdown)
Ensure all social rented housing complies with the EESSH by 2020.	47.4%	Percentage increase in rate of compliance	100% by 2020	By end of 2020.	Housing Investment Manager	87% at August 2019 89% at January 2021

Action	Baseline	Indicators	Target / Milestone	Timescale	Who is responsible?	Progress
Develop SEEP working group including relevant council departments.	N/A	N/A	Implemented by end of 2017.	On-going once established.	HIO - Energy Efficiency Officers.	SEEP no longer being developed. Focus is on Zero carbon and Climate Change Emergency.
Develop technical working group with RSL's that have housing stock in West Lothian.	N/A	Number of organisations included and frequency of meetings	Established by Mid-2017.	On-going once established.	HIO - Energy Efficiency Officers.	Previous collaboration on EWI with Almond HA. Liaison with RSLs done through Homes for West Lothian Partnership.
Provide energy advice services through the council or a mechanism to direct householders to existing services.	The number of referrals from the previous year.	Number of referrals to Advice Shop from Energy Efficiency Advisor from HEEPS:ABS programmes.	Ongoing.	Ongoing.	Advice Shop.	A dedicated energy advice officer has been employed. The council is working to increase the number of households who would qualify for assistance from funding raised through the Energy Company Obligation. The Advice Shop has provided assistance to residents in West Lothian. Through benefit checks and energy cost savings, £170,000 of benefit has been secured for residents of West Lothian.

DATA LABEL: PUBLIC

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

AFFORDABLE HOUSING DELIVERY UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the Panel on various initiatives to increase the supply of affordable housing in West Lothian. The report also provides an update on the impact of the COVID-19 Pandemic on both the timescale for delivery & completion of the Council's 3,000 Affordable Houses programme.

B. RECOMMENDATION

To note and consider the following recommendations which are intended to be submitted to Council Executive for approval:

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

2. Notes the impact on the construction of the new build houses due to the COVID 19 Pandemic;

3. Notes projected delivery estimated at 90% of the overall programme by March 2022.

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 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**	Our economy is diverse and dynamic and West Lothian is an attractive place to do business.

		We live in resilient, cohesive and safe communities. We make the most efficient use of our resources by minimising our impacts on the built and natural environment.
VI	**Resources - (Financial, Staffing and Property)**	The Housing Capital Programme 2020/21 to 2022/23 approved by West Lothian Council on 23 June 2020 approved £60.059 million for the New Build Council Housing Programme Scottish Government grant of £17.271 million will be available to support the delivery of affordable housing in West Lothian over the next two years. The Resource Planning Assumptions are £3.120 million for 2020/21 and £14.151 million for 021/22.
VII	**Consideration at PDSP**	The Services for the Community PDSP considered a report on affordable housing delivery on 10 December 2019.
VIII	**Other consultations**	Finance and Property Services; Legal Services; Planning & Transportation

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 start of 2012/13 to the end of Quarter 4 2020/21, 2,254 affordable homes have been built and/or acquired which represents 75% of the 3,000 target. A breakdown is provided in Table 1 overleaf:

Table1

	Completed	Planned	Total
West Lothian Council:			
Phase 2 New build	535	0	535
Phase 3 New build	896	32	928
Phase 4 New build	47	194	241
Loans Fund New build	0	62	62
Other New Build	33	16	49
Open Market Acquisitions	227	52	279
WLC Sub Total	**1,738**	**356**	**2,094**
RSL:			
New build	496	409	905
Open Market Acquisitions	20	0	20
RSL Sub Total	**516**	**409**	**925**
Overall Total	**2,254**	**765**	**3,019**

Table 1 illustrates that the majority of the affordable homes provided in West Lothian since 2012/13 have been provided by the 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 its five-year period.

Included in the table above are 16 units being delivered at Pumpherston for specialist provision but will attract Scottish Government grant funding and will be additional stock.

Table 2 illustrates the likely number of completed units on the overall programme by March 2022:

Table 2

	Completed	Scheduled for completion by March 2022	Total
West Lothian Council:			
Phase 2 New build	535	0	535
Phase 3 New build	896	9	905
Phase 4 New build	47	75	142
Loans Fund New build	0	32	32
Other New Build	33	0	33
Open Market Acquisitions	227	52	279
WLC Sub Total	**1,738**	**168**	**1,906**
RSL:			
New build	496	261	757
Open Market Acquisitions	20	0	20
RSL Sub Total	**516**	**261**	**777**
Total	**2,254**	**429**	**2,683**

Whilst the 3,000 units are expected to either be completed, under construction or have contracts awarded, the impact of the COVID-19 pandemic has affected the timescales for affordable housing delivery throughout Scotland and the above table illustrates the scale of the shortfall. At present, West Lothian Council is projected to complete approximately 91% of the original portion of the overall total (1,906 from 2,094) with the RSL community delivering 84% of its share. The overall programme is projected to complete 90% of the target 3,000 units by March 2022, with the remaining 10% complete by Summer 2023.

Additional financial challenges, in terms of construction price inflation and supply chain may also impact on overall project affordability. Tender cost inflation has been accommodated within the current budgets but the long-term effects are difficult to measure at present.

D.3 Affordable homes currently under construction

Affordable homes are currently under construction at nine sites across West Lothian. Three of the sites are part of the council's new build programme, which also includes the site at Eliburn, Livingston, financed through the WLC Loans Fund. The remaining six are being developed by RSL's. A total of 356 houses are under construction. All sites ceased operations 23 March 2020, on account of emergency legislation to safeguard the UK against the spread of the COVID-19 Pandemic. However, all developments have recommenced and revised completion dates have been identified.

A breakdown of the sites is provided in Table 3:

Table 3

Site	Housing Provider	No. of Units	Est Compl
Bathville Cross, Armadale	WLC	3	2021/22
Standhill, Bathgate	WLC	22	2021/22
Houston Road, Eliburn	WLC	20	2021/22
Jarvey Street, Bathgate	West Lothian Housing Partnership	42	2021/22
Quentin Court, Livingston	Castle Rock Edinvar	18	2021/22
Almondvale, Livingston	West Lothian Housing Partnership	146	2021/22
Blackness Road, Linlithgow	West Lothian Housing Partnership	16	2021/22
Winchburgh CDA – Plot 'O'	West Lothian Housing Partnership	20	2021/22
Calderwood, East Calder	Home Group	69	2022/23
Total		**356**	

D.4 Other sites programmed to commence in 2021/22

Thirteen new affordable housing sites, totalling 463 houses, are expected to commence during 2021/22. A breakdown of these sites is provided in Table 4 overleaf:

Table 4

Site	Housing Provider	No. of Units	Est. Compl.
Hopetoun Street, Bathgate	WLC	4	2021/22
Eagle Brae	WLC	29	2021/22
Deans South	WLC	29	2022/23
Mossend	WLC	69	2021/22
Former Swimming Pool, Bathgate	WLC	5	2022/23
Former Community Centre, Bathgate	WLC	6	2022/23
Wellhead, Murieston	WLC	42	2022/23
Polbeth Farm, Polbeth	West Lothian Strategic Alliance	25	2021/22
Winchburgh CDA – Plot 'O'	West Lothian Housing Partnership	20	2021/22
Craiginn Terrace, Blackridge	Cairn Housing Association	26	2021/22
Blackness Road, Linlithgow	West Lothian Housing Partnership	16	2021/22
Calderwood	Places for People	172	TBC
Crusader Rise, Livingston	Ark HA	20	2022/23
Total		**463**	

In November 2020, Council Executive approved three additional sites in Bathgate to replace the Guidiehaugh project. Two of the sites, at the former Swimming Pool, Mid Street and the former Community Centre, Marjoribanks Street are at an advanced design stage and will be submitted for planning approval. The third replacement site, at Wester Inch, requires additional investigation works to determine the infrastructure challenges in order for development timescales to be established.

The above list is indicative and subject to change. The council is also planning to acquire 52 additional former council houses via the Open Market Acquisition Scheme (OMAS) within financial year 2021/22.

Sites have inevitably been affected, in terms of delivery timescales, by the impact of the COVID-19 Pandemic. Current estimates suggest that the impact across all programmes of work has resulted in delay of between six and twelve months due to a range of issues, namely the initial lockdown of sites, furloughed staff, supply chain and ongoing restrictions to site operations.

D.5 Update & commentary on the council's current affordable housing programme

The majority of construction operations re-convened in July 2020, after the initial impact of COVID-19 restrictions. Whilst construction operations have avoided total

shutdown in the most recent national lockdown, a number of companies in the supply chain have already extended their furlough schemes and this will be reflected in in the rate of progress on development sites.

- **Standhill, Bathgate (22 units)**

Hadden Construction were awarded the contract via the Scottish Procurement Alliance Framework Agreement and commenced work in January 2020. This site has been delayed as a result of the COVID-19 closure and the anticipated completion is now summer 2021.

- **Houston Road, Eliburn (20 units)**

Bellway Homes commenced works in September 2020 to deliver completed units as part of their obligation through the planning process. Five phases of handovers are programmed with the first phase planned for completion in June 2021 with full completion in September 2021.

- **Hopetoun Street, Bathgate (4 units)**

Ashwood Contracts have been appointed to undertake the works with an anticipated site start in May 2021 with completion by October 2021.

- **Eagle Brae, Livingston (29 units)**

Planning permission has been granted for 29 units on site. Tenders have been returned for the building project and a contractor has been appointed, and work commenced on site in April 2021 with a projected completion in May 2022.

- **Deans South, Livingston (29 units)**

Planning permission has been granted for 29 units on site. Tenders have been returned for the building project and a contractor has been appointed, and work commences on site in May 2021 with a projected completion in June 2022.

- **Mossend, West Calder (69 units**)

A revised planning application was been submitted for the 69 affordable units and approval for the development minded to grant, subject to successful conclusion of a revised Section 75 Agreement.

Negotiations have resumed with the developer for the direct purchase of the completed affordable housing units. In recognition of the ongoing challenges of the COVID 19 Pandemic, a site start is anticipated in 2021 with development completing in 2022.

- **Former Swimming Pool site, Mid Street (5 units)**

The design team has examined the capacity of the site, which accounts for the challenges of topography, impact of development on neighbouring properties, especially a dense development to the south. Site investigation works and designs have been completed, which also reflect local housing demand for family homes. A planning submission is being prepared for the site be developed to accommodate 5 units in two rows of terraced/semi-detached houses. The project is programmed to complete in 2022/23.

- **Former Community Centre, Marjoribanks Street (6 units)**

The design team has examined the capacity of the site, which accounts for the challenges of topography, impact of development on neighbouring properties and an electrical substation. Site investigation work and designs have been prepared, which also reflects housing demand for family housing, has recommended that the site be developed to accommodate 6 units in two rows of terraced houses and a planning submission is being prepared. The project is programmed to complete in 2022/23.

- **Wellhead, Murieston (42 units)**

Bellway Homes have proposed to deliver 42 completed units for West Lothian Council and 28 completed units for Places for People Housing Association, as part of their affordable housing obligations through the planning process.

Negotiations are ongoing with the developer for the direct purchase of completed affordable housing units. In recognition of the ongoing challenges of the COVID 19 Pandemic, a site start is anticipated in 2021 with the first homes due for handover by the end of the year and the full development completing in January 2023.

- **H-BA 23 - Wester Inch (59 units, proposed)**

Feasibility work has been undertaken after a flood & capacity study work was completed by AECOM Engineers & suggests that the site could accommodate approx. 100-150 units. Invasive site investigation work has now been instructed. Site access & infrastructure works are challenging but the greater site should accommodate significantly more units than the current programme demands. More detailed design work is required and further engagement with stakeholders is ongoing to establish the most pragmatic solution to commence and phase the development. An initial anticipated completion date of 2022/23 will depend on several factors, which include establishing site access, servicing and final site investigations.

E. CONCLUSION

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, 2,254 affordable homes have been delivered and a further 356 are currently under construction. 463 units are planned for site start during 2021/22 including a number of sites for new build council housing, RSL developments and open market purchases.

Whilst the 3,000 units are expected to either be completed, under construction or have contracts awarded, the impact of the COVID-19 Pandemic has affected the timescales for affordable housing delivery throughout Scotland. It is estimated that the impact across all programmes of work could be between six and twelve months due to a range of issues, namely the initial lockdown of sites, furloughed staff and ongoing restrictions to site operations.

At present, the overall programme is projected to complete 90% of the target 3,000 units by March 2022, with the remaining 10% complete by late summer 2023.

F. BACKGROUND REFERENCES

Several reports to Council Executive and Services for the Community PDSP from 7 February 2012 to 17 November 2020

Housing Capital Investment Programme 2019/20 – 2022/23 – Report to West Lothian Council 16 February 2021

Appendices/Attachments: None

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Ann Marie Carr
Head of Housing, Customer and Building Services
1 June 2021

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

UPDATE ON HOME ENERGY EFFICIENCY PROGRAMMES FOR SCOTLAND: AREA BASED SCHEMES (HEEPS:ABS) 2019/20 AND 2020/21

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide an update on the progress made on the 2020/21 HEEPS:ABS programme of External Wall Insulation and provide details of the proposed 2021/22 programme.

B. RECOMMENDATION

To note and consider the following recommendations which are intended to be submitted to Council Executive for approval:

1. notes that the final funding allocation for the 2020/21 HEEPS:ABS programme was £755,048;
2. notes the proposal to continue to provide HEEPS:ABS funding to home owners in the Dedridge area as part of the 2021/22 programme;
3. notes the recommendation for the continuation of delegated powers to the Head of Housing, Customer and Building Services for non-substantive changes following approval of the 2021/22 programme by Council Executive;
4. notes that the views of the panel will be reported to Council Executive when it is asked to consider the proposed approach, for future purposes, it is recommended a direct report to the panel will be sufficient, unless a specific decision is sought.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	• Focusing on our customers' needs; • being honest, open and accountable; • providing equality of opportunities; • making best use of our resources; • working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	No policy or legal risks have been identified and all Health and Safety and Risk Assessment issues will be managed by adhering to CDM Regulations
III	**Implications for Scheme of Delegations to Officers**	None

IV	**Impact on performance and performance Indicators**	Will assist in improving the energy efficiency of the general housing stock and reduce the number of households living in Fuel Poverty
V	**Relevance to Single Outcome Agreement**	Will help to reduce households living in Fuel Poverty
VI	**Resources - (Financial, Staffing and Property)**	Costs are met through the HEEPS:ABS funding and a grant of £755,048 has been awarded for 2020/21 and £729,080 is s anticipated for 2021/22
VII	**Consideration at PDSP**	Services for the Community last considered a report on HEEPS:ABS in March 2019.
VIII	**Other consultations**	Finance and Property Services

D. TERMS OF REPORT

Background

The 2020/21 Home Energy Efficiency Programme for Scotland (HEEPS) is the eighth year HEEPS: Area Based Scheme (ABS) funding has been available to West Lothian Council. The HEEPS:ABS programme has now been successfully managed in-house from January 2016 following the end of the management contract with Changeworks. By May 2020 a total of 1,207 privately owned properties have received External Wall Insulation (EWI) through HEEPS funding; whilst an additional 696 Council properties have received EWI as part of Capital upgrade programmes. Appendix 1 attached summarises where these properties are as well as areas where further investment in EWI will be possible subject to funding being available.

Sources of Funding

The HEEPS:ABS brings together several sources of funding in order to deliver the EWI programme to streets of mixed tenure stock. The different funding sources are:

- HEEPS:ABS
- Energy Company Obligation (ECO)
- Warmer Homes Scotland (WHS)
- Home Owners Contribution
- WLC Capital Funding

The HEEPS:ABS funding is provided by the Scottish Government to all Local Authorities on an annual basis to deliver energy efficiency improvement works, with a focus on solid wall insulation, to privately owned homes to reduce levels of fuel poverty. Funding is capped at £7,500 for detached/semi-detached homes, £7,000 for terraced homes and £6,500 for flats. Funding cannot be used for a local authority's own stock.

ECO funding is provided by large utility companies (those with over 250,000 customers) to households to install energy efficiency measures in order to reduce CO2 emissions and is a UK Government initiative. ECO funding can be used for any property regardless of tenure.

Warmer Homes Scotland has been developed to provide energy efficiency measures to private households determined to be the most vulnerable to living in fuel poverty.

This is separate from the HEEPS:ABS programme, however it is possible for a household to receive grant funding for EWI through this scheme. There is a set of eligibility criteria that households have to meet in order to receive support through Warmer Homes Scotland.

Home Owners are required to pay a contribution toward the works as, on average, the total cost of the EWI measure is not covered by the HEEPS:ABS and ECO funding alone.

The council's Housing Capital Investment budget is used to meet the cost of the works to the council's own stock.

Progress on HEEPS:ABS 2020/21

For financial year 2020/21 the council was awarded £755,048 HEEPS:ABS funding which is being used to target privately owned properties of No Fines construction and will be fully spent in:

- **Talisman Rise**
- **Staunton Rise**

MP Rendering Ltd was awarded the contract to perform the External Wall insulation to the properties and work commenced on site the week commencing 21st October 2019.

A total of 107 owners will be offered HEEPS:ABS funding. £112,350 is anticipated in contributions from home owners.

Progress was significantly delayed due to the COVID pandemic and associated restrictions which prevented access to properties. Whilst some work could progress on West Lothian Council stock, we were not permitted to progress with privately owned properties. As a consequence of this, work began on 2020/21 HEEPS:ABS programme on the 26 April 2021 and is due to be completed by the 16 August 2021. However, these delays will not impact our ability to deliver the 2021/21 programme in full.

Proposed programme for 2021/22

It is proposed to provide any HEEPS:ABS funding the council is awarded to support home owners. The focus for HEEPS:ABS funding for 2021/22 is therefore likely to be directed to Dedridge and surrounding areas in Livingston to continue with the area based approach in these areas.

The main focus of HEEPS:ABS is to address and reduce levels of fuel poverty and officers have assessed the streets proposed to be included to determine the most vulnerable households to fuel poverty; this is based on information from the Scottish Index of Multiple Deprivation (SIMD), the Energy Performance Certificate (EPC) Register, Council Tax Banding and Home Analytics.

It is proposed to prioritise funding to households in the streets that are identified to have the highest probability of households living in fuel poverty. It is proposed to prioritise funding to streets in the order below based on the above priority criterion, until funding is exhausted:

1. **Quentin Rise**
2. **Palmer Rise**

It is recommended that the Head of Housing, Customer and Building Services retain delegated powers over the management of the programme for non-substantive changes including areas included in the project, following approval of the programme by Council Executive. For future purposes, it is recommended a direct report to the panel on the HEEPS:ABS programme will be sufficient, unless a specific decision is sought.

E. CONCLUSION

The council continues to successfully deliver the HEEPS:ABS scheme to help alleviate fuel poverty in West Lothian and officers have proposed minor changes in the way the scheme is managed in order to maximise the benefit from the funding received. This report is based on the information provided from Scottish Government and on the current situation with regards to HEEPS:ABS which may change.

F. BACKGROUND REFERENCES

Services for the Community PDSP March 2019 – Update on Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) 2018/19 and 2019/20

Council Executive March 2019 - Update on Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) 2018/19 and 2019/20

Various other update reports to Services for the Community PDSP and Council Executive on the Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS)

Appendices/Attachments: one – summary of properties improved by HEEPS:ABS

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AnnMarie Carr

Head of Housing, Customer and Building Services

1 June 2021

AREAS OF NO FINES PROPERTIES RECEIVED EWI

Street	WLC Properties	Owner Properties	Area
East Glen Avenue	21	34	Deans
West Glen Avenue	9	26	Deans
Birkenshaw Way	29	75	Armadale
Woodend Walk	0	90	Armadale
McCallum Court	18	33	Armadale
Denholm Grove	5	27	Armadale
Peveril Rise	23	88	Dedridge
Templar Rise	4	38	Dedridge
Kirk Brae	20	29	Longridge
Heaney Avenue	22	46	Pumpherston
Erskine Way	38	19	Knightsridge
Gordon Way	31	31	Knightsridge
Calgary Avenue	0	38	Howden
Edmonton Avenue	0	34	Howden
Fergus Avenue	0	80	Howden
Labrador Avenue	0	9	Howden
Nelson Avenue	1	81	Howden
Quebec Avenue	0	14	Howden
Toronto Avenue	0	42	Howden
Vancouver Avenue	0	40	Howden
Granby Avenue	0	72	Howden
Cunigar Gardens	0	12	Mid Calder
Camps Rigg	15	43	Knightsridge
Davidson Way	26	9	Knightsridge
Fells Rigg	32	40	Knightsridge
Ferguson Way	50	9	Knightsridge
Eagle Brae	1	0	Ladywell
Gowanbank	25	0	Ladywell
Staunton Rise	12	0	Dedridge
Talisman Rise	3	42	Dedridge
Palmer Rise	21	0	Dedridge
Quentin Rise	6	0	Dedridge
Sutherland Way	75	0	Knightsridge
Deanswood Park	29	0	Deans
Elie Avenue	30	0	Deans
Kenmore Avenue	33	37	Deans
Lenzie Avenue	69	69	Deans
Jubilee Avenue	48	0	Deans
TOTAL	696	1207	

AREAS OF NO FINES PROPERTIES TO HAVE EWI

Street	WLC Properties	Owner Properties	Area
Lenzie Avenue	0	59	Deans
Jubilee Avenue	0	124	Deans
Huntly Avenue	0	79	Deans
Kenmore Avenue	0	22	Deans
Elie Avenue	0	73	Deans
Deanswood Park	0	169	Deans
Sutherland Way	0	234	Knightsridge
Ferguson Way	0	32	Knightsridge
Fells Rigg	0	63	Knightsridge
Davidson Way	0	19	Knightsridge
Camps Rigg	0	153	Knightsridge
Quentin Rise	23	73	Dedridge
Palmer Rise	0	69	Dedridge
Staunton Rise	1	139	Dedridge
Talisman Rise	1	66	Dedridge
Gowanbank	3	107	Ladywell
Eagle Brae	10	62	Ladywell
Quarry Road	19	98	Fauldhouse
Beech Place	32	101	Eliburn
Langside Gardens	59	239	Polbeth
Letham Grove	3	17	Pumpherston
TOTAL	151	1998	

DATA LABEL: PUBLIC

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER JANUARY TO MARCH 2021

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform the panel of property turnover for Quarter 4 of 2020/21 (January to March 2021).

B. RECOMMENDATION

To note the current levels of activity relating to property turnover for the fourth quarter of 2020/21 and in particular to note:

1. The decrease in property lets for Quarter 4 2020/21 compared to the same period last year;
2. Of the 48 communities in West Lothian, 20 had no properties available for let throughout Quarter 4 of 2020/21; and
3. 67% of lets were allocated to people who were homeless throughout the quarter.

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 1st January to 31st March 2021 was 163 compared to the same quarter last year when 247 properties were let. Of the 163 lets, 19 of them were assisted moves. Details of all lets and property numbers for each 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 48 communities.

The main points to note for Quarter 4 are:

- The communities with the highest percentage of total lets were Whitburn with 25 lets (15%), Armadale with 19 lets (10%) and Fauldhouse with 14 lets (8%);
- There were six sheltered housing properties let across in the quarter;
- Seven communities had one mainstream property available to let – Eliburn, Knightsridge, Mid Calder, Uphall Station, Seafield, Whiteside and Torphichen, and
- Ten communities had between two and four properties available to let – Bridgend, Uphall, Winchburgh, Ladywell, East Calder, Addiewell, Stoneyburn, West Calder, Wester Inch and Blackridge.

Across Quarter 4, the following 20 communities had no properties becoming available.

No	Community	Number of properties remaining
1	Linlithgow Bridge	83
2	Newton	12
3	Philpstoun	25
4	Threemiletown	6
5	Craigshill	3
6	Dechmont	26
7	Ecclesmachan	4
8	Alderstone	45
9	Kirkton	14
10	Livingston Village	8
11	Bellsquarry	4
12	Howden	22
13	Kirknewton	39
14	Wilkieston	5
15	Breich	66
16	Longridge	91
17	East Whitburn	45
18	Greenrigg	103
19	Whiteside	38
20	Westfield	70

D2 Type of property

The majority of properties that became available in Quarter 4 were Four in a Block at 61 (37%) followed by cottage types at 57 (35%). 51% of the lets were two-bedroom properties, 33% were one-bedroom properties and 15% were three-bedroom properties and there was 1 four-bedroom let.

D3 Applicants

The 163 properties let in Quarter 4 were allocated in accordance with the Council's Allocations Policy and group plus points system.

Performance for Quarter 4 is detailed in the table below.

Group	Number of Lets	Percentage Met
Homeless (HL)	109	67%
Housing with Care	2	1%
Unsatisfactory Housing (UH)	23	14%
General (GN)	11	7%
Transfer (TL)	18	11%
Out with (OW)	0	0

E. Conclusion

The report provides information on the property turnover in the fourth quarter of 2020/21. The report highlights that there is a decrease in available lets when compared to the same quarter of 2019/20 and 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 – Quarter 4 Lets excluding Assisted Moves

Appendix 2 – Quarter 4 Assisted Moves lets

Appendix 3 – Total Housing Stock per area

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AnnMarie Carr
HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 1st June 2021

Appendix 1: Quarter 4 Lets excluding Assisted Moves

Lets – January to March (excluding Assisted Moves)								
Ward	**Community**	**House Type**	**Number of Bedrooms**					
			1	**2**	**3**	**4**	**5**	**Total**
Armadale	*Armadale*	Cottage	3	2	-	-	-	5
		Flat	1	-	-	-		1
		Four in Block	-	9	1	-	-	10
		Maisonette	-	-	1	-	-	1
	Armadale Total		**4**	**11**	**2**	**-**	**-**	**17**
	Torphichen	Flat	1	-	-	-	-	1
	Torphichen Total		**1**	**-**	**-**	**-**	**-**	**1**
	Blackridge	Four in Block	1	-	-	-	-	1
		Cottage	-	1	-	-	**-**	1
	Blackridge Total		**1**	**1**	**-**	**-**	**-**	**2**
	Ward Total		**6**	**12**	**2**	**-**	**-**	**20**
Bathgate	*Bathgate*	Cottage	1	2	-	-	-	3
		Four in Block	2	1	-	-	-	3
		Flat	2	-	-	-	-	2
		Maisonette	-	1	-	-	-	1
		Sheltered	3	-	-	-	-	3
	Bathgate Total		**8**	**4**	**-**	**-**	**-**	**12**
	Boghall	Four in Block	-	1	-	-	-	1
		Cottage	-	1	-	-	-	1
		Sheltered	1	-	-	-	-	1
		Flat	-	2	2	-	-	4
	Boghall Total		**1**	**4**	**2**	**-**	**-**	**7**
	Wester Inch	Cottage	1	-	-	-	-	1
		Flat	2	-	-	-	-	2
	Wester Inch Total		**3**	**-**	**-**	**-**	**-**	**3**
	Ward Total		**12**	**8**	**2**	**-**	**-**	**22**

Ward	Community	House Type	Number of Bedrooms					
			1	**2**	**3**	**4**	**5**	**Total**
Breich Valley	*Addiewell*	Four in Block	-	1	2	-	-	3
	Addiewell Total		**-**	**1**	**2**	**-**	**-**	**3**
	Fauldhouse	Cottage	-	1	-	-	-	1
		Flat	-	2	2	-	-	4
		Four in Block	1	3	1	-	-	5
		Maisonette	-	2	1	-	-	3
	Fauldhouse Total		**1**	**8**	**4**	**-**	**-**	**13**
	Polbeth	Cottage	-	4	1	-	-	5
		Flat	-	-	1	-	-	1
	Polbeth Total		**-**	**4**	**2**	**-**	**-**	**6**
	Stoneyburn	Cottage	-	1	-	-	-	1
		Four in Block	-	2	-	-	-	2
	Stoneyburn Total		**-**	**3**	**-**	**-**	**-**	**3**
	West Calder	Four in Block	-	2	1	-	-	3
	West Calder Total		**-**	**2**	**1**	**-**	**-**	**3**
	Ward Total		**1**	**18**	**9**	**-**	**-**	**28**
Broxburn	*Broxburn*	Cottage	-	1	2	-	-	3
		Four in Block	-	2	-	-	-	2
		Maisonette	-	1	1	-	-	2
	Broxburn Total		**-**	**4**	**3**	**-**	**-**	**7**
	Uphall	Cottage	1	-	-	-	-	1
		Four in Block	-	1	-	-	-	1
	Uphall Total		**1**	**1**	**-**	**-**	**-**	**1**
	Winchburgh	Four in Block	2	1	-	-	-	3
	Winchburgh Total		**2**	**1**	**-**	**-**	**-**	**3**
	Ward Total		**3**	**6**	**3**	**-**	**-**	**12**

Ward	Community	House Type	Number of Bedrooms					
			1	**2**	**3**	**4**	**5**	**Total**
East Livingston	East Calder	Four in Block	1	-	--	-	-	1
	East Calder Total		**1**	**-**	**-**	**-**	**-**	**1**
	Mid Calder	Sheltered	1	-	-	-	-	1
	Mid Calder Total		**1**	**-**	**-**	**-**	**-**	**1**
	Pumpherston	Cottage	1	2	-	-	-	3
	Pumpherston Total		**1**	**2**	**-**	**-**	**-**	**3**
	Uphall Station	Cottage	1	-	-	-	-	1
	Uphall Station Total		**1**	**-**	**-**	**-**	**-**	**1**
	Ward Total		**4**	**2**	**-**	**-**	**-**	**6**
Linlithgow	*Bridgend*	Four in Block	-	2	-	-	-	2
		Cottage	1	-	1	-	-	2
	Bridgend Total		**1**	**2**	**1**	**-**	**-**	**4**
	Linlithgow	Cottage	-	2	1	-	-	2
		Flat	1	-	-	-	-	1
		Four in Block	1	1	1	-	-	3
	Linlithgow Total		**2**	**3**	**2**	**-**	**-**	**7**
	Ward Total		**3**	**5**	**3**	**-**	**-**	**11**
North Livingston	*Deans*	Cottage	1	-	1	-	-	2
		Four in Block	-	1	1	-	-	2
		Flat	-	1	-	-	-	1
	Deans Total		**1**	**2**	**2**	**-**	**-**	**5**
	Eliburn	Four in Block	-	1	-	-	-	1
	Eliburn/Total		**-**	**1**	**-**	**-**	**-**	**1**
	Knightsridge	Cottage	1	-	-	-	-	1
	Knightsridge Total		**1**	**-**	**-**	**-**	**-**	**1**
	Ward Total		**2**	**3**	**2**	**-**	**-**	**7**

Ward	Community	House Type	Number of Bedrooms					
			1	**2**	**3**	**4**	**5**	**Total**
South Livingston	*Dedridge*	Cottage	2	-	-	-	-	2
		Flat	1	-	-	-	-	1
	Dedridge Total		**3**	**-**	**-**	**-**	**-**	**3**
	Ladywell	Cottage	1	-	-	-	-	1
		Four in Block	1	-	-	-	-	1
		Flat	1	-	-	-	-	1
	Ladywell Total		**3**	**-**	**-**	**-**	**-**	**3**
	Ward Total		**6**	**-**	**-**	**-**	**-**	**6**
Whitburn	*Blackburn*	Cottage	1	1	-	-	-	2
		Flat	-	4	-	-	-	4
	Blackburn Total		**1**	***5***	**-**	**-**	**-**	**6**
	Seafield	Cottage	-	1	-	-	-	1
	Seafield Total		**-**	**1**	**-**	**-**	**-**	**1**
	Whitburn	Cottage	2	5	1	-	-	8
		Four in Block	4	6	-	-	-	10
		Flat	2	1	-	-	-	3
		Maisonette	-	3	-	-	-	3
		Sheltered	1	-	-	-	-	1
	Whitburn Total		**9**	**15**	**1**	**-**	**-**	**25**
	Ward Total		**10**	**21**	**1**	**-**	**-**	**32**
	Total		**47**	**75**	**22**	**-**	**-**	**144**

Appendix 2 – Quarter 4 Assisted Moves lets

Assisted Moves – October to December								
Ward	**Community**	**House Type**	**Number of Bedrooms**					
			1	**2**	**3**	**4**	**5**	**Total**
Armadale	*Armadale*	Cottage	-	1	-	-	-	1
		Four in Block	-	1	-	-	-	1
	Armadale Total		**0**	**2**	**-**	**-**	**-**	**2**
	Blackridge	Cottage	-	-	-	1	-	1
		Flat	1	-	-	-	-	1
	Blackridge Total		**1**	**-**	**-**	**1**	**-**	**2**
	Ward Total		**1**	**2**	**-**	**1**	**-**	**4**
Bathgate	*Bathgate*	Four in Block	1	-	-	-	-	1
	Bathgate Total		**1**	**-**	**-**	**-**	**-**	**1**
	Whiteside	Four in Block	-	1	-	-	-	1
	Whiteside Total		**-**	**1**	**-**	**-**	**-**	**1**
	Ward Total		**1**	**1**	**-**	**-**	**-**	**2**
Breich Valley	*Fauldhouse*	Cottage	1	-	-	--	-	1
	Fauldhouse Total		**1**	**-**	**-**	**-**	**-**	**1**
	Ward Total		**1**	**-**	**-**	**-**	**-**	**1**
Broxburn	*Broxburn*	Four in Block	-	1	-	--	-	1
		Flat	1	-	-	-	-	1
	Broxburn Total		**1**	**1**	**-**	**-**	**-**	**2**
	Ward Total		**1**	**1**	**-**	**-**	**-**	**2**
East Livingston	*East Calder*	Cottage	-	1	-	-	-	1
	East Calder Total		**-**	**1**	**-**	**-**	**-**	**1**
	Pumpherston	Cottage	-	1	-	-	-	1
		Four in Block	1	-	-	-	-	1
	Pumpherston Total		**1**	**1**	**-**	**-**	**-**	**2**
	Ward Total		**1**	**2**	**-**	**-**	**-**	**3**

Ward	Community	House Type	Number of Bedrooms					
			1	**2**	**3**	**4**	**5**	**Total**
South Livingston	*Dedridge*	Cottage	1	2	1	-	-	4
	Dedridge Total		**1**	**2**	**1**	**-**	**-**	**4**
	Ladywell	Cottage	-	-	1	-	-	1
	Ladywell Total		**-**	**-**	**1**	**-**	**-**	**1**
	Ward Total		**1**	**2**	**2**	**-**	**-**	**5**
Whitburn	*Blackburn*	Four in Block	1	1	-	-	-	2
	Blackburn Total		**1**	**1**	**-**	**-**	**-**	**2**
	Ward Total		**1**	**1**	**-**	**-**	**-**	**2**
Total			**7**	**9**	**2**	**1**	**-**	**19**

Appendix 3 – Council Stock Numbers (Mainstream Properties)

Ward	Name	Number of Properties
1	BRIDGEND	217
	LINLITHGOW	337
	LINLITHGOW BRIDGE	83
	NEWTON	12
	PHILPSTOUN	25
	THREEMILETOWN	6
		680
2	BROXBURN	855
	CRAIGSHILL	3
	DECHMONT	26
	ECCLESMACHAN	4
	UPHALL	206
	WINCHBURGH	277
		1,371
3	ALDERSTONE	45
	DEANS	608
	ELIBURN	252
	KIRKTON	14
	KNIGHTSRIDGE	625
	LIVINGSTON VILLAGE	8
		1,552
4	BELLSQUARRY	4
	DEDRIDGE	718
	HOWDEN	22
	LADYWELL	641
		1,385
5	EAST CALDER	294
	KIRKNEWTON	39
	MID CALDER	55
	PUMPHERSTON	270
	UPHALL STATION	112
	WILKIESTON	5
		775
6	ADDIEWELL	274
	BREICH	66
	FAULDHOUSE	615
	LONGRIDGE	91
	POLBETH	351
	STONEYBURN	238
	WEST CALDER	147
		1,782
7	BLACKBURN	846
	EAST WHITBURN	45
	GREENRIGG	103
	SEAFIELD	109
	WHITBURN	1,473
		2,576
8	BATHGATE	1,051
	BOGHALL	650
	WESTER INCH	173
	WHITESIDE	38
		1,912
9	ARMADALE	1,262
	BLACKRIDGE	220
	TORPHICHEN	26
	WESTFIELD	70
		1,578
	Total Stock	**13,611**

DATA LABEL: PUBLIC

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

HOUSING, CUSTOMER AND BUILDING SERVICES MANAGEMENT PLAN 2021/22

REPORT BY HEAD OF HOUSING, CUSTOMER, AND BUILDING SERVICES

A. PURPOSE OF REPORT

The report introduces the 2021/22 Management Plan for Housing, Customer, and Building Services, which is provided as an appendix.

B. RECOMMENDATION

That the Panel considers the plan and provides comment as appropriate.

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 resources; • Developing our employees; and • Working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	None.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	The plan sets targets for high level performance indicators for 2021/22.
V	**Relevance to Single Outcome Agreement**	The activities within the Management Plan are closely linked to the overall Single Outcome Agreement and revised Corporate Plan.
VI	**Resources - (Financial, Staffing and Property)**	The Management Plan sets out the financial and staffing resources required to deliver the activities and objectives of Housing, Customer and Building Services in 2021/22
VII	**Consideration at PDSP**	N/A
VIII	**Other consultations**	Service employees and senior management.

D. TERMS OF REPORT

In accordance with council procedures, Housing, Customer, and Building Services have produced a service Management Plan for the forthcoming financial year. The Management Plan takes account of the Corporate Plan, Transforming Your Council measures, and the agreed level of budgetary provision.

The Management Plan sets out the work that the service will undertake in this role during the 2021/22 financial year. The plan also provides a summary of the work undertaken in the year prior, and the improvements achieved by the service during the period of the previous management plan. It will act as the control document against which the service will monitor progress during 2021/2022, and it the benchmark for service provision as the service continues to deploy the recovery and renewal of services following Covid-19 impacts in 2020/21.

Tenant representatives are consulted on the service performance targets and actions as part of our ongoing consultation and performance reporting arrangements.

E. CONCLUSION

The Housing, Customer and Building Services Management Plan enables focus for the work of the service during the year as we recover and renew our services. Its delivery will ensure the service continues to deliver high quality, efficient services to our customers and will contribute to the strategic aims of the council, enabling the council to meet its obligations.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: 1 - Housing, Building and Customer Services Management Plan 2021/22

Contact Person: **Sarah.Kelly@westlothian.gov.uk** 01506 281873

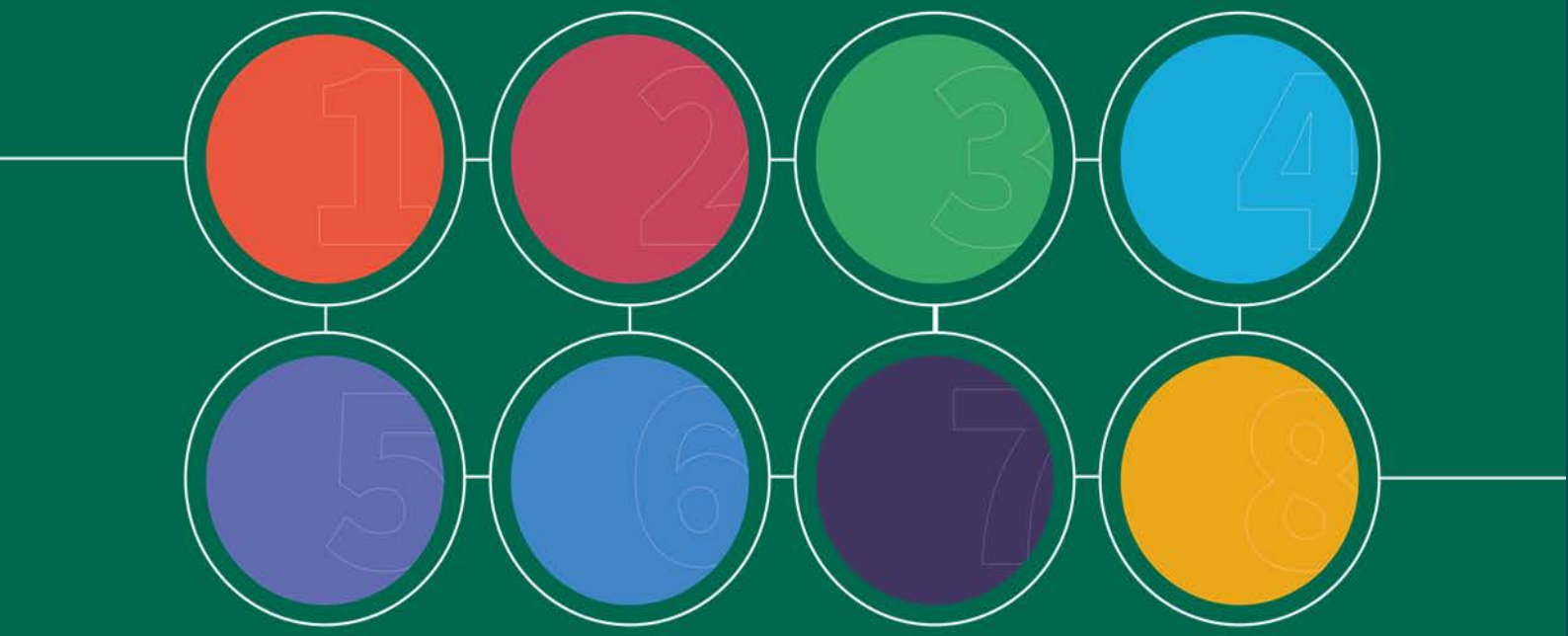
AnnMarie Carr

HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 1st June 2021

Housing, Customer & Building Services

Management Plan 2021/22



transforming yourcouncil

West Lothian Council

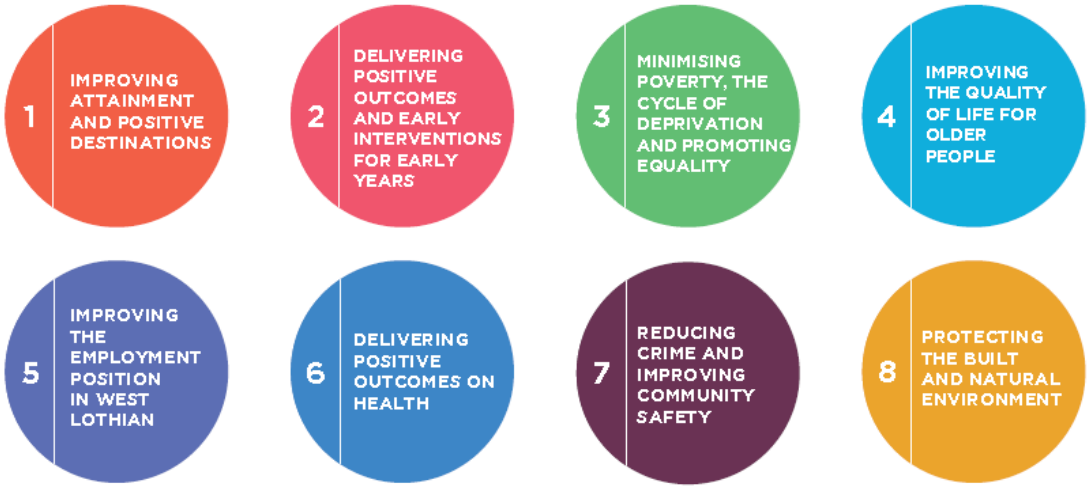
An introduction to the Management Plan from the Head of Housing, Customer and Building Services

The Management Plan is a key planning document that will explain how the service will support in the delivery of the council's eight priorities in 2021/22.

West Lothian Council has a strong track record of delivering better outcomes for local people. Housing, Customer and Building Services play an integral role in that performance by developing and deploying corporate strategies aimed at improving the quality of life for people in West Lothian. Customer and Community Services are key to the organisation through their deployment of frontline service provision. With the continuing financial and demographic challenges ahead, the service will integrate our services to create a seamless offering to customers, focusing on those most in need.

In Housing, Customer and Building Services we provide an extensive range of services which contribute to positive outcomes in the eight corporate priorities (see below) through provision of housing management; strategy and development, repairs and maintenance, homelessness and housing need; customer contact and frontline services in the community.

Corporate Priorities 2018/23 | The council re-committed to eight ambitious priorities following a large public consultation in 2017/18. We believe these priorities will continue to support improvement in the quality of life for everyone living, working and learning in West Lothian and will be the focus for council services, resources and staff in the next two years.



In support of the Corporate Plan 2018/23 and the eight priorities, we will continue to strive to improve the quality and value of our services.

Housing, Customer and Building Services will continue to provide quality, sustainable housing and building functions as well as continuing to provide efficient and effective customer and community services. We will engage with our customers and tenants, partners and with other and managed. I hope that this management plan will help our customers, employees and partners to council services to promote continuous improvement and transformation of our services.

This management plan fulfils a number of planning and improvement requirements and importantly, it sets out how the service will use its resources to deliver positive outcomes for West Lothian and deliver efficiencies of £796,000 over the next two years. It is the result of a detailed planning process to make sure that council services are well planned understand how we will transform our services and continue to deliver for our communities.

The service, to those most in need, has remained constant during the Covid-19 pandemic. During the period of the pandemic, we have continued to deliver well against our statutory duties to maintain properties, and respond to emergencies relating to homelessness and our tenants' homes. During this time, our dedicated staff have embraced entirely new ways of working, and as a service, we have started to change and adjust our systems and processes to complement a blended approach to service delivery. We continue to grow and learn from these changes as part of a return to full service recovery will continue this modernised, blended approach.

Ann Marie Carr
Head of Service

Our services

The services that we will deliver through collaboration with our partners in 2021/22

Housing, Customer and Building Services are a key player in developing and deploying corporate strategies aimed at improving the quality of life for all people in West Lothian. In the next two years, the service will continue to support the delivery of the council's eight key priorities with value adding activities and will also assist in the delivery of the council's transformation programme through:

- Continuing to prioritise and deliver our ambitious programme to increase the supply of new affordable homes, with the aim of delivering 3,000 affordable homes over a 10-year period to 2022.
- Increasing the supply of new tenancies where individuals are supported to live sustainably, supporting improved outcomes.
- Ensuring compliance with the Energy Efficiency Standard for Social Housing to improve council homes and tackle fuel poverty.
- Maintaining housing stock to ensure it meets the Scottish Housing Quality Standards (SHQS).
- Continuing to provide high quality customer services and facilities that are accessible and tailored to meet the needs and preferences of customers within our communities.
- Continuing to provide Facilities and services for social, recreational, educational and physical well being throughout our front-line service provision.
- Continuing to provide high quality repairs and maintenance services that meet the needs of our tenants.
- Undertaking a programme of redesign and digitisation across the service to increase effectiveness and efficiency. This will also allow mobile working and for staff to work more flexible.
- Maximising housing rental income including arrears management, taking account of Universal Credit and through rent maximisation.
- Continuing to reduce anti-social behaviour through a range of targeted, preventative, diversionary and educational interventions.
- Implementing changes to the council's Housing Allocations Policy and implement Choice Based Letting.
- Continuing to modernise supported accommodation for people in housing need to meet the requirements of the Unsuitable Accommodation Order.
- Reducing the usage of emergency, Bed and Breakfast accommodation. The service successfully managed to do this prior to the Covid-19 pandemic and will target a return to an improved position when restrictions ease.

The biggest challenge for Housing, Customer and Building Services in the year ahead will continue to be tackling homelessness.

Over the next 2 years the service will continue to lead on the delivery of the Rapid Rehousing Transition Plan (RRTP) to reduce homelessness through:

- Working with the housing sector to transition to a West Lothian wide housing options and homeless prevention approach:
- Working together and partnership to deliver the supply of affordable housing
- Reduce the use of Bed and Breakfast accommodation and reduce lengths of stay in temporary accommodation.

The key activities of the service are identified in the Management Plan

		Page
Housing Operations	This service manages the council's housing stock and tenancies to ensure that this resource, which is in high demand, is used efficiently and effectively.	12
Housing Strategy and Development	This service is focussed on the development of the council's housing strategy and policies which cover all housing and housing need across the area. The service is also responsible for management of the Housing Capital Investment programme, including the affordable housing programme and major repairs and refurbishment and includes the asset management strategies in support of this.	19
Performance and Change	This service delivers management and business support functions that enable other services. This covers provision and development of systems, income, compliance and performance management, service design and improvement. We manage several areas of service delivery to customers including Private Landlord Registration, Customer Engagement and Complaints. We set the approach to engagement with our customers and turn their experiences into improvement.	23
Building Services	The council's in-house building contractor carries out repairs, maintenance and refurbishment of council properties. This includes project works associated with housing and general services capital programmes and responsive repairs and maintenance to both housing and non-housing properties.	30
Housing Need	The service is focused on the prevention of homelessness by reducing the overall levels of homelessness within West Lothian; providing accommodation and support services as appropriate and minimising the damage homelessness causes to families, neighbourhoods and communities.	35
Customer and Community Services	The service comprises seven service areas which, together, provide the frontline delivery of council services to all communities in West Lothian. This includes the council’s partnership centres, customer information offices and community facilities.	41
Customer Service Centre	The council’s centre for telephone, email and web contacts manages customer enquiries from the first point of contact. The service also includes Careline – the support service for electronic care alarms used by older and vulnerable people in our community.	46
	Developing the Management Plan and reporting progress	49
	Housing, Customer and Building Services Scorecard 2021/22	51

Supporting the delivery of Council priorities

The service will support the delivery of the Council's Corporate Plan priorities and strategies

The service will make a meaningful and measurable contribution to the delivery of the Council's Corporate Plan 2018/23. The service's key processes are aligned to the Corporate Plan priorities/enablers and deliverables in the following table.

Alignment with Corporate Priorities / Enablers

Council priority / enabler	Deliverable	Housing, Customer and Building Services key activities / processes	Indicator(s)	2020/21 Performance	2021/22 Target
3 Minimising poverty, the cycle of deprivation and promoting equality	(P3.4) Increasing the supply of affordable housing through the New Build Council Housing Programme and working with Housing Association partners. By facilitating an increase of 3,000 affordable homes over a 10-year period to 2022, we will provide greater choice in communities where people want to live. HCBS also contributes to the wider anti-poverty activity of the council through: budgeting and tenancy support; homelessness activity; and community facilities and customer engagement.	◆ Work with partners to deliver new build and increased supply of social housing, implementing the Local Housing Strategy and Strategic Housing Investment Plan. ◆ Working with partners deliver the 5 Year West Lothian RRTP ◆ Providing advice and assistance on a range of housing options to meet the needs of customers ◆ Provide support to prevent homelessness and enable tenancy sustainment	◆ CP:HSD309_9b – The Number of New Affordable Homes Delivered ◆ HQSHOM006_9b.1a - Number of households initially presenting as homeless or potentially homeless. ◆ P:HQSARC20.2_9b Percentage of new tenancies sustained for more than a year - homeless	2254 425 90%	2,774 360 88%
7 Reducing crime and improving community safety	(P7.1) Through the Community Safety Unit (CSU), sharing intelligence and daily multi agency tasking, to allow smarter and earlier interventions, thereby preventing crimes and escalation of incidents within the communities. Dependent on future planning in terms of transformation and police plan review.	◆ Management and implementation of Community Safety Unit activities and processes to support early intervention. Future planning related to transformation and police plan review.	◆ CP:HQS080_9b.1a- Number of active antisocial cases	990	760

Alignment with Corporate Priorities / Enablers

Council priority / enabler	Deliverable	Housing, Customer and Building Services key activities / processes	Indicator(s)	2020/21 Performance	2021/22 Target
7 Reducing crime and improving community safety	(P7.2) Reducing antisocial behaviour and hate crime within our communities and ensuring that violence within our communities is not tolerated through a range of targeted preventative, diversionary and educational interventions.	◆ Management of Community Safety Unit activities and processes to support preventative, diversionary and educational interventions. Future planning related to transformation and police plan review.	◆ New indicator HQS083_ 9b Number of resolved antisocial behaviour cases within locally agreed targets	57	60
7 Reducing crime and improving community safety	(P7.3) Sharing information intelligence, joint tasking and coordinating resources to prevent instances of and target, disrupt and deter those involved in serious and organised crime.	◆ Management of Community Safety Unit activities and processes to support coordination and sharing of resources. Future planning related to transformation and police plan review.	◆ HQS085_6a Percentage of customers satisfied with Safer Neighbourhood Team involvement	29%	50%
8 Protecting the built and natural environment	(P8.2) Helping people to access housing appropriate to their needs by supporting them to sustain their accommodation. Repairing, maintaining, improving energy efficiency to meet national standards and building social housing.	◆ Management action to reduce homelessness. Improve how we work with people with complex needs. Increase supply of temporary accommodation. Increase access to the range of permanent outcomes. ◆ Implement the two-year capital programme to 2022/23, ensuring compliance with the Energy Efficiency Standard for Scotland (EESSH).	◆ P:HQSHOM031_Percentage of repeat homeless presentations ◆ P:HQSARC25_Average length of time (days) in temporary or emergency accommodation - All Types ◆ CP:HSD407_Number of properties improved by the Home Energy Efficiency Programme Scotland (HEEPS)	1.8% 100.5 days 0 *Work had to be stopped as a result of COVID in accordance with government guidance.	3% 90 days 77
8 Protecting the built and natural environment	(P8.3) Working with private landlords through the Private Sector Leasing Scheme to ensure that housing need can be met in a planned manner and that we maximise the supply of affordable housing.	◆ Management action to reduce homelessness. Improve how we work with people with complex needs. Increase supply of temporary accommodation. Increase access to the range of permanent outcomes.	◆ P: HQSARC25_Average length of time (days) in temporary or emergency accommodation - All Types ◆ P:HQSHOM031_Percentage of repeat homeless presentations	100.5 1.8%	90 3%

Alignment with Corporate Priorities / Enablers

Council priority / enabler	Deliverable	Housing, Customer and Building Services key activities / processes	Indicator(s)	2020/21 Performance	2021/22 Target
8 Protecting the built and natural environment	(P8.6) Providing high quality customer services and community facilities that are accessible and tailored to meet the needs and preferences of customers.	◆ Delivery of Whitburn Partnership Centre including new library provision, ensuring customers have improved access to council and partner services in local communities. ◆ Planning of the North Livingston Partnership Centre. It is proposed this will hold the local Library and will work in partnership with Social Policy.	◆ CuCS007a_Percentage of customers who rated the overall quality of Customer and Communities Service as good or excellent	0% (no surveys carried out as offices closed due to pandemic)	99%
Modernisation and improvement	(E3.1) Providing our local communities with excellent services, looking for new and innovative ways to improve the way we plan, manage and deliver services.	◆ Ongoing monitoring and reporting of the Council's 2018/23 Customer Service Strategy, for which HCBS is the lead service. ◆ Implement new technologies to enhance customer service in the council's Customer Contact Centre (CSC). ◆ The development of a new Whitburn Partnership Centre ◆ Introduction of a wider Housing Options Approach. ◆ Review and modernisation of supported accommodation.	◆ A performance scorecard and actions for the strategy. Available at: CustomerServiceStrategy ◆ CSC059a_Percentage of customers who rated the overall quality of the CSC as good or excellent ◆ HQSSAT2006_Housing Options Survey – Rate the overall quality of the service	Various 98.06% 100%	Various 97% 95%

Alignment with Corporate Priorities / Enablers

Council priority / enabler	Deliverable	Housing, Customer and Building Services key activities / processes	Indicator(s)	2020/21 Performance	2021/22 Target
Transformation and improvement	(E3.2) Ensuring that service provision is designed and delivered to meet local needs and that service improvements are customer-led and outcome focused.	◆ Implementation of the Tenant Participation Strategy jointly developed with council tenants to ensure the service is engaging with customers in service development and change. ◆ Ongoing monitoring and reporting of the Council's 2018/23 Customer Service Strategy, for which HCBS is the lead service. ◆ Where service failure has led to an upheld customer, ensure that the responsible service area has delivered proportionate improvement. ◆ Introduction of an online Council Housing Application form and Housing Options Application form. ◆ Implementation of a Homeless Services User Strategy.	◆ HQSARC06_Percentage of tenants that are satisfied with the opportunities given to them to participate in Housing and Building Services decisions making processes ◆ A performance scorecard and actions for the strategy. Available at: CustomerServiceStrategy ◆ HQSALL1000_9b Percentage of housing applications processed on time	59.7% Various 71.7%	72% Various 70%

Alignment with Corporate Priorities / Enablers

Council priority / enabler	Deliverable	Housing, Customer and Building Services key activities / processes	Indicator(s)	2020/21 Performance	2021/22 Target
Transformation and improvement	(E3.3) Giving our communities a voice in the shaping of services, helping to build a stronger, more responsive organisation.	◆ Implementation of the Tenant Participation Strategy jointly developed with council tenants to ensure the service is engaging with customers in service development and change. ◆ Service developments are planned and undertaken using a service design approach where user needs and feedback are central to defining outcomes and success. ◆ Delivery of the Whitburn Partnership Centre, ensuring customers have improved access to council and partner services in local communities. ◆ Following implementation of the Customer Service Strategy 2018/23, ensure the service is engaging with customers on service improvement.	◆ HQSARC06_Percentage of tenants that are satisfied with the opportunities given to them to participate in Housing and Building Services decisions making processes.	59.7%	72%
			◆ CuCS007a_Percentage of customers who rated the overall quality of Customer and Communities service as good or excellent.	0% (no surveys carried out as offices closed due to pandemic)	99%
			◆ A performance scorecard and actions are included alongside the strategy but are across all council services.	Various	Various

Transforming Your Council

How Housing, Customer and Building Services will transform in the next few years

The council will embark on an ambitious programme of transformation in order to support the delivery of services that are accessible, digital and efficient. The Transforming Your Council programme is intended to deliver over £19.44 million in savings over the next two years and will fundamentally change the way that council services are delivered.

Digital transformation is a critical element going forward for the future structure and delivery of Housing, Customer and Building Services. As far as is possible, the Service aims to deliver efficient systems, automation, customer self-service and improved business intelligence solutions to maximise business efficiency and effectiveness. This will enhance the customer experience and consistency in day-to-day decisions and service provision, while enabling shift of focus for employee resources to complex cases and value adding service development and improvement activity. Projects designed to deliver budget savings are being developed to transform the way that we work in Housing, Customer and Building Services.

Transformation in the service will be grouped around three key themes.

Reviewing service activities

The service Spine and Ribs project is mapping customer journeys in full and enables the redesign of services around customer need. This ia balanced with business priorities to optimise outcomes and resources. By adopting a customer forward approach to design, we are more efficient and effective in delivering transformation.

We will also review the core tasks and operational activity within our community facilities and Libraries and Information Service to ensure we continue to achieve value for money, efficiencies, and meet the changing demands of our service users and communities.

Digital transformation and new ways of working

As far as is possible, the Service aims to deliver efficient systems, automation, customer self-service and improved business intelligence solutions to maximise business efficiency and effectiveness.

This will enhance the customer experience and consistency in day-to-day decisions and service provision, while enabling shift of focus for employee resources to complex cases and value adding service development and improvement activity.

Empowering Communities

We will work together with management committees and community groups to enable them to take advantage of the opportunities available to them through the provisions of the Community Empowerment (Scotland) Act 2015.

This aim will see the service work in partnership with other services to build capacity, knowledge and resilience in our local communities to enable them to have greater control over community facilities and assets.

Engagement methods

Throughout the period of this plan, the Service will continue to engage and consult with customers, employees, partners and stakeholders on the effectiveness of the services that we provide and also, any changes that are proposed to the offering. Details of planned engagement and consultation methods will be provided in the annual update to the Management Plan.

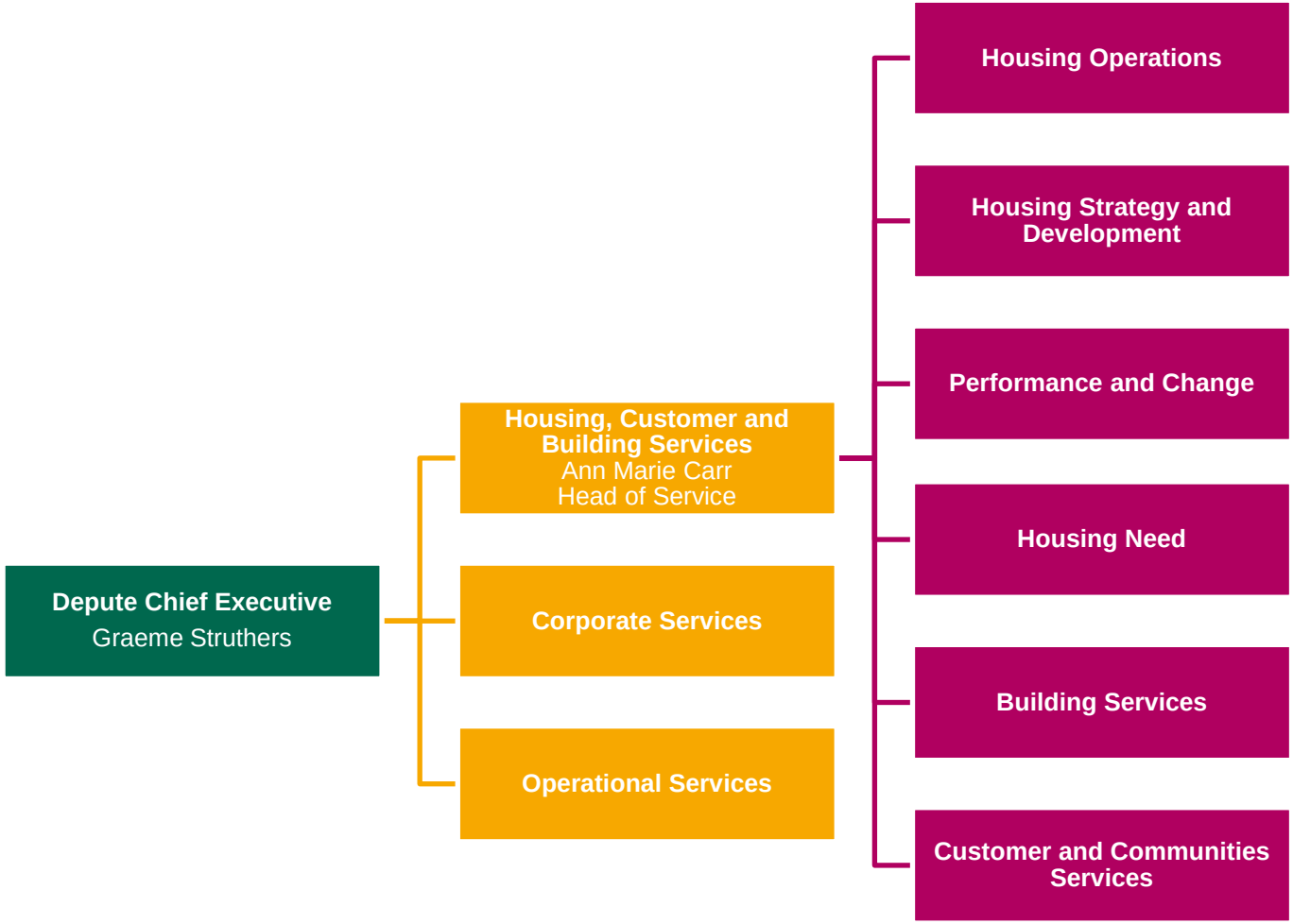
Housing, Customer and Building Services make the following commitments to customers, employees and partners:

- Involve and engage employees, customers and partners in service improvement and transformation activity through a range of appropriate methods;
- Ask customers about the quality and effectiveness of the services that we provide through regular consultation and surveys and use their views to inform decision making in the service.

Service Activity

The Corporate, Operational and Housing Services directorate is focused on the delivery of vital infrastructure services that will make West Lothian a better, more sustainable place to live.

This includes three large service areas delivering a wide array of council activities, such as; environmental and roads services, the frontline customer and community services, social housing services and the council's support services.



Housing, Customer and Building Services comprises six separate service areas. These service areas form seven West Lothian Assessment Model (WLAM) units, under the direction of the Head of Service. Customer and Communities Services, includes the Customer Service Centre but is split into two WLAM units to allow closer scrutiny of performance. The five remaining services split into individual WLAM areas.

The following section provides more information on the activities and resources of each WLAM unit.

Employee Engagement

Housing, Customer and Building Services has a total of 778.26 (full time equivalent) employees delivering our services.

Motivation and commitment are key drivers of employee performance and the service aims to effectively engage and develop employees through improved communication and increased participation. The service uses the council's employee engagement framework, ensuring that employees have access to the information and support they need to succeed, also that there is constructive, regular two-way communication throughout the service.

The schedule of engagement that will take place in each of our WLAM units is outlined in the table.

Employee Engagement Schedule

Employee Group	Method	Frequency	Responsible Officer
All employees	Email Updates	Monthly	Service Manager
All employees	One-to-ones	Fortnightly / monthly	Service Manager and service management team
All employees	Team meetings/ briefings	Monthly	Service Manager and service management team
All employees	Team Briefings	Quarterly	Service Manager and service management team
All employees	Employee survey	Annually	Service Manager
All employees	Appraisal and Development Review (ADR)	Annually	Service Manager and service management team
Employee sample	Employee Focus Group	Annually	Service Manager
All employees	Management Plan Launch	Annually	Head of Service / Service Managers
All employees	Circulation of the Housing, Customer and Building Services CMT update report	Monthly	Service Manager
Service management team	Extended Management Team	Quarterly	Head of Service
Service management team	Directorate Managers meeting	Quarterly	Depute Chief Executive

Risk Management

Risk can be defined as the effect of uncertainty on an organisation's objectives.

The council aims to mitigate risks to its objectives by implementing robust risk management procedures which enable managers to effectively manage their risks.

Significant risks to Housing, Customer and Building Services' objectives are set out in the council's corporate risk register. These risks are regularly monitored by managers and are reviewed on a monthly basis by the service management team to ensure that appropriate and effective control measures are in place.

Housing, Customer and Building Services is currently managing the following risks considered to be high:

Service Risks 2021/22			
Risk Title	Risk Description	Current Risk Score	Traffic Light Icon
HCBS004 Overspend of allocated Housing Need budgets	Increased demand for homeless services. This may also result in an overspend of allocated budgets.	20	
HCBS012 Breach of statutory homeless duty	Lack of adequate accommodation due to increased demand results in HCBS breaching our statutory duties to accommodate unintentionally homeless people in suitable accommodation.	20	
HQS002 Failure of contractor to deliver on time resulting in time delays/additional costs re new build housing	Ineffective performance of external contractors managed by Housing Strategy and Development in delivery of the new build housing, leading to time delays, additional pressure due to failure to allocate secondary lets, increasing waiting list time and numbers, and reputational damage due to additional costs and allocation delays.	12	
HCBS001 Death or injury to tenant, employee or member of the public	Failure to undertake or review health and safety risk assessments and method statements, or failure to properly implement them, leading to unsafe working practices and resulting in injury or death of tenant, employee, or member of the public.	10	
HCBS011 Death or injury due to house fire	Injury or death due to failure to comply with legislative standards in relation to fire protection/detection, or due to action / inaction by a tenant.	10	

Housing Operations

Managers: Alison Smith, Housing Management and Community Safety Manager
Number of Staff: 82.1 (full time equivalents)
Locations: Civic Centre, six local housing offices (plus local surgeries)

Purpose

Housing Operations manages the council's housing stock and tenancies to ensure that this resource, which is in high demand, is used efficiently and effectively. The local housing teams ensure a customer focused service is delivered at the frontline and co-ordinate the implementation of Council policies and procedures in compliance with current legislation, regulation and good practice. The aim is to improve the quality of life for tenants, assist individual households and promote sustainable communities.

The Safer Neighbourhood Team is part of the Community Safety Unit (CSU) and is dedicated to preventing antisocial behaviour and ensuring a safer community where people can live their lives without fear for their own or other people's safety. The CSU is made up of council staff, Police Scotland and the Scottish Fire and Rescue Service and uses a robust intelligence-led approach to dealing with local antisocial behaviour issues and co-ordinates resources to deliver prevention, intervention and diversionary work.

The service area has operated in a fully remote manner during the pandemic and have utilised more technology and digital means of supporting customers in their homes. We have been undertaking a programme of welfare calls to every council tenancy to determine if any support is required for those who are vulnerable or shielding. This will help shape our future plans to deliver the services customers need in their communities, in a way that reflects how they interact with other organisations. Using more digital methods of having conversations and making requests is something our customers are clearly engaging with, and we will carry this with us in our renewal plans.

Activities

The main activities of Housing Operations during the period of the Management Plan will be:

- Maximising housing rental income including arrears management, taking account of Universal Credit and supporting tenants to engage for debt and money advice.
- Void management and lettings of council properties.
- Managing tenancies to make the best use of the housing stock.
- Sustaining tenancies and communities and preventing homelessness by working in partnership through a multi-agency approach.
- Reducing antisocial behaviour in conjunction with other partners in the Community Safety Unit.
- Providing housing options information and advice.
- Encouraging and promoting tenant participation.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include: Other Council Services, Tenants and Residents, Other RSL partners, Police Scotland, Scottish Fire Rescue Service, West Lothian Youth Action Project, Capita, Scottish Government, Scottish Housing Network, Scottish Community Safety Network, Shelter, Chartered Institute of Housing, Department for Work and Pensions, Integrated Joint Board.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Tenant representatives	Tenants Panel Meeting	Monthly	Housing Management and Community Safety Manager	Tenants Panel minutes available
	Tenant Led Inspections	Annual	Housing Management and Community Safety Manager	Feedback session, Tenants News
	Tenant Participation Development Working Group	On-going	Housing Management and Community Safety Manager	Tenants News, Tenants Panel, Housing Networks
	Tenants Editorial Panel	As required	Housing Management and Community Safety Manager	Feedback to authors of published material on views, accessibility and presentation of information
	Housing Networks	Monthly	Housing Management and Community Safety Manager	Tenants News, Homeless Networks, Tenants Panel
Current Tenants	Local Tenants Information Events	Annual	Housing Management and Community Safety Manager	Tenants News, Housing Networks, Tenants Panel
	Annual Tenant Satisfaction survey	Biennial	Performance and Change Manager	Results and what we will do to improve reported to tenant groups, in Tenants News and on the website
	Tenant Facebook Group	On-going	Performance and Change Manager	Tenant feedback to inform policies and initiatives
	Tenant Focus Groups	Annual	Performance and Change Manager	Tenant feedback on service issues and processes
New Tenants (lettings survey)	Survey completed during tenancy sign up	On-going	Housing Managers	Reported in Tenants News and to tenant groups
Safer Neighbourhood Team Customer Survey	Survey completed following case closure	On-going	Housing Managers	Reported in Tenants News and to tenant groups
Local housing strategy stakeholders (tenants, RSLs, private landlords, developers, service users, service providers)	Quarterly meetings with developing landlords Annual meetings with other RSLs Quarterly Private Sector Landlord's forum and steering group	Quarterly	Housing Strategy and Development Manager	Minutes and updated action plans

Activity Budget 2021/2022

Housing Operations (Housing Revenue Account)

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Responsive Repairs - Sustaining council housing and communities	To provide repairs, gas servicing and estate management service to our customers that meets their needs	8 Protecting the built and natural environment	BUSMT015_Average cost of housing emergency repair Target: £70	WLAM	8.0	20,544,415	(20,544,415)	0
			BUSMT016_Average cost of housing non-emergency repair Target: £106	WLAM				
			BUS002_Percentage of Housing Repairs completed to timescale Target: 95%	Public				
Management of voids - Void Management and Letting	To improve letting and minimise loss of rental income.	8 Protecting the built and natural environment	SSHC Indicator 34_The percentage of void rent lost through properties being empty Target: 0.60%	Public	30.0	3,180,193	(3,180,193)	0
			HQSLETS001_Average length of time taken to re-let mainstream properties Target: 32 days	Public				
Rent Collection & Arrears Management - Managing Tenancies	To maximise the collection rate for rental income and ensure that customers in difficulty are provided with appropriate support and advice.	8 Protecting the built and natural environment	SSHC Indicator 31_Gross rent arrears as at 31 March each year as a percentage of rent due for the reporting year Target: 5%	WLAM	24.7	5,039,602	(5,039,602)	0

Housing Operations (Housing Revenue Account)

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
including arrears			SSHC Indicator 30_Rent collected as a percentage of total rent due in the reporting year Target: 99%	High Level				
Tenant Participation - Encourage and Promote tenant participation	To actively engage with tenants through tenant participation and identify new ways to involve tenants, particularly in hard to reach groups.	Enabler Service - Modernisation and Improvement	HQSFIN059_Unit cost of Managing Tenancies in the Housing Service Target: £320	WLAM	9.5	654,986	(654,986)	0
			HQSARC03_Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions of tenants Target: 85%	WLAM				
			HQSCOM013_Percentage of Housing Operations Stage 1 complaints resolved within 5 days Target: 85%	WLAM				
	Total:							

Community Safety

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Antisocial Behaviour	To reduce anti-social behaviour in West Lothian in conjunction with the Community Safety Unit and other community partners	7 Reducing crime and improving community safety	SSHC Indicator 21 Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets (3 months) Target: 80%	Public	7.9	412,913	(28,000)	384,913
			SSHC Indicator 17 Percentage of tenants satisfied with the management of the neighbourhood that they live in Target: 79%	Public				
Noise Related Complaint Service	To provide an efficient and effective response to deal with noise related complaints under Part V of the Antisocial Behaviour legislation	7 Reducing crime and improving community safety	SSPi20a_The average time (hours) between the time of the complaint and attendance on site Target: 1 hour	High Level	2.0	101,547	0	101,547
			cspASP040_Number of visits made - monthly comparison with last year Target: 1,140	Public				
	Total:				**82.1**	**29,933,656**	**29,447,196**	**486,460**

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Housing Operations Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Tenant Participation Strategy	Review and implement new Tenant Participation Strategy	A joint strategy with council tenants that will ensure the service is engaging with customers in service development and change.	Housing Operations and Community Safety Manager	April 2021	March 2025	Active	Strategy review underway
Community Safety Plan 2019-2022	Implementation and ongoing monitoring and reporting of the strategy.	To continue to protect the people living, working and visiting West Lothian enabling them to feel safe in inclusive communities where their health and well-being is promoted.	Housing Operations and Community Safety Manager	April 2021	March 2022	Ongoing	Ongoing monitoring and reporting of the strategy.
Income maximisation and management	Process review in response to Universal Credit and implement various arrears reduction campaigns and initiatives.	Minimise impact of welfare reform on our customers and improve customer engagement and continue to reduce overall rent arrears debt.	Housing Operations and Community Safety Manager	April 2021	March 2022	Ongoing	Ongoing, fluid analysis to support arrears reduction.
Rent Harmonisation	Assist in the process to realign the current rent structure.	To create a more streamline, efficient and equitable rent system for tenants.	Performance and Change Manager	April 2021	March 2022	Planned	Project scope and plan to be defined.
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advanced of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2021	March 2022	Ongoing	Project scope and plan defined across all services.

Housing Strategy and Development

Manager: Marjory Mackie
Number of Staff: 13.6 (full time equivalents)
Locations: Civic Centre

Purpose

The Housing Strategy and Development team undertakes strategic planning and development for housing in West Lothian. The team promote the development of new affordable housing and improvement of the condition of existing housing. The team will manage a capital programme of £43.828 million in 2021/22.

In recovering our service area following lockdown restrictions, we are mobilising all construction sites to continue the programme of new build council housing.

Activities

The main activities of Housing Strategy and Development during the period of the Management Plan will be:

- Planning and implementing the council house new build programme and increasing new housing supply.
- Co-ordinating the Registered Social Landlord affordable housing new build through the Strategic Local Programme.
- Co-ordinating and implementing the housing capital improvement programme of investment across the existing housing stock.
- Development and maintenance of the Housing Asset Register and undertaking stock condition surveys in support of this.
- Supporting the delivery of the West Lothian Rapid Rehousing Transition Plan
- Updating and Administering Private Sector Improvement and Repair Grants through the Scheme of Assistance.
- Preparing and programming for compliance with EESSH2 – (Energy Efficiency Standard for Social Housing) the new legislated standard for all Social Landlords to meet by 2032.
- Home Energy Efficiency Programme (HEEPS) – continuing the programme using in-house staff to improve energy efficiency of our stock and to reduce fuel poverty and carbon emissions through maximising the funding awarded for HEEPS.
- Coordinating the delivery of actions within the Local Housing Strategy which sets out its strategy, priorities and plans for the delivery of housing.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include: other council services, Tenants and Residents, Shelter (Empty Homes Officer), Capita Software Solutions, Scottish Government, Scottish Housing Regulator, Scotland's Housing Network (SHN), Chartered Institute of Housing and other local Registered Social Landlords (RSLs).

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Tenant representatives	Tenants Panel Meeting	Monthly	Housing Strategy and Development Manager	Tenants Panel minutes available
	Tenant Led Inspections	Annual	Housing Strategy and Development Manager	Feedback session, Tenants News
	Tenant Participation Development Working Group	On-going	Housing Strategy and Development Manager	Tenants News, Tenants Panel, Housing Networks
	Tenants Editorial Panel	As required	Housing Investment Manager and Development Manager	Feedback to authors of published material on views, accessibility and presentation of information
	Housing Networks	Monthly	Housing Strategy and Development Manager	Tenants News, Homeless Networks, Tenants Panel
	Registered Tenant Organisations	Monthly	Housing Strategy and Development Manager	Reported in Tenants News
Current Tenants	Local Tenants Information Events	Annual	Housing Management and Community Safety Manager	Tenants News, Housing Networks, Tenants Panel
	Annual Tenant Satisfaction survey	Bi-Annual	Performance and Change Manager	Results and what we will do to improve reported to tenant groups, in Tenants News and on the website
	Tenant Facebook Group	On-going	Performance and Change Manager	Tenant feedback to inform policies and initiatives
	Tenant Focus Groups	Annual	Performance and Change Manager	Tenant feedback on service issues and processes
New Tenants (lettings survey)	Survey completed during tenancy sign up	On-going	Housing managers	Reported in Tenants News and to tenant groups
Local housing strategy stakeholders (tenants, RSLs, private landlords, developers, service users, service providers)	• Quarterly meetings with developing landlords • Annual meetings with other RSLs • Bi-annual Private Sector Landlord's forum and steering group	Quarterly	Housing Strategy and Development Manager	Minutes and updated action plans

Activity Budget 2021/2022

Housing Strategy and Development (Housing Revenue Account)

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
New Build Programme	To build new council houses for rent and work with development partners to invest in housing in West Lothian.	8 Protecting the built and natural environment	CP:HSD309_The Number of New Affordable Homes Delivered Target: 2,313	Public	5.6	14,270,911	(14,270,911)	0
			HSD414_Percentage of new build capital programme delivered against approved budget Target: 100%	High Level				
Other Housing Capital Investment Programme	To invest in our homes to make sure we comply with our statutory responsibilities as landlord and owner.	8. Protecting the built and natural environment	HSD413_Percentage of capital programme delivered against approved budget Target: 100%	WLAM	8.0	11,361,416	(11,361,416)	0
			P:HSD419_Percentage of Houses Maintained or Upgraded to Ensure their use is Safe and Secure Target: 100%	Public				
			P:HSD111_Percentage of Housing Strategy and Development Stage 1 complaints resolved within 5 days Target: 85%	Public				
	Total:				**13.6**	**25,632,327**	**(25,632,327)**	**0**

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Housing Strategy and Development Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Local Housing Strategy	Implementation and ongoing monitoring and reporting of the strategy.	An effective strategy that will ensure the service is delivering on its strategic local housing development priorities.	Housing Strategy and Development Manager	October 2017	October 2022	Active	Annual update on the strategy will be reported to Services for the Community PDSP in the first quarter of 2021/22.
Increased housing supply and new build social homes for rent.	Work with partners to deliver new build and increased supply of social housing, implementing the Local Housing Strategy and Strategic Housing Investment Plan.	Delivery of 3000 affordable homes for rent over ten years to 2022.	Housing Strategy and Development Manager	April 2017	March 2022	Ongoing	Various new build sites completed or under development. Open Market Acquisitions ongoing. Partnerships with local RSLs underway.
Delivery of Capital Programme, Asset Management Plan and EESSH compliance.	Implement the two-year capital programme to 2022/23, ensuring compliance with the Energy Efficiency Standard for Scotland (EESSH).	Deliver a holistic approach to regeneration in partnership with other services to improve project planning, delivery, management information, customer satisfaction. 100% compliance with EESSH.	Housing Strategy and Development Manager	April 2021	March 2022	Ongoing	2021/22 to 2022/23 Capital Programme approved. Implementation of agreed programme.
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advanced of opportunities offered in the digital age.	To deliver improved user-digital public services.	Head of Service	April 2021	March 2022	Ongoing	Project scope and plan defined across all services.

Performance and Change

Managers: Sarah Kelly, Performance and Change Manager

Number of Staff: 15.17 (full time equivalents)

Locations: Civic Centre

Purpose

The specialist Performance and Change Service ensure that the outcomes and targets outlined in the Management Plan, and the council's strategic priorities are achieved. Support is provided for the service across a range of improvement activities including, quality development, tenant participation, research and analysis, complaints management, systems administration and governance and compliance (e.g. FOIs, subject access requests).

Performance and Change ensures that our service developments remain focussed on user needs, and achieves this by utilising tools and approaches such as Service Design, Agile and other project management methodologies.

The service has continued to deliver a full programme of service and system development during the pandemic to enable colleagues to mobilise digitally, and to redesign processes and services and ensure customer were kept informed about changes to services. We have also been involved in contacting all of our tenants to ensure wellbeing and support is prioritised . We have run a full calendar of digital tenant participation, and our Tenants News e edition was successfully launched. Our renewal plans will see these new ways of engaging with our customers and getting them involved continue as the norm, and we will be supporting other services to develop new ways of working.

Activities

The main activities of Performance and Change during the period of the Management Plan will be:

- Strategic quality development, including service plans and strategies and the associated and corporate planning contributions. Leading on service performance and complaints management approaches and ensuring appropriate monitoring, guidance and support is in place for staff in these activities.
- Service Design, including facilitating the redesign and integration of services and efficient process management. Delivery of project management and lead role on improvement projects across the service. Ensure compliance with statutory requirements and corporate and external accreditations through a programme of self-assessment and internal scrutiny.
- Providing strategic direction and operational leadership on the Spine and Ribs service development model, which sets out our customer journeys, key processes, outputs and internal/external feedback and how this informs strategies, plans and development work in the service. All programmes of development work stem from this model, and the service maintain controls, plans and reactive targeting as a result of the model in practice.
- Coordinate and monitor customer engagement across the service to ensure the needs of our customers remain our highest priority. Seeking new means of enabling customer involvement through innovation, improving access and ensuring the security of customer data.
- Supporting income management and delivering effective financial strategies in the service, continuing to support the management and mitigation of the impact of UK welfare reforms on service revenue and providing future planning/proofing for further reforms.

- Delivery of the service IT infrastructure and development needs. Provide fit for purpose processes and systems to enable service efficiency, continuous improvement and to support digitisation through the development of Open Housing. Enable the development of services designed to prioritise the needs of customers and staff, and meet expectations for self-service functionality.
- Provision of ongoing support for new and existing tenants through the implementation of the Tenant Participation Strategy, with specific focus on supporting further service scrutiny through Tenant Led Inspections and Customer Experience surveying, and using this intelligence to build robust financial and performance scrutiny.
- Administration and process development of the Private Landlord Registration Scheme to encourage a range of good quality, well managed, affordable housing options across all tenures in order to meet housing demand in West Lothian.
- Delivery of the factoring service, ensuring compliance in statutory duties as a registered factor.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include: other council services, Tenants and Residents, West Lothian Youth Action, Victim Support, Police Scotland, Scottish Fire and Rescue Service, West Lothian Drug and Alcohol Service (WLDAS), local equality groups, Shelter (Empty Homes Officer), Capita Software Solutions, Verint, Housemark, Scottish Government, Scottish Housing Regulator, Third Tier Tribunal System, Crown Office, Scotland's Housing Network (SHN), Department of Work and Pensions (DWP), Hallnet, Chartered Institute of Housing and other local Registered Social Landlords (RSLs), The Digital Office, Objective, The Office of the Chief Designer, Scottish Digital Academy, Under one Roof.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/2022

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Tenant representatives	Tenants Panel Meeting	Monthly	Housing Management and Community Safety Manager	Tenants Panel minutes available
	Tenant Led Inspections	Annual	Housing Management and Community Safety Manager	Feedback session, Tenants News
	Tenant Participation Development Working Group	On-going	Housing Management and Community Safety Manager	Tenants News, Tenants Panel, Housing Networks
	Tenants Editorial Panel	As required	Housing Management and Community Safety Manager	Feedback to authors of published material on views, accessibility and presentation of information
	Housing Networks	Monthly	Housing Management and Community Safety Manager	Tenants News, Homeless Networks, Tenants Panel
	Registered Tenant Organisations	Monthly	Housing managers	Reported in Tenants News
Current Tenants	Local Tenants Information Events	Annual	Housing Management and Community Safety Manager	Tenants News, Housing Networks, Tenants Panel
	Customer Experience and Satisfaction surveying	Ongoing	Performance and Change Manager	Report back outcomes and planned improvements as a result of surveying activity online and over social media channels
	Tenant Facebook Group	On-going	Performance and Change Manager	Tenant feedback to inform policies and initiatives
	Tenant Focus Groups	Annual	Performance and Change Manager	Tenant feedback on service issues and processes

Activity Budget 2021/2022

Performance and Change (Housing Revenue Account)

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Tenant Participation - Encourage and Promote tenant participation	To actively engage with tenants through tenant participation and identify new ways to involve tenants, particularly in hard to reach groups.	Enabler Service - Modernisation and Improvement	HQSFIN059_Unit cost of Managing Tenancies in the Housing Service Target: £320	WLAM	9.5	654,986	(654,986)	0
			HQSARC03_Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions of tenants Target: 86%	WLAM				
Performance and Change activities	To provide management and business support functions for Housing, Customer and Building Services.	Enabler Service - Modernisation and Improvement	HQSPC026_Percentage of FOI Act requests responded to within 20 working days Target 85%	WLAM	13.1	1,524,113	(1,524,113)	0
			HQSCOM009_ Percentage of complaints received by HCBS upheld/partially upheld against total no of complaints closed in full Target 50%	WLAM				
Total:								

Landlord Registration (General Fund)

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Landlord Registration	The administration, provision and maintenance of an up to date register of almost all Private Landlords within the authority area is a statutory function delivered by the service. This includes registration and application of checks to ensure applicants are fit and proper to let property. The activity also requires instigating enforcement action against unregistered or non-compliant landlords where required.	8. Protecting the built and natural environment	HQSPC030_9b.1c Total number of Private Landlord Applications Completed Target: 100	Public	2.0	81,828	(80,000)	1,828
	Total:				**24.6**	**2,260,927**	**2,259,099**	**1,828**

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Performance and Change Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Performance improvement against SHR regulatory standards	Coordination and validation of return to Scottish Housing Regulator. Deliver improvement, audit and performance activity.	Improved performance within priority Housing Regulator indicators. Ensuring good governance, value for money and legislative compliance across HCBS.	Performance and Change Manager	April 2021	March 2022	Ongoing	Timescales and project management arrangements developed for ongoing delivery of priority compliance and governance activity. Performance is benchmarked throughout the year, and the service has constructed programmes of training and support on a range of activities such as complaints handling, performance management, customer engagement and handling difficult conversations. This work has seen the understanding of individual contribution to our performance in the ARC widen across the service.
Rent Review	Assist in the process to realign the current rent structure.	To create a more streamline, efficient and equitable rent system for tenants.	Performance and Change Manager	April 2021	March 2023	Planned	Finalise project plan and timelines. Outline plans for customer experience engagement and use of Housemark affordability model and how this will shape the rent review.

Performance and Change Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Service design delivery and capability building	Lead on a programme of service design led projects to transform the culture and processes across HCBS.	Co-designed customer journeys which are built to respond to customer needs, and that inform service developments in all areas of the service. This will improve outcomes for customers, drive our programmes of investment and resource planning, and increase the service capacity for transformation in future.	Performance and Change Manager	April 2021	March 2022	Planned	The Spine and Ribs Model has evolved to encompass a strategic level and a practitioner level of viewing and reviewing processes in the service. The model now sets out the users view point of all service delivery and how scrutiny informs the service as to our performance. These outputs help define strategies and plans and the service programme of performance and business intelligence throughout the year. This enables early interventions, targeted activity and a program of review and audit appropriate to need. This model is now embedded in every area of the service and defines our workplan for the year.
Digital transformation	A programme of activity to ensure that the council is well placed to take advanced of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2021	March 2023	Planned	Overall digital project scope and plan defined across all services. Current projects underway in all service areas to align the digital capability to deliver services at the point of need either through improved access or self-service. This will be combined with planned customer experience (CX) activity to ensure plans are on track to reflect needs.

Building Services

Manager: Grant Taylor, Building Services Manager
Number of Staff: 471.1 (full time equivalents)
Location: Kirkton Service Centre

Purpose

Building Services is the council's in-house building contractor, carrying out responsive repairs, maintenance and refurbishment of council properties. There are two teams; the Contracts Team who undertake project works associated with the Housing and General Services capital programmes, and the Repairs Team who carry out responsive repairs and maintenance to both housing and non-housing properties. Operatives cover all trades including:

- Plumber
- Joiner
- Builder
- Electrician
- Gas Engineer
- Blacksmith
- Glazier

Activities

The main activities of the unit during the period of the Management Plan will be:

- Responsive repairs and maintenance to housing and non-housing properties, including an emergency standby service
- Gas servicing and repairs
- Enhanced estates management to housing communal areas
- Project works associated with both Housing (90% of works) and General Services Capital Programmes (10% of works)
- Maximising Void property turnaround for the management and lettings of council properties to assist with the elimination of the use of Bed and Breakfast accommodation and reduce lengths of stay in temporary accommodation

Key Partners

The unit actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, local sub-contractors and trade suppliers, Health and Safety Executive (HSE), all relevant trade accreditation bodies, Gas Safe Register and National Inspection Council for Electrical Inspecting Contractors.

Customer Participation

The unit will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Tenants representatives	Telephone survey of tenants who have recently had their gas servicing completed	On-going	Building Services Manager	Reported in Tenants News and to tenant groups
	Tenants asked to complete survey following repairs	On-going	Building Services Manager	Reported in Tenants News and to tenant groups
Non-housing repairs recipients (schools, community centres, etc.)	Face to face questionnaire, on completion of repair work	On-going	Building Services Manager	Reported on Intranet
Non-housing contracts recipient community (e.g. a school's head teacher and business manager)	Pre-start meetings	Quarterly	Building Services Manager	Site specific plans produced and circulated to all relevant parties

Activity Budget 2021/22

Building Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Responsive repairs – housing repairs and enhanced estates management service	To provide a repairs service to our customers that meets their needs.	8 Protecting the built and natural environment	BUSMT015_Average length of time to complete emergency repair Target: 6 hours BUSMT016_Average length of time to complete non-emergency repair Target: 7 days BUS002_Percentage of Housing Repairs completed to timescale Target 95%	Public WLAM	235.1	12,991,331	(12,991,331)	0
Gas servicing	To provide gas servicing to our customers that meets their needs.	8 Protecting the built and natural environment	BUSGAS103_Average cost of gas service Target: £46.50 BUSGAS106_Percentage of gas services completed within 12 months Target: 100%	WLAM Public	24.0	1,758,750	(1,758,750)	0
Housing Capital Investment Programme	To invest in our homes to make sure we comply with our statutory responsibilities as landlord and owner.	8 Protecting the built and natural environment	BUSMT003_Percentage of Housing Capital Programme delivered of budget allocated to Building Services Target: 100%	WLAM	176.0	12,092,000	(12,092,000)	0

Building Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Non-housing repairs – education and general services	To provide an excellent repair and maintenance service for internal council services and other partner agencies.	8 Protecting the built and natural environment	BUS003_Percentage of non-housing repairs completed to timescale Target 90%		36.0	1,000,000	(1,000,000)	0
			BUS003_Percentage of non-housing repairs completed to timescale Target 90%	WLAM				
	Total:				**471.1**	**27,842,081**	**(27,842,081)**	**0**

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Building Services Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Health and Safety	Promote best practice across HCBS. Improve procedures and practice, sharing appropriate information with partners.	Ensure a safe workplace and that repair work is carried out to high standards of safety. Reduce violent behaviour towards staff.	Building Services Manager	April 2021	March 2022	Ongoing	HCBS wide procedures and practices in place. Monitored at CMT and via Health and Safety Committee structures.
Building Services process efficiency	Implementation of priority process review actions in support of improved consistency and customer service.	To improve internal efficiency and increase customer satisfaction with Building Services.	Building Services Manager	April 2021	March 2022	Planned	Priority process review activity currently ongoing, identifying action to be implemented within service.
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advanced of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2021	March 2022	Planned	Project scope and plan defined across all services.

Housing Need

Manager: Katy McBride, Housing Need Manager
Number of Staff: 51.5 (full time equivalents)
Location: Civic Centre and three emergency accommodation units

Purpose

The Housing Need Service is responsible for delivering the statutory function of homelessness, support and allocation of council properties.

The service takes a proactive, housing options approach to preventing homelessness occurring in the first place. When homelessness does happen, the objective of the service is to ensure the provision of appropriate emergency or temporary accommodation and re-housing into settled accommodation as soon as possible. Housing support is provided where required, to help people sustain their accommodation.

The Allocations Team works in partnership with Common Housing Register, Social Landlords and private sector landlords to let settled accommodation that meets the housing needs of all applicant groups.

We have continued to provide support, advice and access to accommodation for those most in need in our communities during the pandemic. As art of our renewal plan, the service will be launching self-service options for housing options and applications, and we are planning to move to a fully digitised service in the next year – this will mean we have faster access to information, and that customers can update their records and applications themselves.

Activities

The main activities of the service during the period of the Management Plan will be:

- Delivery of Year three of the Rapid Rehousing Transition Plan (RRTP) Action Plan
- A key priority is to provide housing information and advice on housing options to help people access appropriate housing/sustain existing housing and prevent homelessness
- Review and modernisation of supported accommodation to align with the West Lothian RRTP and to meet the requirements of the Unsuitable Accommodations Order.
- Assessing housing and support needs
- Delivering housing support services to vulnerable tenants, residents and homeless people
- Managing 24-hour emergency accommodation at three units
- Implementation of the new Allocation Policy and introduction of choice based letting.
- Allocating temporary and permanent accommodation
- Managing delivery of the Common Housing Register in partnership, and on behalf of, local Registered Social Landlords
- Increase/ Develop/manage the Private Sector Leasing Scheme by also increasing the numbers of shared space accommodation
- Encouraging and promoting participation from Housing Need service users
- Management, support and ongoing engagement to ensure the successful community integration of refugee families to the area through the Vulnerable Persons Resettlement Scheme (VPRS).

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services, Local Registered Social Landlords in West Lothian, private sector landlords in West Lothian, service users and partner agencies, local support service providers and the voluntary sector, NHS Lothian, Integration Joint Board and Police Scotland.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
People who have presented as homeless	Face to face	On-going	Housing Need Manager	Reported in Tenants News, on the website and to tenant groups
People living in temporary or emergency accommodation	Face to face survey in persons home	Annual	Housing Need Manager	Reported in Tenants News, on the website and to tenant groups
The Big Lunch	The Big Lunch	Monthly	Housing Need Manager	Reported in Tenants News
People who have received Housing Support Service	Face to Face	Bi-Annual	Housing Need Manager	Reported in Tenants News
Homelessness stakeholders	Joint Strategy Group	Quarterly	Housing Need Manager	Minutes and updated action plans
Strategic Partners	RRTP Board	Quarterly	Head of Service	Minutes and updated action plans
RRTP Working Group	RRTP Working Group	Quarterly	Head of Service	Minutes and updated action plans

Activity Budget 2021/22

Housing Need Service

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Homelessness prevention and assessment	To improve our support services to prevent people from becoming homeless including providing mediation, counselling personal housing plans and rent deposits schemes. Enhance the role of the private sector and other partner agencies to promote sustainable outcomes.	3 Minimising poverty, the cycle of deprivation and promoting equality	SOA1307_12 Number of applicants where homelessness is prevented Target: 260 households prevented	Public	17.1	819,818	(16,441)	830,377
			HQSHOM006_Number of households initially presenting as homeless or potentially homeless Target:333 per quarter	High Level				
Homelessness provision	To assess need and provide temporary and emergency accommodation.	3 Minimising poverty, the cycle of deprivation and promoting equality	HQSARC25.1_Average length of time in temporary or emergency accommodation - Ordinary LA dwelling Target: 190	WLAM	7.7	5,174,340	(3,677,723)	1,496,617
			HQSARC25.10_Average length of time in temporary or emergency accommodation - All types Target: 90	High Level				
Housing support	To help vulnerable tenants sustain their tenancy and support vulnerable homeless people in securing a sustainable housing solution.	3 Minimising poverty, the cycle of deprivation and promoting equality	SOA1307_13 Percentage of council tenancies that are sustained after 12 months for previously homeless people Target: 85%	Public	26.7	1,510,857	(22,440)	1,488,417

Housing Need Service

Activity Name and Description	Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Total:				**51.5**	**7,505,015**	**3,716,604**	**3,788,411**

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Housing Need Service Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Housing Need management activities to reduce homelessness	Review and Implement Year 3 the RRTP to reflect the position due to Covid-19. Continue to shift focus further to the prevention of homelessness and reducing the use of Bed and Breakfast accommodation. To provide settled, permanent housing solutions as quickly as possible.	Improve housing options to prevent homelessness. Promote sustainability by ensuring housing need is met in a planned manner, where possible. Ensure access to range of housing support.	Housing Need Manager	April 2021	March 2022	Ongoing	Review and Implement Year 3 the RRTP to reflect the position due to Covid-19. RRTP to continue to be monitored quarterly by RRTP board.
Implementation of the new Allocation Policy	Implementation of the new Allocation Policy and introduction of Choice Based Letting	To align with the preventative approach of RRTP, meet the requirements of the statutory functions and legislation and address local housing issues.	Housing Need Manager	April 2021	March 2022	Planned	New Policy at implementation Stage.
Modernisation and Improvement of Accommodation for People in Transition	Meet statutory requirements regarding homeless people's accommodation standards.	Increase satisfaction with the quality of accommodation for people in transition.	Housing Need Manager	April 2021	November 2023	Planned	Planning permission refused for accommodation at Nellburn Rd. Options being reconsidered for submission to planning.
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advanced of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2021	March 2022	Planned	Project scope and plan defined across all services.

Housing Need Service Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Modernisation of Housing Options	Review and remobilise the Housing Options approach due to the impacts of Covid-19.	Shift to a preventative approach in line with RRTP	Housing Need Manager	April 2021	March 2022	Planned	Review as Covid-19 restrictions are reduced

Customer and Community Services

Manager: Ralph Bell, Customer and Community Services Manager
Number of Staff: 118 (full time equivalents)
Locations: Operates from 46 buildings across West Lothian

Purpose

Customer and Community Services comprises five functions which, together, provide the frontline delivery of council services to all communities in West Lothian. The service operates from 46 locations which include; 7 Partnership centres, 31 community centres and village halls, a further 6 buildings support and deliver library and museum services, as well as CIS delivery from Arrochar House and Registration services from the Civic centre. The service generally engages with customers on a transactional basis, that is, they tend not to have long term relationships with customers; they are very likely to refer customers to other services. However, in Library and Museum Services, focus is on creating long term engagement with customers.

The service continues to work to increase the diversity of services that can be delivered by staff at the frontline, therefore creating a better customer journey and experience.

The service also works in partnership with the 36 local management committees who lease community centre facilities in West Lothian. This model encourages active citizenship and community capacity building through local people who programme the community centres and take ownership of the facilities on a day to day basis. We also work closely with our partners, stakeholders and the voluntary sector to help build a dynamic inclusive learning community which encourages customers to develop their potential to the full.

The service has corporate responsibility for developing and overseeing the delivery of the council's Customer Services Strategy.

Activities

The main activities of the service during the period of the Management Plan will be:

- Promotion and ongoing monitoring of the Customer Services Strategy
- Provide customers with personal access to all council services and payment facilities through a network of local service centres
- Providing housing information and advice on housing options to help people access appropriate services
- Provide access to formal and informal leisure and learning opportunities for individuals and groups in West Lothian through a comprehensive range of libraries, community centres and community museums and associated outreach activities including the use of digital and social media platforms
- Work with management committees to maximise the use of facilities through programmes which meet the needs of the community
- Maximise efficiency, effectiveness and promote 'best value', through resource management and energy systems.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Regular and structured engagement with key internal partners improves the quality of information delivery to front line staff.

Our key partners include; other council services, Management Committees, Community Councils, NHS Lothian, West Lothian Leisure and Police Scotland.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Library users	Focus groups and paper-based surveys	Quarterly / Monthly	Neighbourhood Manager	Notice boards and notes from meetings
Community groups with an interest in development of partnership centres	Meetings	Monthly	Project Manager	Notes from meetings and reports to committees
Community centre users and management committees	Meetings / paper-based surveys	Monthly	Neighbourhood Manager	Monthly meetings and notice board
Users of CIS or Registration services	Papers based surveys	Monthly	Team Managers	Monthly reports, quarterly newsletters
Customer Service Participation Group	Focus Group	Quarterly	Neighbourhood Manager	Notes from meeting and reports to committee.
Museum Development Plan Group	Focus Groups/ paper based and online surveys	Biennial	Senior Manager	Biennial public report

Activity Budget 2021/22

Customer and Community Services

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Registration Service	To record all registrations for births, marriages and deaths accurately and issue extracts from the registers.	Enabler service – Corporate Governance and Risk	CuCS023_Unit cost of each registration activity Target: £5	High Level	6.0	222,244	(282,000)	59,756
			CuCS515_Percentage accuracy for the registration of births, deaths and marriages Target: 98%	WLAM				
Neighbourhood Services	To provide customers with personal access to all council services and cash collection facility, access to informal learning opportunities, and access to a comprehensive range of lending and reference books through a network of local service centres.	Enabler service – Modernisation and Improvement	CP:CuCS026_Percentage of CIS enquiries resolved at first point of contact Target: 72%	Public	111.3	3,886,105	(1,219,499)	2,666,606
			P:CuCS050_9a.1a Net cost per item borrowed from branch libraries	Public				
Service support	Provision of management and administrative Support.	Enabler service – Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.7	61,835	0	61,835
	Total:				**118.0**	**4,170,184**	**(1,501,499)**	**2,668,685**

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Customer and Community Services Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Customer Service Strategy 2018/23	Ongoing monitoring and reporting of the Council's corporate strategy.	Continue to deliver an effective strategy that will support the development of digital council services.	Customer Services Manager	December 2018	March 2023	Active	Customer Service Champions and Customer Consultation Groups ongoing.
Review Customer and Community Services	Rationalisation of customer services.	To enable the council and service to deliver more effective, flexible and affordable services.	Customer Services Manager	April 21	May 2021	Planned	Implementation and review of changes
Partnership Centres and reducing the number of community facilities	As the number of buildings required to deliver council services reduces, community groups will have the opportunity to request ownership of properties. With the partnership model, there is an opportunity to consolidate the number of community centres and village halls. Review the provision of facilities at community centres.	To enable the council and service to deliver more effective, flexible and affordable services.	Customer Services Manager	April 2021	March 2022	Active	Implementation and review of changes
Development of new Partnership Centre Delivery	Delivery of Whitburn Partnership Centres. Relocation of Library service to Livingston North Partnership Centre.	Customers have improved access to council and partner services in local communities.	Customer Services Manager	April 2021	March 2022	Active	Construction phase complete

Customer and Community Services Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Digital transformation projects	A programme of activity to ensure that the council is well placed to take advanced of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2021	March 2022	Planned	Project scope and plan defined across all services.

Customer Service Centre

Manager: Ralph Bell, Customer and Community Services Manager
Number of Staff: 58.1 (full time equivalents)
Locations: Civic Centre and various locations

Purpose

The council's centre for telephone, email and web contacts manages customer enquiries from the first point of contact. The service also includes Careline – the telephone support service for electronic care alarms used by older and vulnerable people in our community.

The service engages with customers on a transactional basis and is likely to refer customers to other services where specialist or professional support is required.

Activities

The main activities of the service during the period of the Management Plan will be:

- Providing customers with access to all council services and payment facilities through a centrally based contact centre
- Handling a range of customer enquiries through to resolution
- Providing 24 hour / 7 days a week support for older and vulnerable people through the electronic care alarm system (Careline).

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers.

Our key partners include; other council services and the Health and Social Care Partnership.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences.

Customer Consultation Schedule 2021/22

Customer Group	Method	Frequency	Responsible Officer	Feedback Method
Careline users	Paper based / electronic survey	Monthly	Customer Service Centre Co-ordinator	Results are published via the service's reported performance indicators
Customer Service Centre users	Phone surveys	Monthly	Customer Service Centre Co-ordinator	Results published via the service's reported performance indicators

Activity Budget 2021/22

Customer Service Centre

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2021/22	PI Category	Staff Resources (FTE)	Revenue Expenditure Budget 2021/22 £	Revenue Income Budget 2021/22 £	Net Revenue Budget 2021/22 £
Telephone service	Provide customers with access to all council services through a centrally based telephone service	Enabler Service - Modernisation and Improvement	P:CSC080_Unit cost of each CSC call Target: £1.88	Public	44.0	1,650,304	(903,918)	746,386
			P:CSC104_Percentage of CSC calls resolved at first point of contact Target: 75%	Public				
Care Alarm system	Provide 24/7 support for older and vulnerable people through the electronic care alarm system	Enabler Service - Financial Planning	CSC081a_Unit cost of each Careline customer contact: Target £3.47	Public	13.8	598,668	0	598,668
			CSC107m_Percentage of Careline calls answered within 30 seconds: Target 95%	WLAM				
Service support	Provision of management and administrative Support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line activities.		0.3	26,500	0	26,500
	Total:				**58.1**	**2,275,472**	**(903,918)**	**1,371,554**

Actions 2021/22

The service will undertake a range of actions to support corporate priorities and objectives, improve services and deliver transformation.

Customer Service Centre Actions 2021/22

Action	Description	Planned Outcome	Owner(s)	Start	End	Status	Update
Digital transformation projects	A programme of automated activity to ensure that the council is well placed to take advanced of opportunities offered in the digital age.	To deliver improved user-focused digital public services.	Head of Service	April 2021	January 2022	Planned	Project scope and plan defined across all services.

Developing the Management Plan and reporting progress

The Management Plan was developed to support the delivery of the council's Corporate Plan and to take account of a range of factors that are likely to impact the delivery of council services in the next four years.

Context

The next two years will be a period of significant challenge for the council with ongoing spending constraints expected to continue. However, the council has clearly defined long term aims relating to the development of high quality services, designed to meet the needs of its customers. These long-term aims are captured in the Local Outcome Improvement Plan, Community Plan and in the council's Corporate Plan and together these strategic plans determine the work of the council's services.

The development of the Corporate Plan 2018/23 was directly influenced by the views of the people living and working in West Lothian, ensuring that all employees are focused on meeting the needs of a growing and vibrant community. The Corporate Plan sets the strategic priorities for the council up to 2022/23 and this will be the continued focus for all council services during the period.

This will help to ensure that we continue to tackle the most important issues for West Lothian. Also, that we invest in and prioritise the services which make the most significant contribution to the achievement of positive outcomes.

Influences

There will be many internal and external factors which will influence the work of Housing, Customer and Building Services during the period. The more prominent include: the ongoing economic challenges for communities; the continued roll out of Universal Credit and other welfare changes; continuing to meet the challenges of the Scottish Social Housing Charter; availability of Government grant funding for new homes and energy efficiency programmes and continuing implementation of relevant legislation, including the Housing Act 2014.

Planning Process

The Management Plan was developed by the Housing, Customer and Building Services Management team, using a range of information to ensure that services, activities and resources are aligned to:

- The council's Corporate Plan and the deliverables for which Housing, Customer and Building Services will be responsible for achieving or contributing to;
- Supporting the delivery of the council's transformation programme and Digital Transformation strategy;
- The requirements and standards set out within the Scottish Social Housing Charter; and
- The priorities of council employees, tenants, customers and partners.

The process and timescales for the development and publication of the management plan is set out, including consultation with the appropriate stakeholders.

Corporate Plan	The Corporate Plan is approved by West Lothian Council, setting out the key priorities for all council services for the period 2018/19 to 2022/23.	February 2021
Housing, Customer and Building Services planning	The service management team develop the plan taking account of a range of factors, business requirements and customer needs.	February to March 2021
Executive Management Team approval	The council's executive management team (EMT) will review all service management plans to ensure they are sufficiently focused on corporate priorities. The EMT will also review the plans annually, scrutinising performance and progress in the stated outcomes and actions.	March 2021
PDSP consultation	The Management Plan is taken to the relevant Policy Development and Scrutiny Panel(s) for consultation, providing Panel members the opportunity to shape planning and resource allocation.	April to June 2021
Management Plan launch	The service cascades the plan to Housing, Customer and Building Services employees to ensure that they understand the key priorities and challenges ahead and how they will contribute to successful outcomes.	April to June 2021
WLC website	The Management Plan is published on the council's website to provide detailed information for the public and external stakeholders on council services, resource allocation and performance.	July 2021
Management Plan updates	The Management Plan progress is reviewed by the appropriate PDSP each year	April to June 2021

Continuous Improvement

Housing, Customer and Building Services will continue to play a key role in the development and support of high quality customer services. Housing, Customer and Building Services will continue to engage with our customers to modernise structures and processes to ensure that they continue to provide the most efficient and effective model for service delivery. We will do this by:

- Continuing to deliver a programme of quality assurance and quality improvement review across Housing Operations, Strategy and Development, Building Services and Housing Need;
- Agreeing and implementing a programme of Tenant Led Inspections (TLIs) to enable customers to review key services and recommend improvements;
- Participate in corporate activities such as Citizen Led Inspections (CLIs) within customer and communities and Customer Service Centre, as required;
- Introducing the Customer Service Participation Group to ensure effective and ongoing delivery of the Customer Service Strategy 2018/23.
- Implement and evaluate both employee and customer satisfaction surveys to learn and change as a result of feedback for the whole service; and
- Continue to analyse service complaints to understand key strengths and weaknesses within service processes and implement improvement measures as required.

Housing, Customer and Building Services Scorecard

The service will report on the following key measures of the success throughout the lifetime of our plan (short term trend arrows: 2020/21 performance exceeded the target = ↑ / 2020/21 performance met the target = ▬ / 2020/21 performance was below the target = ↓):

Indicators

WLAM unit / service	PI Code and Short Name	2020/21 Performance	2020/21 Target	Performance against Target	2021/22 Target
Housing Operations	P:HQSARC01_6a.7 Percentage of tenants who are satisfied with the overall service from Housing and Building Services.	83.6%	88%	↓	88%
	HQSCOM022_6b.3 Housing Operations - Total number of complaints received by Housing Operations.	48	50	↑	50
	HQSARR700_9b.1a Total rent collection	97.09%	96%	↑	96%
Housing Strategy and Development	P:HSD110_6a Percentage of tenants satisfied with their new build home	100%	95%	↑	95%
	HSD113_6b.3 Housing Strategy and Development – Total number of complaints received by Housing Strategy and Development	40	60	↑	60
	HSD410_9a Percentage of Home Energy Efficiency Programme budget spent	7% *No work has started on HEEPS properties due to Pandemic	80%	↓	80%
	CP:HSD309_9b Number of new affordable homes delivered	2254	2313	↓	2774
Performance and Change	HQSPC032_9b.1c Number of Private Landlord Registration cases referred to Licensing Committee	0	2	↑	2
	HQSPC034_9b.1c Number of Rent Penalty Notices Served	0	5	↑	5
	HQSPC045_9b.1c Monthly number of system admin requests received from users **Target changed at months 6 & 12 to include additional user request not previously reported*	286	300	↑	300

Indicators

WLAM unit / service	PI Code and Short Name	2020/21 Performance	2020/21 Target	Performance against Target	2021/22 Target
	HQSPC036_8b.4 Percentage of Freedom of Information (FOI) Act- requests responded to within 20 working days.	100%	85%	↑	85%
Building Services	P:BUS005_6a.2 Percentage of customers who are satisfied with the housing repair service (yearly).	99.83%	98%	↑	98%
	BUSMT020a_6b.3 Total number of complaints received by Building Services.	379	440	↑	440
	BUSMT016_9a Building Services - Average cost of Housing Non-Emergency Repairs.	£108.57	£106	↓	£106
	P:HQSARC13_9b Percentage of housing repairs carried out in the last year completed 'Right First Time'.	93.1%	92%	↑	92%
	BUSGAS106_9b.1b Percentage of gas services completed within 12 months	99.97%	100%	↓	100%
Housing Need Service	P:HQSARC28_6a Percentage of homeless households satisfied with the quality of temporary or emergency accommodation	84.5%	87%	↓	87.5%
	HQSCOM016a_6b.3 Housing Needs - Total number of complaints received by Housing Needs	74	120	↑	120
	P:HQSFIN058_9a1a Unit cost of Housing Needs Prevention and Assessment Service.	£433	£474	↑	£439
	P:HQSHOM034_9b The proportion of priority, unintentionally homeless applicants for whom permanent accommodation was secured.	79.8%	78%	↑	78%
Customer and Communities Service	CuCS007a_6a.7 Customer and Communities - Percentage of customers who rated the overall quality of service as good or excellent.	0% *No surveys carried out as services closed due to the Pandemic	99%	–	99%
	CuCS010a_6b.3 Customer and Communities - Total number of complaints received by Customer and Community services.	8	48	↑	48
	CuCS023_9a.1a Unit cost of each registration of a birth, marriage or death. This does not include handling requests for copies of birth, marriage and death certificates.	Figure unavailable until 2022	£5	–	£5

Indicators

WLAM unit / service	PI Code and Short Name	2020/21 Performance	2020/21 Target	Performance against Target	2021/22 Target
	CP:CuCS026_9b.1a Percentage of Customer Information Service (CIS) enquiries resolved at first point of contact.	32.1%	75%	↓	75%
Customer Service Centre	CSC059a_6a.9 Customer Service Centre (CSC) - Percentage of customers who rated the overall quality of the service as good or excellent.	98.06%	97%	↑	97%
	CSC062a_6b.3 Total Number of Complaints against Customer Service Centre (CSC).	54	84	↑	84
	P:CSC080_9a.1a Unit cost of each Customer Service Centre (CSC) call.	Available June 2021	£2.56	NA	£1.80
	P:CSC105a_9b.1a Percentage of Customer Service Centre enquiries resolved at first point of contact.	80%	75%	↑	75%

Housing, Customer and Building Services

Management Plan 2021/22

April 2021

For more information:

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West Lothian Civic Centre
Howden South Road | Livingston | West Lothian | EH54 6FF

Services for the Community PDSP- 01/06/2021 (AGENDA SETTING18/05/2021)				
1	Scottish Fire & Rescue Service	Q4 Performance Report	**1/4**	Brian Robertson
2	Housing Operations	Safer Neighbourhood Performance Q4	**1/4**	Alison Smith
3	Police Scotland	Q4 Performance Report	**1/4**	Alun Williams
4	Housing Needs	Q4 Property Turnover Report	**1/4**	Katy McBride
5	Performance & Change	Q4 HCBS Performance	**1/4**	Sarah Kelly
6	Performance & Change	Management Plan- 2021-2022	**Annual**	Sarah Kelly
7	Housing Strategy & Development	Q4 Affordable Housing Delivery Update	**1/4**	Marjory Mackie
8	Housing Strategy & Development	HEEPS:ABS programme update	**Annual**	Marjory Mackie
9	Housing Strategy & Development	Local Housing Strategy 2017-22 Annual Update	**Annual**	Marjory Mackie
Council Executive 08/06/2021 (AS TBC)				
1	Housing Needs	RRTP Annual Update	**Annual**	Katy McBride
2	Housing Strategy & Development	Local Housing Strategy 2017-22 Annual Update	**Annual**	Marjory Mackie
3	CSC/Digital Transformation	Automation & Robotics	**Once**	Karen Cawte/Sarah Kelly
Partnership & Resources PDSP (Customer Services) 18/06/2021 (AS TBC)				
1	Customer & Community Services	Management Plan- 2021-2022	Annually	Ralph Bell
2	Transformation Team/P&C	Automation/CSC Auto	**Once**	Karen Cawte/Sarah Kelly
3	Customer & Community Services	Customer Service Strategy	Annually	Ralph Bell
SPECIAL Services for the Community PDSP- 15/06/21 at 2pm				
1	Housing Need	Rapid Rehousing Transition Plan	**Annually**	Katy McBride
Council Executive 22/06/2021 (AS TBC)				
1	CSC/Digital Transformation	Automation & Robotics	**Once**	Karen Cawte/Sarah Kelly
2	Housing Strategy & Development	Q4 Affordable Housing Delivery Update	**1/4**	Marjory Mackie
3	Housing Strategy & Development	HEEPS:ABS programme update	**Annual**	Marjory Mackie
4	Housing Strategy & Development	Local Housing Strategy 2017-22 Annual Update	**Annual**	Marjory Mackie
5	Housing Need	Rapid Rehousing Transition Plan Annual Update	**Annually**	Katy McBride

TBC	Housing Strategy & Development	Review of the Scheme of Assistance	**Once**	Marjory Mackie
TBC	Housing Strategy & Development	Fuel Switching	**Once**	Marjory Mackie
RECESS				
Council Executive 17/08/2021 (AS TBC)				
Partnership & Resources PDSP (Customer Services) 20/08/2021 (AS TBC)				
Culture & Leisure PDSP (Customer Services) 26/08/2021 (AS TBC)				
Council Executive 07/09/2021 (AS TBC)				
Services for the Community PDSP- 07/09/2021 (AGENDA SETTING)				
1	Performance & Change	Annual Return on the Charter & Annual Assurance Statement	**Annually**	Sarah Kelly
2	Housing Strategy & Development	Housing Asset Management Plan Annual Update	**Annual**	Marjory Mackie

3				
4				
Partnership & Resources PDSP (Customer Services) 01/10/2021 (AS TBC)				
Council Executive 05/10/2021 (AS TBC)				
1	Performance & Change	Annual Return on the Charter & Annual Assurance Statement	**Annually**	Sarah Kelly
	Housing Strategy & Development	Housing Asset Management Plan Annual Update	**Annual**	Marjory Mackie
Services for the Community PDSP- 19/10/21 (AGENDA SETTING)				
1	Performance & Change	Consultation	**Once**	Sarah Kelly
2	Housing Strategy & Development	Q2 Affordable Housing Delivery Update	**1/4**	Marjory Mackie
3				
4				
Council Executive 26/10/2021 (AS TBC)				
Council Executive 16/11/2021 (AS TBC)				
Culture & Leisure PDSP (Customer Services) 25/11/2021 (AS TBC)				

(AS TBC)				
Partnership & Resources PDSP (Customer Services) 03/12/2021 (AS TBC)				
Council Executive 07/12/2021 (AS TBC)				
Services for the Community PDSP- 14/12/21 (AGENDA SETTING)				
1	Performance & Change	Consultation	**Once**	Sarah Kelly
2				
3				
4				
Council Executive 21/12/2021 (AS TBC)				